### Lobby Wait Times - PM69001

DHS is in the process of streamlining field office operations to improve customer experience and reduce lobby wait times. Operational improvements include “greeting” customers as they enter the field office lobby and assisting with issues that can be resolved quickly, creating a call center to answer questions from customers who would otherwise come into the DHS office, and guiding clients towards online engagement with the agency. The figures below represent the average collective wait time of DHS’s six regional offices. [Note: 2017 actual is an estimate. 2018 target under development.]

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Target</strong></td>
<td>30 Minutes</td>
<td>20 Minutes</td>
<td>41 minutes</td>
<td>30 minutes</td>
<td></td>
</tr>
<tr>
<td><strong>Actual</strong></td>
<td>43 Minutes</td>
<td>41 Minutes</td>
<td>*200 Minutes</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Supplemental Nutrition Assistance Program (SNAP) Payment Error Rate - PM69002

DHS seeks to minimize payment error, which includes overpayments and underpayments. The figures below represent the federal SNAP error rate. [Note: 2018 target under development.]

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Target</strong></td>
<td>5.5%</td>
<td>3.5%</td>
<td>3.5%</td>
<td>5.0%</td>
<td>3.5%</td>
</tr>
<tr>
<td><strong>Actual</strong></td>
<td>3.9%</td>
<td>3.8%</td>
<td>10.7%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### SNAP Employment & Training Program (SNAP E&T) Participation - PM69003

In Rhode Island, the Local Initiatives Support Corporation (LISC) is contracted by DHS to manage the USDA-funded SNAP E&T Program which offers employment and training services to eligible SNAP recipients. The figures below represent the percentage of clients that participate in the (currently voluntary) SNAP E&T program.

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Target</strong></td>
<td>3.1%</td>
<td>4.0%</td>
<td>5.6%</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Actual</strong></td>
<td></td>
<td></td>
<td></td>
<td>5.80%</td>
<td>6.0%</td>
</tr>
</tbody>
</table>

### Temporary Assistance for Needy Families (TANF) Work Activity Participation - PM69004

The TANF Work Participation Rate (WPR) is the federal measure derived by the proportion of adult TANF recipients who must participate in countable work activities for a specified number of hours each week in relation to the overall number of families receiving TANF cash assistance. The overall number in the denominator is reduced by those TANF clients who are exempt or have been sanctioned. The figures below represent Rhode Island's "All Family" TANF WPR. [Note: 2018 target under development.]

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Target</strong></td>
<td>18.0%</td>
<td>35.0%</td>
<td>25.0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Actual</strong></td>
<td>10.5%</td>
<td>14.7%</td>
<td>10.4%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Veteran Unemployment - PM69006
The Division of Veterans Affairs (RIDVA) seeks to facilitate education and workforce development opportunities for veterans to assist in lowering the overall unemployment rate for this important segment of the state’s workforce. The figures below represent Rhode Island’s veteran unemployment rate. [Notes: 2018 target under development. Missing values appear as zeros in the measure.]

<table>
<thead>
<tr>
<th>Year</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>15.0%</td>
<td>25.0%</td>
<td>15.0%</td>
<td>20.0%</td>
<td></td>
</tr>
<tr>
<td>Actual</td>
<td>7.6%</td>
<td>12.8%</td>
<td>11.6%</td>
<td>0.00%</td>
<td></td>
</tr>
</tbody>
</table>

**BrightStars Child Care Ratings - PM69007**

The Child Care Assistance Program (CCAP) BrightStars rating system assigns early care, education, and afterschool programs a rating from one to five stars, and works with these child care providers to improve and expand their rating. Star ratings are objective and tied to specific criteria. Currently, a large percentage of DHS-approved child care providers are rated at level one or two. The figures below represent the percentage of children enrolled in CCAP providers rated at four or five stars. [Notes: 2018 target under development. Missing values appear as zeros in the measure.]

<table>
<thead>
<tr>
<th>Year</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>60.5%</td>
<td>61.0%</td>
<td>61.5%</td>
<td>61.3%</td>
<td>61.5%</td>
</tr>
<tr>
<td>Actual</td>
<td>61.3%</td>
<td>61.9%</td>
<td>61.8%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Child Support Collections - PM69008**

The Office of Child Support Services establishes paternity of children, creates court orders for financial and medical support, and enforces support orders. Collections are distributed to families and used to reimburse public assistance costs. From Federal Fiscal Year 2014 to 2015, collections on current support increased $1.5 million. The figures below represent the percentage of owed child support collected. [Notes: 2018 target under development. Missing values appear as zeros in the measure.]

<table>
<thead>
<tr>
<th>Year</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>5.6%</td>
<td>5.4%</td>
<td>5.2%</td>
<td>5.4%</td>
<td></td>
</tr>
<tr>
<td>Actual</td>
<td>5.8%</td>
<td>3.9%</td>
<td>3.6%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>