

OFFICE OF THE SPECIAL MASTER

Gemmell v. Hawkins – C. A. No. 16-350 WES

Report (#14) to the Court

This Report is filed pursuant to Section IV.A.4 of the Order Appointing Special Master. My activities in December are set forth in the attached time sheet.

As I reported last month, the Department of Human Services (“DHS”) met the SNAP 96% timeliness standard in October for both expedited and non-expedited SNAP applications. This meant that DHS was in compliance with the consent Agreement for that month. For November, the timeliness results were 94.1% for expedited applications and 95.8% for non-expedited. This minor slippage likely reflects the number of holidays in November, and I expect that DHS will be back on track in December. A total of 3,435 applications were processed. The worker inbox technology appears to be working well, with an upgrade installed in December relating to overdue applications, and the DHS technicians are becoming increasingly comfortable with the technology.

With respect to other work plan items:

- Wait times at the call center remain under 30 minutes for SNAP calls, and additional more highly trained staff have been hired.
- Working with an outside vendor, DHS has implemented lobby management measures that reduce wait times. Wait times are generally below 30 minutes, and there are times when there are virtually no lines.
- DHS and Deloitte continue to work on the revised design of the customer portal.

- DHS, working together with certain social service providers, is almost finished with a revised draft of the application form for SNAP and other benefits. The form will be shortened and simplified.

I continue to think that think all the pieces are in place for DHS to maintain compliance with the consent Agreement.

Respectfully submitted,

/s/ Deming E. Sherman

Special Master

January 2, 2019

cc Counsel of Record (by email)

