

OFFICE OF THE SPECIAL MASTER

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

Report (#15) to the Court

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

The Department of Human Services (“DHS”) met the SNAP 96% timeliness standard set forth in the consent Agreement again in December – 96.4% for expedited applications and 96.7% for non-expedited applications. This is evidence that both the technology and the DHS staff are working well with respect to the processing of SNAP applications.

With respect to other work plan items:

- DHS and Deloitte continue to work on the revised design of the customer portal (which is the medium for on-line applications) so that it works better for older applications. The portal works well for new applications.
- Wait times at the call center and in the lobbies remain on average under 30 minutes.
- DHS, working together with some social service providers, completed a revised, shortened, and simplified application that has been submitted to the ACLU and the National Center for Law and Economic Justice for their review. This application will be used for all five of the social service programs in the UHIP system. Once they have signed off, DHS will submit the new application to the Department of Agriculture (that oversees the SNAP program), for its review and approval.

I remain optimistic that DHS will continue to meet its compliance obligations under the consent Agreement.

Respectfully submitted,

/s/ Deming E. Sherman

Special Master

February 1, 2019

cc Counsel of Record (by email)

