

OFFICE OF THE SPECIAL MASTER

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

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Report (#18) to the Court

This Report is filed pursuant to Section IV.A.4 of the Order Appointing Special Master. Attached is my time sheet for March and April.

In March, the Department of Human Services (“DHS”) continued to meet and exceed the SNAP 96% timeliness standard set forth in the consent Agreement – 97.9% for expedited applications and 98.3% for non-expedited applications. This means that out of a total of 3637 eligible SNAP applications submitted in March, only 69 were not processed in a timely fashion. DHS now has been in compliance with the consent Agreement for 5 out of the last 6 months, and in November 2018, DHS missed the targets by only an average of 1.05%. The average for all applications for the past 6 months is 96.7%. I believe that both the technology and the DHS staffing are working well and that DHS will continue to be in compliance in the coming months. The goal is to achieve compliance in 11 out of 12 months since October 2018. *See* Article VII, Section 29 of the Stipulation and Order of Settlement, sometimes referred to as the consent Agreement.

With respect to the revised and simplified Assistance Application (for all UHIP programs), DHS completed the revisions and has submitted the application to the Department of Agriculture (that oversees the SNAP program) for its review and approval. This may take a few months.

DHS expects that in June there will be a new technology release for the customer portal that will make it easier to use. This should have a further positive impact on timeliness.

Respectfully submitted,

/s/ Deming E. Sherman

Special Master

May 1, 2019

cc Counsel of Record (by email)