

**OFFICE OF THE SPECIAL MASTER**

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

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**Report (#19) 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 May, which reflects the fact that my role is diminished in light of the continued success of the Department of Human Services (“DHS”) in complying with the consent Agreement.

In April, DHS continued to meet and exceed the SNAP 96% timeliness standard set forth in the Agreement – 97.8% for expedited applications and 98.8% for non-expedited applications. This means that out of a total of 3905 eligible SNAP applications submitted in March, only 67 were not processed in a timely fashion. DHS now has been in compliance with the consent Agreement for 6 out of the last 7 months. (In November 2018, DHS missed the target by an average of 1.05%.) The average for all applications for the past 6 months is just under 97%. Both the technology and the DHS staffing are working well to achieve this compliance and I believe that it will continue. DHS’s 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 filed it with the Department of Agriculture (that oversees the SNAP program) about a month ago for its review and approval. DHS is awaiting a response.

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

Respectfully submitted,

/s/ Deming E. Sherman

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Special Master

May 31, 2019

cc Counsel of Record (by email)