

OFFICE OF THE SPECIAL MASTER

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

Report (#10) to the Court

This Report, filed pursuant to Section IV.A.4 of the Order Appointing Special Master, will be brief.¹ On July 21/22, the new worker inbox was deployed. On the whole, it seems to be operating well and, for the most part, the staff is acclimating well to the new inbox. As expected, there are some operational and technical issues that need to be resolved. DHS is working closely with Deloitte to ensure that technical defects are resolved quickly and to provide operational and training support to ensure that timeliness is not significantly affected. It appears, nonetheless, that the timeliness percentages are holding steady in the low 90% range for both expedited and non-expedited applications. I will have a more definitive report on the August percentages next month.

The timeliness percentages for July were 93.2% for both expedited applications and non-expedited applications. These are slightly better than the June percentages, which were 92.0% and 90.9% respectively. Based on the fact that 3735 SNAP applications were filed in July, the difference between 93.2% and the goal of 96% is approximately 100 applications. In my opinion the goal should be achievable soon.

There is encouraging news relating to the call center. In the week of August 5, 6453 calls came into the call center relating to all programs, and the wait times for all calls averaged 53 minutes. The wait times for SNAP calls are significantly lower than the average, which is an improvement over the situation a few months ago.

¹ In view of the fact that I have not had to spend a significant amount of time on this matter in August, I will not submit a log until my September report.

Respectfully submitted,

/s/ Deming E. Sherman

Special Master

August 30, 2018

cc Counsel of Record (by email)