

OFFICE OF THE SPECIAL MASTER

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

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Report (#22) to the Court

This Report is filed pursuant to Section IV.A.4 of the Order Appointing Special Master. My time sheet for the past three months is attached.

In July, DHS continued to exceed the SNAP 96% timeliness standard set forth in the Stipulation and Order of Settlement – 96.9% for expedited applications and 97.8% for non-expedited applications. This means that out of a total of 3877 eligible SNAP applications submitted in July, only 102 were not processed in a timely fashion. This is the 9th consecutive month of compliance, and DHS’s goal of achieving compliance in 11 out of the 12 months since October 2018 is near. *See* Article VII, Section 29 of the Stipulation. DHS continues to monitor applications that are untimely processed to determine the cause(s) thereof. It appears that the technology to continue timely processing is in place, and DHS will continue to work with Deloitte to tweak the system to address remaining issues. DHS is also making administrative adjustments to ease the application process for eligible persons, *e.g.* allowing for telephone interviews instead of personal interviews after an application is filed.

Respectfully submitted,

/s/ Deming E. Sherman

Special Master

August 30, 2019

cc Counsel of Record (by email)