

**OFFICE OF THE SPECIAL MASTER**

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

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**Report (#23) to the Court**

This Report is filed pursuant to Section IV.A.4 of the Order Appointing Special Master. My time in the past month has been *de minimis*, hence I am not submitting a time sheet.

In August, DHS continued to exceed the SNAP 96% timeliness standard set forth in the Stipulation and Order of Settlement – 96.2% for expedited applications and 97.9% for non-expedited applications. This means that out of a total of 3476 eligible SNAP applications submitted in August, only 102 were not processed in a timely fashion. This is the 10<sup>th</sup> consecutive month of compliance, and DHS's goal of achieving compliance in 11 out of the 12 months since October 2018 is close. *See* Article VII, Section 29 of the Stipulation. As has been the case for a number of months, DHS continues to monitor applications that are untimely processed to determine the cause(s) thereof. DHS will continue to work with Deloitte to tweak the technology to address remaining issues and will continue to insure that the staff processing the applications is well-trained. 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

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Special Master

October 3, 2019  
cc Counsel of Record (by email)