

**OFFICE OF THE SPECIAL MASTER**

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

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**Report (#13) to the Court**

This Report is filed pursuant to Section IV.A.4 of the Order Appointing Special Master. My activities in November are set forth in the attached time sheet.

I am very pleased to report that the Department of human Services (“DHS”) met the SNAP 96% timeliness standard in October, which means that DHS is in compliance with the consent Agreement for that month. For expedited SNAP applications, timeliness was 96.0% and for non-expedited 96.6%. Approximately 4400 applications were processed, about 500 more than in September. This achievement results from a combination of successful technological upgrades by Deloitte (in particular with respect to the worker inbox), the effective management by Director Courtney Hawkins and her staff, and the good work of the employees (in particular the eligibility technicians (“ETs”) and their supervisors). The objective now is to maintain the timeliness percentages, which I am confident that DHS has both the technology and ability to do. A chart of DHS’s progress over the past year is attached.

DHS and Deloitte will continue to make “tweaks” and enhancements to the RI Bridges system as minor issues appear. The primary defects in the worker inbox have been resolved, and the worker inbox is now being used for all SNAP applications. Further, there are new supervisor dashboards to monitor timeliness. The customer portal, which is the tool for making an application on line, is still not fully functioning, and there are design updates in

process. DHS is in the process of developing a new, shortened application form that will be shared with the parties for comment when drafted.

The wait times in the call center and the lobbies remain below 30 minutes, and there are steps being taken to improve these wait times.

As is clear from my time sheet, my role as Special Master is becoming that of a monitor, since I think that all the pieces are in place for DHS to maintain compliance with the consent Agreement.

Respectfully submitted,

/s/ Deming E. Sherman

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Special Master

December 3, 2018

cc Counsel of Record (by email)

