



The Food Bank For New York City

Mediation Analysis Report for January 2017

Time Periods Reflected: January 1, 2017 through January 31, 2017

Prepared by the staff of Benefit Access of Food Bank For New York City.
February 16, 2017

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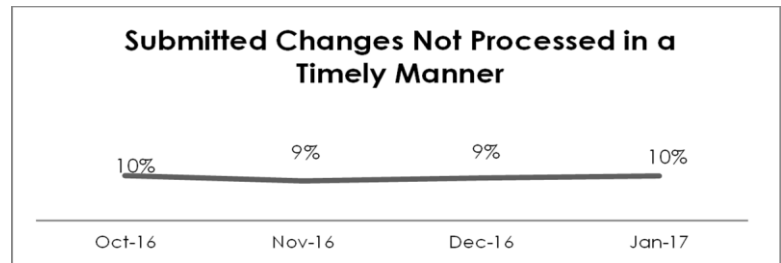
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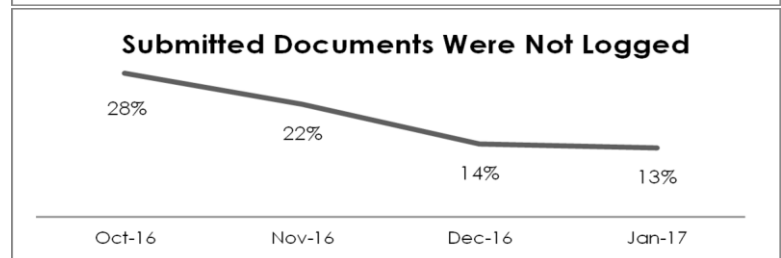
The following mediation activities were observed under the Mediation Model in January 2017:

- 15 Organizations reported 230 mediation cases – with a total of 283 identified issues, to NCA SNAP Centers throughout the 5 boroughs
- Of those 230 cases, 97 (42%) were related to first time applicants, 100 cases (43%) were related to recertifying clients, 28 cases (12%) were related to change reports, 4 (2%) to periodic reports, and 1 (0%) to adverse action.
- A total of 175 cases or 76% were sent to the TIPS Centers: TIPS-42: 84 cases, TIPS-43: 64 cases, TIPS-24: 27 cases
- Notable trends in January in relation to the previous months, include:

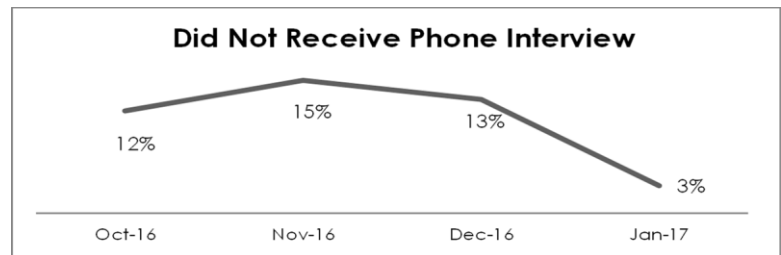
Submitted changes not processed in a timely manner: This issue increased to ten percent in January; up from nine percent in December



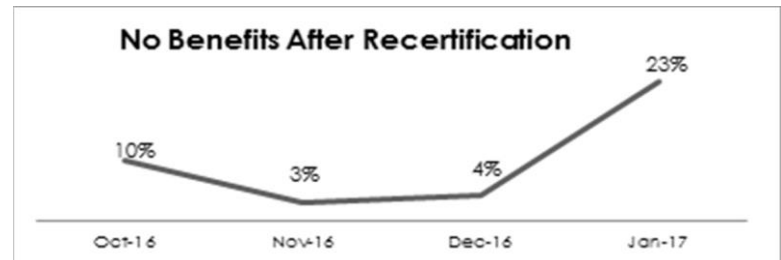
Submitted documents were not logged in the system: This issue decreased from 14 percentage points to 13 over the month of January



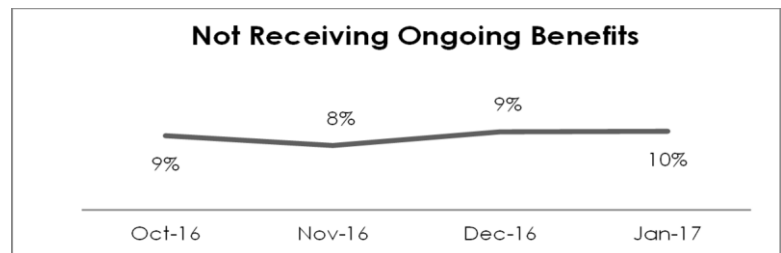
Did not receive phone interview and was unable to reschedule: This issue decreased in prevalence by ten percentage points from thirteen to three percent



No benefits after recertification: The issue has increased in prevalence by 19 percent from December to January



Not receiving ongoing SNAP benefits: This issue increased from nine percentage points to ten over the month of January



- 89% (167) of cases in January were resolved in the same month as received, 4 percent more than December.
- 72% (135) of cases were resolved within the key first 5-day time period over January, a 6 percent increase from December (66%). The number of cases that took 6 -10 days to be resolved decreased by 5 percentage points -from 27% to 16%.
- 79% of cases were resolved at the primary and back-up liaison levels over January; a 5 percentage point decrease, compared to December.

PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR JANUARY

This analysis is based on information submitted by 15 organizations. These organizations reported having mediated on behalf of 230 SNAP applicants/participants.

CHART 1: MEDIATION CASES BY ORGANIZATION

CBO	Total
HFNYC	1
First Time Applicant	1
Bronx Defenders	35
Change Report	3
First Time Applicant	13
Periodic Report	2
Recertification	17
CIDNY	1
First Time Applicant	1
Community Council & Consulting	22
Change Report	4
First Time Applicant	8
Recertification	10
CSB Community Svc	31
Change Report	6
First Time Applicant	3
Recertification	22
CSCGW	10
First Time Applicant	3
Periodic Report	1
Recertification	6
Diaspora	2
First Time Applicant	1
Recertification	1
Encore	1
First Time Applicant	1
Food Bank For NYC	16
First Time Applicant	14
Recertification	2
HFNYC	22
Change Report	3
First Time Applicant	16
Recertification	3
HFNYC	33
Change Report	7
First Time Applicant	10
Periodic Report	1
Recertification	15
LiveOn NY	4
Change Report	1
First Time Applicant	3
Manhattan Legal Services	9
Adverse Action	1
Change Report	2
First Time Applicant	3
Recertification	3
POTS	27
Change Report	2
First Time Applicant	13
Recertification	12
Tzu Chi Foundation	4
First Time Applicant	3
Recertification	1
Urban Upbound	6
First Time Applicant	2
Recertification	4
WHEDCo	6
First Time Applicant	2
Recertification	4
Total	230

CHART 2: CASES BY NCA CENTER

NCA	CASE TYPE	Total
S-13		1
	Change Report	1
S-14		1
	First Time Applicant	1
S-15		3
	Change Report	1
	First Time Applicant	1
	Recertification	1
S-19		2
	Change Report	1
	First Time Applicant	1
S-20		1
	First Time Applicant	1
S-21		3
	Change Report	2
	First Time Applicant	1
S-22		13
	Adverse Action	1
	Change Report	10
	First Time Applicant	1
	Recertification	1
S-26		3
	Change Report	2
	Periodic Report	1
S-40		8
	Change Report	1
	First Time Applicant	2
	Periodic Report	3
	Recertification	2
S-45		6
	Change Report	3
	Recertification	3
S-46		5
	Change Report	3
	First Time Applicant	2
S-53		4
	Change Report	3
	Recertification	1
S-54		2
	Change Report	1
	Recertification	1
S-61		3
	First Time Applicant	3
TIPS-24		27
	First Time Applicant	22
	Recertification	5
TIPS-42		84
	First Time Applicant	3
	Recertification	81
TIPS-43		64
	First Time Applicant	59
	Recertification	5
Total		230

CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

January mediation cases were handled by a total of 17 different NCA Centers. However, most barriers were encountered at the TIPS Centers: TIPS 43 - 64 cases, TIPS 24 - 27 cases, and TIPS 42 - 84 cases, (see Chart 2). Combined, the TIPS Centers account for 76 percent of January's cases.

Most mediation cases concerned first time applications and recertifications.

CASE TYPE	TOTAL	%
Adverse Action	1	0%
Change Report	28	12%
First Time Applicant	97	42%
Periodic Report	4	2%
Recertification	100	43%
Grand Total	230	100%

CASE STATUS AND RESOLUTION TIME FRAME

Out of 230 mediation cases submitted in January, 188 (82%) were resolved. As of February 14, 42 cases (18%) remain unresolved/pending (see Charts 3 and 4 below). Fifty percent of the resolved cases (188) obtained a resolution within a period of 1-3 days (see chart 5 below).

CHART 3: CASE STATUS

CASE STATUS	Total
Pending	42
Resolved	188
Grand Total	230

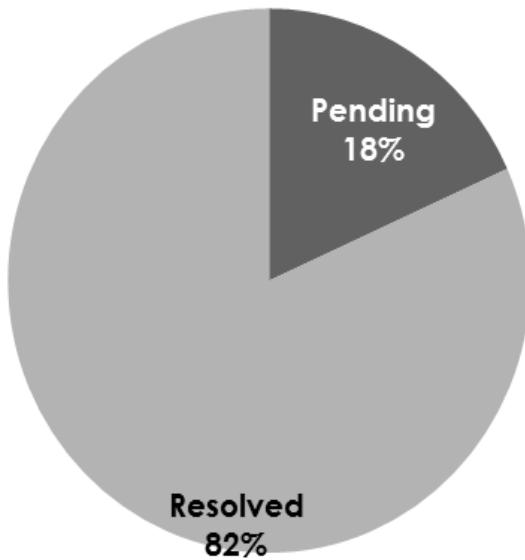
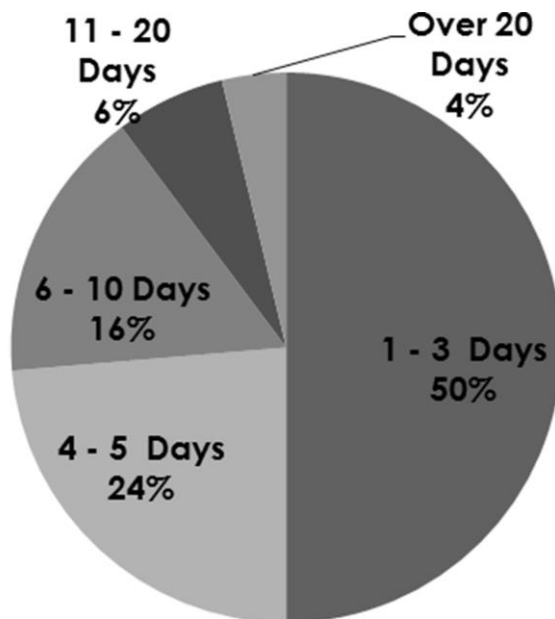


CHART 4: CASE STATUS BY CASE TYPE

Status	Type		%
Pending		42	18%
	Adverse Action	0	0%
	Change Report	3	1%
	First Time Applicant	18	8%
	Periodic Report	1	0%
	Recertification	20	9%
Resolved		188	82%
	Adverse Action	1	0%
	Change Report	25	11%
	First Time Applicant	79	34%
	Periodic Report	3	1%
	Recertification	80	35%
Grand Total	Grand Total	230	100%

CHART 5: RESOLUTION TIMEFRAME

RESOLUTION TIMEFRAME (business days)	Total
1 - 3 Days	95
4 - 5 Days	44
6 - 10 Days	30
11 - 20 Days	12
Over 20 Days	7
No Timeframe Reported	0
Grand Total	188

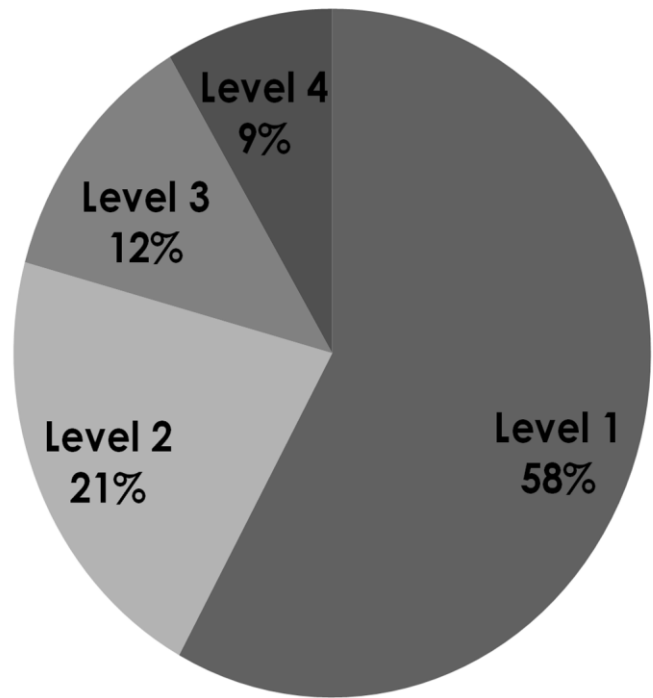


Of the 188 resolved cases that were reported, 79% (149cases) were resolved at the HRA primary or back-up liaison levels. (See Chart 6)

CHART 6: HRA LIAISON LEVEL OF RESOLUTION

CHART 7: RESOLUTION BY NCA CENTER

Level of Resolution	NCA	Total
Level 1		109
S-13	1	1
S-14	1	1
S-15	1	1
S-22	7	7
S-40	4	4
S-45	4	4
S-46	2	2
S-53	2	2
S-54	1	1
S-61	3	3
TIPS-24	6	6
TIPS-42	38	38
TIPS-43	39	39
Level 2		40
S-15	1	1
S-19	2	2
S-20	1	1
S-22	4	4
S-45	1	1
S-53	1	1
TIPS-24	4	4
TIPS-42	11	11
TIPS-43	15	15
Level 3		23
S-26	1	1
S-45	1	1
S-46	1	1
S-53	1	1
S-54	1	1
TIPS-24	5	5
TIPS-42	9	9
TIPS-43	4	4
Level 4		16
S-22	2	2
S-26	1	1
S-40	3	3
S-46	1	1
TIPS-24	1	1
TIPS-42	8	8
Grand Total		188

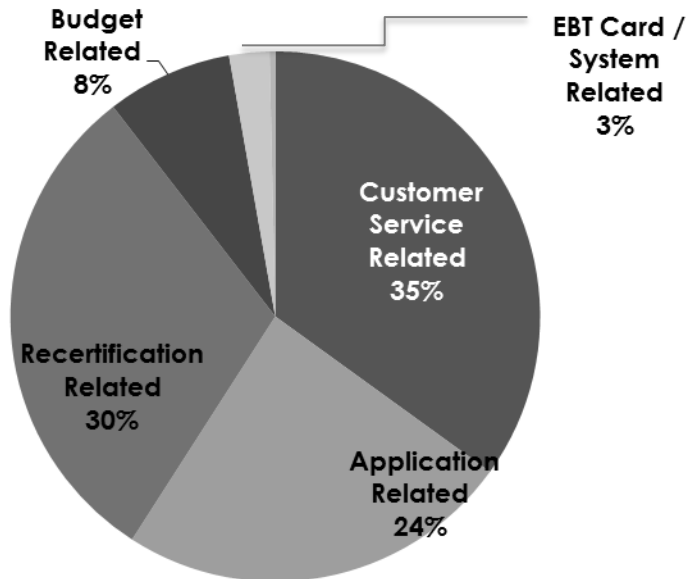


LEVEL OF RESOLUTION	Total
Level 1	109
Level 2	40
Level 3	23
Level 4	16
Grand Total:	188

BARRIERS ENCOUNTERED

From 230 cases, a total of 283 barriers¹ were reported in January. Barriers encountered this month were as follows:

CHART 8: SNAP BARRIERS IN JANUARY 2017



Reported Barriers	Total 283
Customer Service Related	100
Application Related	69
Recertification Related	87
Budget Related	22
Other Barrier (Use Only For Barriers Not Reflected In Issue Log)	0
EBT Card / System Related	7
New Policy/Initiative Related	0
Work Requirement Related	0
Immigrant Eligibility Related	1

The most prevalent issues among the cases reported in January include:

CHART 9: PREVALENT ISSUES

Reported Barriers	Total
No benefits issued after completing recertification	53
Submitted documents were not logged in the system	38
Submitted changes not processed in a timely manner (see glossary)	27
Did not receive ongoing SNAP benefits	26
Case denied after fulfilling application requirements (specify barrier)	17
Did not receive SNAP w/in 30 days	17
Case closed after fulfilling recertification requirements (specify barrier)	17
Did not receive Center Notice	12
No benefits issued after completing recertification	12
Excessive documentation requested	10

Details on these barriers and the NCA Centers where these barriers were encountered are provided in the sections that follow.

¹ Some cases presented more than one barrier.

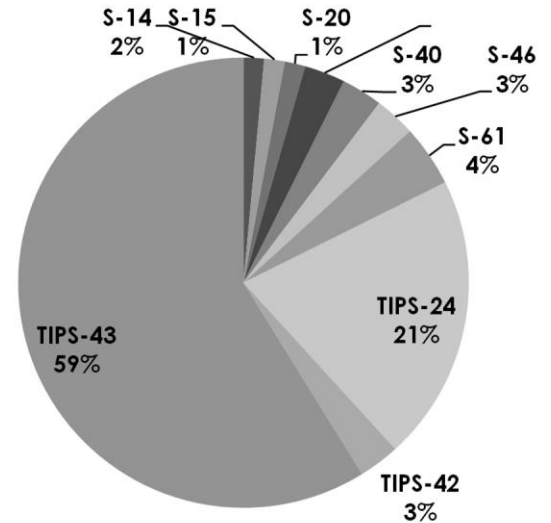
APPLICATION RELATED BARRIERS

A total of 68 application related barriers were encountered in 10 NCA Centers throughout the city in January (Chart 10). TIPS centers accounted for 82 percent of these cases.

CHART 10: APPLICATION RELATED BARRIERS

APPLICATION RELATED	NCA	
Case closed after fulfilling application requirements (specify barrier)		1
	TIPS-43	1
Case denied after fulfilling application requirements (specify barrier)		17
	S-14	1
	S-15	1
	S-22	1
	S-40	1
	S-46	1
	TIPS-24	3
	TIPS-42	2
	TIPS-43	7
Did not receive expedited SNAP w/in 5 days		2
	TIPS-43	2
Did not receive ongoing SNAP benefits		26
	S-20	1
	S-22	1
	S-40	1
	S-46	1
	TIPS-24	3
	TIPS-43	19
Did not receive SNAP w/in 30 days		17
	TIPS-24	7
	TIPS-43	10
Other (specify in the column "Other Barrier")		5
	S-61	3
	TIPS-24	1
	TIPS-43	1
Total		68

CHART 11: NCAs WITH THE MOST APPLICATION RELATED BARRIERS



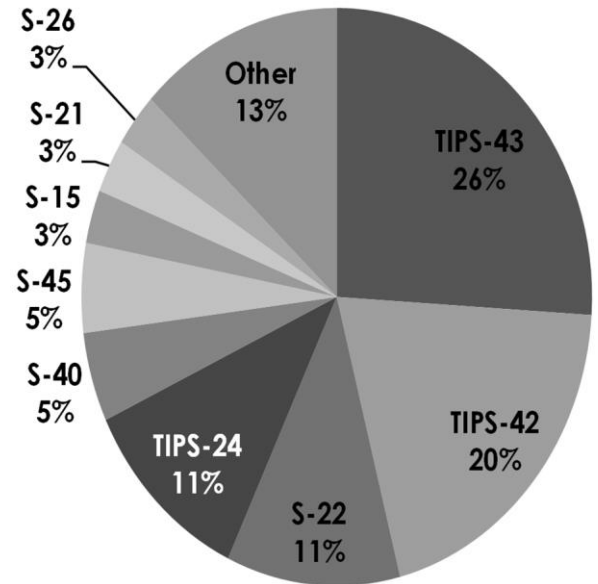
CUSTOMER SERVICE RELATED BARRIERS

A total of 100 cases involved customer service related barriers, with these barriers spread out over 16 different NCA Centers. However, the biggest cluster of issues (57%) took place at TIPS-24 - 11 cases, TIPS-43 - 26 cases, and TIPS-42 - 20 cases (see Charts 12 and 13).

CHART 12: NCAs WITH MOST CUSTOMER SERVICE RELATED BARRIERS

Customer Service Related Barrier	
Did not receive Center Notice	12
S-21	1
S-40	2
TIPS-42	5
TIPS-43	4
Did not receive phone interview and was unable to reschedule	8
TIPS-24	6
TIPS-42	1
TIPS-43	1
Excessive documentation requested	10
S-14	1
S-15	1
TIPS-42	2
TIPS-43	6
Misinformed of agency procedure/policy	3
TIPS-24	1
TIPS-42	1
TIPS-43	1
Reduced or terminated benefits w/o written notice or cause	1
TIPS-42	1
Submitted changes not processed in a timely manner (see glossary)	27
S-13	1
S-15	1
S-19	1
S-21	2
S-22	9
S-26	2
S-40	2
S-45	2
S-46	3
S-53	3
S-54	1
Submitted documents were not logged in the system	38
S-15	1
S-22	2
S-26	1
S-40	1
S-45	3
S-61	3
TIPS-24	4
TIPS-42	9
TIPS-43	14
Unable to reach On-Demand hotline	1
TIPS-42	1
Grand Total	100

CHART 13: CUSTOMER SERVICE RELATED BARRIERS BY CENTER



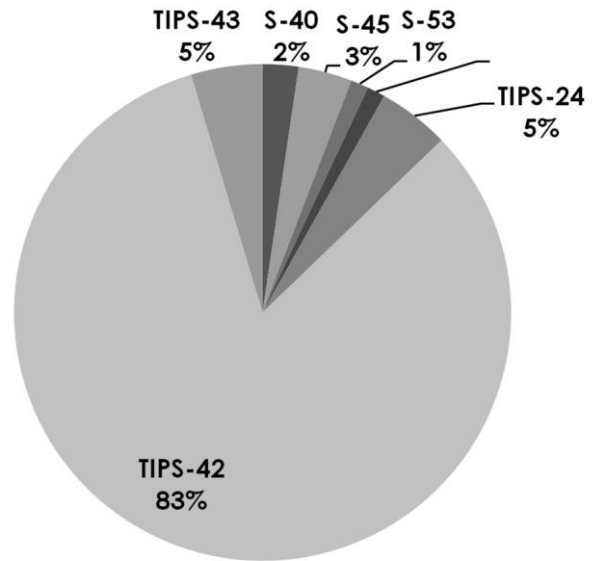
RECERTIFICATION RELATED BARRIERS

CHART 14: RECERTIFICATION RELATED BARRIERS

Recertification Related Barrier	NCA	Total
Case closed after fulfilling recertification requirements (specify barrier)		17
	S-45	3
	TIPS-24	1
	TIPS-42	11
	TIPS-43	2
Case closed after fulfilling recertification requirements		1
	TIPS-42	1
Case denied after fulfilling recertification requirements		2
	TIPS-42	2
Case is closed after completing recertification application		1
	TIPS-42	1
No benefits issued after completing recertification		53
	S-40	2
	S-53	1
	S-54	1
	TIPS-24	2
	TIPS-42	45
	TIPS-43	2
No benefits issued after completing recertification		12
	TIPS-24	1
	TIPS-42	11
Grand Total		86

A total of 86 recertification barriers were encountered in 7 NCA Centers. The top two centers with recertification related issues in January were TIPS Centers: TIPS-24 with 4 cases (5%), TIPS-42 with 71 cases (83%) and TIPS-43 with 4 cases (5%).

CHART 15: NCAs WITH MOST RECERTIFICATION RELATED BARRIERS



BUDGET RELATED BARRIERS

A total of 21 budget related barriers were encountered in January. These barriers were encountered in 6 NCA Centers (see Chart 16 and Chart 17), with most issues were related to incorrect SUA level (9 cases).

CHART 16: BUDGET RELATED BARRIERS BY NCA CENTER

Budget Related Barrier	NCA	Total
Incorrect Household composition		1
	TIPS-24	1
Incorrect Income	Incorrect Income	5
	S-22	1
	TIPS-24	1
	TIPS-42	1
	TIPS-43	2
Incorrect income guideline applied		1
	TIPS-43	1
Incorrect Shelter Expenses		1
	TIPS-43	1
Incorrect SUA Level		9
	S-19	1
	S-22	1
	S-45	1
	TIPS-24	1
	TIPS-43	5
Other (specify in the column "Other Barrier")		4
	TIPS-42	3
	TIPS-43	1
Total		21

CHART 17: NCAs WITH MOST BUDGET RELATED SERVICE RELATED BARRIERS

