



The Food Bank For New York City

Mediation Analysis Report for February 2017

Time Periods Reflected: February 1, 2017 through February 28, 2017

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

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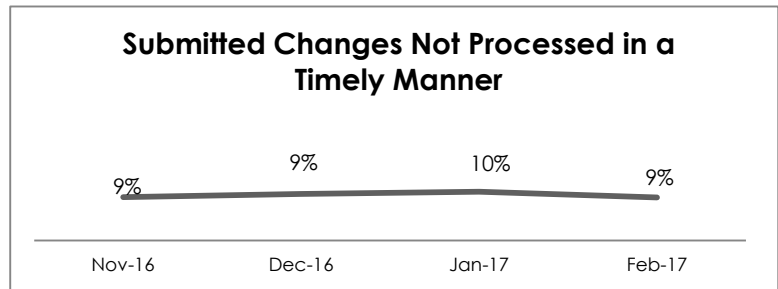
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- o Recertification Related Barriers.....11
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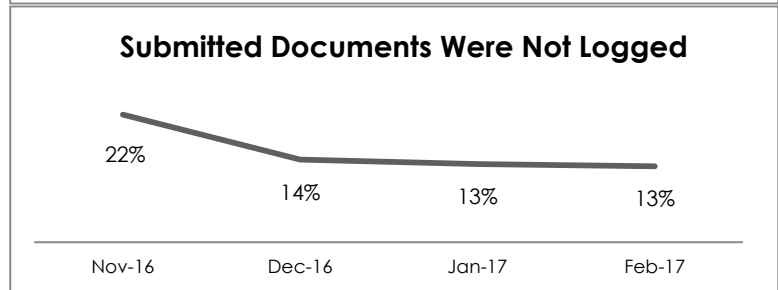
The following mediation activities were observed under the mediation model in February 2017:

- 15 Organizations reported 207 mediation cases – with a total of 256 identified issues, to NCA SNAP Centers throughout the 5 boroughs
- Of those 207 cases, 74 (36%) were related to first time applicants, 97 cases (47%) were related to recertifying clients, 24 cases (12%) were related to change reports, 9 (4%) to periodic reports, and 3 (1%) to adverse action.
- A total of 148 cases or 71% were sent to the TIPS Centers: TIPS-42: 80 cases, TIPS-43: 43 cases, TIPS-24: 25 cases
- Notable trends in February in relation to the previous months, include:

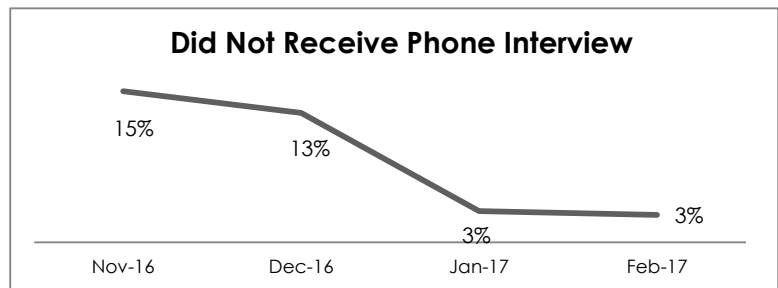
Submitted changes not processed in a timely manner: This issue decreased from ten percent in January to nine percent in February



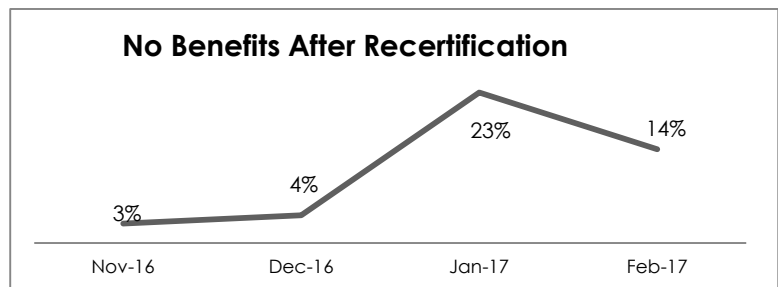
Submitted documents were not logged in the system: This issue remains at 13 percent, after decreasing from 22 percent in November



Did not receive phone interview and was unable to reschedule: This issue remains at three percent, down from thirteen percent in December



No benefits after recertification: The issue has decreased in prevalence by nine percent from January to February



- 80% (117) of cases in February were resolved in the same month as received, 9 percent less than in January.
- 59% (87) of cases were resolved within the key first 5-day time period over February, a 13 percent decrease from January (72%). The number of cases that took 6 -10 days to be resolved decreased by 7 percentage points -from 27% to 20%.
- 67% (98) of cases were resolved at the primary and back-up liaison levels over February, a 12 percentage point decrease over January.

CHART 1: MEDIATION CASES BY ORGANIZATION

PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR FEBRUARY

This analysis is based on information submitted by 15 organizations. These organizations reported having mediated on behalf of 207 SNAP applicants/participants.

CBO		Total
Bronx Defenders		21
	Adverse Action	1
Bronx Defenders	First Time Applicant	7
	Periodic Report	1
	Recertification	12
CIDNY		1
	First Time Applicant	1
Community Council & Consulting Org		21
	Change Report	6
	First Time Applicant	10
	Recertification	5
CSB		22
	Change Report	3
	First Time Applicant	2
	Recertification	17
CSCGW		6
	First Time Applicant	2
	Recertification	4
Food Bank NYC		27
	Change Report	1
	First Time Applicant	10
	Periodic Report	1
	Recertification	15
HFNYC		24
	Change Report	5
	First Time Applicant	6
	Periodic Report	2
	Recertification	11
Live-On NY		5
	Change Report	2
	First Time Applicant	1
	Periodic Report	1
	Recertification	1
Manhattan Legal Services		10
	Adverse Action	1
	Change Report	1
	First Time Applicant	6
	Periodic Report	1
	Recertification	1
Met Council		23
	Change Report	3
	First Time Applicant	6
	Recertification	14
NACHAS		8
	Change Report	1
	First Time Applicant	4
	Recertification	3
POTS		22
	Change Report	2
	First Time Applicant	8
	Periodic Report	3
	Recertification	9
Tzu Chi Foundation		2
	First Time Applicant	2
Urban Upbound		2
	First Time Applicant	2
WHEDCo		13
	Adverse Action	1
	First Time Applicant	7
	Recertification	5
Total		207

CHART 2: CASES BY NCA CENTER

NCA	CASE TYPE	Total
S-02		3
	Change Report	1
	First Time Applicant	1
	Periodic Report	1
S-13		2
	First Time Applicant	1
	Recertification	1
S-14		5
	Adverse Action	1
	Periodic Report	3
	Recertification	1
S-15		3
	Change Report	2
	First Time Applicant	1
S-19		1
	Change Report	1
S-20		1
	First Time Applicant	1
S-21		9
	Change Report	8
	First Time Applicant	1
S-22		11
	Change Report	5
	First Time Applicant	1
	Periodic Report	1
	Recertification	4
S-40		3
	Periodic Report	1
	Recertification	2
S-45		13
	Change Report	2
	First Time Applicant	3
	Periodic Report	2
	Recertification	6
S-46		5
	Change Report	1
	First Time Applicant	1
	Periodic Report	1
	Recertification	2
S-53		2
	Change Report	2
S-54		1
	First Time Applicant	1
TIPS-24		25
	Change Report	1
	First Time Applicant	12
	Recertification	12
TIPS-42		80
	Adverse Action	1
	First Time Applicant	11
	Recertification	68
TIPS-43		43
	Adverse Action	1
	Change Report	1
	First Time Applicant	40
	Recertification	1
Total		207

CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

February mediation cases were handled by 16 NCA Centers. However, most barriers were encountered at the TIPS Centers: TIPS 43 - 43 cases, TIPS 24 - 25 cases, and TIPS 42 - 80 cases, (see Chart 2). Combined, the TIPS Centers account for 71 percent of February's cases.

Most mediation cases concerned first time applications and recertifications.

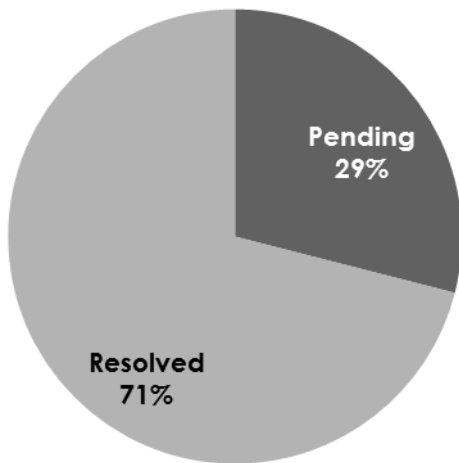
CASE TYPE	TOTAL	%
Adverse Action	3	1%
Change Report	24	12%
First Time Applicant	74	36%
Periodic Report	9	4%
Recertification	97	47%
Grand Total	230	100%

CASE STATUS AND RESOLUTION TIME FRAME

Out of 207 mediation cases submitted in February, 147 were resolved. As of March 14th, 60 cases remained unresolved/pending (see Charts 3 and 4 below). 38 percent of the resolved cases were resolved within a period of 1-3 days (see chart 5 below).

CHART 3: CASE STATUS

CASE STATUS	Total
Pending	60
Resolved	147
Grand Total	207

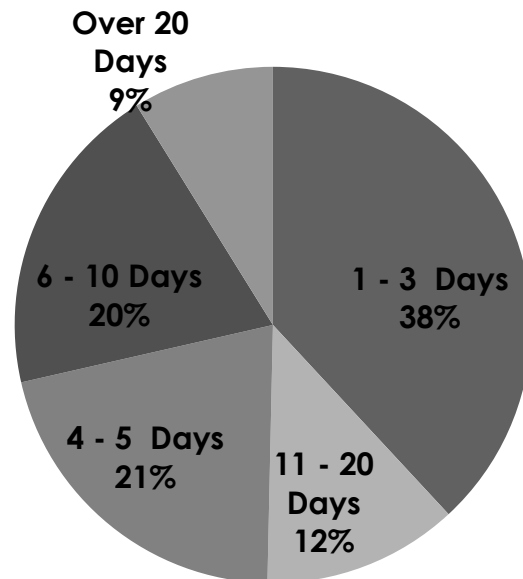


RESOLUTION TIMEFRAME (business days)	Total
1 - 3 Days	56
4 - 5 Days	31
6 - 10 Days	29
11 - 20 Days	18
Over 20 Days	13
No Timeframe Reported	0
Grand Total	147

CHART 4: CASE STATUS BY CASE TYPE

Status	Type		%
Pending		60	29%
	Adverse Action	1	0%
	Change Report	2	1%
	First Time Applicant	15	7%
	Periodic Report	4	2%
	Recertification	38	18%
Resolved		147	71%
	Adverse Action	2	1%
	Change Report	22	11%
	First Time Applicant	59	29%
	Periodic Report	5	2%
	Recertification	59	29%
Grand Total	Grand Total	207	100%

CHART 5: RESOLUTION TIMEFRAME

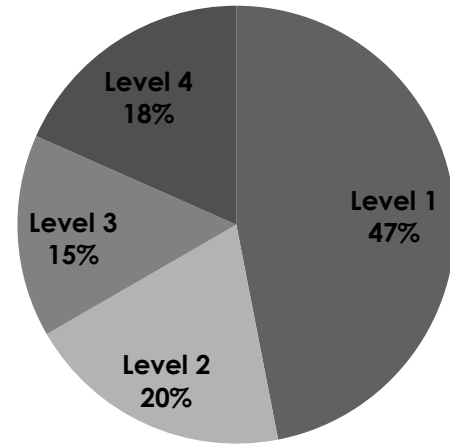


Of the 147 resolved cases that were reported, 67% (98 cases) were resolved at the HRA primary or back-up liaison levels. (See Chart 6)

CHART 6: HRA LIAISON LEVEL OF RESOLUTION

CHART 7: RESOLUTION BY NCA CENTER

Level of Resolution	NCA	Total
Level 1		69
	S-02	1
	S-13	1
	S-14	2
	S-20	1
	S-21	2
	S-22	6
	S-45	5
	S-46	2
	S-54	1
	TIPS-24	4
	TIPS-42	22
	TIPS-43	22
Level 2		29
	S-02	2
	S-19	1
	S-21	4
	S-22	2
	S-45	1
	S-53	1
	TIPS-24	3
	TIPS-42	9
	TIPS-43	6
Level 3		22
	S-15	1
	S-21	1
	S-22	2
	S-40	1
	S-45	1
	S-46	1
	S-53	1
	TIPS-24	4
	TIPS-42	7
	TIPS-43	3
Level 4		27
	S-14	1
	S-15	1
	S-22	1
	S-45	2
	TIPS-24	5
	TIPS-42	13
	TIPS-43	4
Grand Total		147

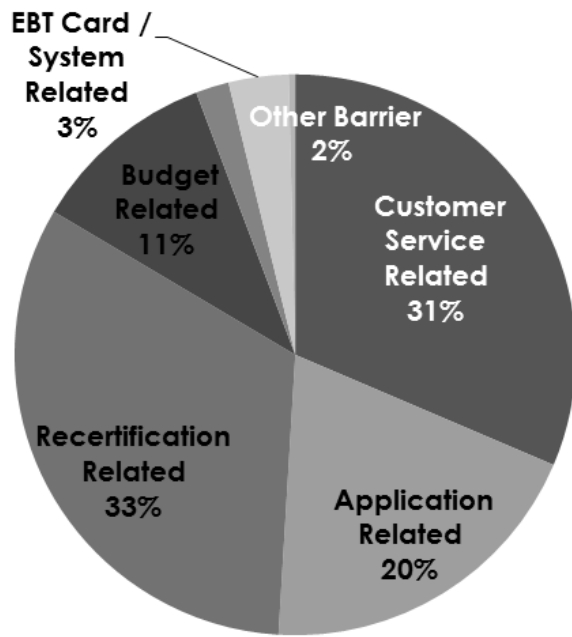


LEVEL OF RESOLUTION	Total
Level 1	69
Level 2	29
Level 3	22
Level 4	27
Grand Total:	147

BARRIERS ENCOUNTERED

From 207 cases, a total of 256 barriers¹ were reported in February. Barriers encountered this month were as follows:

CHART 8: SNAP BARRIERS IN FEBRUARY 2017



Reported Barriers	Total 256
Customer Service Related	82
Application Related	50
Recertification Related	84
Budget Related	27
Other Barrier (Use Only For Barriers Not Reflected In Issue Log)	4
EBT Card / System Related	8
New Policy/Initiative Related	0
Work Requirement Related	0
Immigrant Eligibility Related	1

The most prevalent issues among the barriers (e.g. application related, recertification related, customer service, etc.) reported in February include:

CHART 9: PREVALENT ISSUES

Reported Barriers	Total
No benefits issued after completing recertification	36
Case closed after fulfilling recertification requirements (specify barrier)	34
Submitted documents were not logged in the system	33
Submitted changes not processed in a timely manner (see glossary)	22
Did not receive ongoing SNAP benefits	19
Case denied after fulfilling application requirements (specify barrier)	16
Other (specify in the column "Other Barrier")	12
Did not receive SNAP w/in 30 days	10
Incorrect Household composition	8

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.

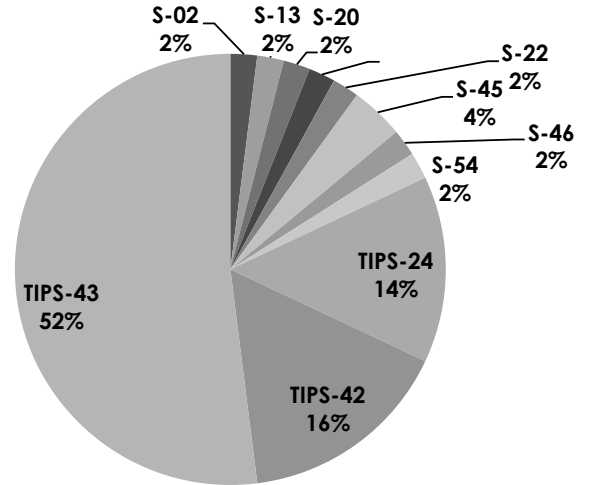
APPLICATION RELATED BARRIERS

A total of 50 application related barriers were encountered in 11 NCA Centers throughout the city in February (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)		2
	TIPS-43	2
Case denied after fulfilling application requirements (specify barrier)		16
	S-02	1
	S-13	1
	S-20	1
	S-21	1
	TIPS-24	1
	TIPS-42	6
	TIPS-43	5
Did not receive expedited SNAP w/in 5 days		1
	S-46	1
Did not receive ongoing SNAP benefits		19
	S-45	2
	S-54	1
	TIPS-24	3
	TIPS-42	1
	TIPS-43	12
Did not receive SNAP w/in 30 days		10
	S-22	1
	TIPS-24	3
	TIPS-42	1
	TIPS-43	5
Other (specify in the column "Other Barrier")	Other (specify in the column "Other Barrier")	2
	TIPS-43	2
Total		50

CHART 11: NCAs WITH THE MOST APPLICATION RELATED BARRIERS



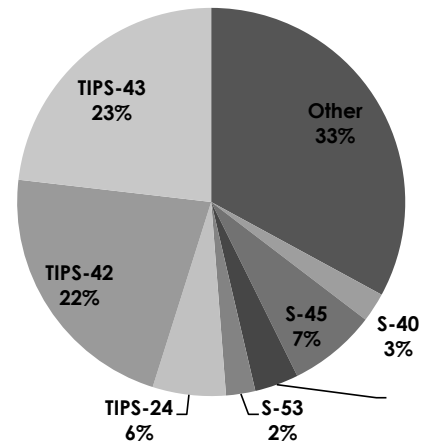
CUSTOMER SERVICE RELATED BARRIERS

A total of 82 cases involved customer service related barriers, with these barriers spread out over 14 different NCA Centers. However, the biggest cluster of issues (51%) took place at the TIPS centers.

CHART 12: NCAs WITH MOST CUSTOMER SERVICE RELATED BARRIERS

APPLICATION RELATED	NCA	
Did not receive Center Notice		7
	S-45	1
	TIPS-42	3
	TIPS-43	3
Did not receive phone interview and was unable to reschedule		4
	S-02	1
	TIPS-43	3
Excessive documentation requested		6
	S-46	1
	TIPS-24	1
	TIPS-42	3
	TIPS-43	1
Misinformd of agency procedure/policy		3
	S-14	1
	TIPS-42	1
	TIPS-43	1
Other (specify in the column "Other Barrier")		5
	S-45	2
	TIPS-24	1
	TIPS-42	2
Submitted changes not processed in a timely manner (see glossary)		22
	S-15	2
	S-19	1
	S-21	7
	S-22	5
	S-45	2
	S-46	1
	S-53	2
	TIPS-24	1
	TIPS-43	1
Submitted documents were not logged in the system		33
	S-02	1
	S-14	3
	S-15	1
	S-20	1
	S-21	1
	S-22	3
	S-40	1
	S-45	1
	S-46	1
	TIPS-24	2
	TIPS-42	8
	TIPS-43	10
Unable to reach On-Demand hotline		2
	S-40	1
	TIPS-42	1
Grand Total		82

CHART 13: CUSTOMER SERVICE RELATED BARRIERS BY CENTER



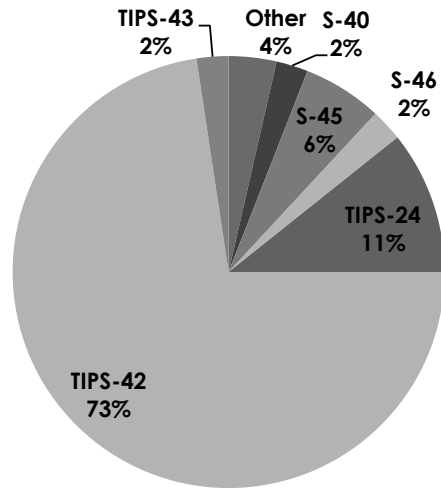
RECERTIFICATION RELATED BARRIERS

84 cases involved recertification related were encountered over nine different NCA Centers. However, the biggest cluster of issues (86%) took place at the TIPS centers.

CHART 14: RECERTIFICATION RELATED BARRIERS

APPLICATION RELATED	NCA	
Case closed after fulfilling recertification requirements (specify barrier)		
		34
	S-13	1
	S-45	2
	S-46	2
	TIPS-24	1
	TIPS-42	27
	TIPS-43	1
Face-to-face interview not granted at Center after 15th day of last month of certification period		
		1
	S-40	1
	No benefits issued after completing recertification	36
	S-14	1
	S-22	1
	S-40	1
	S-45	1
	TIPS-24	6
	TIPS-42	26
Other (specify in the column "Other Barrier")		
		12
	S-45	2
	TIPS-24	2
	TIPS-42	7
	TIPS-43	1
Recert packet was not received or received on/after the date of the actual recertification		
		1
	TIPS-42	1
Grand Total		84

CHART 15: NCAs WITH MOST RECERTIFICATION RELATED BARRIERS



BUDGET RELATED BARRIERS

27 budget related barriers were encountered in six NCA Centers with most issues related to incorrect household composition.

CHART 16: BUDGET RELATED BARRIERS BY NCA CENTER

BUDGET RELATED BARRIERS	NCA	
Child/Dependent care deduction not applied		1
	TIPS-42	1
Incorrect Household composition		8
	S-45	1
	TIPS-24	1
	TIPS-42	6
Incorrect Income		7
	S-22	1
	S-45	1
	TIPS-24	1
	TIPS-42	2
	TIPS-43	2
Incorrect Shelter Expenses		5
	TIPS-24	5
Incorrect SUA Level		3
	TIPS-42	1
	TIPS-43	2
Medical deduction not applied		1
	S-02	1
Other (specify in the column "Other Barrier")		2
	S-21	1
	TIPS-43	1
Grand Total		27

CHART 17: NCAs WITH MOST BUDGET RELATED SERVICE RELATED BARRIERS

