



The Food Bank For New York City

Mediation Analysis Report for August 2017

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

Prepared by the staff of Benefit Access of Food Bank For New York City.
September 21, 2017

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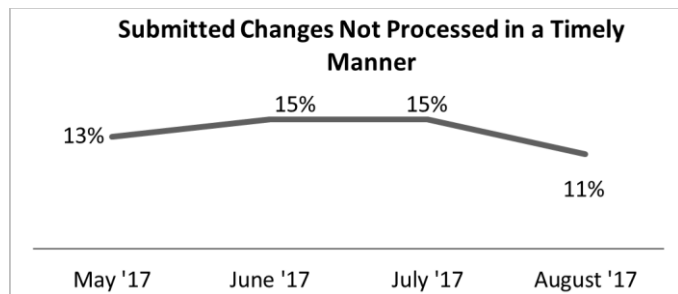
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ANALYSIS HIGHLIGHTS

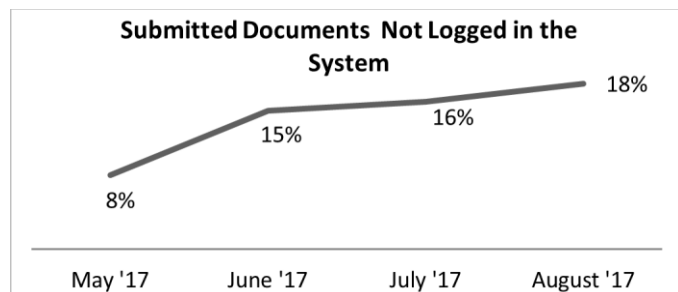
The following mediation activities were observed under the mediation model in August 2017:

- 11 Organizations reported 104 mediation cases – with a total of 154 identified issues, to NCA SNAP Centers throughout the 5 boroughs
- Of those 104 cases, 37 (36%) were related to first time applicants, 43 cases (41%) to recertifying clients, 19 cases (18%) to change reports, 4 cases (4%) to periodic reports, and 1 case (1%) to an adverse action
- A total of 72 cases or 69% were sent to the TIPS Centers: TIPS-42: 33 cases, TIPS-43: 20 cases, TIPS-24: 19 cases
- Notable trends in August in relation to the previous months, include:

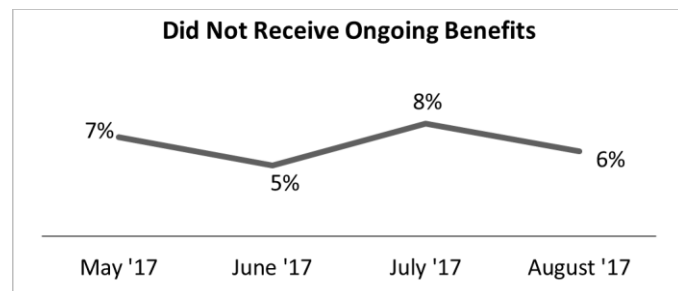
Submitted changes not processed in a timely manner: This issue decreased 4 percentage points in August (from 15 percent in July).



Submitted documents were not logged in the system: This issue increased by 2 percentage points, from 16 percent in July.

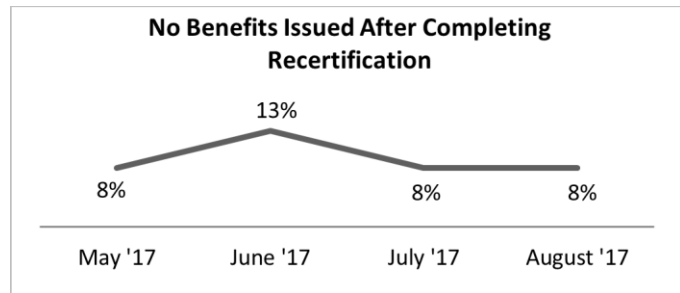


Did not receive ongoing benefits: August saw a two point decrease for this issue, from 8 percent in July to 6 percent in August; the lowest for the period of May '17 to August '17.

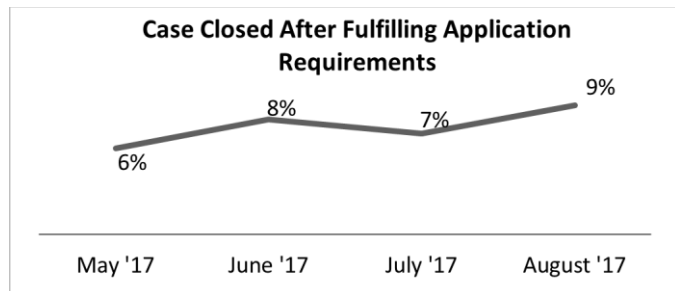


ANALYSIS HIGHLIGHTS

No benefits issued after completing recertification: This issue remained at 8 percent in August, the same percentage observed in July.



Case closed after fulfilling application requirements: This issue saw an increase of 2 percentage points in August (from 7 percent in July).



Out of the total 104 cases submitted in August, 87 or 84% of cases were resolved

- 85% (74) of the resolved cases were resolved within the same month as received
- 70% (61) were resolved at the primary and back-up liaison levels. This represents a decrease of 2 percentage points from July (72% of resolved cases were resolved at the primary and back-up levels that month)
- 63% (55) were resolved within the key first 5 days. This represents a decrease of two percentage points from July (65% of July cases were resolved within the key first 5 days)
- The number of cases that took 6-10 days to be resolved decreased by 5 percentage points in August (24%), from 29% in July

CHART 1: MEDIATION CASES BY ORGANIZATION

CBO	CASE TYPE	TOTAL
CIDNY		3
	First Time Applicant	1
	Recertification	2
Community Council & Consulting		10
	Change Report	3
	First Time Applicant	3
	Recertification	4
CPC		4
	Change Report	1
	First Time Applicant	3
CSB Community Services Inc.		11
	Change Report	1
	First Time Applicant	1
	Periodic Report	1
	Recertification	8
Fifth Ave Committee		4
	First Time Applicant	4
Hunger Free NYC		35
	Change Report	1
	First Time Applicant	12
	Periodic Report	1
	Recertification	21
LiveOn NY		5
	Change Report	1
	First Time Applicant	1
	Recertification	3
Met Council		24
	Change Report	11
	First Time Applicant	7
	Periodic Report	1
	Recertification	5
POTS		6
	Adverse Action	1
	Change Report	1
	First Time Applicant	3
	Periodic Report	1
Tzu Chi Foundation		1
	First Time Applicant	1
Urban Upbound		1
	First Time Applicant	1
Grand Total		104

PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR AUGUST

This analysis is based on information submitted by 11 organizations. These organizations reported having mediated on behalf of 104 SNAP applicants/participants (chart 1).

CHART 2: CASES BY NCA CENTER

NCA CENTER	CASE TYPE	TOTAL
S-02		1
	Recertification	1
S-21		9
	Change Report	7
	Periodic Report	1
	Recertification	1
S-22		6
	Change Report	3
	First Time Applicant	1
	Periodic Report	1
	Recertification	1
S-26		6
	Change Report	6
S-45		5
	Adverse Action	1
	Change Report	1
	First Time Applicant	1
	Periodic Report	2
S-46		1
	Recertification	1
S-53		3
	Change Report	1
	Recertification	2
S-54		1
	Change Report	1
TIPS-24		19
	First Time Applicant	15
	Recertification	4
TIPS-42		33
	First Time Applicant	2
	Recertification	31
TIPS-43		20
	First Time Applicant	18
	Recertification	2
Grand Total		104

CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

August mediation cases were handled by 11 NCA Centers. The highest number of cases were sent to TIPS Centers: TIPS-42 (33 cases), TIPS-43 (20 cases), TIPS-2 (19 cases). This represents 69 percent of the total number of mediation cases (104).

Most mediation requests concerned recertification cases and first time applications.

Case Type	Number of Cases	Percentage
Adverse Action	1	1%
Change Report	19	18%
First Time Applicant	37	36%
Periodic Report	4	4%
Recertification	43	41%
Grand Total	104	100%

CASE STATUS AND RESOLUTION TIME FRAME

Out of 104 mediation cases submitted in August, 87 were resolved. As of September 12th, 17 cases remained unresolved/pending (see charts 3 and 4 below). Forty two percent of the resolved cases were resolved within a period of 1-3 days (chart 5).

CHART 3: CASE STATUS

CASE STATUS	TOTAL
Resolved	87
Pending	17
Grand Total	104

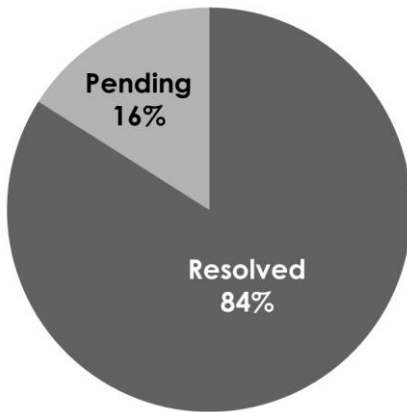
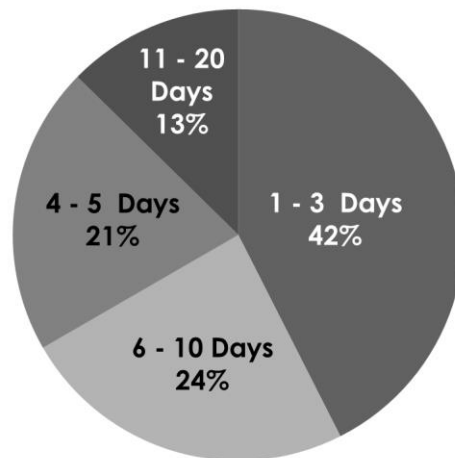


CHART 4: CASE STATUS BY CASE TYPE

STATUS	CASE TYPE	NUMBER OF CASES	%
Pending	Change Report	2	2%
	First Time Applicant	7	6%
	Periodic Report	1	1%
	Recertification	7	7%
	Resolved	87	84%
Resolved	Adverse Action	1	1%
	Change Report	17	16%
	First Time Applicant	30	29%
	Periodic Report	3	3%
	Recertification	36	35%
Grand Total		104	100%

CHART 5: RESOLUTION TIMEFRAME

RESOLUTION TIMEFRAME (business days)	Total
1 - 3 Days	37
4 - 5 Days	18
6 - 10 Days	21
11 - 20 Days	11
Over 20 Days	0
Total	87

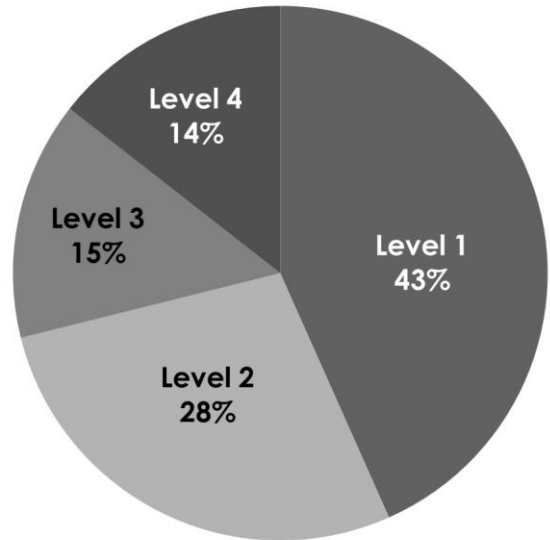


Of the 87 resolved cases that were reported, 70% (61 cases) were resolved at the HRA primary or back-up liaison levels (see charts 6 and 7).

CHART 6: RESOLUTION BY NCA CENTER

LEVEL OF RESOLUTION	NCA CENTER	TOTAL
Level 1		39
	S-21	4
	S-22	1
	S-45	2
	S-46	1
	S-53	2
	S-54	1
	TIPS-24	4
	TIPS-42	12
	TIPS-43	12
Level 2		22
	S-02	1
	S-21	1
	S-22	1
	S-26	4
	S-45	2
	S-53	1
	TIPS-24	2
	TIPS-42	6
	TIPS-43	4
Level 3		13
	S-21	2
	S-22	1
	S-45	1
	TIPS-24	6
	TIPS-42	3
Level 4		13
	S-21	2
	S-26	1
	TIPS-24	4
	TIPS-42	5
	TIPS-43	1
Total		87

CHART 7: HRA LIAISON LEVEL OF RESOLUTION

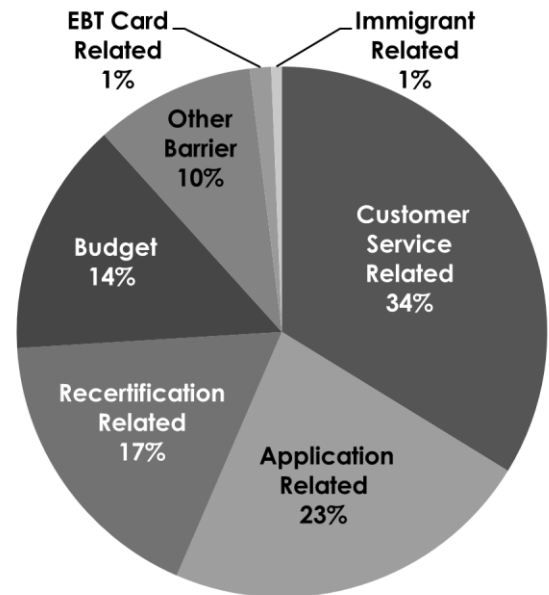


BARRIERS ENCOUNTERED

From 104 cases, a total of 154 barriers¹ were reported in August. Barriers encountered that month were as follows:

CHART 8: SNAP BARRIERS IN AUGUST 2017

Reported Barriers	Total 154
Customer Service Related	52
Application Related	33
Recertification Related	29
Budget Related	22
Other Barrier (Used only for barriers not reflected in issue log)	15
EBT Card Related	2
Immigrant Related	1



As shown in *chart 8* above, the most prevalent barriers among the cases reported in August include Customer Service, Application, Recertification, and Budget-related. Specific issues under those barriers include the following:

Prevalent Issues	
Submitted documents were not logged in the system	28
Submitted changes not processed in a timely manner	17
Case denied after fulfilling application requirements	12
No benefits issued after completing recertification	12
Did not receive ongoing SNAP benefits	10
Did not receive SNAP benefits within 30 days	8
Case closed after fulfilling recertification requirements	7
Incorrect Income	7
Incorrect SUA level	7

Details on the most prevalent barriers (Customer Service, Application, Recertification, and Budget-related) and the NCA Centers where they occurred are provided in the sections that follow.

¹ Some cases presented more than one barrier.

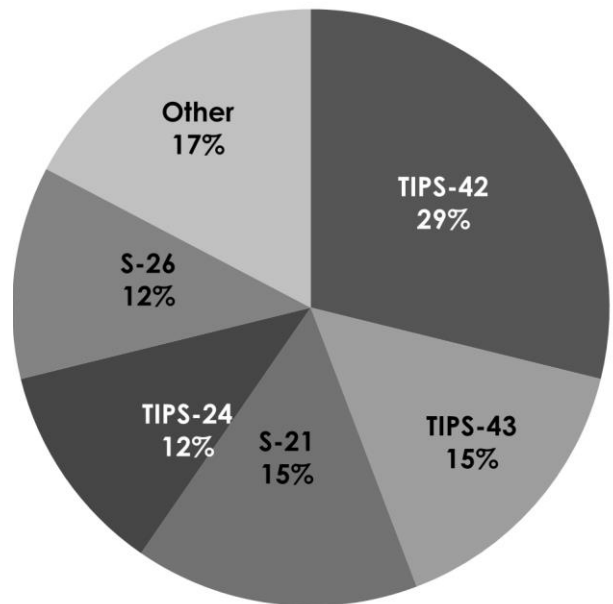
CUSTOMER SERVICE RELATED BARRIERS

A total of 52 customer service-related barriers were encountered at 9 different NCA Centers. However, the biggest cluster of cases (59%) took place at Centers TIPS-42 (15 cases), TIPS-43 (8 cases), S-21 (8 cases), and S-26 (6 cases) [charts 9 and 10].

CHART 9: CUSTOMER SERVICE RELATED BARRIERS BY CENTER

CUSTOMER SERVICE RELATED	NCA CENTER	TOTAL
Did not receive phone interview and was unable to reschedule		1
	TIPS-43	1
Excessive documentation requested		2
	TIPS-24	2
Misinformed of agency procedure/policy		1
	S-53	1
Other		2
	S-21	1
	S-22	1
Reduced or terminated benefits w/o written notice or cause		1
	S-45	1
Submitted changes not processed in a timely manner		17
	S-21	7
	S-22	1
	S-26	6
	S-45	1
	S-53	1
	S-54	1
Submitted documents were not logged in the system		28
	S-45	1
	S-53	1
	TIPS-24	4
	TIPS-42	15
	TIPS-43	7
Total		52

CHART 10: NCA CENTERS WITH THE MOST CUSTOMER SERVICE RELATED BARRIERS



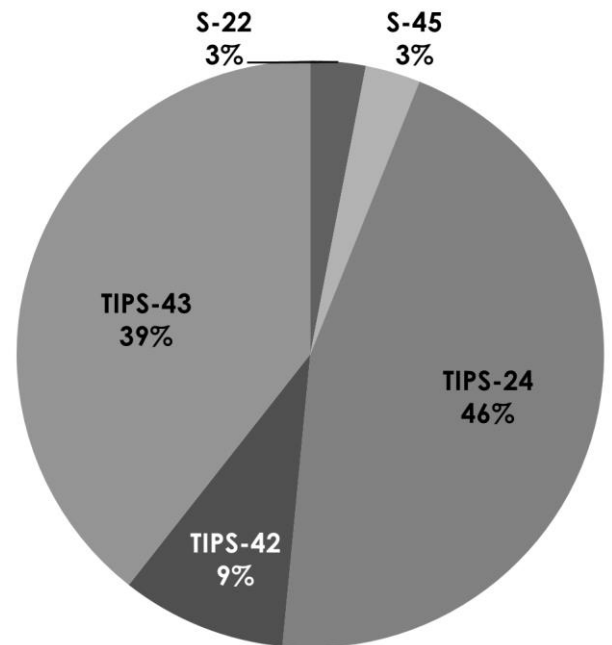
APPLICATION RELATED BARRIERS

A total of 33 application-related barriers were encountered at 5 different NCA Centers throughout the city in August (chart 13). TIPS Centers 43 and 24 accounted for 85 percent of these barriers (chart14).

CHART 13: APPLICATION RELATED BARRIERS BY NCA CENTER

APPLICATION RELATED	NCA CENTER	TOTAL
Case denied after fulfilling application requirements		12
	TIPS-24	5
	TIPS-43	6
	TIPS-42	1
Did not receive expedited SNAP within 5 days		1
	S-45	1
Did not receive ongoing SNAP benefits		10
	S-22	1
	TIPS-24	7
	TIPS-43	2
Did not receive SNAP within 30 days		8
	TIPS-24	3
	TIPS-43	5
Other		2
	TIPS-42	2
Total		33

CHART 14: NCA CENTERS WITH THE MOST APPLICATION RELATED BARRIERS



RECERTIFICATION RELATED BARRIERS

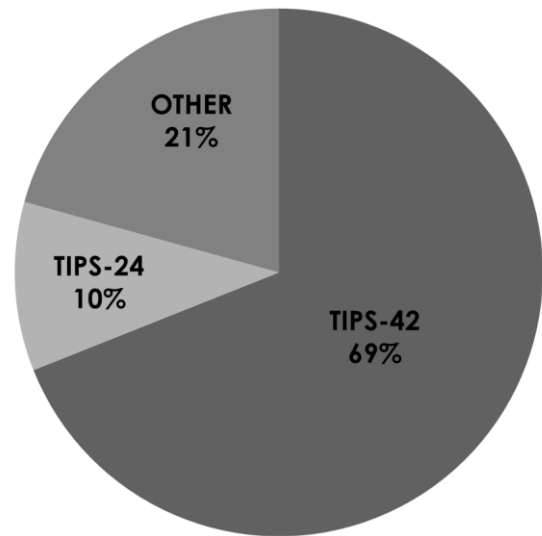
A total of 29 recertification-related barriers were encountered over 7 different NCA Centers. The most prevalent issues was "no benefits issued after completing recertification" (see chart 11 below).

Sixty nine percent of recertification-related barriers were encountered at NCA Center TIPS-42 (chart 12).

CHART 11: RECERTIFICATION RELATED BARRIERS BY NCA CENTER

RECERTIFICATION RELATED	NCA CENTER	TOTAL
Case closed after fulfilling recertification requirements		7
	TIPS-24	1
	TIPS-42	5
	TIPS-43	1
No benefits issued after completing recertification		12
	S-02	1
	S-22	1
	S-46	1
	TIPS-24	1
	TIPS-42	8
Other		10
	S-53	2
	TIPS-24	1
	TIPS-42	7
TOTAL		29

CHART 12: NCA CENTERS WITH THE MOST RECERTIFICATION RELATED BARRIERS



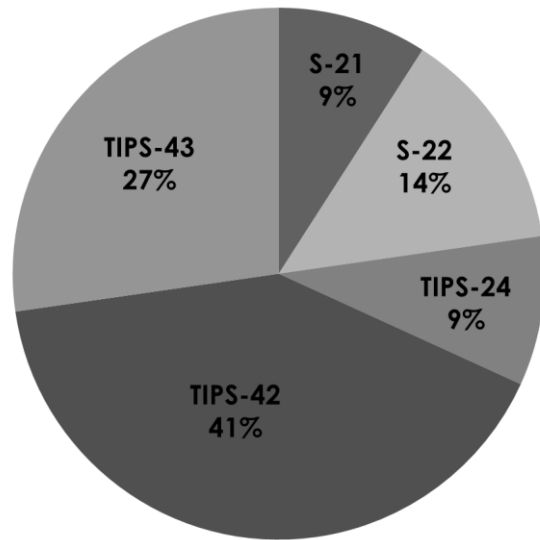
BUDGET RELATED BARRIERS

22 budget-related barriers were encountered in 5 NCA Centers (chart 16). NCA Centers TIPS-42 and TIPS-43 accounted for the majority of cases (68 percent).

CHART 16: BUDGET RELATED BARRIERS BY NCA CENTER

BUDGET RELATED	NCA CENTER	TOTAL
Incorrect household composition		2
	S-21	1
	TIPS-24	1
Incorrect income		7
	S-21	1
	S-22	1
	TIPS-42	4
	TIPS-43	1
Incorrect shelter expenses		2
	S-22	1
	TIPS-43	1
Incorrect SUA level		7
	S-22	1
	TIPS-24	1
	TIPS-42	3
	TIPS-43	2
Medical deduction not applied		1
	TIPS-42	1
Other		3
	TIPS-43	2
	TIPS-42	1
Total		22

CHART 17: NCA CENTERS WITH THE MOST BUDGET RELATED BARRIERS



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