



The Food Bank For New York City

Mediation Analysis Report for June 2017

Time Periods Reflected: June 1, 2017 through June 30, 2017

Prepared by the staff of Benefit Access of Food Bank For New York City.
July 20, 2017

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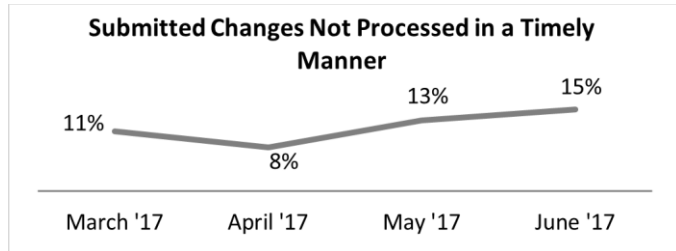
- o Customer Service Related Barriers..... 9
- o Budget Related Barriers.....10
- o Recertification Related Barriers.....11
- o Application Related Barriers.....12

ANALYSIS HIGHLIGHTS

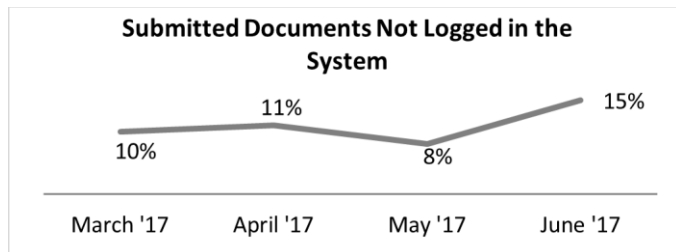
The following mediation activities were observed under the mediation model in June 2017:

- 13 Organizations reported 168 mediation cases – with a total of 234 identified issues, to NCA SNAP Centers throughout the 5 boroughs
- Of those 168 cases, 53 (32%) were related to first time applicants, 65 cases (39%) to recertifying clients, 36 cases (21%) to change reports, 12 cases (7%) to periodic reports, and 2 cases (1%) to an adverse action
- A total of 98 cases or 58% were sent to the TIPS Centers: TIPS-42: 44 cases, TIPS-43: 36 cases, TIPS-24: 18 cases
- Notable trends in June in relation to the previous months, include:

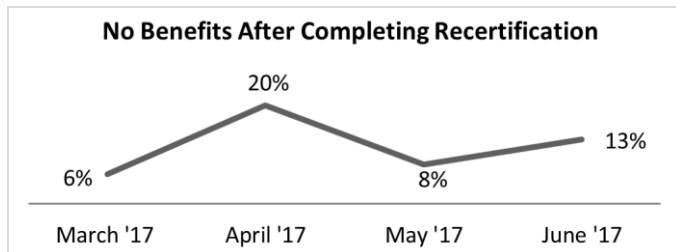
Submitted changes not processed in a timely manner: This issue increased 2 percentage points from May.



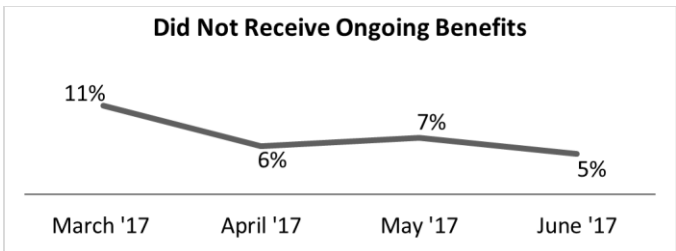
Submitted documents were not logged in the system: This issue increased by 7 percentage points, from 8 percent in May.



No benefits issued after completing recertification: This issue saw an increase of 5 percentage points in June, after having significantly decreased by 12 percentage points in May.



Did not receive ongoing benefits: June saw a two point decrease for this issue, decreasing to 5 percent from 7 percent in May.



Out of the total 168 cases submitted in June, 141 or 84% of cases were resolved

- 91% (129) of the resolved cases were resolved within the same month as received
- 82% (116) were resolved at the primary and back-up liaison levels. This represents a decrease of 3 percentage points from May (85% of resolved cases were resolved at the primary and back-up levels that month)
- 72% (109) were resolved within the key first 5 days. This represents an decrease of five percentage points from May (77% of May cases were resolved within the key first 5 days)
- The number of cases that took 6-10 days to be resolved decreased by one percentage point in June (from 15% in May).

CHART 1: MEDIATION CASES BY ORGANIZATION

CBO	CASE TYPE	TOTAL
Bedstuy Campaign Against Hunger		1
	First Time Applicant	1
Bronx Defenders		20
	Change Report	3
	First Time Applicant	5
	Periodic Report	2
	Recertification	10
Chinese American Planning Council		3
	Recertification	3
Community Council & Consulting		16
	Change Report	5
	First Time Applicant	5
	Periodic Report	1
	Recertification	5
CSB Community Services Inc.		12
	Change Report	3
	First Time Applicant	3
	Recertification	6
Community Service Center of Greater Williamsburg		11
	Change Report	3
	First Time Applicant	4
	Periodic Report	2
	Recertification	2
Food Bank For NYC		11
	Adverse Action	1
	Change Report	1
	First Time Applicant	6
	Periodic Report	1
	Recertification	2
Hunger Free NYC		29
	Change Report	7
	First Time Applicant	13
	Periodic Report	1
	Recertification	8
LiveOn NY		3
	First Time Applicant	1
	Recertification	2
Met Council		26
	Change Report	11
	First Time Applicant	1
	Periodic Report	1
	Recertification	13
Part of The Solution		30
	Adverse Action	1
	Change Report	2
	First Time Applicant	10
	Periodic Report	4
	Recertification	13
Tzu Chi Foundation		4
	Change Report	1
	First Time Applicant	2
	Recertification	1
Urban Upbound		2
	First Time Applicant	2
Grand Total		168

PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR JUNE

This analysis is based on information submitted by 13 organizations. These organizations reported having mediated on behalf of 168 SNAP applicants/participants (chart 1).

CHART 2: CASES BY NCA CENTER

NCA	CASE TYPE	TOTAL
S-13		1
	Periodic Report	1
S-15		6
	Change Report	3
	First Time Applicant	2
	Recertification	1
S-19		3
	Change Report	1
	Recertification	2
S-21		12
	Change Report	8
	Periodic Report	2
	Recertification	2
S-22		8
	Adverse Action	1
	Change Report	7
S-26		9
	Change Report	6
	Periodic Report	2
	Recertification	1
S-40		3
	Periodic Report	2
	Recertification	1
S-45		14
	Adverse Action	1
	Change Report	2
	First Time Applicant	3
	Periodic Report	4
	Recertification	4
S-46		3
	Change Report	2
	First Time Applicant	1
S-53		9
	Change Report	6
	First Time Applicant	1
	Periodic Report	1
	Recertification	1
S-79		1
	First Time Applicant	1
S-99		1
	First Time Applicant	1
TIPS-24		18
	First Time Applicant	9
	Recertification	9
TIPS-42		44
	First Time Applicant	3
	Recertification	41
TIPS-43		36
	Change Report	1
	First Time Applicant	32
	Recertification	3
Grand Total		168

CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

June mediation cases were handled by 15 NCA Centers. As observed in previous months, TIPS Centers saw the highest number of cases: TIPS 43 - 36 cases, TIPS 24 - 18 cases, and TIPS 42 - 44 cases (chart 2). However; we observed a decrease in percentage of cases submitted to TIPS Centers for mediation: 58 percent of all mediation cases in June, compared to 73 of cases in May.

Most mediation requests concerned recertification cases and first time applications.

CASE TYPE	TOTAL	%
Adverse Action	2	1%
Change Report	36	21%
First Time Applicant	53	32%
Periodic Report	12	7%
Recertification	65	39%
Grand Total	168	100%

CASE STATUS AND RESOLUTION TIME FRAME

Out of 168 mediation cases submitted in June, 141 were resolved. As of July 11th, 27 cases remained unresolved/pending (see charts 3 and 4 below). Fifty four percent of the resolved cases were resolved within a period of 1-3 days (chart 5).

CHART 3: CASE STATUS

CASE STATUS	TOTAL
Pending	27
Resolved	141
Grand Total	168

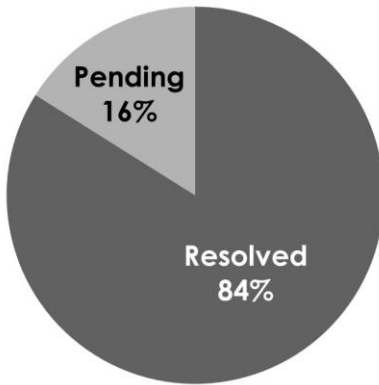
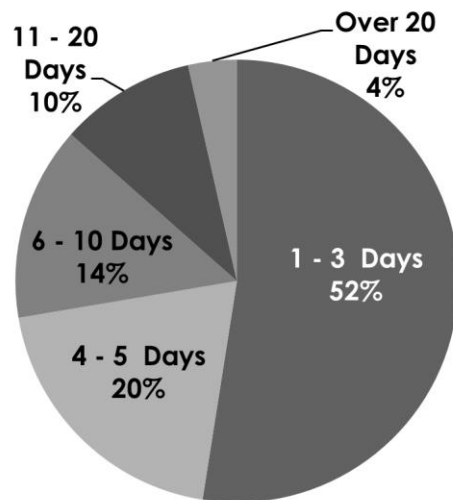


CHART 4: CASE STATUS BY CASE TYPE

Status	Case Type	Number of Cases	%
Pending		27	16%
	Periodic Report	2	1%
	Change Report	6	3%
	First Time Applicant	8	5%
	Recertification	11	7%
Resolved		141	84%
	Adverse Action	2	1%
	Periodic Report	10	6%
	Change Report	30	18%
	First Time Applicant	45	27%
	Recertification	54	32%
Grand Total		168	100%

CHART 5: RESOLUTION TIMEFRAME

RESOLUTION TIMEFRAME (business days)	Total
1 - 3 Days	74
4 - 5 Days	28
6 - 10 Days	20
11 - 20 Days	14
Over 20 Days	5
Total	141

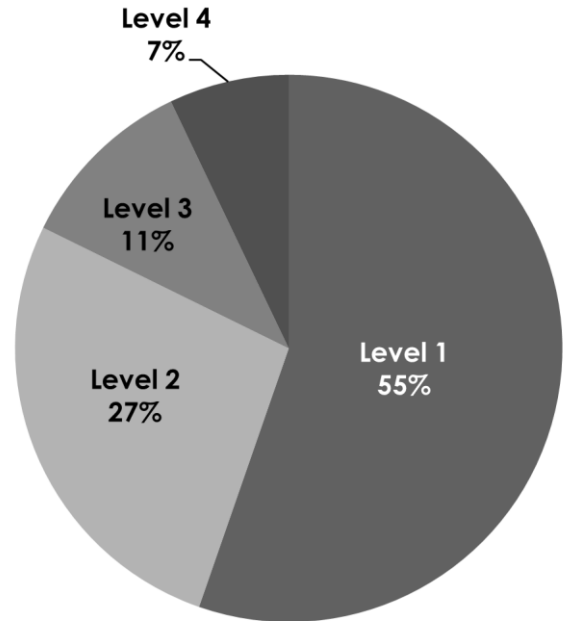


Of the 141 resolved cases that were reported, 82% (116 cases) were resolved at the HRA primary or back-up liaison levels (see charts 6 and 7).

CHART 6: RESOLUTION BY NCA CENTER

LEVEL OF RESOLUTION	NCA CENTER	TOTAL
Level 1		78
	S-15	2
	S-19	1
	S-22	5
	S-26	4
	S-40	2
	S-45	7
	S-46	2
	S-53	6
	S-99	1
	TIPS-24	10
	TIPS-42	15
	TIPS-43	23
Level 2		38
	S-13	1
	S-15	3
	S-21	6
	S-22	3
	S-26	1
	S-45	1
	S-53	2
	TIPS-24	4
	TIPS-42	11
	TIPS-43	6
Level 3		15
	S-21	1
	S-26	1
	S-45	2
	S-46	1
	S-79	1
	TIPS-24	1
	TIPS-42	6
	TIPS-43	2
Level 4		10
	S-21	1
	S-53	1
	TIPS-24	1
	TIPS-42	5
	TIPS-43	2
Total		141

CHART 7: HRA LIAISON LEVEL OF RESOLUTION

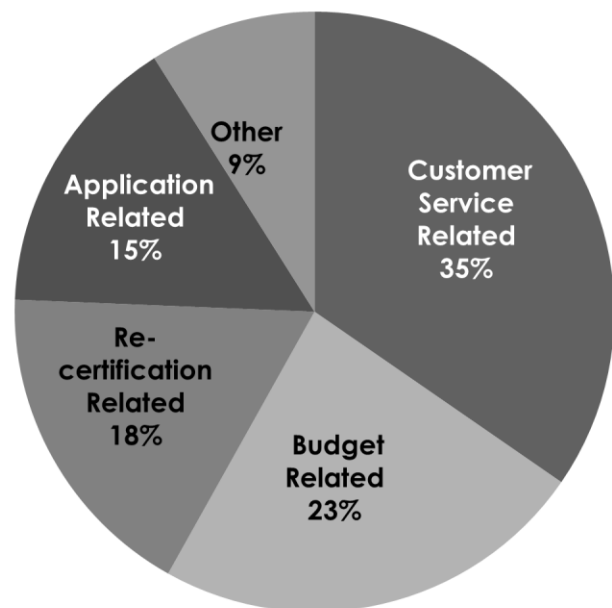


BARRIERS ENCOUNTERED

From 168 cases, a total of 234 barriers¹ were reported in June. Barriers encountered that month were as follows:

CHART 8: SNAP BARRIERS IN JUNE 2017

Reported Barriers	Total 234
Customer Service Related	81
Budget Related	55
Recertification Related	41
Application Related	36
EBT Card/System Related	9
Other Barrier (Used Only For Barriers Not Reflected in Issue Log)	8
Immigrant Eligibility Related	2
New Policy/Initiative Related	1
Work Requirement Related	1



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

Prevalent Issues	
Submitted changes not processed in a timely manner	32
Submitted documents were not logged in the system	25
No benefits after completing recertification	21
Case closed after fulfilling recertification requirements	19
Incorrect income	18
Incorrect household composition	13
No benefits issued on active EBT card	9
Did not receive ongoing SNAP benefits	8
Case closed after completing recertification	8
Incorrect SUA level	8
Excessive documentation	5

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

¹ Some cases presented more than one barrier.

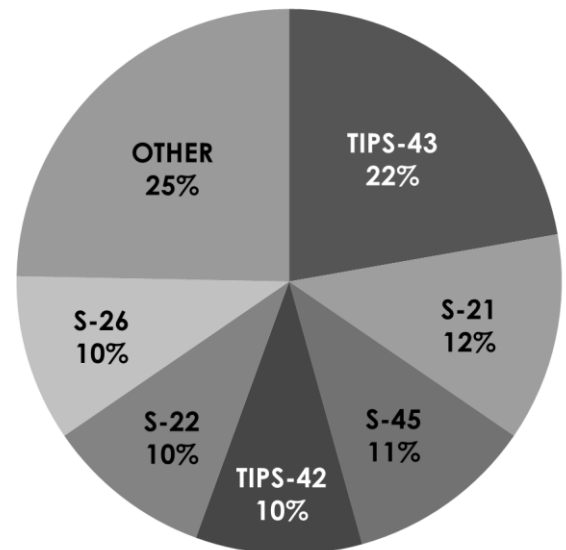
CUSTOMER SERVICE RELATED BARRIERS

A total of 81 customer service-related barriers were encountered at 13 different NCA Centers. However, the biggest cluster of cases (55%) took place at Centers TIPS-43 (18 cases), S-21 (10 cases), S-45 (9 cases), and TIPS-42 (8 cases) [charts 9 and 10].

CHART 9: CUSTOMER SERVICE RELATED BARRIERS BY CENTER

CUSTOMER SERVICE RELATED	NCA CENTER	TOTAL
Did not receive Center Notice		5
	S-45	1
	TIPS-43	4
Did not receive phone interview and was unable to reschedule		1
	TIPS-24	1
Excessive documentation requested		5
	TIPS-24	1
	TIPS-42	1
	TIPS-43	3
Other		9
	S-15	1
	S-21	1
	S-26	2
	S-45	1
	TIPS-24	1
	TIPS-42	1
	S-40	2
Submitted changes not processed in a timely manner		34
	S-15	2
	S-19	1
	S-21	7
	S-22	8
	S-26	5
	S-45	4
	S-46	2
	S-53	4
	TIPS-42	1
Submitted documents were not logged in the system		25
	S-21	2
	S-26	1
	S-45	3
	S-53	1
	S-79	1
	TIPS-24	2
	TIPS-42	4
	TIPS-43	11
Unable to reach On-Demand hotline		2
	S-19	1
	TIPS-42	1
Total		81

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



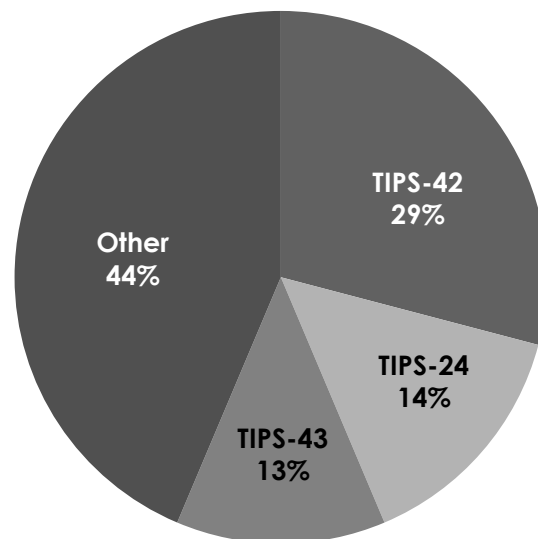
BUDGET RELATED BARRIERS

55 budget-related barriers were encountered in 11 NCA Centers, with most issues related to incorrect income (chart 11). 56 percent of the reported budget-related barriers were encountered at the TIPS Centers (chart 12).

CHART 11: BUDGET RELATED BARRIERS BY NCA CENTER

BUDGET RELATED	NCA CENTER	TOTAL
Child/dependent care deduction not applied		3
	S-21	1
	TIPS-42	2
Gross Income Test applied to a senior/disabled household		1
	TIPS-42	1
Incorrect household composition		13
	S-15	1
	S-21	1
	S-22	2
	S-26	2
	S-45	1
	S-46	1
	TIPS-24	3
	TIPS-43	2
Incorrect income		18
	S-15	1
	S-21	3
	S-22	1
	S-45	1
	TIPS-24	1
	TIPS-42	8
	TIPS-43	3
Incorrect shelter expenses		4
	S-22	1
	TIPS-24	2
	TIPS-43	1
Incorrect SUA level		8
	S-21	1
	S-26	1
	S-99	1
	TIPS-24	1
	TIPS-42	3
	TIPS-43	1
Medical deduction not applied		4
	S-53	2
	TIPS-24	1
	TIPS-42	1
Other		4
	S-45	1
	S-46	1
	S-53	1
	TIPS-42	1
Total		55

CHART 12: NCA CENTERS WITH THE MOST BUDGET RELATED BARRIERS



RECERTIFICATION RELATED BARRIERS

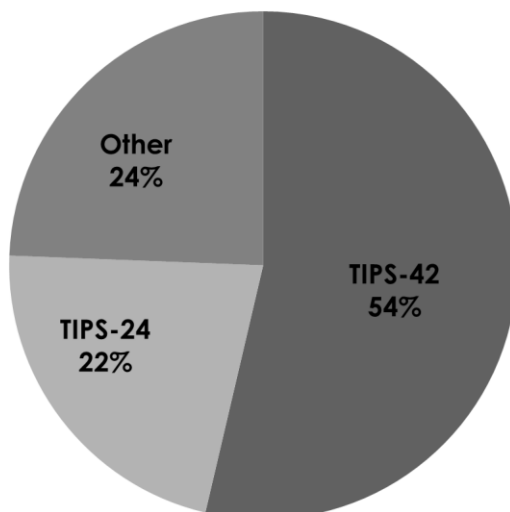
41 cases involving recertification-related barriers were encountered over seven different NCA Centers. The most prevalent issue was “no benefits issued after completing recertification” (see chart 13 below).

Sixty six percent of recertification-related barriers were encountered at TIPS centers 24 and 42 (chart 14).

CHART 13: RECERTIFICATION RELATED BARRIERS BY NCA CENTER

RECERTIFICATION RELATED	NCA CENTER	TOTAL
Case closed after fulfilling recertification requirements		8
	S-19	1
	S-45	1
	TIPS-42	6
No benefits issued after completing recertification		21
	S-15	1
	S-21	1
	S-40	1
	S-45	1
	TIPS-24	3
	TIPS-42	13
	TIPS-43	1
Other		12
	S-21	1
	TIPS-24	6
	TIPS-42	3
	TIPS-43	2
Total		41

CHART 14: NCA CENTERS WITH THE MOST RECERTIFICATION RELATED BARRIERS



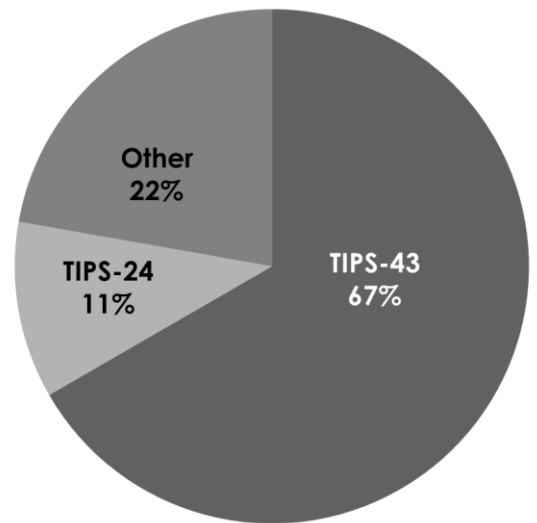
APPLICATION RELATED BARRIERS

A total of 36 application-related barriers were encountered at 8 different NCA Centers throughout the city in June (chart 15). TIPS Centers 43 and 24 accounted for 78 percent of these barriers (chart 16).

CHART 15: APPLICATION RELATED BARRIERS BY NCA CENTER

APPLICATION RELATED	NCA CENTER	TOTAL
Case denied after fulfilling application requirements		19
	S-45	1
	S-79	1
	TIPS-24	1
	TIPS-42	1
	TIPS-43	15
Did not receive expedited SNAP within 5 days		2
	S-53	1
	TIPS-43	1
Did not receive ongoing SNAP benefits		8
	S-45	1
	TIPS-24	1
	TIPS-42	1
	TIPS-43	5
Did not receive SNAP within 30 days		5
	S-46	1
	TIPS-24	2
	TIPS-43	2
Other		2
	S-15	1
	TIPS-43	1
Total		36

CHART 16: NCA CENTERS WITH THE MOST APPLICATION RELATED BARRIERS



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