



The Food Bank For New York City

Mediation Analysis Report for March 2017

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

TABLE OF CONTENTS

Analysis Highlights.....3

Participating Organizations and Mediation Types for March, 2017.....4

Case Types and NCA Centers Where Mediation Took Place.....5

Case Status and Resolution Time Frame.....6

Barriers Encountered.....8

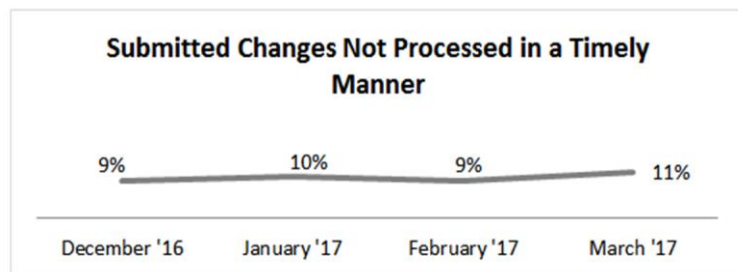
- o Application Related Barriers.....9
- o Customer Service Related Barriers.....10
- o Recertification Related Barriers.....11
- o Budget Related Barriers.....12

**ANALYSIS HIGHLIGHTS**

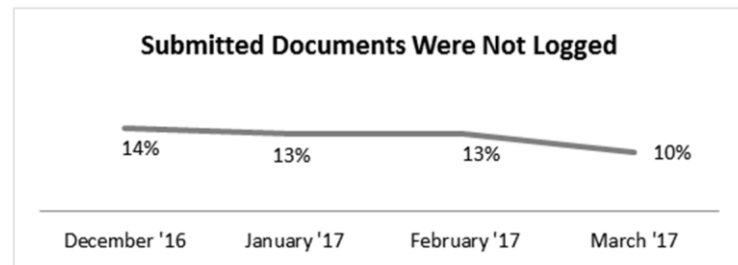
The following mediation activities were observed under the mediation model in March 2017:

- 16 Organizations reported 198 mediation cases – with a total of 234 identified issues, to NCA SNAP Centers throughout the 5 boroughs
- Of those 198 cases, 90 (45%) were related to first time applicants, 73 cases (37%) were related to recertifying clients, 25 cases (13%) were related to change reports, 8 (4%) to periodic reports, and 2 (1%) to adverse action.
- A total of 146 cases or 74% were sent to the TIPS Centers: TIPS-42: 50 cases, TIPS-43: 76 cases, TIPS-24: 20 cases
- Notable trends in March in relation to the previous months, include:

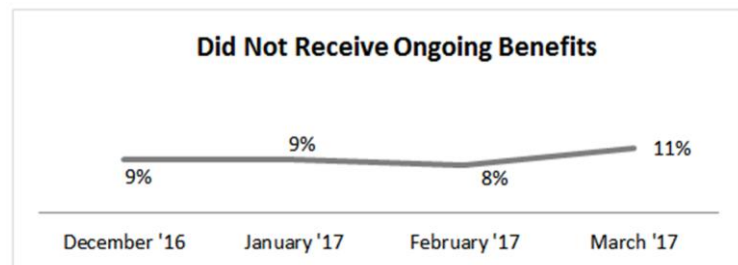
Submitted changes not processed in a timely manner: This issue increased from nine percent in February to eleven percent in March.



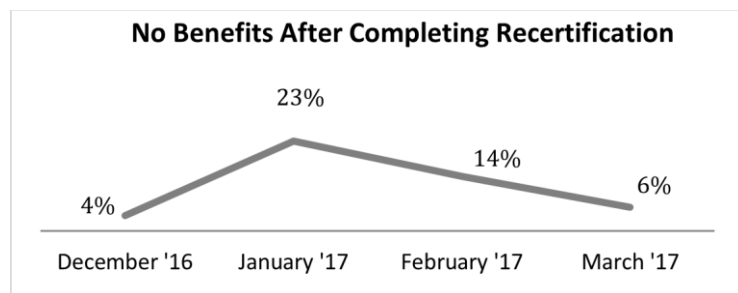
Submitted documents were not logged in the system: This issue decreased from thirteen percent in February to ten percent in March.



Did not receive ongoing benefits: This issue increased from eight percent in February to eleven percent in March.



No benefits issued after completing recertification: The issue has decreased by nine and eight percent from January and February respectively.



Out of the total 198 cases submitted in March, 152 or 77% of cases were resolved

- 85% (130) of the resolved cases got a resolution within the same month as received
- 81% (123) were resolved at the primary and back-up liaison levels. This represents an increase of twenty nine percentage points from February (52% of resolved cases were resolved at the primary and back-up levels that month).
- 70% (106) were resolved within the key first 5 days. This represents an increase of eleven percentage points from February. The number of cases that took 6-10 days to be resolved decreased by two percentage points in March (from 20% in February).

**CHART 1: MEDIATION CASES BY ORGANIZATION**

CBO	Case Type	Total
<b>Bronx Defenders</b>		<b>38</b>
	Change Report	4
	First Time Applicant	20
	Periodic Report	1
	Recertification	13
<b>CPC</b>		<b>4</b>
	First Time Applicant	1
	Recertification	3
<b>CIDNY</b>		<b>2</b>
	Change Report	1
	Recertification	1
<b>Community Council &amp; Consulting</b>		<b>19</b>
	Change Report	4
	First Time Applicant	8
	Recertification	7
<b>CSCGW</b>		<b>2</b>
	Change Report	1
	Recertification	1
<b>Food Bank For NYC</b>		<b>31</b>
	Change Report	1
	First Time Applicant	8
	Periodic Report	3
	Recertification	19
<b>HFNYC</b>		<b>34</b>
	Change Report	3
	First Time Applicant	21
	Periodic Report	2
	Recertification	8
<b>Hope Community</b>		<b>2</b>
	Change Report	2
<b>John Jay Community College</b>		<b>1</b>
	First Time Applicant	1
<b>Live-On NY</b>		<b>3</b>
	First Time Applicant	2
	Recertification	1
<b>Manhattan Legal Services</b>		<b>12</b>
	First Time Applicant	6
	Periodic Report	1
	Recertification	5
<b>Met Council</b>		<b>25</b>
	Change Report	8
	First Time Applicant	10
	Periodic Report	1
	Recertification	6
<b>POTS</b>		<b>19</b>
	Adverse Action	1
	Change Report	1
	First Time Applicant	10
	Recertification	7
<b>Project Hospitality</b>		<b>1</b>
	Recertification	1
<b>Tzu Chi Foundation</b>		<b>1</b>
	Adverse Action	1
<b>Urban Upbound</b>		<b>4</b>
	First Time Applicant	3
	Recertification	1
<b>Grand Total</b>		<b>198</b>

## PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR MARCH

This analysis is based on information submitted by 16 organizations. These organizations reported having mediated on behalf of 198 SNAP applicants/participants (Chart 1).

**CHART 2: CASES BY NCA CENTER**

NCA CENTER	CASE TYPE	TOTAL
S-02		1
	Change Report	1
S-13		1
	Periodic Report	1
S-14		2
	Periodic Report	1
	Recertification	1
S-15		9
	Adverse Action	1
	Change Report	2
	First Time Applicant	5
	Recertification	1
S-19		2
	Periodic Report	1
	Recertification	1
S-21		4
	Change Report	4
S-22		2
	Change Report	1
	Recertification	1
S-26		6
	Change Report	6
S-28		4
	First Time Applicant	1
	Periodic Report	1
	Recertification	2
S-40		3
	Change Report	3
S-45		6
	Change Report	3
	First Time Applicant	1
	Periodic Report	1
	Recertification	1
S-46		3
	First Time Applicant	1
	Periodic Report	1
	Recertification	1
S-53		7
	Change Report	2
	First Time Applicant	1
	Periodic Report	1
	Recertification	3
S-61		2
S-61	First Time Applicant	2
TIPS-24		20
	Change Report	3
	First Time Applicant	5
	Periodic Report	1
	Recertification	11
TIPS-42		50
	Adverse Action	1
	Recertification	49
TIPS-43		76
	First Time Applicant	74
	Recertification	2
<b>GRAND TOTAL</b>		<b>198</b>

## CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

March mediation cases were handled by 17 NCA Centers. However, most barriers were encountered at the TIPS Centers: TIPS 43 - 76 cases, TIPS 24 – 20 cases, and TIPS 42 – 50 cases (see Chart 2). Combined, the TIPS Centers accounted for 76 percent of March's cases.

Most mediation cases concerned first time applications and recertifications.

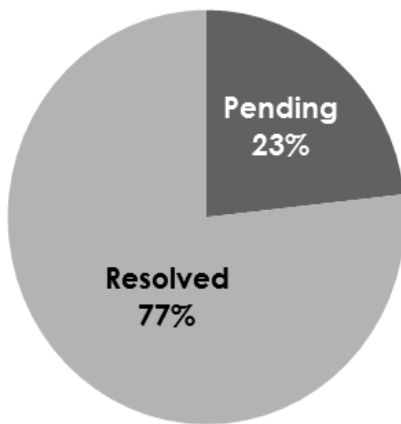
CASE TYPE	TOTAL	%
Adverse Action	2	1%
Change Report	25	13%
First Time Applicant	90	45%
Periodic Report	8	4%
Recertification	73	37%
<b>Grand Total</b>	<b>198</b>	<b>100%</b>

## CASE STATUS AND RESOLUTION TIME FRAME

Out of 198 mediation cases submitted in March, 152 were resolved. As of April 11, 46 cases remained unresolved/pending (see Charts 3 and 4 below). Forty 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	46
Resolved	152
<b>Grand Total</b>	<b>198</b>

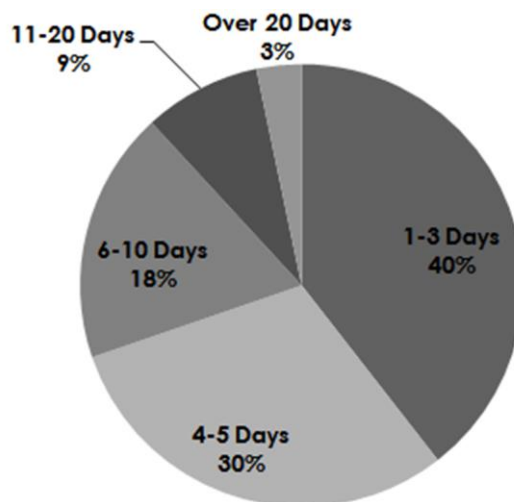


**CHART 4: CASE STATUS BY CASE TYPE**

Status	Case Type	Number of Cases	%
<b>Pending</b>	Adverse Action	1	0%
	Change Report	5	2%
	First Time Applicant	19	10%
	Recertification	21	11%
<b>Resolved</b>	Adverse Action	1	1%
	Change Report	20	10%
	First Time Applicant	71	36%
	Periodic Report	8	4%
	Recertification	52	26%
<b>Grand Total</b>		<b>198</b>	<b>100%</b>

**CHART 5: RESOLUTION TIMEFRAME**

RESOLUTION TIMEFRAME (business days)	Total
1 - 3 Days	60
4 - 5 Days	46
6 - 10 Days	28
11 - 20 Days	13
Over 20 Days	5
No Timeframe Reported	0
<b>Grand Total</b>	<b>152</b>

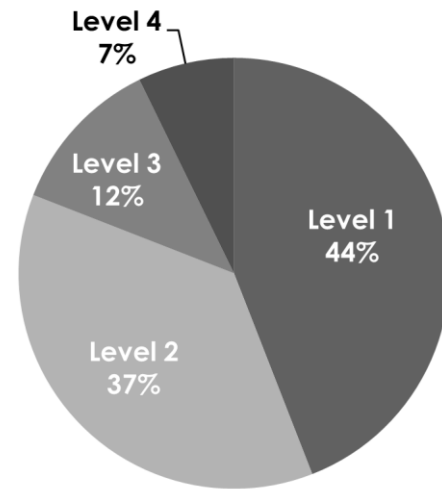


Of the 152 resolved cases that were reported, 81% (123 cases) were resolved at the HRA primary or back-up liaison levels. (See Charts 6 and 7).

**CHART 6: RESOLUTION BY NCA CENTER**

LEVEL OF RESOLUTION	NCA	Total
<b>Level 1</b>		<b>67</b>
	S-02	1
	S-14	1
	S-15	5
	S-19	1
	S-21	3
	S-28	1
	S-45	1
	S-46	2
	S-53	3
	S-61	2
	TIPS-24	6
	TIPS-42	10
	TIPS-43	31
<b>Level 2</b>		<b>56</b>
	S-13	1
	S-14	1
	S-15	2
	S-21	1
	S-22	1
	S-26	2
	S-28	2
	S-45	3
	S-46	1
	S-53	2
	TIPS-24	4
	TIPS-42	11
	TIPS-43	25
<b>Level 3</b>		<b>18</b>
	S-19	1
	S-22	1
	S-40	1
	S-45	1
	S-53	1
	TIPS-24	3
	TIPS-42	6
	TIPS-43	4
<b>Level 4</b>		<b>11</b>
	S-40	2
	S-53	1
	TIPS-42	6
	TIPS-43	2
<b>Grand Total</b>		<b>152</b>

**CHART 7: HRA LIAISON LEVEL OF RESOLUTION**



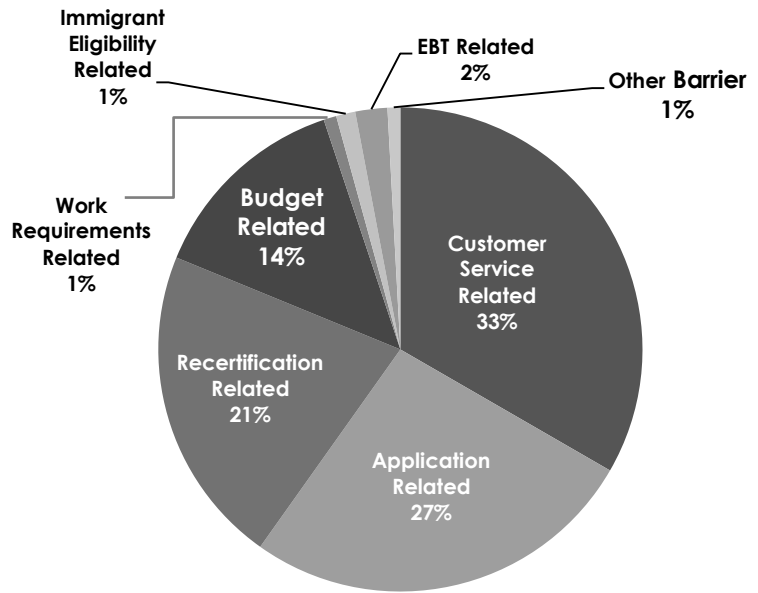
LEVEL OF RESOLUTION	Total
Level 1	67
Level 2	56
Level 3	18
Level 4	11
<b>Grand Total</b>	<b>152</b>

## BARRIERS ENCOUNTERED

From 198 cases, a total of 234 barriers<sup>1</sup> were reported in March. Barriers encountered that month were as follows:

**CHART 8: SNAP BARRIERS IN MARCH 2017**

Reported Barriers	Total 234
Customer Service Related	78
Application Related	62
Recertification Related	50
Budget Related	32
Other Barrier (Used Only For Barriers Not Reflected In Issue Log)	2
EBT Card / System Related	5
New Policy/Initiative Related	0
Work Requirement Related	2
Immigrant Eligibility Related	3



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

Prevalent Issues	
Case closed after fulfilling recertification requirements	25
Submitted changes not processed in a timely manner	25
Did not receive ongoing SNAP benefits	25
Submitted documents were not logged in the system	23
Case denied after fulfilling application requirements	22
Incorrect Income	17
Excessive Documentation Requested	15
No benefits issued after completing recertification	14
Did not receive SNAP w/in 30 days	11

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.

<sup>1</sup> Some cases presented more than one barrier.



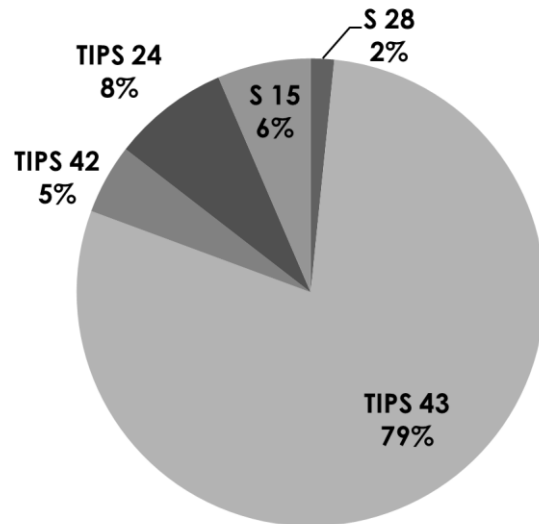
## APPLICATION RELATED BARRIERS

A total of 62 application related barriers were encountered in 5 NCA Centers throughout the city in March (Chart 10). TIPS centers accounted for 92 percent of these cases (see charts 10 and 11 below).

**CHART 10: APPLICATION RELATED BARRIERS BY CENTER**

Application Related	Total
<b>Case denied after fulfilling application requirements</b>	<b>22</b>
S-28	1
TIPS-43	21
<b>Did not receive ongoing SNAP benefits</b>	<b>25</b>
S-15	2
TIPS-24	1
TIPS-42	1
TIPS-43	21
<b>Did not receive SNAP within 30 days</b>	<b>11</b>
TIPS-24	4
TIPS-43	7
<b>Other</b>	<b>4</b>
S-15	2
TIPS-42	2
<b>Total</b>	<b>62</b>

**CHART 11: CENTERS WITH THE MOST APPLICATION RELATED BARRIERS**



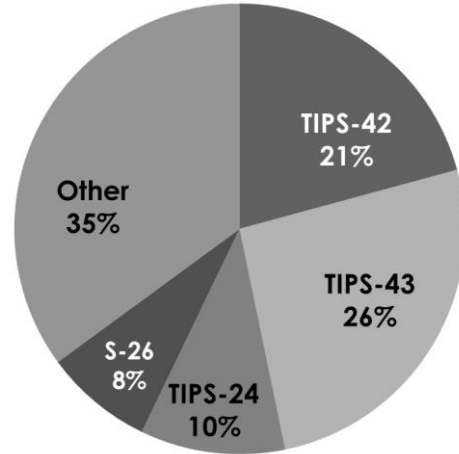
## CUSTOMER SERVICE RELATED BARRIERS

A total of 78 cases involved customer service related barriers, with these barriers spread out over 15 different NCA Centers. However, the biggest cluster of issues (57%) took place at the TIPS centers (charts 12 and 13).

**CHART 12: CUSTOMER SERVICE RELATED BARRIERS BY CENTER**

Customer Service Related	Total
<b>Did not receive Center Notice</b>	<b>8</b>
S-45	1
TIPS-24	4
TIPS-42	1
TIPS-43	2
<b>Did not receive phone interview and was unable to reschedule</b>	<b>2</b>
TIPS-43	2
<b>Excessive documentation requested</b>	<b>15</b>
TIPS-42	9
TIPS-43	6
<b>Misinformed of agency procedure/policy</b>	<b>3</b>
S-14	1
S-15	1
TIPS-43	1
<b>Other</b>	<b>2</b>
TIPS-42	1
TIPS-43	1
<b>Submitted changes not processed in a timely manner</b>	<b>25</b>
S-02	1
S-15	1
S-21	4
S-22	1
S-26	6
S-40	3
S-45	3
S-53	2
TIPS-24	3
TIPS-42	1
<b>Submitted documents were not logged in the system</b>	<b>23</b>
S-13	1
S-14	1
S-15	1
S-19	1
S-28	1
S-45	1
S-46	1
S-53	1
S-61	2
TIPS-24	1
TIPS-42	4
TIPS-43	8
<b>Total</b>	<b>78</b>

**CHART 13: CENTERS WITH THE MOST CUSTOMER SERVICE RELATED BARRIERS**



## RECERTIFICATION RELATED BARRIERS

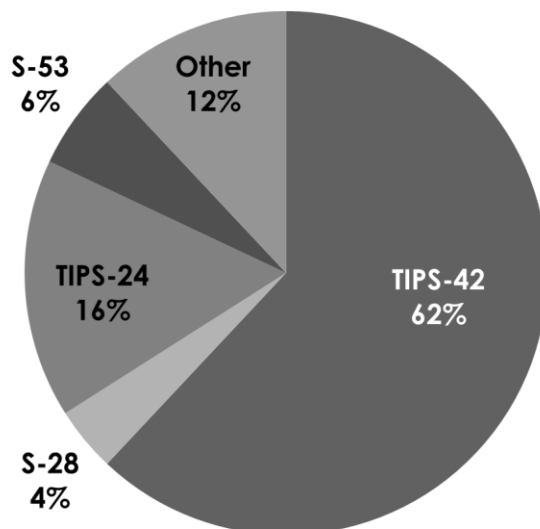
50 cases involving recertification related barriers were encountered over ten different NCA Centers. The most prevalent issue was “case closed after fulfilling requirements” (see Chart 14 below).

The biggest cluster of issues took place at TIPS 24 and TIPS 42 (Chart 15).

**CHART 14: RECERTIFICATION RELATED BARRIERS**

Recertification Related	Total
<b>Case closed after fulfilling recertification requirements</b>	<b>25</b>
S-53	1
TIPS-24	5
TIPS-42	19
<b>No benefits issued after completing recertification</b>	<b>14</b>
S-28	2
S-45	1
S-46	1
S-53	2
TIPS-24	3
TIPS-42	4
TIPS-43	1
<b>Other</b>	<b>11</b>
S-14	1
S-15	1
S-19	1
TIPS-42	8
<b>Total</b>	<b>50</b>

**CHART 15: NCAs WITH MOST RECERTIFICATION RELATED BARRIERS**



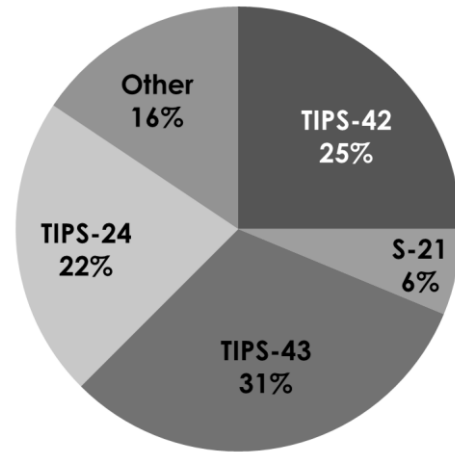
## BUDGET RELATED BARRIERS

32 budget related barriers were encountered in ten NCA Centers, with most issues related to incorrect income (Chart 16).

**CHART 16: BUDGET RELATED BARRIERS BY NCA CENTER**

Budget Related	Total
<b>Child/Dependent care deduction not applied</b>	<b>1</b>
TIPS-42	1
<b>Incorrect Household Composition</b>	<b>3</b>
S-21	1
TIPS-43	2
<b>Incorrect Income</b>	<b>17</b>
S-15	1
S-19	1
S-40	1
S-45	1
TIPS-24	7
TIPS-42	2
TIPS-43	4
<b>Incorrect Shelter Expenses</b>	<b>2</b>
TIPS-42	1
TIPS-43	1
<b>Incorrect SUA Level</b>	<b>5</b>
TIPS-42	3
TIPS-43	2
<b>Medical deduction not applied</b>	<b>2</b>
S-22	1
TIPS-42	1
<b>Other</b>	<b>2</b>
S-21	1
TIPS-43	1
<b>Total</b>	<b>32</b>

**CHART 17: NCAs WITH MOST BUDGET RELATED BARRIERS**



**Food Bank For New York City**  
**April 20, 2017**