



The Food Bank For New York City

Mediation Analysis Report for May 2017

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

Prepared by the staff of Benefit Access of Food Bank For New York City.  
June 15, 2017

PREPARED BY FOOD BANK FOR NEW YORK CITY  
June 15, 2017  
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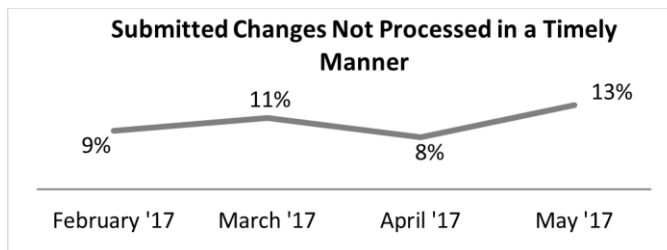
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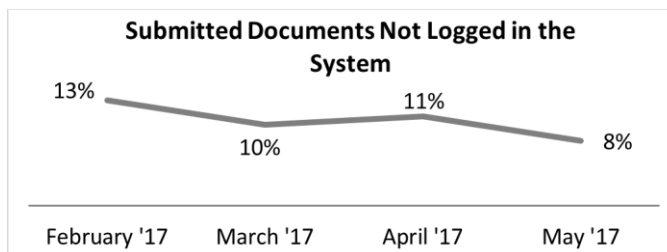
The following mediation activities were observed under the mediation model in May 2017:

- 11 Organizations reported 161 mediation cases – with a total of 203 identified issues, to NCA SNAP Centers throughout the 5 boroughs
- Of those 161 cases, 59 (37%) were related to first time applicants, 73 cases (45%) were related to recertifying clients, 26 cases (16%) were related to change reports, and 3 cases (2%) to adverse action
- A total of 117 cases or 73% were sent to the TIPS Centers: TIPS-42: 47 cases, TIPS-43: 35 cases, TIPS-24: 35 cases
- Notable trends in May in relation to the previous months, include:

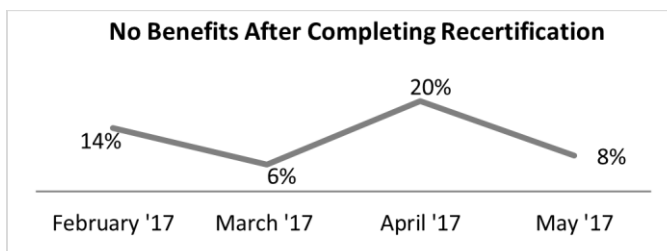
Submitted changes not processed in a timely manner: This issue increased by five percentage points in May (13 percent) after decreasing to 8 percent in April.



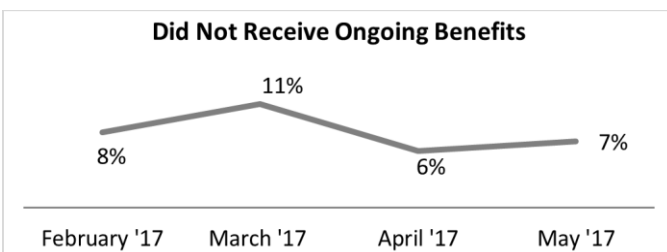
Submitted documents were not logged in the system: This issue decreased to 8 percent from 11 percent in April.



No benefits issued after completing recertification: This issue saw a significant decrease of 12 percentage points, decreasing to 8 percent from 20 percent in April.



Did not receive ongoing benefits: May saw a one point increase for this issue, increasing to 7 percent from 6 percent in April.



Out of the total 161 cases submitted in May, 137 or 85% of cases were resolved

- 91% (124) of the resolved cases were resolved within the same month as received
- 85% (116) were resolved at the primary and back-up liaison levels. This represents an increase of nineteen percentage points from April (66% of resolved cases were resolved at the primary and back-up levels that month).
- 77% (106) were resolved within the key first 5 days. This represents an increase of eighteen percentage points from April (59% of April cases were resolved within the key first 5 days).
- The number of cases that took 6-10 days to be resolved decreased by four percentage points in May (from 19% in April).

## PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR MAY

CHART 1: MEDIATION CASES BY ORGANIZATION

CBO	Case Type	Total
<b>Bronx Defenders</b>		<b>15</b>
	Adverse Action	1
	Change Report	1
	First Time Applicant	8
	Recertification	5
<b>CIDNY</b>		<b>2</b>
	Recertification	2
<b>Community Council &amp; Consulting</b>		<b>18</b>
	Change Report	4
	First Time Applicant	10
	Recertification	4
<b>CPC</b>		<b>2</b>
	First Time Applicant	2
<b>CSB Community Services Inc.</b>		<b>15</b>
	Change Report	3
	First Time Applicant	1
	Recertification	11
<b>CSCGW</b>		<b>7</b>
	Change Report	1
	First Time Applicant	3
	Recertification	3
<b>Food Bank NYC</b>		<b>19</b>
	Change Report	2
	First Time Applicant	4
	Recertification	13
<b>Hunger Free NYC</b>		<b>22</b>
	Change Report	4
	First Time Applicant	8
	Recertification	10
<b>LiveOn NY</b>		<b>7</b>
	Adverse Action	1
	First Time Applicant	3
	Recertification	3
<b>Met Council</b>		<b>29</b>
	Change Report	9
	First Time Applicant	7
	Recertification	13
<b>POTS</b>		<b>25</b>
	Adverse Action	1
	Change Report	2
	First Time Applicant	13
	Recertification	9
<b>Grand Total</b>		<b>161</b>

This analysis is based on information submitted by 11 organizations. These organizations reported having mediated on behalf of 161 SNAP applicants/participants (chart 1).

## CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

CHART 2: CASES BY NCA CENTER

NCA Center	Case Type	Total
<b>S-15</b>		<b>1</b>
	Change Report	1
<b>S-19</b>		<b>2</b>
	First Time Applicant	1
	Recertification	1
<b>S-20</b>		<b>2</b>
	Change Report	1
	Recertification	1
<b>S-21</b>		<b>9</b>
	Change Report	8
	Recertification	1
<b>S-22</b>		<b>5</b>
	Change Report	4
	Recertification	1
<b>S-26</b>		<b>4</b>
	Change Report	4
<b>S-28</b>		<b>1</b>
	Recertification	1
<b>S-40</b>		<b>4</b>
	Adverse Action	1
	Change Report	1
	First Time Applicant	2
<b>S-45</b>		<b>6</b>
	Adverse Action	2
	Change Report	1
	First Time Applicant	1
	Recertification	2
<b>S-46</b>		<b>3</b>
	Change Report	2
	Recertification	1
<b>S-53</b>		<b>6</b>
	Change Report	3
	First Time Applicant	2
	Recertification	1
<b>S-54</b>		<b>1</b>
	Change Report	1
<b>TIPS-24</b>		<b>35</b>
	First Time Applicant	19
	Recertification	16
<b>TIPS-42</b>		<b>47</b>
	Recertification	47
<b>TIPS-43</b>		<b>35</b>
	First Time Applicant	34
	Recertification	1
<b>Grand Total</b>		<b>161</b>

May mediation cases were handled by 15 NCA Centers. However, most barriers were encountered at the TIPS Centers: TIPS 43 - 35 cases, TIPS 24 - 35 cases, and TIPS 42 - 47 cases (see chart 2). Combined, the TIPS Centers accounted for 73 percent of May's cases.

Most mediation requests concerned recertification cases and first time applications.

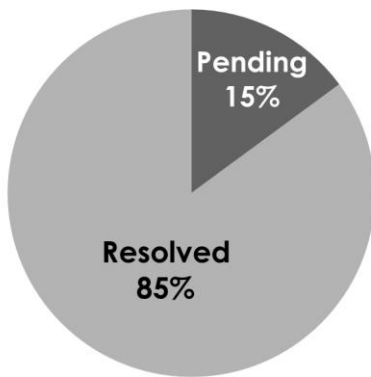
CASE TYPE	TOTAL	%
Adverse Action	3	2%
Change Report	26	16%
First Time Applicant	59	37%
Recertification	73	45%
<b>Grand Total</b>	<b>161</b>	<b>100%</b>

## CASE STATUS AND RESOLUTION TIME FRAME

Out of 161 mediation cases submitted in May, 137 were resolved. As of June 10, 24 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 (see chart 5 below).

**CHART 3: CASE STATUS**

CASE STATUS	TOTAL
Pending	24
Resolved	137
<b>Grand Total</b>	<b>161</b>

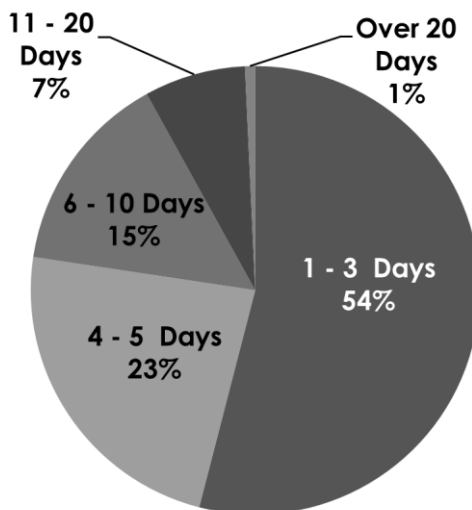


**CHART 4: CASE STATUS BY CASE TYPE**

Status	Case Type	Number of Cases	%
<b>Pending</b>	Adverse Action	2	1%
	Change Report	3	2%
	First Time Applicant	4	3%
	Recertification	15	9%
<b>Resolved</b>	Adverse Action	1	1%
	Change Report	23	14%
	First Time Applicant	55	34%
	Recertification	58	36%
<b>Grand Total</b>		<b>161</b>	<b>100%</b>

**CHART 5: RESOLUTION TIMEFRAME**

RESOLUTION TIMEFRAME (business days)	Total
1 - 3 Days	74
4 - 5 Days	32
6 - 10 Days	20
11 - 20 Days	10
Over 20 Days	1
<b>Total</b>	<b>137</b>

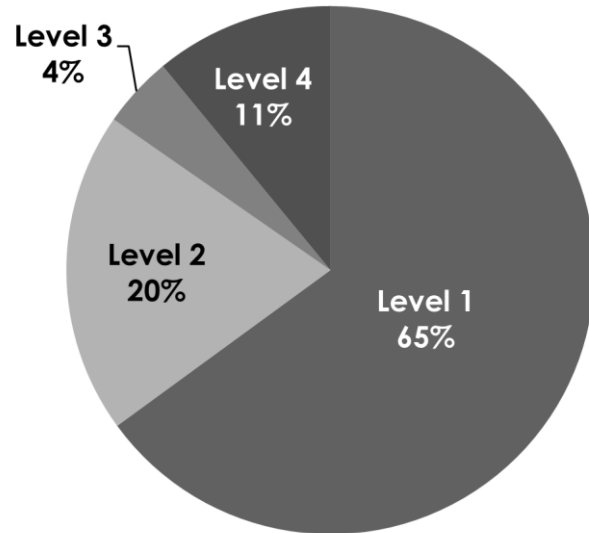


Of the 137 resolved cases that were reported, 85% (116 cases) were resolved at the HRA primary or back-up liaison levels (see charts 6 and 7).

**CHART 6: RESOLUTION BY NCA CENTER**

LEVEL OF RESOLUTION	NCA CENTER	TOTAL
<b>Level 1</b>		<b>89</b>
	S-20	2
	S-21	5
	S-22	4
	S-26	1
	S-28	1
	S-40	2
	S-45	4
	S-46	2
	S-53	1
	S-54	1
	TIPS-24	16
	TIPS-42	22
	TIPS-43	28
<b>Level 2</b>		<b>27</b>
	S-15	1
	S-19	1
	S-21	4
	S-26	1
	S-53	2
	TIPS-24	10
	TIPS-42	4
	TIPS-43	4
<b>Level 3</b>		<b>6</b>
	S-22	1
	S-46	1
	S-53	1
	TIPS-24	2
	TIPS-42	1
<b>Level 4</b>		<b>15</b>
	S-19	1
	S-40	2
	S-53	1
	TIPS-24	2
	TIPS-42	8
	TIPS-43	1
<b>Grand Total</b>		<b>137</b>

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

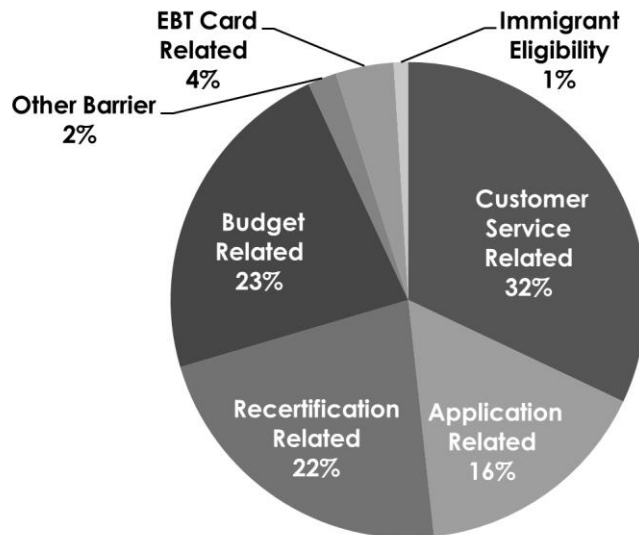


## BARRIERS ENCOUNTERED

From 161 cases, a total of 203 barriers<sup>1</sup> were reported in May. Barriers encountered that month were as follows:

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

Reported Barriers	Total 203
Customer Service Related	65
Budget Related	46
Recertification Related	45
Application Related	33
EBT Card/System Related	8
Other Barrier (Used Only For Barriers Not Reflected in Issue Log)	4
Immigrant Eligibility Related	2



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

Prevalent Issues	
Submitted changes not processed in a timely manner	27
Incorrect Income	18
Submitted documents were not logged in the system	16
No benefits after completing recertification	17
Case closed after fulfilling recertification requirements	17
Case closed/denied after fulfilling application requirements	12
Excessive Documentation Requested	10
Incorrect Household Composition	10
Incorrect SUA Level	6
Did not receive SNAP within 30 days	6

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.

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



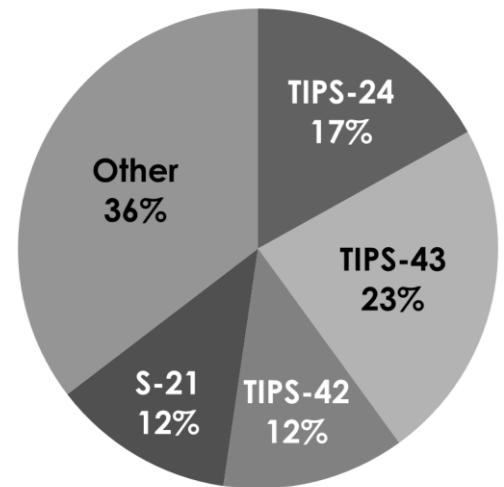
## CUSTOMER SERVICE RELATED BARRIERS

A total of 65 customer service-related barriers were encountered at 15 different NCA Centers. However, the biggest cluster of issues (64%) took place at the TIPS and S-21 Centers (charts 9 and 10).

**CHART 9: CUSTOMER SERVICE RELATED BARRIERS BY CENTER**

Customer Service Related	Total
<b>Did not receive Center Notice</b>	<b>2</b>
S-40	1
TIPS-43	1
<b>Did not receive phone interview and was unable to reschedule</b>	<b>2</b>
TIPS-24	1
TIPS-43	1
<b>Excessive documentation requested</b>	<b>10</b>
TIPS-42	2
TIPS-43	8
<b>Other</b>	<b>4</b>
S-21	1
S-26	1
TIPS-24	2
<b>Reduced or terminated benefits w/o written notice or cause</b>	<b>2</b>
S-45	1
TIPS-42	1
<b>Submitted changes not processed in a timely manner</b>	<b>27</b>
S-15	1
S-20	1
S-21	7
S-22	4
S-26	3
S-40	1
S-45	2
S-46	1
S-53	4
S-54	1
TIPS-24	2
<b>Submitted documents were not logged in the system</b>	<b>16</b>
S-40	1
S-46	1
TIPS-24	6
TIPS-42	3
TIPS-43	5
<b>Unable to reach On-Demand hotline</b>	<b>2</b>
TIPS-42	2
<b>Total</b>	<b>65</b>

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



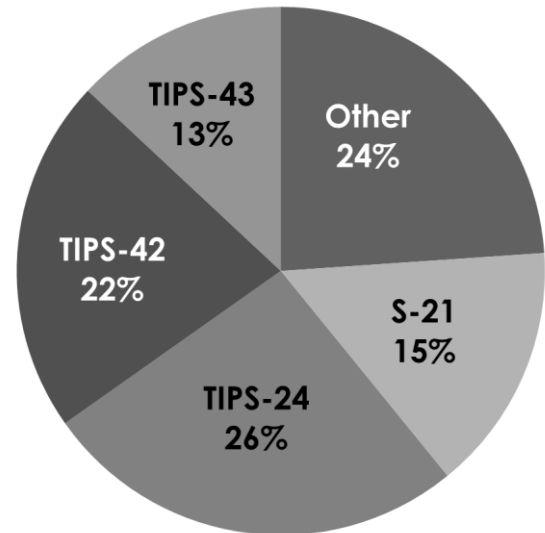
## BUDGET RELATED BARRIERS

46 budget-related barriers were encountered in ten NCA Centers, with most issues related to incorrect income (chart 11).

**CHART 11: BUDGET RELATED BARRIERS BY NCA CENTER**

Budget Related		Total
<b>Incorrect Household composition</b>		<b>10</b>
	S-21	4
	S-22	1
	TIPS-24	4
	TIPS-43	1
<b>Incorrect Income</b>		<b>18</b>
	S-21	3
	S-26	1
	S-45	1
	TIPS-24	5
	TIPS-42	7
	TIPS-43	1
<b>Incorrect income guideline applied</b>		<b>1</b>
	S-28	1
<b>Incorrect Shelter Expenses</b>		<b>6</b>
	S-26	2
	S-53	1
	TIPS-24	2
	TIPS-42	1
<b>Incorrect SUA Level</b>		<b>6</b>
	S-45	1
	TIPS-24	1
	TIPS-43	4
<b>Medical deduction not applied</b>		<b>3</b>
	S-19	1
	S-46	1
	S-53	1
<b>Other</b>		<b>2</b>
	TIPS-42	2
<b>Total</b>		<b>46</b>

**CHART 12: NCAs WITH MOST BUDGET RELATED BARRIERS**



## RECERTIFICATION RELATED BARRIERS

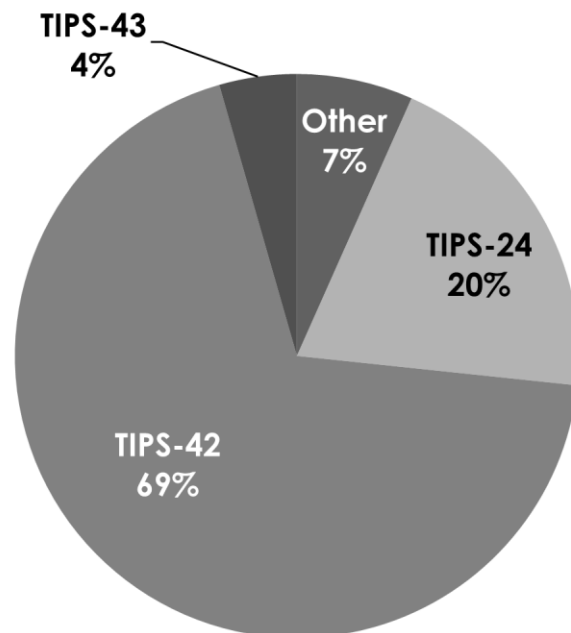
45 cases involving recertification-related barriers were encountered over six different NCA Centers. The most prevalent issues were "no benefits issued after completing recertification" and "case closed after fulfilling recertification" (see chart 13 below).

The biggest cluster of issues took place at TIPS-42 (chart 14).

**CHART 13: RECERTIFICATION RELATED BARRIERS**

Recertification Related	Total
<b>Case closed after fulfilling recertification requirements</b>	<b>17</b>
S-45	1
TIPS-24	1
TIPS-42	13
TIPS-43	2
<b>No benefits issued after completing recertification</b>	<b>17</b>
S-20	1
TIPS-24	5
TIPS-42	11
<b>Other (specify in the column "Other Barrier")</b>	<b>11</b>
S-22	1
TIPS-24	3
TIPS-42	7
<b>Total</b>	<b>45</b>

**CHART 14: NCAs WITH MOST RECERTIFICATION RELATED BARRIERS**



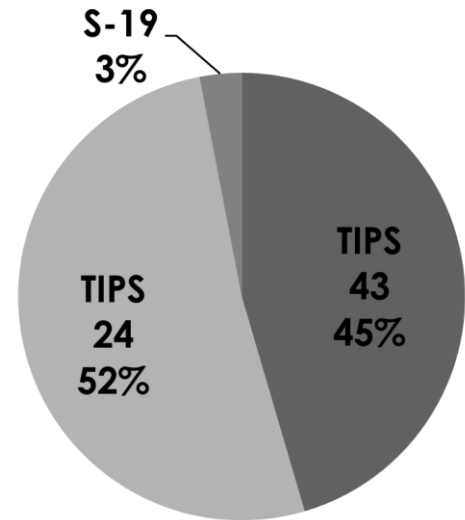
## APPLICATION RELATED BARRIERS

A total of 33 application-related barriers were encountered at 3 different NCA Centers throughout the city in May (chart 15). TIPS Centers 43 and 24 accounted for 97 percent of these cases (see charts 16).

**CHART 15: APPLICATION RELATED BARRIERS BY CENTER**

Application Related	Total
<b>Case denied after fulfilling application requirements</b>	<b>12</b>
TIPS-24	8
TIPS-43	4
<b>Did not receive ongoing SNAP benefits</b>	<b>14</b>
S-19	1
TIPS-24	4
TIPS-43	9
<b>Did not receive SNAP w/in 30 days</b>	<b>6</b>
TIPS-24	5
TIPS-43	1
<b>Other (specify in the column "Other Barrier")</b>	<b>1</b>
TIPS-43	1
<b>Total</b>	<b>33</b>

**CHART 16: CENTERS WITH THE MOST APPLICATION RELATED BARRIERS**



**The Food Bank For New York City**

**June 15, 2017**