



The Food Bank For New York City

Mediation Analysis Report for September 2018

Time Periods Reflected: September 1, 2018 through September 30, 2018

Prepared by the staff of Benefit Access of Food Bank For New York City.
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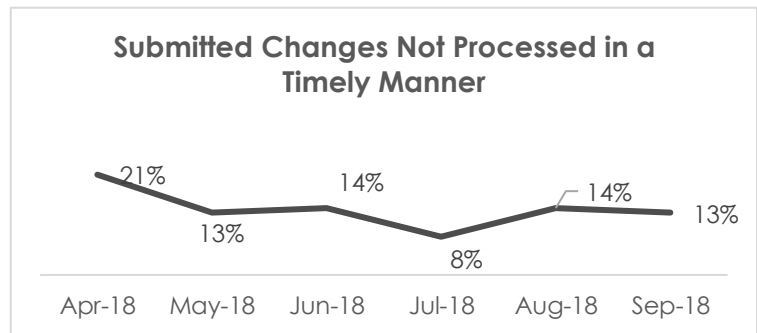
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ANALYSIS HIGHLIGHTS

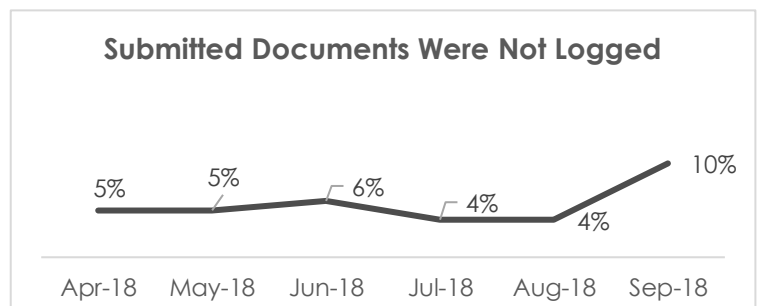
The following mediation activities were observed under the Mediation Model in September 2018:

- 10 Organizations reported 76 mediation cases – with a total of 91 identified issues, to NCA SNAP Centers throughout the 5 boroughs
- Of those 76 cases, 47(62 %) were related to first time applicants, 13 cases (17 %) were related to recertifying clients, 10 cases (13 %) were related to change reports, and 1 (1%) to adverse action.
- A total of 46 cases or 61% were sent to the TIPS Centers: TIPS-43: 21 cases, TIPS-42: 4 cases, TIPS-24: 21 cases
- Notable trends in September in relation to the previous months, include:

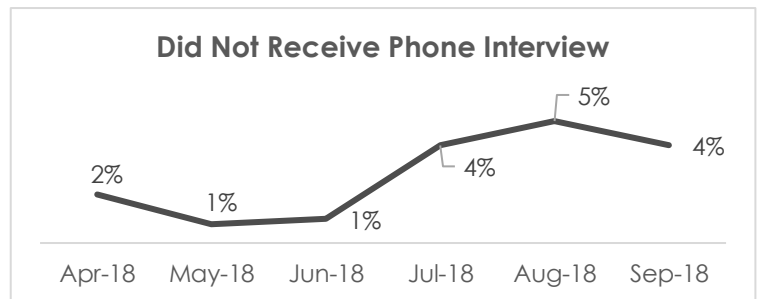
Submitted changes not processed in a timely manner: This issue decreased in prevalence by 1 percent from the previous month.



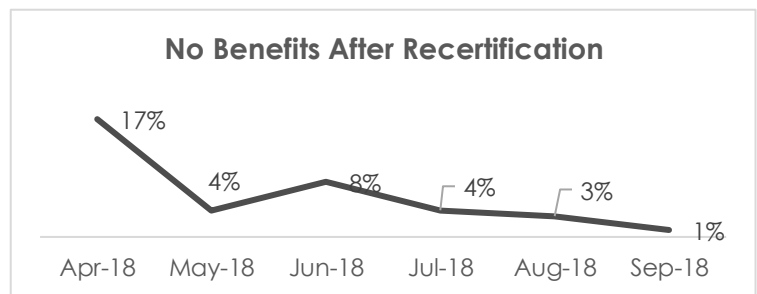
Submitted documents were not logged in the system: This issue increased in prevalence by 6 percent from the previous month.



Did not receive phone interview and was unable to reschedule: The prevalence of this issue decreased from 5 percent over the month of August to 4 percent.



No benefits after recertification: The issue has decreased in prevalence by 2 percentage points from August to September.



- 87% (66) of cases in September were resolved in the same month as received, 19 percentage points more than August.
- 61% (40) of resolved cases were resolved within the key first 5-day time period over September, a 15 percent increase from August (46 %). The number of cases that took 6-10 days to be resolved increased by 5 percentage point from 12% to 17%.
- 61% of resolved cases were resolved at the primary and back-up liaison levels in September.

CHART 1: MEDIATION CASES BY ORGANIZATION

CBO		Total
Community Council & Consulting		12
	Change Report	4
	First Time Applicant	8
CPC		1
	First Time Applicant	1
CWHA		1
	Recertification	1
FAC		3
	First Time Applicant	3
FBNYC		9
	First Time Applicant	7
	Recertification	2
HFNYC		14
	Change Report	3
	First Time Applicant	10
	Recertification	1
LiveOn NY		10
	Adverse Action	1
	Change Report	1
	First Time Applicant	5
	Periodic Report	1
	Recertification	1
	(blank)	1
Met Council		9
	Change Report	2
	First Time Applicant	3
	Periodic Report	1
	Recertification	3
POTS		16
	First Time Applicant	9
	Periodic Report	2
	Recertification	5
WSCAH		1
	First Time Applicant	1
Grand Total		76

PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR FEBRUARY

This analysis is based on information submitted by 10 organizations. These organizations reported having mediated on behalf of 76 SNAP applicants/participants.

CHART 2: CASES BY NCA CENTER

NCA	Case Type	Total
S-13		1
	First Time Applicant	1
S-14		2
	First Time Applicant	2
S-15		3
	First Time Applicant	3
S-19		1
	Recertification	1
S-20		2
	First Time Applicant	1
	Recertification	1
S-21		5
	Change Report	4
	Periodic Report	1
S-22		2
	Change Report	1
	Periodic Report	1
S-26		2
	Change Report	2
S-45		4
	First Time Applicant	1
	Periodic Report	2
	Recertification	1
S-46		1
	(blank)	1
S-53		2
	First Time Applicant	2
S-54		4
	Adverse Action	1
	Change Report	2
	First Time Applicant	1
S-79		1
	Change Report	1
TIPS-24		21
	First Time Applicant	14
	Recertification	7
TIPS-42		4
	First Time Applicant	1
	Recertification	3
TIPS-43		21
	First Time Applicant	21
Grand Total		76

CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

September mediation cases were handled by a total of 16 different NCA Centers. However, most barriers were encountered at: TIPS 43 - 21 cases, TIPS 42 – 4 cases, and TIPS 24 -21 cases, (see Chart 2). Combined, these centers accounted for 61% of all September mediation cases.

Most mediation cases concerned first time applications recertifications and change report.

Case Type	Total	%
Adverse Action	1	1%
Change Report	10	13%
First Time Applicant	47	62%
Periodic Report	4	5%
Recertification	13	17%
(blank)	1	1%
Grand Total	76	100%

CASE STATUS AND RESOLUTION TIME FRAME

Out of 76 mediation cases submitted in September, 66 (87 %) were resolved. As of September 30, 10 cases (13 %) remain unresolved/pending (see Charts 3 and 4 below). 50 percent of the cases resolved (31) obtained a resolution within a period of 1-3 days (see chart 5 below).

CHART 3: CASE STATUS

Case Status	Total
Pending	10
Resolved	66
Grand Total	76

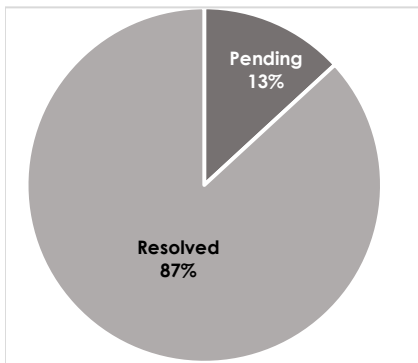


CHART 4: CASE STATUS BY CASE TYPE

Status	Type	Count	%
Pending		10	13%
	Adverse Action	1	1%
	Change Report	1	1%
	First Time Applicant	6	8%
	Periodic Report	1	1%
Resolved	Recertification	1	1%
	Resolved	66	87%
	Change Report	9	12%
	First Time Applicant	41	54%
	Periodic Report	3	4%
	Recertification	12	16%
Grand Total		76	100%

CHART 5: RESOLUTION TIMEFRAME

Resolution Timeframe (Business days)	Total
1 - 3 Days	29
4 - 5 Days	11
6 - 10 Days	11
11 - 20 Days	9
Over 20 Days	6
Grand Total	66

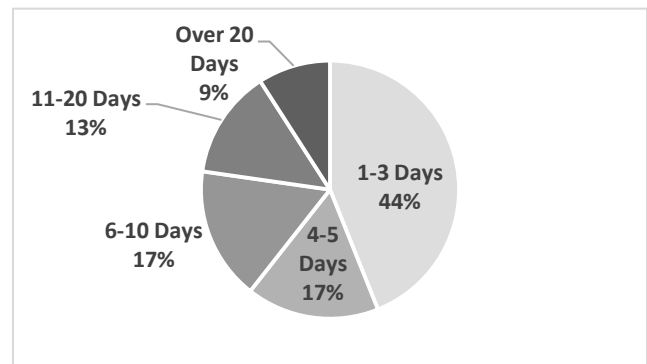
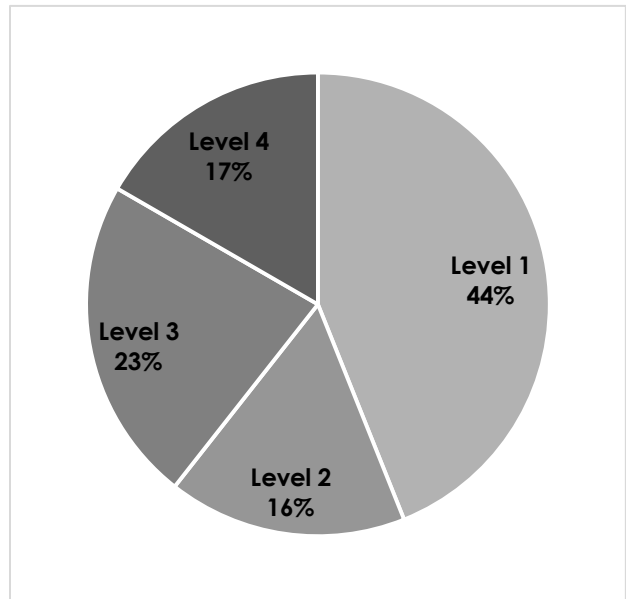


CHART 7: RESOLUTION BY NCA CENTER

Resolution	NCA	Total
Level 1		29
	S-13	1
	S-14	1
	S-15	2
	S-20	1
	S-22	2
	S-26	1
	S-45	1
	S-54	2
	TIPS-24	4
	TIPS-42	3
	TIPS-43	11
Level 2		11
	S-14	1
	S-20	1
	S-21	2
	S-45	1
	S-46	1
	S-53	1
	TIPS-24	1
	TIPS-43	3
Level 3		15
	S-21	3
	S-26	1
	S-45	1
	S-54	1
	TIPS-24	6
	TIPS-43	3
Level 4		11
	S-15	1
	S-19	1
	TIPS-24	8
	TIPS-43	1
Grand Total		66

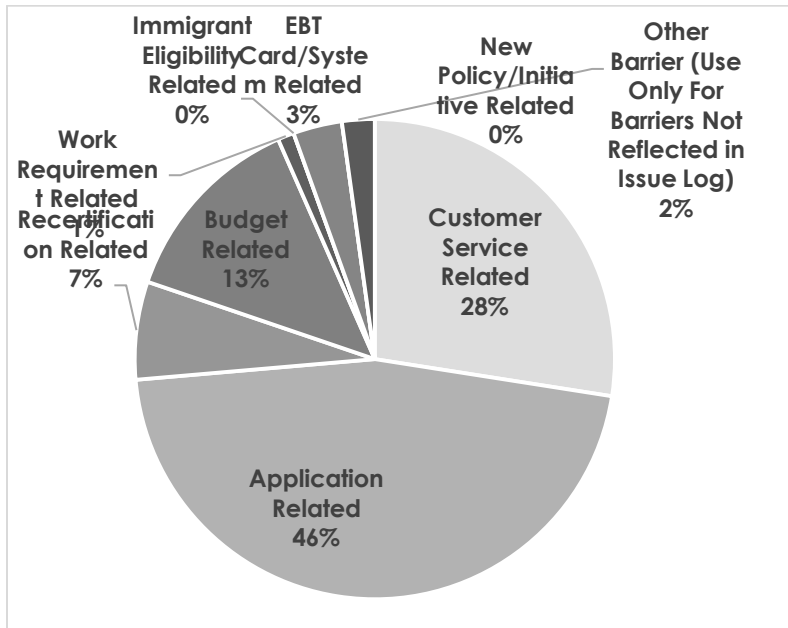
Of the 66 resolved cases that were reported, 60 % (40 cases) were resolved at the HRA primary or back-up liaison levels. (See Chart 6)

CHART 6: HRA LIAISON LEVEL OF RESOLUTION



BARRIERS ENCOUNTERED

**CHART 8: SNAP BARRIERS IN
September 2018**



From 76 cases, a total of 91 barriers¹ were reported in September. Barriers encountered this month were as follows:

Reported Barriers	Total: 91
Customer Service Related	25
Application Related	42
Recertification Related	6
Budget Related	12
Work Requirement Related	1
Immigrant Eligibility Related	0
EBT Card/System Related	3
New Policy/Initiative Related	0
Other Barrier (Use Only For Barriers Not Reflected in Issue Log)	2

The most prevalent issues among the cases reported in September include:

CHART 9: PREVALENT ISSUES

Reported Barriers	Total
Did not receive ongoing SNAP benefits	10
Did not receive SNAP w/in 30 days	24
Case closed after fulfilling recertification requirements	3
Case denied after fulfilling application requirements (specify barrier)	4
Submitted documents were not logged in the system	9
Submitted changes not processed in a timely manner (see glossary)	10

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.

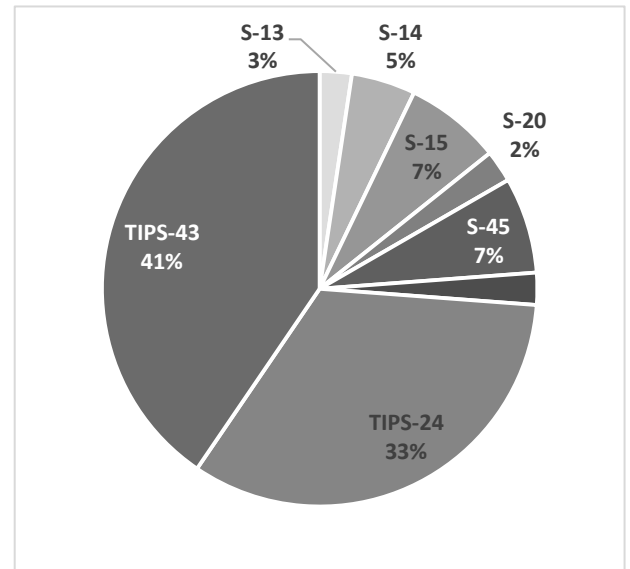
APPLICATION RELATED BARRIERS

A total of 42 application related barriers were encountered in 16 NCA Centers throughout the city in September (Chart 10). TIPS centers accounted for 73 percent of these cases.

CHART 10: APPLICATION RELATED BARRIERS

Application Related	NCA	Total
Case denied after fulfilling application requirements (specify barrier)		4
S-45	S-45	1
TIPS-43	TIPS-43	3
Did not receive ongoing SNAP benefits		10
S-45	S-45	1
TIPS-24	TIPS-24	2
TIPS-43	TIPS-43	7
Did not receive SNAP w/in 30 days		24
S-13	S-13	1
S-14	S-14	2
S-15	S-15	3
S-20	S-20	1
S-45	S-45	1
S-53	S-53	1
TIPS-24	TIPS-24	11
TIPS-43	TIPS-43	4
Other (specify in the column "Other Barrier")		4
TIPS-24	TIPS-24	1
TIPS-43	TIPS-43	3
Grand Total		42

CHART 11: NCAs WITH THE MOST APPLICATION



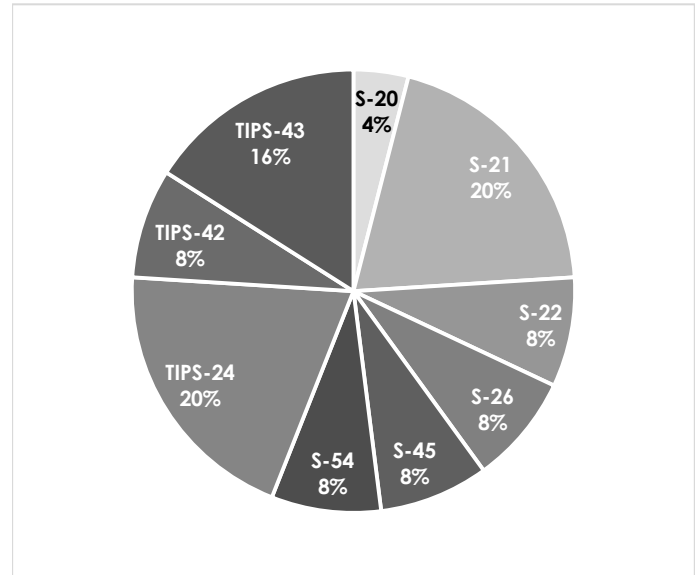
CUSTOMER SERVICE RELATED BARRIERS

A total of 25 cases involved customer service related barriers, with these barriers spread out over 9 different NCA Centers. However, the biggest cluster of issues (63 %) took place at S-21-5 cases and TIPS-24-5 cases (see Charts 12 and 13).

CHART 12: NCAs WITH MOST CUSTOMER SERVICE RELATED BARRIERS

Customer Service Related	NCA	Total
Did not receive phone interview and was unable to reschedule		3
	TIPS-42	1
	TIPS-43	2
Excessive documentation requested		2
	TIPS-24	2
Other (specify in the column "Other Barrier")		2
	S-21	1
	TIPS-24	1
Submitted changes not processed in a timely manner (see glossary)		10
	S-21	4
	S-22	1
	S-26	2
	S-45	1
	S-54	2
Submitted documents were not logged in the system		8
	S-22	1
	S-20	1
	S-45	1
	TIPS-24	2
	TIPS-24	1
	TIPS-42	2
Grand Total		25

CHART 13: CUSTOMER SERVICE RELATED BARRIERS BY CENTER



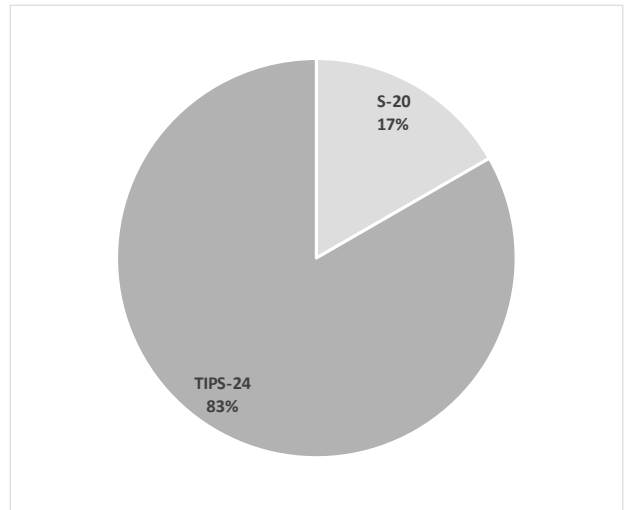
RECERTIFICATION RELATED BARRIERS

A total of 6 recertification barriers were encountered in 2 NCA Centers. The top two centers with recertification related issues in September were TIPS Centers: TIPS-24 with 5 cases.

CHART 14: RECERTIFICATION RELATED BARRIERS

Recertification Related Barrier	NCA	Total
Case closed after fulfilling recertification requirements (specify barrier)		3
	S-20	1
	TIPS-24	2
No benefits issued after completing recertification		1
	TIPS-24	1
Other (specify in the column "Other Barrier")		2
	TIPS-24	2
Grand Total		6

CHART 15: NCAs WITH MOST RECERTIFICATION RELATED BARRIERS



BUDGET RELATED BARRIERS

A total of 12 budget related barriers were encountered in September. These barriers were encountered in 6 NCA Centers (see Chart 16 and Chart 17), with most issues were related to incorrect income (4 cases).

CHART 16: BUDGET RELATED BARRIERS BY NCA CENTER

Budget Related	NCA	Total
Incorrect Household composition		2
	S-21	2
Incorrect Income		4
	S-19	1
	S-21	1
	TIPS-42	1
	TIPS-43	1
Incorrect Shelter Expenses		2
	TIPS-24	1
	TIPS-42	1
Incorrect SUA Level		3
	S-53	1
	TIPS-24	1
	TIPS-43	1
Medical deduction not applied		1
	TIPS-43	1
Grand Total		12

CHART 17: NCAs WITH MOST BUDGET RELATED SERVICE RELATED BARRIERS

