



The Food Bank For New York City

Mediation Analysis Report for October 2018

Time Periods Reflected: October 1, 2018 through October 31, 2018

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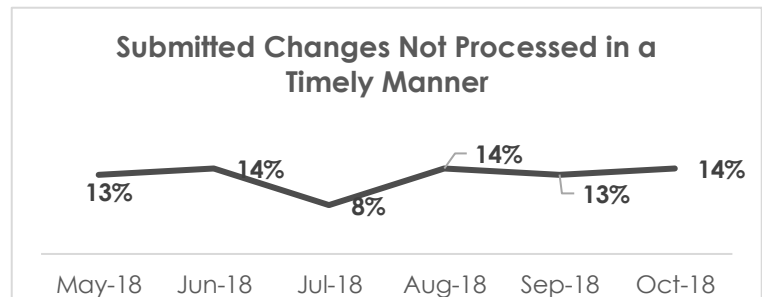
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**ANALYSIS HIGHLIGHTS**

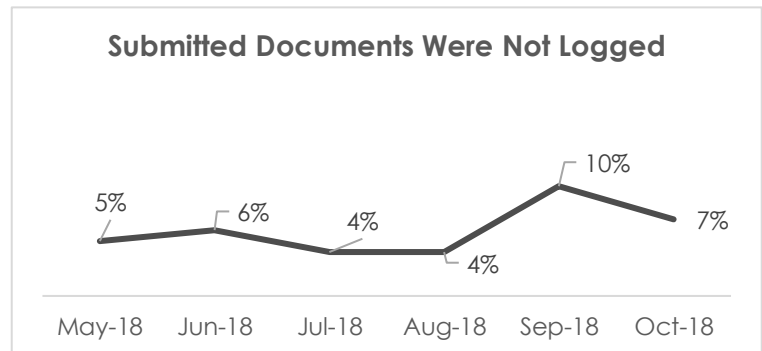
The following mediation activities were observed under the Mediation Model in October 2018:

- 9 Organizations reported 95 mediation cases – with a total of 110 identified issues, to NCA SNAP Centers throughout the 5 boroughs
- Of those 95 cases, 49(52 %) were related to first time applicants, 25 cases (26 %) were related to recertifying clients, 15 cases (16 %) were related to change reports, 3 (3%) to periodic report and 3 (3%) to adverse action.
- A total of 59 cases or 62% were sent to the TIPS Centers: TIPS-43: 21 cases, TIPS-42: 8 cases, TIPS-24: 30 cases
- Notable trends in October in relation to the previous months, include:

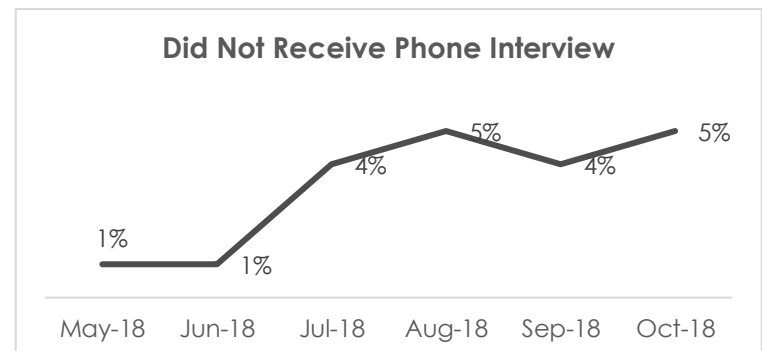
Submitted changes not processed in a timely manner: This issue increased in prevalence by 1 percent from the previous month.



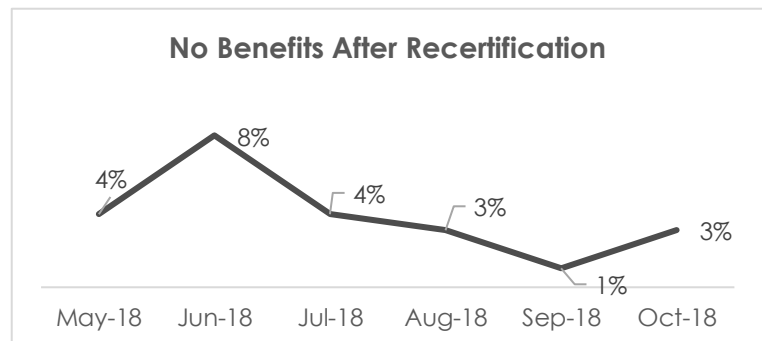
Submitted documents were not logged in the system: This issue decreased in prevalence by 3 percent from the previous month.



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



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



**CHART 1: MEDIATION CASES BY ORGANIZATION**

<b>CBO</b>	<b>Total</b>
<b>Community Council &amp; Consulting</b>	<b>14</b>
Change Report	7
First Time Applicant	7
<b>CPC</b>	<b>5</b>
First Time Applicant	5
<b>FBNYC</b>	<b>21</b>
Change Report	2
First Time Applicant	13
Recertification	6
<b>HFNYC</b>	<b>12</b>
Change Report	2
First Time Applicant	4
Recertification	6
<b>HIAS New York</b>	<b>1</b>
First Time Applicant	1
<b>LiveOn NY</b>	<b>11</b>
Change Report	1
First Time Applicant	8
Recertification	2
<b>Met Council</b>	<b>12</b>
Adverse Action	1
Change Report	3
First Time Applicant	5
Periodic Report	3
<b>POTS</b>	<b>18</b>
Adverse Action	2
First Time Applicant	5
Recertification	11
<b>Single Stop at QCC</b>	<b>1</b>
First Time Applicant	1
<b>Grand Total</b>	<b>95</b>

**PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR FEBRUARY**

This analysis is based on information submitted by 9 organizations. These organizations reported having mediated on behalf of 95 SNAP applicants/participants.

CHART 2: CASES BY NCA CENTER

NCA	Case Type	Total
<b>S-14</b>		<b>6</b>
	First Time Applicant	6
<b>S-15</b>		<b>4</b>
	Adverse Action	1
	Recertification	3
<b>S-21</b>		<b>9</b>
	Change Report	6
	Periodic Report	3
<b>S-22</b>		<b>7</b>
	Change Report	5
	First Time Applicant	2
<b>S-28</b>		<b>2</b>
	Adverse Action	1
	Change Report	1
<b>S-45</b>		<b>2</b>
	Adverse Action	1
	First Time Applicant	1
<b>S-53</b>		<b>2</b>
	First Time Applicant	2
<b>S-54</b>		<b>2</b>
	First Time Applicant	2
<b>S-79</b>		<b>2</b>
	Change Report	2
<b>TIPS-24</b>		<b>30</b>
	Change Report	1
	First Time Applicant	15
	Recertification	14
<b>TIPS-42</b>		<b>8</b>
	Recertification	8
<b>TIPS-43</b>		<b>21</b>
	First Time Applicant	21
<b>Grand Total</b>		<b>95</b>

## CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

October mediation cases were handled by a total of 12 different NCA Centers. However, most barriers were encountered at: TIPS 24 - 30 cases TIPS 43 - 21 cases, TIPS 42 – 8 cases and S 21 - 9, (see Chart 2). Combined, these centers accounted for 72% of all October mediation cases.

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

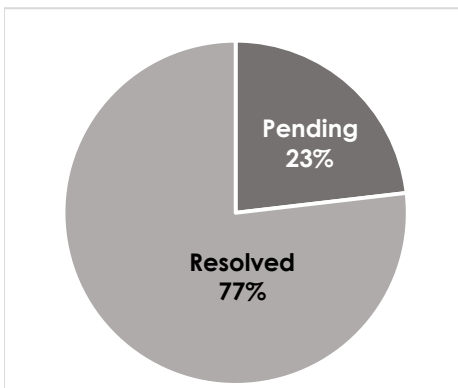
Case Type	Total	%
Adverse Action	3	3%
Change Report	15	16%
First Time Applicant	49	52%
Periodic Report	3	3%
Recertification	25	26%
<b>Grand Total</b>	<b>95</b>	<b>100%</b>

## CASE STATUS AND RESOLUTION TIME FRAME

Out of 95 mediation cases submitted in October, 73 (77 %) were resolved. As of October 31, 22 cases (23 %) remain unresolved/pending (see Charts 3 and 4 below). 32 percent of the cases resolved (23) obtained a resolution within a period of 1-3 days (see chart 5 below).

**CHART 3: CASE STATUS**

Case Status	Total
Pending	22
Resolved	73
<b>Grand Total</b>	<b>95</b>

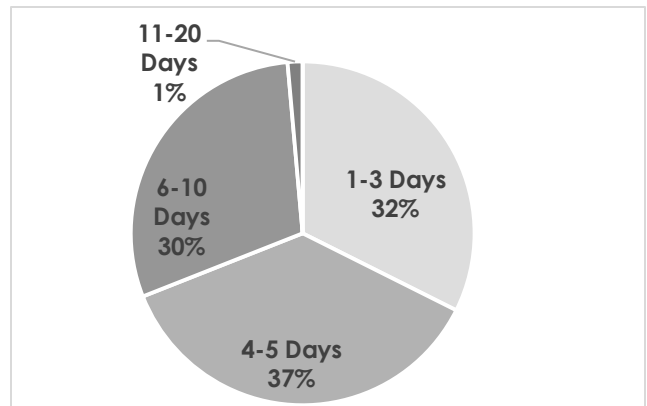


**CHART 4: CASE STATUS BY CASE TYPE**

Status	Type	Count	%
<b>Pending</b>	Change Report	8	8%
	First Time Applicant	12	13%
	Recertification	2	2%
<b>Resolved</b>	Adverse Action	3	3%
	Change Report	7	7%
	First Time Applicant	37	39%
	Periodic Report	3	3%
	Recertification	23	24%
<b>Grand Total</b>		<b>95</b>	<b>100%</b>

**CHART 5: RESOLUTION TIMEFRAME**

Resolution Timeframe (Business days)	Total
1 - 3 Days	23
4 - 5 Days	28
6 - 10 Days	21
11 - 20 Days	1
Over 20 Days	0
<b>Grand Total</b>	<b>73</b>

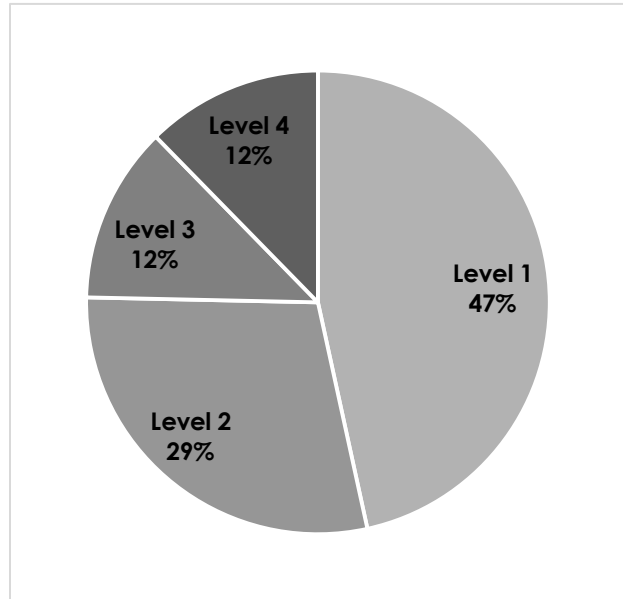


**CHART 7: RESOLUTION BY NCA CENTER**

Resolution	NCA	Total
<b>Level 1</b>		<b>34</b>
	S-14	6
	S-21	3
	S-22	5
	S-28	1
	S-45	1
	S-53	2
	TIPS-24	7
	TIPS-42	6
	TIPS-43	3
<b>Level 2</b>		<b>21</b>
	S-15	3
	S-79	1
	TIPS-24	4
	TIPS-42	1
	TIPS-43	12
<b>Level 3</b>		<b>9</b>
	S-21	2
	S-45	1
	S-54	1
	TIPS-24	5
<b>Level 4</b>		<b>9</b>
	S-15	1
	TIPS-24	5
	TIPS-43	3
<b>Grand Total</b>		<b>73</b>

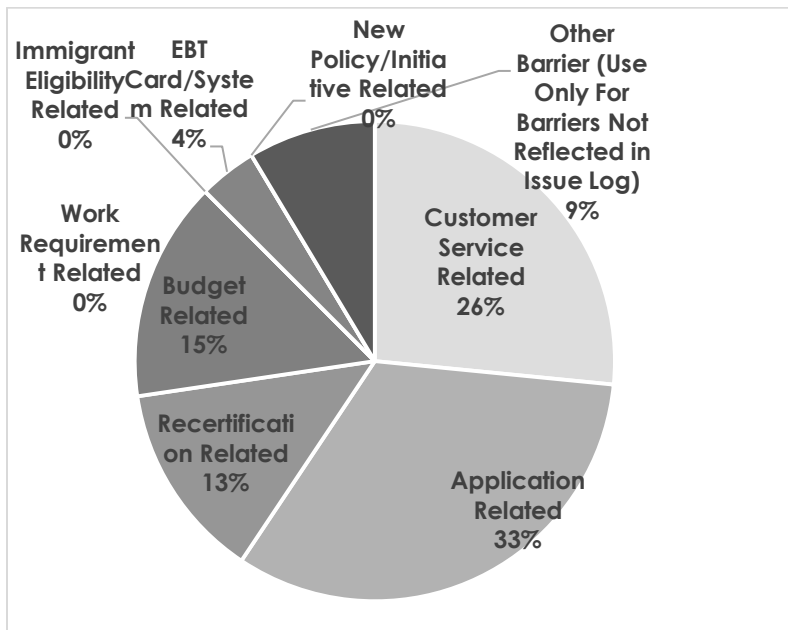
Of the 73 resolved cases that were reported, 75 % (55 cases) were resolved at the HRA primary or back-up liaison levels. (See Chart 6)

**CHART 6: HRA LIAISON LEVEL OF RESOLUTION**



## BARRIERS ENCOUNTERED

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



From 110 cases, a total of 95 barriers<sup>1</sup> were reported in October. Barriers encountered this month were as follows:

Reported Barriers	Total: 110
Customer Service Related	34
Application Related	42
Recertification Related	17
Budget Related	19
Work Requirement Related	0
Immigrant Eligibility Related	0
EBT Card/System Related	5
New Policy/Initiative Related	0
Other Barrier (Use Only For Barriers Not Reflected in Issue Log)	11

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

**CHART 9: PREVALENT ISSUES**

Reported Barriers	Total
Did not receive ongoing SNAP benefits	7
Did not receive SNAP w/in 30 days	27
Case closed after fulfilling recertification requirements	5
Case denied after fulfilling application requirements (specify barrier)	5
Submitted documents were not logged in the system	8
Submitted changes not processed in a timely manner (see glossary)	15

Details on these barriers and the NCA Centers where these barriers were encountered are provided in the sections that follow

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



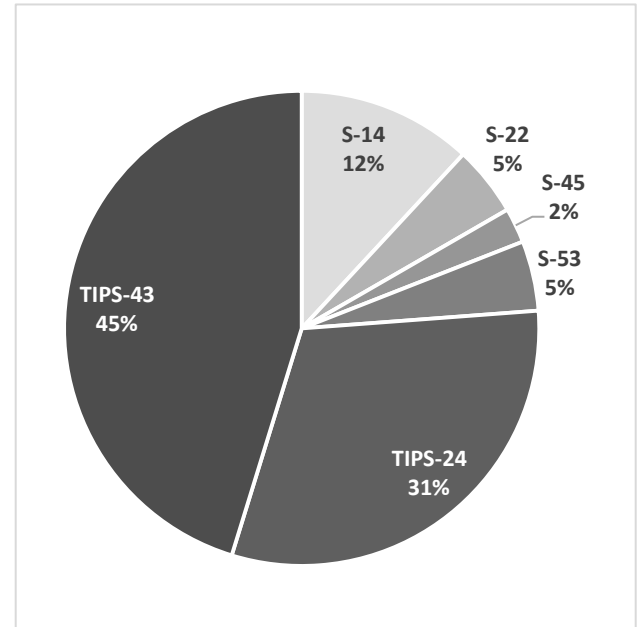
## APPLICATION RELATED BARRIERS

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

**CHART 10: APPLICATION RELATED BARRIERS**

Application Related	NCA	Total
<b>Case denied after fulfilling application requirements (specify barrier)</b>		<b>5</b>
	TIPS-24	1
	TIPS-43	4
<b>Did not receive ongoing SNAP benefits</b>		<b>7</b>
	S-14	1
	S-22	2
	S-45	1
	S-53	1
	TIPS-24	1
	TIPS-43	1
<b>Did not receive SNAP w/in 30 days</b>		<b>27</b>
	S-14	4
	S-53	1
	TIPS-24	10
	TIPS-43	12
<b>Other (specify in the column "Other Barrier")</b>		<b>2</b>
	TIPS-24	1
	TIPS-43	1
	TIPS-43	1
<b>Grand Total</b>		<b>42</b>

**CHART 11: NCAs WITH THE MOST APPLICATION**



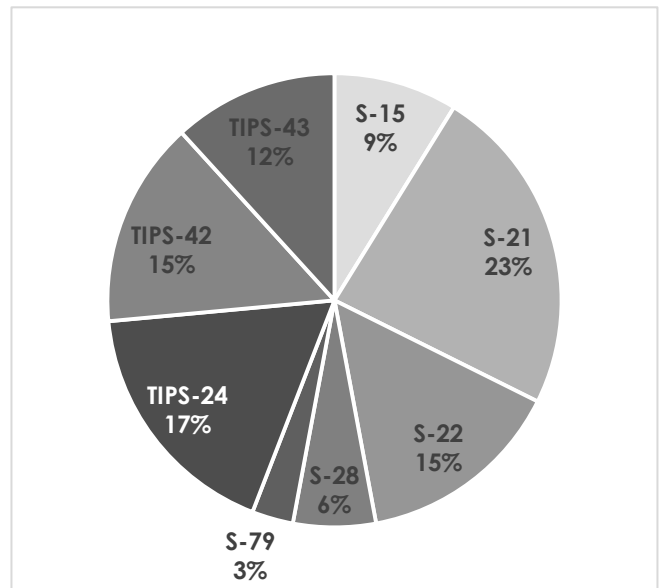
## CUSTOMER SERVICE RELATED BARRIERS

A total of 34 cases involved customer service related barriers, with these barriers spread out over 8 different NCA Centers. However, the biggest cluster of issues (63 %) took place at S-21-8 cases, S-22-5 and TIPS-24-6 cases (see Charts 12 and 13).

**CHART 12: NCAs WITH MOST CUSTOMER SERVICE RELATED BARRIERS**

Customer Service Related	NCA	Total
<b>Did not receive phone interview and was unable to reschedule</b>		<b>5</b>
	TIPS-42	5
<b>Excessive documentation requested</b>		<b>1</b>
	TIPS-24	1
<b>Other (specify in the column "Other Barrier")</b>		<b>3</b>
	S-15	2
	S-21	1
<b>Reduced or terminated benefits w/o written notice or cause</b>		<b>2</b>
	S-15	1
	S-28	1
<b>Submitted changes not processed in a timely manner (see glossary)</b>		<b>15</b>
	S-21	7
	S-22	5
	S-28	1
	S-79	1
	TIPS-24	1
<b>Submitted documents were not logged in the system</b>		<b>8</b>
	TIPS-24	4
	TIPS-43	4
<b>Grand Total</b>		<b>34</b>

**CHART 13: CUSTOMER SERVICE RELATED BARRIERS BY CENTER**



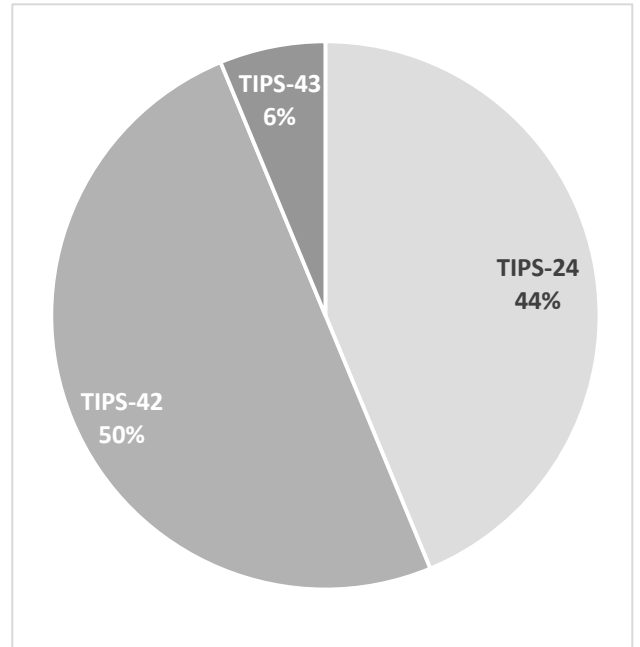
## RECERTIFICATION RELATED BARRIERS

A total of 17 recertification barriers were encountered in 4 NCA Centers. The top two centers with recertification related issues in October were TIPS Centers: TIPS-24 with 7 cases and TIPS-42 with 8 cases.

**CHART 14: RECERTIFICATION RELATED BARRIERS**

Recertification Related Barrier	NCA	Total
Case closed after fulfilling recertification requirements (specify barrier)		11
	TIPS-24	4
	TIPS-42	7
No benefits issued after completing recertification		3
	TIPS-24	3
Other (specify in the column "Other Barrier")		2
	S-15	1
	TIPS-43	1
	TIPS-42	1
<b>Grand Total</b>		<b>17</b>

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



## BUDGET RELATED BARRIERS

A total of 19 budget related barriers were encountered in October. These barriers were encountered in 7 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
<b>Incorrect Household composition</b>		<b>1</b>
	S-54	1
<b>Incorrect Income</b>		<b>11</b>
	S-21	2
	S-22	1
	S-45	1
	TIPS-24	4
	TIPS-42	1
	TIPS-43	2
<b>Incorrect income guideline applied</b>		<b>1</b>
	TIPS-43	1
<b>Incorrect Shelter Expenses</b>		<b>3</b>
	TIPS-24	3
<b>Medical deduction not applied</b>		<b>2</b>
	TIPS-24	2
<b>Other (specify in the column "Other Barrier")</b>		<b>1</b>
	S-21	1
<b>Grand Total</b>		<b>19</b>

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

