



The Food Bank For New York City

Mediation Analysis Report for January 2019

Time Periods Reflected: January 1, 2019 through January 31, 2019

Prepared by the staff of Benefit Access of Food Bank For New York City.
February 20, 2019

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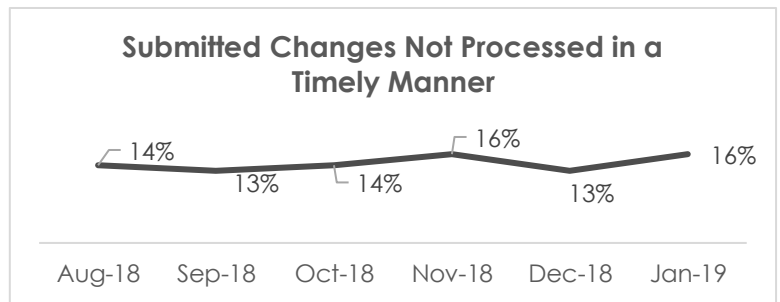
- o Application Related Barriers..... 9
- o Customer Service Related Barriers.....10
- o Recertification Related Barriers..... 11
- o Budget Related Barriers..... 12

ANALYSIS HIGHLIGHTS

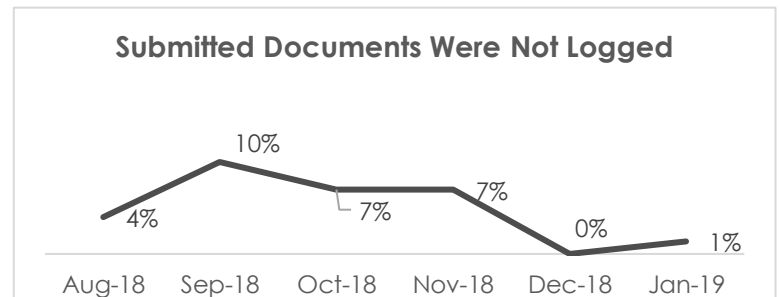
The following mediation activities were observed under the Mediation Model in January 2019:

- 6 Organizations reported 73 mediation cases – with a total of 90 identified issues, to NCA SNAP Centers throughout the 5 boroughs
- Of those 73 cases, 36(49 %) were related to first time applicants, 17 cases (23 %) were related to recertifying clients, 13 cases (18 %) were related to change reports, 4 (5%) to periodic report and 3 (3%) to adverse action.
- A total of 31 cases or 42% were sent to the TIPS Centers: TIPS-43: 9 cases, TIPS-24: 22 cases.
- Notable trends in January in relation to the previous months, include:

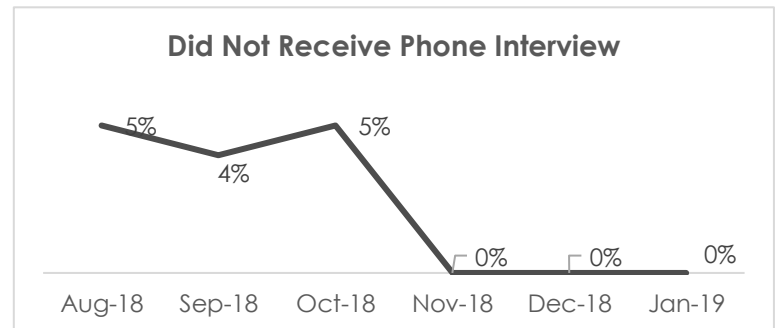
Submitted changes not processed in a timely manner: This issue increased in prevalence by 3 percent from the previous month.



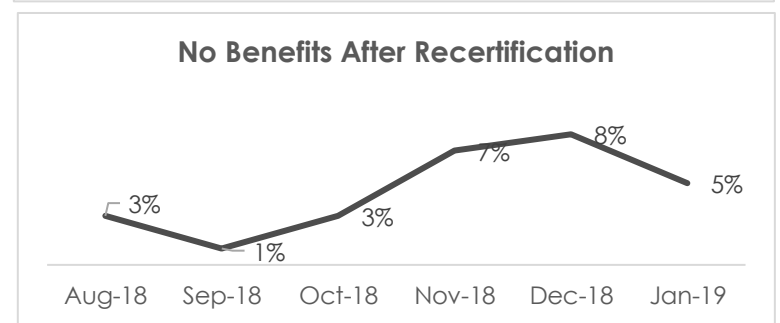
Submitted documents were not logged in the system: This issue increased to 1 percent from the previous month.



Did not receive phone interview and was unable to reschedule: The prevalence of this issue remained unchanged from 0 percent over the month of December to 0 percent.



No benefits after recertification: The issue has decreased in prevalence by 3 percentage points from December to January.



- 67% (49) of cases in January were resolved in the same month as received, 10 percentage points more than December.
- 42% (31) of resolved cases were resolved within the key first 5-day time period over December, a 13 percent decrease from December (55%). The number of cases that took 6-10 days to be resolved increased from 27% to 29%.
- 56% of resolved cases were resolved at the primary and back-up liaison levels in January.

CHART 1: MEDIATION CASES BY ORGANIZATION

CBO	Total
Community Council & Consulting	11
Change Report	2
First Time Applicant	8
Recertification	1
FAC	8
First Time Applicant	6
Periodic Report	1
Recertification	1
FBNYC	16
Change Report	1
First Time Applicant	12
Recertification	3
GSS-Single Stop	5
First Time Applicant	2
Recertification	3
Liveon NY	13
Adverse Action	2
Change Report	1
First Time Applicant	5
Recertification	4
Recertification	1
Met Council	20
Adverse Action	1
Change Report	9
First Time Applicant	3
Periodic Report	3
Recertification	4
Grand Total	73

PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR FEBRUARY

This analysis is based on information submitted by 6 organizations. These organizations reported having mediated on behalf of 73 SNAP applicants/participants.

CHART 2: CASES BY NCA CENTER

NCA	Case Type	Total
S-02		1
	First Time Applicant	1
S-14		4
	First Time Applicant	4
S-21		19
	Adverse Action	1
	Change Report	11
	First Time Applicant	1
	Periodic Report	4
	Recertification	2
S-22		3
	Recertification	3
S-28		4
	Change Report	1
	First Time Applicant	1
	Recertification	2
S-40		1
	First Time Applicant	1
S-45		2
	First Time Applicant	2
S-46		4
	Adverse Action	2
	First Time Applicant	2
S-53		3
	First Time Applicant	1
	Recertification	2
S-54		1
	Change Report	1
TIPS-24		22
	First Time Applicant	16
	Recertification	6
TIPS-43		9
	First Time Applicant	7
	Recertification	2
Grand Total		73

CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

January mediation cases were handled by a total of 12 different NCA Centers. However, most barriers were encountered at: TIPS 24 - 22 cases TIPS 43 - 9 cases, S-21 - 19, S-22 - 5 and S-14 - 4 (see Chart 2). Combined, these centers accounted for 73% of all January mediation cases.

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

Case Type	Total	%
Adverse Action	3	4%
Change Report	13	18%
First Time Applicant	36	49%
Periodic Report	4	5%
Recertification	17	23%
Grand Total	73	100.0%

CASE STATUS AND RESOLUTION TIME FRAME

Out of 76 mediation cases submitted in January, 44 (58 %) were resolved. As of January 31, 33 cases (42%) remain unresolved/pending (see Charts 3 and 4 below). 41 percent of the cases resolved (18) obtained a resolution within a period of 1-3 days (see chart 5 below).

CHART 4: CASE STATUS BY CASE TYPE

Case Status	Total
Pending	10
Resolved	63
Grand Total	73

Status	Type	%
Pending	10	14%
First Time Applicant	7	10%
Recertification	3	4%
Resolved	63	86%
Adverse Action	3	4%
Change Report	13	18%
First Time Applicant	29	40%
Periodic Report	4	5%
Recertification	14	19%
Grand Total	73	100%

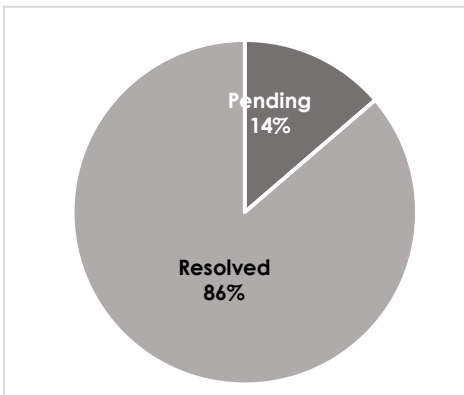
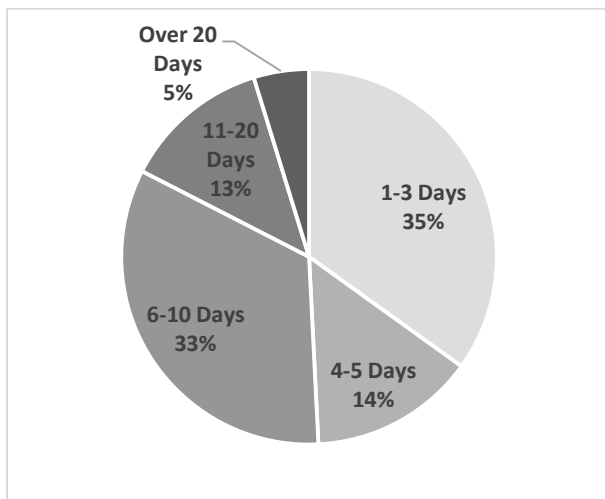


CHART 5: RESOLUTION TIMEFRAME



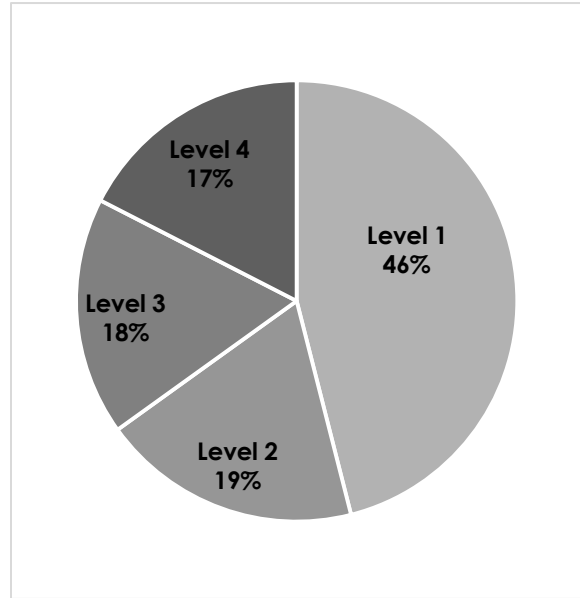
Resolution Timeframe (Business days)	Total
1 - 3 Days	22
4 - 5 Days	9
6 - 10 Days	21
11 - 20 Days	8
Over 20 Days	3
Grand Total	73

CHART 7: RESOLUTION BY NCA CENTER

Resolution	NCA	Total
Level 1		29
	S-02	1
	S-14	1
	S-21	13
	S-22	1
	S-28	2
	S-45	1
	S-46	3
	S-53	1
	S-54	1
	TIPS-24	4
	TIPS-43	1
Level 2		12
	S-21	1
	S-22	1
	S-28	2
	S-40	1
	S-45	1
	S-46	1
	S-53	1
	TIPS-24	3
	TIPS-43	1
Level 3		11
	S-14	1
	S-21	3
	TIPS-24	5
	TIPS-43	2
Level 4		11
	S-14	1
	S-21	1
	S-22	1
	TIPS-24	4
	TIPS-43	4
Grand Total		63

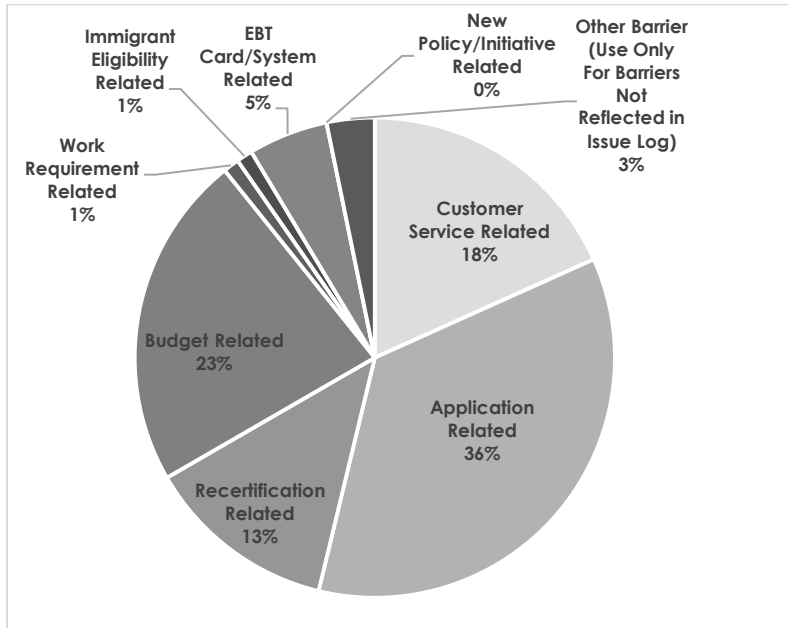
Of the 44 resolved cases that were reported, 57 % (25 cases) were resolved at the HRA primary or back-up liaison levels. (See Chart 6)

CHART 6: HRA LIAISON LEVEL OF RESOLUTION



BARRIERS ENCOUNTERED

**CHART 8: SNAP BARRIERS IN
January 2019**



From 73 cases, a total of 90 barriers¹ were reported in January. Barriers encountered this month were as follows:

Reported Barriers	Total: 117
Customer Service Related	17
Application Related	33
Recerification Related	12
Budget Related	21
Work Requirement Related	1
Immigrant Eligibility Related	1
EBT Card/System Related	5
New Policy/Initiative Related	0
Other Barrier (Use Only For Barriers Not Reflected in Issue Log)	3

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

CHART 9: PREVALENT ISSUES

Reported Barriers	Total
Did not receive ongoing SNAP benefits	10
Did not receive SNAP w/in 30 days	21
Case closed after fulfilling recertification requirements	6
Case denied after fulfilling application requirements (specify barrier)	1
Submitted changes not processed in a timely manner (see glossary)	1

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.

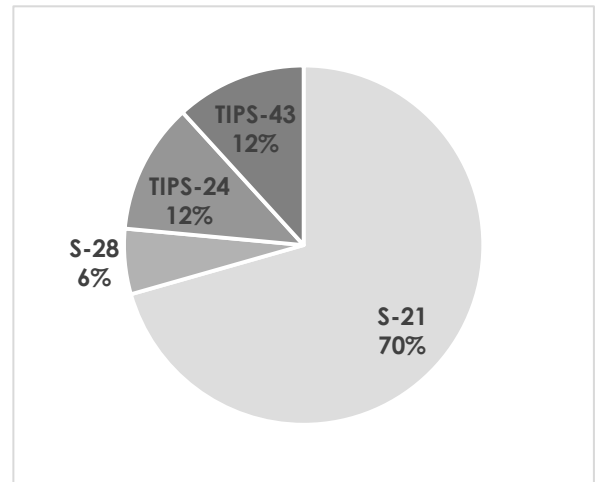
APPLICATION RELATED BARRIERS

A total of 73 application related barriers were encountered in 12 NCA Centers throughout the city in January (Chart 10). TIPS centers accounted for 42 percent of these cases.

CHART 10: APPLICATION RELATED BARRIERS

Application Related	NCA	Total
Case denied after fulfilling application requirements (specify barrier)		1
	TIPS-24	1
Did not receive ongoing SNAP benefits		10
	S-02	1
	S-14	1
	S-21	1
	S-40	1
	S-45	2
	S-46	1
	TIPS-24	2
	TIPS-43	1
Did not receive SNAP w/in 30 days		21
	S-14	3
	S-46	1
	S-53	1
	TIPS-24	11
	TIPS-43	5
Submitted changes not processed in a timely manner (see glossary)		1
	S-54	1
Other (specify in the column "Other Barrier")		40
	S-21	18
	S-22	3
	S-28	4
	S-46	2
	S-53	2
	TIPS-24	8
	TIPS-43	3
Grand Total		73

CHART 11: NCAs WITH THE MOST APPLICATION



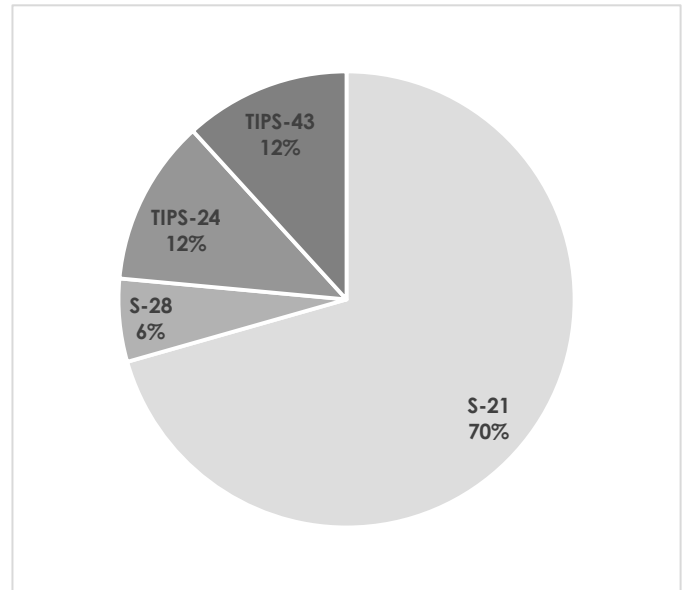
CUSTOMER SERVICE RELATED BARRIERS

A total of 17 cases involved customer service related barriers, with these barriers spread out over 4 different NCA Centers. However, the biggest cluster of issues (70 %) took place at S-21- 12 cases, TIPS-24 - 2 and TIPS-43 - 2 cases (see Charts 12 and 13).

CHART 12: NCAs WITH MOST CUSTOMER SERVICE RELATED BARRIERS

Customer Service Related	NCA	Total
Did not receive Center Notice		1
	S-53	1
Other (specify in the column "Other Barrier")		3
	S-21	1
	S-28	1
	TIPS-43	1
Submitted changes not processed in a timely manner (see glossary)		14
	S-15	1
	S-21	5
	S-22	1
	S-28	2
	S-53	1
	S-99	1
	TIPS-24	2
	TIPS-42	1
Submitted documents were not logged in the system		6
	S-14	1
	S-21	2
	S-53	1
	S-99	1
	TIPS-43	1
Grand Total		24

CHART 13: CUSTOMER SERVICE RELATED BARRIERS BY CENTER



Customer Service Related	NCA	Total
Misinforming of agency procedure/policy		1
	TIPS-24	1
Other (specify in the column "Other Barrier")		3

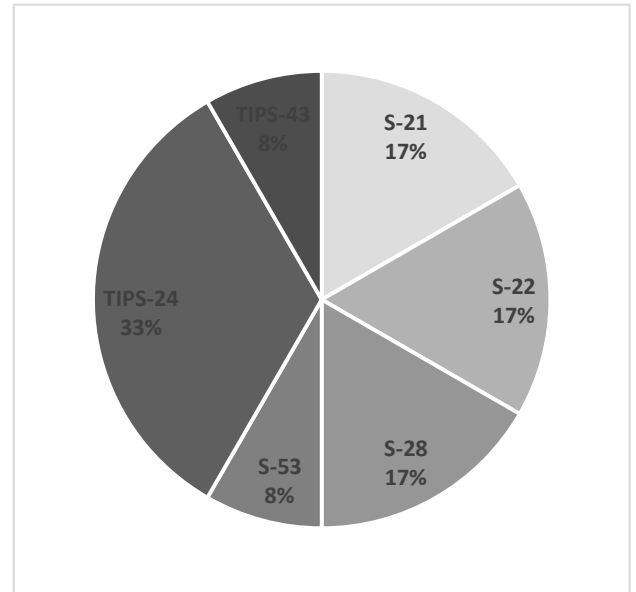
RECERTIFICATION RELATED BARRIERS

A total of 12 recertification barriers were encountered in 6 NCA Centers. The top two centers with recertification related issues in January were TIPS Center: TIPS-24 with 4 cases and S-22 with 2 cases.

CHART 14: RECERTIFICATION RELATED BARRIERS

Recertification Related Barrier	NCA	Total
Case closed after fulfilling recertification requirements (specify barrier)		6
	S-21	1
	S-22	2
	S-28	1
	S-53	1
	TIPS-24	1
No benefits issued after completing recertification		4
	S-21	1
	TIPS-24	3
Other (specify in the column "Other Barrier")		2
	S-28	1
	TIPS-43	1
Grand Total		12

CHART 15: NCAs WITH MOST RECERTIFICATION RELATED BARRIERS



BUDGET RELATED BARRIERS

A total of 21 budget related barriers were encountered in January. These barriers were encountered in 6 NCA Centers (see Chart 16 and Chart 17), with most issues were related to incorrect income (5 cases), Incorrect Household composition (6 cases), Incorrect Shelter Expenses (3 cases).

CHART 16: BUDGET RELATED BARRIERS BY NCA CENTER

Budget Related	NCA	Total
Child/Dependent care deduction not applied		1
	S-22	1
Incorrect Household composition		6
	S-21	6
Incorrect Income		5
	S-21	1
	S-22	2
	S-28	1
	TIPS-24	1
Incorrect Shelter Expenses		3
	S-28	1
	S-53	1
	TIPS-24	1
Medical deduction not applied		1
	TIPS-24	1
Medical deduction not applied		1
	TIPS-43	1
Other (specify in the column "Other Barrier")		4
	S-21	4
Grand Total		21

CHART 17: NCAs WITH MOST BUDGET RELATED SERVICE RELATED BARRIERS

