



The Food Bank For New York City

Mediation Analysis Report for December 2017

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

Prepared by the staff of Benefit Access of Food Bank For New York City.  
January 18, 2017

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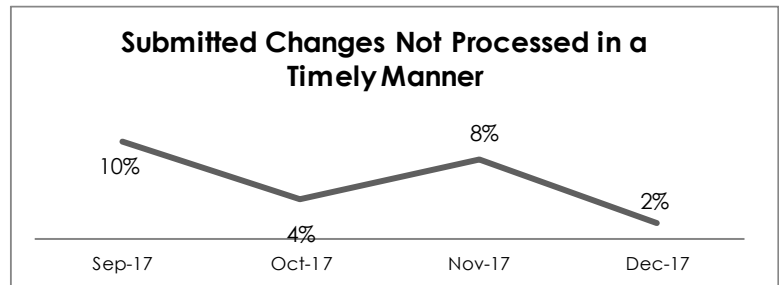
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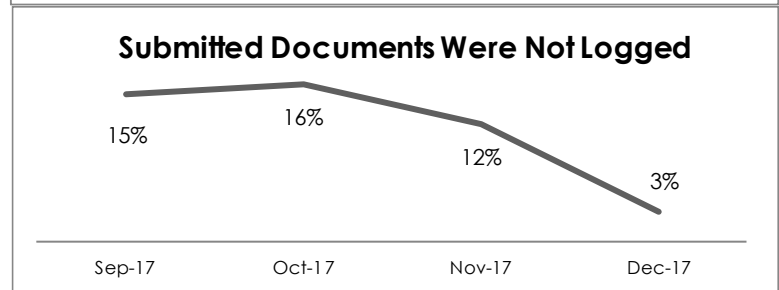
The following mediation activities were observed under the Mediation Model in December 2017:

- 12 Organizations reported 149 mediation cases – with a total of 195 identified issues, to NCA SNAP Centers throughout the 5 boroughs
- Of those 149 cases, 57 (38%) were related to first time applicants, 65 cases (44%) were related to recertifying clients, 12 cases (8%) were related to change reports, 8 (5%) to periodic reports, and 7 (5%) to adverse action.
- A total of 112 cases or 75% were sent to the TIPS Centers: TIPS-43: 44 cases, TIPS-42: 40 cases, TIPS-24: 28 cases
- Notable trends in January in relation to the previous months, include:

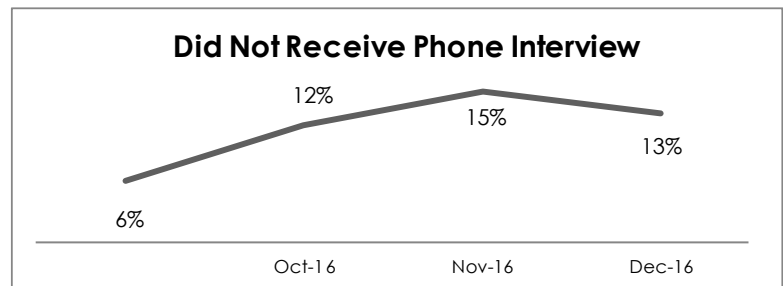
Submitted changes not processed in a timely manner: This issue saw a 6 percent decrease from



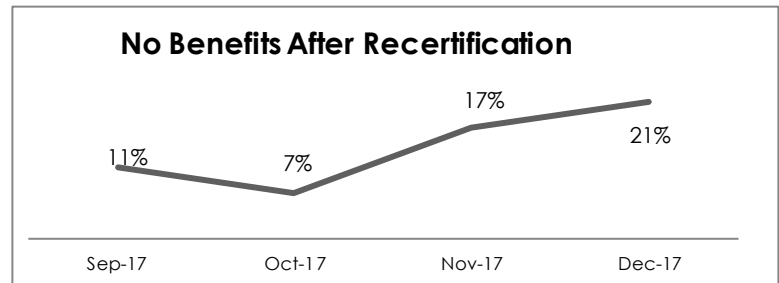
Submitted documents were not logged in the system: This issue decreased from 12 percentage points to 3 over the month of December



Did not receive phone interview and was unable to reschedule: This issue decreased in prevalence by 2 percentage points from thirteen to three percent



No benefits after recertification: The issue has increased in prevalence by 4 percent from November to December



Out of the 149 cases submitted in December, 123 (83%) cases were resolved

- 83% (123) of cases in December were resolved in the same month as received, 16 percentage points lower than November
- 82% of cases were resolved at the primary and back-up liaison levels over December. This represents an increase of 22% points from December (60% were resolved at the primary and back-up levels that month).
- 59% (72) of cases were resolved within the key first 5-day time period over December
- The number of cases that took 6 -10 days to be resolved decreased by 3 percentage points from 24% to 21%.

## PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR DECEMBER

This analysis is based on information submitted by 12 organizations. These organizations reported having mediated on behalf of 149 SNAP applicants/participants.

CHART 1: MEDIATION CASES BY ORGANIZATION

CBO	Total
<b>Bronx Defenders</b>	<b>22</b>
Adverse Action	1
Change Report	3
First Time Applicant	8
Periodic Report	4
Recertification	6
<b>Child Center of NY</b>	<b>4</b>
Change Report	1
First Time Applicant	3
<b>CPC</b>	<b>2</b>
First Time Applicant	1
Recertification	1
<b>Encore</b>	<b>1</b>
Recertification	1
<b>FBNYC</b>	<b>4</b>
First Time Applicant	2
Recertification	2
<b>Health Solutions</b>	<b>1</b>
Recertification	1
<b>HFNYC</b>	<b>36</b>
Adverse Action	1
First Time Applicant	9
Recertification	26
<b>LiveOn NY</b>	<b>12</b>
Adverse Action	2
First Time Applicant	8
Recertification	2
<b>Met Council</b>	<b>33</b>
Adverse Action	2
Change Report	8
First Time Applicant	8
Periodic Report	3
Recertification	12
<b>POTS</b>	<b>24</b>
Adverse Action	1
First Time Applicant	12
Periodic Report	1
Recertification	10
<b>The Child Center of NY</b>	<b>5</b>
First Time Applicant	5
<b>Tzu Chi</b>	<b>2</b>
First Time Applicant	1
Recertification	1
<b>Urban Upbound</b>	<b>3</b>
Recertification	3
<b>Grand Total</b>	<b>149</b>

**CHART 2: CASES BY NCA CENTER**

NCA	CASE TYPE	Total
<b>S-14</b>		<b>1</b>
	Recertification	1
<b>S-15</b>		<b>3</b>
	Change Report	1
	First Time Applicant	1
	Recertification	1
<b>S-19</b>		<b>1</b>
	Recertification	1
<b>S-20</b>		<b>1</b>
	First Time Applicant	1
<b>S-21</b>		<b>8</b>
	Adverse Action	1
	Change Report	5
	Periodic Report	2
<b>S-22</b>		<b>5</b>
	Adverse Action	1
	Change Report	2
	Periodic Report	1
	Recertification	1
<b>S-40</b>		<b>1</b>
	Change Report	1
<b>S-45</b>		<b>6</b>
	Adverse Action	2
	Change Report	1
	First Time Applicant	1
	Periodic Report	2
<b>S-46</b>		<b>4</b>
	Change Report	1
	Periodic Report	3
<b>S-53</b>		<b>1</b>
	Adverse Action	1
<b>S-54</b>		<b>6</b>
	Change Report	1
	First Time Applicant	5
<b>TIPS-24</b>		<b>28</b>
	First Time Applicant	8
	Recertification	20
<b>TIPS-42</b>		<b>41</b>
	Recertification	41
<b>TIPS-43</b>		<b>44</b>
	Adverse Action	2
	First Time Applicant	41
<b>Total</b>		<b>149</b>

## CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

January mediation cases were handled by a total of 14 different NCA Centers. However, most barriers were encountered at the TIPS Centers: TIPS 43 - 44 cases, TIPS 42 - 40 cases, and TIPS 24 - 28 cases, (see Chart 2). Combined, the TIPS Centers account for 75 percent of December's cases.

Most mediation cases concerned first time applications and recertifications.

CASE TYPE	TOTAL	%
Adverse Action	7	5%
Change Report	12	8%
First Time Applicant	57	38%
Periodic Report	8	5%
Recertification	65	44%
<b>Grand Total</b>	<b>149</b>	<b>100%</b>

## CASE STATUS AND RESOLUTION TIME FRAME

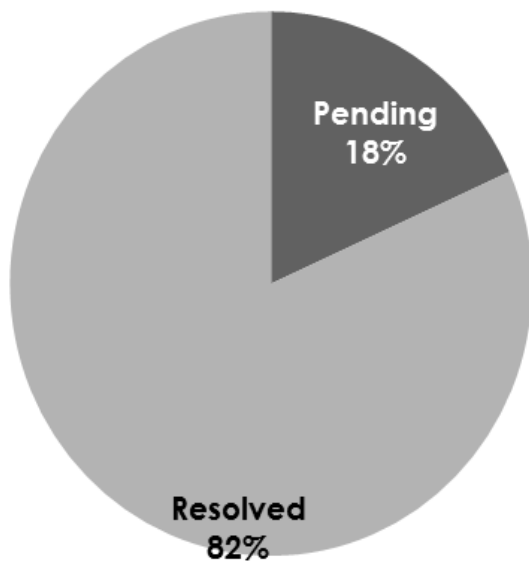
Out of 149 mediation cases submitted in December, 123 (83%) were resolved. As of January 17, 26 cases (17%) remain unresolved/pending (see Charts 3 and 4 below). 45 percent of the cases resolved (55) obtained a resolution within a period of 1-3 days (see chart 5 below).

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

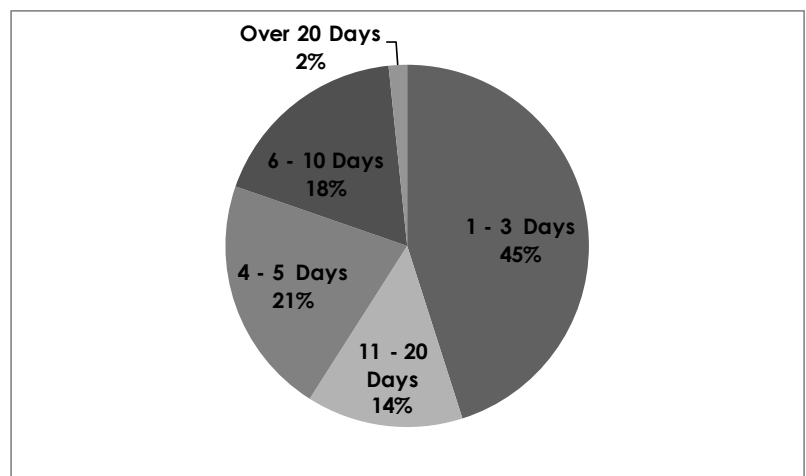
Status	Type		%
<b>Pending</b>		<b>26</b>	<b>17%</b>
	Adverse Action	1	1%
	First Time Applicant	8	5%
	Periodic Report	2	1%
	Recertification	15	10%
<b>Resolved</b>		<b>123</b>	<b>83%</b>
	Adverse Action	6	4%
	Change Report	12	8%
	First Time Applicant	49	33%
	Periodic Report	6	6%
Recertification	50	34%	
<b>Grand Total</b>	<b>Grand Total</b>	<b>149</b>	<b>100%</b>

**CHART 3: CASE STATUS**

CASE STATUS	Total
Pending	26
Resolved	123
<b>Grand Total</b>	<b>149</b>



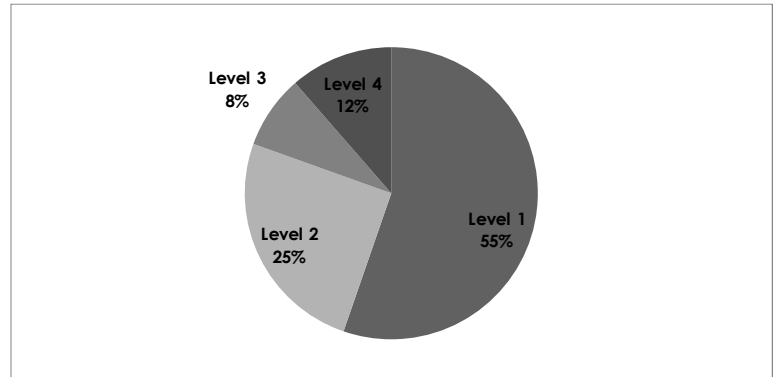
**CHART 5: RESOLUTION TIMEFRAME**



RESOLUTION TIMEFRAME (business days)	Total
1 - 3 Days	55
4 - 5 Days	17
6 - 10 Days	26
11 - 20 Days	22
Over 20 Days	2
<b>Grand Total</b>	<b>123</b>

Of the 123 resolved cases that were reported, 82% (100 cases) were resolved at the HRA primary or back-up liaison levels. (See Chart 6)

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



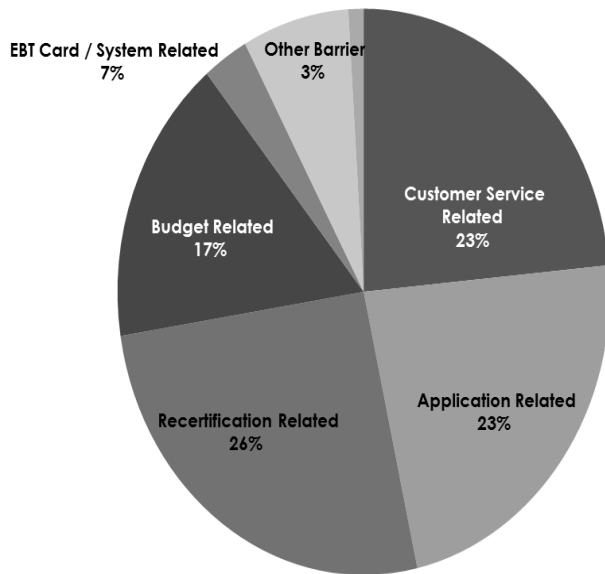
**CHART 7: RESOLUTION BY NCA CENTER**

Level of Resolution	NCA	Total
<b>Level 1</b>		<b>68</b>
	S-20	1
	S-21	4
	S-22	3
	S-45	2
	S-46	1
	S-53	1
	S-54	2
	TIPS-24	14
	TIPS-42	12
	TIPS-43	28
<b>Level 2</b>		<b>32</b>
	S-14	1
	S-15	1
	S-19	1
	S-21	4
	S-22	1
	S-40	1
	S-54	4
	TIPS-24	4
	TIPS-42	8
	TIPS-43	6
<b>Level 3</b>		<b>10</b>
	S-46	1
	TIPS-24	3
	TIPS-42	3
	TIPS-43	2
<b>Level 4</b>		<b>13</b>
	S-46	1
	TIPS-24	1
	TIPS-42	8
	TIPS-43	3
<b>Grand Total</b>		<b>123</b>

## BARRIERS ENCOUNTERED

From 149 cases, a total of 195 barriers<sup>1</sup> were reported in December. Barriers encountered this month were as follows:

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



Reported Barriers	Total 195
Customer Service Related	47
Application Related	45
Recertification Related	52
Budget Related	32
Other Barrier	5
EBT Card / System Related	13
New Policy/Initiative Related	1
Work Requirement Related	0
Immigrant Eligibility Related	0

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

**CHART 9: PREVALENT ISSUES**

Reported Barriers	Total
No benefits issued after completing recertification	53
Submitted documents were not logged in the system	38
Submitted changes not processed in a timely manner (see glossary)	27
Did not receive ongoing SNAP benefits	26
Case denied after fulfilling application requirements (specify barrier)	17
Did not receive SNAP w/in 30 days	17
Case closed after fulfilling recertification requirements (specify barrier)	17
Did not receive Center Notice	12
No benefits issued after completing recertification	12
Excessive documentation requested	10

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.



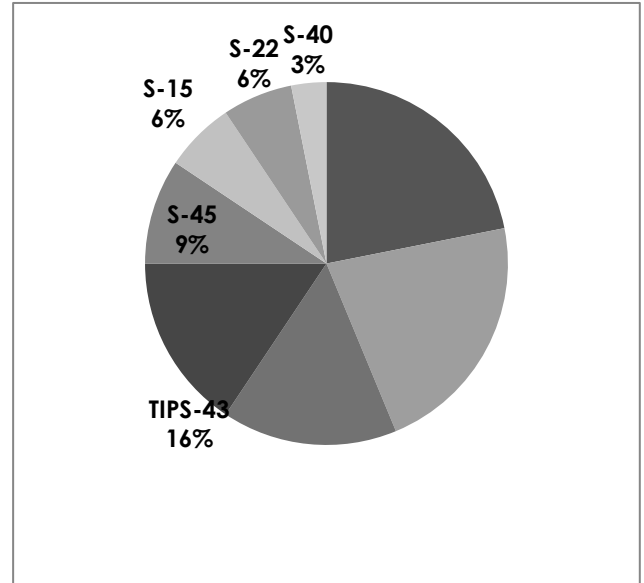
## APPLICATION RELATED BARRIERS

A total of 45 application related barriers were encountered in 9 NCA Centers throughout the city in December (Chart 10). TIPS centers accounted for 82 percent of these cases.

**CHART 10: APPLICATION RELATED BARRIERS**

APPLICATION RELATED	NCA	
<b>Case denied after fulfilling application requirements</b>		<b>2</b>
	TIPS-43	2
<b>Case denied after fulfilling application requirements (specify barrier)</b>		<b>4</b>
	S-14	1
	S-45	1
	TIPS-24	1
	TIPS-43	1
<b>Did not receive ongoing SNAP benefits</b>		<b>22</b>
	S-54	2
	TIPS-42	1
	TIPS-43	19
<b>Did not receive SNAP w/in 30 days</b>		<b>11</b>
	S-20	1
	TIPS-24	4
	TIPS-43	6
<b>Other</b>		<b>6</b>
	S-15	1
	S-46	1
	S-54	1
	TIPS-24	3
<b>Grand Total</b>		<b>45</b>

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



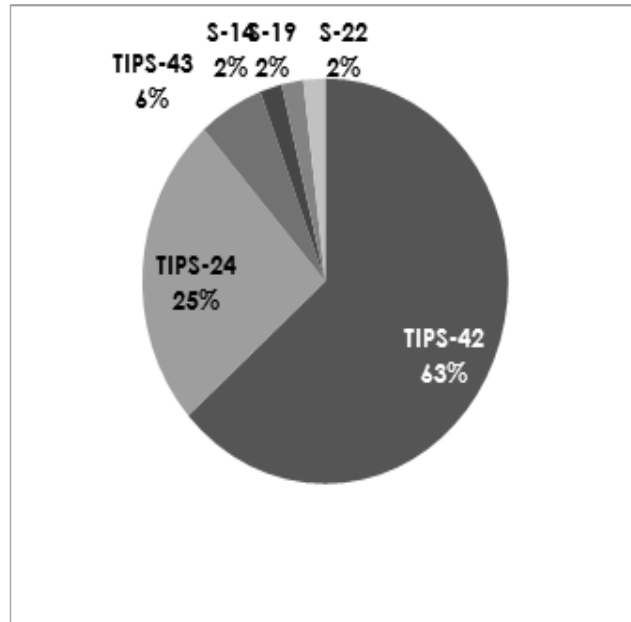
## CUSTOMER SERVICE RELATED BARRIERS

A total of 47 cases involved customer service related barriers, with these barriers spread out over 10 different NCA Centers. However, the biggest cluster of issues (51%) took place at TIPS-43 - 10 cases, TIPS-42 - 4 cases, and TIPS-24 - 10 cases (see Charts 12 and 13).

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

Customer Service Related Barrier	NCA	
<b>Did not receive Center Notice</b>		<b>5</b>
	S-46	2
	TIPS-24	2
	TIPS-42	1
<b>Did not receive phone interview and was unable to reschedule</b>		<b>9</b>
	TIPS-43	9
<b>Excessive documentation requested</b>		<b>3</b>
	S-54	3
<b>Other (specify in the column "Other Barrier")</b>		<b>7</b>
	S-21	2
	S-22	1
	TIPS-24	3
	TIPS-43	1
<b>Reduced or terminated benefits w/o written notice or cause</b>		<b>4</b>
	S-21	2
	S-22	1
	TIPS-24	1
<b>Submitted changes not processed in a timely manner</b>		<b>12</b>
	S-15	1
	S-21	4
	S-22	1
	S-45	2
	S-46	1
	TIPS-24	3
<b>Submitted documents were not logged in system</b>		<b>6</b>
	S-14	1
	S-45	1
	S-46	1
	TIPS-42	3
<b>Unable to reach On-Demand hotline</b>		<b>1</b>
	TIPS-24	1
<b>Grand Total</b>		<b>47</b>

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



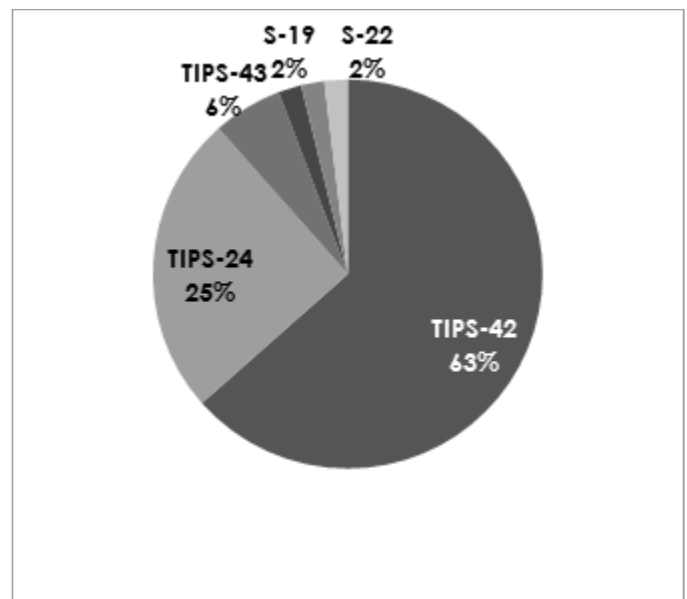
## RECERTIFICATION RELATED BARRIERS

**CHART 14: RECERTIFICATION RELATED BARRIERS**

Recertification Related Barrier	NCA	Total
<b>Case closed after fulfilling recertification requirements</b>		<b>3</b>
	TIPS-24	2
	TIPS-42	1
<b>Case closed after fulfilling recertification requirements</b>		<b>6</b>
	TIPS-24	2
	TIPS-42	4
<b>No benefits issued after completing recertification</b>		<b>40</b>
	S-19	1
	S-22	1
	TIPS-24	7
	TIPS-42	28
	TIPS-43	3
<b>Other</b>		<b>3</b>
	S-14	1
	TIPS-24	2
<b>Grand Total</b>		<b>52</b>

A total of 52 recertification barriers were encountered in 6 NCA Centers. The top two centers with recertification related issues in December were TIPS Centers: TIPS-42 with 33 cases (63%), TIPS-24 with 13 cases (25%) and TIPS-43 with 3 cases (6%).

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



## BUDGET RELATED BARRIERS

A total of 32 budget related barriers were encountered in December. These barriers were encountered in 8 NCA Centers (see Chart 16 and Chart 17), with most issues were related to incorrect household composition (11 cases).

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

Budget Related Barrier	NCA	Total
<b>Child/Dependent care deduction not applied</b>		<b>1</b>
	TIPS-42	1
<b>Incorrect Household composition</b>		<b>11</b>
	S-15	1
	S-21	2
	S-22	2
	S-40	1
	S-45	1
	TIPS-24	3
	TIPS-43	1
<b>Incorrect Income</b>		<b>9</b>
	S-21	3
	S-45	2
	TIPS-24	1
	TIPS-42	3
<b>Incorrect income guideline applied</b>		<b>3</b>
	TIPS-24	1
	TIPS-43	2
<b>Incorrect Shelter Expenses</b>		<b>2</b>
	TIPS-24	1
	TIPS-42	1
<b>Incorrect SUA Level</b>		<b>5</b>
	S-15	1
	TIPS-42	2
	TIPS-43	2
<b>Total</b>		<b>32</b>

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

