



The Food Bank For New York City

Mediation Analysis Report for February 2018

Time Periods Reflected: February 1, 2018 through February 28, 2018

Prepared by the staff of Benefit Access of Food Bank For New York City.  
March 15, 2018

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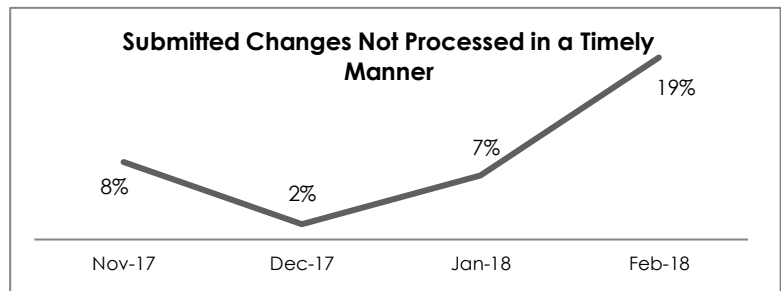
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**ANALYSIS HIGHLIGHTS**

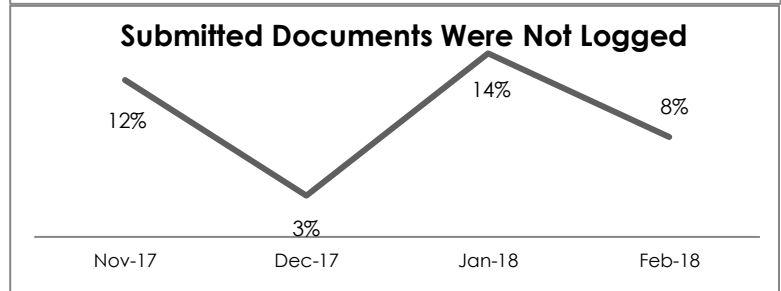
The following mediation activities were observed under the Mediation Model in February 2018:

- 11 Organizations reported 110 mediation cases – with a total of 144 identified issues, to NCA SNAP Centers throughout the 5 boroughs
- Of those 110 cases, 36 (33%) were related to first time applicants, 45 cases (41%) were related to recertifying clients, 21 cases (19%) were related to change reports, and 8 (7%) to periodic reports.
- A total of 75 cases or 68% were sent to the TIPS Centers: TIPS-43: 25cases, TIPS-42: 22 cases, TIPS-24: 28 cases
- Notable trends in February in relation to the previous months, include:

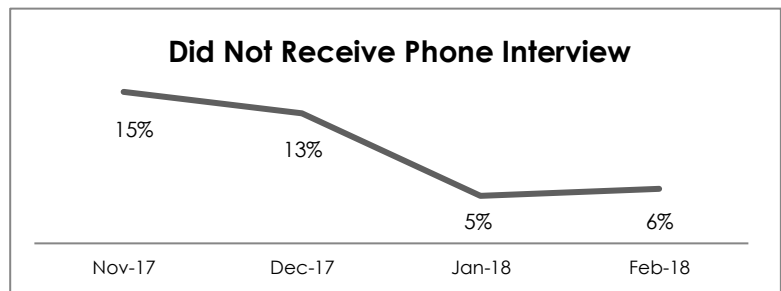
Submitted changes not processed in a timely manner: This issue increased in prevalence by 12 percent



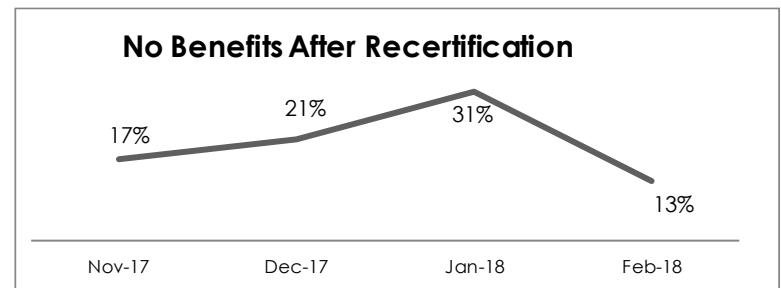
Submitted documents were not logged in the system: This issue decreased from 14 percentage points to 8 over the month of February



Did not receive phone interview and was unable to reschedule: This issue increased in prevalence by 1 percentage points from 5 to 6 percent



No benefits after recertification: The issue has decreased in prevalence by 18 percentage points from January to February



- 72% (82) of cases in February were resolved in the same month as received, 22 percentage points lower than January
- 71% (78) of cases were resolved within the key first 5-day time period over January, an 8 percent decrease from January (63%). The number of cases that took 6 -10 days to be resolved decreased by 5 percentage point from 23% to 18%.
- 70% of cases were resolved at the primary and back-up liaison levels in February.

**CHART 1: MEDIATION CASES BY ORGANIZATION**

<b>CBO</b>	<b>Total</b>
<b>Apicha CHC</b>	<b>2</b>
First Time Applicant	2
<b>Bronx Defenders</b>	<b>13</b>
Change Report	1
First Time Applicant	3
Periodic Report	2
Recertification	7
<b>Communtiy Council &amp; Consutling</b>	<b>12</b>
Change Report	5
First Time Applicant	5
Periodic Report	1
Recertification	1
<b>FBNYC</b>	<b>1</b>
First Time Applicant	1
<b>HFNYC</b>	<b>21</b>
Change Report	5
First Time Applicant	6
Periodic Report	1
Recertification	9
<b>LiveOn NY</b>	<b>13</b>
Change Report	3
First Time Applicant	8
Recertification	2
<b>Met Council</b>	<b>25</b>
Change Report	7
First Time Applicant	2
Periodic Report	3
Recertification	13
<b>POTS</b>	<b>9</b>
First Time Applicant	5
Recertification	4
<b>Together We Are</b>	<b>8</b>
Periodic Report	1
Recertification	7
<b>Tzu Chi</b>	<b>4</b>
First Time Applicant	3
Recertification	1
<b>Urban Upbound</b>	<b>2</b>
First Time Applicant	1
Recertification	1
<b>Grand Total</b>	<b>110</b>

**PARTICIPATING ORGANIZATIONS AND  
MEDIATION TYPES FOR FEBRUARY**

This analysis is based on information submitted by 11 organizations. These organizations reported having mediated on behalf of 110 SNAP applicants/participants.

**CHART 2: CASES BY NCA CENTER**

NCA	CASE TYPE	Total
<b>S-15</b>		<b>1</b>
	First Time Applicant	1
<b>S-19</b>		<b>1</b>
	Change Report	1
<b>S-20</b>		<b>3</b>
	Change Report	2
	First Time Applicant	1
<b>S-21</b>		<b>14</b>
	Change Report	11
	Periodic Report	3
<b>S-22</b>		<b>3</b>
	Change Report	1
	Periodic Report	1
	Recertification	1
<b>S-26</b>		<b>1</b>
	Periodic Report	1
<b>S-28</b>		<b>1</b>
	Change Report	1
<b>S-40</b>		<b>4</b>
	Change Report	1
	Periodic Report	2
	Recertification	1
<b>S-46</b>		<b>1</b>
	Periodic Report	1
<b>S-53</b>		<b>4</b>
	Change Report	1
	First Time Applicant	2
	Recertification	1
<b>S-54</b>		<b>2</b>
	Change Report	2
<b>TIPS-24</b>		<b>28</b>
	Change Report	1
	First Time Applicant	7
	Recertification	20
<b>TIPS-42</b>		<b>22</b>
	Recertification	22
<b>TIPS-43</b>		<b>25</b>
	First Time Applicant	25
<b>Grand Total</b>		<b>110</b>

## CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

February mediation cases were handled by a total of 14 different NCA Centers. However, most barriers were encountered at the TIPS Centers: TIPS 43 - 25 cases, TIPS 42 - 22 cases, and TIPS 24 - 28 cases, (see Chart 2). Combined, the TIPS Centers account for 68 percent of January's cases.

Most mediation cases concerned first time applications and recertifications.

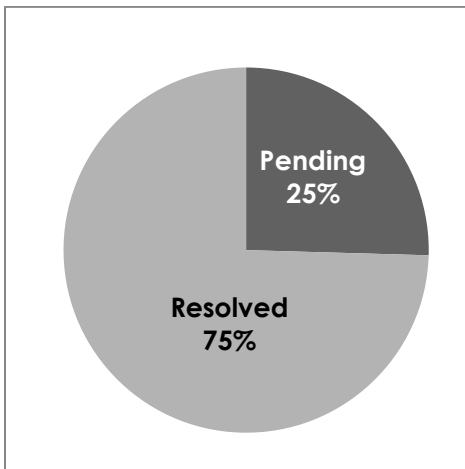
CASE TYPE	TOTAL	%
Change Report	21	19%
First Time Applicant	36	33%
Periodic Report	8	7%
Recertification	45	41%
<b>Grand Total</b>	<b>110</b>	<b>100%</b>

## CASE STATUS AND RESOLUTION TIME FRAME

Out of 110 mediation cases submitted in February, 82 (75%) were resolved. As of March 15, 28 cases (25%) remain unresolved/pending (see Charts 3 and 4 below). 38 percent of the cases resolved (56) obtained a resolution within a period of 1-3 days (see chart 5 below).

**CHART 3: CASE STATUS**

CASE STATUS	Total
Pending	28
Resolved	82
<b>Grand Total</b>	<b>110</b>

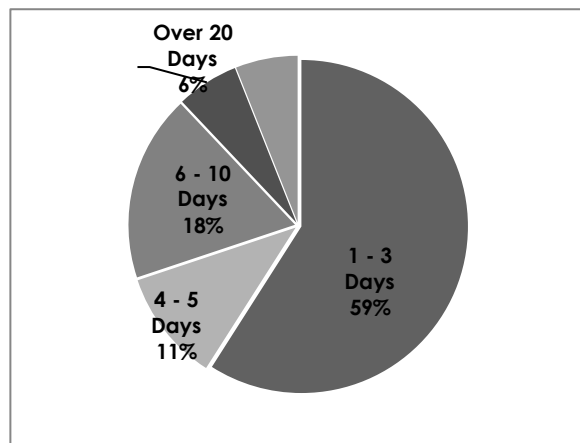


**CHART 4: CASE STATUS BY CASE TYPE**

Status	Type		%
<b>Pending</b>	Change Report	5	5%
	First Time Applicant	4	4%
	Periodic Report	5	5%
	Recertification	14	13%
<b>Resolved</b>	Change Report	16	15%
	First Time Applicant	32	29%
	Periodic Report	3	3%
	Recertification	31	28%
<b>Grand Total</b>		<b>110</b>	<b>100%</b>

**CHART 5: RESOLUTION TIMEFRAME**

RESOLUTION TIMEFRAME (business days)	Total
1 - 3 Days	49
4 - 5 Days	9
6 - 10 Days	14
11 - 20 Days	5
Over 20 Days	5
No Timeframe Reported	0
<b>Grand Total</b>	<b>82</b>

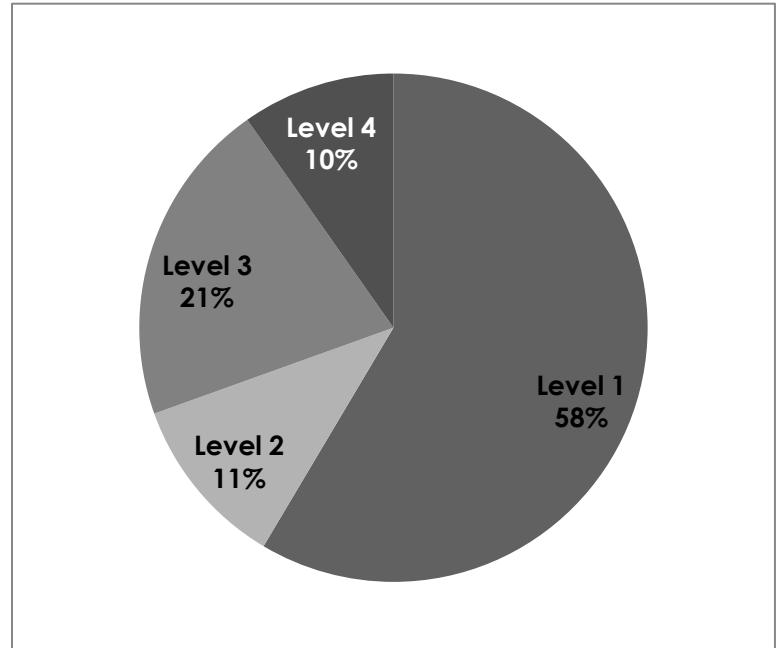


Of the 82 resolved cases that were reported, 70% (57 cases) were resolved at the HRA primary or back-up liaison levels. (See Chart 6)

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

**CHART 7: RESOLUTION BY NCA CENTER**

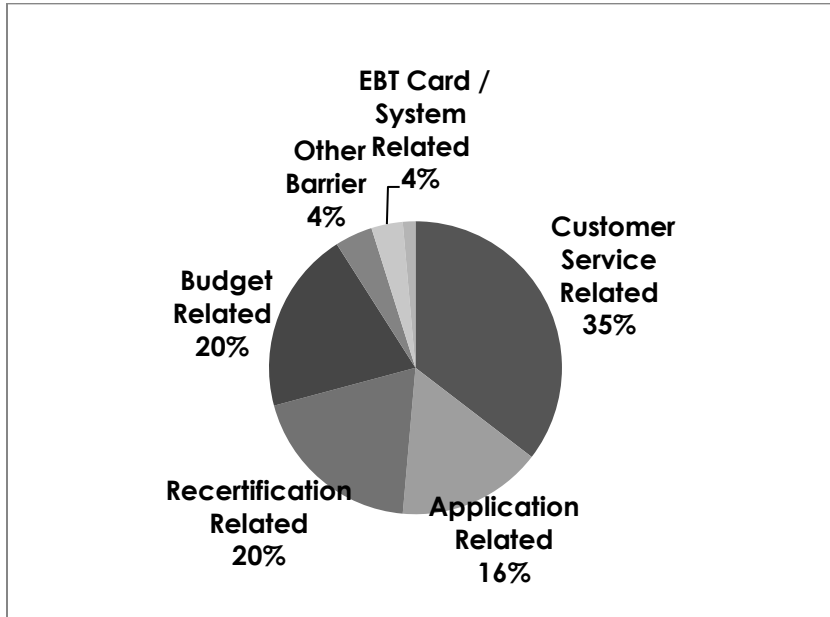
Level of Resolution	NCA	Total
<b>Level 1</b>		<b>48</b>
	S-15	1
	S-20	2
	S-21	6
	S-22	1
	S-28	1
	S-53	3
	S-54	1
	TIPS-24	7
	TIPS-42	7
	TIPS-43	19
<b>Level 2</b>		<b>9</b>
	S-53	1
	TIPS-24	3
	TIPS-42	3
	TIPS-43	2
<b>Level 3</b>		<b>17</b>
	S-21	4
	S-40	1
	S-54	1
	TIPS-24	3
	TIPS-42	7
	TIPS-43	1
<b>Level 4</b>		<b>8</b>
	S-21	1
	S-40	2
	TIPS-24	2
	TIPS-42	2
	TIPS-43	1
<b>Grand Total</b>		<b>82</b>



## BARRIERS ENCOUNTERED

From 110 cases, a total of 144 barriers<sup>1</sup> were reported in February. Barriers encountered this month were as follows:

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



Reported Barriers	Total 144
Customer Service Related	51
Application Related	23
Recertification Related	28
Budget Related	29
Other Barrier	6
EBT Card / System Related	5
New Policy/Initiative Related	0
Work Requirement Related	0
Immigrant Eligibility Related	2

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

**CHART 9: PREVALENT ISSUES**

Reported Barriers	Total
No benefits issued after completing recertification	18
Submitted documents were not logged in the system	11
Submitted changes not processed in a timely manner (see glossary)	27
Did not receive ongoing SNAP benefits	6
Case denied after fulfilling application requirements (specify barrier)	5
Did not receive SNAP w/in 30 days	8
Case closed after fulfilling recertification requirements (specify barrier)	9
Did not receive Center Notice	2
Excessive documentation requested	1

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.



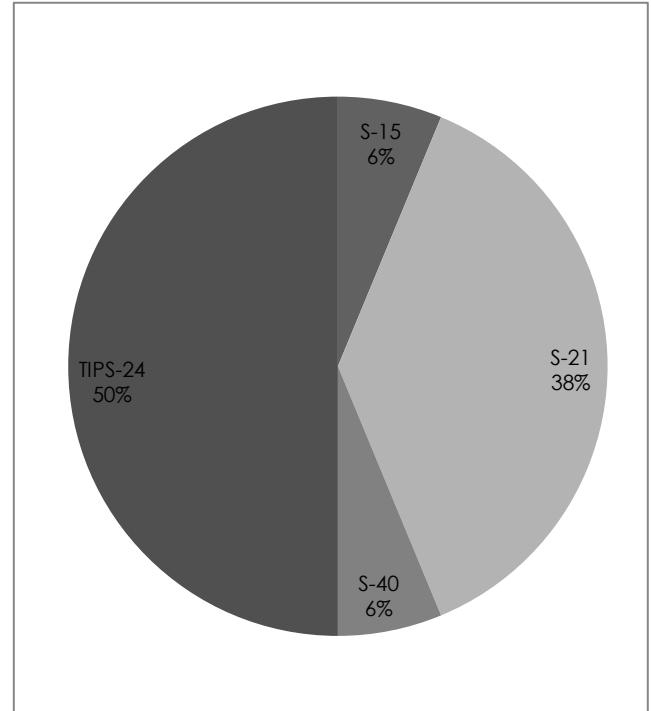
## APPLICATION RELATED BARRIERS

A total of 23 application related barriers were encountered in 4 NCA Centers throughout the city in February (Chart 10). TIPS centers accounted for 96 percent of these cases.

**CHART 10: APPLICATION RELATED BARRIERS**

APPLICATION RELATED	NCA	
<b>Case denied after fulfilling application requirements (specify barrier)</b>		<b>5</b>
	TIPS-24	1
	TIPS-43	4
<b>Did not receive expedited SNAP w/in 5 days</b>		<b>2</b>
	TIPS-24	1
	TIPS-43	1
<b>Did not receive ongoing SNAP benefits</b>		<b>6</b>
	S-20	1
	TIPS-24	1
	TIPS-42	1
	TIPS-43	3
<b>Did not receive SNAP w/in 30 days</b>		<b>8</b>
	TIPS-24	4
	TIPS-43	4
<b>Other (specify in the column "Other Barrier")</b>		<b>2</b>
	TIPS-43	2
<b>Grand Total</b>		<b>23</b>

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



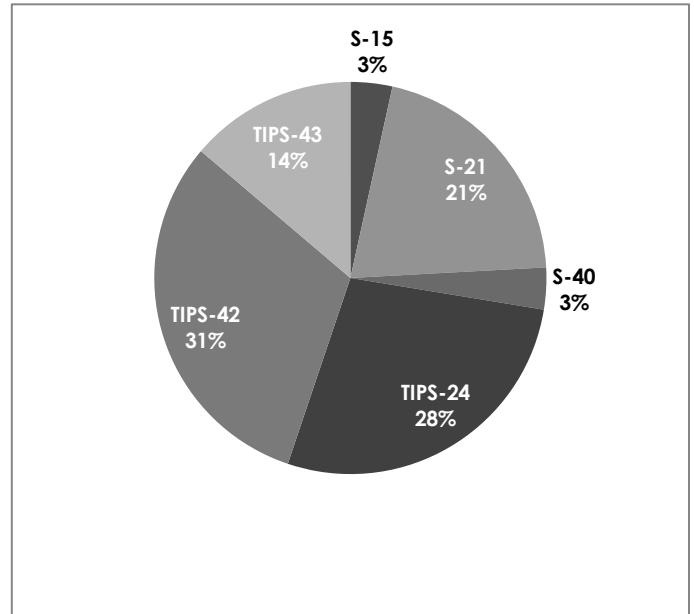
## CUSTOMER SERVICE RELATED BARRIERS

A total of 51 cases involved customer service related barriers, with these barriers spread out over 11 different NCA Centers. However, the biggest cluster of issues (65%) took place at S-21 - 12 cases, TIPS-43 - 11 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>2</b>		
		TIPS-42	1
		TIPS-43	1
<b>Did not receive phone interview and was unable to reschedule</b>	<b>8</b>		
		S-53	1
		TIPS-43	7
<b>Excessive documentation requested</b>	<b>1</b>		
		TIPS-24	1
<b>Other</b>	<b>2</b>		
		TIPS-42	1
		TIPS-43	1
<b>Submitted changes not processed in a timely manner</b>	<b>27</b>		
		S-19	1
		S-20	2
		S-21	10
		S-22	1
		S-28	1
		S-40	1
		S-53	1
		S-54	2
		TIPS-24	6
		TIPS-42	2
<b>Submitted documents were not logged in system</b>	<b>11</b>		
		S-21	2
		S-22	1
		S-40	1
		S-46	1
		TIPS-24	3
		TIPS-42	1
		TIPS-43	2
<b>Grand Total</b>	<b>51</b>		

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



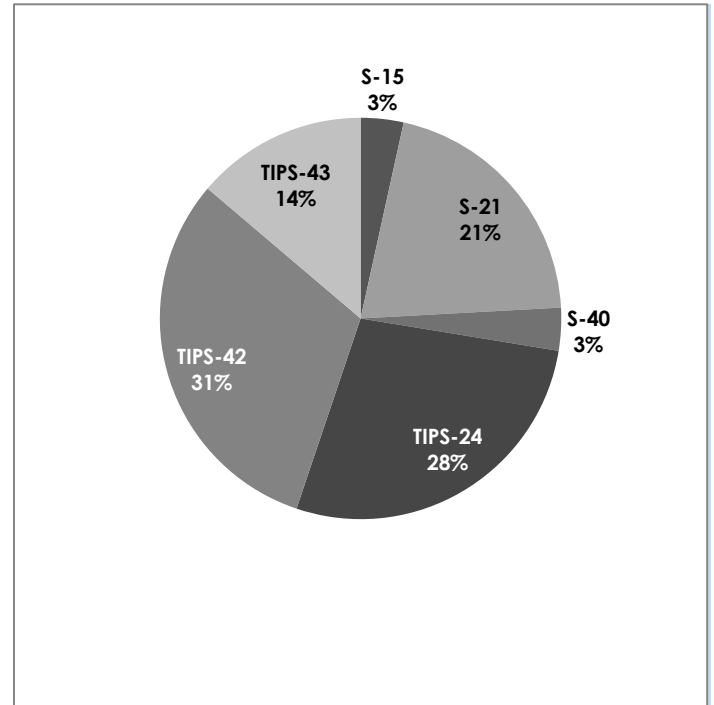
## RECERTIFICATION RELATED BARRIERS

A total of 28 recertification barriers were encountered in 7 NCA Centers. The top two centers with recertification related issues in February were TIPS Centers: TIPS-42 with 12 cases and TIPS-24 with 11 cases.

**CHART 14: RECERTIFICATION RELATED BARRIERS**

Recertification Related Barrier	NCA	Total
<b>Case closed after fulfilling recertification requirements</b>		<b>3</b>
	S-40	1
	TIPS-24	2
<b>Case closed after fulfilling recertification requirements</b>		<b>6</b>
	S-21	1
	TIPS-24	3
	TIPS-42	2
<b>No benefits issued after completing recertification</b>		<b>18</b>
	S-22	1
	S-53	1
	TIPS-24	5
	TIPS-42	10
	TIPS-43	1
<b>Other</b>		<b>1</b>
	TIPS-24	1
<b>Grand Total</b>		<b>28</b>

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



## BUDGET RELATED BARRIERS

A total of 29 budget related barriers were encountered in February . These barriers were encountered in 6 NCA Centers (see Chart 16 and Chart 17), with most issues were related to incorrect household composition (4 cases).

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

Budget Related Barrier	NCA	Total
<b>Incorrect household composition</b>		<b>14</b>
	S-21	5
	S-40	1
	TIPS-24	6
	TIPS-42	2
<b>Incorrect income</b>		<b>6</b>
	S-21	1
	TIPS-24	1
	TIPS-42	2
	TIPS-43	2
<b>Incorrect Shelter Expenses</b>		<b>2</b>
	S-15	1
	TIPS-42	1
<b>Incorrect SUA Level</b>		<b>2</b>
	TIPS-43	2
<b>Other (specify in the column "Other Barrier")</b>		<b>5</b>
	TIPS-24	1
	TIPS-42	4
<b>Grand Total</b>		<b>29</b>

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

