



The Food Bank For New York City

Mediation Analysis Report for February 2019

Time Periods Reflected: February 1, 2019 through February 28, 2019

Prepared by the staff of Benefit Access of Food Bank For New York City.
April 9th, 2019

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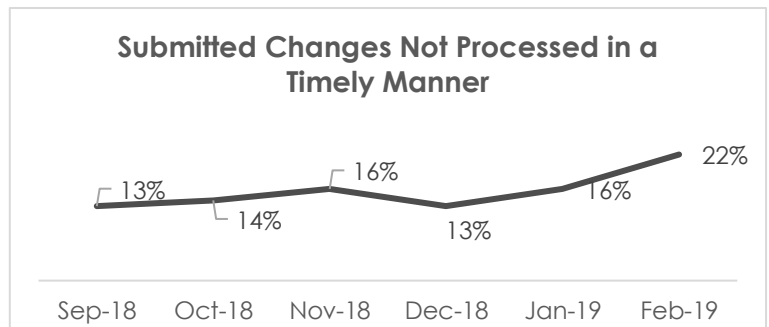
- o Application Related Barriers..... 9
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ANALYSIS HIGHLIGHTS

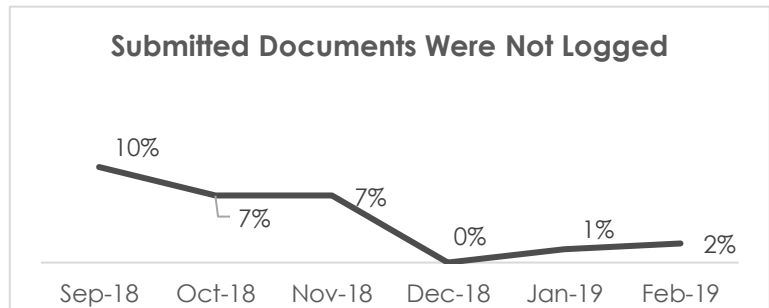
The following mediation activities were observed under the Mediation Model in February 2019:

- 7 Organizations reported 50 mediation cases – with a total of 65 identified issues, to NCA SNAP Centers throughout the 5 boroughs
- Of those 50 cases, 20(40 %) were related to first time applicants, 17 cases (24 %) were related to recertifying clients, 11 cases (22 %) were related to change reports and 2 cases (4%) to adverse action.
- A total of 24 cases or 48% were sent to the TIPS Centers: TIPS-24: 16 cases TIPS-43: 6 cases, TIPS-42: 2 cases.
- Notable trends in February in relation to the previous months, include:

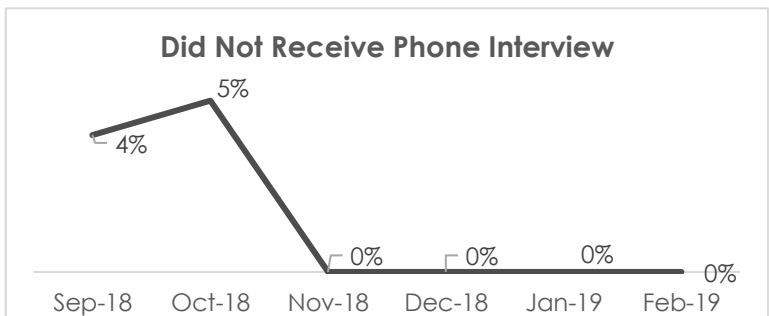
Submitted changes not processed in a timely manner: This issue increased in prevalence by 6 percent from the previous month.



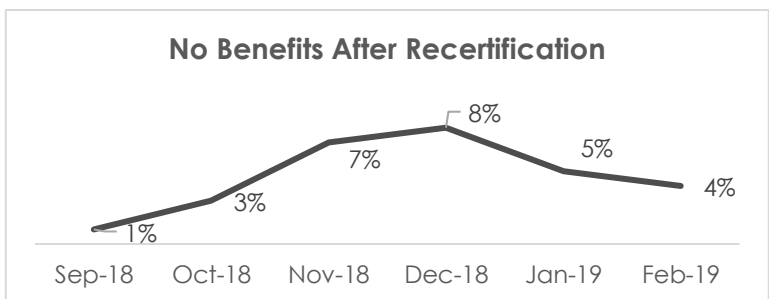
Submitted documents were not logged in the system: This issue increased to 1 percent from the previous month.



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 1 percentage point from January to February.



- 66% (33) of cases in February were resolved in the same month as received, 1 percentage points more than January.
- 70% (23) of resolved cases were resolved within the key first 5-day time period February, a 4 percent increase from January (66%). The number of cases that took 6-10 days to be resolved decreased from 29% to 15%.
- 73% of resolved cases were resolved at the primary and back-up liaison levels in February.

CHART 1: MEDIATION CASES BY ORGANIZATION

CBO	Total
CCCS	2
Recertification	2
Community Council & Consulting	11
Change Report	3
First Time Applicant	7
Recertification	1
FBNYC	4
First Time Applicant	2
Recertification	2
HFNYC	11
Change Report	1
First Time Applicant	4
Recertification	6
LiveOn NY	8
Adverse Action	2
Change Report	1
First Time Applicant	5
Met Council	13
Change Report	5
First Time Applicant	2
Recertification	6
WSCAH	1
Change Report	1
Grand Total	50

PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR FEBRUARY

This analysis is based on information submitted by 7 organizations. These organizations reported having mediated on behalf of 50 SNAP applicants/participants.

CHART 2: CASES BY NCA CENTER

NCA	Case Type	Total
S-15		3
	Change Report	1
	Recertification	2
S-19		1
	Change Report	1
S-21		7
	Change Report	6
	First Time Applicant	1
S-22		3
	Change Report	1
	First Time Applicant	1
	Recertification	1
S-28		1
	Change Report	1
S-40		1
	Recertification	1
S-45		1
	Recertification	1
S-46		4
	Adverse Action	1
	Change Report	1
	First Time Applicant	1
	Recertification	1
S-53		2
	First Time Applicant	1
	Recertification	1
S-54		1
	First Time Applicant	1
TIPS-24		16
	First Time Applicant	9
	Recertification	7
TIPS-42		2
	Recertification	2
TIPS-43		6
	First Time Applicant	6
(blank)		2
	Adverse Action	1
	Recertification	1
Grand Total		50

CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

February mediation cases were handled by a total of 13 different NCA Centers. However, most barriers were encountered at: TIPS 24 - 16 cases TIPS 43 - 6 and cases, S-21 - 7 (see Chart 2). Combined, these centers accounted for 60% of all February mediation cases.

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

Case Type	Total	%
Adverse Action	2	4%
Change Report	11	22%
First Time Applicant	20	40%
Recertification	17	34%
Grand Total	50	100.0%

CASE STATUS AND RESOLUTION TIME FRAME

Out of 50 mediation cases submitted in February, 33 (66 %) were resolved. As of February 28th, 17 cases (34%) remain unresolved/pending (see Charts 3 and 4 below). 52 percent of the cases resolved (17) 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	17
Resolved	33
Grand Total	50

Status	Type	%	
Pending	Adverse Action	1	2%
	Change Report	4	8%
	First Time Applicant	7	14%
	Recertification	5	10%
Resolved	Adverse Action	1	2%
	Change Report	7	14%
	First Time Applicant	13	26%
	Recertification	12	24%
Grand Total	50	100%	

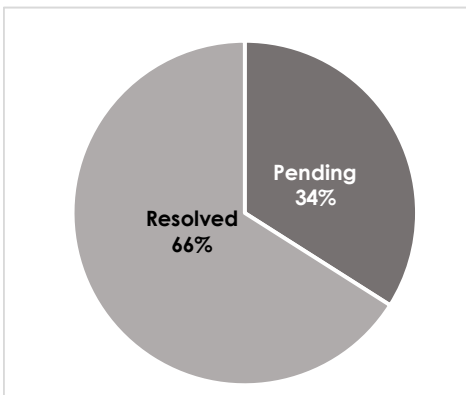
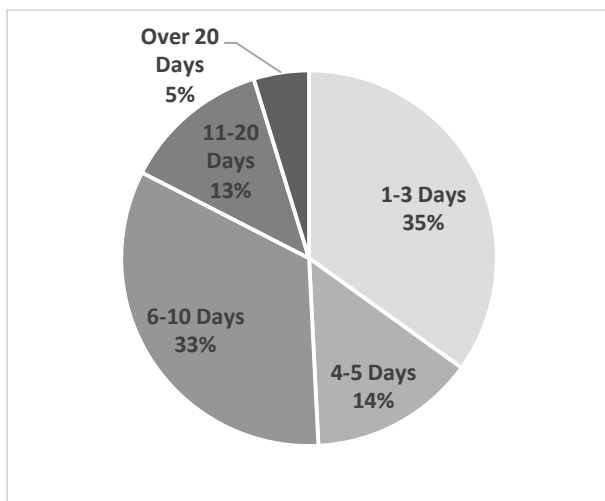


CHART 5: RESOLUTION TIMEFRAME



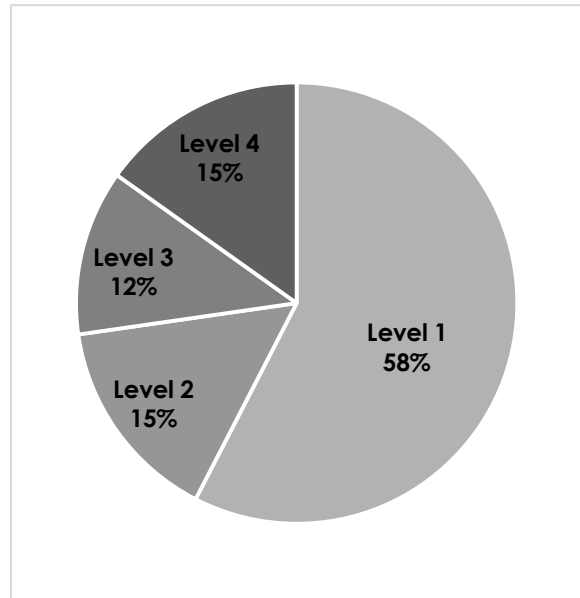
Resolution Timeframe (Business days)	Total
1 - 3 Days	17
4 - 5 Days	6
6 - 10 Days	5
11 - 20 Days	4
Over 20 Days	1
Grand Total	50

CHART 7: RESOLUTION BY NCA CENTER

Resolution	NCA	Total
Level 1		19
	S-15	1
	S-21	4
	S-45	1
	S-46	1
	S-53	1
	TIPS-24	4
	TIPS-42	1
	TIPS-43	5
	(blank)	1
Level 2		5
	S-22	1
	S-40	1
	S-46	1
	S-53	1
	S-54	1
Level 3		4
	S-15	1
	S-21	1
	S-22	1
	TIPS-24	1
Level 4		5
	S-28	1
	S-46	2
	TIPS-24	2
Grand Total		33

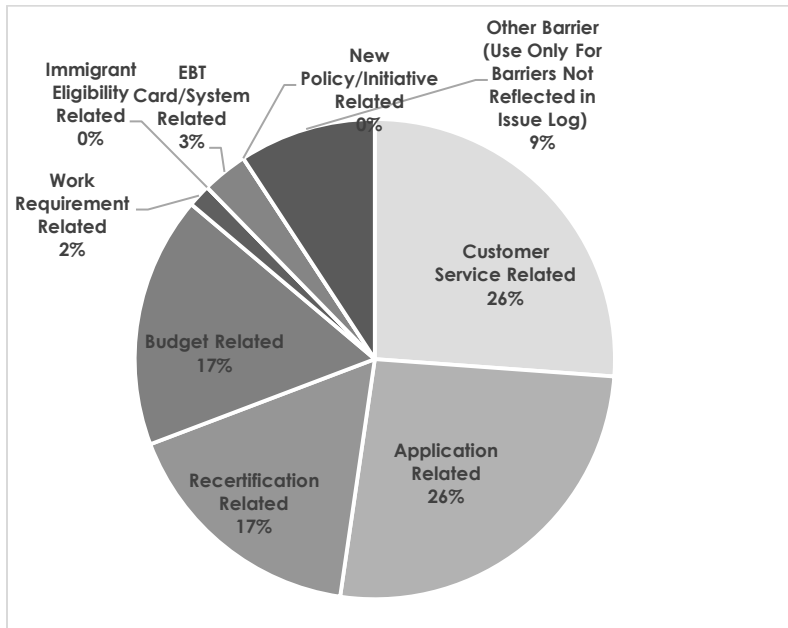
Of the 44 resolved cases that were reported, 57 % (25 cases) were resolved at the HRA primary or back-up liaison levels. (See Chart 6)

CHART 6: HRA LIAISON LEVEL OF RESOLUTION



BARRIERS ENCOUNTERED

CHART 8: SNAP BARRIERS IN February 2019



From 50 cases, a total of 65 barriers¹ were reported in February. Barriers encountered this month were as follows:

Reported Barriers	Total:
Customer Service Related	17
Application Related	17
Recertification Related	11
Budget Related	11
Work Requirement Related	1
Immigrant Eligibility Related	0
EBT Card/System Related	2
New Policy/Initiative Related	0
Other Barrier (Use Only For Barriers Not Reflected in Issue Log)	6

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

CHART 9: PREVALENT ISSUES

Reported Barriers	Total
Did not receive ongoing SNAP benefits	5
Did not receive SNAP w/in 30 days	7
Case closed after fulfilling recertification requirements	6
Case denied after fulfilling application requirements (specify barrier)	2
Submitted changes not processed in a timely manner (see glossary)	11

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.

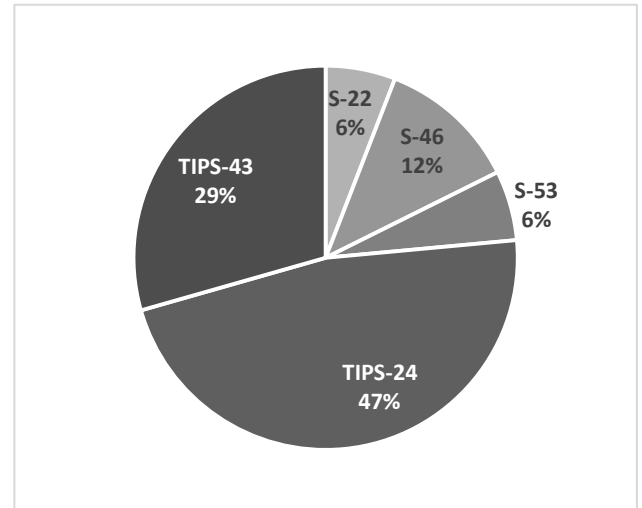
APPLICATION RELATED BARRIERS

A total of 17 application related barriers were encountered in 5 NCA Centers throughout the city in February (Chart 10). TIPS centers accounted for 48 percent of these cases.

CHART 10: APPLICATION RELATED BARRIERS

Application Related	NCA	Total
Case denied after fulfilling application requirements (specify barrier)		2
	TIPS-24	1
	TIPS-43	1
Did not receive ongoing SNAP benefits		5
	S-22	1
	S-46	2
	TIPS-24	1
	TIPS-43	1
Did not receive SNAP w/in 30 days		7
	S-53	1
	TIPS-24	6
Other (specify in the column "Other Barrier")		3
	TIPS-43	3
Grand Total		17

CHART 11: NCAs WITH THE MOST APPLICATION



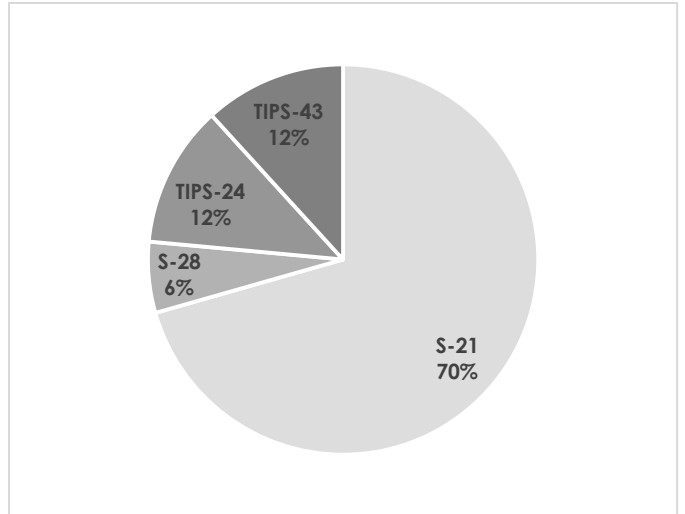
CUSTOMER SERVICE RELATED BARRIERS

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



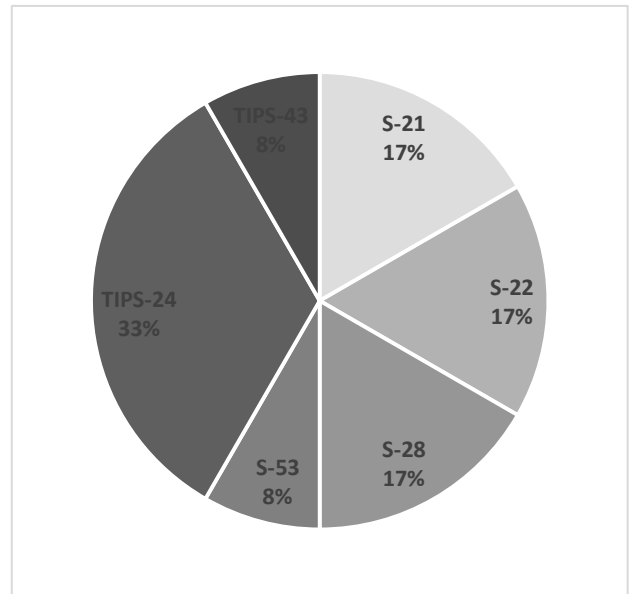
RECERTIFICATION RELATED BARRIERS

A total of 10 recertification barriers were encountered in 6 NCA Centers. The top two centers with recertification related issues in February 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)		5
	S-21	1
	S-22	1
	S-28	1
	S-53	1
	TIPS-24	1
No benefits issued after completing recertification		3
	S-21	1
	TIPS-24	2
Other (specify in the column "Other Barrier")		2
	S-28	1
	TIPS-43	1
Grand Total		10

CHART 15: NCAs WITH MOST RECERTIFICATION RELATED BARRIERS



BUDGET RELATED BARRIERS

A total of 18 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 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		4
	S-21	4
Incorrect Income		4
	S-21	1
	S-22	1
	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		18

CHART 17: NCAs WITH MOST BUDGET RELATED SERVICE RELATED BARRIERS

