



The Food Bank For New York City

Mediation Analysis Report for March 2018

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

Prepared by the staff of Benefit Access of Food Bank For New York City.
April 19, 2018

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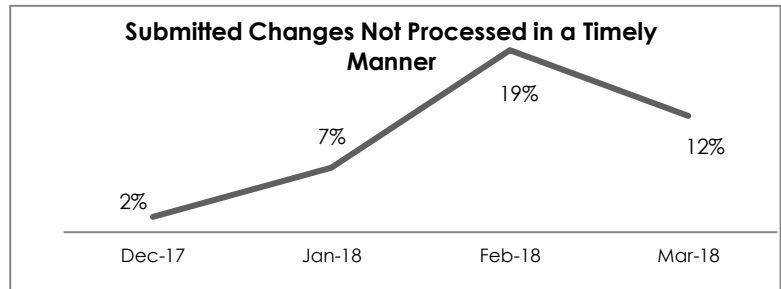
- o Application Related Barriers.....9
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ANALYSIS HIGHLIGHTS

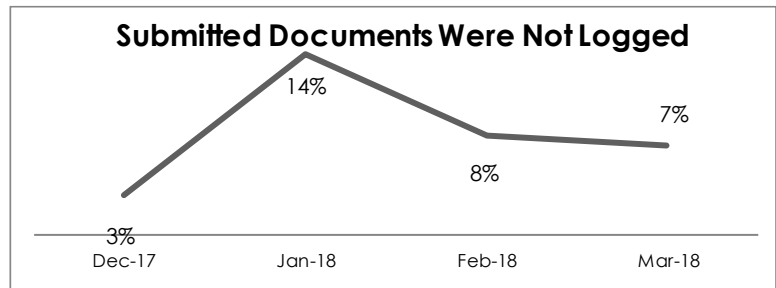
The following mediation activities were observed under the Mediation Model in March 2018:

- 12 Organizations reported 140 mediation cases – with a total of 204 identified issues, to NCA SNAP Centers throughout the 5 boroughs
- Of those 140 cases, 73 (52%) were related to first time applicants, 36 cases (26%) were related to recertifying clients, 23 cases (16%) were related to change reports, and 6 (4%) to periodic reports.
- A total of 133 cases or 65% were sent to the TIPS Centers: TIPS-43: 53cases, TIPS-42: 21 cases, TIPS-24: 59 cases
- Notable trends in March in relation to the previous months, include:

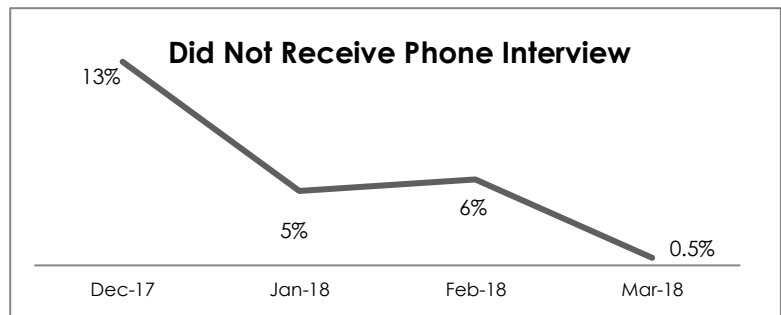
Submitted changes not processed in a timely manner: This issue decreased in prevalence by 7 percent



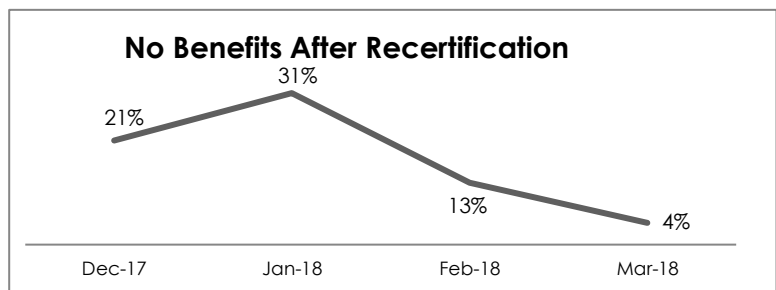
Submitted documents were not logged in the system: This issue decreased from 8percentage points to 7 over the month of March



Did not receive phone interview and was unable to reschedule: This issue decreased in prevalence by 5.5 percentage points from 6 to 0.5 percent



No benefits after recertification: The issue has decreased in prevalence by 9 percentage points from February to March.



- 69% (96) of cases in March were resolved in the same month as received, 3 percentage points lower than February.
- 55% (77) of cases were resolved within the key first 5-day time period over March, a 23 percent decrease from February (71%). The number of cases that took 6 -10 days to be resolved decreased by 2 percentage point from 18% to 16%.
- 54% of cases were resolved at the primary and back-up liaison levels in March.

CHART 1: MEDIATION CASES BY ORGANIZATION

CBO	Total
Apicha CHC	2
First Time Applicant	2
Bronx Defenders	19
Change Report	2
First Time Applicant	11
Periodic Report	2
Recertification	4
Community Council & Consulting	12
Change Report	3
First Time Applicant	6
Periodic Report	1
Recertification	2
FBNYC	2
First Time Applicant	2
HFNYC	23
Change Report	2
First Time Applicant	20
Recertification	1
LiveOn NY	14
Adverse Action	2
Change Report	2
First Time Applicant	7
Recertification	3
Met Council	29
Change Report	12
First Time Applicant	4
Periodic Report	2
Recertification	11
POTS	22
Change Report	1
First Time Applicant	12
Periodic Report	1
Recertification	8
Project Hospitality	4
First Time Applicant	4
The Child Center of NY	3
Recertification	3
Together We Are	9
Change Report	1
First Time Applicant	4
Recertification	4
Tzu Chi	1
First Time Applicant	1
Grand Total	140

**PARTICIPATING ORGANIZATIONS AND
MEDIATION TYPES FOR FEBRUARY**

This analysis is based on information submitted by 12 organizations. These organizations reported having mediated on behalf of 140 SNAP applicants/participants.

CHART 2: CASES BY NCA CENTER

NCA	CASE TYPE	Total
S-13		1
	Change Report	1
S-14		1
	Periodic Report	1
S-15		3
	Adverse Action	1
	Change Report	2
S-19		1
	Change Report	1
S-20		4
	Change Report	1
	First Time Applicant	3
S-21		12
	Change Report	8
	Periodic Report	2
	Recertification	2
S-22		3
	Change Report	1
	First Time Applicant	1
	Recertification	1
S-26		2
	Change Report	2
S-40		3
	Adverse Action	1
	Change Report	1
	First Time Applicant	1
S-45		4
	Change Report	1
	First Time Applicant	2
	Periodic Report	1
S-46		5
	Change Report	1
	First Time Applicant	2
	Periodic Report	2
S-53		3
	Change Report	2
	First Time Applicant	1
S-54		4
	First Time Applicant	1
	Recertification	3
TIPS-24		41
	Change Report	2
	First Time Applicant	18
	Recertification	21
TIPS-42		14
	First Time Applicant	5
	Recertification	9
TIPS-43		39
	First Time Applicant	39
Grand Total		140

CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

March mediation cases were handled by a total of 16 different NCA Centers. However, most barriers were encountered at the TIPS Centers: TIPS 43 - 39 cases, TIPS 42 – 14 cases, and TIPS 24 – 41 cases, (see Chart 2). Combined, the TIPS Centers account for 67 percent of March's cases.

Most mediation cases concerned first time applications and recertifications.

Case Type	Total	%
Adverse Action	2	1%
Change Report	23	16%
First Time Applicant	73	52%
Periodic Report	6	4%
Recertification	36	26%
Grand Total	140	100%

CASE STATUS AND RESOLUTION TIME FRAME

Out of 140 mediation cases submitted in March, 115 (82%) were resolved. As of April 19, 25 cases (18%) 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	25
Resolved	115
Grand Total	140

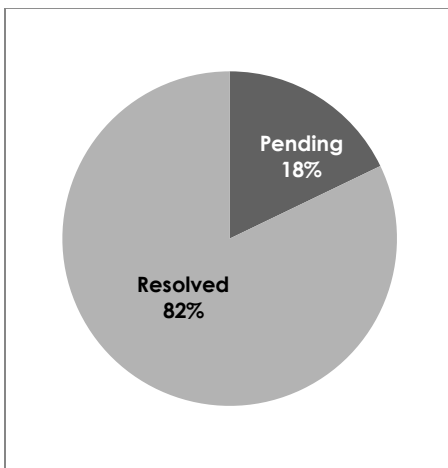
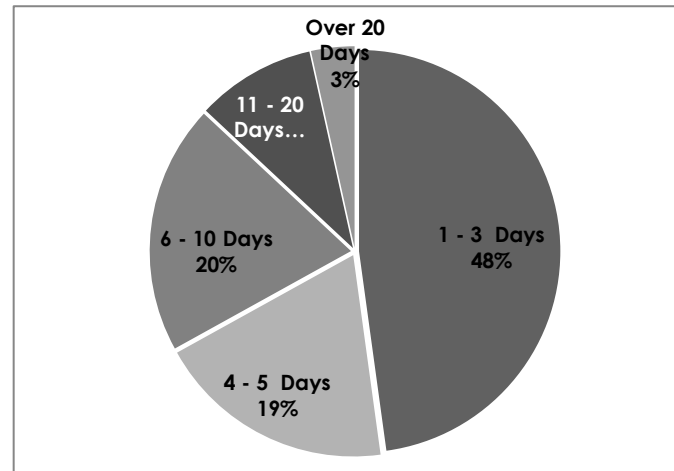


CHART 4: CASE STATUS BY CASE TYPE

Status	Type	Count	%
Pending	Adverse Action	2	1%
	Change Report	2	1%
	First Time Applicant	11	8%
	Periodic Report	4	3%
	Recertification	6	4%
	Resolved		115
Resolved	Adverse Action	1	1%
	Change Report	21	15%
	First Time Applicant	62	44%
	Periodic Report	2	1%
	Recertification	29	21%
	Grand Total		140

CHART 5: RESOLUTION TIMEFRAME

RESOLUTION TIMEFRAME (business days)	Total
1 - 3 Days	55
4 - 5 Days	22
6 - 10 Days	23
11 - 20 Days	11
Over 20 Days	4
No Timeframe Reported	0
Grand Total	115



Of the 115 resolved cases that were reported, 66% (76 cases) were resolved at the HRA primary or back-up liaison levels. (See Chart 6)

CHART 6: HRA LIAISON LEVEL OF RESOLUTION

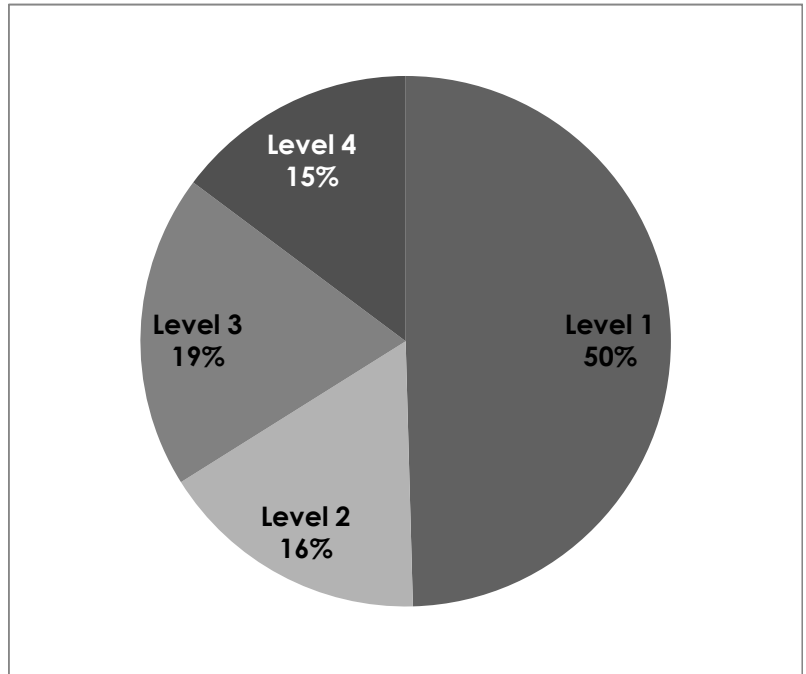


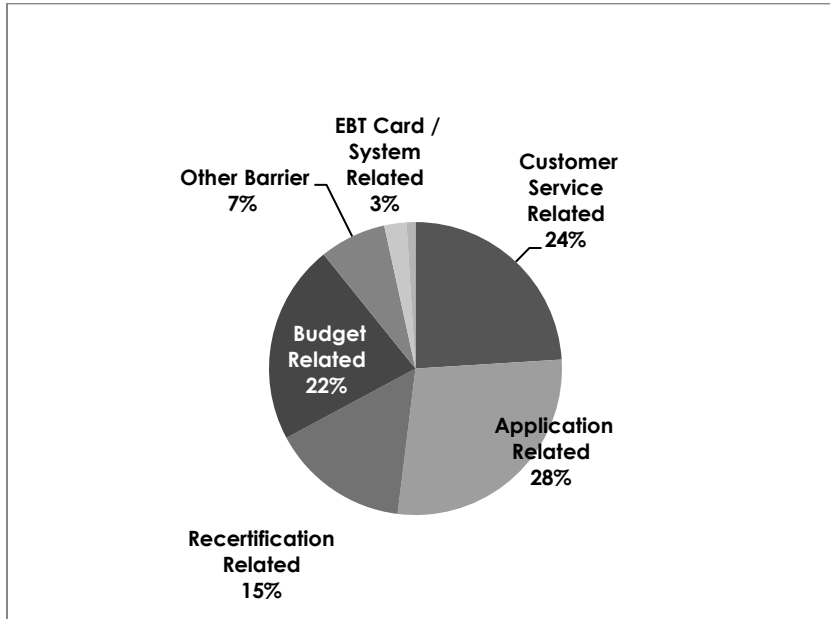
CHART 7: RESOLUTION BY NCA CENTER

LEVEL OF RESOLUTION	NCA	Total
Level 1		57
	S-15	1
	S-20	3
	S-21	5
	S-45	1
	S-46	3
	S-53	2
	S-54	3
	TIPS-24	12
	TIPS-42	5
	TIPS-43	22
Level 2		19
	S-13	1
	S-19	1
	S-20	1
	S-46	1
	S-53	1
	S-54	1
	TIPS-24	4
	TIPS-42	3
	TIPS-43	6
Level 3		22
	S-15	2
	S-21	5
	S-22	1
	S-45	1
	TIPS-24	9
	TIPS-42	3
	TIPS-43	1
Level 4		17
	S-21	1
	S-26	1
	S-40	1
	TIPS-24	9
	TIPS-43	5
Grand Total		115

BARRIERS ENCOUNTERED

From 140 cases, a total of 204 barriers¹ were reported in March. Barriers encountered this month were as follows:

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



Reported Barriers	Total 204
Customer Service Related	49
Application Related	57
Recertification Related	31
Budget Related	45
Other Barrier (Use Only For Barriers Not Reflected In Issue Log)	15
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 March 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.

¹ Some cases presented more than one barrier.

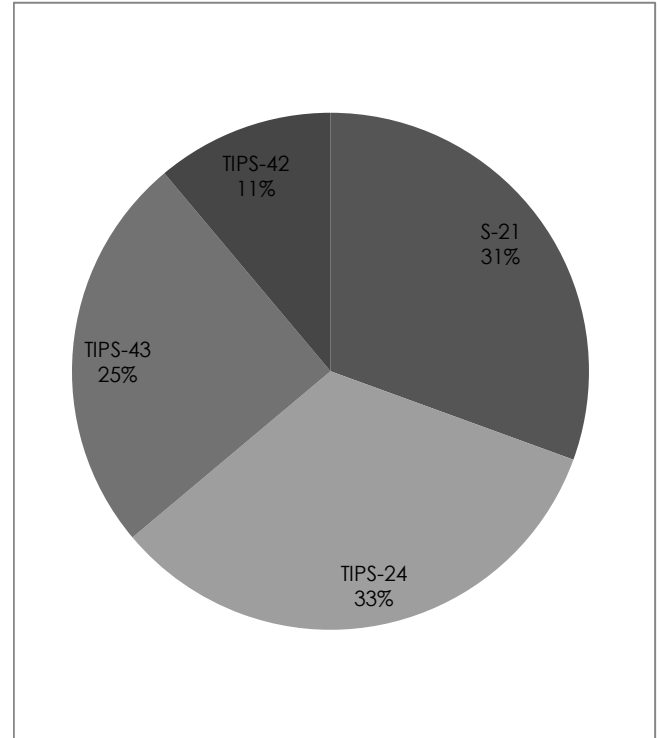
APPLICATION RELATED BARRIERS

A total of 57 application related barriers were encountered in 9 NCA Centers throughout the city in March (Chart 10). TIPS centers accounted for 88 percent of these cases.

CHART 10: APPLICATION RELATED BARRIERS

APPLICATION RELATED	NCA	Total
Case denied after fulfilling application requirements (specify barrier)		21
	S-46	1
	S-54	1
	TIPS-24	2
	TIPS-42	2
	TIPS-43	15
Did not receive ongoing SNAP benefits		17
	S-20	1
	S-22	1
	S-40	1
	TIPS-24	3
	TIPS-42	1
	TIPS-43	10
Did not receive SNAP w/in 30 days		14
	TIPS-24	9
	TIPS-42	1
	TIPS-43	4
Other (specify in the column "Other Barrier")		5
	S-40	1
	S-45	1
	TIPS-24	1
	TIPS-42	1
	TIPS-43	1
Grand Total		57

CHART 11: NCAs WITH THE MOST APPLICATION



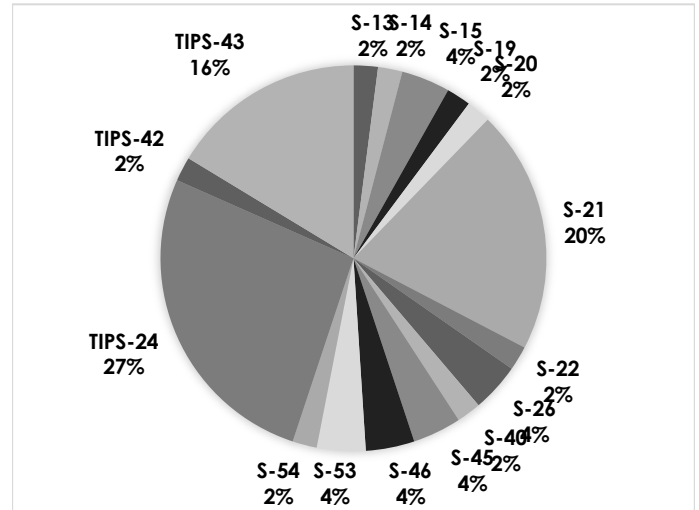
CUSTOMER SERVICE RELATED BARRIERS

A total of 49 cases involved customer service related barriers, with these barriers spread out over 16 different NCA Centers. However, the biggest cluster of issues (63%) took place at S-21 - 10 cases, TIPS-24 - 13 cases, and TIPS-43 - 8 cases (see Charts 12 and 13).

CHART 12: NCAs WITH MOST CUSTOMER SERVICE RELATED BARRIERS

Customer Service Related Barrier	NCA
Did not receive phone interview and was unable to reschedule	1
TIPS-24	1
Excessive documentation requested	3
TIPS-24	1
TIPS-43	2
Other (specify in the column "Other Barrier")	4
S-14	1
S-21	1
S-22	1
TIPS-24	1
Submitted changes not processed in a timely manner (see glossary)	25
S-13	1
S-15	2
S-19	1
S-20	1
S-21	8
S-26	2
S-40	1
S-45	1
S-46	1
S-53	2
S-54	1
TIPS-24	4
Submitted documents were not logged in the system	15
S-21	1
S-45	1
S-46	1
TIPS-24	5
TIPS-42	1
TIPS-43	6
Unable to reach On-Demand hotline	1
TIPS-24	1
Grand Total	49

CHART 13: CUSTOMER SERVICE RELATED BARRIERS BY CENTER



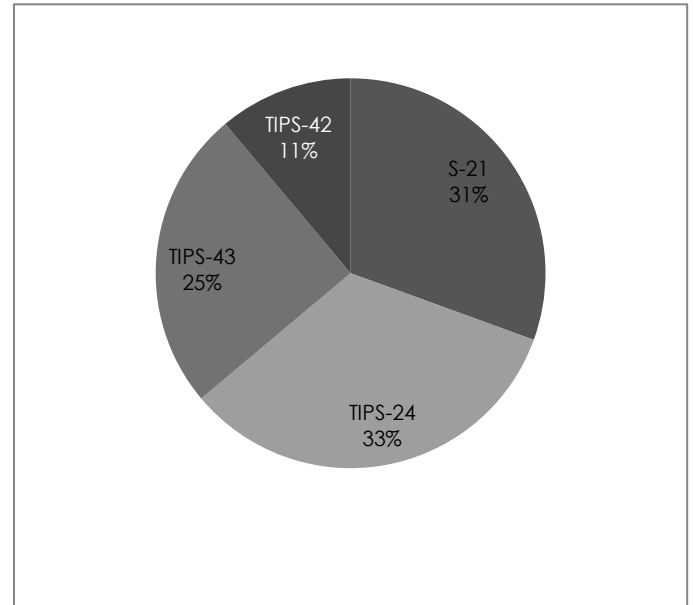
RECERTIFICATION RELATED BARRIERS

A total of 31 recertification barriers were encountered in 5 NCA Centers. The top two centers with recertification related issues in March were TIPS Centers: TIPS-24 with 16 cases and TIPS-42 with 9 cases.

CHART 14: RECERTIFICATION RELATED BARRIERS

Recertification Related Barrier	NCA	Total
Case closed after fulfilling recertification requirements (specify barrier)		15
	S-54	1
	TIPS-24	10
	TIPS-42	4
No benefits issued after completing recertification		9
	S-15	1
	S-54	1
	TIPS-24	3
	TIPS-42	4
Other (specify in the column "Other Barrier")		7
	S-21	2
	S-54	1
	TIPS-24	3
	TIPS-42	1
Grand Total		31

CHART 15: NCAs WITH MOST RECERTIFICATION RELATED BARRIERS



BUDGET RELATED BARRIERS

A total of 45 budget related barriers were encountered in March . These barriers were encountered in 11 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
Child/Dependent care deduction not applied		2
	S-45	1
	TIPS-24	1
Incorrect Household composition		14
	S-21	8
	S-26	1
	S-40	1
	S-54	1
	TIPS-24	2
	TIPS-43	1
Incorrect Income		12
	S-21	3
	S-22	1
	TIPS-24	3
	TIPS-42	3
	TIPS-43	2
Incorrect income guideline applied		1
	TIPS-24	1
Incorrect Shelter Expenses		2
	S-15	2
Incorrect SUA Level		6
	TIPS-24	1
	TIPS-43	5
Medical deduction not applied		1
	TIPS-43	1
Medical deduction not applied		1
	TIPS-42	1
Other (specify in the column "Other Barrier")		1
	S-40	1
Other (specify in the column "Other Barrier")		5
	S-46	1
	TIPS-24	4
Grand Total		45

CHART 17: NCAs WITH MOST BUDGET RELATED SERVICE RELATED BARRIERS

