



The Food Bank For New York City

Mediation Analysis Report for April 2018

Time Periods Reflected: April 1, 2018 through April 30, 2018

Prepared by the staff of Benefit Access of Food Bank For New York City.
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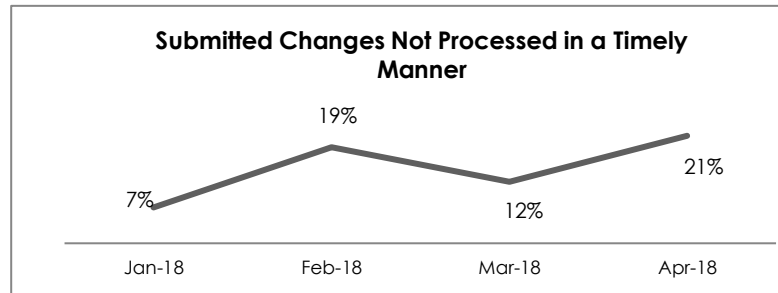
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ANALYSIS HIGHLIGHTS

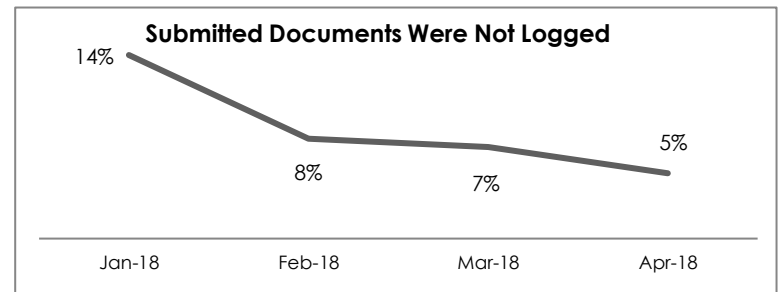
The following mediation activities were observed under the Mediation Model in April 2018:

- 14 Organizations reported 120 mediation cases – with a total of 199 identified issues, to NCA SNAP Centers throughout the 5 boroughs
- Of those 120 cases, 52(43%) were related to first time applicants, 47 cases (39%) were related to recertifying clients, 15 cases (13%) were related to change reports, and 3 (3%) to periodic reports.
- A total of 81 cases or 68% were sent to the TIPS Centers: TIPS-43: 23 cases, TIPS-42: 4 cases, TIPS-24: 54 cases
- Notable trends in April in relation to the previous months, include:

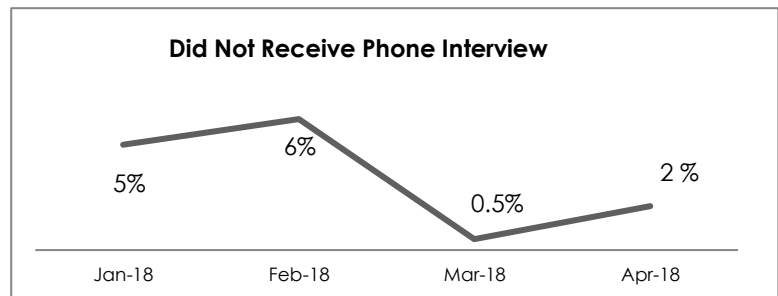
Submitted changes not processed in a timely manner: This issue increased in prevalence by 9 percent



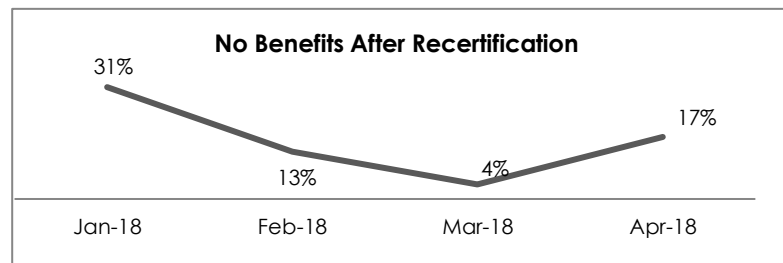
Submitted documents were not logged in the system: This issue decreased from 7 percentage points to 5 over the month of April



Did not receive phone interview and was unable to reschedule: This issue increased in prevalence by 1.5 percentage points from 0.5 to 2 percent



No benefits after recertification: The issue has increased in prevalence by 13 percentage points from March to April.



- 87.5% (105) of cases in April were resolved in the same month as received, 18.5 percentage points higher than March.
- 60.8% (73) of cases were resolved within the key first 5-day time period over April, a 11 percent increase from March (55%). The number of cases that took 6 -10 days to be resolved decreased by 2 percentage point from 16% to 14%.
- 74% of cases were resolved at the primary and back-up liaison levels in April.

CHART 1: MEDIATION CASES BY ORGANIZATION

**PARTICIPATING ORGANIZATIONS AND
MEDIATION TYPES FOR FEBRUARY**

This analysis is based on information submitted by 14 organizations. These organizations reported having mediated on behalf of 120 SNAP applicants/participants.

CBO	Total
Apicha CHC	5
First Time Applicant	5
Bronx Defenders	11
Change Report	2
First Time Applicant	5
Recertification	4
Catholic Charities - Feeding Our Neighbors	1
Recertification	1
Community Council & Consulting	13
Change Report	6
First Time Applicant	6
Periodic Report	1
FBNYC	2
First Time Applicant	1
Recertification	1
HFNYC	24
Adverse Action	2
Change Report	1
First Time Applicant	12
Recertification	9
HSS	2
First Time Applicant	1
Recertification	1
LiveOn NY	8
Change Report	1
First Time Applicant	6
Recertification	1
Met Council	39
Adverse Action	1
Change Report	5
First Time Applicant	8
Periodic Report	2
PHS-Main Street	23
Recertification	23
Pots	6
First Time Applicant	4
Recertification	2
Shorefront Y	3
First Time Applicant	3
Tzu Chi	2
First Time Applicant	1
Recertification	1
Urban Upbound	3
Recertification	3
Grand Total	120

CHART 2: CASES BY NCA CENTER

NCA	Case Type	Total
S-13		1
	Change Report	1
S-15		1
	Recertification	1
S-20		2
	Change Report	2
S-21		14
	Change Report	7
	First Time Applicant	1
	Periodic Report	2
	Recertification	4
S-22		3
	First Time Applicant	3
S-26		3
	Adverse Action	1
	Change Report	2
S-40		3
	Change Report	1
	First Time Applicant	2
S-45		2
	Recertification	2
S-46		4
	Change Report	1
	First Time Applicant	1
	Periodic Report	1
	Recertification	1
S-53		5
	Adverse Action	1
	First Time Applicant	3
	Recertification	1
S-54		1
	First Time Applicant	1
TIPS-24		54
	Adverse Action	1
	Change Report	1
	First Time Applicant	17
	Recertification	35
TIPS-42		4
	First Time Applicant	1
	Recertification	3
TIPS-43		23
	First Time Applicant	23
Grand Total		120

CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

April mediation cases were handled by a total of 14 different NCA Centers. However, most barriers were encountered at the TIPS Centers: TIPS 43 - 23 cases, TIPS 42 – 4 cases, and TIPS 24 – 54 cases, (see Chart 2). Combined, the TIPS Centers account for 68 percent of April's cases.

Most mediation cases concerned first time applications and recertifications.

Case Type	Total	%
Adverse Action	3	3%
Change Report	15	13%
First Time Applicant	52	43%
Periodic Report	3	3%
Recertification	47	39%
Grand Total	120	100%

CASE STATUS AND RESOLUTION TIME FRAME

Out of 120 mediation cases submitted in April, 105 (87.5%) were resolved. As of April 19, 15 cases (12.5%) remain unresolved/pending (see Charts 3 and 4 below). 51 percent of the cases resolved (52) obtained a resolution within a period of 1-3 days (see chart 5 below).

CHART 3: CASE STATUS

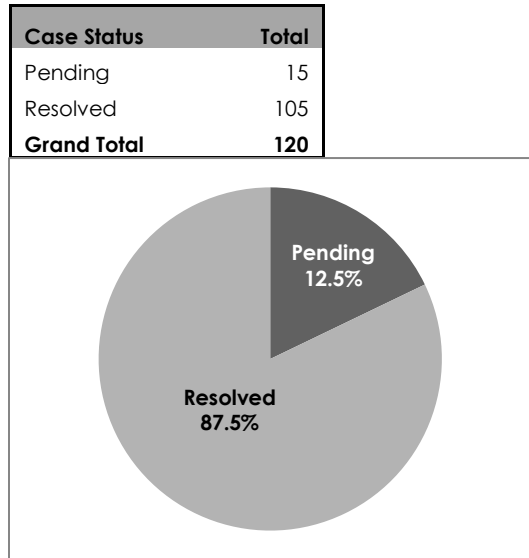
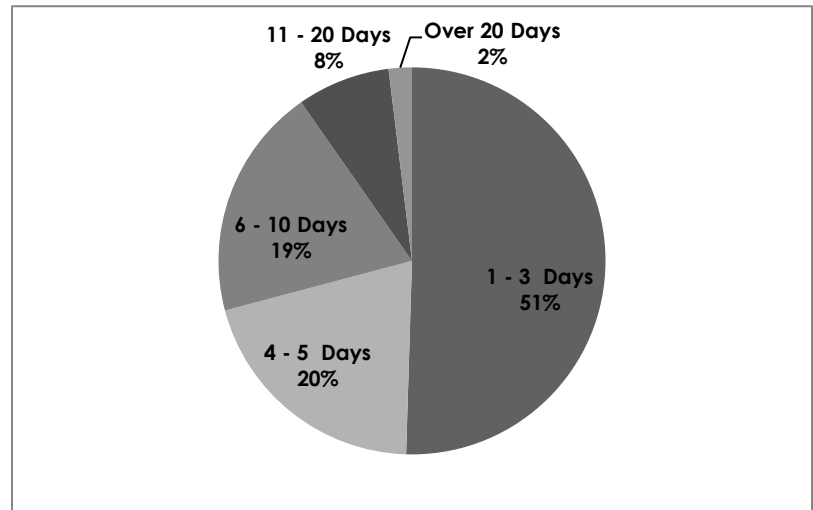


CHART 4: CASE STATUS BY CASE TYPE

Status	Type	Count	%
Pending	Change Report	3	2.5%
	First Time Applicant	6	5%
	Recertification	6	5%
Resolved	Adverse Action	3	3%
	Change Report	12	10%
	First Time Applicant	46	38%
	Periodic Report	3	3%
	Recertification	41	34%
Grand Total		120	100%

RESOLUTION TIMEFRAME (business days)	Total
1 - 3 Days	52
4 - 5 Days	21
6 - 10 Days	20
11 - 20 Days	8
Over 20 Days	2
No Timeframe Reported	2
Grand Total	105

CHART 5: RESOLUTION TIMEFRAME

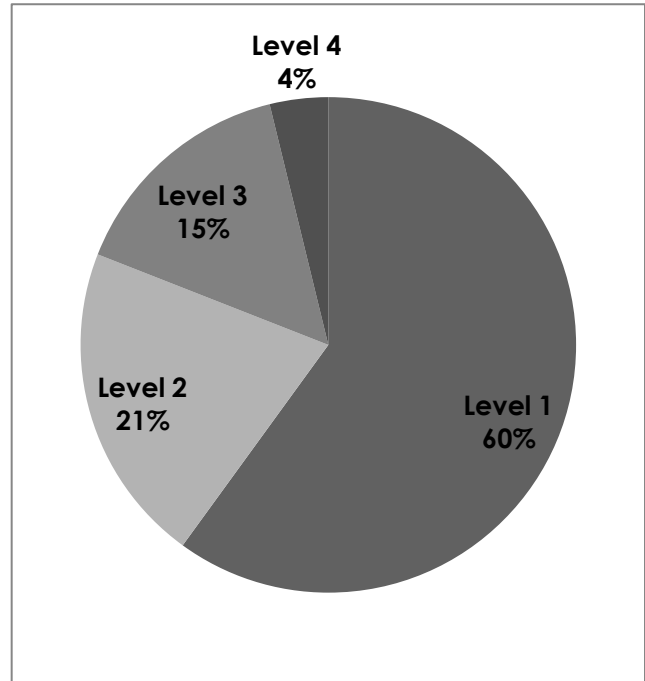


Of the 105 resolved cases that were reported, 60% (63 cases) were resolved at the HRA primary or back-up liaison levels. (See Chart 6)

CHART 7: RESOLUTION BY NCA CENTER

Level of Resolution	NCA	Total
Level 1		63
	S-15	1
	S-20	1
	S-21	10
	S-26	1
	S-46	4
	S-53	4
	S-54	1
	TIPS-24	26
	TIPS-42	2
	TIPS-43	13
Level 2		22
	S-13	1
	S-21	1
	S-45	1
	TIPS-24	11
	TIPS-42	1
	TIPS-43	7
Level 3		16
	S-21	2
	S-22	1
	S-26	1
	S-40	1
	S-45	1
	TIPS-24	8
	TIPS-42	1
	TIPS-43	1
Level 4		4
	S-40	2
	TIPS-24	2
Grand Total		105

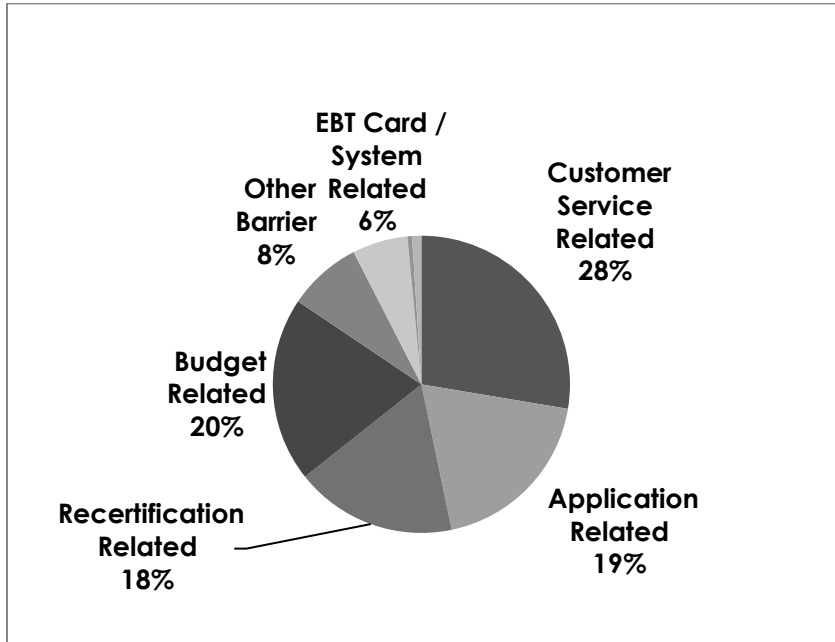
CHART 6: HRA LIAISON LEVEL OF RESOLUTION



BARRIERS ENCOUNTERED

From 120 cases, a total of 199 barriers¹ were reported in April. Barriers encountered this month were as follows:

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



Reported Barriers	Total 204
Customer Service Related	55
Application Related	38
Recertification Related	35
Budget Related	40
Other Barrier (Use Only For Barriers Not Reflected In Issue Log)	16
EBT Card / System Related	12
New Policy/Initiative Related	0
Work Requirement Related	1
Immigrant Eligibility Related	2

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

CHART 9: PREVALENT ISSUES

Reported Barriers	Total
No benefits issued after completing recertification	8
Submitted documents were not logged in the system	6
Submitted changes not processed in a timely manner (see glossary)	25
Did not receive ongoing SNAP benefits	5
Case denied after fulfilling application requirements (specify barrier)	11
Did not receive SNAP w/in 30 days	11
Case closed after fulfilling recertification requirements (specify barrier)	7
Did not receive Center Notice	3
Excessive documentation requested	2

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.

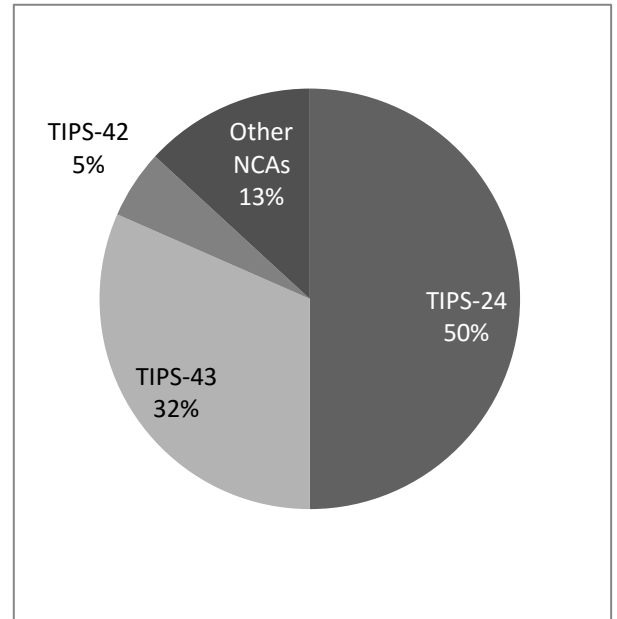
APPLICATION RELATED BARRIERS

A total of 57 application related barriers were encountered in 9 NCA Centers throughout the city in April (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)		11
	S-22	1
	S-45	1
	TIPS-24	4
	TIPS-43	5
Did not receive expedited SNAP w/in 5 days		1
	TIPS-24	1
Did not receive ongoing SNAP benefits		5
	TIPS-24	2
	TIPS-42	1
	TIPS-43	2
Did not receive SNAP w/in 30 days		11
	TIPS-24	10
	TIPS-43	1
Other (specify in the column "Other Barrier")		10
	S-15	1
	S-21	1
	S-53	1
	TIPS-24	2
	TIPS-42	1
	TIPS-43	4
Grand Total		38

CHART 11: NCAs WITH THE MOST APPLICATION



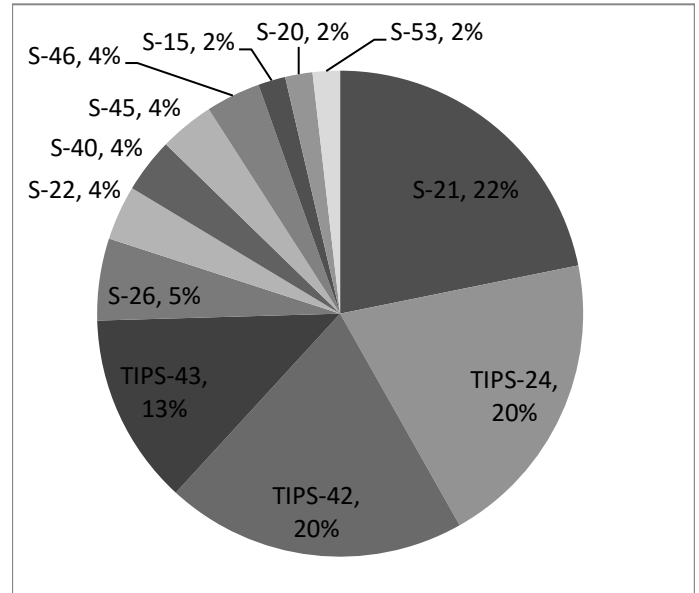
CUSTOMER SERVICE RELATED BARRIERS

A total of 55 cases involved customer service related barriers, with these barriers spread out over 12 different NCA Centers. However, the biggest cluster of issues (62%) took place at S-21 - 12 cases, TIPS-24 - 11 cases, and TIPS-42 - 7 cases (see Charts 12 and 13).

CHART 12: NCAs WITH MOST CUSTOMER SERVICE RELATED BARRIERS

Customer Service Related Barrier	NCA
Did not receive Center Notice	3
S-15	1
TIPS-24	1
TIPS-42	1
Did not receive phone interview and was unable to reschedule	2
TIPS-43	2
Excessive documentation requested	5
TIPS-24	3
TIPS-43	2
Other (specify in the column "Other Barrier")	13
S-21	2
S-26	1
S-45	1
S-46	1
S-53	1
TIPS-24	5
TIPS-43	2
Reduced or terminated benefits w/o written notice or cause	1
TIPS-24	1
Submitted changes not processed in a timely manner (see glossary)	25
S-20	1
S-21	10
S-26	2
S-40	2
S-46	1
TIPS-24	9
Submitted documents were not logged in the system	6
S-22	2
S-45	1
TIPS-24	1
TIPS-42	1
TIPS-43	1
Grand Total	55

CHART 13: CUSTOMER SERVICE RELATED BARRIERS BY CENTER



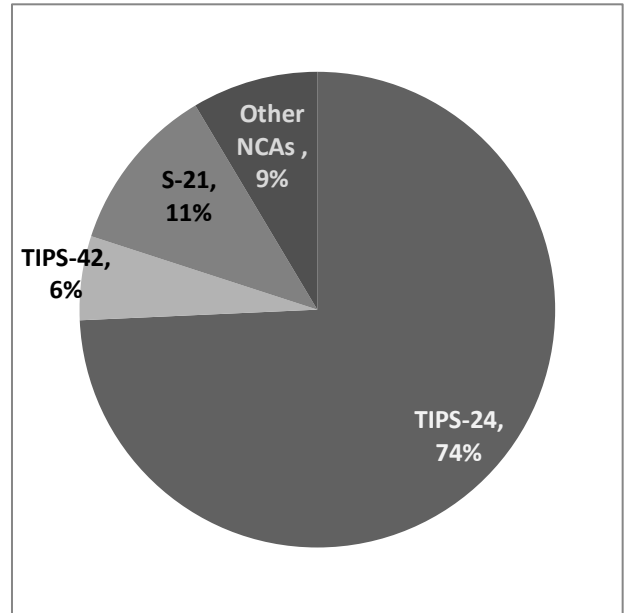
RECERTIFICATION RELATED BARRIERS

A total of 35 recertification barriers were encountered in 6 NCA Centers. The top two centers with recertification related issues in April were TIPS Centers: TIPS-24 with 26 cases and S-21 with 4 cases.

CHART 14: RECERTIFICATION RELATED BARRIERS

Recertification Related Barrier	NCA	Total
Case closed after fulfilling recertification requirements (specify barrier)		7
	S-45	1
	TIPS-24	4
	TIPS-42	2
No benefits issued after completing recertification		8
	S-21	1
	S-46	1
	TIPS-24	6
Other (specify in the column "Other Barrier")		20
	S-21	3
	S-53	1
	TIPS-24	16
Grand Total		35

CHART 15: NCAs WITH MOST RECERTIFICATION RELATED BARRIERS



BUDGET RELATED BARRIERS

A total of 45 budget related barriers were encountered in April . 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		1
	TIPS-24	1
Incorrect Household composition		9
	S-21	3
	S-22	1
	TIPS-24	5
Incorrect Income		12
	S-21	2
	TIPS-24	8
	TIPS-43	2
Incorrect Shelter Expenses		9
	S-21	2
	S-53	1
	TIPS-24	5
	TIPS-43	1
Incorrect SUA Level		4
	S-21	1
	TIPS-24	1
	TIPS-43	2
Medical deduction not applied		1
	S-13	1
Other (specify in the column "Other Barrier")		4
	S-20	1
	S-46	1
	S-53	1
	TIPS-24	1
Grand Total		40

CHART 17: NCAs WITH MOST BUDGET RELATED SERVICE RELATED BARRIERS

