



The Food Bank For New York City

Mediation Analysis Report for May 2018

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

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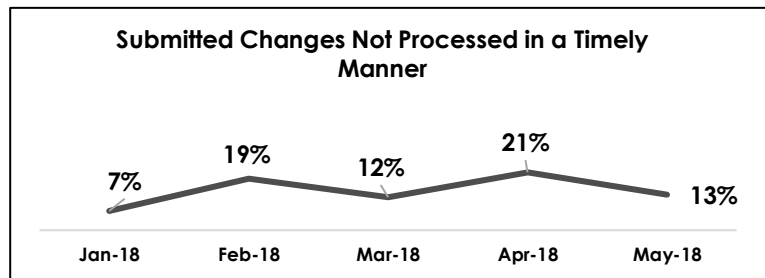
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**ANALYSIS HIGHLIGHTS**

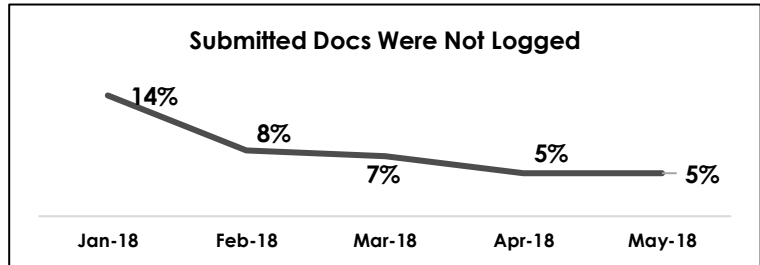
The following mediation activities were observed under the Mediation Model in May 2018:

- 8 Organizations reported 91 mediation cases – with a total of 130 identified issues, to NCA SNAP Centers throughout the 5 boroughs
- Of those 91 cases, 50 (55 %) were related to first time applicants, 22 cases (24 %) were related to recertifying clients, 11 cases (12 %) were related to change reports, 4 (4 %) to periodic reports, and 4 (4%) to adverse action.
- A total of 66 cases or 73% were sent to the TIPS Centers: TIPS-43: 13 cases, TIPS-42: 6 cases, TIPS-24: 47 cases
- Notable trends in May in relation to the previous months, include:

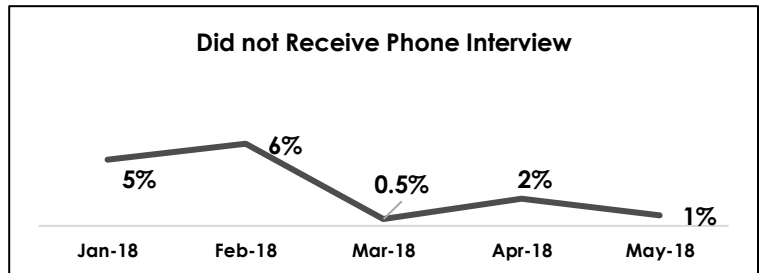
Submitted changes not processed in a timely manner: This issue decreased in prevalence by 8 percent



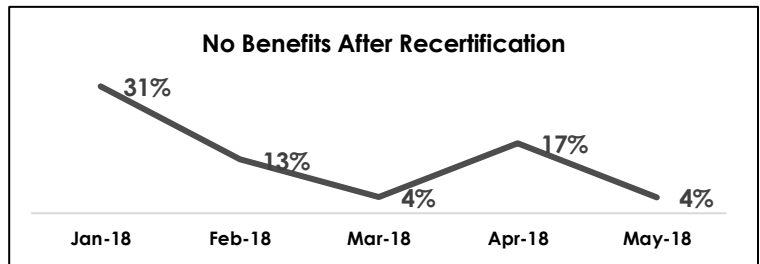
Submitted documents were not logged in the system: This issue did not change from 5 percentage points over the month of May



Did not receive phone interview and was unable to reschedule: This issue decreased in prevalence by 1 percentage point from 2 to 1 percent



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



- 76% (72) of cases in May were resolved in the same month as received, 11.5 percentage points lower than April.
- 66.7% (50) of cases were resolved within the key first 5-day time period over May, a 5.9 percent increase from April (60.8 %). The number of cases that took 6-10 days to be resolved increased by 5 percentage point from 14% to 19%.
- 65% of cases were resolved at the primary and back-up liaison levels in May.

**CHART 1: MEDIATION CASES BY ORGANIZATION**

<b>CBO</b>	<b>Total</b>
<b>Apicha chc</b>	<b>3</b>
First Time Applicant	3
<b>Bronx Defenders</b>	<b>5</b>
Change Report	1
First Time Applicant	2
Periodic Report	1
Recertification	1
<b>Community Council &amp; Consulting</b>	<b>16</b>
Change Report	6
First Time Applicant	10
<b>FBNYC</b>	<b>2</b>
First Time Applicant	1
Recertification	1
<b>HFNYC</b>	<b>21</b>
Adverse Action	1
First Time Applicant	16
Recertification	4
<b>LiveOn NY</b>	<b>6</b>
Adverse Action	1
First Time Applicant	5
<b>Met Council</b>	<b>24</b>
Change Report	3
First Time Applicant	7
Periodic Report	1
Recertification	13
<b>POTS</b>	<b>14</b>
Adverse Action	2
Change Report	1
First Time Applicant	6
Periodic Report	2
Recertification	3
<b>Grand Total</b>	<b>91</b>

**PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR FEBRUARY**

This analysis is based on information submitted by 8 organizations. These organizations reported having mediated on behalf of 91 SNAP applicants/participants.

**CHART 2: CASES BY NCA CENTER**

NCA	Case Type	Total
<b>S-15</b>		<b>4</b>
	Adverse Action	1
	Recertification	3
<b>S-20</b>		<b>1</b>
	First Time Applicant	1
<b>S-21</b>		<b>8</b>
	Change Report	6
	Periodic Report	1
	Recertification	1
<b>S-26</b>		<b>2</b>
	Change Report	2
<b>S-28</b>		<b>2</b>
	First Time Applicant	2
<b>S-40</b>		<b>2</b>
	Periodic Report	2
<b>S-45</b>		<b>2</b>
	Change Report	1
	Periodic Report	1
<b>S-46</b>		<b>2</b>
	Adverse Action	1
	First Time Applicant	1
<b>S-53</b>		<b>1</b>
	Recertification	1
<b>S-54</b>		<b>1</b>
	First Time Applicant	1
<b>TIPS-24</b>		<b>47</b>
	Adverse Action	1
	Change Report	1
	First Time Applicant	31
	Recertification	14
<b>TIPS-42</b>		<b>6</b>
	Adverse Action	1
	Change Report	1
	First Time Applicant	1
	Recertification	3
<b>TIPS-43</b>		<b>13</b>
	First Time Applicant	13
<b>Grand Total</b>		<b>91</b>

## CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

May mediation cases were handled by a total of 13 different NCA Centers. However, most barriers were encountered at the TIPS Centers: TIPS 43 - 13 cases, TIPS 42 – 6 cases, and TIPS 24 – 47 cases, (see Chart 2). Combined, the TIPS Centers account for 73 percent of May's cases.

Most mediation cases concerned first time applications and recertifications.

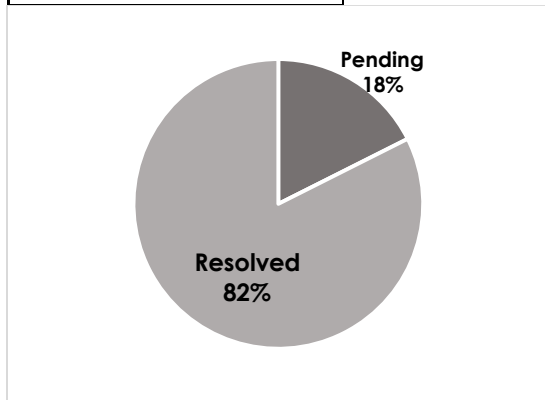
Case Type	Total	%
Adverse Action	4	4%
Change Report	11	12%
First Time Applicant	50	55%
Periodic Report	4	4%
Recertification	22	24%
<b>Grand Total</b>	<b>91</b>	<b>100%</b>

## CASE STATUS AND RESOLUTION TIME FRAME

Out of 91 mediation cases submitted in May, 75 (82 %) were resolved. As of May 31, 16 cases (18 %) remain unresolved/pending (see Charts 3 and 4 below). 54 percent of the cases resolved (41) obtained a resolution within a period of 1-3 days (see chart 5 below).

**CHART 3: CASE STATUS**

Case Status	Total
Pending	16
Resolved	75
<b>Grand Total</b>	<b>91</b>

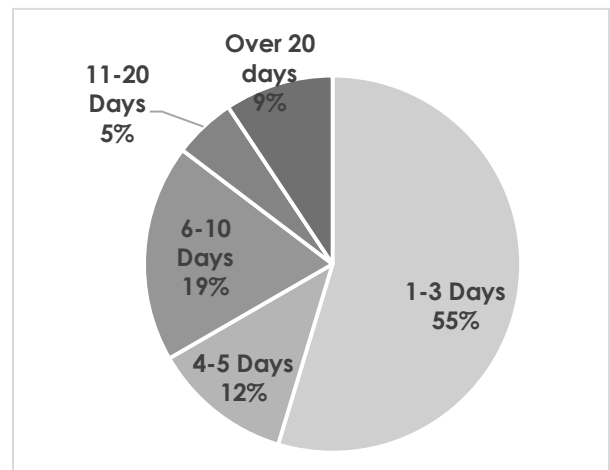


**CHART 4: CASE STATUS BY CASE TYPE**

Status	Type	Count	%
<b>Pending</b>	Adverse Action	1	1%
	Change Report	3	3%
	First Time Applicant	9	10%
	Recertification	3	3%
	<b>Resolved</b>	<b>75</b>	<b>82%</b>
<b>Resolved</b>	Adverse Action	3	3%
	Change Report	8	9%
	First Time Applicant	41	45%
	Periodic Report	4	4%
	Recertification	19	21%
<b>Grand Total</b>		<b>91</b>	<b>100%</b>

RESOLUTION TIMEFRAME (business days)	Total
1 - 3 Days	41
4 - 5 Days	9
6 - 10 Days	14
11 - 20 Days	4
Over 20 Days	7
<b>Grand Total</b>	<b>75</b>

**CHART 5: RESOLUTION TIMEFRAME**

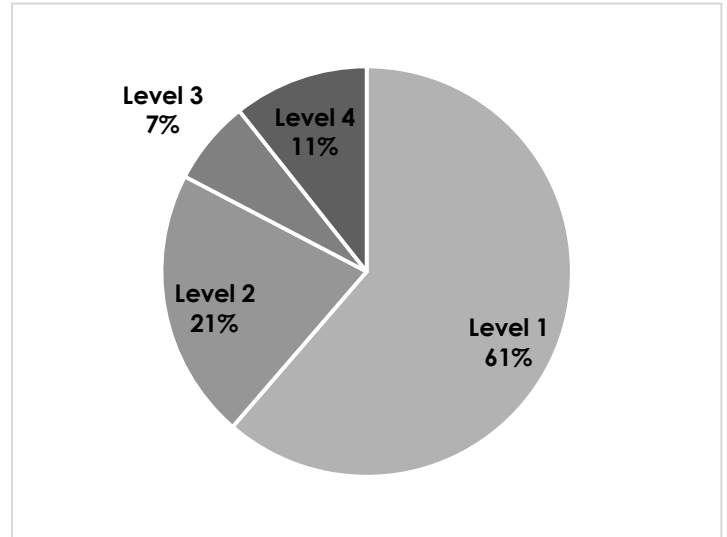


Of the 75 resolved cases that were reported, 61 % (46 cases) were resolved at the HRA primary or back-up liaison levels. (See Chart 6)

**CHART 7: RESOLUTION BY NCA CENTER**

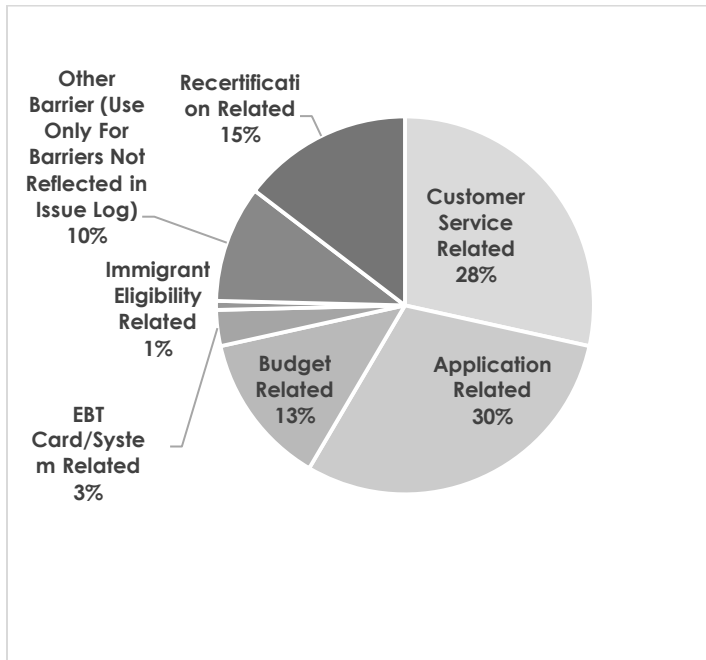
Level of Resolution	NCA	Total
<b>Level 1</b>		<b>46</b>
	S-15	1
	S-21	4
	S-26	1
	S-28	2
	S-45	1
	S-54	1
	TIPS-24	21
	TIPS-42	5
	TIPS-43	10
<b>Level 2</b>		<b>16</b>
	S-15	1
	S-21	1
	S-40	2
	S-45	1
	S-53	1
	TIPS-24	8
	TIPS-42	1
	TIPS-43	1
<b>Level 3</b>		<b>5</b>
	S-15	1
	TIPS-24	3
	TIPS-43	1
<b>Level 4</b>		<b>8</b>
	S-15	1
	S-20	1
	S-21	1
	TIPS-24	5
<b>Grand Total</b>		<b>75</b>

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



## BARRIERS ENCOUNTERED

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



From 91 cases, a total of 130 barriers<sup>1</sup> were reported in May. Barriers encountered this month were as follows:

Reported Barriers	Total 130
Customer Service Related	37
Application Related	39
Recertification Related	19
Budget Related	17
Other Barrier (Use Only For Barriers Not Reflected In Issue Log)	13
EBT Card / System Related	4
New Policy/Initiative Related	0
Work Requirement Related	0
Immigrant Eligibility Related	1

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

**CHART 9: PREVALENT ISSUES**

Reported Barriers	Total
Incorrect household composition	4
Submitted documents were not logged in the system	7
Incorrect Income	7
Case denied after fulfilling application requirements (specify barrier)	9
Case closed after fulfilling recertification requirements (specify barrier)	10
Did not receive ongoing SNAP benefits	11
Did not receive SNAP within 30 days	14
Submitted changes not processed in a timely manner (see glossary)	17

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.



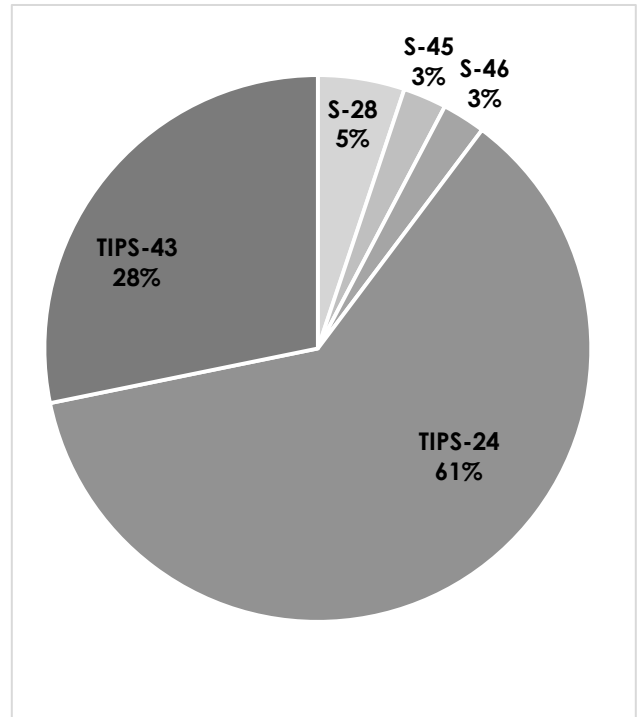
## APPLICATION RELATED BARRIERS

A total of 39 application related barriers were encountered in 5 NCA Centers throughout the city in May (Chart 10). TIPS centers accounted for 90 percent of these cases.

**CHART 10: APPLICATION RELATED BARRIERS**

Application Related	NCA	Total
<b>Case denied after fulfilling application requirements (specify barrier)</b>		<b>9</b>
	S-28	1
	S-45	1
	S-46	1
	TIPS-24	3
	TIPS-43	3
<b>Did not receive expedited SNAP w/in 5 days</b>		<b>1</b>
	TIPS-43	1
<b>Did not receive ongoing SNAP benefits</b>		<b>11</b>
	TIPS-24	7
	TIPS-43	4
<b>Did not receive SNAP w/in 30 days</b>		<b>14</b>
	S-28	1
	TIPS-24	12
	TIPS-43	1
<b>Other (specify in the column "Other Barrier")</b>		<b>4</b>
	TIPS-24	2
	TIPS-43	2
<b>Grand Total</b>		<b>39</b>

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



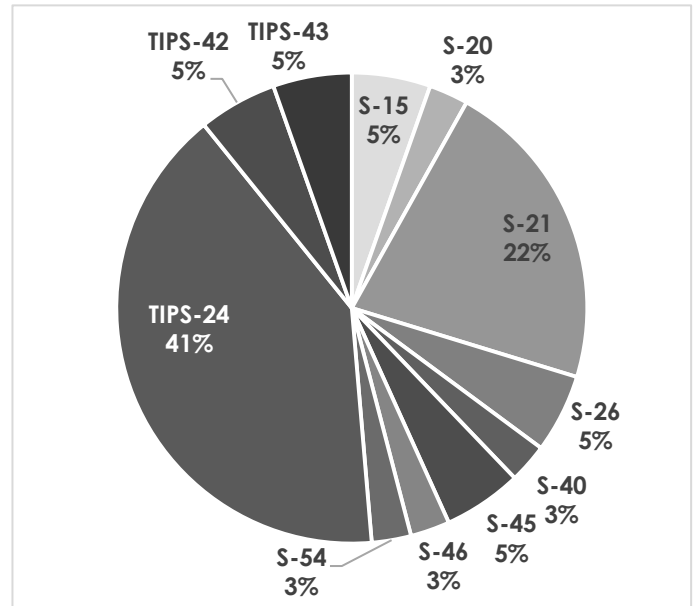
## CUSTOMER SERVICE RELATED BARRIERS

A total of 37 cases involved customer service related barriers, with these barriers spread out over 11 different NCA Centers. However, the biggest cluster of issues (41 %) took place at TIPS-24 - 15 cases and S-21-8 cases (see Charts 12 and 13).

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

Customer Service Related Barrier	Total
<b>Did not receive Center Notice</b>	<b>1</b>
S-40	1
<b>Did not receive phone interview and was unable to reschedule</b>	<b>1</b>
TIPS-43	1
<b>Excessive documentation requested</b>	<b>3</b>
TIPS-24	2
TIPS-43	1
<b>Other (specify in the column "Other Barrier")</b>	<b>3</b>
S-24	2
TIPS-42	1
<b>Reduced or terminated benefits w/o written notice or cause</b>	
S-15	2
S-46	1
TIPS-24	2
<b>Submitted changes not processed in a timely manner (see glossary)</b>	<b>17</b>
S-20	1
S-21	7
S-26	2
S-45	1
S-54	1
TIPS-24	4
TIPS-42	1
<b>Submitted documents were not logged in the system</b>	<b>7</b>
S-21	1
S-45	1
TIPS-24	4
TIPS-43	1
<b>Grand Total</b>	<b>37</b>

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



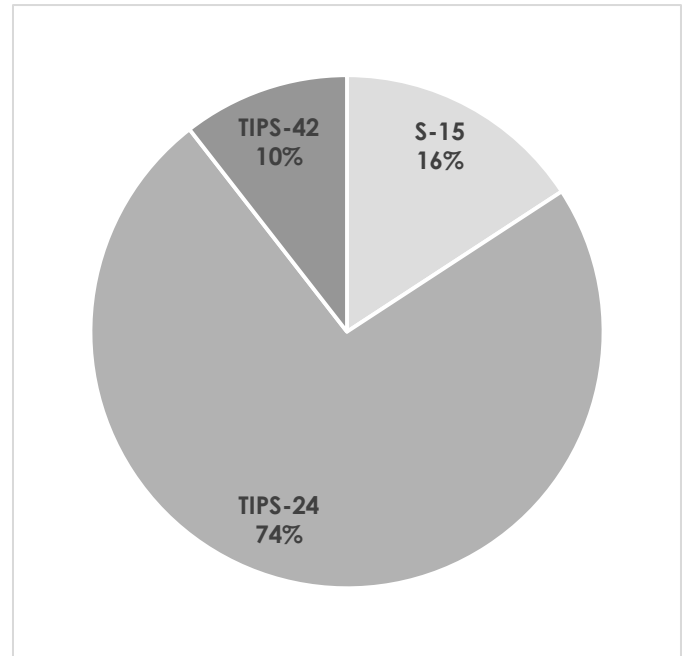
## RECERTIFICATION RELATED BARRIERS

A total of 19 recertification barriers were encountered in 3 NCA Centers. The top two centers with recertification related issues in April were TIPS Centers: TIPS-24 with 14 cases and S-15 with 3 cases.

**CHART 14: RECERTIFICATION RELATED BARRIERS**

Recertification Related Barrier	NCA	Total
<b>Case closed after fulfilling recertification requirements (specify barrier)</b>		<b>10</b>
	S-15	2
	TIPS-24	8
<b>No benefits issued after completing recertification</b>		<b>5</b>
	S-15	1
	TIPS-24	3
	TIPS-24	1
<b>Other (specify in the column "Other Barrier")</b>		<b>4</b>
	TIPS-24	3
	TIPS-42	1
<b>Grand Total</b>		<b>19</b>

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



## BUDGET RELATED BARRIERS

A total of 17 budget related barriers were encountered in May. These barriers were encountered in 7 NCA Centers (see Chart 16 and Chart 17), with most issues were related to incorrect income (7 cases).

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

Budget Related Barrier	NCA	Total
<b>Incorrect Household composition</b>		<b>4</b>
	S-21	1
	S-26	1
	TIPS-24	2
<b>Incorrect Income</b>		<b>7</b>
	S-21	2
	TIPS-24	3
	TIPS-42	1
	TIPS-43	1
<b>Incorrect Shelter Expenses</b>		<b>1</b>
	S-15	1
<b>Incorrect SUA Level</b>		<b>3</b>
	S-53	1
	TIPS-24	2
<b>Other (specify in the column "Other Barrier")</b>		<b>2</b>
	S-21	1
	TIPS-42	1
<b>Grand Total</b>		<b>17</b>

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

