



The Food Bank For New York City

Mediation Analysis Report for June 2018

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

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

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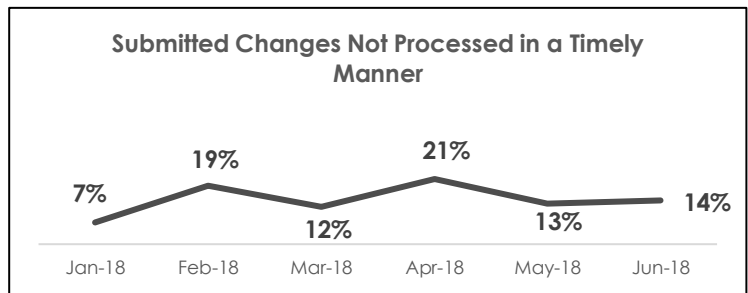
- o Application Related Barriers..... 9
- o Customer Service Related Barriers.....10
- o Recertification Related Barriers..... 11
- o Budget Related Barriers..... 12

ANALYSIS HIGHLIGHTS

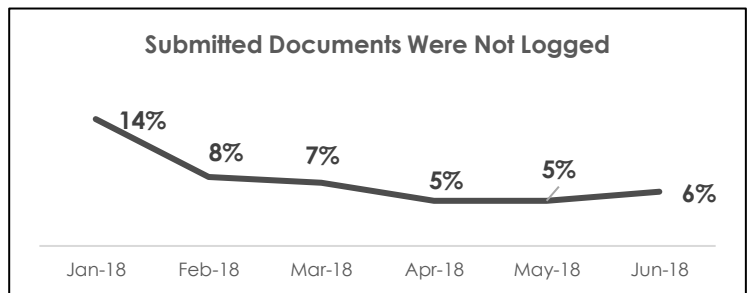
The following mediation activities were observed under the Mediation Model in June 2018:

- 8 Organizations reported 58 mediation cases – with a total of 85 identified issues, to NCA SNAP Centers throughout the 5 boroughs
- Of those 58 cases, 20(34 %) were related to first time applicants, 20 cases (34 %) were related to recertifying clients, 11 cases (19 %) were related to change reports, 6 (19 %) to periodic reports, and 1 (2%) to adverse action.
- A total of 26 cases or 45% were sent to the TIPS Centers: TIPS-43: 10 cases, TIPS-42: 6 cases, TIPS-24: 10 cases
- Notable trends in June in relation to the previous months, include:

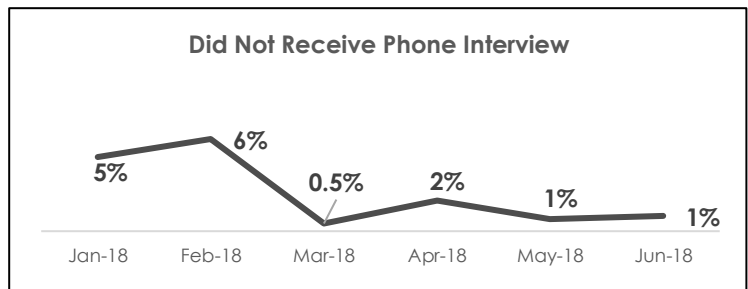
Submitted changes not processed in a timely manner: This issue increased in prevalence by 1 percent



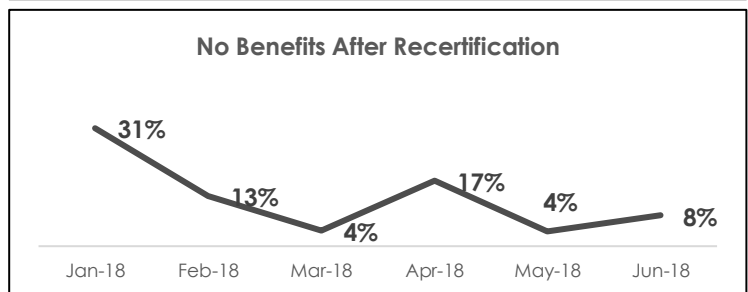
Submitted documents were not logged in the system: This issue increased in prevalence by 1 percent



Did not receive phone interview and was unable to reschedule: The prevalence of this issue did not change from 1 percent over the month of June



No benefits after recertification: The issue has increased in prevalence by 4 percentage points from May to June.



- 67% (39) of cases in June were resolved in the same month as received, 9 percentage points lower than May.
- 63% (29) of cases were resolved within the key first 5-day time period over June, a 4 percent decrease from May (67 %). The number of cases that took 6-10 days to be resolved increased by 2 percentage point from 19% to 21%.
- 44% of cases were resolved at the primary and back-up liaison levels in June.

CHART 1: MEDIATION CASES BY ORGANIZATION

CBO	Total
Apicha chc	6
First Time Applicant	6
FBNYC	4
Change Report	1
First Time Applicant	1
Recertification	2
LiveOn NY	9
Change Report	1
First Time Applicant	5
Recertification	3
Met Council	20
Change Report	6
First Time Applicant	3
Periodic Report	5
Recertification	6
Nachas	5
Change Report	3
Recertification	2
POTS	10
Adverse Action	1
First Time Applicant	3
Recertification	6
Together We Are	3
First Time Applicant	1
Periodic Report	1
Recertification	1
Tzu Chi	1
First Time Applicant	1
Grand Total	58

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 58 SNAP applicants/participants.

CHART 2: CASES BY NCA CENTER

NCA	Case Type	Total
S-14		1
	First Time Applicant	1
S-15		2
	Recertification	2
S-19		3
	First Time Applicant	6
	Recertification	1
S-21		9
	Change Report	5
	Periodic Report	4
S-22		6
	Change Report	3
	First Time Applicant	2
	Periodic Report	1
S-26		1
	Change Report	1
S-28		1
	First Time Applicant	1
S-45		1
	Recertification	1
S-46		1
	Adverse Action	1
S-53		4
	Change Report	1
	First Time Applicant	1
	Recertification	2
S-54		1
	Change Report	1
TIPS-24		10
	First Time Applicant	3
	Recertification	7
TIPS-43		10
	First Time Applicant	9
	Recertification	1
Blank		2
	First Time Applicant	1
	Periodic Report	1
Grand Total		58

CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

May mediation cases were handled by a total of 14 different NCA Centers. However, most barriers were encountered at: TIPS 43 - 10 cases, TIPS 24 - 10 cases, and S-21 - 9 cases, (see Chart 2). Combined, these centers accounted for 50% of all June mediation cases.

Most mediation cases concerned first time applications and recertifications.

Case Type	Total	%
Adverse Action	1	2%
Change Report	11	19%
First Time Applicant	20	34%
Periodic Report	6	10%
Recertification	20	34%
Grand Total	58	100%

CASE STATUS AND RESOLUTION TIME FRAME

Out of 58 mediation cases submitted in June, 46 (81 %) were resolved. As of June 30, 11 cases (19 %) 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	11
Resolved	46
Grand Total	57

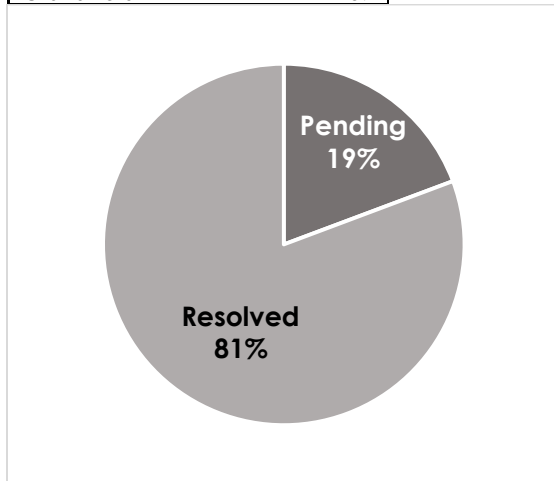
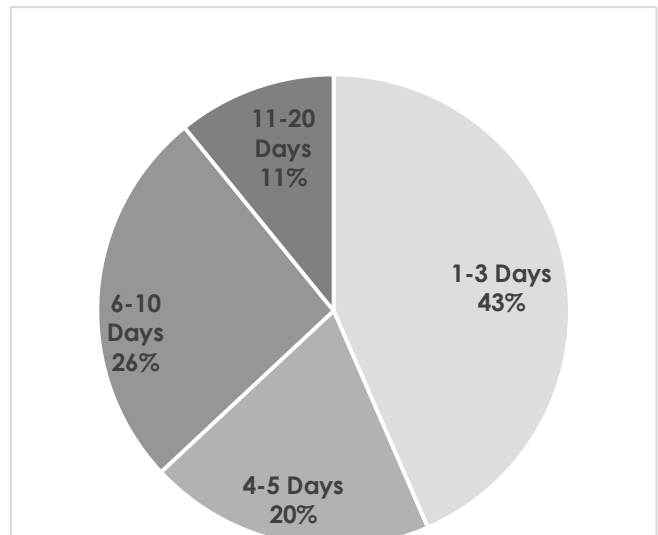


CHART 4: CASE STATUS BY CASE TYPE

Status	Type	Count	%
Pending	Adverse Action	1	2%
	Change Report	2	4%
	First Time Applicant	4	7%
	Periodic Report	1	2%
	Recertification	3	5%
Resolved	Change Report	8	14%
	First Time Applicant	16	28%
	Periodic Report	5	9%
	Recertification	17	30%
Grand Total		57	100%

Resolution Timeframe (business days)	Total
1-3 Days	20
4-5 Days	9
6-10 Days	12
11-20 Days	5
Grand Total	46

CHART 5: RESOLUTION TIMEFRAME

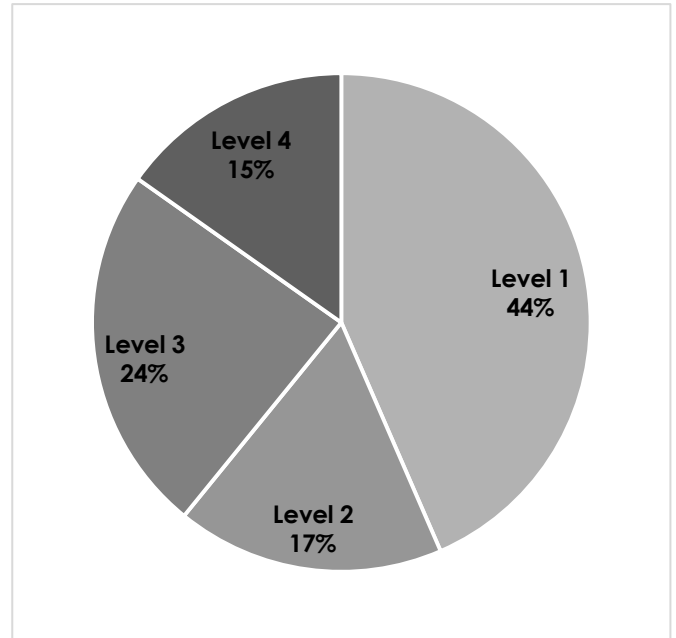


Of the 46 resolved cases that were reported, 44 % (20 cases) were resolved at the HRA primary or back-up liaison levels. (See Chart 6)

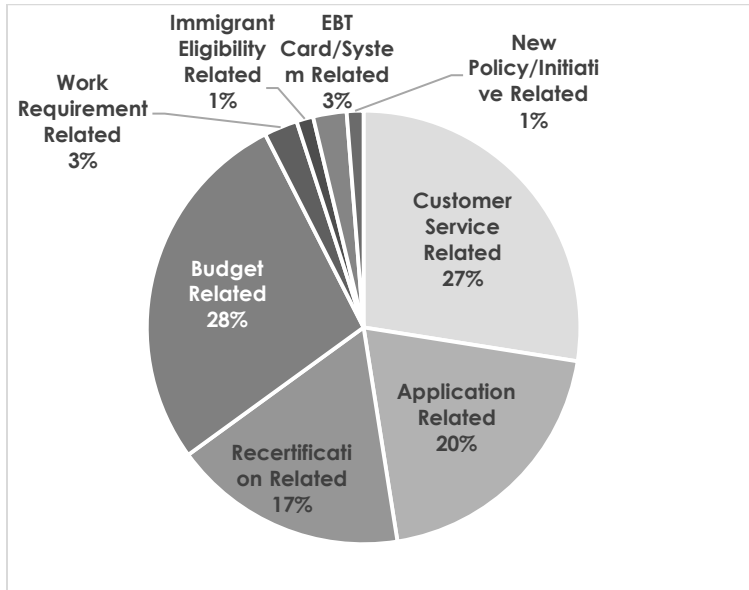
CHART 7: RESOLUTION BY NCA CENTER

Level of Resolution	NCA	Total
Level 1		20
	S-21	4
	S-22	1
	S-28	1
	S-53	1
	TIPS-24	2
	TIPS-42	4
	TIPS-43	7
Level 2		8
	S-21	3
	S-53	1
	TIPS-24	2
	TIPS-42	1
	TIPS-43	1
Level 3		11
	S-14	1
	S-15	1
	S-19	1
	S-21	1
	S-22	3
	S-53	2
	TIPS-24	1
	TIPS-43	1
Level 4		7
	S-15	1
	S-26	1
	TIPS-24	4
	(blank)	1
Grand Total		46

CHART 6: HRA LIAISON LEVEL OF RESOLUTION



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



BARRIERS ENCOUNTERED

From 58 cases, a total of 85 barriers¹ were reported in June. Barriers encountered this month were as follows:

Reported Barriers	Total: 85
Customer Service Related	22
Application Related	16
Recertification Related	14
Budget Related	22
Work Requirement Related	2
Immigrant Eligibility Related	1
EBT Card/System Related	2
New Policy/Initiative Related	1
Other Barrier (Use Only For Barriers Not Reflected in Issue Log)	5

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

CHART 9: PREVALENT ISSUES

Reported Barriers	Total
Case denied after fulfilling application requirements	4
Submitted documents were not logged in the system	5
Case closed after fulfilling recertification requirements	6
No benefits issued after completing recertification	7
Incorrect household composition	7
Submitted changes not processed in a timely manner (see glossary)	12

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.

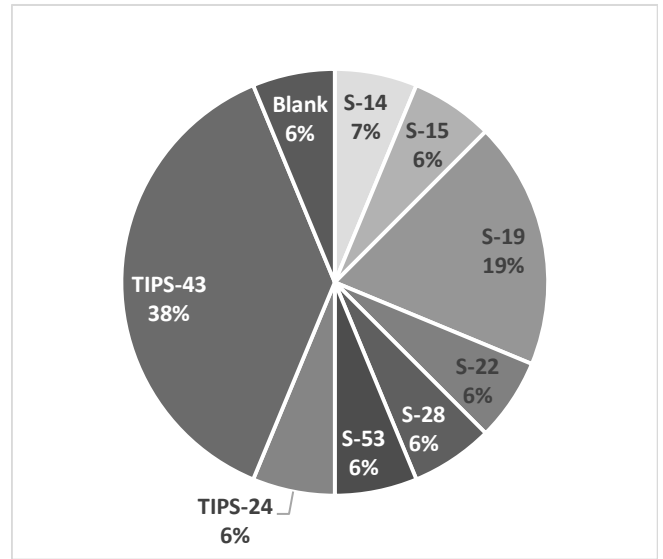
APPLICATION RELATED BARRIERS

A total of 16 application related barriers were encountered in 9 NCA Centers throughout the city in June (Chart 10). TIPS centers accounted for 44 percent of these cases.

CHART 10: APPLICATION RELATED BARRIERS

Application Related	NCA	Total
Case denied after fulfilling application requirements (specify barrier)		4
	S-28	1
	S-53	1
	TIPS-24	1
	TIPS-43	1
Did not receive ongoing SNAP benefits		3
	S-19	1
	TIPS-43	2
Other (specify in the column "Other Barrier")		9
	S-14	1
	S-15	1
	S-19	2
	S-22	1
	TIPS-43	3
	(Blank)	1
Grand Total		16

CHART 11: NCAs WITH THE MOST APPLICATION



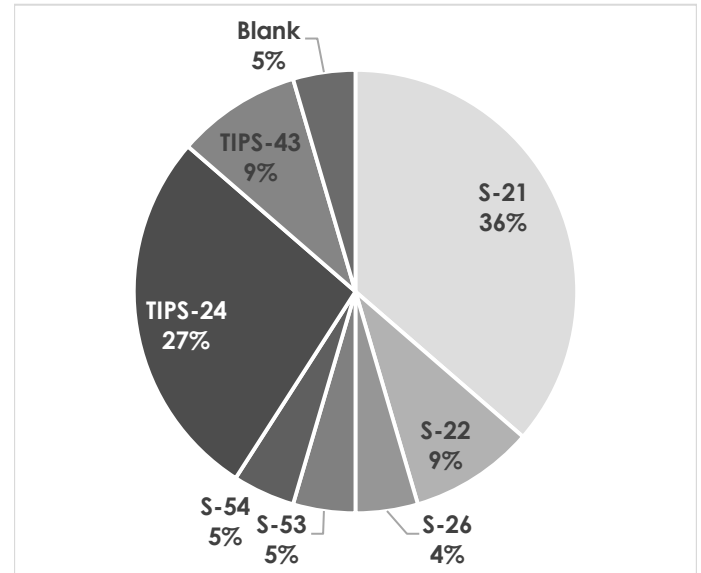
CUSTOMER SERVICE RELATED BARRIERS

A total of 22 cases involved customer service related barriers, with these barriers spread out over 8 different NCA Centers. However, the biggest cluster of issues (63 %) took place at S-21 - 8 cases and TIPS-24 - 6 cases (see Charts 12 and 13).

CHART 12: NCAs WITH MOST CUSTOMER SERVICE RELATED BARRIERS

Customer Service Related	NCA	Total
Did not receive phone interview and was unable to reschedule		1
	TIPS-43	1
Excessive documentation requested		1
	TIPS-24	1
Other (specify in the column "Other Barrier")		3
	TIPS-24	3
Submitted changes not processed in a timely manner (see glossary)		12
	S-21	7
	S-22	2
	S-26	1
	S-54	1
	Blank	1
Submitted documents were not logged in the system		5
	S-21	1
	S-53	1
	TIPS-24	2
	TIPS-43	1
Grand Total		22

CHART 13: CUSTOMER SERVICE RELATED BARRIERS BY CENTER



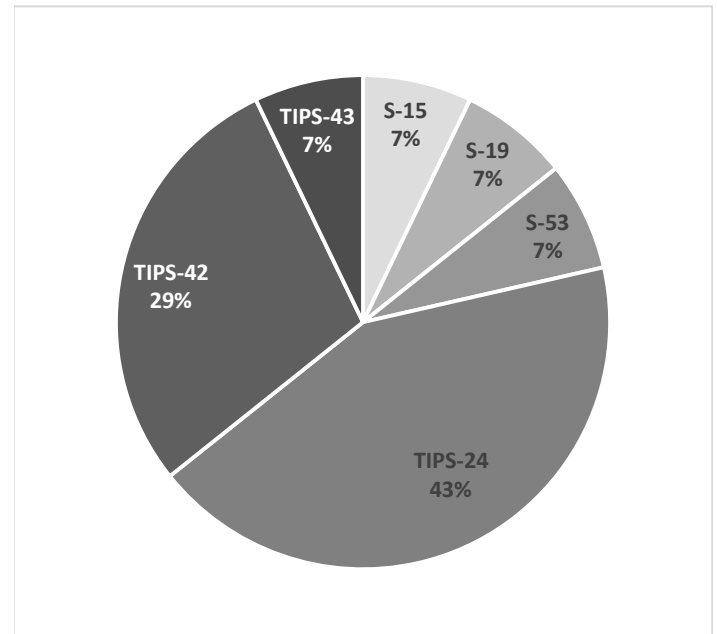
RECERTIFICATION RELATED BARRIERS

A total of 14 recertification barriers were encountered in 6 NCA Centers. The top two centers with recertification related issues in June were TIPS Centers: TIPS-24 with 6 cases and TIPS-42 with 4 cases.

CHART 14: RECERTIFICATION RELATED BARRIERS

Recertification Related Barrier	NCA	Total
Case closed after fulfilling recertification requirements (specify barrier)		6
	S-19	1
	TIPS-24	3
	TIPS-42	1
	TIPS-43	1
No benefits issued after completing recertification		7
	S-15	1
	S-53	1
	TIPS-24	2
	TIPS-42	3
Other (specify in the column "Other Barrier")		1
	TIPS-24	1
Grand Total		14

CHART 15: NCAs WITH MOST RECERTIFICATION RELATED BARRIERS



BUDGET RELATED BARRIERS

A total of 22 budget related barriers were encountered in June. These barriers were encountered in 11 NCA Centers (see Chart 16 and Chart 17), with most issues were related to incorrect household composition (7 cases).

CHART 16: BUDGET RELATED BARRIERS BY NCA CENTER

Budget Related	NCA	Total
Incorrect Household composition		7
	S-21	5
	TIPS-24	1
	Blank	1
Incorrect Income		4
	S-21	2
	S-26	1
	S-46	1
Incorrect Shelter Expenses		3
	S-53	1
	TIPS-24	1
	TIPS-42	1
Incorrect SUA Level		1
	S-22	1
Medical deduction not applied		1
	S-45	1
Other (specify in the column "Other Barrier")		6
	S-21	1
	S-22	1
	S-28	1
	TIPS-24	2
	TIPS-43	1
Grand Total		22

CHART 17: NCAs WITH MOST BUDGET RELATED SERVICE RELATED BARRIERS

