



The Food Bank For New York City

Mediation Analysis Report for August 2018

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

Prepared by the staff of Benefit Access of Food Bank For New York City.
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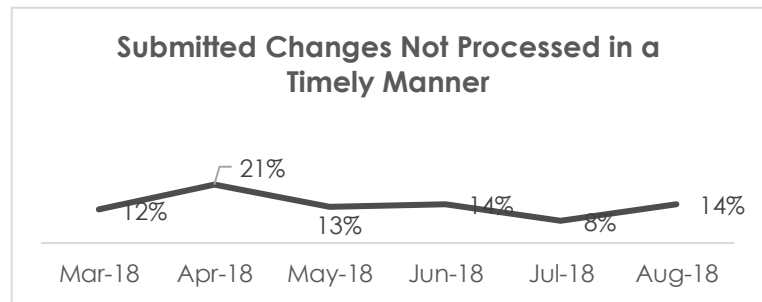
- o Application Related Barriers..... 9
- o Customer Service Related Barriers.....10
- o Recertification Related Barriers..... 11
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ANALYSIS HIGHLIGHTS

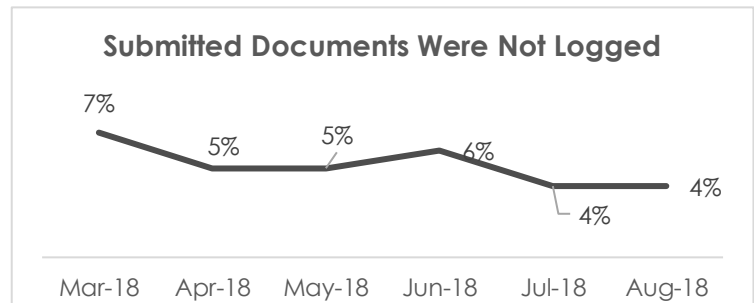
The following mediation activities were observed under the Mediation Model in August 2018:

- 7 Organizations reported 73 mediation cases – with a total of 80 identified issues, to NCA SNAP Centers throughout the 5 boroughs
- Of those 73 cases, 43(59 %) were related to first time applicants, 18 cases (25 %) were related to recertifying clients, 10 cases (14 %) were related to change reports, and 2 (2%) to adverse action.
- A total of 55 cases or 77% were sent to the TIPS Centers: TIPS-43: 21 cases, TIPS-42: 6 cases, TIPS-24: 28 cases
- Notable trends in August in relation to the previous months, include:

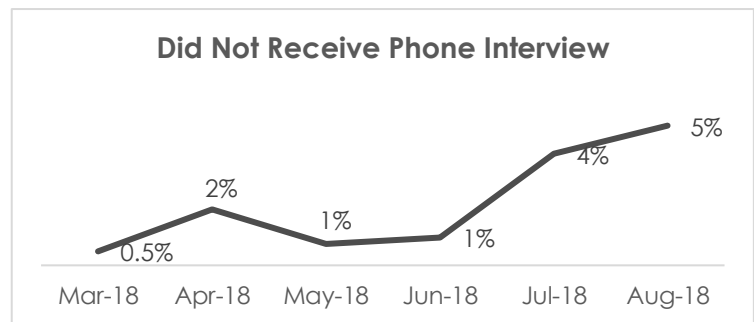
Submitted changes not processed in a timely manner: This issue increased in prevalence by 6 percent



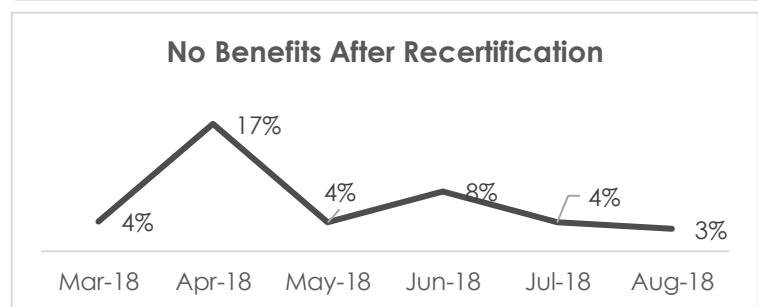
Submitted documents were not logged in the system: This issue remained unchanged from the previous month.



Did not receive phone interview and was unable to reschedule: The prevalence of this issue increased from 4 percent over the month of July to 5 percent.



No benefits after recertification: The issue has decreased in prevalence by 1 percentage points from July to August.



- 68% (50) of cases in August were resolved in the same month as received, 16 percentage points less than July.
- 46% (34) of resolved cases were resolved within the key first 5-day time period over August, a 27 percent decrease from July (73 %). The number of cases that took 6-10 days to be resolved decreased by 12 percentage point from 14% to 12%.
- 49% of resolved cases were resolved at the primary and back-up liaison levels in August.

CHART 1: MEDIATION CASES BY ORGANIZATION

CBO		Total
Apicha chc		5
	First Time Applicant	2
	Recertification	3
Community Council & Consulting		19
	Change Report	6
	First Time Applicant	11
	Recertification	2
FBNYC		6
	First Time Applicant	5
	Recertification	1
HFNYC		8
	Change Report	1
	First Time Applicant	5
	Recertification	2
LiveOn NY		21
	Adverse Action	1
	Change Report	3
	First Time Applicant	12
	Recertification	4
	(blank)	1
Pots		12
	First Time Applicant	6
	Recertification	6
Project Hospitality		2
	First Time Applicant	2
Grand Total		73

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 73 SNAP applicants/participants.

CHART 2: CASES BY NCA CENTER

NCA	Case type	Total
S-02		1
	First Time Applicant	1
S-15		1
	Change Report	1
S-20		1
	Change Report	1
S-21		4
	Change Report	4
S-26		1
	Change Report	1
S-45		1
	Change Report	1
S-46		3
	Adverse Action	1
	Change Report	1
	First Time Applicant	1
S-53		5
	First Time Applicant	4
	Recertification	1
TIPS-24		29
	Change Report	1
	First Time Applicant	15
	Recertification	12
	(blank)	1
TIPS-42		6
	First Time Applicant	2
	Recertification	4
TIPS-43		21
	First Time Applicant	20
	Recertification	1
Grand Total		73

CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

August mediation cases were handled by a total of 11 different NCA Centers. However, most barriers were encountered at: TIPS 43 - 21 cases, TIPS 42 – 6 cases, and TIPS 24 -29 cases, (see Chart 2). Combined, these centers accounted for 77% of all August mediation cases.

Most mediation cases concerned first time applications and recertifications.

Case Type	Total	%
Adverse Action	1	1%
Change Report	10	14%
First Time Applicant	43	59%
Recertification	18	25%
(blank)	1	1%
Grand Total	73	100%

CASE STATUS AND RESOLUTION TIME FRAME

Out of 73 mediation cases submitted in August, 50 (68 %) were resolved. As of August 31, 23 cases (32 %) remain unresolved/pending (see Charts 3 and 4 below). 50 percent of the cases resolved (31) obtained a resolution within a period of 1-3 days (see chart 5 below).

CHART 3: CASE STATUS

Case Status	Total
Pending	23
Resolved	50
Grand Total	73

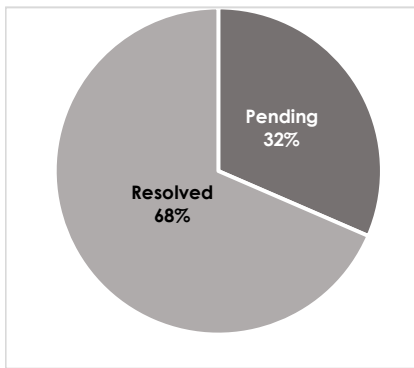


CHART 4: CASE STATUS BY CASE TYPE

Status	Type	Count	%
Pending	Change Report	5	7%
	First Time Applicant	10	14%
	Recertification	8	11%
Resolved	Adverse Action	1	1%
	Change Report	5	7%
	First Time Applicant	33	45%
	Recertification	10	14%
	(blank)	1	1%
Grand Total		73	100%

CHART 5: RESOLUTION TIMEFRAME

Resolution Timeframe (Business days)	Total
1 - 3 Days	20
4 - 5 Days	14
6 - 10 Days	9
11 - 20 Days	6
Over 20 Days	1
Grand Total	50

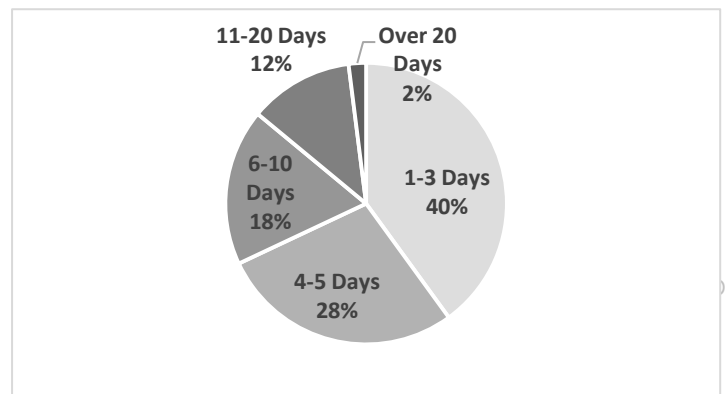
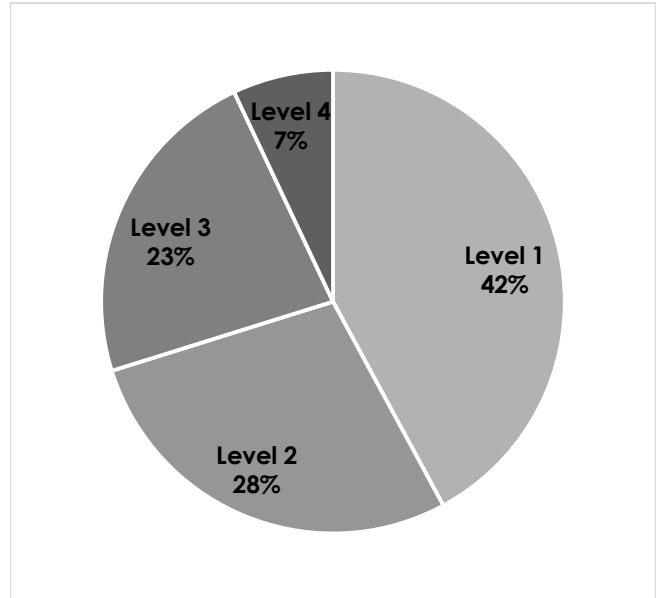


CHART 7: RESOLUTION BY NCA CENTER

Resolution	NCA	Total
Level 1		24
	S-20	1
	S-45	1
	S-46	1
	S-53	2
	TIPS-24	6
	TIPS-42	2
	TIPS-43	11
Level 2		16
	S-26	1
	S-46	1
	TIPS-24	7
	TIPS-42	3
	TIPS-43	4
Level 3		13
	S-02	1
	S-21	1
	S-53	1
	TIPS-24	7
	TIPS-43	3
Level 4		4
	S-21	1
	S-46	1
	TIPS-24	2
Grand Total		57

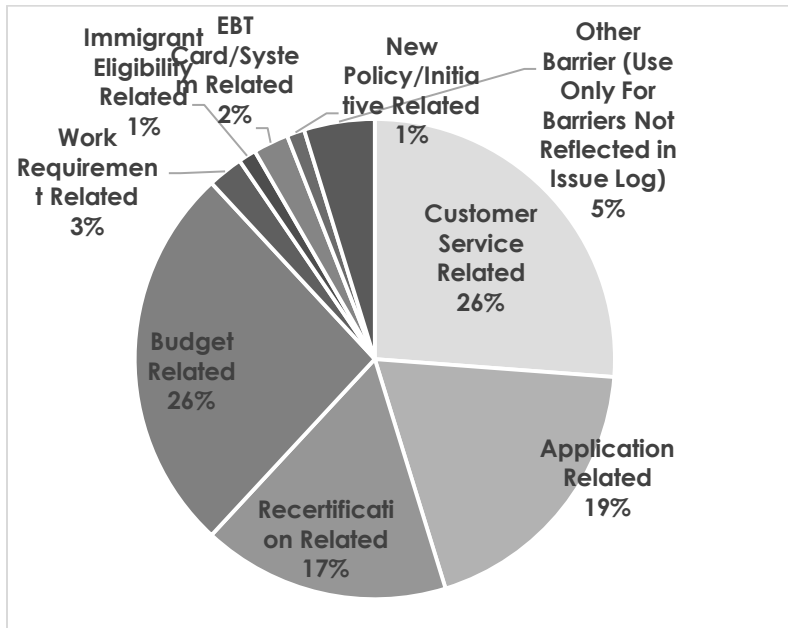
Of the 57 resolved cases that were reported, 70 % (40 cases) were resolved at the HRA primary or back-up liaison levels. (See Chart 6)

CHART 6: HRA LIAISON LEVEL OF RESOLUTION



BARRIERS ENCOUNTERED

CHART 8: SNAP BARRIERS IN August 2018



From 73 cases, a total of 80 barriers¹ were reported in August. Barriers encountered this month were as follows:

Reported Barriers	Total: 80
Customer Service Related	18
Application Related	37
Recertification Related	13
Budget Related	7
Work Requirement Related	1
Immigrant Eligibility Related	0
EBT Card/System Related	1
New Policy/Initiative Related	0
Other Barrier (Use Only For Barriers Not Reflected in Issue Log)	4

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

CHART 9: PREVALENT ISSUES

Reported Barriers	Total
Case denied after fulfilling application requirements	2
Submitted documents were not logged in the system	3
Case closed after fulfilling recertification requirements	9
No benefits issued after completing recertification	2
Incorrect household composition	5
Submitted changes not processed in a timely manner (see glossary)	10

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.

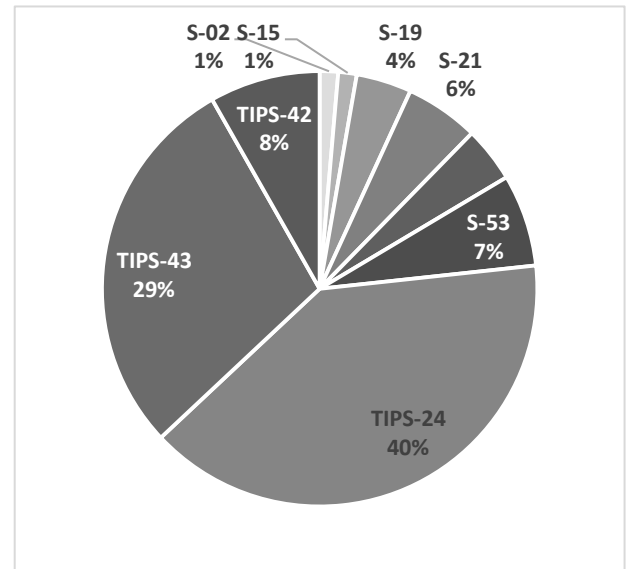
APPLICATION RELATED BARRIERS

A total of 37 application related barriers were encountered in 11 NCA Centers throughout the city in August (Chart 10). TIPS centers accounted for 77 percent of these cases.

CHART 10: APPLICATION RELATED BARRIERS

Application Related	NCA	Total
Case denied after fulfilling application requirements (specify barrier)		2
	TIPS-42	2
Did not receive ongoing SNAP benefits		15
	TIPS-24	3
	TIPS-43	12
Did not receive SNAP w/in 30 days		16
	S-46	1
	S-53	4
	TIPS-24	8
	TIPS-43	3
Other (specify in the column "Other Barrier")		4
	S-02	1
	TIPS-24	2
	TIPS-43	1
Grand Total		37

CHART 11: NCAs WITH THE MOST APPLICATION



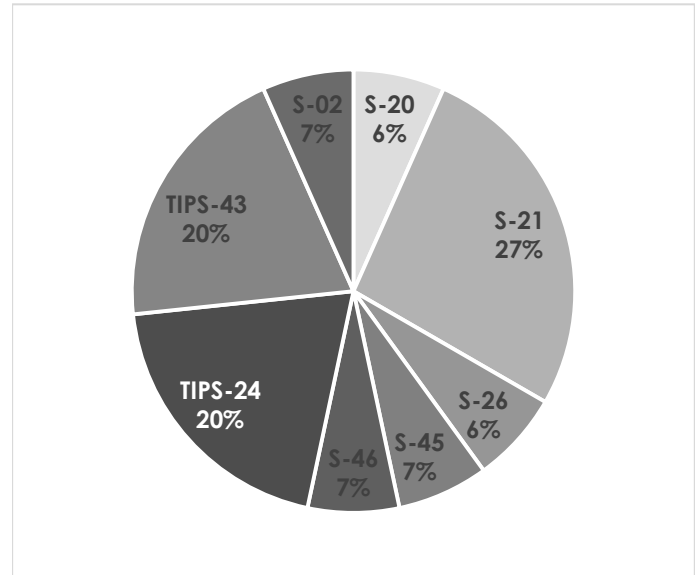
CUSTOMER SERVICE RELATED BARRIERS

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		4
	TIPS-24	1
	TIPS-43	3
Other (specify in the column "Other Barrier")		1
	S-02	1
Submitted changes not processed in a timely manner (see glossary)		10
	S-15	1
	S-20	1
	S-21	4
	S-26	1
	S-45	1
	S-46	1
	TIPS-24	1
Submitted documents were not logged in the system		3
	TIPS-24	1
	TIPS-42	2
Grand Total		18

CHART 13: CUSTOMER SERVICE RELATED BARRIERS BY CENTER



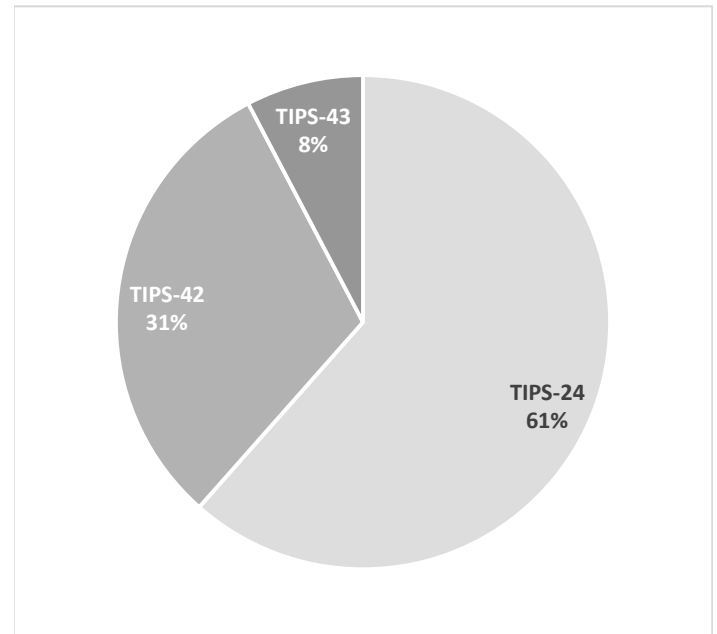
RECERTIFICATION RELATED BARRIERS

A total of 13 recertification barriers were encountered in 3 NCA Centers. The top two centers with recertification related issues in June were TIPS Centers: TIPS-24 with 8 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)		9
	TIPS-24	5
	TIPS-42	4
No benefits issued after completing recertification		2
	TIPS-24	2
Other (specify in the column "Other Barrier")		1
	TIPS-43	1
Recert packet was not received or received on/after the date of the actual recertification		1
	TIPS-24	1
Grand Total		13

CHART 15: NCAs WITH MOST RECERTIFICATION RELATED BARRIERS



BUDGET RELATED BARRIERS

A total of 7 budget related barriers were encountered in July. These barriers were encountered in 4 NCA Centers (see Chart 16 and Chart 17), with most issues were related to incorrect income (2 cases).

CHART 16: BUDGET RELATED BARRIERS BY NCA CENTER

Budget Related	NCA	Total
Incorrect Income		2
	TIPS-24	2
Incorrect income guideline applied		2
	S-02	1
	TIPS-43	1
Incorrect SUA Level		1
	TIPS-24	1
Medical deduction not applied		1
	TIPS-24	1
Medical deduction not applied		1
	S-53	1
Grand Total		7

CHART 17: NCAs WITH MOST BUDGET RELATED SERVICE RELATED BARRIERS

