



The Food Bank For New York City

Mediation Analysis Report for July 2018

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

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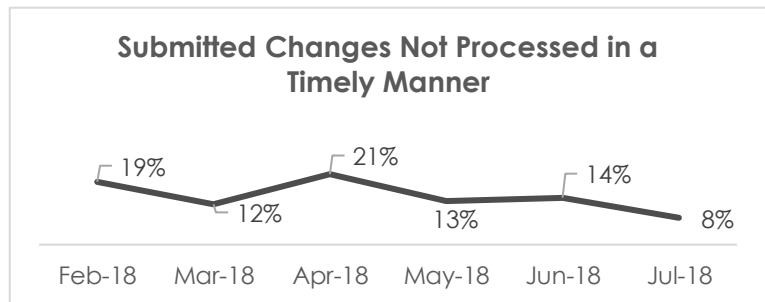
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ANALYSIS HIGHLIGHTS

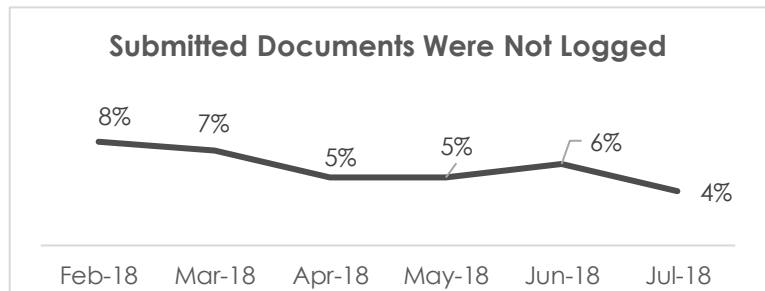
The following mediation activities were observed under the Mediation Model in July 2018:

- 7 Organizations reported 75 mediation cases – with a total of 83 identified issues, to NCA SNAP Centers throughout the 5 boroughs
- Of those 75 cases, 51 (68 %) were related to first time applicants, 12 cases (16 %) were related to recertifying clients, 8 cases (11 %) were related to change reports, and 4 (5%) to adverse action.
- A total of 54 cases or 72% were sent to the TIPS Centers: TIPS-43: 26 cases, TIPS-42: 6 cases, TIPS-24: 22 cases
- Notable trends in July in relation to the previous months, include:

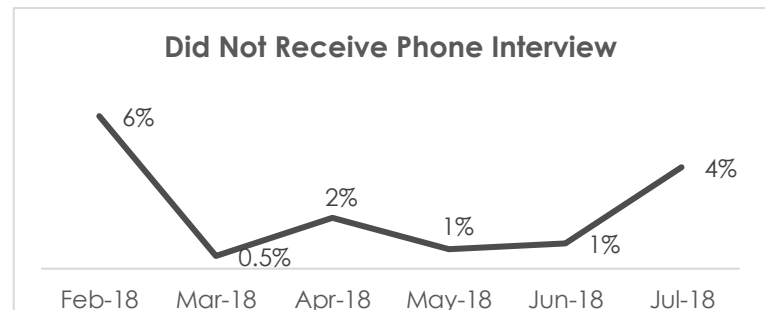
Submitted changes not processed in a timely manner: This issue decreased in prevalence by 6 percent



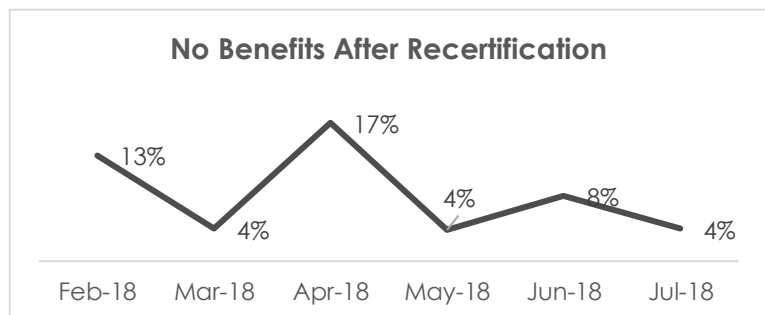
Submitted documents were not logged in the system: This issue decreased in prevalence by 2 percent



Did not receive phone interview and was unable to reschedule: The prevalence of this issue increased from 1 percent over the month of June to 4 percent



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



- 84% (63) of cases in July were resolved in the same month as received, 17 percentage points higher than June.
- 73% (46) of resolved cases were resolved within the key first 5-day time period over July, a 10 percent increase from June (63 %). The number of cases that took 6-10 days to be resolved decreased by 7 percentage point from 21% to 14%.
- 73% of resolved cases were resolved at the primary and back-up liaison levels in July.

CHART 1: MEDIATION CASES BY ORGANIZATION

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 75 SNAP applicants/participants.

CBO	Total
Community Council & Consulsting	13
Change Report	2
First Time Applicant	9
Recertification	2
FBNYC	5
First Time Applicant	5
HFNYC	19
Adverse Action	1
Change Report	3
First Time Applicant	13
Recertification	2
LiveOn NY	13
Adverse Action	1
Change Report	2
First Time Applicant	8
Recertification	2
POTS	23
Adverse Action	2
Change Report	1
First Time Applicant	14
Recertification	6
The Child Center of NY	1
First-Time Applicant	1
Tzu Chi Foundation	1
First Time Applicant	1
Grand Total	75

CHART 2: CASES BY NCA CENTER

NCA	Case Type	Total
S-02		1
	First Time Applicant	1
S-15		1
	Adverse Action	1
S-19		1
	Change Report	1
S-21		2
	Change Report	2
S-22		2
	Change Report	2
S-26		1
	First Time Applicant	1
S-28		1
	Change Report	1
S-45		2
	Adverse Action	1
	Change Report	1
S-46		3
	First Time Applicant	3
S-53		2
	First Time Applicant	1
	First-Time Applicant	1
S-54		5
	Adverse Action	1
	Change Report	1
	First Time Applicant	3
TIPS-24		22
	Adverse Action	1
	First Time Applicant	15
	Recertification	6
TIPS-42		6
	Recertification	6
TIPS-43		26
	First Time Applicant	26
Grand Total		75

CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

July mediation cases were handled by a total of 14 different NCA Centers. However, most barriers were encountered at: TIPS 43 - 26 cases, TIPS 24 – 22 cases, and TIPS 24 -6 cases, (see Chart 2). Combined, these centers accounted for 72% of all July mediation cases.

Most mediation cases concerned first time applications and recertifications.

Case Type	Total	%
Adverse Action	4	5%
Change Report	8	11%
First Time Applicant	51	68%
Recertification	12	16%
Grand Total	75	100%

CASE STATUS AND RESOLUTION TIME FRAME

Out of 75 mediation cases submitted in July, 63 (84 %) were resolved. As of July 31, 12 cases (16 %) 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	12
Resolved	63
Grand Total	57

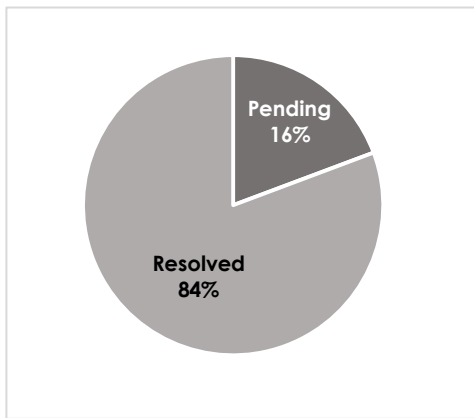


CHART 4: CASE STATUS BY CASE TYPE

Status	Type	Count	%
Pending	Adverse Action	1	1%
	Change Report	2	3%
	First Time Applicant	7	9%
	Recertification	2	3%
Resolved	Adverse Action	3	4%
	Change Report	6	8%
	First Time Applicant	43	57%
	First-Time Applicant	1	1%
	Recertification	10	13%
	Grand Total		75

CHART 5: Resolution Timeframe

Resolution Timeframe (business days)	Total
1-3 Days	31
4-5 Days	15
6-10 Days	9
11-20 Days	8
Grand Total	63

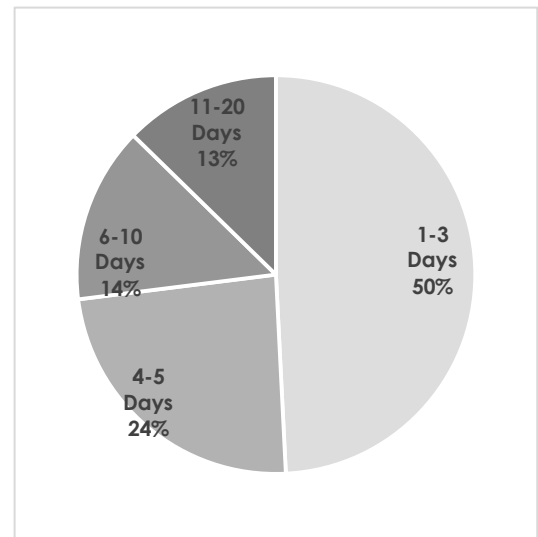
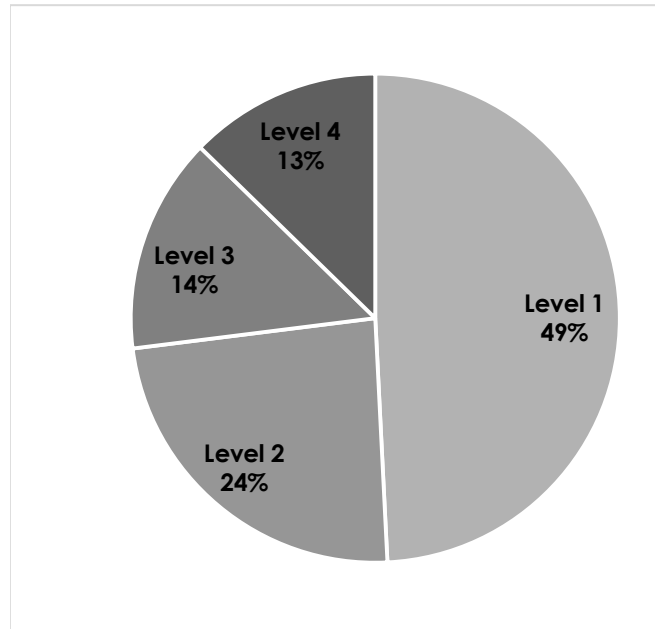


CHART 7: RESOLUTION BY NCA CENTER

Resolution	NCA	Total
Level 1		31
	S-15	1
	S-28	1
	S-54	3
	TIPS-24	3
	TIPS-42	3
	TIPS-43	20
Level 2		15
	S-22	1
	S-26	1
	S-46	2
	S-53	1
	TIPS-24	4
	TIPS-42	1
	TIPS-43	5
Level 3		9
	S-19	1
	S-45	1
	S-46	1
	S-53	1
	S-54	1
	TIPS-24	3
	TIPS-43	1
Level 4		8
	S-22	1
	S-54	1
	TIPS-24	5
	TIPS-42	1
Grand Total		63

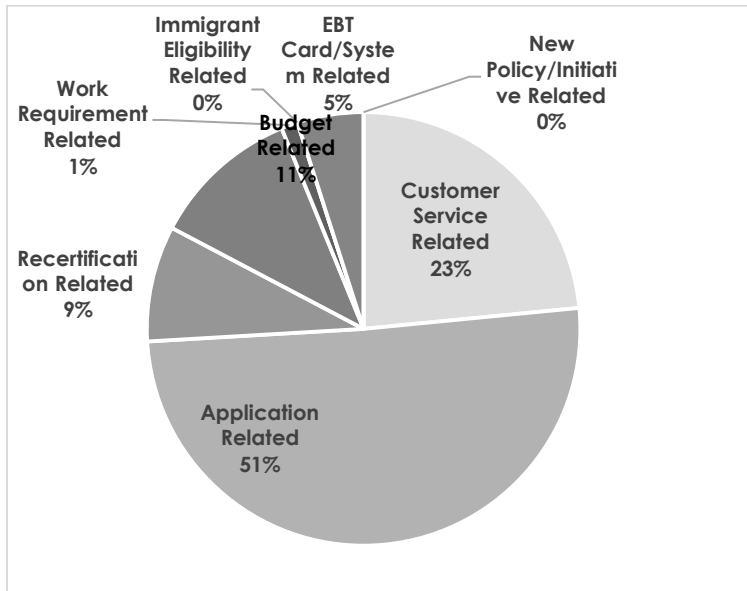
Of the 63 resolved cases that were reported, 49 % (31 cases) were resolved at the HRA primary or back-up liaison levels. (See Chart 6)

CHART 6: HRA LIAISON LEVEL OF RESOLUTION



BARRIERS ENCOUNTERED

CHART 8: SNAP BARRIERS IN July 2018



From 75 cases, a total of 83 barriers¹ were reported in July. Barriers encountered this month were as follows:

Reported Barriers	Total: 83
Customer Service Related	19
Application Related	41
Recertification Related	7
Budget Related	9
Work Requirement Related	1
Immigrant Eligibility Related	0
EBT Card/System Related	4
New Policy/Initiative Related	0
Other Barrier (Use Only For Barriers Not Reflected in Issue Log)	2

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

CHART 9: PREVALENT ISSUES

Reported Barriers	Total
Case denied after fulfilling application requirements	4
Submitted documents were not logged in the system	3
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)	7

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.

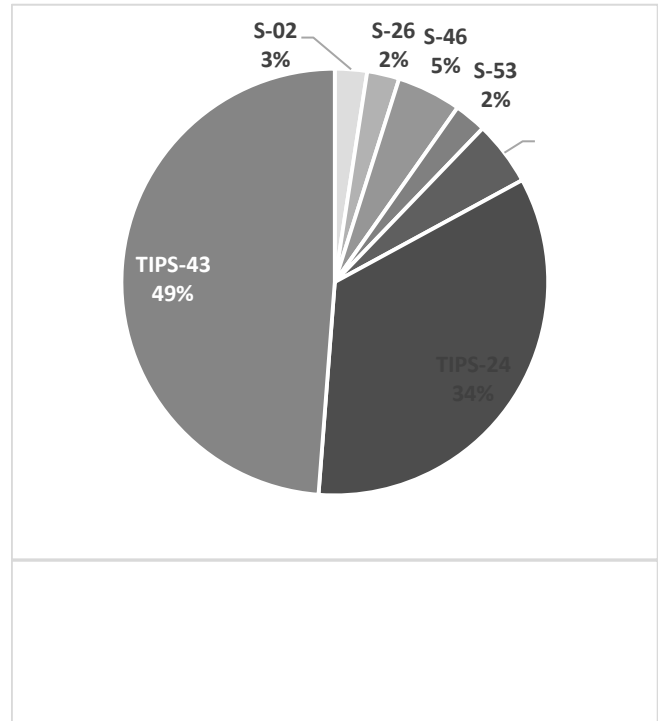
APPLICATION RELATED BARRIERS

A total of 41 application related barriers were encountered in 9 NCA Centers throughout the city in July (Chart 10). TIPS centers accounted for 83 percent of these cases.

CHART 10: APPLICATION RELATED BARRIERS

Application Related	NCA	Total
Case denied after fulfilling application requirements (specify barrier)		2
	TIPS-24	1
	TIPS-43	1
Did not receive expedited SNAP w/in 5 days		1
	TIPS-43	1
Did not receive ongoing SNAP benefits		15
	S-54	1
	TIPS-43	14
Did not receive SNAP w/in 30 days		21
	S-26	1
	S-46	2
	S-53	1
	S-54	1
	TIPS-24	12
	TIPS-43	4
Other		2
	S-02	1
	TIPS-24	1
Grand Total		41

CHART 11: NCAs WITH THE MOST APPLICATION



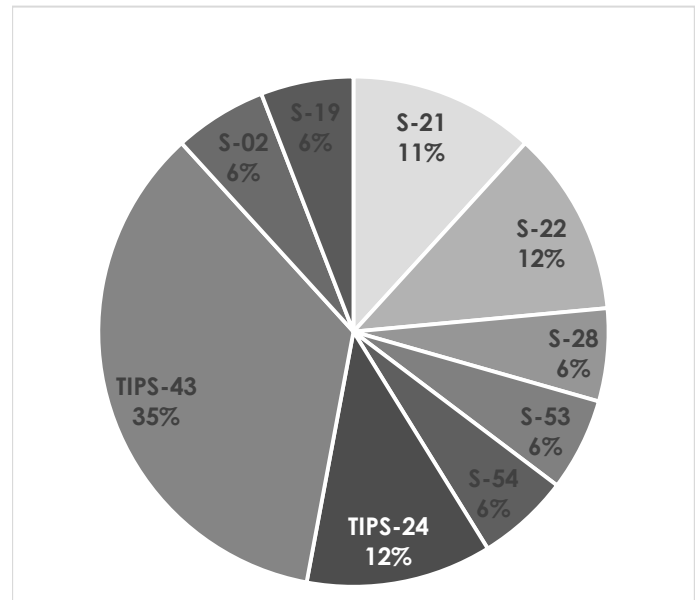
CUSTOMER SERVICE RELATED BARRIERS

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 Center Notice		1
	TIPS-43	1
Did not receive phone interview and was unable to reschedule		3
	TIPS-43	3
Excessive documentation requested		3
	S-53	1
	TIPS-24	1
	TIPS-43	1
Misinformed of agency procedure/policy		1
	S-45	1
Other (specify in the column "Other Barrier")		1
	S-02	1
Submitted changes not processed in a timely manner (see glossary)		7
	S-19	1
	S-21	1
	S-22	2
	S-28	1
	S-45	1
	S-54	1
Submitted documents were not logged in the system		1
	TIPS-43	1
Submitted documents were not logged in the system		2
	S-21	1
	TIPS-24	1
Grand Total		19

CHART 13: CUSTOMER SERVICE RELATED BARRIERS BY CENTER



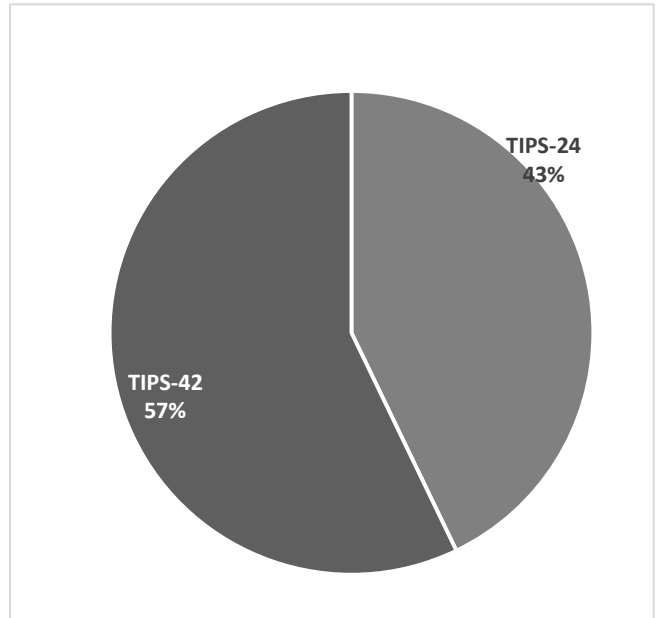
RECERTIFICATION RELATED BARRIERS

A total of 7 recertification barriers were encountered in 2 NCA Centers. The top two centers with recertification related issues in June were TIPS Centers: TIPS-24 with 3 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)		3
	TIPS-24	2
	TIPS-42	1
No benefits issued after completing recertification		3
	TIPS-24	1
	TIPS-42	2
Other		1
	TIPS-42	1
Grand Total		7

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 Income		3
	TIPS-24	2
	TIPS-43	1
Incorrect income guideline applied		2
	S-02	1
	TIPS-42	1
Incorrect Shelter Expenses		1
	TIPS-42	1
Incorrect SUA Level		1
	TIPS-24	1
Medical deduction not applied		1
	TIPS-43	1
Other (specify in the column "Other Barrier")		1
	S-15	1
Grand Total		9

CHART 17: NCAs WITH MOST BUDGET RELATED SERVICE RELATED BARRIERS

