



The Food Bank For New York City

Mediation Analysis Report for April 2019

Time Periods Reflected: April 1, 2019 through April 30, 2019

Prepared by the staff of Benefit Access of Food Bank For New York City.  
May 15<sup>th</sup>, 2019

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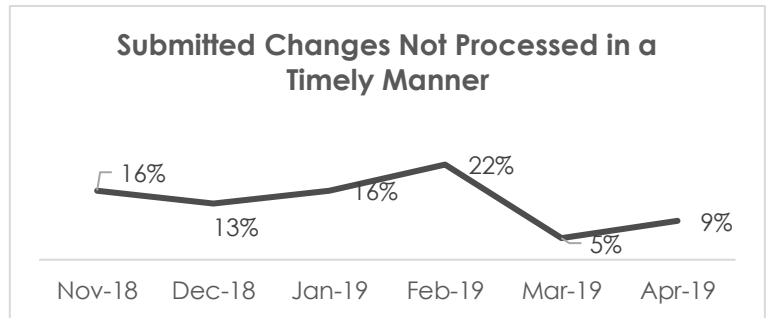
- o Application Related Barriers..... 9
- o Customer Service Related Barriers.....10
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**ANALYSIS HIGHLIGHTS**

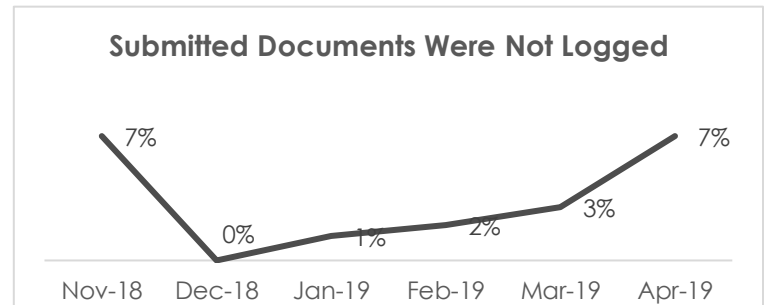
The following mediation activities were observed under the Mediation Model in April 2019:

- 10 Organizations reported 57 mediation cases – with a total of 100 identified issues, to NCA SNAP Centers throughout the 5 boroughs
- Of those 57 cases, 18(32%) were related to first time applicants, 26 cases (46 %) were related to recertifying clients, 9 cases (16 %) were related to change reports and 2 cases (2%) to adverse action.
- A total of 28 cases or 49% were sent to the TIPS Centers: TIPS-24: 20 cases TIPS-42: 2 cases, TIPS-43: 6 cases.
- Notable trends in April in relation to the previous months, include:

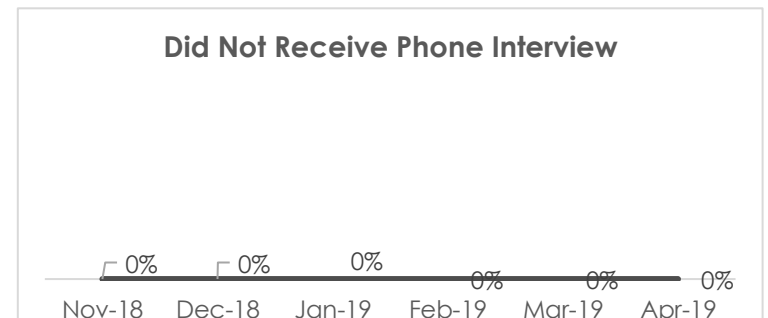
Submitted changes not processed in a timely manner: This issue increased in prevalence by 4 percent from the previous month.



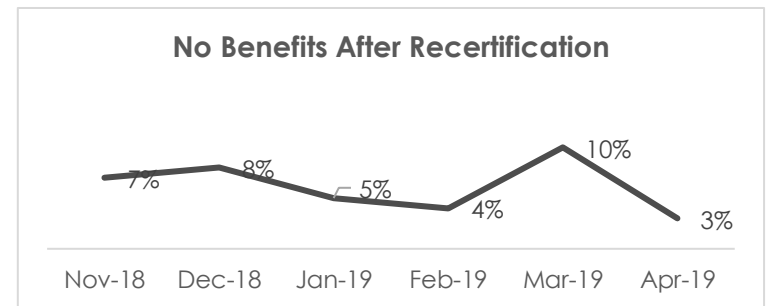
Submitted documents were not logged in the system: This issue increased to 7 percent from the previous month.



Did not receive phone interview and was unable to re-schedule: The prevalence of this issue remained unchanged from 0 percent over the month of March to 0 percent.



No benefits after recertification: The issue has decreased in prevalence by 7 percentage point from February to April.



- 67% (38) of cases in April were resolved in the same month as received, 21 percentage points less than February.
- 60% (23) of resolved cases were resolved within the key first 5-day time period April, 3 percent decrease from (63%). The number of cases that took 6-10 days to be resolved increased from 15% to 24%.
- 71% of resolved cases were resolved at the primary and back-up liaison levels in April.

**CHART 1: MEDIATION CASES BY ORGANIZATION**

<b>CBO</b>		<b>Total</b>
<b>Bronxdefenders</b>		<b>6</b>
	First Time Applicant	2
	Periodic Report	1
	Recertification	3
<b>CCCS</b>		<b>2</b>
	Recertification	2
<b>Child Center of NY</b>		<b>2</b>
	First Time Applicant	2
<b>Community Based Organization</b>		<b>1</b>
	First Time Applicant	1
<b>FBNYC</b>		<b>3</b>
	Change Report	1
	First Time Applicant	1
	Recertification	1
<b>HFNYC</b>		<b>16</b>
	Change Report	2
	First Time Applicant	5
	Periodic Report	1
	Recertification	8
<b>LiveOn NY</b>		<b>6</b>
	Adverse Action	1
	Change Report	1
	First Time Applicant	2
	Recertification	2
<b>Met Council</b>		<b>13</b>
	Change Report	5
	First Time Applicant	2
	Recertification	6
<b>Part of the Solution</b>		<b>7</b>
	Adverse Action	1
	First Time Applicant	3
	Recertification	3
<b>WSCAH</b>		<b>1</b>
	Recertification	1
<b>Grand Total</b>		<b>57</b>

**PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR APRIL**

This analysis is based on information submitted by 10 organizations. These organizations reported having mediated on behalf of 57 SNAP applicants/participants.

CHART 2: CASES BY NCA CENTER

NCA	Total
<b>S-15</b>	<b>1</b>
Change Report	1
<b>S-21</b>	<b>8</b>
Change Report	5
First Time Applicant	3
<b>S-22</b>	<b>5</b>
Change Report	1
First Time Applicant	3
Recertification	1
<b>S-40</b>	<b>1</b>
Recertification	1
<b>S-45</b>	<b>9</b>
First Time Applicant	1
Periodic Report	1
Recertification	7
<b>S-53</b>	<b>3</b>
Adverse Action	2
Change Report	1
<b>S-54</b>	<b>1</b>
Change Report	1
<b>S-99</b>	<b>1</b>
Periodic Report	1
<b>TIPS-24</b>	<b>20</b>
First Time Applicant	5
Recertification	15
<b>TIPS-42</b>	<b>2</b>
Recertification	2
<b>TIPS-43</b>	<b>6</b>
First Time Applicant	6
<b>Grand Total</b>	<b>57</b>

## CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

April mediation cases were handled by a total of 11 different NCA Centers. However, most barriers were encountered at: TIPS-24 - 20 cases, S-45 - 9 cases, S-21 - 8 cases and TIPS-43 - 6 cases (see Chart 2). Combined, these centers accounted for 75% of all April mediation cases.

Most mediation cases concerned first time applications, recertifications and change report.

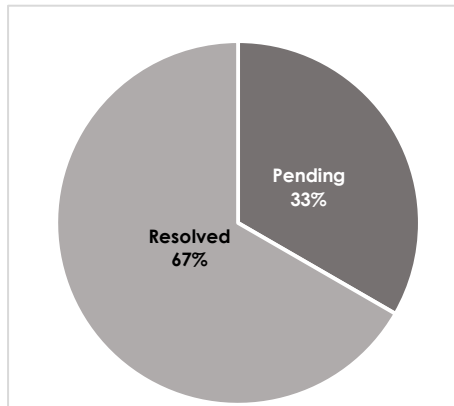
Case Type	Total	%
Adverse Action	2	4%
Change Report	9	16%
First Time Applicant	18	32%
Periodic Report	2	4%
Recertification	26	46%
<b>Grand Total</b>	<b>57</b>	<b>100.0%</b>

## CASE STATUS AND RESOLUTION TIME FRAME

Out of 57 mediation cases submitted in April, 38 (67 %) were resolved. As of April 30<sup>th</sup>, 19 cases (33%) remain unresolved/pending (see Charts 3 and 4 below). 61 percent of the cases resolved (23) obtained a resolution within a period of 1-5 days (see chart 5 below).

**CHART 3: CASE STATUS**

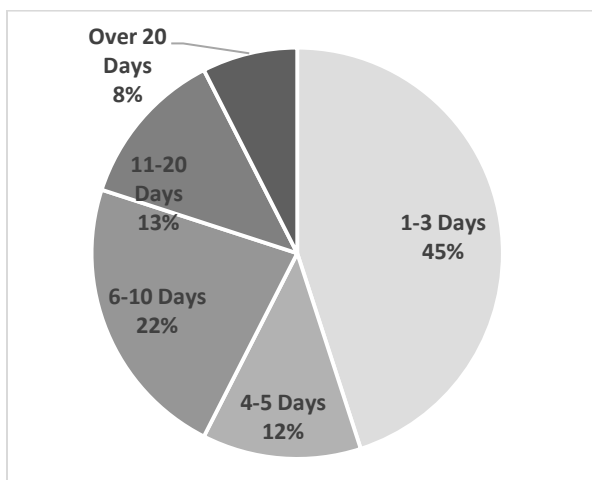
Case Status	Total
Pending	19
Resolved	38
<b>Grand Total</b>	<b>57</b>



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

STATUS	CASE TYPE	Count	%
<b>Pending Total</b>	First Time Applicant	6	11%
	Periodic Report	1	2%
	Recertification	12	21%
	<b>Resolved Total</b>	<b>38</b>	<b>67%</b>
	Adverse Action	2	4%
	Change Report	9	16%
	First Time Applicant	12	21%
	Periodic Report	1	2%
	Recertification	14	25%
<b>Grand Total</b>		<b>57</b>	<b>100%</b>

**CHART 5: RESOLUTION TIMEFRAME**



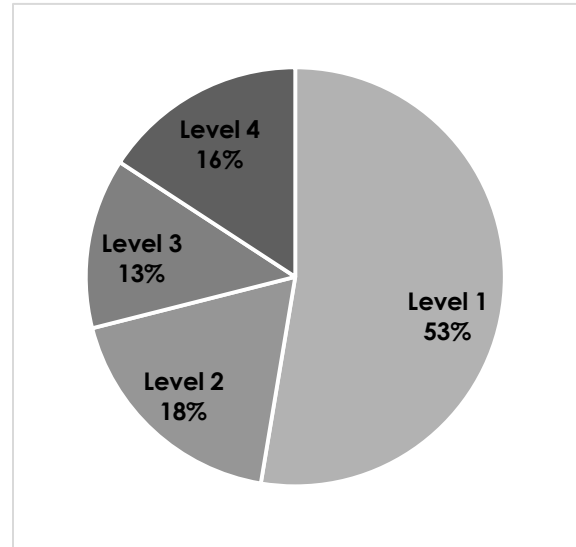
Resolution Timeframe (Business days)	Total
1 - 3 Days	18
4 - 5 Days	5
6 - 10 Days	9
11 - 20 Days	5
Over 20 Days	3
<b>Grand Total</b>	<b>38</b>

**CHART 7: RESOLUTION BY NCA CENTER**

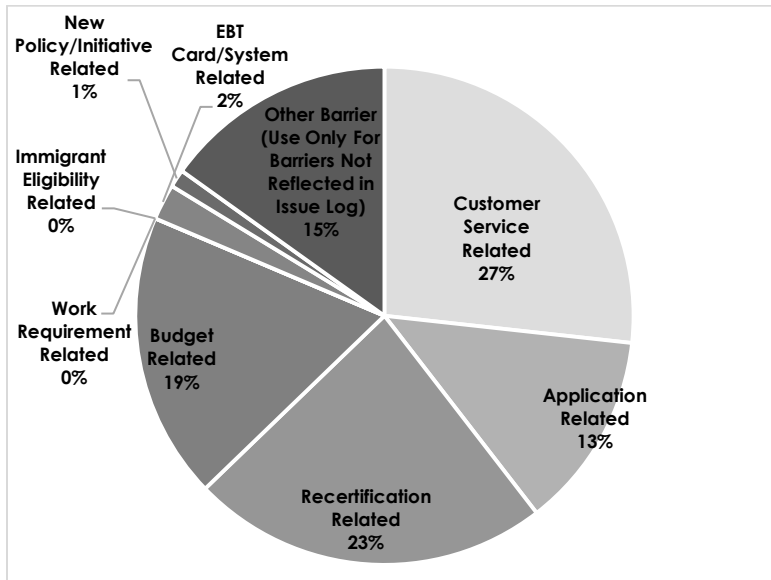
RESOLUTION	NCA	Total
<b>Level 1</b>		<b>20</b>
	S-21	4
	S-45	2
	S-53	1
	S-54	1
	S-99	1
	TIPS-24	8
	TIPS-42	1
	TIPS-43	2
<b>Level 2</b>		<b>7</b>
	S-22	1
	S-40	1
	TIPS-24	2
	TIPS-43	3
<b>Level 3</b>		<b>5</b>
	S-15	1
	S-21	1
	S-22	2
	S-53	1
<b>Level 4</b>		<b>6</b>
	S-21	1
	S-45	1
	S-53	1
	TIPS-24	3
<b>Grand Total</b>		<b>38</b>

Of the 38 resolved cases that were reported, 71 % (27 cases) were resolved at the HRA primary or back-up liaison levels. (See Chart 6)

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



**CHART 8: SNAP BARRIERS IN  
April 2019**



## BARRIERS ENCOUNTERED

From 57 cases, a total of 100 barriers<sup>1</sup> were reported in April. Barriers encountered this month were as follows:

Reported Barriers	Total:
Customer Service Related	23
Application Related	11
Recertification Related	20
Budget Related	16
Work Requirement Related	0
Immigrant Eligibility Related	0
EBT Card/System Related	2
New Policy/Initiative Related	1
Other Barrier (Use Only For Barriers Not Reflected in Issue Log)	13

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

**CHART 9: PREVALENT ISSUES**

Reported Barriers	Total
Did not receive ongoing SNAP benefits	3
Did not receive SNAP w/in 30 days	2
Case closed after fulfilling recertification requirements	10
Case denied after fulfilling application requirements (specify barrier)	2
Submitted changes not processed in a timely manner (see glossary)	9

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.



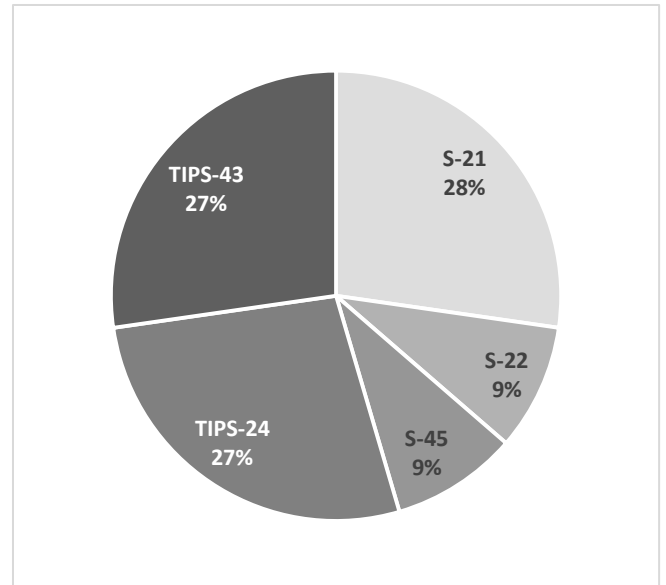
## APPLICATION RELATED BARRIERS

A total of 11 application related barriers were encountered in 5 NCA Centers throughout the city in April (Chart 10). TIPS centers accounted for 48 percent of these cases.

**CHART 10: APPLICATION RELATED BARRIERS**

APPLICATION RELATED	NCA	Total
<b>Case denied after fulfilling application requirements (specify barrier)</b>		<b>2</b>
	S-21	1
	TIPS-43	1
<b>Did not receive ongoing SNAP benefits</b>		<b>3</b>
	S-21	1
	S-22	1
	TIPS-24	1
<b>Did not receive SNAP w/in 30 days</b>		<b>2</b>
	S-21	1
	TIPS-24	1
<b>Other (specify in the column "Other Barrier")</b>		<b>4</b>
	S-45	1
	TIPS-24	1
	TIPS-43	2
<b>Grand Total</b>		<b>57</b>

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



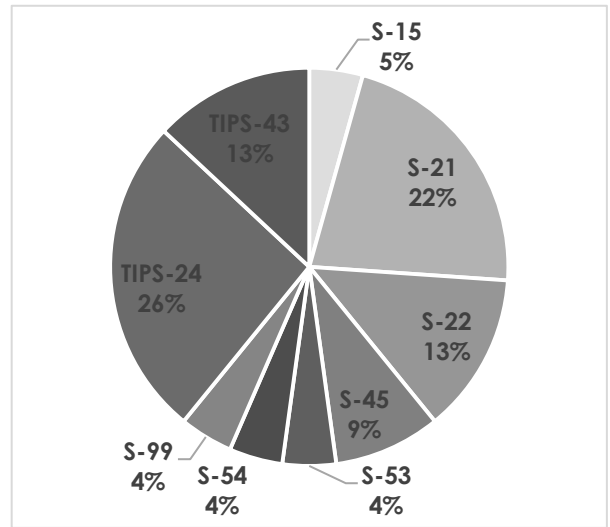
## CUSTOMER SERVICE RELATED BARRIERS

A total of 23 cases involved customer service related barriers, with these barriers spread out over 4 different NCA Centers. However, the biggest cluster of issues (87 %) took place at TIPS-24 – 6 cases, S-21 - 5 cases, S-22 – 3 cases and TIPS-43 - 3 cases (see Charts 12 and 13).

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

CUSTOMER SERVICE RELATED	NCA	Total
<b>Other (specify in the column "Other Barrier")</b>		<b>7</b>
	S-22	1
	S-45	2
	TIPS-24	3
	TIPS-43	1
<b>Submitted changes not processed in a timely manner (see glossary)</b>		<b>9</b>
	S-15	1
	S-21	5
	S-22	2
	S-53	1
<b>Submitted documents were not logged in the system</b>		<b>7</b>
	TIPS-43	1
	S-54	1
	S-99	1
	TIPS-24	3
	TIPS-43	1
<b>Grand Total</b>		<b>23</b>

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



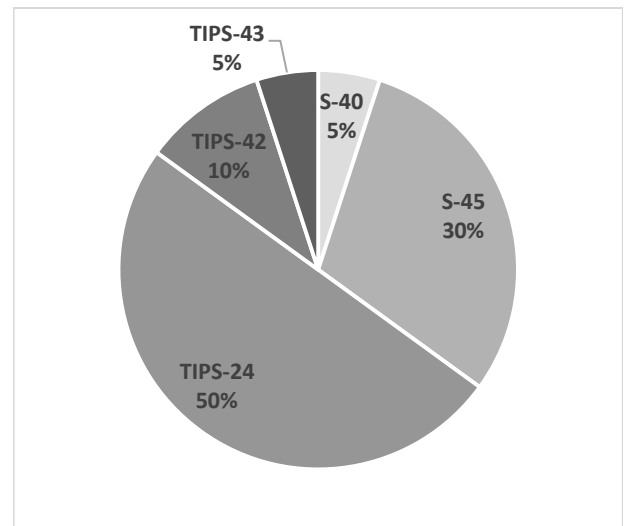
## RECERTIFICATION RELATED BARRIERS

A total of 20 recertification barriers were encountered in 5 NCA Centers. The top two centers with recertification related issues in April were TIPS-24 with 10 cases and S-45 with 6 cases.

**CHART 14: RECERTIFICATION RELATED BARRIERS**

RECERTIFICATION RELATED	NCA	Total
<b>Case closed after fulfilling recertification requirements (specify barrier)</b>		<b>10</b>
	S-45	4
	TIPS-24	5
	TIPS-42	1
<b>No benefits issued after completing recertification</b>		<b>3</b>
	TIPS-24	3
<b>Other (specify in the column "Other Barrier")</b>		<b>7</b>
	S-40	1
	S-45	2
	TIPS-24	2
	TIPS-42	1
	TIPS-43	1
<b>Grand Total</b>		<b>20</b>

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



## BUDGET RELATED BARRIERS

A total of 16 budget related barriers were encountered in April. These barriers were encountered in 5 NCA Centers (see Chart 16 and Chart 17), with most issues were related to incorrect income (6 cases), Incorrect Household composition (6 cases), Incorrect Shelter Expenses (4 cases).

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

BUDGET RELATED	NCA	Total
<b>Incorrect Household composition</b>		<b>6</b>
	S-21	4
	S-22	1
	TIPS-24	1
<b>Incorrect Income</b>		<b>6</b>
	S-45	1
	TIPS-24	5
<b>Incorrect Shelter Expenses</b>		<b>4</b>
	TIPS-24	1
	TIPS-42	1
	TIPS-43	2
<b>Grand Total</b>		<b>16</b>

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

