



The Food Bank For New York City

Mediation Analysis Report for November 2017

Time Periods Reflected: November 1<sup>st</sup>, 2017 through November 30<sup>th</sup>, 2017

Prepared by the staff of Benefit Access of Food Bank For New York City.  
December 21, 2017

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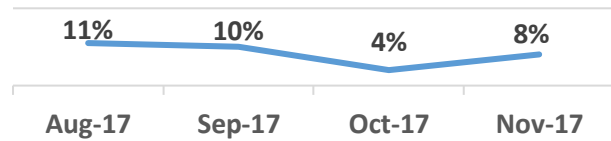
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The following mediation activities were observed under the mediation model in November 2017:

- 13 Organizations reported 200 mediation cases – with a total of 280 identified issues, to NCA SNAP Centers throughout the 5 boroughs
- Of those 200 cases, 82 (41%) were related to first time applicants, 80 cases (40%) were related to recertifying clients, 23 cases (11%) were related to change reports, 9 cases (4%) related to periodic reports, 6 cases (3%) to adverse action.
- A total of 161 cases or 80% were sent to the TIPS Centers: TIPS-42: 61 cases, TIPS-43: 45 cases, TIPS-24: 55 cases
- Notable trends in November in relation to the previous months, include:

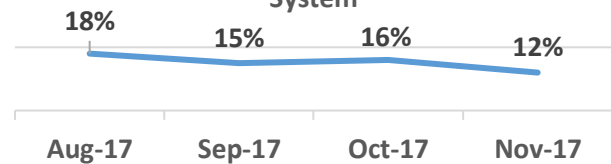
Submitted changes not processed in a timely manner: This issue saw a 4 percent increase from 4 percentage points in October to 8 percent in November.

**Submitted Changes Not Processed in a Timely Matter**



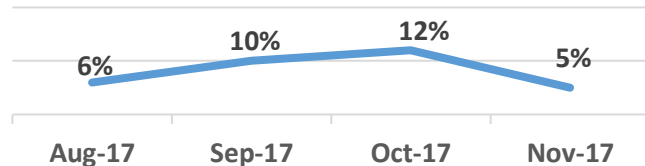
Submitted documents were not logged in the system: This issue saw a decrease of 4 percentage points from 16 percent in October.

**Submitted Documents Not Logged in the System**



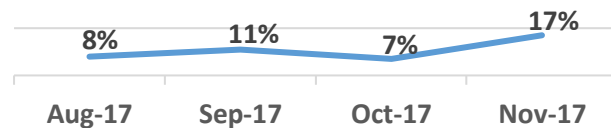
Did not receive ongoing benefits: November saw a 7 percent decrease for this issue, from 12 percent in October to 5 percent in November.

**Did Not Receive Ongoing benefits**



No benefits issued after completing recertification: This issue saw an increase of 10 percentage points in November from 7 percent in October.

**No Benefits Issued After Completing Recertification**



Out of the total 200 cases submitted in November, 173 or 86% of cases were resolved

- 99% (172) of the resolved cases were resolved within the same month as received
- 60% (104) were resolved at the primary and back-up liaison levels. This represents an increase of 2 percentage points from October (58% of resolved cases were resolved at the primary and back-up levels that month).
- 59% (103) were resolved within the key first 5 days. This represents an increase of seven percentage point from October (52% of cases were resolved within the key first 5 days).
- The number of cases that took 6-10 days to be resolved increase by 12 percentage points in November (24%) from 12% in October.

**CHART 1: MEDIATION CASES BY ORGANIZATION**

**PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR NOVEMBER**

<b>CBO</b>	<b>CASE TYPE</b>	<b>TOTAL</b>
<b>Bronx Defenders</b>		<b>20</b>
	Adverse Action	1
	Change Report	5
	First Time Applicant	2
	Periodic Report	2
	Recertification	10
<b>CIDNY</b>		<b>1</b>
	Change Report	1
<b>Community COuncil &amp; Consulting</b>		<b>17</b>
	First Time Applicant	17
<b>CPC</b>		<b>1</b>
	First Time Applicant	1
<b>CSB Comm Services Inc</b>		<b>11</b>
	Adverse Action	1
	Change Report	1
	First Time Applicant	1
	Recertification	8
<b>Diaspora C.S.</b>		<b>8</b>
	First Time Applicant	6
	Recertification	2
<b>FBNYC</b>		<b>3</b>
	Change Report	1
	Recertification	2
<b>HFNYC</b>		<b>42</b>
	Adverse Action	1
	Change Report	3
	First Time Applicant	13
	Periodic Report	2
	Recertification	23
<b>LiveOn NY</b>		<b>20</b>
	Adverse Action	1
	First Time Applicant	17
	Recertification	2
<b>Met Council</b>		<b>46</b>
	Adverse Action	2
	Change Report	11
	First Time Applicant	10
	Periodic Report	3

This analysis is based on information submitted by 13 organizations. These organizations reported having mediated on behalf of 200 SNAP applicants/participants (chart 1).

	Recertification	20
<b>POTS</b>		<b>26</b>
	Change Report	1
	First Time Applicant	11
	Periodic Report	2
	Recertification	12
<b>RiseBoro</b>		<b>1</b>
	Recertification	1
<b>The Child Center of NY</b>		<b>4</b>
	First Time Applicant	4
<b>Grand Total</b>		<b>200</b>

## CHART 2: CASES BY NCA CENTER

NCA CENTER	CASE TYPE	TOTAL
<b>S-02</b>		<b>1</b>
	Adverse Action	1
<b>S-15</b>		<b>1</b>
	Adverse Action	1
<b>S-21</b>		<b>13</b>
	Adverse Action	2
	Change Report	8
	Periodic Report	3
<b>S-22</b>		<b>3</b>
	Adverse Action	1
	Change Report	2
<b>S-26</b>		<b>2</b>
	Change Report	2
<b>S-40</b>		<b>2</b>
	Change Report	1
	Recertification	1
<b>S-45</b>		<b>8</b>
	Change Report	4
	Periodic Report	4
<b>S-46</b>		<b>1</b>
	Change Report	1
<b>S-53</b>		<b>8</b>
	Adverse Action	1
	Change Report	5
	Periodic Report	2
<b>TIPS-24</b>		<b>55</b>
	First Time Applicant	38
	Recertification	17
<b>TIPS-42</b>		<b>62</b>

## CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

November mediation cases were handled by 12 NCA Centers. The highest number of cases were sent to TIPS Centers: TIPS-42: (61 cases), TIPS-24: (55 cases), TIPS-43: (45 cases). This represents 80 percent of the total number of mediation cases (200).

Most mediation requests concerned recertification cases and first time applications.

CASE TYPE	# of Cases	PERCENTAGE
Adverse Action	6	3%
Change Report	23	11%
First Time Applicant	82	41%
Periodic Report	9	4%
Recertification	80	40%
<b>TOTAL</b>	<b>200</b>	<b>100%</b>

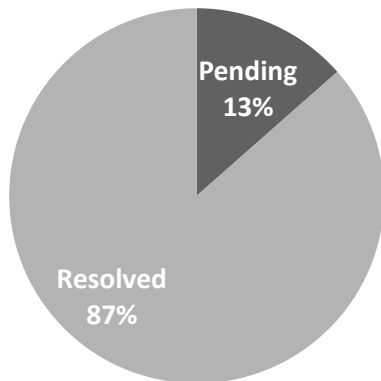
	Recertification	62
<b>TIPS-43</b>		<b>44</b>
	First Time Applicant	44
<b>Grand Total</b>		<b>200</b>

## CASE STATUS AND RESOLUTION TIME FRAME

Out of 200 mediation cases submitted in November, 173 were resolved. As of December 15th 27 cases remained unresolved/pending (see charts 3 and 4 below). Thirty-six percent of the resolved cases were resolved within a period of 1-3 days (chart 5).

**CHART 3: CASE STATUS**

CASE STATUS	TOTAL
Pending	27
Resolved	173
<b>Grand Total</b>	<b>200</b>

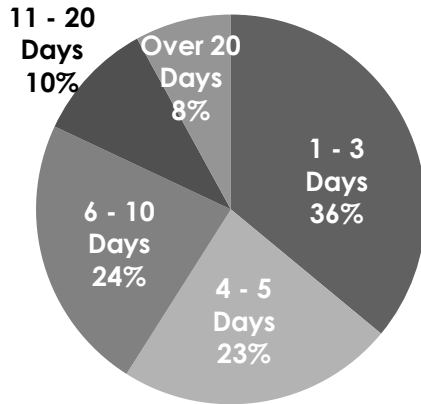


**Case Status Percentage**

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

CASE STATUS	CASE TYPE	TOTAL	%
<b>Pending</b>		<b>27</b>	<b>13%</b>
	Adverse Action	2	1%
	Change Report	4	2%
	First Time Applicant	9	4%
	Recertification	12	6%
<b>Resolved</b>		<b>173</b>	<b>87%</b>
	Adverse Action	4	2%
	Change Report	19	9%
	First Time Applicant	73	37%
	Periodic Report	9	4%
	Recertification	68	34%
<b>Grand Total</b>		<b>200</b>	<b>100%</b>

**Chart 5: Resolutions Time Frames**



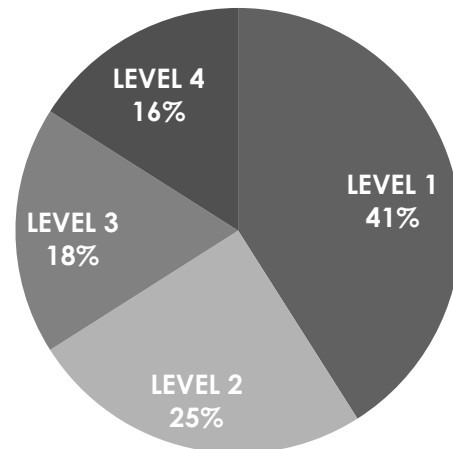
RESOLUTION TIME FRAMES	TOTAL
1 - 3 Days	63
4 - 5 Days	41
6 - 10 Days	41
11 - 20 Days	18
Over 20 Days	10
<b>Grand Total</b>	<b>173</b>

Of the 173 resolved cases that were reported, 66% (115 cases) were resolved at the HRA primary or back-up liaison levels (see charts 6 and 7).

**CHART 6: RESOLUTION BY NCA CENTER**

LEVELS OF RESOLUTIONS	NCA CENTER	TOTAL
<b>Level 1</b>		<b>71</b>
	S-21	6
	S-22	2
	S-40	1
	S-45	2
	S-53	5
	TIPS-24	14
	TIPS-42	19
	TIPS-43	22
<b>Level 2</b>		<b>44</b>
	S-21	3
	S-45	3
	S-46	1
	S-53	1
	TIPS-24	17
	TIPS-42	9

**CHART 7: HRA LIAISON LEVEL OF RESOLUTION**



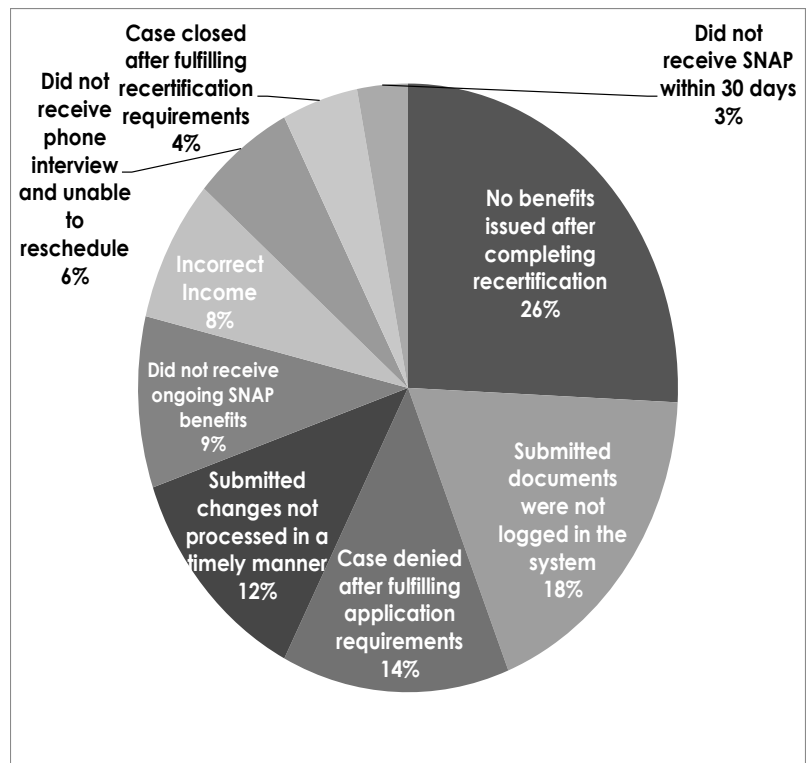
	TIPS-43	10
<b>Level 3</b>		<b>32</b>
	S-02	1
	S-21	2
	S-53	2
	TIPS-24	13
	TIPS-42	8
	TIPS-43	6
<b>Level 4</b>		<b>26</b>
	S-26	1
	S-40	1
	S-45	2
	TIPS-24	4
	TIPS-42	15
	TIPS-43	3
<b>Grand Total</b>		<b>173</b>

## BARRIERS ENCOUNTERED

From 200 cases, a total of 280 barriers<sup>1</sup> were reported in November. Barriers encountered that month were as follows:

**CHART 8: SNAP BARRIERS IN NOVEMBER 2017**

REPORTED BARRIERS	TOTAL
CUSTOMER SERVICE RELATED	92
APPLICATION RELATED	50
RECERTIFICATION RELATED	65
BUDGET RELATED	37
EBT CARD / SYSTEM RELATED	26
OTHER	10



<sup>1</sup> Some cases presented more than one barrier.



As shown in *chart 8* above, the most prevalent barriers among the cases reported in November include Customer Service, Application, Recertification, and Budget-related. Specific issues under those barriers include the following:

Prevalent Issues	
No benefits issued after completing recertification	49
Submitted documents were not logged in the system	35
Case denied after fulfilling application requirements	27
Submitted changes not processed in a timely manner	23
Did not receive ongoing SNAP benefits	15
Incorrect Income	14
Did not receive phone interview and unable to reschedule	13
Case closed after fulfilling recertification requirements	11
Did not receive SNAP within 30 days	6

Details on the most prevalent barriers (Customer Service, Application, Recertification, and Budget-related and the NCA Centers where they occurred are provided in the sections that follow.

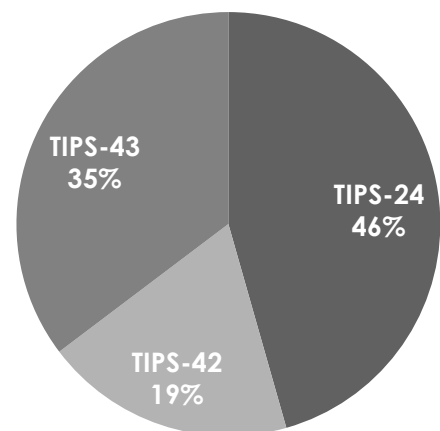
## CUSTOMER SERVICE RELATED BARRIERS

A total of 92 customer service-related barriers were encountered at 10 different NCA Centers. However, the biggest cluster of cases (74%) took place at Centers TIPS-24 (29 cases), TIPS-43 (22), TIPS - 42 (12 cases) [charts 9 and 10].

**CHART 9: CUSTOMER SERVICE RELATED BARRIERS BY CENTER**

CUSTOMER SERVICE RELATED	TOTAL
<b>Did not receive Center Notice</b>	<b>4</b>
S-45	2
TIPS-43	2
<b>Did not receive phone interview and was unable to reschedule</b>	<b>13</b>
TIPS-24	3
TIPS-43	10
<b>Excessive documentation requested</b>	<b>10</b>
TIPS-24	3
TIPS-42	2
TIPS-43	5
<b>Other</b>	<b>5</b>
TIPS-42	1
S-21	2
TIPS-24	2
<b>Reduced or terminated benefits w/o written notice or cause</b>	<b>2</b>
TIPS-24	2

**CHART 10: NCA CENTERS WITH THE MOST CUSTOMER SERVICE RELATED BARRIERS**



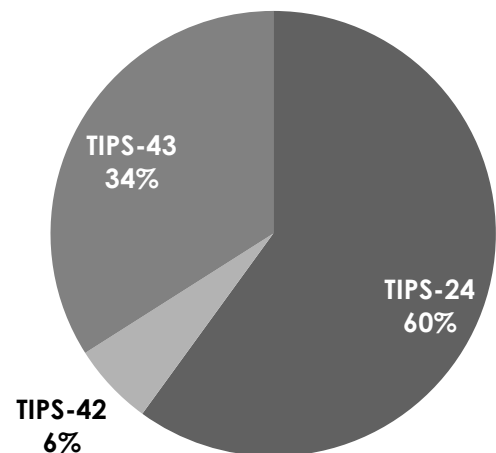
<b>Submitted changes not processed in a timely manner</b>		<b>23</b>
	S-21	6
	S-22	3
	S-26	2
	S-40	1
	S-45	4
	S-46	1
	S-53	3
	TIPS-24	1
	TIPS-42	2
<b>Submitted documents were not logged in the system</b>		<b>35</b>
	S-21	1
	S-45	2
	S-53	2
	TIPS-24	18
	TIPS-42	7
	TIPS-43	5
<b>Grand Total</b>		<b>92</b>

A total of 50 application-related barriers were encountered at 3 different NCA Centers throughout the city in November (chart 11). TIPS Centers 43 and 24 accounted for 94 percent of these barriers (chart 12).

**CHART 11: APPLICATION RELATED BARRIERS BY NCA CENTER**

APPLICATION RELATED	NCA CENTER	TOTAL
<b>Case denied after fulfilling application requirements</b>		<b>27</b>
	TIPS-24	21
	TIPS-43	6
<b>Did not receive ongoing SNAP benefits</b>		<b>15</b>
	TIPS-24	6
	TIPS-42	2
	TIPS-43	7
<b>Did not receive phone interview and was unable to reschedule</b>		<b>1</b>
	TIPS-43	1
<b>Did not receive SNAP w/in 30 days</b>		<b>6</b>
	TIPS-24	3
	TIPS-43	3
<b>Other</b>		<b>1</b>
	TIPS-42	1
<b>Grand Total</b>		<b>50</b>

**CHART 12: NCA CENTERS WITH THE MOST APPLICATION RELATED BARRIERS**



## RECERTIFICATION RELATED BARRIERS

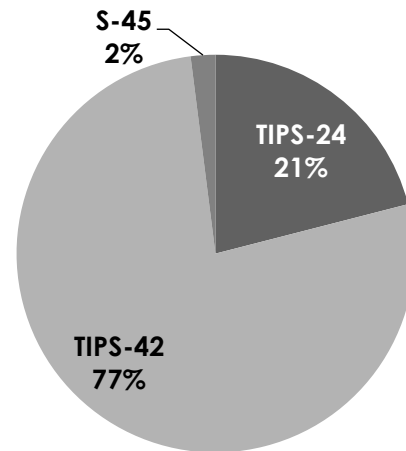
A total of 65 recertification-related barriers were encountered over 3 different NCA Centers. The most prevalent issues was "no benefits issued after completing recertification" (see chart 13 below).

Seventy-seven percent of recertification-related barriers were encountered at NCA Center TIPS-42 (chart 14).

**CHART 13: RECERTIFICATION RELATED BARRIERS BY NCA CENTER**

RECERTIFICATIONS RELATED	NCA CENTER	TOTAL
<b>Case closed after fulfilling recertification requirements</b>		<b>11</b>
	TIPS-24	1
	TIPS-42	10
<b>No benefits issued after completing recertification</b>		<b>49</b>
	TIPS-24	11
	TIPS-42	38
<b>Other</b>		<b>3</b>
	TIPS-24	1
	TIPS-42	2
<b>Recert packet was not received or received on/after the date of the actual recertification</b>		<b>2</b>
	S-45	1
	TIPS-24	1
<b>Grand Total</b>		<b>65</b>

**CHART 14: NCA CENTERS WITH THE MOST RECERTIFICATION RELATED BARRIERS**



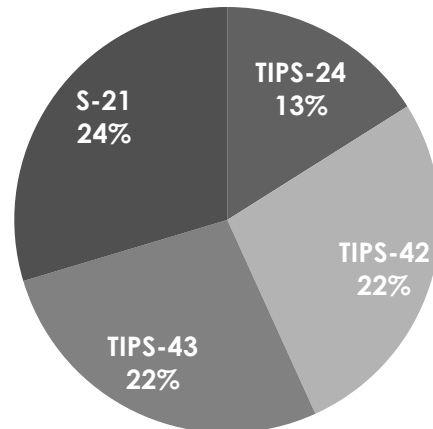
## BUDGET RELATED BARRIERS

Thirty-seven budget-related barriers were encountered in 10 NCA Centers (chart 16). NCA Centers S-21, TIPS-42 and TIPS-43 accounted for over half of the cases (68% percent).

**CHART 15: BUDGET RELATED BARRIERS BY NCA CENTER**

BUDGET RELATED	NCA CENTER	TOTAL
<b>Incorrect Household composition</b>		<b>10</b>
	S-21	3
	S-26	2
	S-40	1
	S-45	1
	TIPS-24	1
	TIPS-42	2
<b>Incorrect Income</b>		<b>14</b>
	S-21	4
	S-22	1
	TIPS-24	1
	TIPS-42	5
	TIPS-43	3
<b>Incorrect income guideline applied</b>		<b>2</b>
	TIPS-43	2
<b>Incorrect Shelter Expenses</b>		<b>5</b>
	S-21	2
	TIPS-24	2
	TIPS-43	1
<b>Incorrect SUA Level</b>		<b>3</b>
	TIPS-24	1
	TIPS-42	1
	TIPS-43	1
<b>Medical deduction not applied</b>		<b>1</b>
	TIPS-43	1
<b>Other</b>		<b>1</b>
	S-15	1
<b>Resource Test Wrongfully Applied</b>		<b>1</b>
	S-53	1
<b>Grand Total</b>		<b>37</b>

**CHART 16: NCA CENTERS WITH THE MOST BUDGET RELATED BARRIERS**



**The Food Bank For New York City**

**December 21, 2017**