



The Food Bank For New York City

Mediation Analysis Report for March 2019

Time Periods Reflected: March 1, 2019 through March 31, 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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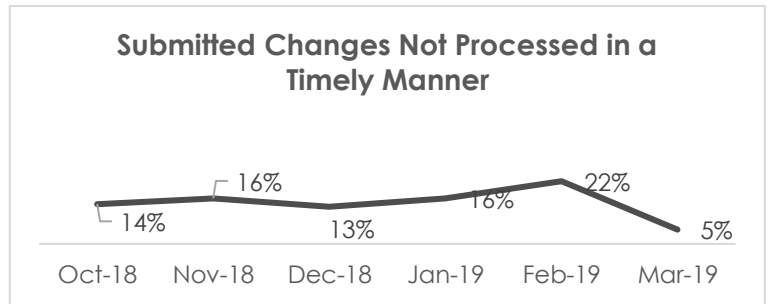
- o Application Related Barriers..... 9
- o Customer Service Related Barriers.....10
- o Recertification Related Barriers..... 11
- o Budget Related Barriers..... 12

**ANALYSIS HIGHLIGHTS**

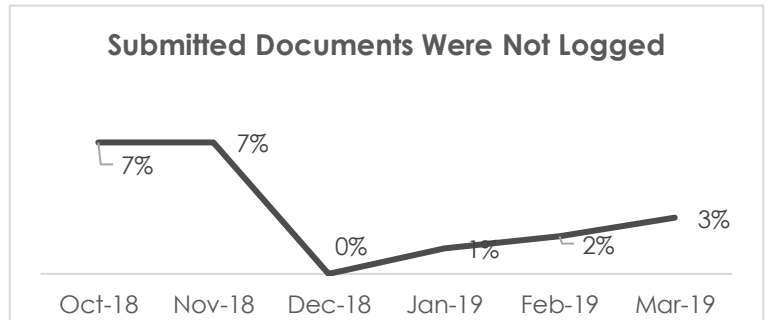
The following mediation activities were observed under the Mediation Model in March 2019:

- 4 Organizations reported 32 mediation cases – with a total of 39 identified issues, to NCA SNAP Centers throughout the 5 boroughs
- Of those 32 cases, 18(56 %) were related to first time applicants, 6 cases (19 %) were related to recertifying clients, 1 case (3 %) were related to change reports and 6 cases (19%) to adverse action.
- A total of 26 cases or 81% were sent to the TIPS Centers: TIPS-24: 3 cases TIPS-42: 5 cases, TIPS-43: 18 cases.
- Notable trends in March in relation to the previous months, include:

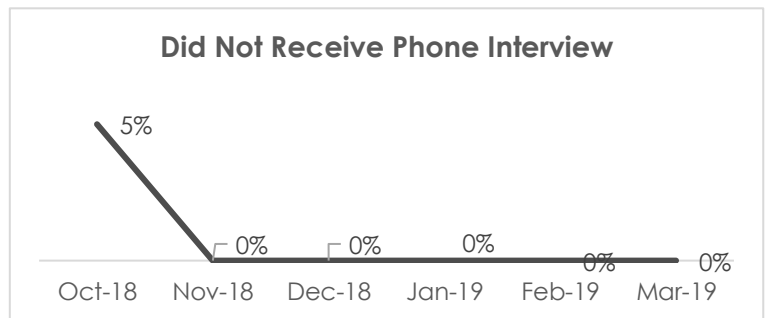
Submitted changes not processed in a timely manner: This issue increased in prevalence by 17 percent from the previous month.



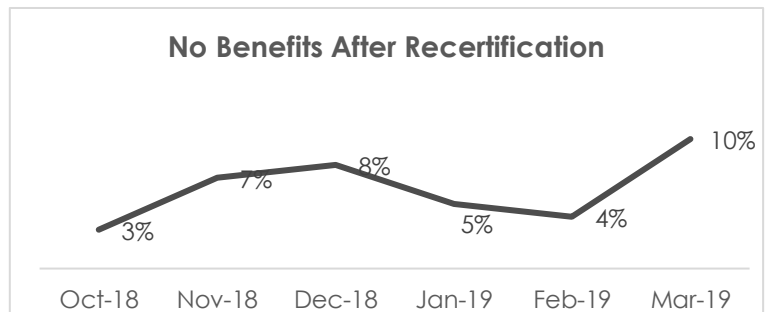
Submitted documents were not logged in the system: This issue increased to 1 percent from the previous month.



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 Dec to 0 percent.



No benefits after recertification: The issue has decreased in prevalence by 6 percentage point from February to March.



- 88% (28) of cases in March were resolved in the same month as received, 32 percentage points more than February.
- 63% (20) of resolved cases were resolved within the key first 5-day time period March, 8 percent decrease from (71%). The number of cases that took 6-10 days to be resolved remained constant from 15% to 15%.
- 62% of resolved cases were resolved at the primary and back-up liaison levels in March.

**CHART 1: MEDIATION CASES BY ORGANIZATION**

<b>CBO</b>		<b>Total</b>
<b>HFNYC</b>		<b>12</b>
	Adverse Action	1
	First Time Applicant	8
	Recertification	3
<b>LiveOn NY</b>		<b>15</b>
	Adverse Action	3
	Change Report	1
	First Time Applicant	8
	Periodic Report	1
	Recertification	2
<b>Part of the Solution</b>		<b>3</b>
	Adverse Action	1
	First Time Applicant	1
	Recertification	1
<b>WSCAH</b>		<b>2</b>
	Adverse Action	1
	First Time Applicant	1
<b>Grand Total</b>		<b>32</b>

**PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR MARCH**

This analysis is based on information submitted by 4 organizations. These organizations reported having mediated on behalf of 32 SNAP applicants/participants.

CHART 2: CASES BY NCA CENTER

NCA	CASE TYPE	Total
<b>S-15</b>		<b>2</b>
	Adverse Action	1
	First Time Applicant	1
<b>S-22</b>		<b>1</b>
	Periodic Report	1
<b>S-28</b>		<b>1</b>
	Adverse Action	1
<b>S-46</b>		<b>1</b>
	Adverse Action	1
<b>S-53</b>		<b>1</b>
	Change Report	1
<b>TIPS-24</b>		<b>3</b>
	Adverse Action	1
	Recertification	2
<b>TIPS-42</b>		<b>5</b>
	First Time Applicant	2
	Recertification	3
<b>TIPS-43</b>		<b>18</b>
	Adverse Action	2
	First Time Applicant	15
	Recertification	1
<b>Grand Total</b>		<b>32</b>

## CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

March mediation cases were handled by a total of 8 different NCA Centers. However, most barriers were encountered at: TIPS-24 - 3 cases TIPS-42 - 5 and TIPS-42 – 18 cases, S-21 – 7 (see Chart 2). Combined, these centers accounted for 81% of all March mediation cases.

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

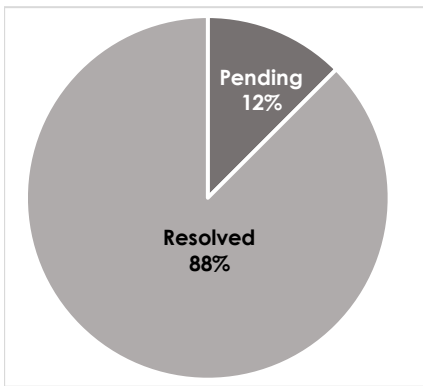
Case Type	Total	%
Adverse Action	6	19%
Change Report	1	3%
First Time Applicant	18	56%
Periodic Report	1	3%
Recertification	6	19%
<b>Grand Total</b>	<b>32</b>	<b>100.0%</b>

## CASE STATUS AND RESOLUTION TIME FRAME

Out of 32 mediation cases submitted in March, 33 (66 %) were resolved. As of March 31<sup>st</sup>, 17 cases (34%) remain unresolved/pending (see Charts 3 and 4 below). 52 percent of the cases resolved (17) obtained a resolution within a period of 1-3 days (see chart 5 below).

**CHART 3: CASE STATUS**

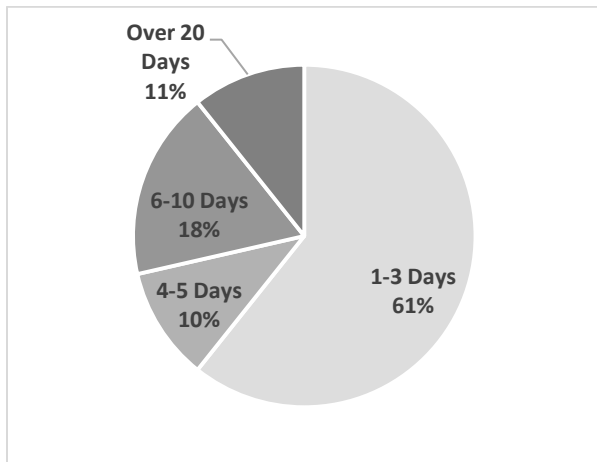
Case Status	Total
Pending	4
Resolved	28
<b>Grand Total</b>	<b>32</b>



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

STATUS	CASE TYPE	Count	%
<b>Pending</b>	Adverse Action	1	3%
	First Time Applicant	2	6%
	Recertification	1	3%
<b>Resolved</b>	Adverse Action	5	16%
	Change Report	1	3%
	First Time Applicant	16	50%
	Periodic Report	1	3%
	Recertification	5	16%
<b>Grand Total</b>		<b>32</b>	<b>100%</b>

**CHART 5: RESOLUTION TIMEFRAME**



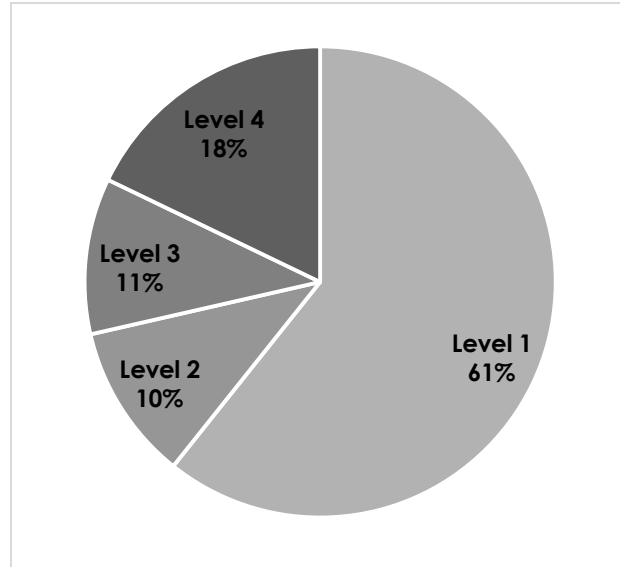
Resolution Timeframe (Business days)	Total
1 - 3 Days	17
4 - 5 Days	3
6 - 10 Days	5
Over 20 Days	3
(Blank)	1
<b>Grand Total</b>	<b>32</b>

**CHART 7: RESOLUTION BY NCA CENTER**

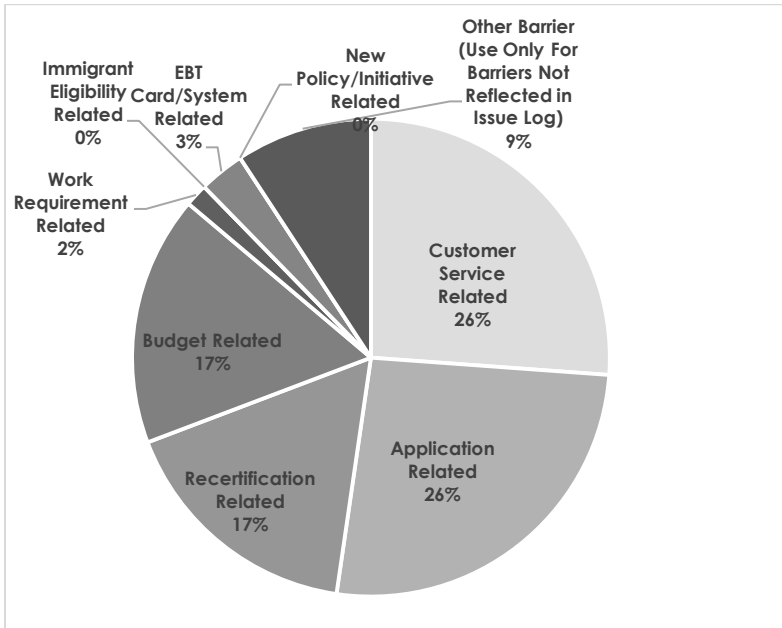
RESOLUTION	NCA	Total
<b>Level 1</b>		<b>17</b>
	S-15	2
	S-22	1
	S-28	1
	S-53	1
	TIPS-24	1
	TIPS-42	3
	TIPS-43	8
<b>Level 2</b>		<b>3</b>
	TIPS-42	1
	TIPS-43	2
<b>Level 3</b>		<b>3</b>
	TIPS-43	3
<b>Level 4</b>		<b>5</b>
	S-46	1
	TIPS-24	1
	TIPS-43	3
<b>(blank)</b>		<b>4</b>
	TIPS-24	1
	TIPS-42	1
	TIPS-43	2
<b>Grand Total</b>		<b>32</b>

Of the 44 resolved cases that were reported, 71 % (20 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  
March 2019**



## BARRIERS ENCOUNTERED

From 50 cases, a total of 65 barriers<sup>1</sup> were reported in March. Barriers encountered this month were as follows:

Reported Barriers	Total:
Customer Service Related	5
Application Related	11
Recertification Related	5
Budget Related	9
Work Requirement Related	1
Immigrant Eligibility Related	0
EBT Card/System Related	2
New Policy/Initiative Related	0
Other Barrier (Use Only For Barriers Not Reflected in Issue Log)	6

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

**CHART 9: PREVALENT ISSUES**

Reported Barriers	Total
Did not receive ongoing SNAP benefits	2
Did not receive SNAP w/in 30 days	1
Case closed after fulfilling recertification requirements	4
Case denied after fulfilling application requirements (specify barrier)	3
Submitted changes not processed in a timely manner (see glossary)	2

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.



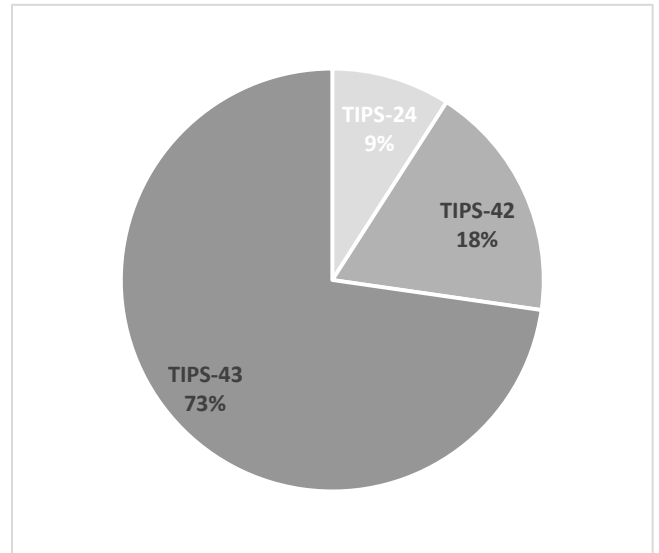
## APPLICATION RELATED BARRIERS

A total of 11 application related barriers were encountered in 5 NCA Centers throughout the city in March (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>3</b>
	TIPS-24	1
	TIPS-42	1
	TIPS-43	1
<b>Did not receive expedited SNAP w/in 5 days</b>		<b>2</b>
	TIPS-42	1
	TIPS-43	1
<b>Did not receive ongoing SNAP benefits</b>		<b>2</b>
	TIPS-43	2
<b>Did not receive SNAP w/in 30 days</b>		<b>1</b>
	TIPS-43	1
<b>Other (specify in the column "Other Barrier")</b>		<b>3</b>
	TIPS-43	1
	TIPS-43	2
<b>Grand Total</b>		<b>11</b>

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



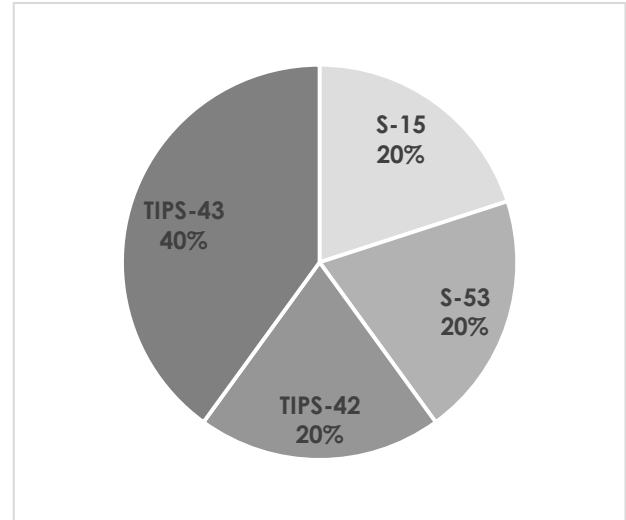
## CUSTOMER SERVICE RELATED BARRIERS

A total of 5 cases involved customer service related barriers, with these barriers spread out over 4 different NCA Centers. However, the biggest cluster of issues (70 %) took place at S-21- 12 cases, TIPS-24 - 2 and TIPS-43 - 2 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
Submitted changes not processed in a timely manner (see glossary)		2
	S-15	1
	S-53	1
Submitted documents were not logged in the system		1
	TIPS-42	1
Unable to reach On-Demand hotline		1
	TIPS-43	1
<b>Grand Total</b>		<b>5</b>

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



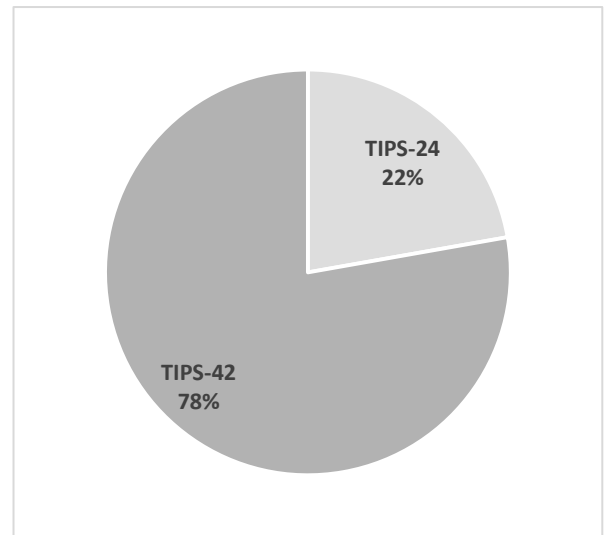
## RECERTIFICATION RELATED BARRIERS

A total of 5 recertification barriers were encountered in 2 NCA Centers. The top two centers with recertification related issues in March were TIPS Center: TIPS-24 with 2 cases and TIPS-42 with 3 cases.

**CHART 14: RECERTIFICATION RELATED BARRIERS**

Recertification Related Barrier	NCA	Total
Case closed after fulfilling recertification requirements (specify barrier)		4
	TIPS-24	1
	TIPS-42	3
Other (specify in the column "Other Barrier")		1
	TIPS-24	1
<b>Grand Total</b>		<b>5</b>

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



## BUDGET RELATED BARRIERS

A total of 18 budget related barriers were encountered in March. These barriers were encountered in 6 NCA Centers (see Chart 16 and Chart 17), with most issues were related to incorrect income (5 cases), Incorrect Household composition (6 cases), Incorrect Shelter Expenses (3 cases).

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

BUDGET RELATED	NCA	Total
<b>Gross Income Test applied to a senior/disabled household</b>		<b>1</b>
	TIPS-24	1
<b>Incorrect Income</b>		<b>3</b>
	S-15	1
	TIPS-43	2
<b>Incorrect income guideline applied</b>		<b>1</b>
	TIPS-43	1
<b>Incorrect Shelter Expenses</b>		<b>2</b>
	TIPS-43	2
<b>Medical deduction not applied</b>		<b>1</b>
	TIPS-43	1
<b>Resource Test Wrongfully Applied</b>		<b>1</b>
	TIPS-43	1
<b>Grand Total</b>		<b>9</b>

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

