The Food Bank For New York City

Mediation Analysis Report for May, 2019

Time Periods Reflected: May 1, 2019 through May 31, 2019

Prepared by William-Guillaume Koible, Associate Director – Research, Evaluation & Impact
Food Bank For New York City
TABLE OF CONTENTS

Analysis Highlights....................................................................................................................... 3

Participating Organizations and Mediation Types for May 2019 ................................................. 4

Case Types and NCA Centers Where Mediation Took Place...................................................... 5

Case Status and Resolution Time Frame ................................................................................... 6

Barriers Encountered .................................................................................................................... 8
  o Application Related Barriers.................................................................................................. 9
  o Customer Service Related Barriers......................................................................................... 10
  o Recertification Related Barriers............................................................................................ 11
  o Budget Related Barriers......................................................................................................... 12
The following mediation activities were observed under the Mediation Model in May 2019:

- 10 Organizations reported 104 mediation cases – with a total of 133 identified issues, to NCA SNAP Centers throughout the 5 boroughs.
- Of those 104 cases, 41 (39%) were related to first time applicants, 31 cases (30%) were related to recertifying clients, 18 cases (17%) were related to change reports and 6 cases (6%) to adverse action.
- A total of 45 cases or 43% were sent to the TIPS Centers: TIPS-24: 31 cases, TIPS-42: 5 cases, TIPS-43: 9 cases.
- Notable trends in May in relation to the previous months, include:

**Submitted changes not processed in a timely manner:** This issue increased in prevalence by 5 percent from the previous month.

**Submitted documents were not logged in the system:** This issue increased to 11 percent from the previous month.

**Did not receive phone interview and was unable to re-schedule:** The prevalence of this issue increased from 0 percent over the last five months to 2 percent in the month of May.

**No benefits after recertification:** The issue has increased in prevalence by 3 percentage point from April to May.

- 74% (38) of cases in May were resolved in the same month as received, 7 percentage points more than in April.
- 56% (43) of resolved cases were resolved within the key first 5-day time period May, 7 percent decrease from (63%). The number of cases that took 6-10 days to be resolved decreased from 24% to 19%.
- 66% of resolved cases were resolved at the primary and back-up liaison levels in May.
### Chart 1: Mediation Cases by Organization

<table>
<thead>
<tr>
<th>CBO</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCCS</td>
<td>2</td>
</tr>
<tr>
<td>Recertification</td>
<td>2</td>
</tr>
<tr>
<td>Community Council &amp; Consulting Org</td>
<td>14</td>
</tr>
<tr>
<td>Change Report</td>
<td>5</td>
</tr>
<tr>
<td>First Time Applicant</td>
<td>9</td>
</tr>
<tr>
<td>F22</td>
<td>3</td>
</tr>
<tr>
<td>Recertification</td>
<td>3</td>
</tr>
<tr>
<td>FBNYC</td>
<td>2</td>
</tr>
<tr>
<td>First Time Applicant</td>
<td>1</td>
</tr>
<tr>
<td>Recertification</td>
<td>1</td>
</tr>
<tr>
<td>HFNYC</td>
<td>12</td>
</tr>
<tr>
<td>Change Report</td>
<td>3</td>
</tr>
<tr>
<td>First Time Applicant</td>
<td>6</td>
</tr>
<tr>
<td>Recertification</td>
<td>3</td>
</tr>
<tr>
<td>LiveOn NY</td>
<td>7</td>
</tr>
<tr>
<td>First Time Applicant</td>
<td>2</td>
</tr>
<tr>
<td>Recertification</td>
<td>4</td>
</tr>
<tr>
<td>(blank)</td>
<td>1</td>
</tr>
<tr>
<td>Met Council</td>
<td>31</td>
</tr>
<tr>
<td>Adverse Action</td>
<td>4</td>
</tr>
<tr>
<td>Change Report</td>
<td>8</td>
</tr>
<tr>
<td>First Time Applicant</td>
<td>4</td>
</tr>
<tr>
<td>Periodic Report</td>
<td>5</td>
</tr>
<tr>
<td>Recertification</td>
<td>10</td>
</tr>
<tr>
<td>Part of the Solution</td>
<td>14</td>
</tr>
<tr>
<td>First Time Applicant</td>
<td>12</td>
</tr>
<tr>
<td>Recertification</td>
<td>2</td>
</tr>
<tr>
<td>Single Stop</td>
<td>12</td>
</tr>
<tr>
<td>Adverse Action</td>
<td>1</td>
</tr>
<tr>
<td>Change Report</td>
<td>1</td>
</tr>
<tr>
<td>First Time Applicant</td>
<td>5</td>
</tr>
<tr>
<td>Recertification</td>
<td>3</td>
</tr>
<tr>
<td>(blank)</td>
<td>2</td>
</tr>
<tr>
<td>Together We Are</td>
<td>7</td>
</tr>
<tr>
<td>Adverse Action</td>
<td>1</td>
</tr>
<tr>
<td>Change Report</td>
<td>1</td>
</tr>
<tr>
<td>First Time Applicant</td>
<td>2</td>
</tr>
<tr>
<td>Recertification</td>
<td>3</td>
</tr>
<tr>
<td>Grand Total</td>
<td>104</td>
</tr>
</tbody>
</table>

### Participating Organizations and Mediation Types for May

This analysis is based on information submitted by 10 organizations. These organizations reported having mediated on behalf of 104 SNAP applicants/participants.
CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

May mediation cases were handled by a total of 14 different NCA Centers. However, most barriers were encountered at: TIPS-24 – 31 cases, S-21 – 24 cases, S-14 – 8 cases and TIPS-43 – 9 cases (see Chart 2). Combined, these centers accounted for 69% of all May mediation cases.

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

<table>
<thead>
<tr>
<th>Case Type</th>
<th>Total</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adverse Action</td>
<td>6</td>
<td>6%</td>
</tr>
<tr>
<td>Change Report</td>
<td>18</td>
<td>17%</td>
</tr>
<tr>
<td>First Time Applicant</td>
<td>41</td>
<td>39%</td>
</tr>
<tr>
<td>Periodic Report</td>
<td>5</td>
<td>5%</td>
</tr>
<tr>
<td>Recertification</td>
<td>34</td>
<td>33%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>57</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

CHART 2: CASES BY NCA CENTER

<table>
<thead>
<tr>
<th>NCA</th>
<th>Total</th>
<th>Case Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>S-13</td>
<td>2</td>
<td>First Time Applicant</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Recertification</td>
<td>1</td>
</tr>
<tr>
<td>S-14</td>
<td>8</td>
<td>Adverse Action</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Change Report</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>First Time Applicant</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Recertification</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(blank)</td>
<td>2</td>
</tr>
<tr>
<td>S-15</td>
<td>3</td>
<td>Recertification</td>
<td>3</td>
</tr>
<tr>
<td>S-19</td>
<td>2</td>
<td>Change Report</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Recertification</td>
<td>1</td>
</tr>
<tr>
<td>S-21</td>
<td>24</td>
<td>Adverse Action</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Change Report</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td></td>
<td>First Time Applicant</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Periodic Report</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Recertification</td>
<td>5</td>
</tr>
<tr>
<td>S-22</td>
<td>9</td>
<td>Adverse Action</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Change Report</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td></td>
<td>First Time Applicant</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Periodic Report</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Recertification</td>
<td>1</td>
</tr>
<tr>
<td>S-28</td>
<td>2</td>
<td>Change Report</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>First Time Applicant</td>
<td>1</td>
</tr>
<tr>
<td>S-40</td>
<td>2</td>
<td>Recertification</td>
<td>2</td>
</tr>
<tr>
<td>S-46</td>
<td>2</td>
<td>First Time Applicant</td>
<td>2</td>
</tr>
<tr>
<td>S-53</td>
<td>3</td>
<td>First Time Applicant</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Recertification</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(blank)</td>
<td>1</td>
</tr>
<tr>
<td>S-54</td>
<td>1</td>
<td>Periodic Report</td>
<td>1</td>
</tr>
<tr>
<td>TIPS-24</td>
<td>31</td>
<td>First Time Applicant</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Recertification</td>
<td>11</td>
</tr>
<tr>
<td>TIPS-42</td>
<td>5</td>
<td>Adverse Action</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>First Time Applicant</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Recertification</td>
<td>3</td>
</tr>
<tr>
<td>TIPS-43</td>
<td>9</td>
<td>First Time Applicant</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Recertification</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(blank)</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Periodic Report</td>
<td>1</td>
</tr>
<tr>
<td>Grand Total</td>
<td>104</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
CASE STATUS AND RESOLUTION TIME FRAME

Out of 104 mediation cases submitted in May, 77 (74%) were resolved. As of May 31st, 27 cases (26%) remain unresolved/pending (see Charts 3 and 4 below). 56 percent of the cases resolved (43) obtained a resolution within a period of 1-5 days (see chart 5 below).

CHART 3: CASE STATUS

<table>
<thead>
<tr>
<th>Case Status</th>
<th>Total</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pending</td>
<td>27</td>
<td>26%</td>
</tr>
<tr>
<td>Resolved</td>
<td>77</td>
<td>74%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>104</td>
<td>100%</td>
</tr>
</tbody>
</table>

CHART 4: CASE STATUS BY CASE TYPE

<table>
<thead>
<tr>
<th>STATUS</th>
<th>CASE TYPE</th>
<th>Count</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pending Total</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>First Time Applicant</td>
<td>8</td>
<td>8%</td>
</tr>
<tr>
<td></td>
<td>Adverse Action</td>
<td>2</td>
<td>2%</td>
</tr>
<tr>
<td></td>
<td>Change Report</td>
<td>7</td>
<td>7%</td>
</tr>
<tr>
<td></td>
<td>Recertification</td>
<td>10</td>
<td>10%</td>
</tr>
<tr>
<td>Resolved Total</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Adverse Action</td>
<td>5</td>
<td>5%</td>
</tr>
<tr>
<td></td>
<td>Change Report</td>
<td>11</td>
<td>11%</td>
</tr>
<tr>
<td></td>
<td>First Time Applicant</td>
<td>33</td>
<td>32%</td>
</tr>
<tr>
<td></td>
<td>Periodic Report</td>
<td>5</td>
<td>5%</td>
</tr>
<tr>
<td></td>
<td>Recertification</td>
<td>24</td>
<td>22%</td>
</tr>
<tr>
<td>Grand Total</td>
<td></td>
<td></td>
<td>100%</td>
</tr>
</tbody>
</table>

CHART 5: RESOLUTION TIMEFRAME

<table>
<thead>
<tr>
<th>Resolution Timeframe (Business days)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - 3 Days</td>
<td>34</td>
</tr>
<tr>
<td>4 - 5 Days</td>
<td>9</td>
</tr>
<tr>
<td>6 - 10 Days</td>
<td>15</td>
</tr>
<tr>
<td>11 - 20 Days</td>
<td>15</td>
</tr>
<tr>
<td>Over 20 Days</td>
<td>4</td>
</tr>
<tr>
<td>Grand Total</td>
<td>77</td>
</tr>
</tbody>
</table>
Of the 77 resolved cases that were reported, 70% (51 cases) were resolved at the HRA primary or back-up liaison levels. (See Chart 6)

**CHART 7: RESOLUTION BY NCA CENTER**

<table>
<thead>
<tr>
<th>Resolution</th>
<th>NCA</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td></td>
<td>40</td>
</tr>
<tr>
<td>S-13</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>S-14</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>S-15</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>S-19</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>S-21</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>S-22</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>S-28</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>S-54</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>TIPS-24</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>TIPS-42</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>TIPS-43</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>(blank)</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Level 2</td>
<td></td>
<td>11</td>
</tr>
<tr>
<td>S-13</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>S-14</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>S-21</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>S-22</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>S-53</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>TIPS-24</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Level 3</td>
<td></td>
<td>12</td>
</tr>
<tr>
<td>S-14</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>S-15</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>S-21</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>S-22</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>TIPS-24</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Level 4</td>
<td></td>
<td>14</td>
</tr>
<tr>
<td>S-46</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>TIPS-24</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>TIPS-42</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>TIPS-43</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Grand Total</td>
<td></td>
<td>77</td>
</tr>
</tbody>
</table>

CHART 6: HRA LIaison LEVEL OF RESOLUTION

- Level 1: 52%
- Level 2: 14%
- Level 3: 16%
- Level 4: 18%
From 104 cases, a total of 133 barriers were reported in May. Barriers encountered this month were as follows:

<table>
<thead>
<tr>
<th>Reported Barriers</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Service Related</td>
<td>43</td>
</tr>
<tr>
<td>Application Related</td>
<td>27</td>
</tr>
<tr>
<td>Recertification Related</td>
<td>20</td>
</tr>
<tr>
<td>Budget Related</td>
<td>35</td>
</tr>
<tr>
<td>Work Requirement Related</td>
<td>0</td>
</tr>
<tr>
<td>Immigrant Eligibility Related</td>
<td>1</td>
</tr>
<tr>
<td>EBT Card/System Related</td>
<td>5</td>
</tr>
<tr>
<td>New Policy/Initiative Related</td>
<td>2</td>
</tr>
<tr>
<td>Other Barrier (Use Only For Barriers Not Reflected in Issue Log)</td>
<td>25</td>
</tr>
</tbody>
</table>

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

CHART 9: PREVALENT ISSUES

<table>
<thead>
<tr>
<th>Reported Barriers</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did not receive ongoing SNAP benefits</td>
<td>9</td>
</tr>
<tr>
<td>Did not receive SNAP w/in 30 days</td>
<td>10</td>
</tr>
<tr>
<td>Case closed after fulfilling recertification requirements</td>
<td>8</td>
</tr>
<tr>
<td>Case denied after fulfilling application requirements (specify barrier)</td>
<td>5</td>
</tr>
<tr>
<td>Submitted changes not processed in a timely manner (see glossary)</td>
<td>18</td>
</tr>
<tr>
<td>Submitted documents were not logged in the system</td>
<td>15</td>
</tr>
</tbody>
</table>

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 27 application related barriers were encountered in 9 NCA Centers throughout the city in May (Chart 10). TIPS centers accounted for 63 percent of these cases.

**CHART 10: APPLICATION RELATED BARRIERS**

<table>
<thead>
<tr>
<th>Application Related</th>
<th>NCA</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case denied after fulfilling application requirements</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>(specify barrier)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S-14</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>S-40</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>S-53</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>TIPS-24</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>TIPS-43</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Did not receive ongoing SNAP benefits</td>
<td></td>
<td>9</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>S-21</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>S-28</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>S-46</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>TIPS-24</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>TIPS-43</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Did not receive SNAP w/in 30 days</td>
<td></td>
<td>10</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>S-14</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>S-21</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>TIPS-24</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Other (specify in the column “Other Barrier”)</td>
<td></td>
<td>3</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>S-21</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>TIPS-24</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>TIPS-42</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Grand Total</td>
<td>27</td>
<td></td>
</tr>
</tbody>
</table>
CUSTOMER SERVICE RELATED BARRIERS

A total of 43 cases involved customer service related barriers, with these barriers spread out over 11 different NCA Centers. However, the biggest cluster of issues (81%) took place at TIPS-24 – 5 cases, S-21- 20 cases, S-22 – 4 cases and TIPS-42 - 4 cases (see Charts 12 and 13).

<table>
<thead>
<tr>
<th>CUSTOMER SERVICE RELATED</th>
<th>NCA</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did not receive Center Notice</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Excessive documentation requested</td>
<td>S-21</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>TIPS-42</td>
<td>1</td>
</tr>
<tr>
<td>Other (specify in the column “Other Barrier”)</td>
<td>S-21</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>S-54</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>TIPS-42</td>
<td>1</td>
</tr>
<tr>
<td>Submitted changes not processed in a timely manner (see glossary)</td>
<td></td>
<td>18</td>
</tr>
<tr>
<td></td>
<td>S-19</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>S-21</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>S-22</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>S-28</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>(blank)</td>
<td>1</td>
</tr>
<tr>
<td>Submitted documents were not logged in the system</td>
<td></td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>S-15</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>S-21</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>S-46</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>S-53</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>TIPS-24</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>TIPS-42</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>TIPS-43</td>
<td>1</td>
</tr>
<tr>
<td>Unable to reach On-Demand hotline</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>S-15</td>
<td>1</td>
</tr>
<tr>
<td>Grand Total</td>
<td></td>
<td>43</td>
</tr>
</tbody>
</table>

CHART 12: NCAs WITH MOST CUSTOMER SERVICE RELATED BARRIERS

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

A total of 20 recertification barriers were encountered in 8 NCA Centers. The top two centers with recertification related issues in May were TIPS-24 with 6 cases and S-21 with 4 cases.

<table>
<thead>
<tr>
<th>RECERTIFICATION RELATED</th>
<th>NCA</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case closed after fulfilling recertification requirements (specify barrier)</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>S-14</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>S-15</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>S-21</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>TIPS-24</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>No benefits issued after completing recertification</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>S-21</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>TIPS-24</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>TIPS-42</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Other (specify in the column &quot;Other Barrier&quot;)</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>S-21</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>S-22</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>S-40</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>TIPS-42</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>TIPS-43</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Recert packet was not received or received on/after the date of the actual recertification</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>S-15</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Grand Total</td>
<td>20</td>
<td></td>
</tr>
</tbody>
</table>
BUDGET RELATED BARRIERS

A total of 34 budget related barriers were encountered in May. These barriers were encountered in 8 NCA Centers (see Chart 16 and Chart 17), with most issues were related to incorrect income (8 cases), Incorrect Household composition (8 cases), Incorrect Shelter Expenses (9 cases).

<table>
<thead>
<tr>
<th>BUDGET RELATED</th>
<th>NCA</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incorrect Household composition</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>S-21</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>S-22</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>TIPS-42</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Incorrect Income</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>S-14</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>S-21</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>S-22</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>TIPS-24</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Incorrect Shelter Expenses</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>S-21</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>S-22</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>S-54</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>TIPS-24</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Incorrect SUA Level</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>S-21</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>TIPS-24</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>TIPS-43</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Medical deduction not applied</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>S-53</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>TIPS-24</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Other (specify in the column &quot;Other Barrier&quot;)</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>TIPS-43</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>S-21</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Grand Total</td>
<td>34</td>
<td></td>
</tr>
</tbody>
</table>