



The Food Bank For New York City

Mediation Analysis Report for May, 2019

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

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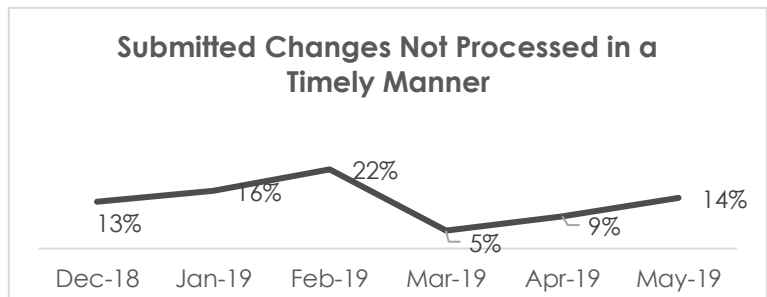
- o Application Related Barriers..... 9
- o Customer Service Related Barriers.....10
- o Recertification Related Barriers..... 11
- o Budget Related Barriers.....12

ANALYSIS HIGHLIGHTS

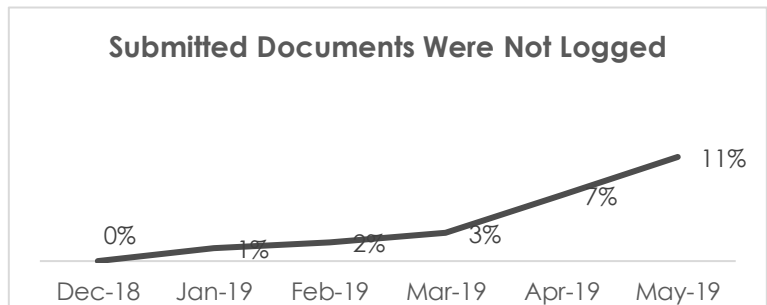
The following mediation activities were observed under the Mediation Model in May 2019:

- 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:

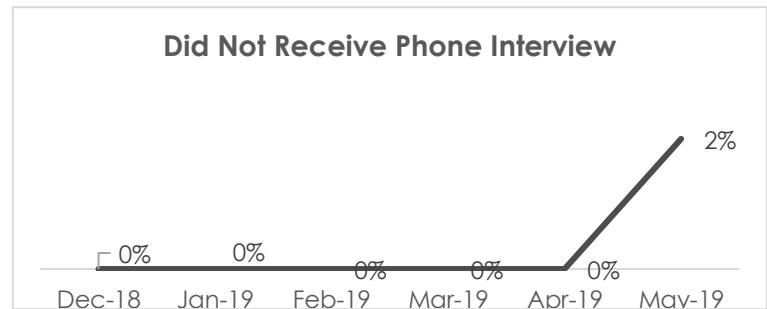
Submitted changes not processed in a timely manner: This issue increased in prevalence by 5 percent from the previous month.



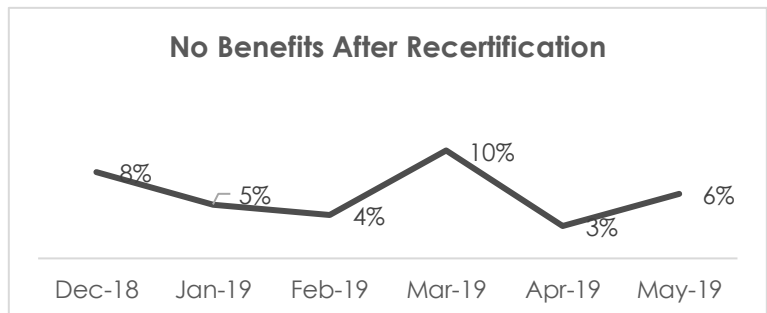
Submitted documents were not logged in the system: This issue increased to 11 percent from the previous month.



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

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

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.

CHART 2: CASES BY NCA CENTER

NCA	Total
S-13	2
First Time Applicant	1
Recertification	1
S-14	8
Adverse Action	1
Change Report	1
First Time Applicant	3
Recertification	1
(blank)	2
S-15	3
Recertification	3
S-19	2
Change Report	1
Recertification	1
S-21	24
Adverse Action	3
Change Report	11
First Time Applicant	4
Periodic Report	1
Recertification	5
S-22	9
Adverse Action	1
Change Report	4
First Time Applicant	1
Periodic Report	2
Recertification	1
S-28	2
Change Report	1
First Time Applicant	1
S-40	2
Recertification	2
S-46	2
First Time Applicant	2
S-53	3
First Time Applicant	1
Recertification	1
(blank)	1
S-54	1
Periodic Report	1
TIPS-24	31
First Time Applicant	20
Recertification	11
TIPS-42	5
Adverse Action	1
First Time Applicant	1
Recertification	3
TIPS-43	9
First Time Applicant	7
Recertification	2
(blank)	1
Periodic Report	1
Grand Total	104

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.

Case Type	Total	%
Adverse Action	6	6%
Change Report	18	17%
First Time Applicant	41	39%
Periodic Report	5	5%
Recertification	34	33%
Grand Total	57	100.0%

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

Case Status	Total	%
Pending	27	26%
Resolved	77	74%
Grand Total	104	100%

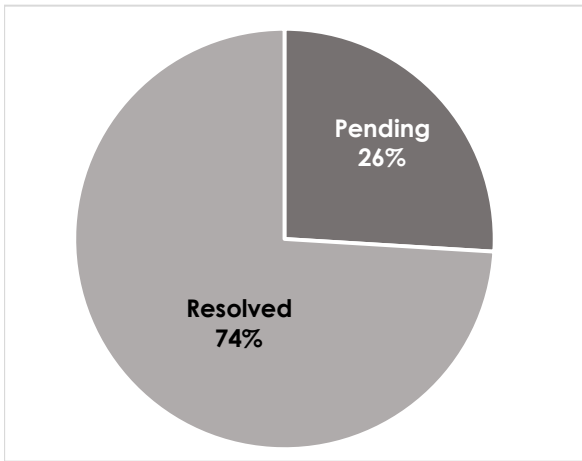
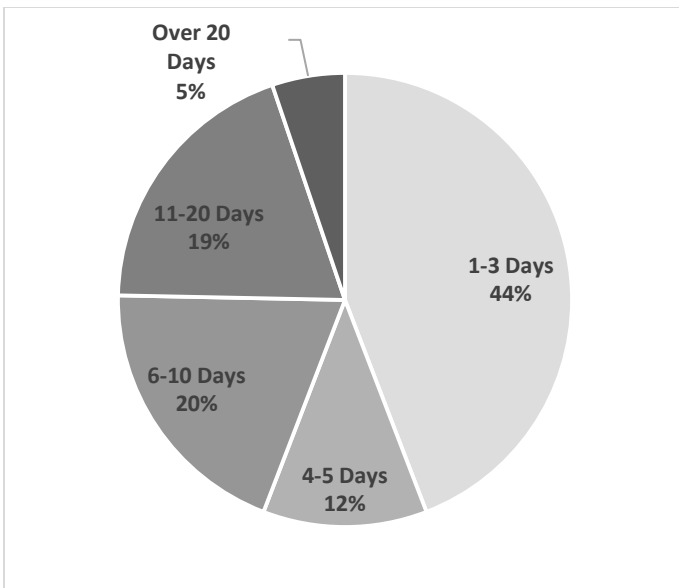


CHART 4: CASE STATUS BY CASE TYPE

STATUS	CASE TYPE	Count	%
Pending Total		27	26%
	First Time Applicant	8	8%
	Adverse Action	2	2%
	Change Report	7	7%
	Recertification	10	10%
Resolved Total		77	74%
	Adverse Action	5	5%
	Change Report	11	11%
	First Time Applicant	33	32%
	Periodic Report	5	5%
	Recertification	24	22%
Grand Total		104	100%

CHART 5: RESOLUTION TIMEFRAME



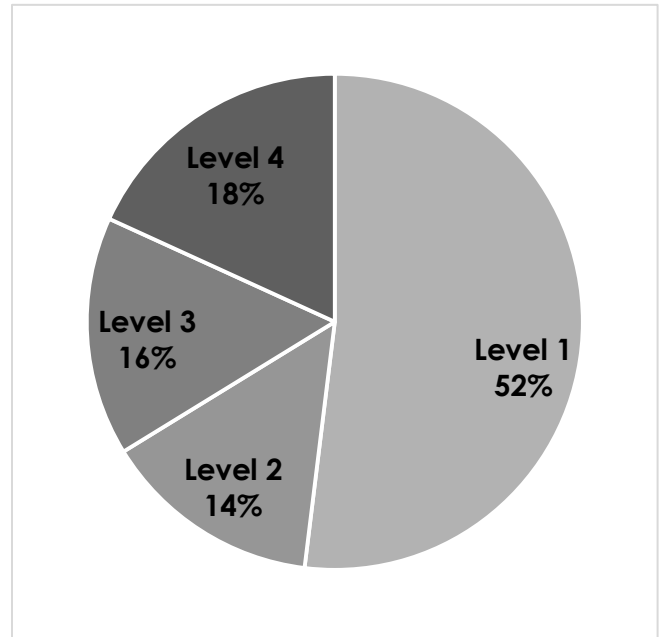
Resolution Timeframe (Business days)	Total
1 - 3 Days	34
4 - 5 Days	9
6 - 10 Days	15
11 - 20 Days	15
Over 20 Days	4
Grand Total	77

CHART 7: RESOLUTION BY NCA CENTER

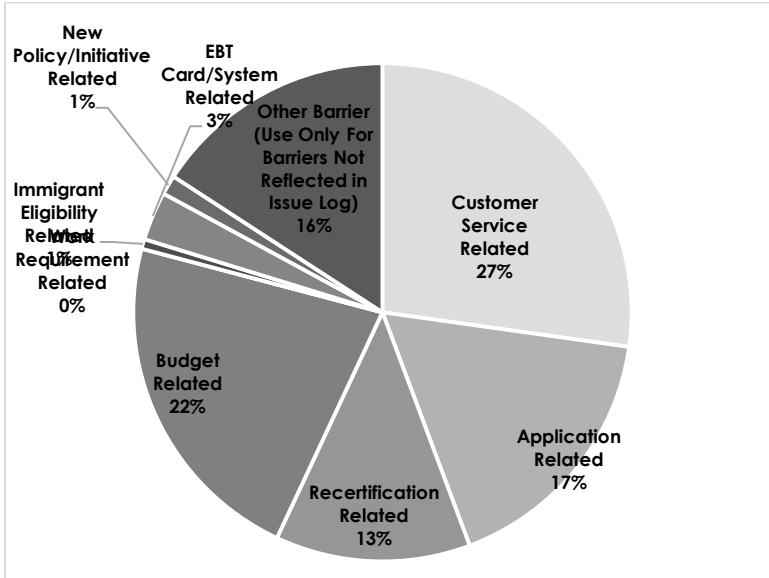
Resolution	NCA	Total
Level 1		40
	S-13	1
	S-14	4
	S-15	2
	S-19	2
	S-21	8
	S-22	5
	S-28	2
	S-54	1
	TIPS-24	7
	TIPS-42	4
	TIPS-43	3
	(blank)	1
Level 2		11
	S-13	1
	S-14	1
	S-21	2
	S-22	3
	S-53	1
	TIPS-24	3
Level 3		12
	S-14	2
	S-15	1
	S-21	6
	S-22	1
	TIPS-24	2
Level 4		14
	S-46	2
	TIPS-24	9
	TIPS-42	1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

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 6: HRA LIAISON LEVEL OF RESOLUTION



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



BARRIERS ENCOUNTERED

From 104 cases, a total of 133 barriers¹ were reported in May. Barriers encountered this month were as follows:

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

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

CHART 9: PREVALENT ISSUES

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

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.

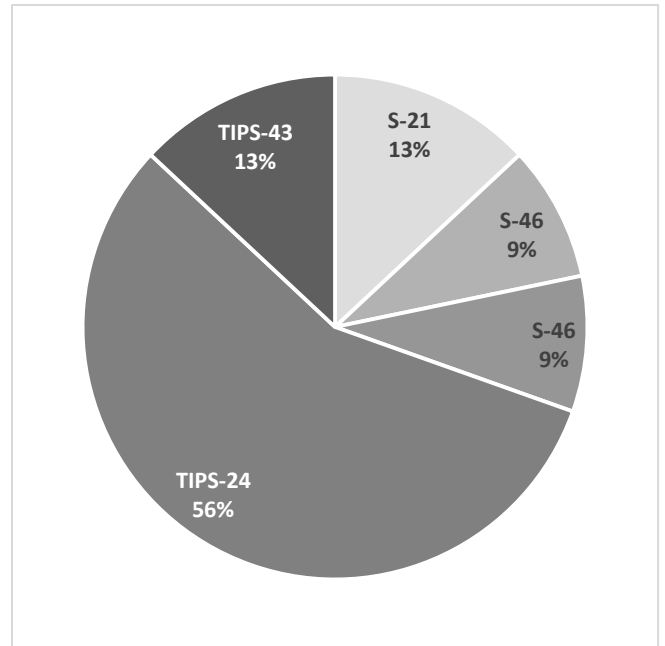
APPLICATION RELATED BARRIERS

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

Application Related	NCA	Total
Case denied after fulfilling application requirements (specify barrier)		5
	S-14	1
	S-40	1
	S-53	1
	TIPS-24	1
	TIPS-43	1
Did not receive ongoing SNAP benefits		9
	S-21	1
	S-28	1
	S-46	2
	TIPS-24	3
	TIPS-43	2
Did not receive SNAP w/in 30 days		10
	S-14	1
	S-21	1
	TIPS-24	8
Other (specify in the column "Other Barrier")		3
	S-21	1
	TIPS-24	1
	TIPS-42	1
Grand Total		27

CHART 11: NCAs WITH THE MOST APPLICATION



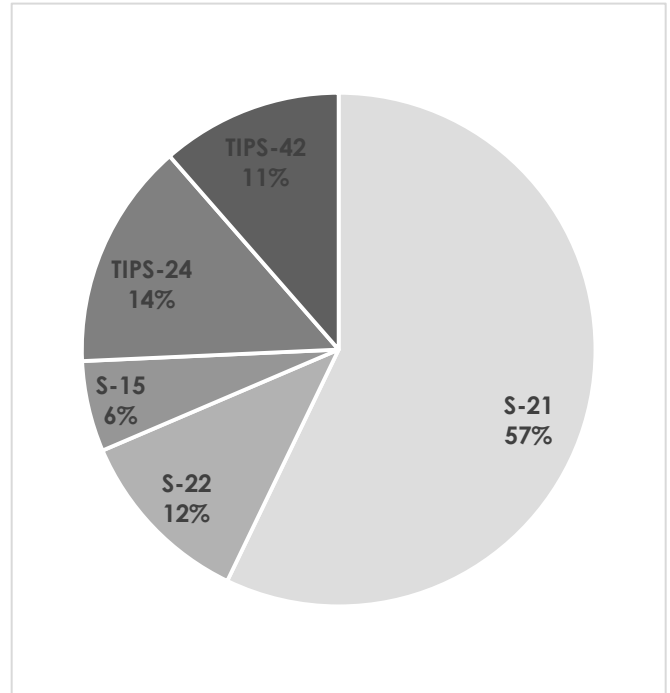
CUSTOMER SERVICE RELATED BARRIERS

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).

CHART 12: NCAs WITH MOST CUSTOMER SERVICE RELATED BARRIERS

CUSTOMER SERVICE RELATED	NCA	Total
Did not receive Center Notice		1
	S-21	1
Excessive documentation requested		1
	TIPS-42	1
Other (specify in the column "Other Barrier")		7
	S-21	5
	S-54	1
	TIPS-42	1
Submitted changes not processed in a timely manner (see glossary)		18
	S-19	1
	S-21	11
	S-22	4
	S-28	1
	(blank)	1
Submitted documents were not logged in the system		15
	S-15	1
	S-21	3
	S-46	2
	S-53	1
	TIPS-24	5
	TIPS-42	2
	TIPS-43	1
Unable to reach On-Demand hotline		1
	S-15	1
Grand Total		43

CHART 13: CUSTOMER SERVICE RELATED BARRIERS BY CENTER



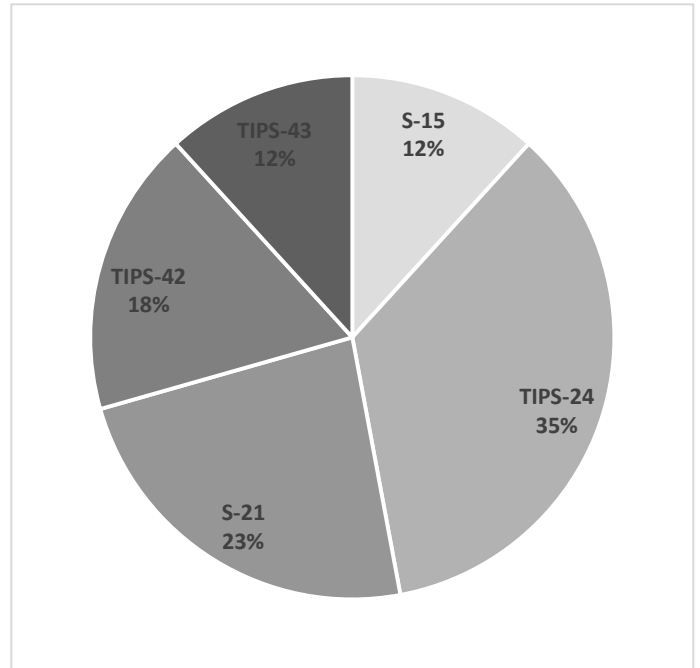
RECERTIFICATION RELATED BARRIERS

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.

CHART 14: RECERTIFICATION RELATED BARRIERS

RECERTIFICATION RELATED	NCA	Total
Case closed after fulfilling recertification requirements (specify barrier)		8
	S-14	1
	S-15	1
	S-21	1
	TIPS-24	5
No benefits issued after completing recertification		5
	S-21	2
	TIPS-24	1
	TIPS-42	2
Other (specify in the column "Other Barrier")		6
	S-21	1
	S-22	1
	S-40	1
	TIPS-42	1
	TIPS-43	2
Recert packet was not received or received on/after the date of the actual recertification		1
	S-15	1
Grand Total		20

CHART 15: NCAs WITH MOST RECERTIFICATION RELATED BARRIERS



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).

CHART 16: BUDGET RELATED BARRIERS BY NCA CENTER

BUDGET RELATED	NCA	Total
Incorrect Household composition		8
	S-21	3
	S-22	4
	TIPS-42	1
Incorrect Income		8
	S-14	1
	S-21	2
	S-22	1
	TIPS-24	4
Incorrect Shelter Expenses		9
	S-21	3
	S-22	2
	S-54	1
	TIPS-24	3
Incorrect SUA Level		4
	S-21	1
	TIPS-24	2
	TIPS-43	1
Medical deduction not applied		2
	S-53	1
	TIPS-24	1
Other (specify in the column "Other Barrier")		3
	TIPS-43	1
	S-21	2
Grand Total		34

CHART 17: NCAs WITH MOST BUDGET RELATED SERVICE RELATED BARRIERS

