



The Food Bank For New York City

Mediation Analysis Report for October 2017

Time Periods Reflected: October 1st, 2017 through October 31st, 2017

Prepared by the staff of Benefit Access of Food Bank For New York City.
October 16, 2017

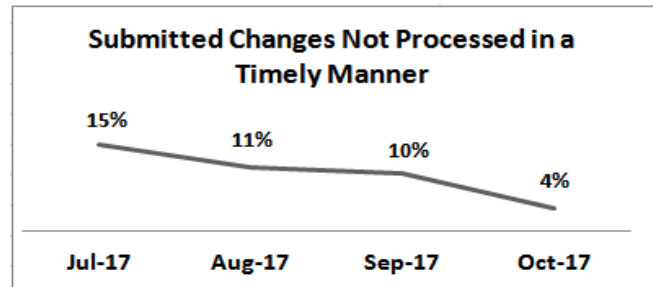
TABLE OF CONTENTS

Analysis Highlights.....	3
Participating Organizations and Mediation Types for September, 2017	4
Case Types and NCA Centers Where Mediation Took Place.....	5
Case Status and Resolution Time Frame.....	6
Barriers Encountered.....	8
Customer Service Related Barriers.....	9
o Application Related Barriers.....	10
o Recertification Related Barriers.....	11
o Budget Related Barriers.....	12

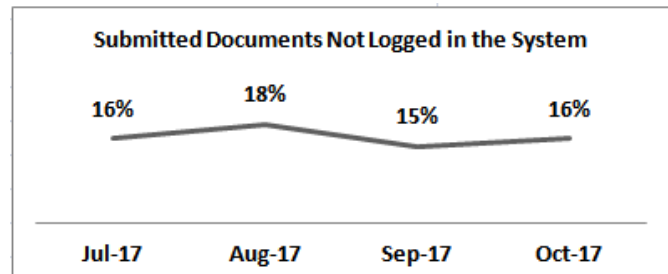
The following mediation activities were observed under the mediation model in October 2017:

- 14 Organizations reported 121 mediation cases – with a total of 156 identified issues, to NCA SNAP Centers throughout the 5 boroughs
- Of those 121 cases, 73 (60%) were related to first time applicants, 33 cases (27%) were related to recertifying clients, 8 cases (7%) were related to change reports, 4 cases (3%) related to periodic reports, 3 cases (2%) to adverse action.
- A total of 95 cases or 78% were sent to the TIPS Centers: TIPS-42: 34 cases, TIPS-43: 44 cases, TIPS-24: 17 cases
- Notable trends in October in relation to the previous months, include:

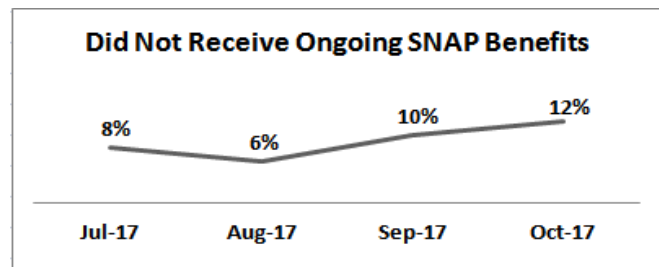
Submitted changes not processed in a timely manner: This issue decreased 6 percentage point in October from 10 percent in September.



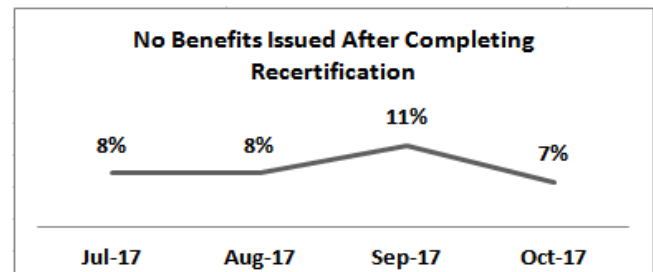
Submitted documents were not logged in the system: This issue increased by 1 percentage points from 15 percent in September.



Did not receive ongoing benefits: September saw a 2 percent increase for this issue, from 10 percent in September to 12 percent in October.



No benefits issued after completing recertification: This issue saw an decrease of 4 percentage points in October from 11 percent in September.



Out of the total 121 cases submitted in October, 88 or 73% of cases were resolved

- 98% (87) of the resolved cases were resolved within the same month as received
- 58% (51) were resolved at the primary and back-up liaison levels. This represents an increase of 5 percentage points from September (53% of resolved cases were resolved at the primary and back-up levels that month).
- 52% (46) were resolved within the key first 5 days. This represents an increase of twelve percentage point from October (64% of September cases were resolved within the key first 5 days).
- The number of cases that took 6-10 days to be resolved decreased by 5 percentage points in October (12%) from 17% in September.

CHART 1: MEDIATION CASES BY ORGANIZATION

PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR OCTOBER

CBO	CASE TYPE	TOTAL
Apicha CHC		1
	First Time Applicant	1
Child Center of NY		4
	First Time Applicant	3
	Periodic Report	1
Chinese American Planning Council		1
	Recertification	1
Community Council & Consulting		17
	First Time Applicant	12
	Recertification	5
CSB Community Services		5
	Change Report	1
	Recertification	4
Diaspora C.S.		4
	First Time Applicant	3
	Recertification	1
FAC		2
	Change Report	1
	First Time Applicant	1
Food Bank for NYC		4
	First Time Applicant	4
HFNYC		24
	Change Report	2
	First Time Applicant	13
	Periodic Report	2
	Recertification	7
LiveOn NY		12
	First Time Applicant	12
Met Council		11
	Change Report	2
	First Time Applicant	3
	Recertification	6
POTS		33
	Adverse Action	3
	Change Report	2
	First Time Applicant	19
	Periodic Report	1
	Recertification	8
Project Hospitality		1
	First Time Applicant	1
Urban Upbound		1
	Recertification	1
Grand Total		121

This analysis is based on information submitted by 14 organizations. These organizations reported having mediated on behalf of 121 SNAP applicants/participants (chart 1).

CHART 2: CASES BY NCA CENTER

NCA CENTER	TOTAL
S-02	1
Change Report	1
S-15	3
Adverse Action	1
Change Report	2
S-21	4
Change Report	2
Recertification	2
S-22	2
Change Report	2
S-26	2
First Time Applicant	1
Periodic Report	1
S-40	2
Periodic Report	2
S-45	1
Adverse Action	1
S-46	1
Adverse Action	1
S-53	4
First Time Applicant	1
Periodic Report	1
Recertification	2
S-54	5
First Time Applicant	4
Recertification	1
S-79	1
Change Report	1
TIPS-24	17
First Time Applicant	10
Recertification	7
TIPS-42	34
First Time Applicant	13
Recertification	21
TIPS-43	44
First Time Applicant	44
Grand Total	121

CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

October mediation cases were handled by 14 NCA Centers. The highest number of cases were sent to TIPS Centers: TIPS-42: (34 cases), TIPS-43: (44 cases), TIPS-24: (17 cases). This represents 78 percent of the total number of mediation cases (121).

Most mediation requests concerned recertification cases and first time applications.

Case Type	# of Case	Percentage
Adverse Action	3	2%
Change Report	8	6%
First Time Applicant	73	60%
Periodic Report	4	3%
Recertification	33	27%
Grand Total	121	100%

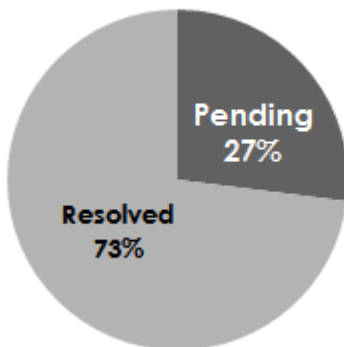
CASE STATUS AND RESOLUTION TIME FRAME

Out of 121 mediation cases submitted in October, 88 were resolved. As of November 10th, 33 cases remained unresolved/pending (see charts 3 and 4 below). Forty two percent of the resolved cases were resolved within a period of 1-3 days (chart 5).

CHART 3: CASE STATUS

CASE STATUS	TOTAL
Pending	33
Resolved	88
Grand Total	121

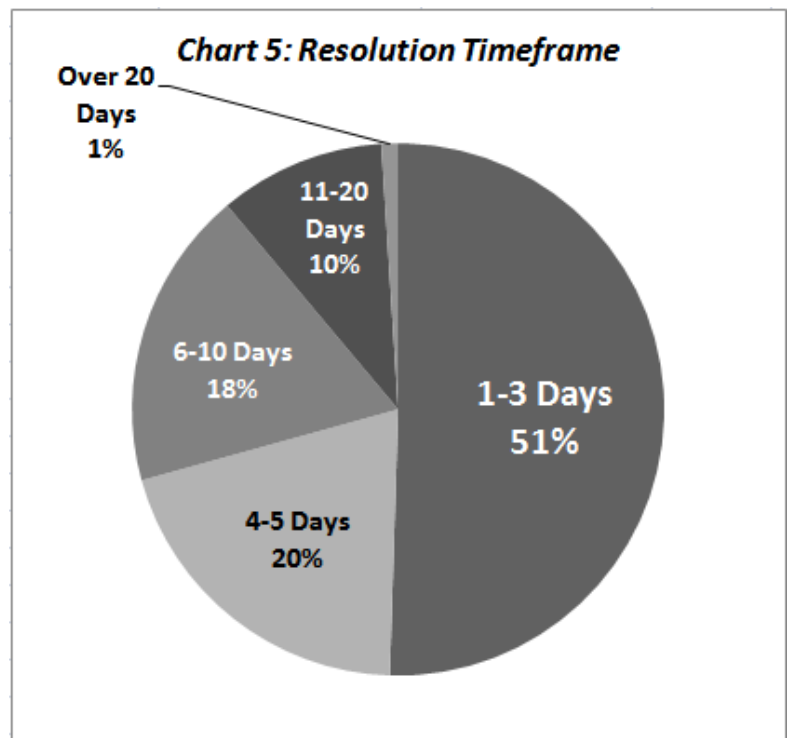
Case Status Percentages



RESOLUTION TIME FRAME	TOTAL
1-3 Days	44
4-5 Days	18
10 Days	16
11-20 Days	9
Over 20 Days	1
OTAL	88

CHART 4: CASE STATUS BY CASE TYPE

CASE STATUS	CASE TYPE	NUMBER OF CASES	%
Pending	Change Report First Time Applicant	1	1%
	Recertification	20	16%
	Recertification	12	10%
	Resolved	88	73%
Resolved	Adverse Action	3	2%
	Change Report First Time Applicant	7	6%
	Periodic Report	53	44%
	Recertification	4	4%
	Recertification	21	17%
	Grand Total	121	100%

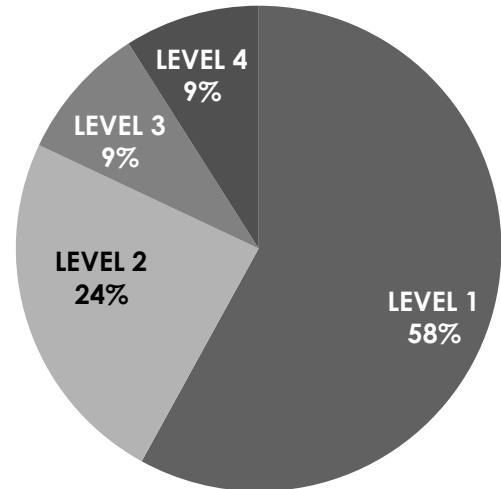


Of the 88 resolved cases that were reported, 82% (72 cases) were resolved at the HRA primary or back-up liaison levels (see charts 6 and 7).

CHART 6: RESOLUTION BY NCA CENTER

LEVELS OF RESOLUTION	NCA CENTER	TOTAL
Level 1		51
	S-21	1
	S-22	2
	S-26	2
	S-40	1
	S-45	1
	S-53	3
	S-54	1
	TIPS-24	6
	TIPS-42	13
	TIPS-43	21
Level 2		21
	S-15	2
	S-53	1
	S-54	1
	TIPS-24	2
	TIPS-42	2
	TIPS-43	13
Level 3		8
	S-21	1
	S-40	1
	TIPS-24	5
	TIPS-42	1
Level 4		8
	S-15	1
	S-46	1
	S-54	1
	S-79	1
	TIPS-42	2
	TIPS-43	2
Grand Total		88

CHART 7: HRA LIAISON LEVEL OF RESOLUTION

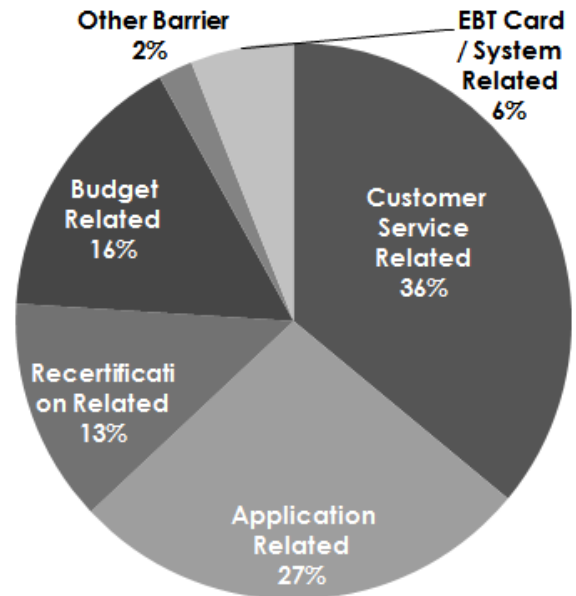


BARRIERS ENCOUNTERED

From 121 cases, a total of 156 barriers¹ were reported in October. Barriers encountered that month were as follows:

CHART 8: SNAP BARRIERS IN OCTOBER 2017

Reported Barriers	TOTAL 156
Customer Service Related	56
Application Related	42
Recertification Related	21
Budget Related	25
Other Barrier	3
EBT Card / System Related	9



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

Prevalent Issues	
Submitted documents were not logged in the system	26
Did not receive ongoing SNAP benefits	20
Case denied after fulfilling application requirements	15
Incorrect Income	13
Did not receive phone interview and unable to reschedule	12
No benefits issued after completing recertification	12
Case closed after fulfilling recertification requirements	8
Did not receive SNAP within 30 days	7

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.

¹ Some cases presented more than one barrier.

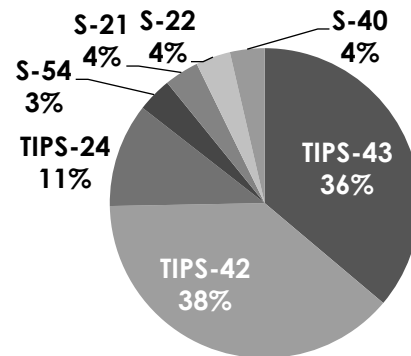
CUSTOMER SERVICE RELATED BARRIERS

A total of 56 customer service-related barriers were encountered at 13 different NCA Centers. However, the biggest cluster of cases (74%) took place at Centers TIPS-42 (18 cases), TIPS-43 (17), TIPS - 24 (5 cases), and S-54 (2 cases) [charts 9 and 10].

CHART 9: CUSTOMER SERVICE RELATED BARRIERS BY CENTER

CUSTOMER SERVICE RELATED	TOTAL
Did not receive Center Notice	1
TIPS-42	1
Did not receive phone interview and was unable to reschedule	12
TIPS-24	1
TIPS-42	1
TIPS-43	10
Excessive documentation requested	5
S-54	2
TIPS-42	1
TIPS-43	2
Other	1
S-53	1
Reduced or terminated benefits w/o written notice or cause	2
S-46	1
TIPS-42	1
Submitted changes not processed in a timely manner	6
S-02	1
S-15	1
S-21	1
S-22	2
S-79	1
Submitted documents were not logged in the system	26
S-21	1
S-26	1
S-40	2
TIPS-24	3
TIPS-42	14
TIPS-43	5
Unable to reach On-Demand hotline	3
TIPS-24	1
TIPS-42	1
TIPS-43	1
Grand Total	56

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



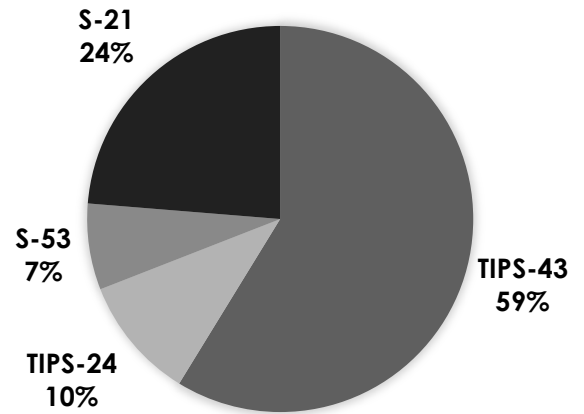
APPLICATION RELATED BARRIERS

A total of 38 application-related barriers were encountered at 4 different NCA Centers throughout the city in October (chart 11). TIPS Centers 43 and 24 accounted for 69 percent of these barriers (chart 12).

CHART 11: APPLICATION RELATED BARRIERS BY NCA CENTER

APPLICATION RELATED	NCA CENTER	TOTAL
Case denied after fulfilling application requirements		10
	S-53	1
	TIPS-24	2
	TIPS-43	7
Did not receive expedited SNAP w/in 5 days		1
	S-21	1
Did not receive ongoing SNAP benefits		14
	S-53	1
	TIPS-24	1
	TIPS-43	12
Did not receive SNAP w/in 30 days		12
	S-21	8
	S-53	1
	TIPS-24	1
	TIPS-43	2
Other		1
	TIPS-43	1
Total		38

CHART 12: NCA CENTERS WITH THE MOST APPLICATION RELATED BARRIERS



RECERTIFICATION RELATED BARRIERS

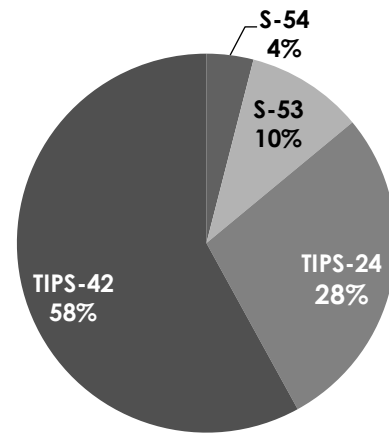
A total of 21 recertification-related barriers were encountered over 4 different NCA Centers. The most prevalent issues was “no benefits issued after completing recertification” (see chart 13 below).

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

CHART 13: RECERTIFICATION RELATED BARRIERS BY NCA CENTER

RECERTIFICATION RELATED	NCA CENTER	TOTAL
Case closed after fulfilling recertification requirements		8
	S-54	1
	TIPS-24	1
	TIPS-42	6
No benefits issued after completing recertification		12
	S-53	2
	TIPS-24	4
	TIPS-42	6
Other		1
	TIPS-24	1
TOTAL		21

CHART 14: NCA CENTERS WITH THE MOST RECERTIFICATION RELATED BARRIERS



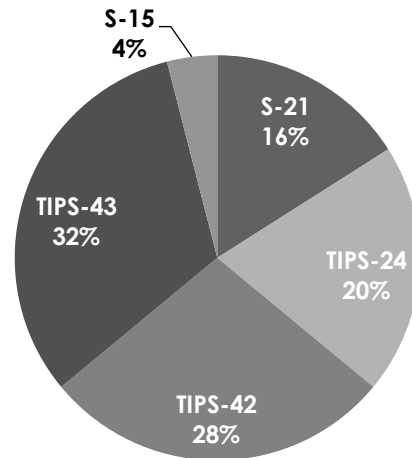
BUDGET RELATED BARRIERS

Twentive budget-related barriers were encountered in 5 NCA Centers (chart 16). NCA Centers TIPS-42 and TIPS-43 accounted for the half of the cases (60% percent).

CHART 15: BUDGET RELATED BARRIERS BY NCA CENTER

BUDGT RELATED	NCA CENTER	TOTAL
Child/Dependent care deduction not applied		1
	TIPS-24	1
Incorrect Household composition		2
	S-21	1
	TIPS-24	1
Incorrect Income		13
	S-21	3
	TIPS-24	2
	TIPS-42	7
	TIPS-43	1
Incorrect income guideline applied		1
	TIPS-43	1
Incorrect Shelter Expenses		5
	S-15	1
	TIPS-24	1
	TIPS-43	3
Incorrect SUA Level		3
	TIPS-43	3
TOTAL		25

CHART 16: NCA CENTERS WITH THE MOST BUDGET RELATED BARRIERS



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