



The Food Bank For New York City

Mediation Analysis Report for November 2019

Time Periods Reflected: November 1, 2019 through November 30, 2019

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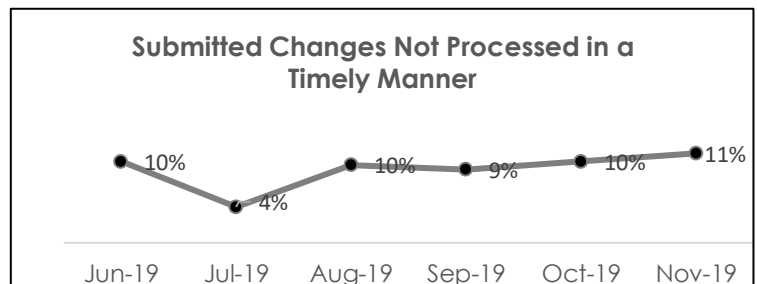
- o Application Related Barriers..... 9
- o Customer Service Related Barriers.....10
- o Recertification Related Barriers..... 11
- o Budget Related Barriers..... 12

**ANALYSIS HIGHLIGHTS**

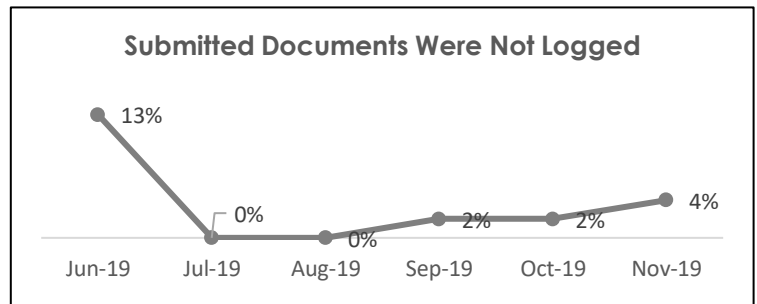
The following mediation activities were observed under the Mediation Model in November 2019:

- 7 Organizations reported 96 mediation cases – with a total of 127 identified issues, to NCA SNAP Centers throughout the 5 boroughs
- Of those 96 cases, 42 (44%) were related to first time applicants, 15 cases (16%) were related to change report, 31 cases (32%) were related to recertification, 6 cases (6%) were related to periodic report, and 2 cases (2%) to adverse action.
- A total of 50 cases or 52% were sent to the TIPS Centers: TIPS-24: 30 cases and TIPS-43: 20 cases.
- Notable trends in November in relation to the previous months, include:

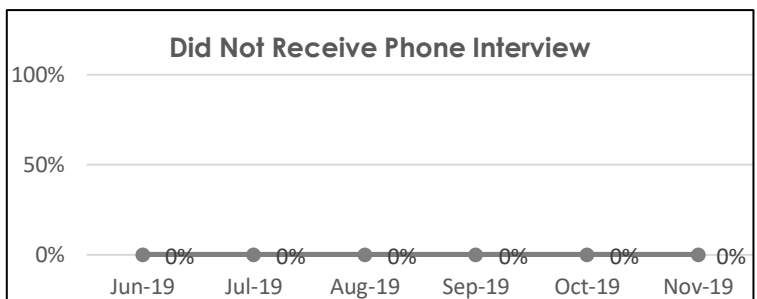
Submitted changes not processed in a timely manner: This issue increased in prevalence by 1 percentage point from October.



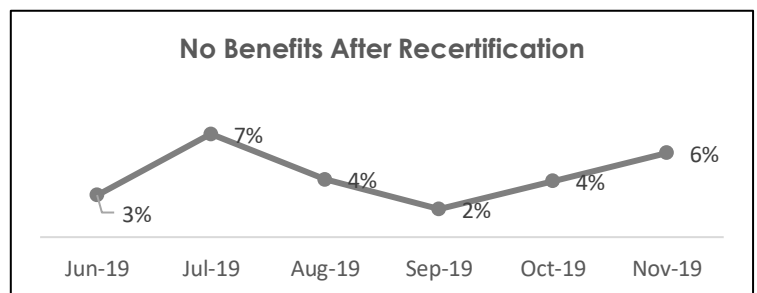
Submitted documents were not logged in the system: This issue increased in prevalence by 2 percentage points from October.



Did not receive phone interview and was unable to re-schedule: The prevalence of this issue remained the same at 0 percent from October to November.



No benefits after recertification: The issue has increased in prevalence by 2 percentage points from October to November.



- 74% (46) of cases in November were resolved in the same month as received, this was a percentage point decrease of 9 from October (83%)
- 63% (39) of resolved cases were resolved within the key first 5-day time period in November, this was a percentage point increase of 10 from October). The number of cases that took 6-10 days to be resolved decreased from 26% to 23% from October to November.
- 74% of resolved cases were resolved at the primary and back-up liaison levels in November.

**CHART 1: MEDIATION CASES BY ORGANIZATION**

| CBO                         | Case Type            | Total     |
|-----------------------------|----------------------|-----------|
| <b>Apicha CHC</b>           |                      | <b>3</b>  |
|                             | First Time Applicant | 3         |
| <b>Catholic Charity</b>     |                      | <b>3</b>  |
|                             | First Time Applicant | 2         |
|                             | Recertification      | 1         |
| <b>Food Bank for NYC</b>    |                      | <b>13</b> |
|                             | First Time Applicant | 13        |
| <b>Hunger Free NYC</b>      |                      | <b>15</b> |
|                             | Change Report        | 1         |
|                             | First Time Applicant | 5         |
|                             | Recertification      | 9         |
| <b>LiveOn NY</b>            |                      | <b>8</b>  |
|                             | First Time Applicant | 3         |
|                             | Recertification      | 5         |
| <b>Met Council</b>          |                      | <b>28</b> |
|                             | Adverse Action       | 1         |
|                             | Change Report        | 11        |
|                             | First Time Applicant | 6         |
|                             | Periodic Report      | 5         |
|                             | Recertification      | 5         |
| <b>Part of the Solution</b> |                      | <b>26</b> |
|                             | Adverse Action       | 1         |
|                             | Change Report        | 3         |
|                             | First Time Applicant | 10        |
|                             | Periodic Report      | 1         |
|                             | Recertification      | 11        |
| <b>Grand Total</b>          |                      | <b>96</b> |

**PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR NOVEMBER**

This analysis is based on information submitted by 7 organizations. These organizations reported having mediated on behalf of 96 SNAP

**CHART 2: CASES BY NCA CENTER**

| NCA                | Case Type            | Total     |
|--------------------|----------------------|-----------|
| <b>S-13</b>        |                      | <b>2</b>  |
|                    | First Time Applicant | 2         |
| <b>S-14</b>        |                      | <b>3</b>  |
|                    | First Time Applicant | 3         |
| <b>S-15</b>        |                      | <b>1</b>  |
|                    | Recertification      | 1         |
| <b>S-19</b>        |                      | <b>3</b>  |
|                    | Change Report        | 1         |
|                    | First Time Applicant | 2         |
| <b>S-21</b>        |                      | <b>18</b> |
|                    | Adverse Action       | 1         |
|                    | Change Report        | 7         |
|                    | First Time Applicant | 1         |
|                    | Periodic Report      | 5         |
|                    | Recertification      | 4         |
| <b>S-22</b>        |                      | <b>3</b>  |
|                    | Change Report        | 3         |
| <b>S-28</b>        |                      | <b>2</b>  |
|                    | First Time Applicant | 2         |
| <b>S-40</b>        |                      | <b>1</b>  |
|                    | First Time Applicant | 1         |
| <b>S-45</b>        |                      | <b>8</b>  |
|                    | Adverse Action       | 1         |
|                    | Change Report        | 2         |
|                    | First Time Applicant | 4         |
|                    | Recertification      | 1         |
| <b>S-46</b>        |                      | <b>3</b>  |
|                    | First Time Applicant | 2         |
|                    | Periodic Report      | 1         |
| <b>S-53</b>        |                      | <b>1</b>  |
|                    | Change Report        | 1         |
| <b>S-99</b>        |                      | <b>1</b>  |
|                    | First Time Applicant | 1         |
| <b>TIPS-24</b>     |                      | <b>30</b> |
|                    | Change Report        | 1         |
|                    | First Time Applicant | 6         |
|                    | Recertification      | 23        |
| <b>TIPS-43</b>     |                      | <b>20</b> |
|                    | First Time Applicant | 18        |
|                    | Recertification      | 2         |
| <b>Grand Total</b> |                      | <b>96</b> |

## CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

November mediation cases were handled by a total of 14 different NCA Centers. However, most barriers were encountered at: TIPS-24 - 30 cases, TIPS-43 – 20 cases and S-21 – 18 cases (see Chart 2). Combined, these centers accounted for 71% of all November mediation cases.

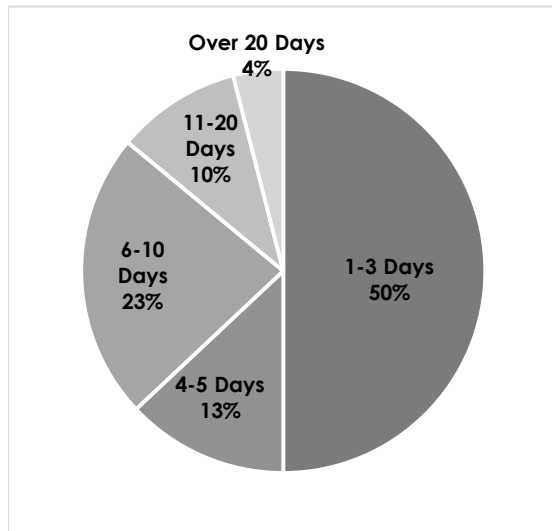
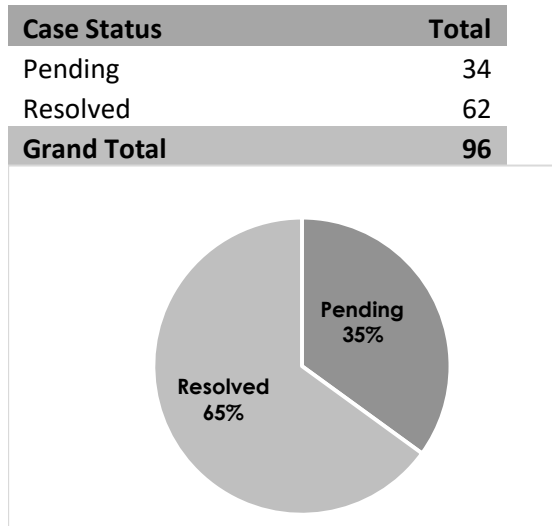
Most mediation cases concerned first time applications, recertification, and change report.

| Cases                | Total     | %           |
|----------------------|-----------|-------------|
| Adverse Action       | 2         | 2%          |
| Change Report        | 15        | 16%         |
| First Time Applicant | 42        | 44%         |
| Periodic Report      | 6         | 6%          |
| Recertification      | 31        | 32%         |
| <b>Grand Total</b>   | <b>96</b> | <b>100%</b> |

## CASE STATUS AND RESOLUTION TIME FRAME

Out of 96 mediation cases submitted in November, 62 (65%) were resolved. As of November 30<sup>th</sup>, 34 cases (35%) remain unresolved/pending (see Charts 3 and 4 below). Of the 62 cases resolved (39) obtained a resolution within a period of 1-5 days (see chart 5 below).

**CHART 3: CASE STATUS**



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

| Case Status        | Case Type            | Total     | %           |
|--------------------|----------------------|-----------|-------------|
| <b>Pending</b>     | Adverse Action       | 2         | 2%          |
|                    | Change Report        | 8         | 8%          |
|                    | First Time Applicant | 13        | 14%         |
|                    | Periodic Report      | 2         | 2%          |
|                    | Recertification      | 9         | 9%          |
| <b>Resolved</b>    |                      | <b>62</b> | <b>65%</b>  |
| Resolved           | Change Report        | 7         | 7%          |
|                    | First Time Applicant | 29        | 30%         |
|                    | Periodic Report      | 4         | 4%          |
|                    | Recertification      | 22        | 23%         |
| <b>Grand Total</b> |                      | <b>96</b> | <b>100%</b> |

**CHART 5: RESOLUTION TIMEFRAME**

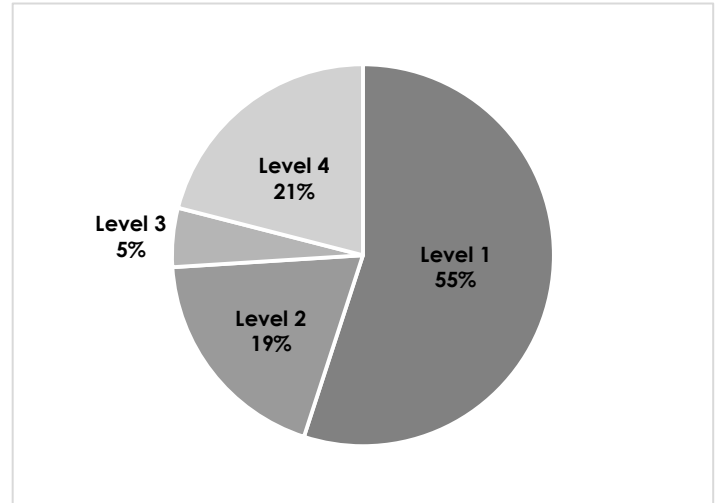
| Resolution Timeframe (business days) | Total     |
|--------------------------------------|-----------|
| 1 - 3 Days                           | 31        |
| 4 - 5 Days                           | 8         |
| 6 - 10 Days                          | 14        |
| 11 - 20 Days                         | 6         |
| Over 20 days                         | 3         |
| <b>Grand Total</b>                   | <b>62</b> |

**CHART 7: RESOLUTION BY NCA CENTER**

| Resolution Level   | NCA     | Total     |
|--------------------|---------|-----------|
| <b>Level 1</b>     |         | <b>34</b> |
|                    | S-13    | 2         |
|                    | S-15    | 1         |
|                    | S-19    | 2         |
|                    | S-21    | 6         |
|                    | S-22    | 3         |
|                    | S-40    | 1         |
|                    | S-45    | 4         |
|                    | S-46    | 2         |
|                    | S-53    | 1         |
|                    | S-99    | 1         |
|                    | TIPS-24 | 7         |
|                    | TIPS-43 | 4         |
| <b>Level 2</b>     |         | <b>12</b> |
|                    | S-14    | 2         |
|                    | S-21    | 1         |
|                    | S-28    | 1         |
|                    | TIPS-24 | 6         |
|                    | TIPS-43 | 2         |
| <b>Level 3</b>     |         | <b>3</b>  |
|                    | S-14    | 1         |
|                    | S-21    | 1         |
|                    | TIPS-24 | 1         |
| <b>Level 4</b>     |         | <b>13</b> |
|                    | S-21    | 2         |
|                    | S-45    | 2         |
|                    | TIPS-24 | 6         |
|                    | TIPS-43 | 3         |
| <b>Grand Total</b> |         | <b>62</b> |

Of the 62 resolved cases that were reported, 74% (46 cases) were resolved at the HRA primary or back-up liaison levels. (See Chart 6)

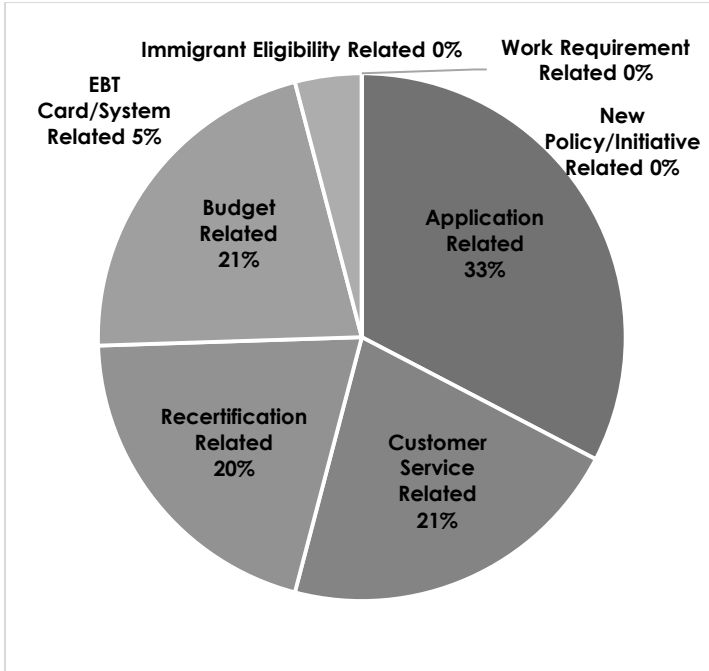
**CHART 6: HRA LIAISON LEVEL OF RESOLUTION**



## BARRIERS ENCOUNTERED

From 96 cases, a total of 127 barriers<sup>1</sup> were reported in November. Barriers encountered this month were as follows:

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



| Reported Barriers             |            |
|-------------------------------|------------|
| Application Related           | 41         |
| Customer Service Related      | 27         |
| Recertification Related       | 26         |
| Budget Related                | 27         |
| EBT Card/System Related       | 5          |
| Work Requirement Related      | 1          |
| Immigrant Eligibility Related | 0          |
| New Policy/Initiative Related | 0          |
| <b>Total</b>                  | <b>207</b> |

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

**CHART 9: PREVALENT ISSUES**

| Reported Barriers   | Total     |
|---|-----------|
| Did not receive ongoing SNAP benefits                                   | 25        |
| Case denied after fulfilling application requirements (specify barrier) | 10        |
| Did not receive SNAP w/in 30 days                                       | 3         |
| Other (specify in the column "Other Barrier")                           | 2         |
| Did not receive expedited SNAP w/in 5 days                              | 1         |
| <b>Grand Total</b>  | <b>41</b> |

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.



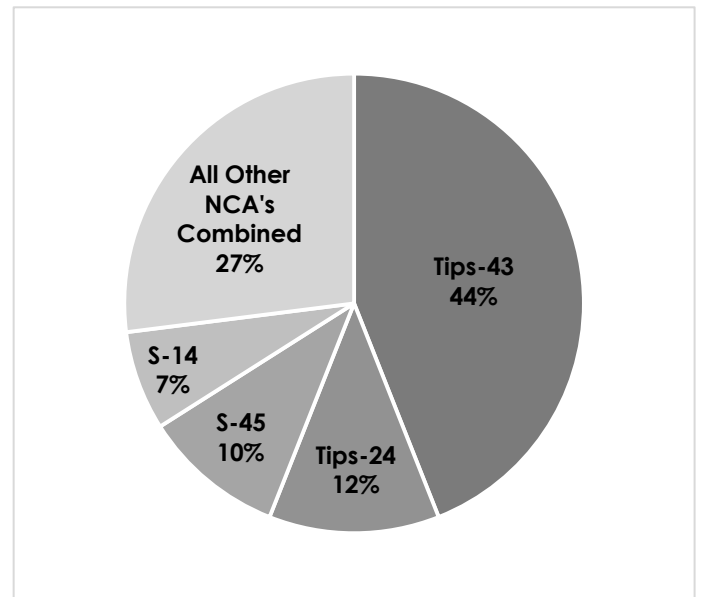
## APPLICATION RELATED BARRIERS

A total of 41 application related barriers were encountered over 12 NCA Centers in November (Chart 10). TIPS centers accounted for 56 percent of these cases.

**CHART 10: APPLICATION RELATED BARRIERS**

| Application Barriers   | NCA     | Total     |
|--|---------|-----------|
| <b>Case denied after fulfilling application requirements (specify barrier)</b> |         | <b>10</b> |
|  | S-46    | 1         |
|  | S-99    | 1         |
|  | TIPS-24 | 2         |
|  | TIPS-43 | 6         |
| <b>Did not receive expedited SNAP w/in 5 days</b>                              |         | <b>1</b>  |
|  | TIPS-43 | 1         |
| <b>Did not receive ongoing SNAP benefits</b>                                   |         | <b>25</b> |
|  | S-13    | 2         |
|  | S-14    | 3         |
|  | S-19    | 2         |
|  | S-21    | 1         |
|  | S-28    | 1         |
|  | S-40    | 1         |
|  | S-45    | 4         |
|  | S-46    | 1         |
|  | TIPS-24 | 2         |
|  | TIPS-43 | 8         |
| <b>Did not receive SNAP w/in 30 days</b>                                       |         | <b>3</b>  |
|  | TIPS-24 | 1         |
|  | TIPS-43 | 2         |
| <b>Other (specify in the column "Other Barrier")</b>                           |         | <b>2</b>  |
|  | S-28    | 1         |
|  | TIPS-43 | 1         |
| <b>Grand Total</b>   |         | <b>41</b> |

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



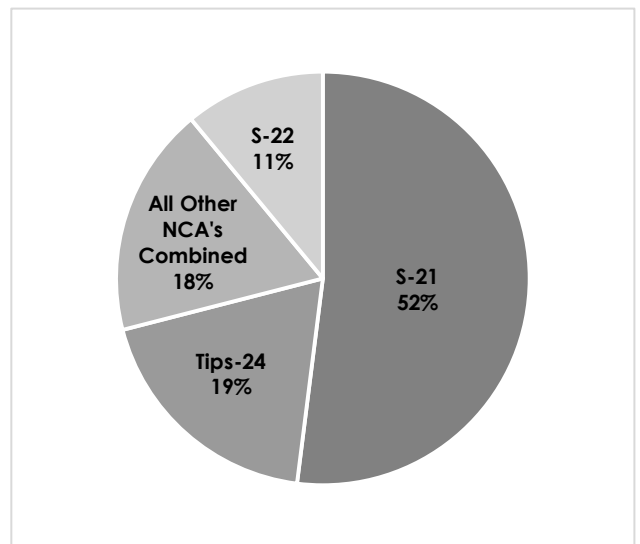
## CUSTOMER SERVICE RELATED BARRIERS

A total of 27 cases involved customer service related barriers, with these barriers spread out over 7 different NCA Centers. However, the biggest cluster of issues (52%) took place at S-21 center with 14 cases.

**CHART 12: NCAs WITH MOST CUSTOMER SERVICE RELATED BARRIERS**

| Customer Service Related   | NCA     | Total     |
|--|---------|-----------|
| <b>Did not receive Center Notice</b>                                     |         | <b>2</b>  |
|  | TIPS-24 | 1         |
|  | TIPS-43 | 1         |
| <b>Excessive documentation requested</b>                                 |         | <b>1</b>  |
|  | TIPS-24 | 1         |
| <b>Other (specify in the column "Other Barrier")</b>                     |         | <b>5</b>  |
|  | S-21    | 2         |
|  | TIPS-24 | 2         |
|  | TIPS-43 | 1         |
| <b>Submitted changes not processed in a timely manner (see glossary)</b> |         | <b>14</b> |
|  | S-19    | 1         |
|  | S-21    | 9         |
|  | S-22    | 3         |
|  | S-45    | 1         |
| <b>Submitted documents were not logged in the system</b>                 |         | <b>5</b>  |
|  | S-21    | 3         |
|  | S-99    | 1         |
|  | TIPS-24 | 1         |
| <b>Grand Total</b>   |         | <b>27</b> |

**CHART 13: CENTERS WITH THE MOST CUSTOMER SERVICE RELATED BARRIERS**



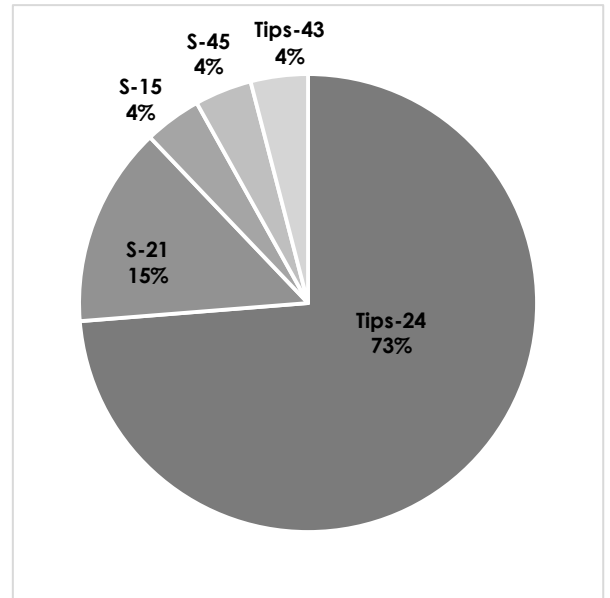
## RECERTIFICATION RELATED BARRIERS

A total of 26 recertification barriers were encountered in 5 NCA Centers. Tips – 24 had the most recertification related barriers with 19 cases.

**CHART 14: RECERTIFICATION RELATED BARRIERS**

| Recertification  | NCA     | Total     |
|--|---------|-----------|
| <b>Case closed after fulfilling recertification requirements (specify barrier)</b> |         | <b>14</b> |
|  | S-15    | 1         |
|  | S-45    | 1         |
|  | TIPS-24 | 12        |
| <b>No benefits issued after completing recertification</b>                         |         | <b>8</b>  |
|  | S-21    | 2         |
|  | TIPS-24 | 5         |
|  | TIPS-43 | 1         |
| <b>Other (specify in the column "Other Barrier")</b>                               |         | <b>4</b>  |
|  | S-21    | 2         |
|  | TIPS-24 | 2         |
| <b>Grand Total</b>   |         | <b>26</b> |

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



## BUDGET RELATED BARRIERS

A total of 27 budget related barriers were encountered in November. These barriers were encountered in 7 NCA Centers (see Chart 16 and Chart 17), with issues related to incorrect income (11 cases), incorrect household composition (7 cases) etc.

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

| Budget Barriers                                   | NCA     | Total     |
|---|---------|-----------|
| <b>Child/Dependent care deduction not applied</b> |         | <b>2</b>  |
|   | S-45    | 1         |
|   | TIPS-24 | 1         |
| <b>Incorrect Household composition</b>            |         | <b>7</b>  |
|   | S-21    | 6         |
|   | S-22    | 1         |
| <b>Incorrect Income</b>                           |         | <b>11</b> |
|   | S-19    | 1         |
|   | S-21    | 4         |
|   | S-22    | 2         |
|   | S-45    | 1         |
|   | S-46    | 1         |
|   | S-53    | 1         |
|   | TIPS-24 | 1         |
| <b>Incorrect SUA Level</b>                        |         | <b>1</b>  |
|   | TIPS-24 | 1         |
| <b>Medical deduction not applied</b>              |         | <b>1</b>  |
|   | TIPS-24 | 1         |
| <b>Other</b>                                      |         | <b>5</b>  |
|   | S-21    | 5         |
| <b>Grand Total</b>                                |         | <b>27</b> |

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

