



The Food Bank For New York City

Mediation Analysis Report for September 2017

Time Periods Reflected: September 1st, 2017 through September 30th, 2017

Prepared by the staff of Benefit Access of Food Bank For New York City.
October 19, 2017

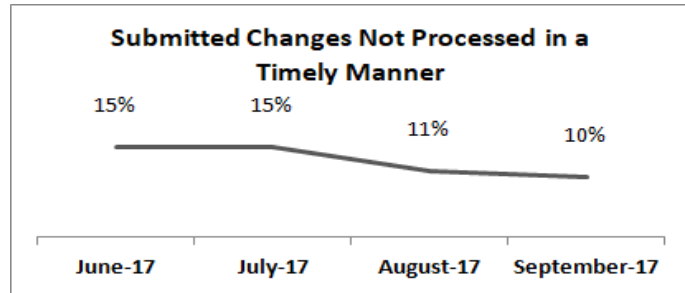
TABLE OF CONTENTS

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

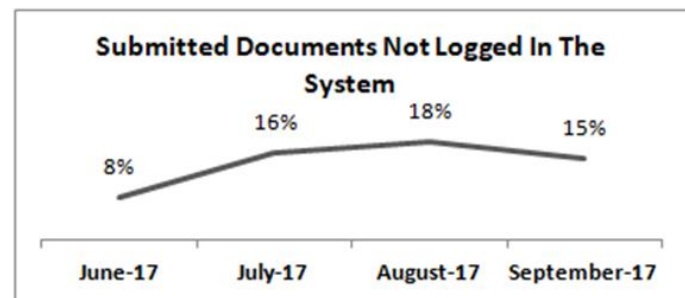
The following mediation activities were observed under the mediation model in September 2017:

- 11 Organizations reported 89 mediation cases – with a total of 112 identified issues, to NCA SNAP Centers throughout the 5 boroughs
- Of those 89 cases, 49 (55%) were related to first time applicants, 24 cases (27%) were related to recertifying clients, 13 cases (14%) were related to change reports, and 3 cases (3%) to adverse action.
- A total of 44 cases or 49% were sent to the TIPS Centers: TIPS-42: 8 cases, TIPS-43: 31 cases, TIPS-24: 5 cases
- Notable trends in September in relation to the previous months, include:

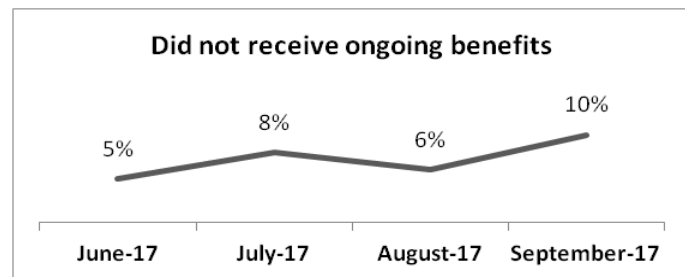
Submitted changes not processed in a timely manner: This issue decreased 1 percentage point in September from 11 percent in August



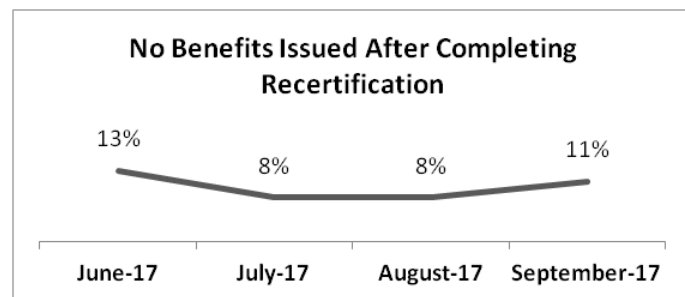
Submitted documents were not logged in the system: This issue decreased by 3 percentage points from 18 percent in August, following a spike of eight percentage points in July.



Did not receive ongoing benefits: September saw a 4 percent increase for this issue, from 6 percent in August to 10 percent in September



No benefits issued after completing recertification: This issue saw an increase of 3 percentage points in September from 8 percent in August



Out of the total 89 cases submitted in April, 76 or 84% of cases were resolved

- 85% (74) of the resolved cases were resolved within the same month as received
- 53% (41) were resolved at the primary and back-up liaison levels. This represents an decrease of 17 percentage points from August (70% of resolved cases were resolved at the primary and back-up levels that month).
- 64% (49) were resolved within the key first 5 days. This represents an increase of one percentage point from August (63% of August cases were resolved within the key first 5 days).
- The number of cases that took 6-10 days to be resolved decreased by seven percentage points in September (17% from 24% in August).

CHART 1: MEDIATION CASES BY ORGANIZATION

CBO	CASE TYPE	TOTALS
CCNY		2
	First Time Applicant	2
CPC		1
	First Time Applicant	1
Community Council & Consulting		18
	Change Report	2
	First Time Applicant	11
	Recertification	5
Diaspora C.S.		4
	Adverse Action	1
	First Time Applicant	2
	Recertification	1
Food Bank for New York City		4
	Change Report	1
	First Time Applicant	1
	Recertification	2
Henry Street Settlement		1
	First Time Applicant	1
HFNYC		34
	Adverse Action	1
	Change Report	6
	First Time Applicant	16
	Recertification	15
HIAS New York		1
	First Time Applicant	1
LiveOn NY		9
	Change Report	3
	First Time Applicant	5
	Recertification	1
POTS		6
	First Time Applicant	6
Tzu Chi Foundation		5
	Adverse Action	1
	Change Report	1
	First Time Applicant	3
Grand Total		89

PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR SEPTEMBER

This analysis is based on information submitted by 11 organizations. These organizations reported having mediated on behalf of 89 SNAP applicants/participants (chart 1).

CHART 2: CASES BY NCA CENTER

NCA CENTER	TOTAL
S-19	1
Recertification	1
S-20	3
Adverse Action	1
Change Report	2
S-21	14
Change Report	2
First Time Applicant	12
S-26	4
Recertification	4
S-28	1
Change Report	1
S-31	1
Recertification	1
S-46	2
Change Report	2
S-53	14
Adverse Action	1
Change Report	4
First Time Applicant	2
Recertification	7
S-54	5
Change Report	1
First Time Applicant	2
Recertification	2
TIPS-24	5
First Time Applicant	5
TIPS-42	8
Recertification	8
TIPS-43	31
Adverse Action	1
Change Report	1
First Time Applicant	28
Recertification	1
Grand Total	89

CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

September mediation cases were handled by 11 NCA Centers. The highest number of cases were sent to TIPS Centers: TIPS-42: (8 cases), TIPS-43: (31 cases), TIPS-24: (5 cases). This represents 49 percent of the total number of mediation cases (89).

Most mediation requests concerned recertification cases and first time applications.

Case Type	# of Cases	Percentage
Adverse Action	3	3%
Change Report	13	14%
First Time Applicant	49	55%
Recertification	24	27%
Grand Total	89	100%

CASE STATUS AND RESOLUTION TIME FRAME

Out of 89 mediation cases submitted in September, 76 were resolved. As of October 16th, 13 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
Resolved	76
Pending	13
Grand Total	89

Case Status Percentages

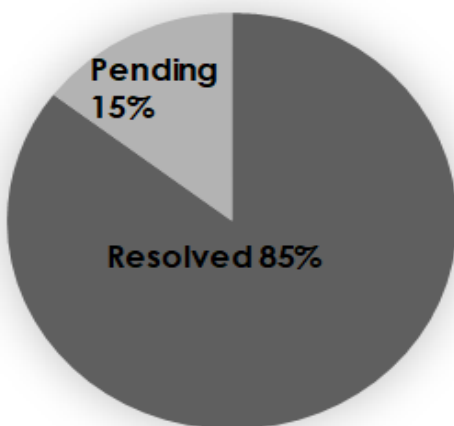
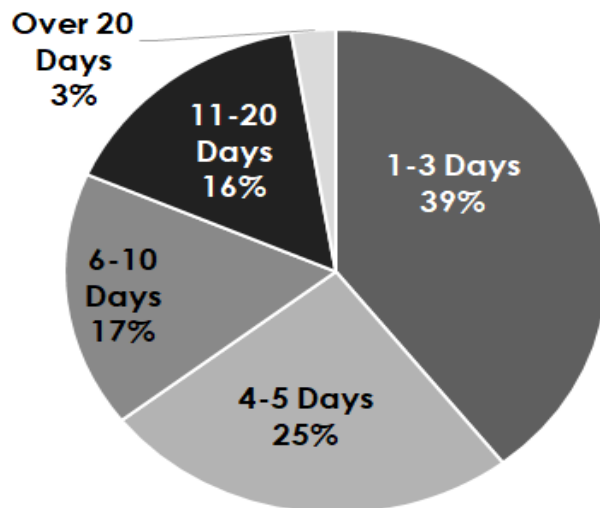


CHART 4: CASE STATUS BY CASE TYPE

CASE STATUS	CASETYPE	NUMBER OF CASES	%
Pending	Adverse Action	1	2%
	Change Report	2	1%
	First Time Applicant	8	9%
	Recertification	3	3%
Resolved	Adverse Action	2	2%
	Change Report	11	12%
	First Time Applicant	41	46%
	Recertification	21	23%
Grand Total		89	100%

CHART 5: RESOLUTION TIMEFRAME

RESOLUTION TIME FRAME	Total
1-3 Days	30
4-5 Days	19
6-10 Days	13
11-20 Days	12
Over 20 Days	2
Total	76

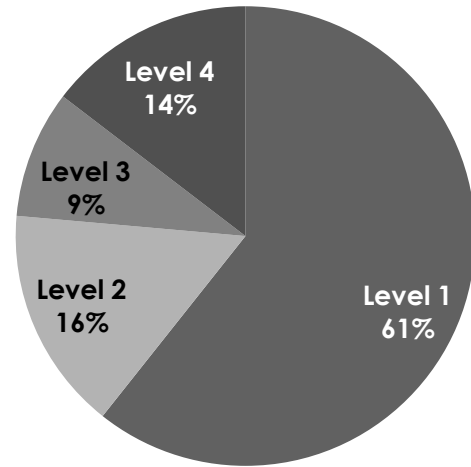


Of the 76 resolved cases that were reported, 79% (60 cases) were resolved at the HRA primary or back-up liaison levels (see charts 6 and 7).

CHART 6: RESOLUTION BY NCA CENTER

LEVEL OF RESOLUTION	NCA CENTER	TOTAL
Level 1		41
	S-20	2
	S-21	2
	S-28	1
	S-46	1
	S-53	9
	TIPS-24	5
	TIPS-42	2
	TIPS-43	19
Level 2		19
	S-19	1
	S-21	3
	S-53	3
	S-54	2
	TIPS-42	1
	TIPS-43	9
Level 3		6
	S-21	3
	S-26	1
	S-31	1
	TIPS-42	1
Level 4		10
	S-21	4
	S-26	1
	S-53	1
	TIPS-42	3
	TIPS-43	1
Totals		76

CHART 7: HRA LIAISON LEVEL OF RESOLUTION

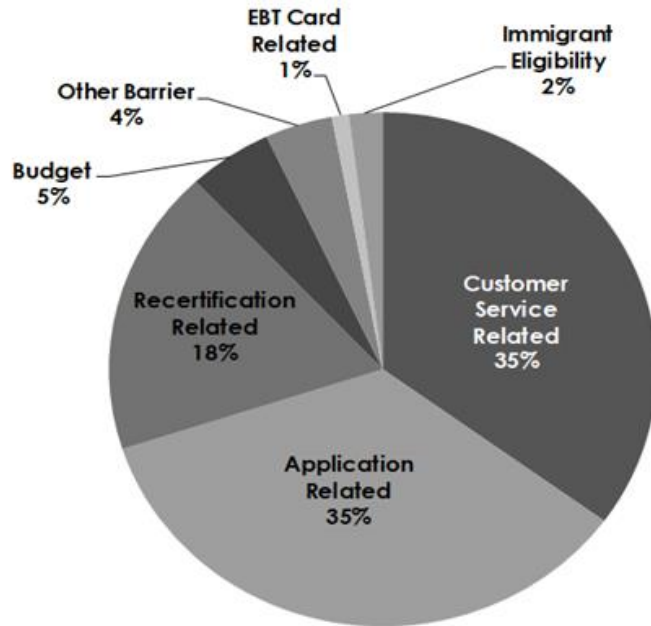


BARRIERS ENCOUNTERED

From 89 cases, a total of 112 barriers¹ were reported in September. Barriers encountered that month were as follows:

CHART 8: SNAP BARRIERS IN SEPTEMBER 2017

Reported Barriers	Total
	112
Customer Service Related	38
Application Related	38
Recertification Related	21
Budget Related	6
Other Barrier	5
EBT Card / System Related	2
Immigrant Eligibility Related	2



As shown in *chart 8* above, the most prevalent barriers among the cases reported in September 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	17
Did not receive ongoing SNAP benefits	14
No benefits issued after completing recertification	13
Submitted changes not processed in a timely manner	12
Did not receive SNAP within 30 days	12
Case denied after fulfilling application requirements	14
Case closed after fulfilling recertification requirements	7
Did not receive phone interview and was unable to reschedule	6

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.

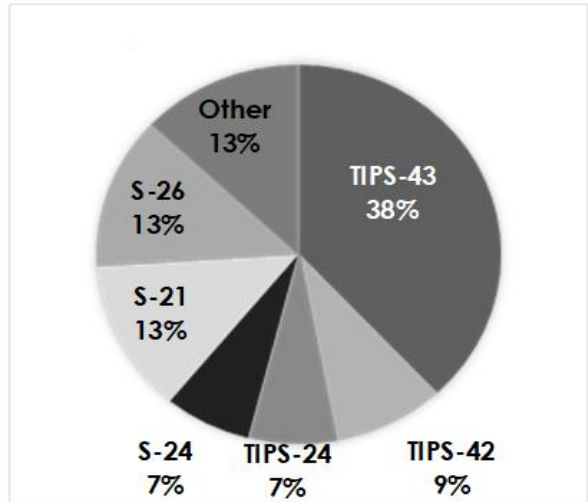
CUSTOMER SERVICE RELATED BARRIERS

A total of 38 customer service-related barriers were encountered at 9 different NCA Centers. However, the biggest cluster of cases (38%) took place at Centers TIPS-43 (12 cases), S-21 (5 cases), and S-26 (5 cases) [charts 9 and 10].

CHART 9: CUSTOMER SERVICE RELATED BARRIERS BY CENTER

Customer Service Related	Total
Did not receive phone interview and was unable to reschedule	6
S-21	2
TIPS-43	4
Excessive documentation requested	2
S-54	2
Other	2
S-61	1
TIPS-24	1
Submitted changes not processed in a timely manner	12
S-20	2
S-21	2
S-28	1
S-46	1
S-53	4
S-54	1
TIPS-43	1
Submitted documents were not logged in the system	17
S-26	1
S-53	2
TIPS-24	3
TIPS-42	4
TIPS-43	7
Grand Total	38

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



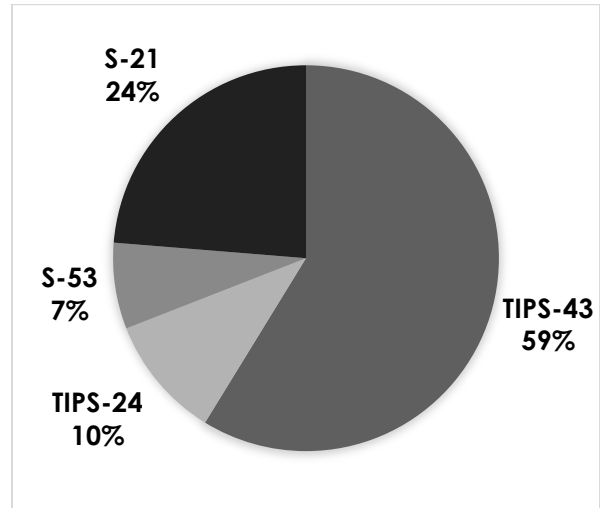
APPLICATION RELATED BARRIERS

A total of 38 application-related barriers were encountered at 4 different NCA Centers throughout the city in September (chart 13). TIPS Centers 43 and 24 accounted for 69 percent of these barriers (chart14).

CHART 13: 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 14: NCA CENTERS WITH THE MOST APPLICATION RELATED BARRIERS



RECERTIFICATION RELATED BARRIERS

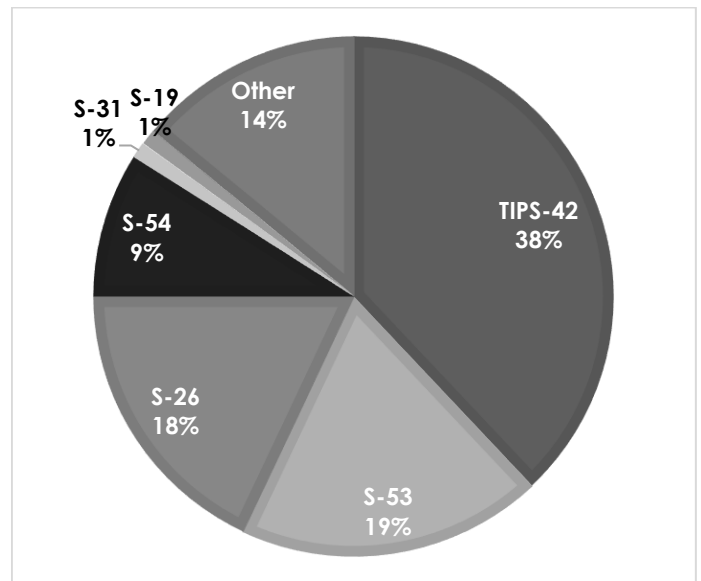
A total of 21 recertification-related barriers were encountered over 7 different NCA Centers. The most prevalent issues was "no benefits issued after completing recertification" (see chart 11 below).

Sixty-nine percent of recertification-related barriers were encountered at NCA Center TIPS-42 (chart 12).

CHART 11: RECERTIFICATION RELATED BARRIERS BY NCA CENTER

RECERTIFICATION RELATED	NCA CENTER	TOTAL
Case closed after fulfilling recertification requirements		7
	S-26	1
	S-54	1
	TIPS-42	5
No benefits issued after completing recertification		13
	S-19	1
	S-26	3
	S-31	1
	S-53	4
	S-54	1
	TIPS-42	3
Other		1
TOTAL		21

CHART 12: NCA CENTERS WITH THE MOST RECERTIFICATION RELATED BARRIERS



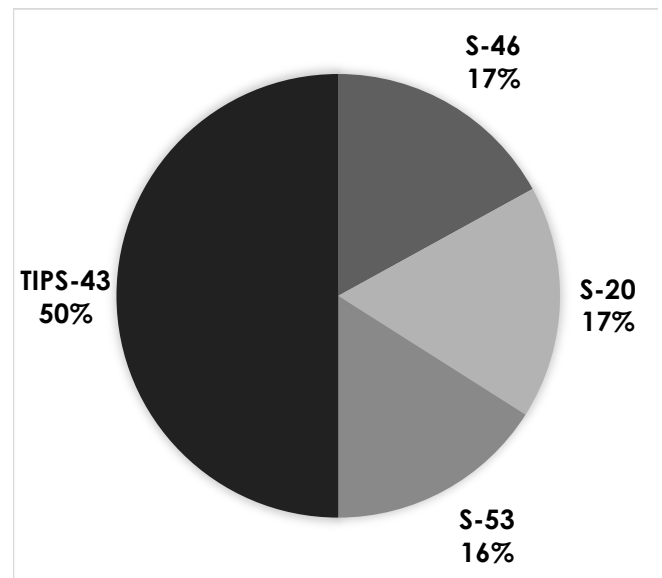
BUDGET RELATED BARRIERS

6 budget-related barriers were encountered in 4 NCA Centers (chart 16). NCA Centers TIPS-42 and TIPS-43 accounted for the half of the cases (50% percent).

CHART 16: BUDGET RELATED BARRIERS BY NCA CENTER

BUDGET RELATED	NCA CENTER	TOTAL
Child/Dependent care deduction not applied		1
	S-20	1
Incorrect Household composition		1
	S-53	1
Incorrect Income		1
	TIPS-43	1
Incorrect Shelter Expenses		1
	TIPS-43	1
Incorrect SUA Level		1
	TIPS-43	1
Medical deduction not applied		1
	S-46	1
Total		6

CHART 17: NCA CENTERS WITH THE MOST BUDGET RELATED BARRIERS



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