



The Food Bank For New York City

Mediation Analysis Report for October , 2019

Time Periods Reflected: October 01, 2019 through October 31 , 2019

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ANALYSIS HIGHLIGHTS

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

- 10 Organizations reported 158 mediation cases – with a total of 158 identified issues, to NCA SNAP Centers throughout the 5 boroughs
- Of those 158 cases, 86(54%) were related to first time applicants, 41 cases (26 %) were related to recertifying clients, 22cases (14 %) were related to change reports and 7 cases (5%) to Periodic Report.
- A total of 158 cases, 69% were sent to the TIPS Centers: TIPS-24: 51 cases TIPS-43: 42cases, S-45: 15, S-21 12 cases.

CHART 1: MEDIATION CASES BY ORGANIZATION

| CBO | Total |
|---|--------------|
| Catholic Charity | 2 |
| Recertification | 2 |
| Community Council & Consulting | 17 |
| Change Report | 6 |
| First Time Applicant | 10 |
| Recertification | 1 |
| FBNYC | 11 |
| Change Report | 1 |
| First Time Applicant | 8 |
| Recertification | 2 |
| Fifth Ave Committee | 5 |
| Change Report | 1 |
| First Time Applicant | 4 |
| Goddard Resource Center | 10 |
| Adverse Action | 1 |
| Change Report | 1 |
| First Time Applicant | 5 |
| Recertification | 3 |
| Hunger Free NYC | 13 |
| First Time Applicant | 8 |
| Recertification | 5 |
| liveOnNY | 6 |
| First Time Applicant | 5 |
| Recertification | 1 |
| Met Council | 28 |
| Change Report | 11 |
| First Time Applicant | 7 |
| Periodic Report | 6 |
| Recertification | 4 |
| Part of the Solution | 60 |
| Adverse Action | 1 |
| Change Report | 2 |
| First Time Applicant | 37 |
| Periodic Report | 1 |
| Recertification | 19 |
| WSCAH | 6 |
| First Time Applicant | 2 |
| Recertification | 4 |
| Grand Total | 158 |

**PARTICIPATING ORGANIZATIONS
AND MEDIATION TYPES FOR
OCTOBER**

This analysis is based on information submitted by 10 organizations. These organizations reported having mediated on behalf of 158 SNAP applicants/participants.

CHART 2: CASES BY NCA CENTER

| NCA | Total |
|----------------------|-----------|
| S-02 | 10 |
| Adverse Action | 1 |
| Change Report | 1 |
| First Time Applicant | 6 |
| Recertification | 2 |
| S-13 | 3 |
| First Time Applicant | 3 |
| S-14 | 1 |
| First Time Applicant | 1 |
| S-15 | 1 |
| Change Report | 1 |
| S-21 | 12 |
| Change Report | 8 |
| Periodic Report | 4 |
| S-22 | 5 |
| Change Report | 3 |
| Periodic Report | 1 |
| Recertification | 1 |
| S-28 | 5 |
| Change Report | 4 |
| Recertification | 1 |
| S-40 | 1 |
| Adverse Action | 1 |
| S-45 | 15 |
| Change Report | 1 |
| First Time Applicant | 2 |
| Recertification | 12 |
| S-46 | 2 |
| Periodic Report | 1 |
| Recertification | 1 |
| S-53 | 5 |
| Change Report | 1 |
| First Time Applicant | 2 |
| Recertification | 2 |
| S-99 | 2 |

CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

October mediation cases were handled by a total of 15 different NCA Centers. However, most barriers were encountered at: TIPS-24 - 51 cases, TIPS-43 – 42 cases, S-45 – 15 cases and S-21 – 12 cases (see Chart 2). Combined, these centers accounted for 69% of all October mediation cases.

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

CHART 2: CASES BY NCA CENTER

| Case Type | Total | % |
|----------------------|------------|---------------|
| Adverse Action | 2 | 1% |
| Change Report | 22 | 14% |
| First Time Applicant | 86 | 54% |
| Periodic Report | 7 | 5% |
| Recertification | 41 | 26% |
| Grand Total | 158 | 100.0% |

| | |
|----------------------|------------|
| First Time Applicant | 1 |
| Recertification | 1 |
| TIPS-24 | 51 |
| Change Report | 2 |
| First Time Applicant | 28 |
| Periodic Report | 1 |
| Recertification | 20 |
| TIPS-42 | 3 |
| First Time Applicant | 2 |
| Recertification | 1 |
| TIPS-43 | 42 |
| Change Report | 1 |
| First Time Applicant | 41 |
| Grand Total | 158 |

CASE STATUS

Out of 158 mediation cases submitted in October, 91 (58 %) were resolved. As of October 31, 67 cases (42 %) remain unresolved/pending (see Charts 3 and 4 below).

CHART 3: CASE STATUS

| Case Status | Total | % |
|--------------------|------------|-------------|
| Pending | 67 | 42% |
| Resolved | 91 | 58% |
| Grand Total | 158 | 100% |

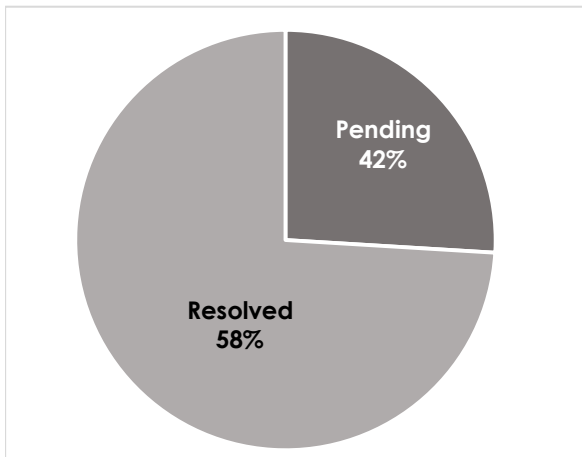


CHART 4: CASE STATUS BY CASE TYPE

| STATUS | CASE TYPE | Count | % |
|-----------------------|----------------------|------------|-------------|
| Pending Total | | 67 | 42% |
| | First Time Applicant | 29 | 43% |
| | Periodic Report | 2 | 3% |
| | Change Report | 16 | 24% |
| | Recertification | 19 | 28% |
| | Adverse Action | 1 | 1% |
| Resolved Total | | 91 | 58% |
| | Adverse Action | 1 | 1% |
| | Change Report | 6 | 7% |
| | First Time Applicant | 57 | 63% |
| | Periodic Report | 5 | 5% |
| | Recertification | 22 | 24% |
| Grand Total | | 158 | 100% |

RESOLUTION TIME FRAME

58 percent of the cases resolved (29) obtained a resolution within a period of 1-5 days (see chart 5 below),(30) obtained a resolution within 4-5 days,(19) cases obtained resolution within a period of 6-10 days, (12) cases obtained a resolution within 11-20 days, (1) cases obtained resolution within a period over 20 days.

CHART 5: RESOLUTION TIMEFRAME

| Resolution Timeframe (Business days) | Total |
|--------------------------------------|-----------|
| 1 - 3 Days | 29 |
| 4 - 5 Days | 30 |
| 6 - 10 Days | 19 |
| 11 - 20 Days | 12 |
| Over 20 Days | 1 |
| Grand Total | 91 |