



The Food Bank For New York City

Mediation Analysis Report for September , 2019

Time Periods Reflected: September 01, 2019 through September 30 , 2019

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TABLE OF CONTENTS

Analysis Highlights..... 3
Participating Organizations and Mediation Types for September 2019 4
Case Types and NCA Centers Where Mediation Took Place..... 5
Case Status and Resolution Time Frame 6

ANALYSIS HIGHLIGHTS

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

- 10 Organizations reported 158 mediation cases – with a total of 163 identified issues, to NCA SNAP Centers throughout the 5 boroughs
- Of those 158 cases, 84(39%) were related to first time applicants, 46 cases (30 %) were related to recertifying clients, 20 cases (17 %) were related to change reports and 6 cases (6%) to Periodic Report.
- A total of 158 cases,69% were sent to the TIPS Centers: TIPS-24: 75 cases TIPS-42: 1 cases, TIPS-43: 28, S-02 15 cases.

CHART 1: MEDIATION CASES BY ORGANIZATION

PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR SEPTEMBER

CBO	Total
Apicha	2
First Time Application	2
Community Council & Consulting Org	22
Change Report	4
Recertification	2
First Time Applicant	17
Goddard Riverside	16
Recertification	3
First Time Application	10
Adverse Action	1
Change Report	2
FBNYC	10
First Time Applicant	8
Recertification	2
Hunger Free NYC	22
Change Report	3
First Time Applicant	8
Recertification	10
Adverse Action	1
LiveOn NY	9
First Time Applicant	7
Recertification	1
Change Report	1
Met Council	39
Change Report	8
Periodic Report	5
First Time Applicant	16
Recertification	10
Public Health Solution	1
Change Report	11
Single Stop-BCC	3
Periodic Report	1
First Time Applicant	2
Part of the Solution	34
First Time Applicant	14
Recertification	19
Change Report	1
Grand Total	158

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-13	3
First Time Applicant	2
Recertification	1
S-14	8
First Time Applicant	3
S-02	15
Recertification	2
First Time Application	10
Change Report	2
Adverse Action	1
S-21	14
Change Report	8
Periodic Report	1
Recertification	5
S-22	3
Change Report	2
Recertification	1
S-28	2
Change Report	2
S-40	2
First Time Application	2
S-46	1
First Time Applicant	1
S-53	8
First Time Applicant	1
Recertification	2
Change Report	3
Periodic Report	1
Adverse Action	1
S-99	3
First Time Application	2
Change Report	1
TIPS-24	75
First Time Applicant	34
Recertification	39
Change Report	2
TIPS-42	1
First Time Applicant	1
TIPS-43	28
First Time Applicant	28
Grand Total	163

CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

September mediation cases were handled by a total of 13 different NCA Centers. However, most barriers were encountered at: TIPS-24 - 75 cases, TIPS-43 – 28 cases, S-02 – 15 cases and S-21 – 14 cases (see Chart 2). Combined, these centers accounted for 69% of all September mediation cases.

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

Case Type	Total	%
Adverse Action	2	6%
Change Report	20	17%
First Time Applicant	84	39%
Periodic Report	6	5%
Recertification	46	33%
Grand Total	158	100.0%

CASE STATUS AND RESOLUTION TIME FRAME

Out of 158 mediation cases submitted in September, 101 (64 %) were resolved. As of September 31st, 57 cases (36%) remain unresolved/pending (see Charts 3 and 4 below). 64 percent of the cases resolved (29) obtained a resolution within a period of 1-5 days (see chart 5 below), (16) obtained a resolution within 4-5 days, (34) cases obtained resolution within a period of 6-10 days, (16) cases obtained a resolution within 11-20 days, (6) cases obtained resolution within a period over 20 days.

CHART 3: CASE STATUS

Case Status	Total	%
Pending	57	36%
Resolved	101	64%
Grand Total	158	100%

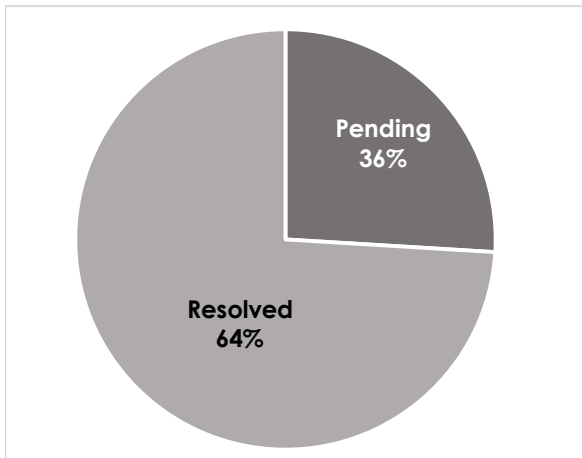


CHART 4: CASE STATUS BY CASE TYPE

STATUS	CASE TYPE	Count	%
Pending Total		57	36%
	First Time Applicant	29	29%
	Periodic Report	3	3%
	Change Report	9	9%
	Recertification	16	16%
Resolved Total		101	64%
	Adverse Action	2	2%
	Change Report	11	11%
	First Time Applicant	55	55%
	Periodic Report	3	3%
	Recertification	30	30%
Grand Total		158	100%

CHART 5: RESOLUTION TIMEFRAME

Resolution Timeframe (Business days)	Total
1 - 3 Days	29
4 - 5 Days	16
6 - 10 Days	34
11 - 20 Days	16
Over 20 Days	6
Grand Total	101

