



The Food Bank For New York City

Mediation Analysis Report for April 2020

Time Periods Reflected: April 1, 2020 through April 30, 2020

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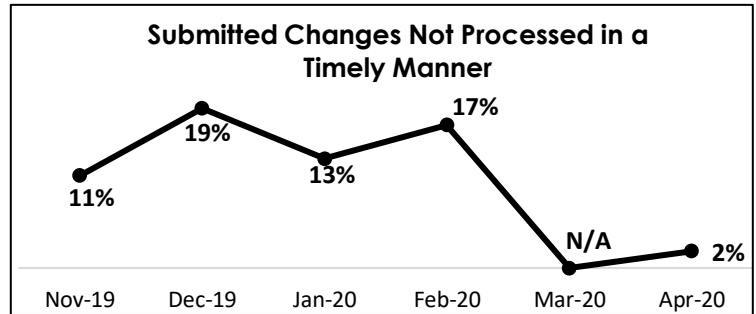
- o Application Related Barriers..... 9
- o Customer Service Related Barriers.....10
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ANALYSIS HIGHLIGHTS

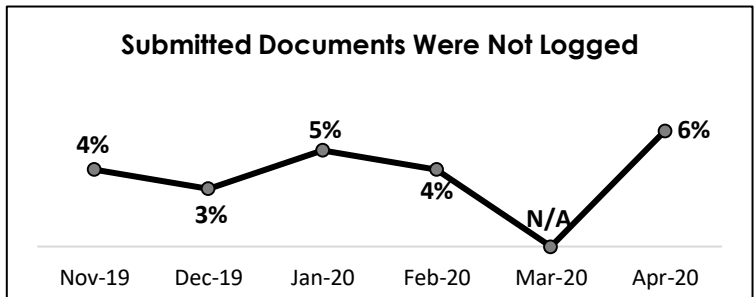
The following mediation activities were observed under the Mediation Model in April 2020:

- 5 Organizations reported 100 mediation cases – with a total of 105 identified issues, to NCA SNAP Centers throughout the 5 boroughs.
- Of those 100 cases, 67 (67%) were related to first time applicants, 21 cases (21%) were related to recertification, 5 cases (5%) were related to change report, 5 cases (5%) to adverse action, and 2 cases (5%) were related to periodic report.
- A total of 70 cases or 70% were sent to the TIPS Centers: TIPS-43: 50 cases and TIPS-42: 20 cases.
- Notable trends in April in relation to the previous months, include:

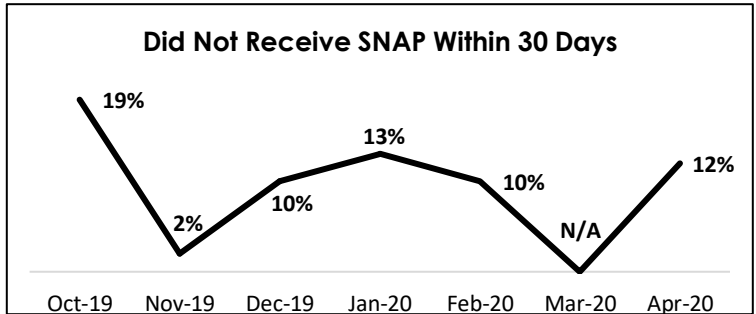
Submitted changes not processed in a timely manner: **The Month of March is not applicable due to no issue logs being recorded as a result of COVID-19 closures.** Therefore, this issue decreased in prevalence by 15 percentage points in comparison to February.



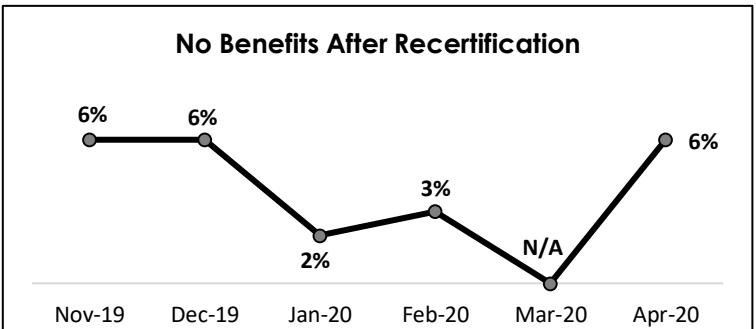
Submitted documents were not logged in the system: **The Month of March is not applicable due to no issue logs being recorded as a result of COVID-19 closures.** Therefore, this issue increased in prevalence by 2 percentage points in comparison to February.



Did not receive SNAP within 30 days: **The Month of March is not applicable due to no issue logs being recorded as a result of COVID-19 closures.** Therefore, this issue increased in prevalence by 2 percentage points in comparison to February.



No benefits after recertification: **The Month of March is not applicable due to no issue logs being recorded as a result of COVID-19 closures.** Therefore, this issue increased in prevalence by 3 percentage points in comparison to February.



- 83% (83) of cases in April were resolved in the same month as received, this was a percentage point decrease of 6 from February (90%).
- 86% (71) of resolved cases were resolved within the key first 5-day time period in April, this was a percentage point increase of 9 from February. 11% (9) of cases were resolved within 6-10 days, this was a percentage point decrease of 6 from February (17%).
- 89% of resolved cases were resolved at the primary and back-up liaison levels in April.

CHART 1: MEDIATION CASES BY ORGANIZATION

| CBO | Case Type | Total |
|-----------------------------|----------------------|------------|
| Catholic Charity | | 4 |
| | First Time Applicant | 4 |
| Food Bank for NYC | | 14 |
| | Change Report | 2 |
| | First Time Applicant | 7 |
| | Recertification | 5 |
| Hunger Free NYC | | 50 |
| | Change Report | 1 |
| | First Time Applicant | 36 |
| | Periodic Report | 1 |
| | Recertification | 12 |
| LiveOn NY | | 12 |
| | Adverse Action | 4 |
| | First Time Applicant | 6 |
| | Recertification | 2 |
| Part of the Solution | | 20 |
| | Adverse Action | 1 |
| | Change Report | 2 |
| | First Time Applicant | 14 |
| | Periodic Report | 1 |
| | Recertification | 2 |
| Grand Total | | 100 |

PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR APRIL

This analysis is based on information submitted by 5 organizations. These organizations reported having mediated on behalf of 100 SNAP applicants/participants.

CHART 2: CASES BY NCA CENTER

| NCA | Case Type | Total |
|--------------------|----------------------|------------|
| S-02 | | 2 |
| | First Time Applicant | 1 |
| | Recertification | 1 |
| S-13 | | 1 |
| | Recertification | 1 |
| S-21 | | 1 |
| | Recertification | 1 |
| S-22 | | 1 |
| | Recertification | 1 |
| S-40 | | 5 |
| | Change Report | 1 |
| | First Time Applicant | 3 |
| | Recertification | 1 |
| S-45 | | 8 |
| | Adverse Action | 1 |
| | Change Report | 2 |
| | First Time Applicant | 3 |
| | Periodic Report | 1 |
| | Recertification | 1 |
| S-46 | | 3 |
| | First Time Applicant | 2 |
| | Recertification | 1 |
| S-53 | | 5 |
| | Adverse Action | 1 |
| | Change Report | 1 |
| | First Time Applicant | 2 |
| | Periodic Report | 1 |
| S-54 | | 4 |
| | Adverse Action | 2 |
| | Change Report | 1 |
| | First Time Applicant | 1 |
| TIPS-42 | | 20 |
| | Adverse Action | 1 |
| | First Time Applicant | 6 |
| | Recertification | 13 |
| TIPS-43 | | 50 |
| | First Time Applicant | 49 |
| | Recertification | 1 |
| Grand Total | | 100 |

CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

April mediation cases were handled by a total of 11 different NCA Centers. However, most barriers were encountered at: TIPS-43 - 50 cases, TIPS-42 – 20 cases and S-45 – 8 cases (see Chart 2). Combined, these centers accounted for 78% of all April mediation cases.

Most mediation cases concerned first time applications and recertification.

| Cases | Total | % |
|----------------------|------------|-------------|
| First Time Applicant | 67 | 67% |
| Recertification | 21 | 21% |
| Change Report | 5 | 5% |
| Adverse Action | 5 | 5% |
| Periodic Report | 2 | 2% |
| Grand Total | 100 | 100% |

CASE STATUS AND RESOLUTION TIME FRAME

Out of 100 mediation cases submitted in April, 83 (83%) were resolved. As of April, 17 cases (17%) remain unresolved/pending (see Charts 3 and 4 below). Of the 83 cases resolved (71) obtained a resolution within a period of 1-5 days (see chart 5 below).

CHART 3: CASE STATUS

| Case Status | Total |
|--------------------|------------|
| Pending | 17 |
| Resolved | 83 |
| Grand Total | 100 |

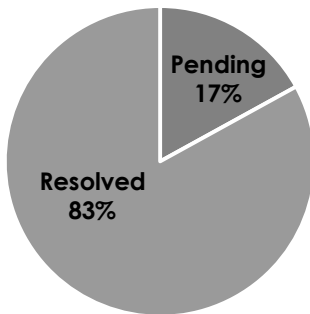


CHART 4: CASE STATUS BY CASE TYPE

| Case Status | Case Type | Total | % |
|-----------------|----------------------|------------|-------------|
| Pending | Adverse Action | 2 | 2% |
| | Change Report | 1 | 1% |
| | First Time Applicant | 8 | 8% |
| | Periodic Report | 1 | 1% |
| | Recertification | 5 | 5% |
| | Resolved | 83 | 83% |
| Resolved | Adverse Action | 3 | 3% |
| | Change Report | 4 | 4% |
| | First Time Applicant | 59 | 59% |
| | Periodic Report | 1 | 1% |
| | Recertification | 16 | 16% |
| | Grand Total | 100 | 100% |

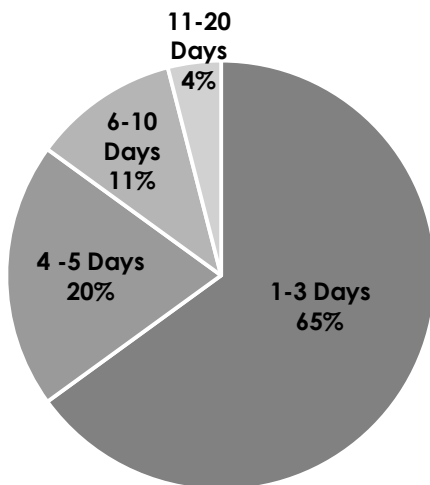


CHART 5: RESOLUTION TIMEFRAME

| Resolution Timeframe (business days) | Total |
|--------------------------------------|-----------|
| 1 - 3 Days | 54 |
| 4 - 5 Days | 17 |
| 6 - 10 Days | 9 |
| 11 - 20 Days | 3 |
| Over 20 days | 0 |
| Grand Total | 83 |

CHART 7: RESOLUTION BY NCA CENTER

| Resolution Level | NCA | Total |
|--------------------|---------|-----------|
| Level 1 | | 61 |
| | S-02 | 2 |
| | S-40 | 4 |
| | S-45 | 4 |
| | S-46 | 2 |
| | S-53 | 2 |
| | S-54 | 3 |
| | TIPS-42 | 13 |
| | TIPS-43 | 31 |
| Level 2 | | 13 |
| | S-13 | 1 |
| | S-45 | 1 |
| | TIPS-42 | 2 |
| | TIPS-43 | 9 |
| Level 3 | | 4 |
| | S-45 | 1 |
| | TIPS-42 | 1 |
| | TIPS-43 | 2 |
| Level 4 | | 5 |
| | S-45 | 1 |
| | TIPS-42 | 1 |
| | TIPS-43 | 3 |
| Grand Total | | 83 |

Of the 83 resolved cases that were reported, 89% (74 cases) were resolved at the HRA primary or back-up liaison levels. (See Chart 6)

CHART 6: HRA LIAISON LEVEL OF RESOLUTION

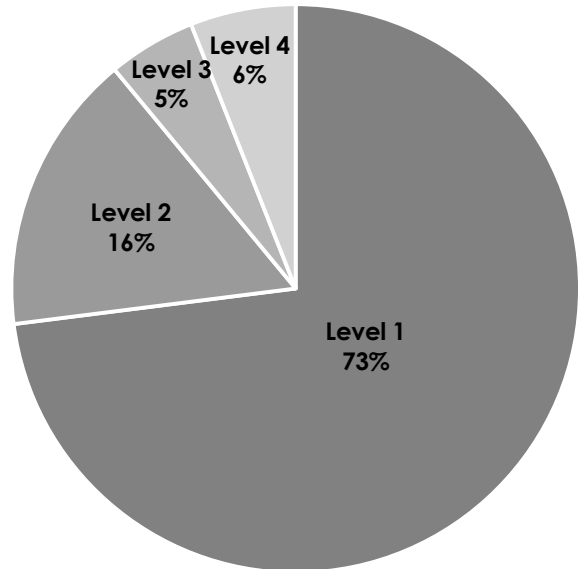
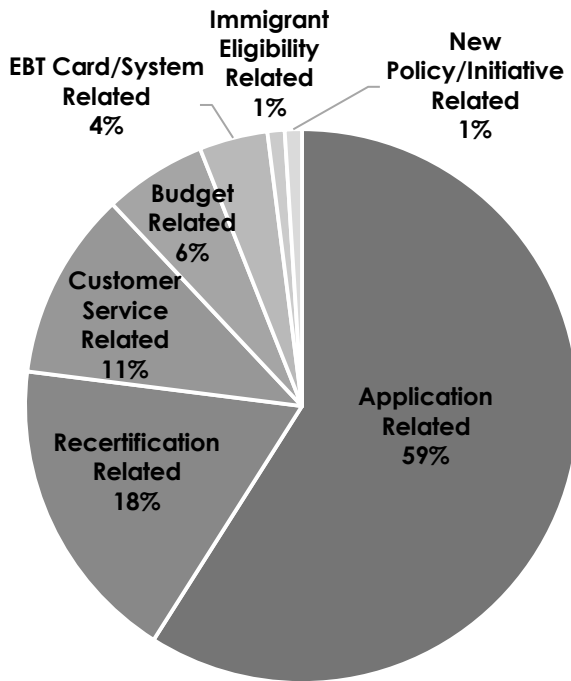


CHART 8: SNAP BARRIERS IN April 2020



BARRIERS ENCOUNTERED

From 100 cases, a total of 105 barriers¹ were reported in April. Barriers encountered this month were as follows:

| Reported Barriers | |
|-------------------------------|------------|
| Application Related | 62 |
| Recertification Related | 19 |
| Customer Service Related | 12 |
| Budget Related | 6 |
| EBT Card/System Related | 4 |
| Immigrant Eligibility Related | 1 |
| New Policy/Initiative Related | 1 |
| Total | 105 |

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

CHART 9: PREVALENT ISSUES

| Reported Barriers | Total |
|---|-----------|
| Did not receive ongoing SNAP benefits | 21 |
| Did not receive SNAP w/in 30 days | 13 |
| Other (specify in the column "Other Barrier") | 13 |
| Did not receive expedited SNAP w/in 5 days | 11 |
| Case denied after fulfilling application requirements | 4 |
| Grand Total | 62 |

Details on these barriers and the NCA Centers where these barriers were encountered are provided in the sections that follow.

¹ Some cases presented more than one barrier.

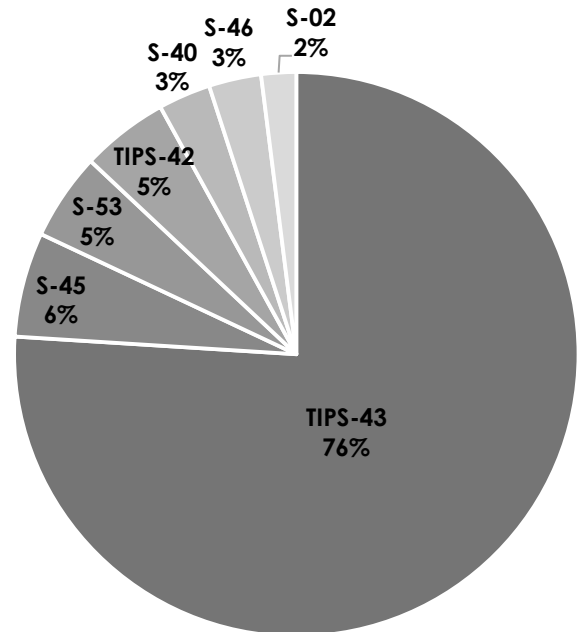
APPLICATION RELATED BARRIERS

A total of 62 application related barriers were encountered over 7 NCA Centers in April (Chart 10). TIPS centers accounted for 81 percent of these cases.

CHART 10: APPLICATION RELATED BARRIERS

| Application Barriers | NCA | Total |
|--|---------|-----------|
| Case denied after fulfilling application requirements (specify barrier) | | 4 |
| | TIPS-43 | 4 |
| Did not receive expedited SNAP w/in 5 days | | 11 |
| | TIPS-43 | 11 |
| Did not receive ongoing SNAP benefits | | 21 |
| | S-40 | 1 |
| | S-45 | 3 |
| | S-46 | 1 |
| | S-53 | 1 |
| | TIPS-42 | 2 |
| | TIPS-43 | 13 |
| Did not receive SNAP w/in 30 days | | 13 |
| | S-02 | 1 |
| | S-46 | 1 |
| | S-53 | 1 |
| | TIPS-42 | 1 |
| | TIPS-43 | 9 |
| Other (specify in the column "Other Barrier") | | 13 |
| | S-40 | 1 |
| | S-45 | 1 |
| | S-53 | 1 |
| | TIPS-43 | 10 |
| Grand Total | | 62 |

CHART 11: NCAs WITH THE MOST APPLICATION



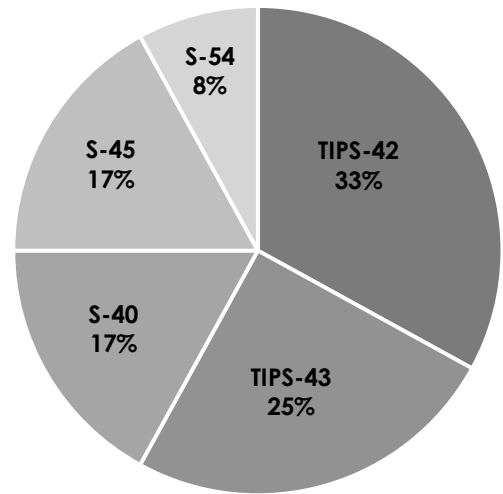
CUSTOMER SERVICE RELATED BARRIERS

A total of 12 cases involved customer service related barriers, with these barriers spread out over 5 different NCA Centers. However, the biggest cluster of issues (33%) took place at TIPS-43 center with 4 cases.

CHART 12: NCAs WITH MOST CUSTOMER SERVICE RELATED BARRIERS

| Customer Service Barriers | NCA | Total |
|--|---------|-----------|
| Did not receive Center Notice | | 1 |
| | TIPS-43 | 1 |
| Other (specify in the column "Other Barrier") | | 1 |
| | TIPS-42 | 1 |
| Submitted changes not processed in a timely manner (see glossary) | | 2 |
| | S-40 | 1 |
| | S-45 | 1 |
| Submitted documents were not logged in the system | | 6 |
| | S-40 | 1 |
| | S-45 | 1 |
| | S-54 | 1 |
| | TIPS-42 | 1 |
| | TIPS-43 | 2 |
| Unable to reach On-Demand hotline | | 2 |
| | TIPS-42 | 2 |
| Grand Total | | 12 |

CHART 13: CENTERS WITH THE MOST CUSTOMER SERVICE RELATED BARRIERS



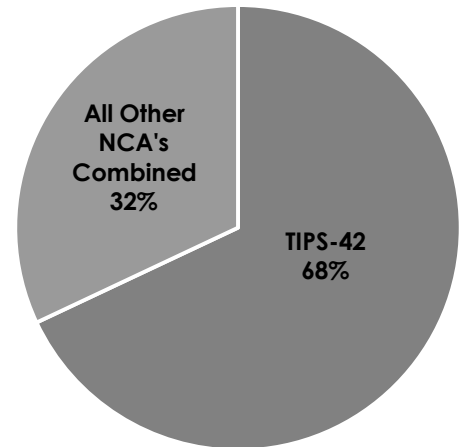
RECERTIFICATION RELATED BARRIERS

A total of 19 recertification barriers were encountered in 7 NCA Centers. TIPS – 42 had the most recertification related barriers with 13 cases.

CHART 14: RECERTIFICATION RELATED BARRIERS

| Recertification Barriers | NCA | Total |
|--|---------|-----------|
| Case closed after fulfilling recertification requirements (specify barrier) | | 12 |
| | S-46 | 1 |
| | TIPS-42 | 11 |
| No benefits issued after completing recertification | | 6 |
| | S-02 | 1 |
| | S-13 | 1 |
| | S-22 | 1 |
| | S-40 | 1 |
| | S-45 | 1 |
| | TIPS-42 | 1 |
| Other (specify in the column "Other Barrier") | | 1 |
| | TIPS-42 | 1 |
| Grand Total | | 19 |

CHART 15: NCAs WITH MOST RECERTIFICATION RELATED BARRIERS



BUDGET RELATED BARRIERS

A total of 6 budget related barriers were encountered in April. These barriers were encountered in 3 NCA Centers (see Chart 16 and Chart 17), with issues related to incorrect income guideline applied (2 cases), incorrect household composition (1 case), incorrect income (1 case), etc..

CHART 16: BUDGET RELATED BARRIERS BY NCA CENTER

| Budget Barriers | NCA | Total |
|--|---------|----------|
| Incorrect Household composition | | 1 |
| | S-45 | 1 |
| Incorrect Income | | 1 |
| | TIPS-43 | 1 |
| Incorrect income guideline applied | | 2 |
| | S-45 | 1 |
| | TIPS-43 | 1 |
| Incorrect SUA Level | | 1 |
| | TIPS-43 | 1 |
| Other (specify in the column "Other Barrier") | | 1 |
| | S-53 | 1 |
| Grand Total | | 6 |

CHART 17: NCAs WITH THE MOST BUDGET RELATED SERVICE BARRIERS

