



The Food Bank For New York City

Mediation Analysis Report for July 2020

Time Periods Reflected: July 1, 2020 through July 31, 2020

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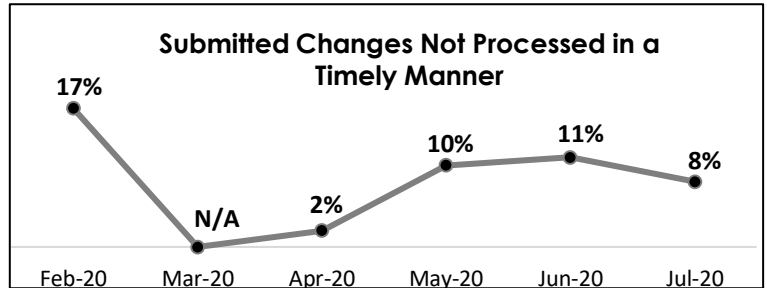
- o Application Related Barriers..... 9
- o Customer Service Related Barriers.....10
- o Budget Related Barriers..... 11
- o EBT Card/System Related Barriers..... 12
- o Recertification Related Barriers..... 13

ANALYSIS HIGHLIGHTS

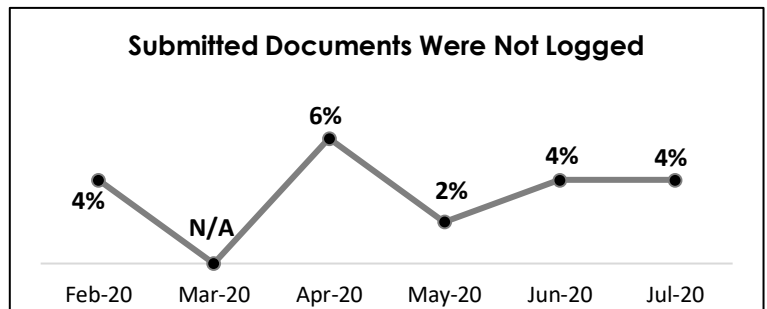
The following mediation activities were observed under the Mediation Model in July 2020:

- 6 Organizations reported 67 mediation cases – with a total of 96 identified issues, sent to NCA SNAP Centers and Human Resources Administration (HRA) employees throughout the 5 boroughs. Due to numerous COVID-19 related NCA closures, trained HRA employees (Food Bank partners) handled mediation cases to account for the closed NCA centers.
- Of the 67 cases, 41 (61%) were related to first time applicants, 8 cases (12%) were related to change report, 8 cases (12%) were related to recertification, 6 cases (9%) to adverse action, and 4 cases (6%) was related to periodic report.
- A total of 33 cases or 49% were sent to HRA employees and 22 cases or 35% were sent to TIPS Centers which consist of: TIPS-42: 18 cases, TIPS-43: 3 cases and TIPS-24: 1 case.
- Notable trends in July in relation to the previous months, include:

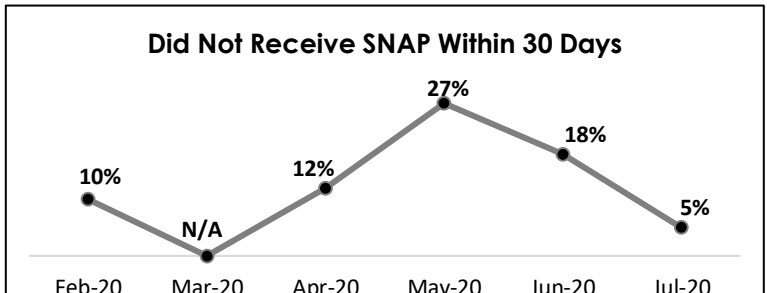
Submitted changes not processed in a timely manner: This issue has decreased in prevalence by 3 percentage points in comparison to June. The month of March is marked as N/A due to no issue logs being recorded as a result of COVID-19 closures.



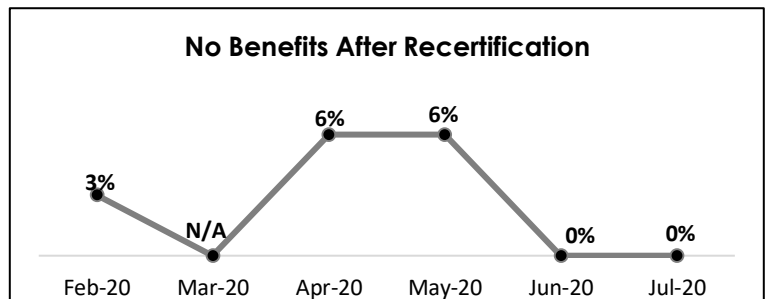
Submitted documents were not logged in the system: This issue remained the same in prevalence in comparison to June. The month of March is marked as N/A due to no issue logs being recorded as a result of COVID-19 closures.



Did not receive SNAP within 30 days: This issue decreased in prevalence by 13 percentage points in comparison to June. The month of March is marked as N/A due to no issue logs being recorded as a result of COVID-19 closures.



No benefits after recertification: This issue remained the same in prevalence in comparison to June. The month of March is marked as N/A due to no issue logs being recorded as a result of COVID-19 closures.



- 78% (52) of cases in July were resolved in the same month as received, this was a decrease of 2 percentage points from June (80%).
- 63% (33) of resolved cases were resolved within the key first 5-day time period in July, this was a decrease of 16 percentage points from June. 19% (10) of cases were resolved within 6-10 days, this was an increase of 9 percentage points from June (10%).
- 87% of resolved cases were resolved at the primary and back-up liaison levels in July.

CHART 1: MEDIATION CASES BY ORGANIZATION

CBO	Case Type	Total
Community Council & Consulting Org		10
	Change Report	4
	First Time Applicant	5
	Recertification	1
Food Bank for NYC		10
	First Time Applicant	9
	Recertification	1
Hunger Free NYC		23
	Adverse Action	1
	First Time Applicant	19
	Recertification	3
LiveOn NY		1
	First Time Applicant	1
Met Council		21
	Adverse Action	5
	Change Report	4
	First Time Applicant	6
	Periodic Report	4
	Recertification	2
NIA Community Services Network		2
	First Time Applicant	1
	Recertification	1
Grand Total		67

PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR JULY

This analysis is based on information submitted by 6 organizations. These organizations reported having mediated on behalf of 67 SNAP applicants/participants.

CHART 2: CASES BY NCA CENTER

NCA	Case Type	Total
F22		2
	First Time Applicant	1
	Recertification	1
HRA Employee		33
	Adverse Action	5
	Change Report	8
	First Time Applicant	13
	Periodic Report	4
	Recertification	3
S-14		1
	First Time Applicant	1
S-21		1
	First Time Applicant	1
S-22		1
	First Time Applicant	1
S-28		1
	First Time Applicant	1
S-40		1
	First Time Applicant	1
S-45		2
	First Time Applicant	2
S-53		3
	First Time Applicant	2
	Recertification	1
TIPS-24		1
	Recertification	1
TIPS-42		18
	Adverse Action	1
	First Time Applicant	17
TIPS-43		3
	First Time Applicant	1
	Recertification	2
Grand Total		67

CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

July mediation cases were handled by HRA employees and a total of 11 different NCA Centers. Most barriers were encountered among HRA Employees: 33 cases, TIPS-42 - 18 cases, TIPS-43 – 3 cases, and S-53 – 3 cases (see Chart 2). Combined, they accounted for 84% of all July mediation cases.

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

Cases	Total	%
First Time Applicant	41	61%
Change Report	8	12%
Recertification	8	12%
Adverse Action	6	9%
Periodic Report	4	6%
Grand Total	67	100%

CASE STATUS AND RESOLUTION TIME FRAME

Out of 67 mediation cases submitted in July, 52 (78%) were resolved. As of July, 15 cases (22%) remain unresolved/pending (see Charts 3 and 4 below). Of the 52 cases resolved (33) obtained a resolution within a period of 1-5 days (see chart 5 below).

CHART 3: CASE STATUS

Case Status	Total
Pending	15
Resolved	52
Grand Total	67

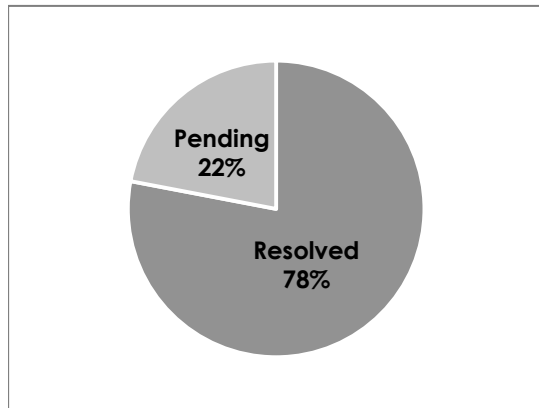


CHART 4: CASE STATUS BY CASE TYPE

Case Status	Case Type	Total	%
Pending	Adverse Action	2	3%
	Change Report	2	3%
	First Time Applicant	7	10%
	Periodic Report	2	3%
	Recertification	2	3%
	Resolved	52	78%
Resolved	Adverse Action	4	6%
	Change Report	6	9%
	First Time Applicant	34	51%
	Periodic Report	2	3%
	Recertification	6	9%
	Grand Total	67	100%

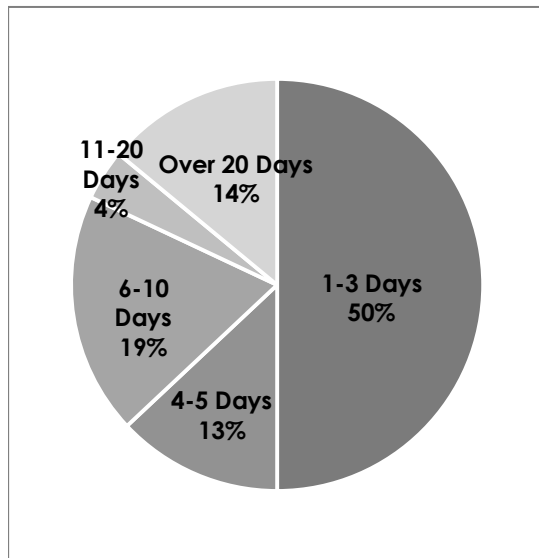


CHART 5: RESOLUTION TIMEFRAME

Resolution Timeframe (business days)	Total
1 - 3 Days	26
4 - 5 Days	7
6 - 10 Days	10
11 - 20 Days	2
Over 20 Days	7
Grand Total	52

CHART 7: RESOLUTION BY NCA CENTER

Resolution Level	NCA	Total
Level 1		38
	F22	1
	HRA Employee	12
	S-14	1
	S-28	1
	S-45	2
	S-53	2
	TIPS-24	1
	TIPS-42	17
	TIPS-43	1
Level 2		7
	HRA Employee	2
	S-21	1
	S-22	1
	S-53	1
	TIPS-42	1
	TIPS-43	1
Level 4		7
	HRA Employee	7
Grand Total		52

Of the 52 resolved cases that were reported, 87% (45 cases) were resolved at the HRA primary or back-up liaison levels. (See Chart 6)

CHART 6: HRA LIAISON LEVEL OF RESOLUTION

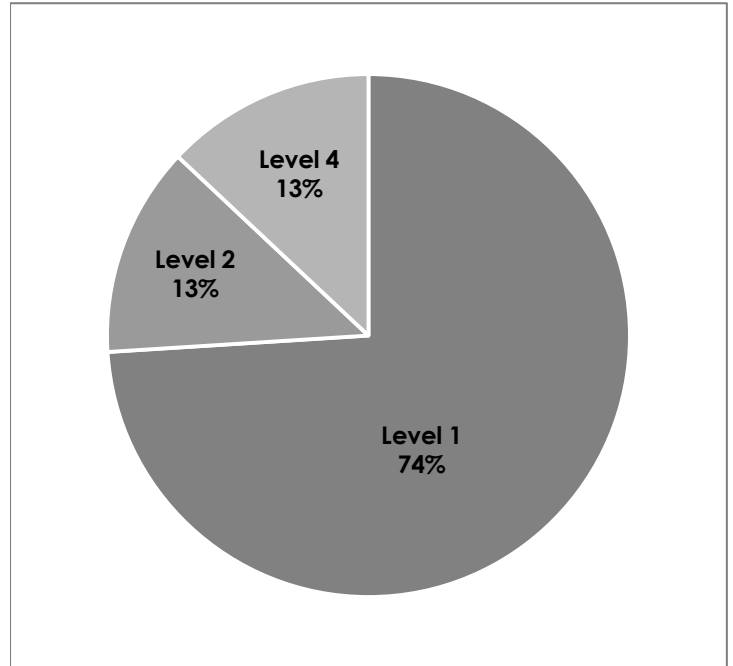
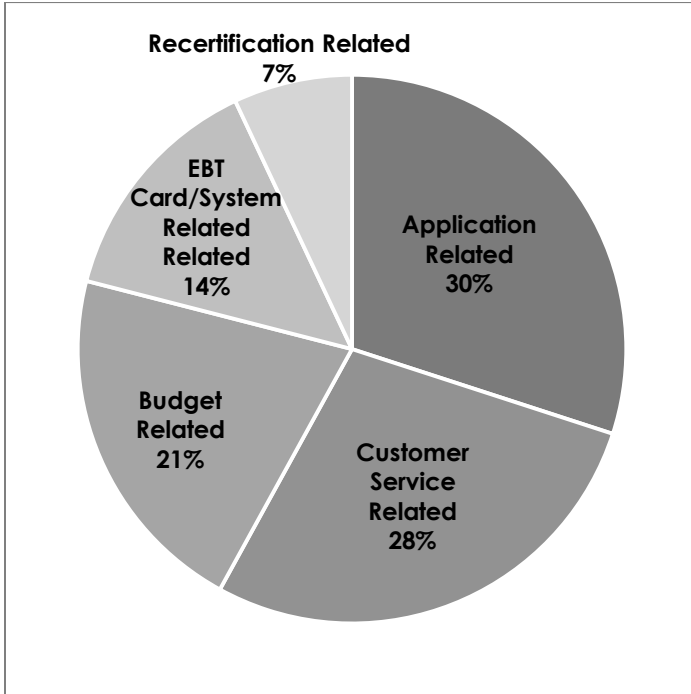


CHART 8: SNAP BARRIERS IN July 2020



BARRIERS ENCOUNTERED

From 67 cases, a total of 96 barriers¹ were reported in July. Barriers encountered this month were as follows:

Reported Barriers	
Application Related	29
Customer Service Related	27
Budget Related	20
EBT Card/System Related	13
Recertification Related	7
Total	96

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

CHART 9: PREVALENT ISSUES

Reported Barriers	Total
Case denied after fulfilling application requirements	11
Other (specify in the column "Other Barrier")	10
Did not receive SNAP w/in 30 days	5
Did not receive ongoing SNAP benefits	2
Did not receive expedited SNAP w/in 5 days	1
Grand Total	29

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.

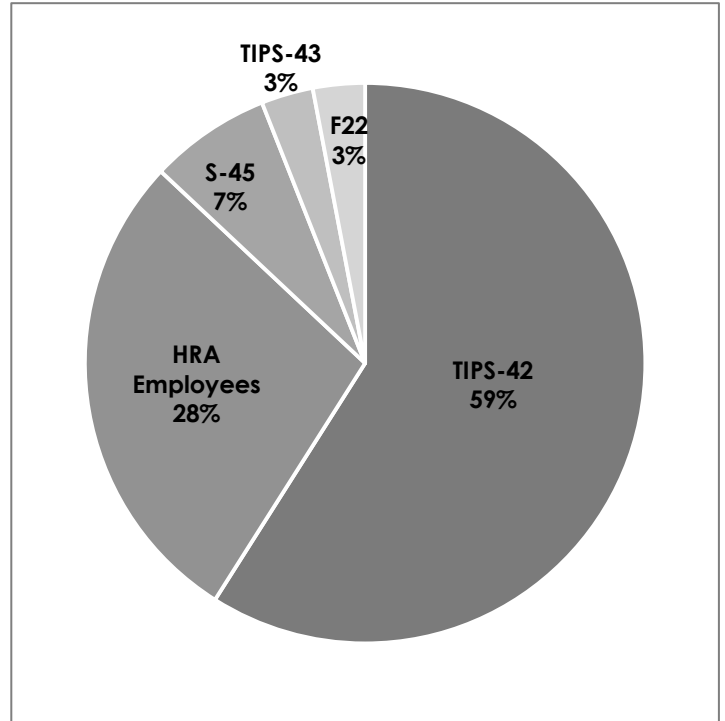
APPLICATION RELATED BARRIERS

A total of 29 application related barriers were encountered among HRA employees and over 4 NCA Centers in July (Chart 10). TIPS centers accounted for 62 percent of these cases.

CHART 10: APPLICATION RELATED BARRIERS

Application Barrier	NCA/HRA	Total
Case denied after fulfilling application requirements (specify barrier)		11
	HRA Employee	4
	TIPS-42	6
	TIPS-43	1
Did not receive expedited SNAP w/in 5 days		1
	TIPS-42	1
Did not receive ongoing SNAP benefits		2
	S-45	2
Did not receive SNAP w/in 30 days		5
	HRA Employee	3
	TIPS-42	2
Other (specify in the column "Other Barrier")		10
	HRA Employee	1
	F22	1
	TIPS-42	8
Grand Total		29

CHART 11: APPLICATION BARRIERS AMONG HRA EMPLOYEES AND NCA'S



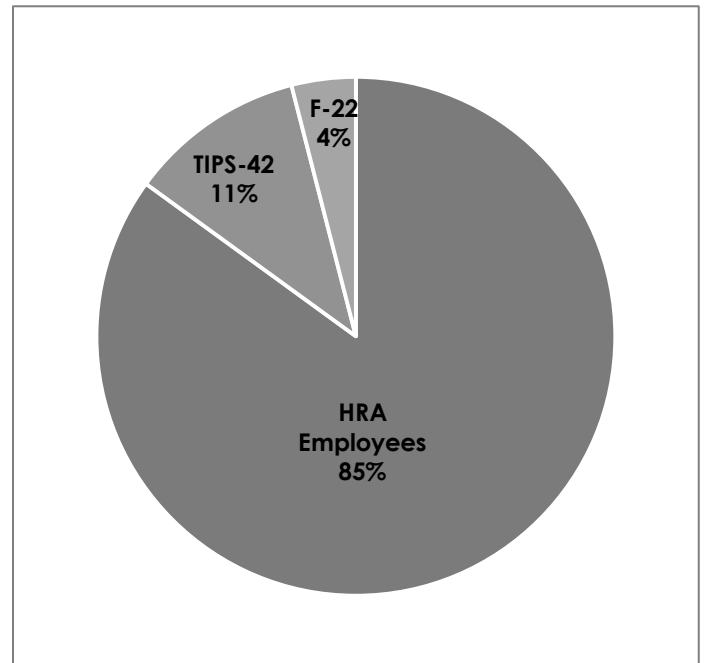
CUSTOMER SERVICE RELATED BARRIERS

A total of 27 cases involved customer service related barriers, with these barriers spread out among HRA employees and over 2 different NCA Centers. However, the biggest cluster of issues (85%) were handled by HRA employees with 23 cases.

CHART 12: CUSTOMER SERVICE RELATED BARRIERS AMONG HRA EMPLOYEES AND NCA'S

Customer Service Barriers	NCA/HRA	Total
Did not receive phone interview and was unable to reschedule		1
	TIPS-42	1
Excessive documentation requested		1
	HRA Employee	1
Other (specify in the column "Other Barrier")		12
	F22	1
	HRA Employee	11
Reduced or terminated benefits w/o written notice or cause		1
	HRA Employee	1
Submitted changes not processed in a timely manner (see glossary)		8
	HRA Employee	8
Submitted documents were not logged in the system		4
	HRA Employee	2
	TIPS-42	2
Grand Total		27

CHART 13: CUSTOMER SERVICE RELATED BARRIERS ENCOUNTERED AMONG HRA EMPLOYEES AND NCA CENTERS



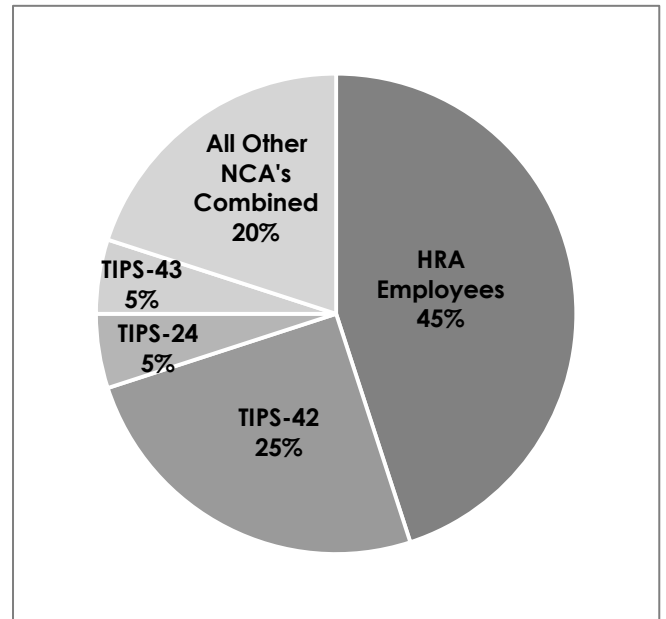
BUDGET RELATED BARRIERS

A total of 20 budget related barriers were encountered in July. These barriers were encountered among HRA employees and over 7 NCA Centers (see Chart 14 and Chart 15), with issues related to incorrect household composition (1 case), incorrect income (11 cases), incorrect SUA level (3 cases), etc..

CHART 14: BUDGET RELATED BARRIERS AMONG HRA EMPLOYEES AND NCA CENTERS

Budget Barriers	NCA/HRA	Total
Incorrect Household composition		1
	HRA Employee	1
Incorrect Income		11
	HRA Employee	2
	S-21	1
	S-22	1
	S-28	1
	S-53	1
	TIPS-24	1
	TIPS-42	3
	TIPS-43	1
Incorrect Shelter Expenses		1
	HRA Employee	1
Incorrect SUA Level		3
	HRA Employee	1
	TIPS-42	2
Other (specify in the column "Other Barrier")		4
	HRA Employee	4
Grand Total		20

CHART 15: BUDGET RELATED SERVICE BARRIERS ENCOUNTERED AMONG HRA EMPLOYEES AND NCA CENTERS



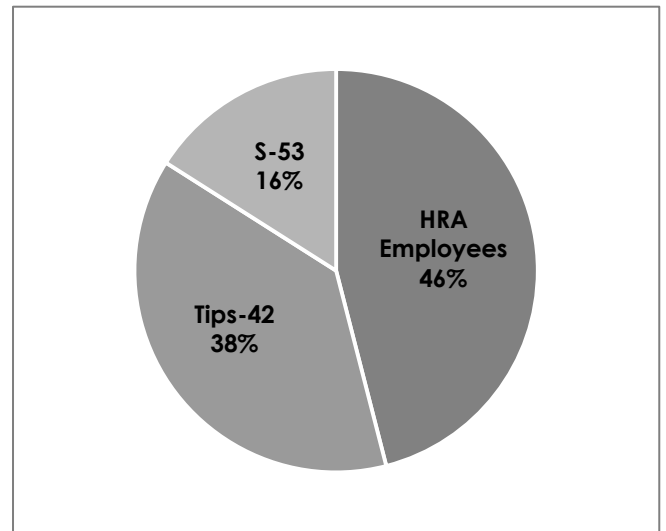
EBT CARD/SYSTEM RELATED BARRIERS

A total of 13 EBT card/system related barriers were encountered in July. These barriers were encountered among HRA employees and over 2 NCA Centers (see Chart 16 and Chart 17), with issues related to not receiving requested EBT card (6 cases), no benefits issued on active EBT card (5 cases), etc..

CHART 16: EBT CARD/SYSTEM RELATED BARRIERS AMONG HRA EMPLOYEES AND NCA CENTERS

EBT Card/System Barriers	NCA/HRA	Total
Did not receive requested EBT card		6
	HRA Employee	1
	TIPS-42	5
No benefits issued on active EBT card		5
	HRA Employee	4
	S-53	1
Other (specify in the column "Other Barrier")		2
	HRA Employee	1
	S-53	1
Grand Total		13

CHART 17: EBT CARD/SYSTEM RELATED BARRIERS ENCOUNTERED AMONG HRA EMPLOYEES AND NCA CENTERS



RECERTIFICATION RELATED BARRIERS

A total of 7 recertification barriers were encountered among HRA employees and 3 NCA Centers. HRA employees encountered the most recertification related barriers with 3 cases.

CHART 18: RECERTIFICATION RELATED BARRIERS

Recertification Barriers	NCA/HRA	Total
Case closed after fulfilling recertification requirements (specify barrier)		6
	HRA Employee	2
	S-40	1
	TIPS-24	1
	TIPS-43	2
Other (specify in the column "Other Barrier")		1
	HRA Employee	1
Grand Total		7

CHART 19: NCAs WITH THE MOST RECERTIFICATION RELATED BARRIERS

