



The Food Bank For New York City

Mediation Analysis Report for August 2019

Time Periods Reflected: August 1, 2019 through August 31, 2019

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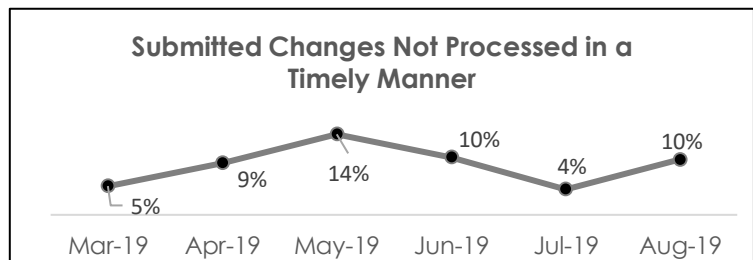
- o Application Related Barriers..... 9
- o Customer Service Related Barriers.....10
- o Recertification Related Barriers..... 11
- o Budget Related Barriers..... 12

ANALYSIS HIGHLIGHTS

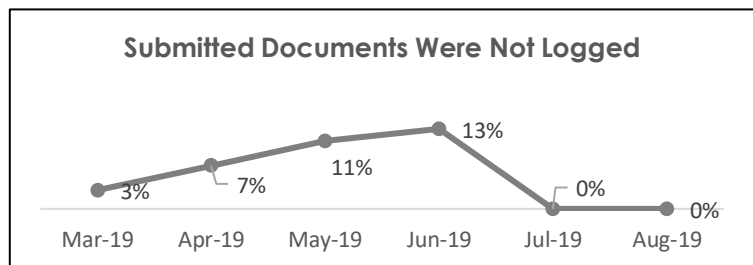
The following mediation activities were observed under the Mediation Model in August 2019:

- 9 Organizations reported 69 mediation cases – with a total of 73 identified issues, to NCA SNAP Centers throughout the 5 boroughs
- Of those 69 cases, 40 (58%) were related to first time applicants, 8 cases (12%) were related to change report, 14 cases (40%) were related to recertification, 6 cases (9%) to adverse action and 1 case (1%) was related to Periodic Report;
- A total of 33 cases or 48% were sent to the TIPS Centers: TIPS-24: 23 cases TIPS-42: 5 cases, TIPS-43: cases.
- Notable trends in August in relation to the previous months, include:

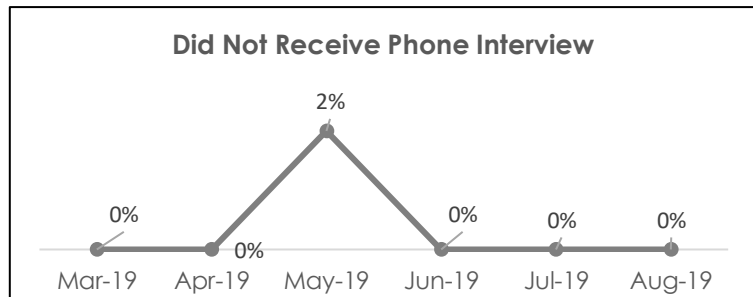
Submitted changes not processed in a timely manner: This issue increased in prevalence by 6 percentage points from July.



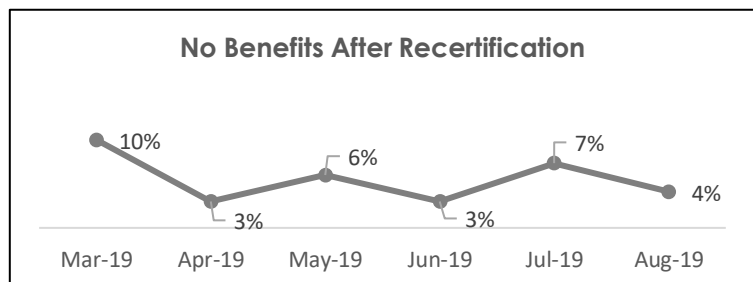
Submitted documents were not logged in the system: This issue remained unchanged in percentage points from July.



Did not receive phone interview and was unable to re-schedule: The prevalence of this issue remained unchanged from 0 percent over the month of August.



No benefits after recertification: The issue decreased in prevalence by 3 percentage points from July to August.



- 80% (55) of cases in August were resolved in the same month as received, this was a percentage point increase of 14 from July (70%)
- 67% (32) of resolved cases were resolved within the key first 5-day time period in August. This represents a 34% increase from July. The number of cases that took 6-10 days to be resolved decreased from 59% to 2% from July to August.
- 67% of resolved cases were resolved at the primary and back-up liaison levels in August.

CHART 1: MEDIATION CASES BY ORGANIZATION

CBO	Case Type	Total
Community Council & Consulting		20
	Change Report	5
	First Time Applicant	14
	Recertification	1
Goddard Riverside		5
	Adverse Action	1
	First Time Applicant	4
LiveOn NY		7
	Adverse Action	2
	Change Report	2
	HBT	2
	Recertification	1
Catholic Charities Community Services		7
	Adverse Action	3
	Recertification	4
Fifth Avenue Committee		5
	Change Report	1
	First Time Applicant	4
Hunger Free NYC		8
	First Time Applicant	2
	Recertification	5
	Periodic Report	1
Public Health Solutions		1
	First Time Applicant	1
West Side Campaign Against Hunger		2
	First Time Applicant	2
Food Bank For NYC		14
	First Time Applicant	11
	Recertification	3
Grand Total		69

PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR August

This analysis is based on information submitted by 9 organizations. These organizations reported having mediated on behalf of 69 SNAP

CHART 2: CASES BY NCA CENTER

NCA	Case Type	Total
S-02		7
	Adverse Action	1
	First Time Applicant	6
S-15		3
	Change Report	1
	First Time Applicant	1
	Recertification	1
S-19		1
	Adverse Action	1
S-21		5
	Change Report	5
S-28		2
	Change Report	2
S-40		3
	Adverse Action	2
	First Time Applicant	1
S-45		4
	First Time Applicant	1
	Recertification	3
S-46		3
	Adverse Action	1
	First Time Applicant	1
	Recertification	1
S-53		2
	Recertification	1
	Periodic Report	1
S-79		1
	Adverse Action	1
TIPS-24		23
	First Time Applicant	16
	Recertification	7
TIPS-42		4
	First Time Applicant	4
TIPS-43		6
	First Time Applicant	6
S-14		3
	First Time Applicant	3
S-13		2
	First Time Applicant	1
	Recertification	1
Grand Total		69

CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

August mediation cases were handled by a total of 15 different NCA Centers. However, most barriers were encountered at: TIPS-24 - 23 cases, S-42 – 4 cases and TIPS-43 – 6 cases (see Chart 2). Combined, these centers accounted for 48% of all August mediation cases.

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

Cases	Total	%
First Time Applicant	40	58%
Change Report	8	12%
Recertification	14	20%
Adverse Action	6	9%
Periodic Report	1	1%
Grand Total	69	100%

CASE STATUS AND RESOLUTION TIME FRAME

Out of 69 mediation cases submitted in August, 55 (80%) were resolved. As of August 31st, 14 cases (20%) remain unresolved/pending (see Charts 3 and 4 below). Of the 55 cases resolved (30) obtained a resolution within a period of 1-5 days (see chart 5 below).

CHART 3: CASE STATUS

Case Status	Total
Pending	14
Resolved	55
Grand Total	69

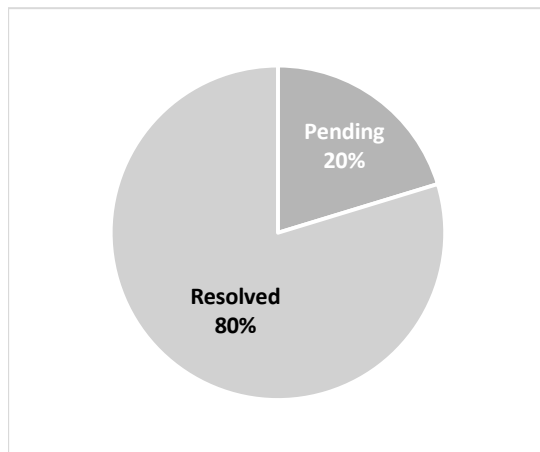


CHART 4: CASE STATUS BY CASE TYPE

Status	Case Type	Count	%
Pending	Adverse Action	2	3%
	Change Report	10	14%
	First Time Applicant	2	3%
	Recertification	55	80%
Resolved	Adverse Action	6	9%
	Change Report	30	43%
	First Time Applicant	12	17%
	Recertification	1	1%
Grand Total		69	100%

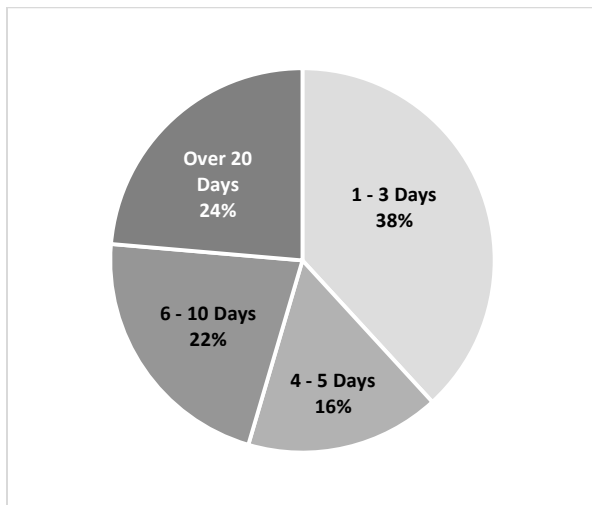


CHART 5: RESOLUTION TIMEFRAME

Resolution Timeframe (business days)	Total
1 - 3 Days	21
4 - 5 Days	9
6 - 10 Days	12
Over 20 Days	13
Grand Total	55

CHART 7: RESOLUTION BY NCA CENTER

Resolution	NCA	Total
Level 1		22
	S-02	4
	S-15	2
	S-40	1
	S-45	3
	S-46	2
	S-53	1
	S-79	1
	TIPS-24	4
	TIPS-43	2
	S-14	2
Level 2		15
	S-02	1
	S-15	1
	S-19	1
	S-28	1
	S-40	1
	S-53	1
	TIPS-24	2
	TIPS-42	2
	TIPS-43	2
	S-14	1
	S-13	2
Level 3		7
	S-40	1
	S-45	1
	TIPS-24	3
	TIPS-42	2
Level 4		11
	S-21	4
	S-46	1
	TIPS-24	5
	TIPS-43	1
Grand Total		55

Of the 55 resolved cases that were reported, 67% (37 cases) were resolved at the HRA primary or back-up liaison levels. (See Chart 6)

CHART 6: HRA LIAISON LEVEL OF RESOLUTION

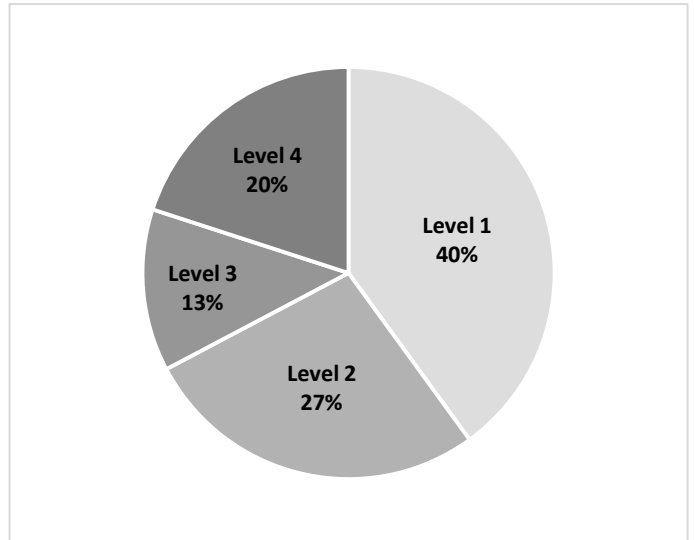
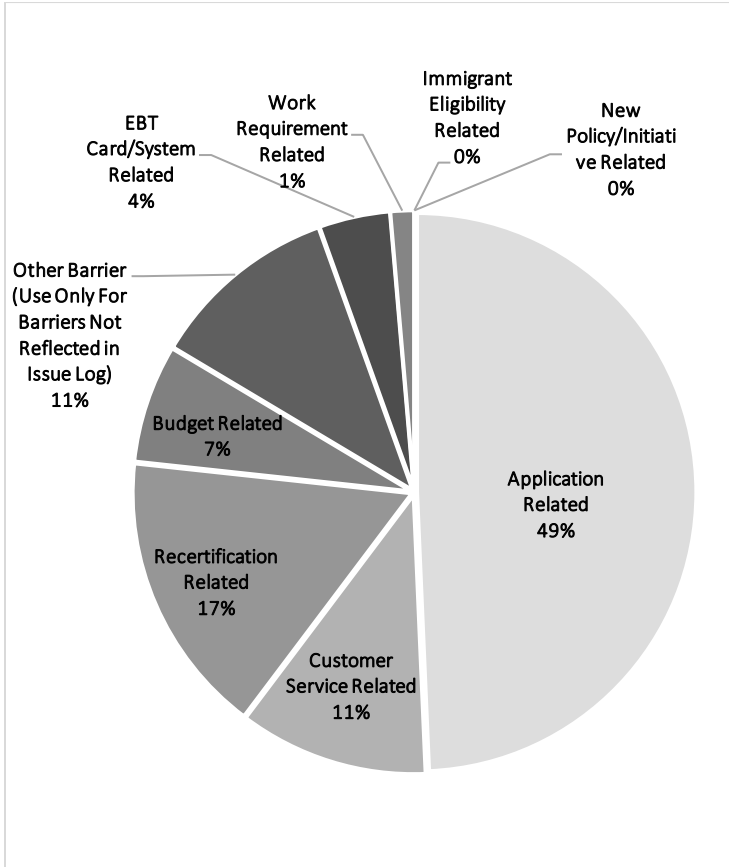


CHART 8: SNAP BARRIERS IN August 2019



BARRIERS ENCOUNTERED

From 69 cases, a total of 73 barriers¹ were reported in August. Barriers encountered this month were as follows:

Reported Barriers	Total: 73
Application Related	36
Customer Service Related	8
Recertification Related	12
Budget Related	5
Other Barrier (Use Only for Barriers Not Reflected in Issue Log)	8
EBT Card/System Related	3
Work Requirement Related	1
Immigrant Eligibility Related	0
New Policy/Initiative Related	0

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

CHART 9: PREVALENT ISSUES

Reported Barriers	Total
Did not receive SNAP w/in 30 days	18
Did not receive ongoing SNAP benefits	15
Submitted changes not processed in a timely manner (see glossary)	7
Other (specify in the column "Other Barrier")	4
No benefits issued after completing recertification	3

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.

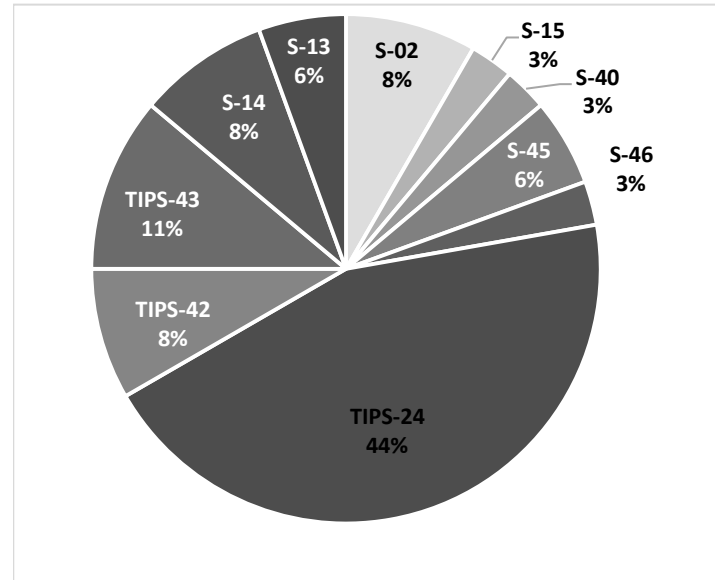
APPLICATION RELATED BARRIERS

A total of 36 application related barriers were encountered in 6 NCA Centers throughout the city in August (Chart 10). TIPS centers accounted for almost 64 percent of these cases.

CHART 10: APPLICATION RELATED BARRIERS

Application Related	NCA	Total
Case denied after fulfilling application requirements (specify barrier)		1
	TIPS-24	1
Did not receive ongoing SNAP benefits		15
	S-02	2
	S-15	1
	S-40	1
	S-45	2
	S-46	1
	TIPS-42	1
	TIPS-43	2
	S-14	3
	S-13	2
Did not receive SNAP w/in 30 days		18
	TIPS-24	14
	TIPS-42	2
	TIPS-43	2
Other (specify in the column "Other Barrier")		2
	S-02	1
	TIPS-24	1
Grand Total		36

CHART 11: NCAs WITH THE MOST APPLICATION



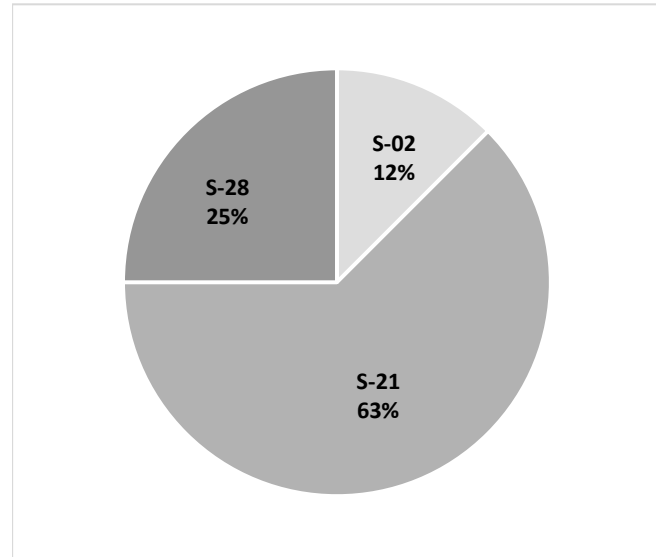
CUSTOMER SERVICE RELATED BARRIERS

A total of 8 cases involved customer service related barriers, with these barriers spread out over 3 different NCA Centers. However, the biggest cluster of issues (63%) took place at S-21 center – 6 cases.

CHART 12: NCAs WITH MOST CUSTOMER SERVICE RELATED BARRIERS

Customer Service Related	NCA	Total
Submitted changes not processed in a timely manner (see glossary)		7
	S-21	5
	S-28	2
Excessive documentation requested		1
	S-02	1
Grand Total		8

CHART 13: CUSTOMER SERVICE RELATED BARRIERS BY CENTER



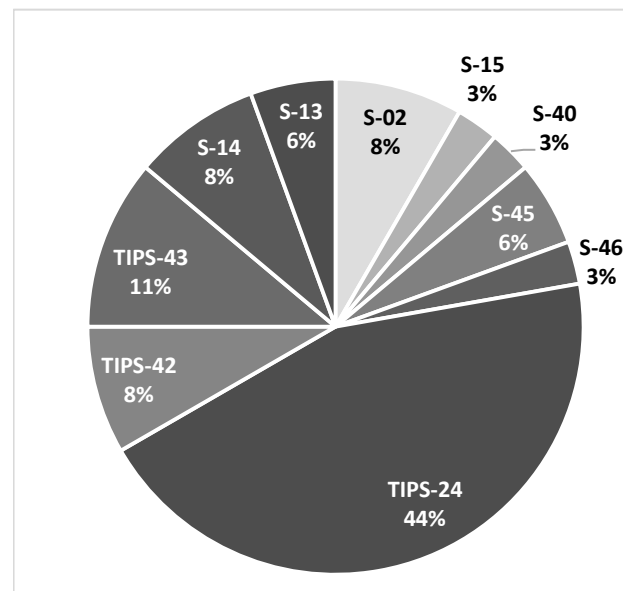
RECERTIFICATION RELATED BARRIERS

A total of 12 recertification barriers were encountered in 7 NCA Centers. Tips – 24 had the most recertification related barriers with 5 cases.

CHART 14: RECERTIFICATION RELATED BARRIERS

Recertification Related	NCA	Total
Case closed after fulfilling recertification requirements (specify barrier)		5
	S-15	1
	S-45	1
	TIPS-24	3
No benefits issued after completing recertification		3
	TIPS-24	2
	TIPS-42	1
Other (specify in the column "Other Barrier")		4
	S-40	1
	S-46	1
	S-53	1
	TIPS-24	1
Grand Total		12

CHART 15: NCAs WITH MOST RECERTIFICATION RELATED BARRIERS



BUDGET RELATED BARRIERS

A total of 5 budget related barriers were encountered in August. These barriers were encountered in 3 NCA Centers (see Chart 16 and Chart 17), with issues related to incorrect income (1 cases), medical deduction not applied (1 cases) etc.

CHART 16: BUDGET RELATED BARRIERS BY NCA CENTER

Budget Related	NCA	Total
Incorrect Income		1
	S-53	1
Medical deduction not applied		1
	TIPS-43	1
Medical deduction not applied		1
	S-02	1
Other (specify in the column "Other Barrier")		1
	S-02	1
Incorrect Shelter Expenses		1
	TIPS-43	1
Grand Total		5

CHART 17: NCAs WITH MOST BUDGET RELATED SERVICE RELATED BARRIERS

