



The Food Bank For New York City

Mediation Analysis Report for December 2019

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

Prepared by William-Guillaume Koible, Associate Director – Research, Evaluation & Impact
Food Bank For New York City

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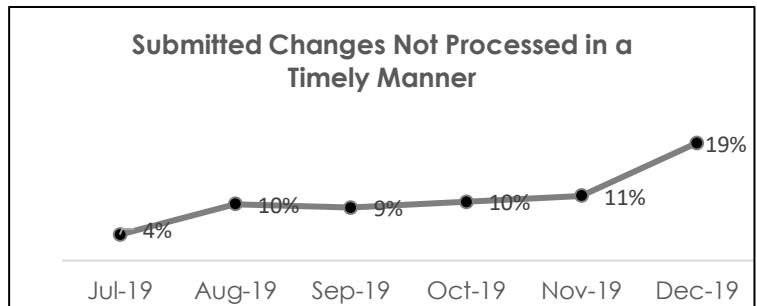
- o Application Related Barriers..... 9
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ANALYSIS HIGHLIGHTS

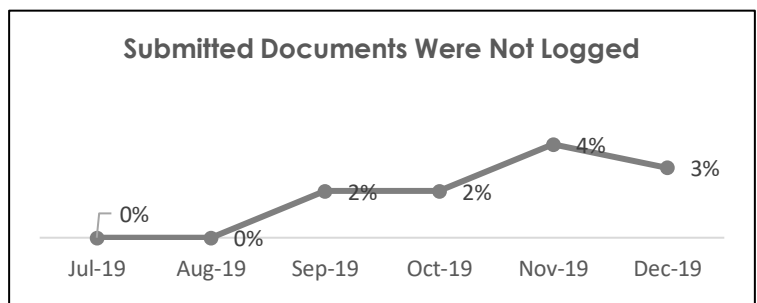
The following mediation activities were observed under the Mediation Model in December 2019:

- 11 Organizations reported 122 mediation cases – with a total of 162 identified issues, to NCA SNAP Centers throughout the 5 boroughs
- Of those 122 cases, 47 (39%) were related to first time applicants, 33 cases (27%) were related to recertification, 32 cases (26%) were related to change report, 9 cases (7%) were related to periodic report, and 1 case (1%) to adverse action.
- A total of 56 cases or 46% were sent to the TIPS Centers: TIPS-24: 40 cases, TIPS-43: 14 cases, and TIPS-42: 2 cases.
- Notable trends in December in relation to the previous months, include:

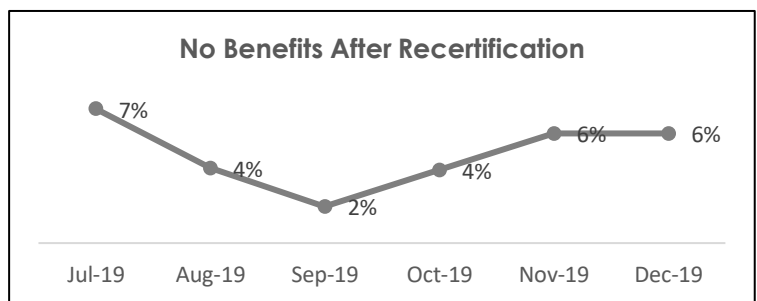
Submitted changes not processed in a timely manner: This issue increased in prevalence by 8 percentage points from November.



Submitted documents were not logged in the system: This issue decreased in prevalence by 1 percentage point from November.



No benefits after recertification: The prevalence of this issue remained the same at 6 percent from November to December.



- 89% (75) of cases in December were resolved in the same month as received, this was a percentage point increase of 15 from November (74%)
- 60% (50) of resolved cases were resolved within the key first 5-day time period in November, this was a percentage point decrease of 3 from November. The number of cases that took 6-10 days to be resolved remained the same at 23% from November to December.
- 69% of resolved cases were resolved at the primary and back-up liaison levels in December.

CHART 1: MEDIATION CASES BY ORGANIZATION

CBO	Case Type	Total
Apicha CHC		3
	First Time Applicant	3
Bronx Community College		1
	First Time Applicant	1
Catholic Charity		2
	First Time Applicant	2
Community Council & Consulting		17
	Change Report	4
	First Time Applicant	12
	Recertification	1
FBNYC		5
	Change Report	1
	First Time Applicant	3
	Recertification	1
Food Bank for NYC		7
	First Time Applicant	5
	Recertification	2
Hunger Free NYC		13
	Change Report	2
	First Time Applicant	6
	Recertification	5
LiveOn NY		4
	First Time Applicant	2
	Recertification	2
Met Council		45
	Adverse Action	1
	Change Report	22
	First Time Applicant	6
	Periodic Report	8
	Recertification	8
Part of the Solution		24
	Change Report	3
	First Time Applicant	6
	Periodic Report	1
	Recertification	14
Public Health Solutions		1
	First Time Applicant	1
Grand Total		122

**PARTICIPATING ORGANIZATIONS AND
MEDIATION TYPES FOR DECEMBER**

This analysis is based on information submitted by 11 organizations. These organizations reported having mediated on behalf of 122 SNAP applicants/participants.

CHART 2: CASES BY NCA CENTER

NCA	Case Type	Total
S-13		1
	First Time Applicant	1
S-14		1
	Recertification	1
S-15		1
	Change Report	1
S-21		31
	Adverse Action	1
	Change Report	23
	Periodic Report	5
	Recertification	2
S-22		6
	Change Report	2
	First Time Applicant	1
	Periodic Report	3
S-28		3
	Change Report	1
	First Time Applicant	2
S-40		3
	First Time Applicant	3
S-45		4
	Change Report	1
	First Time Applicant	1
	Recertification	2
S-46		8
	Change Report	1
	First Time Applicant	6
	Periodic Report	1
S-53		5
	Change Report	2
	First Time Applicant	2
	Recertification	1
S-54		1
	Change Report	1
S-79		1
	First Time Applicant	1
S-99		1
	First Time Applicant	1
TIPS-24		40
	First Time Applicant	15
	Recertification	25
TIPS-42		2
	Recertification	2
TIPS-43		14
	First Time Applicant	14
Grand Total		122

CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

December mediation cases were handled by a total of 16 different NCA Centers. However, most barriers were encountered at: TIPS-24 - 40 cases, S-21 – 31 cases and TIPS-43 – 14 cases (see Chart 2). Combined, these centers accounted for 70% of all December mediation cases.

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

Cases	Total	%
Adverse Action	1	1%
Change Report	32	26%
First Time Applicant	47	39%
Periodic Report	9	7%
Recertification	33	27%
Grand Total	122	100%

CASE STATUS AND RESOLUTION TIME FRAME

Out of 122 mediation cases submitted in December, 84 (69%) were resolved. As of December 31st, 38 cases (31%) remain unresolved/pending (see Charts 3 and 4 below). Of the 84 cases resolved (50) obtained a resolution within a period of 1-5 days (see chart 5 below).

CHART 3: CASE STATUS

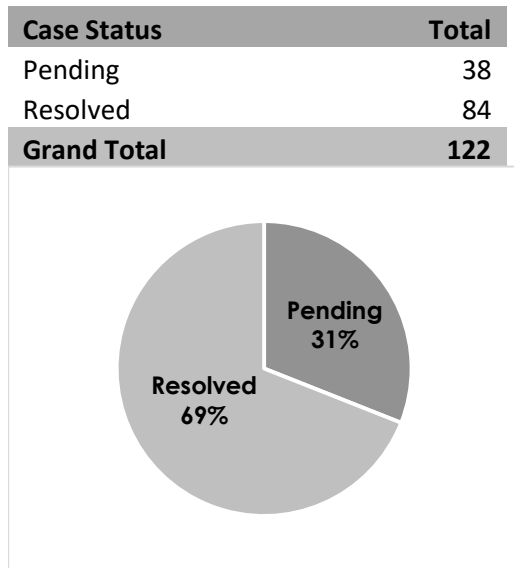


CHART 4: CASE STATUS BY CASE TYPE

Case Status	Case Type	Total	%
Pending	Change Report	11	9%
	First Time Applicant	19	16%
	Periodic Report	3	2%
	Recertification	5	4%
Resolved	Adverse Action	1	1%
	Change Report	21	17%
	First Time Applicant	28	23%
	Periodic Report	6	5%
	Recertification	28	23%
Grand Total		122	100%

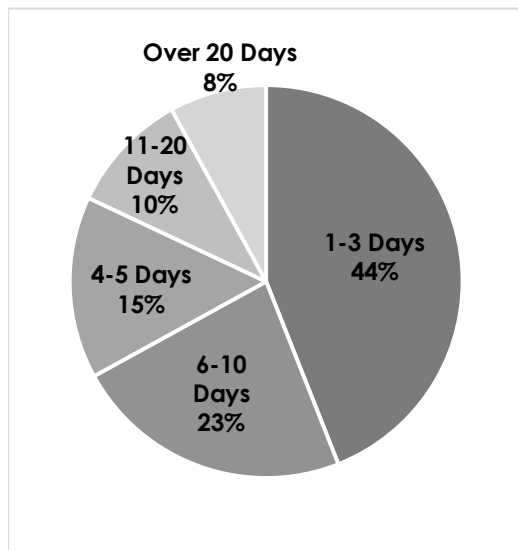


CHART 5: RESOLUTION TIMEFRAME

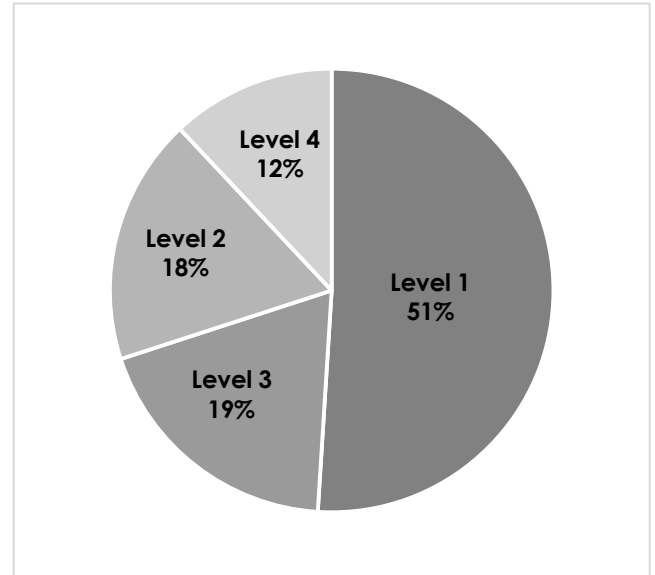
Resolution Timeframe (business days)	Total
1 - 3 Days	37
4 - 5 Days	13
6 - 10 Days	19
11 - 20 Days	8
Over 20 days	7
Grand Total	84

CHART 7: RESOLUTION BY NCA CENTER

Resolution Level	NCA	Total
Level 1		43
	S-13	1
	S-14	1
	S-15	1
	S-21	12
	S-22	3
	S-40	3
	S-45	2
	S-46	1
	S-53	1
	S-54	1
	S-79	1
	S-99	1
	TIPS-24	10
	TIPS-42	1
	TIPS-43	4
Level 2		15
	S-21	7
	S-22	1
	S-28	1
	S-46	1
	S-53	2
	TIPS-24	1
	TIPS-43	2
Level 3		16
	S-21	2
	S-45	1
	TIPS-24	9
	TIPS-43	4
Level 4		10
	S-53	1
	TIPS-24	9
Grand Total		84

Of the 84 resolved cases that were reported, 69% (58 cases) were resolved at the HRA primary or back-up liaison levels. (See Chart 6)

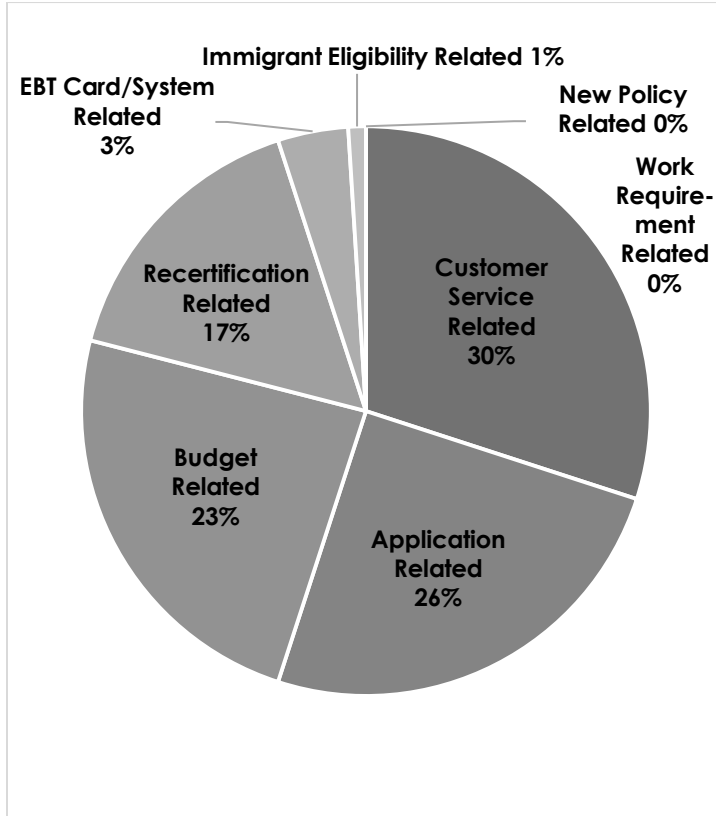
CHART 6: HRA LIAISON LEVEL OF RESOLUTION



BARRIERS ENCOUNTERED

From 122 cases, a total of 162 barriers¹ were reported in December. Barriers encountered this month were as follows:

**CHART 8: SNAP BARRIERS IN
December 2019**



Reported Barriers	
Customer Service Related	49
Application Related	42
Budget Related	37
Recertification Related	27
EBT Card/System Related	6
Immigrant Eligibility Related	1
Work Requirement Related	0
New Policy/Initiative Related	0
Total	162

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

CHART 9: PREVALENT ISSUES

Reported Barriers	Total
Submitted changes not processed in a timely manner	31
Reduced or terminated benefits w/o written notice or cause	8
Submitted documents were not logged in the system	5
Other (specify in the column "Other Barrier")	5
Grand Total	49

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.

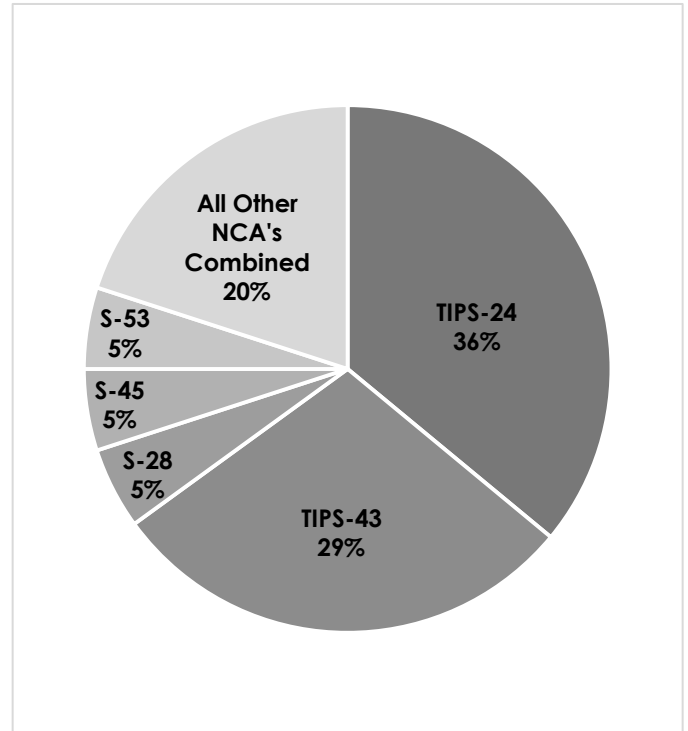
APPLICATION RELATED BARRIERS

A total of 42 application related barriers were encountered over 12 NCA Centers in December (Chart 10). TIPS centers accounted for 64 percent of these cases.

CHART 10: APPLICATION RELATED BARRIERS

Application Barriers	NCA	Total
Case denied after fulfilling application requirements (specify barrier)		4
	S-40	1
	S-79	1
	S-99	1
	TIPS-43	1
Did not receive ongoing SNAP benefits		19
	S-13	1
	S-14	1
	S-28	1
	S-40	2
	S-45	2
	S-46	1
	TIPS-24	3
	TIPS-43	8
Did not receive SNAP w/in 30 days		16
	S-22	1
	TIPS-24	12
	TIPS-43	3
Other (specify in the column "Other Barrier")		3
	S-28	1
	S-53	2
Grand Total		42

CHART 11: NCAs WITH THE MOST APPLICATION



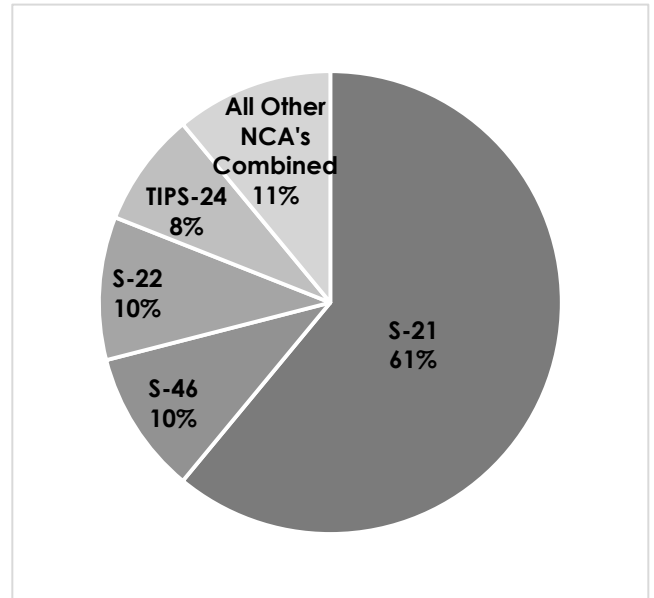
CUSTOMER SERVICE RELATED BARRIERS

A total of 49 cases involved customer service related barriers, with these barriers spread out over 8 different NCA Centers. However, the biggest cluster of issues (61%) took place at S-21 center with 30 cases.

CHART 12: NCAs WITH MOST CUSTOMER SERVICE RELATED BARRIERS

Customer Service Barriers	NCA	Total
Other (specify in the column "Other Barrier")		5
	S-21	3
	S-46	2
Reduced or terminated benefits w/o written notice or cause		8
	S-21	3
	S-46	2
	TIPS-24	3
Submitted changes not processed in a timely manner (see glossary)		31
	S-21	22
	S-22	4
	S-28	1
	S-45	1
	TIPS-24	1
	TIPS-42	2
Submitted documents were not logged in the system		5
	S-21	2
	S-22	1
	S-46	1
	S-99	1
Grand Total		49

CHART 13: CENTERS WITH THE MOST CUSTOMER SERVICE RELATED BARRIERS



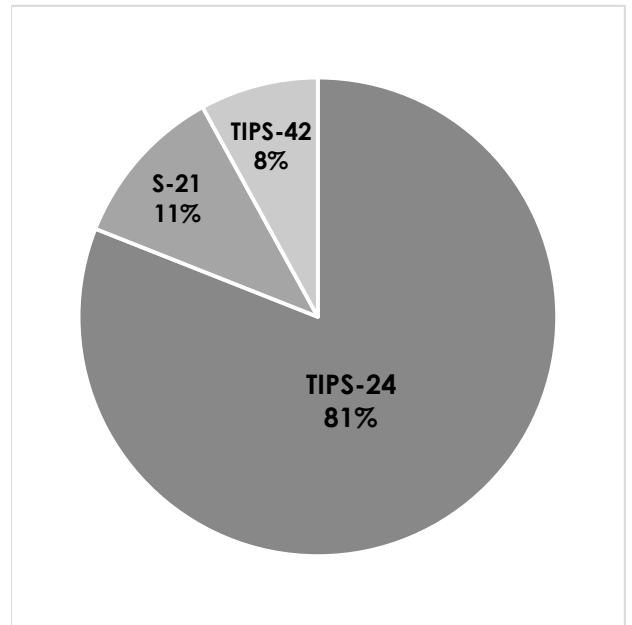
RECERTIFICATION RELATED BARRIERS

A total of 27 recertification barriers were encountered in 3 NCA Centers. TIPS – 24 had the most recertification related barriers with 22 cases.

CHART 14: RECERTIFICATION RELATED BARRIERS

Recertification Barriers	NCA	Total
Case closed after fulfilling recertification requirements (specify barrier)		15
	S-21	2
	TIPS-24	13
No benefits issued after completing recertification		9
	TIPS-24	9
Other (specify in the column "Other Barrier")		3
	S-21	1
	TIPS-42	2
Grand Total		27

CHART 15: NCAs WITH MOST RECERTIFICATION RELATED BARRIERS



BUDGET RELATED BARRIERS

A total of 37 budget related barriers were encountered in December. These barriers were encountered in 11 NCA Centers (see Chart 16 and Chart 17), with issues related to incorrect household composition (14 cases), incorrect income (11 cases), etc.

CHART 16: BUDGET RELATED BARRIERS BY NCA CENTER

Budget Barriers	NCA	Total
Incorrect Household composition		14
	S-21	9
	S-22	2
	TIPS-24	1
	TIPS-42	2
Incorrect Income		11
	S-21	5
	S-22	1
	S-28	1
	S-46	1
	S-53	2
	S-54	1
Incorrect Shelter Expenses		2
	S-21	1
	S-22	1
Incorrect SUA Level		1
	TIPS-43	1
Medical deduction not applied		1
	S-45	1
Other (specify in the column "Other Barrier")		8
	TIPS-24	1
	S-21	5
	S-22	1
	S-99	1
Grand Total		37

CHART 17: NCAs WITH THE MOST BUDGET RELATED SERVICE BARRIERS

