



The Food Bank For New York City

Mediation Analysis Report for January 2020

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

TABLE OF CONTENTS

Analysis Highlights..... 3

Participating Organizations and Mediation Types for January 2020..... 4

Case Types and NCA Centers Where Mediation Took Place..... 5

Case Status and Resolution Time Frame 6

Barriers Encountered 8

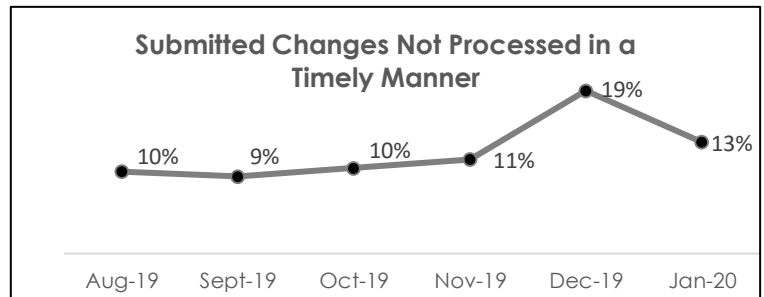
- o Application Related Barriers..... 9
- o Customer Service Related Barriers.....10
- o Recertification Related Barriers..... 11
- o Budget Related Barriers..... 12

ANALYSIS HIGHLIGHTS

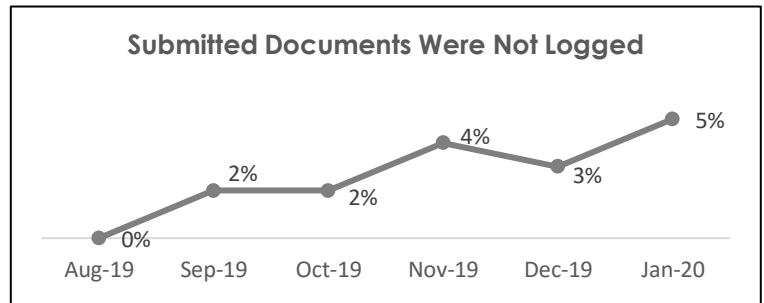
The following mediation activities were observed under the Mediation Model in January 2020:

- 9 Organizations reported 132 mediation cases – with a total of 186 identified issues, to NCA SNAP Centers throughout the 5 boroughs
- Of those 132 cases, 50 (38%) were related to first time applicants, 43 cases (33%) were related to recertification, 19 cases (14%) were related to change report, 17 cases (13%) were related to periodic report, and 3 cases (2%) to adverse action.
- A total of 70 cases or 53% were sent to the TIPS Centers: TIPS-42: 34 cases, TIPS-24: 29 cases, and TIPS-43: 7 cases.
- Notable trends in January in relation to the previous months, include:

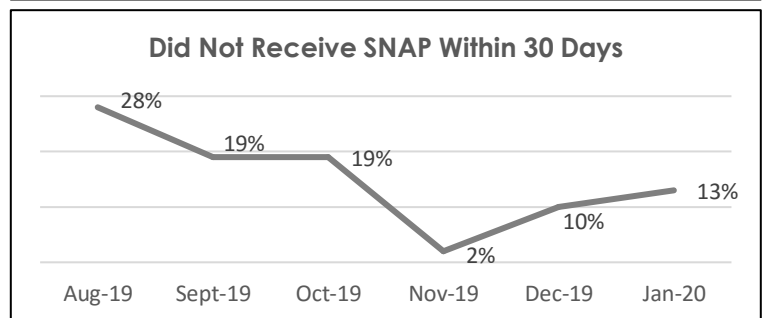
Submitted changes not processed in a timely manner: This issue decreased in prevalence by 6 percentage points from December.



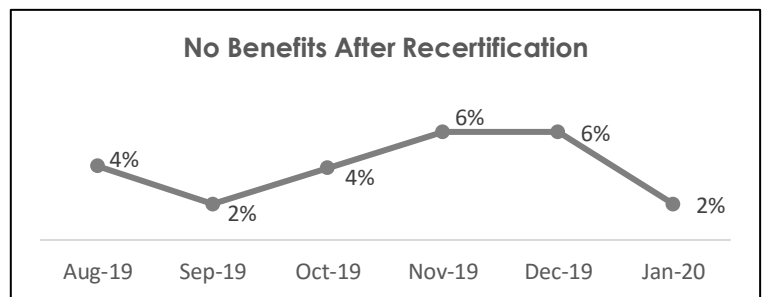
Submitted documents were not logged in the system: This issue increased in prevalence by 2 percentage points from December.



Did not receive SNAP within 30 days: This issue increased in prevalence by 3 percentage points from December.



No benefits after recertification: This issue decreased in prevalence by 4 percentage points from December.



- 83% (78) of cases in January were resolved in the same month as received, this was a percentage point decrease of 6 from December (89%).
- 66% (62) of resolved cases were resolved within the key first 5-day time period in January, this was a percentage point increase of 6 from December. 18% (17) of cases were resolved within 6-10 days, this was a percentage point decrease of 5 from December (23%).
- 77% of resolved cases were resolved at the primary and back-up liaison levels in January.

CHART 1: MEDIATION CASES BY ORGANIZATION

CBO	Case Type	Total
Bronx Community College		1
	First Time Applicant	1
Catholic Charities Community Services		6
	Adverse Action	1
	First Time Applicant	3
	Recertification	2
Community Council & Consulting		13
	Change Report	2
	First Time Applicant	11
Food Bank for NYC		15
	First Time Applicant	11
	Periodic Report	3
	Recertification	1
LiveOn NY		7
	First Time Applicant	3
	Periodic Report	1
	Recertification	3
Make the Road NY		1
	First Time Applicant	1
Met Council		67
	Change Report	17
	First Time Applicant	10
	Periodic Report	13
	Recertification	27
Part of the Solution		19
	First Time Applicant	9
	Recertification	10
Westside Campaign Against Hunger		3
	Adverse Action	2
	First Time Applicant	1
Grand Total		132

PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR JANUARY

This analysis is based on information submitted by 9 organizations. These organizations reported having mediated on behalf of 132 SNAP applicants/participants.

CHART 2: CASES BY NCA CENTER

NCA	Case Type	Total
S-02		1
	Adverse Action	1
S-13		2
	First Time Applicant	2
S-14		1
	First Time Applicant	1
S-19		1
	Periodic Report	1
S-21		23
	Change Report	14
	First Time Applicant	1
	Periodic Report	7
	Recertification	1
S-22		4
	Change Report	3
	Periodic Report	1
S-28		7
	Change Report	1
	Periodic Report	5
	Recertification	1
S-40		4
	First Time Applicant	2
	Recertification	2
S-45		7
	Adverse Action	1
	First Time Applicant	4
	Recertification	2
S-46		2
	First Time Applicant	2
S-53		5
	First Time Applicant	4
	Periodic Report	1
S-54		4
	First Time Applicant	3
	Periodic Report	1
S-79		1
	Change Report	1
TIPS-24		29
	First Time Applicant	15
	Recertification	14
TIPS-42		34
	Adverse Action	1
	First Time Applicant	10
	Recertification	23
TIPS-43		7
	First Time Applicant	6
	Periodic Report	1
Grand Total		132

CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

January mediation cases were handled by a total of 16 different NCA Centers. However, most barriers were encountered at: TIPS-42 - 34 cases, TIPS-24 – 29 cases and S-21 – 23 cases (see Chart 2). Combined, these centers accounted for 65% of all January mediation cases.

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

Cases	Total	%
Adverse Action	3	2%
Change Report	19	14%
First Time Applicant	50	38%
Periodic Report	17	13%
Recertification	43	33%
Grand Total	132	100%

CASE STATUS AND RESOLUTION TIME FRAME

Out of 132 mediation cases submitted in January, 94 (71%) were resolved. As of January 31st, 38 cases (29%) remain unresolved/pending (see Charts 3 and 4 below). Of the 94 cases resolved (62) obtained a resolution within a period of 1-5 days (see chart 5 below).

CHART 3: CASE STATUS

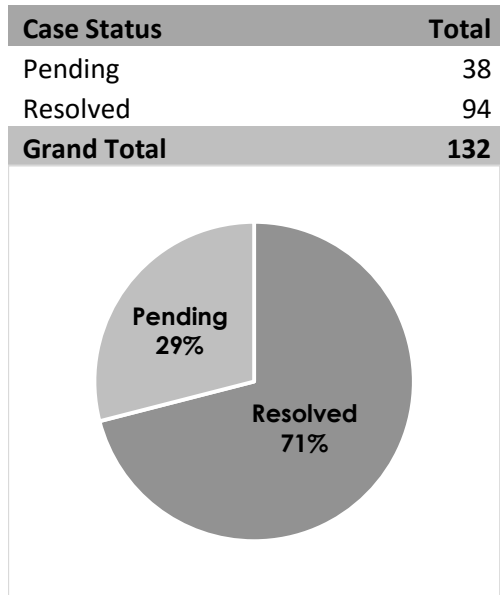


CHART 4: CASE STATUS BY CASE TYPE

Case Status	Case Type	Total	%
Pending	Adverse Action	1	1%
	Change Report	7	5%
	First Time Applicant	17	13%
	Periodic Report	3	2%
	Recertification	10	8%
Resolved	Adverse Action	2	2%
	Change Report	12	9%
	First Time Applicant	33	25%
	Periodic Report	14	11%
	Recertification	33	25%
Grand Total		132	100%

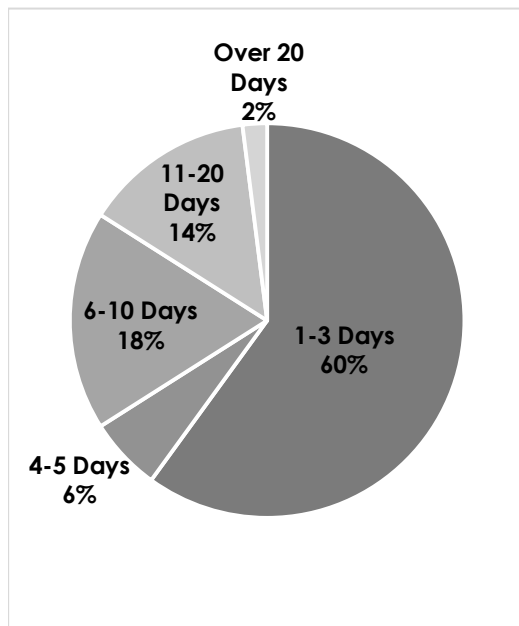


CHART 5: RESOLUTION TIMEFRAME

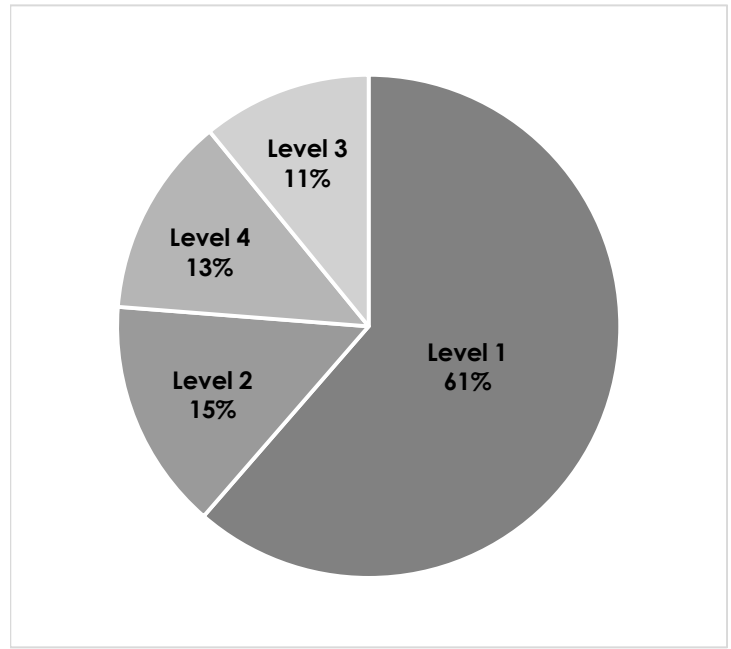
Resolution Timeframe (business days)	Total
1 - 3 Days	56
4 - 5 Days	6
6 - 10 Days	17
11 - 20 Days	13
Over 20 days	2
Grand Total	94

CHART 7: RESOLUTION BY NCA CENTER

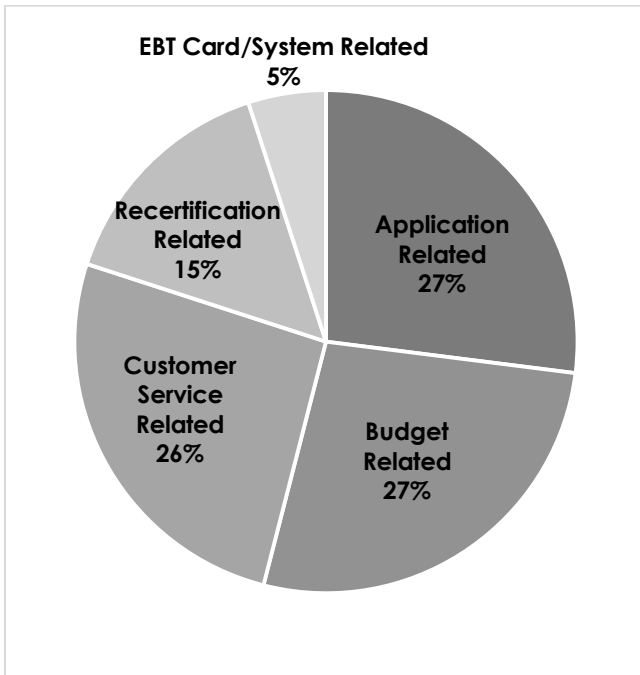
Resolution Level	NCA	Total
Level 1		58
	S-02	1
	S-13	2
	S-21	7
	S-22	2
	S-28	3
	S-40	3
	S-45	2
	S-46	1
	S-53	3
	S-54	3
	TIPS-24	7
	TIPS-42	21
	TIPS-43	3
Level 2		14
	S-14	1
	S-21	2
	S-22	1
	S-28	1
	S-40	1
	S-45	3
	S-46	1
	TIPS-24	1
	TIPS-42	1
	TIPS-43	2
Level 3		10
	S-21	4
	S-28	1
	TIPS-24	3
	TIPS-42	2
Level 4		12
	S-21	4
	S-45	1
	TIPS-24	4
	TIPS-42	2
	TIPS-43	1
Grand Total		94

Of the 94 resolved cases that were reported, 77% (72 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
January 2020**



BARRIERS ENCOUNTERED

From 132 cases, a total of 186 barriers¹ were reported in January. Barriers encountered this month were as follows:

Reported Barriers	
Application Related	50
Budget Related	50
Customer Service Related	49
Recertification Related	27
EBT Card/System Related	10
Immigrant Eligibility Related	0
Work Requirement Related	0
Total	186

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

CHART 9: PREVALENT ISSUES

Reported Barriers	Total
Did not receive SNAP w/in 30 days	25
Did not receive ongoing SNAP benefits	19
Case denied after fulfilling application requirements	3
Did not receive expedited SNAP w/in 5 days	1
Other (specify in the column "Other Barrier")	2
Grand Total	50

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.

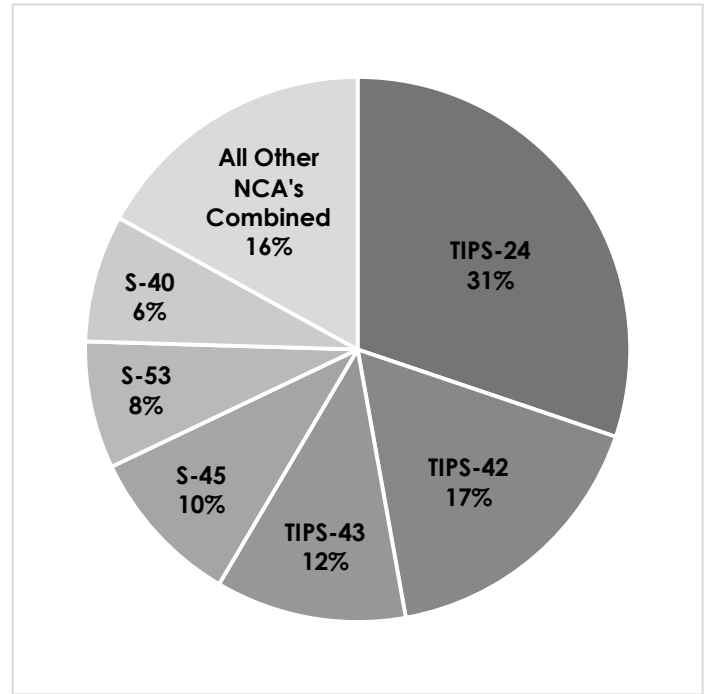
APPLICATION RELATED BARRIERS

A total of 50 application related barriers were encountered over 11 NCA Centers in January (Chart 10). TIPS centers accounted for 62 percent of these cases.

CHART 10: APPLICATION RELATED BARRIERS

Application Barrier	NCA	Total
Case denied after fulfilling application requirements (specify barrier)		3
	S-45	1
	TIPS-42	1
	TIPS-43	1
Did not receive expedited SNAP w/in 5 days		1
	S-14	1
Did not receive ongoing SNAP benefits		19
	S-13	2
	S-40	2
	S-45	2
	S-46	1
	S-53	1
	TIPS-24	4
	TIPS-42	3
	TIPS-43	4
Did not receive SNAP w/in 30 days		25
	S-40	1
	S-45	2
	S-46	1
	S-53	3
	S-54	1
	TIPS-24	12
	TIPS-42	5
Other (specify in the column "Other Barrier")		2
	S-21	1
	TIPS-43	1
Grand Total		50

CHART 11: NCAs WITH THE MOST APPLICATION



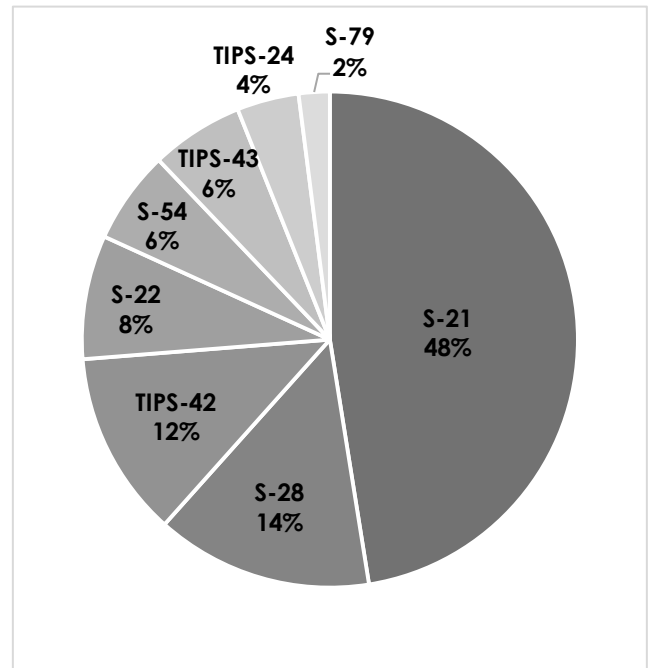
CUSTOMER SERVICE RELATED BARRIERS

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 (47%) took place at S-21 center with 23 cases.

CHART 12: NCAs WITH MOST CUSTOMER SERVICE RELATED BARRIERS

Customer Service Barriers	NCA	Total
Other (specify in the column "Other Barrier")		15
	TIPS-24	1
	S-21	4
	S-28	4
	S-54	3
	TIPS-42	2
	TIPS-43	1
Submitted changes not processed in a timely manner (see glossary)		24
	S-21	14
	S-22	4
	S-28	2
	S-79	1
	TIPS-42	2
	TIPS-43	1
Submitted documents were not logged in the system		9
	S-21	5
	S-28	1
	TIPS-24	1
	TIPS-42	2
Unable to reach On-Demand hotline		1
	TIPS-43	1
Grand Total		49

CHART 13: CENTERS WITH THE MOST CUSTOMER SERVICE RELATED BARRIERS



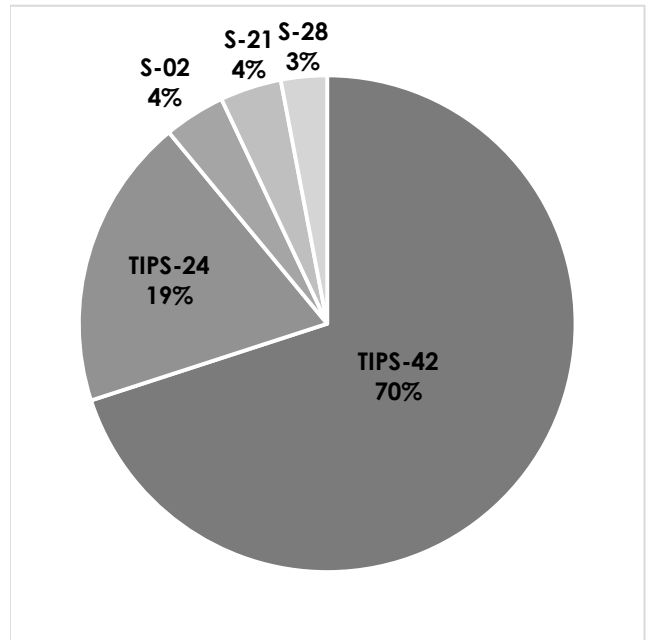
RECERTIFICATION RELATED BARRIERS

A total of 27 recertification barriers were encountered in 5 NCA Centers. TIPS – 42 had the most recertification related barriers with 19 cases.

CHART 14: RECERTIFICATION RELATED BARRIERS

Recertification Barriers	NCA	Total
Case closed after fulfilling recertification requirements (specify barrier)		18
	TIPS-24	4
	TIPS-42	14
No benefits issued after completing recertification		4
	TIPS-24	1
	TIPS-42	3
Other (specify in the column "Other Barrier")		5
	S-02	1
	S-21	1
	S-28	1
	TIPS-42	2
Grand Total		27

CHART 15: NCAs WITH MOST RECERTIFICATION RELATED BARRIERS



BUDGET RELATED BARRIERS

A total of 50 budget related barriers were encountered in January. These barriers were encountered in 10 NCA Centers (see Chart 16 and Chart 17), with issues related to incorrect household composition (16 cases), incorrect income (19 cases), incorrect shelter expenses (6), etc..

CHART 16: BUDGET RELATED BARRIERS BY NCA CENTER

Budget Barriers	NCA	Total
Incorrect Household composition		16
	S-21	10
	S-22	4
	S-28	1
	TIPS-42	1
Incorrect Income		19
	S-02	1
	S-21	7
	S-28	3
	S-53	1
	TIPS-24	2
	TIPS-42	4
	TIPS-43	1
Incorrect Shelter Expenses		6
	S-28	1
	S-40	1
	S-45	2
	TIPS-42	2
Incorrect SUA Level		1
	TIPS-24	1
Medical deduction not applied		1
	TIPS-24	1
Other (specify in the column "Other Barrier")		1
	TIPS-24	1
Other (specify in the column "Other Barrier")		6
	S-21	4
	S-28	1
	TIPS-24	1
Grand Total		50

CHART 17: NCAs WITH THE MOST BUDGET RELATED SERVICE BARRIERS

