



The Food Bank For New York City

Mediation Analysis Report for June 2020

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

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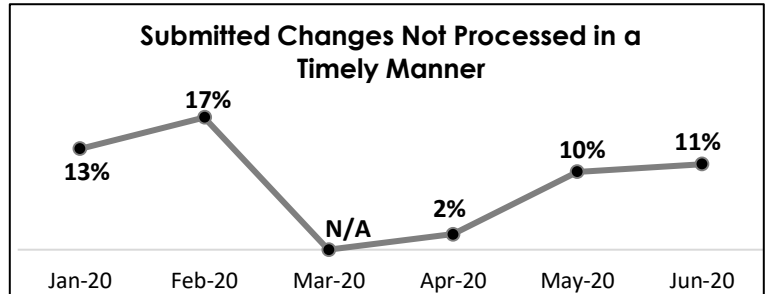
- o Application Related Barriers..... 9
- o Customer Service Related Barriers.....10
- o Budget Related Barriers..... 11
- o EBT Card/System Related Barriers..... 12
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**ANALYSIS HIGHLIGHTS**

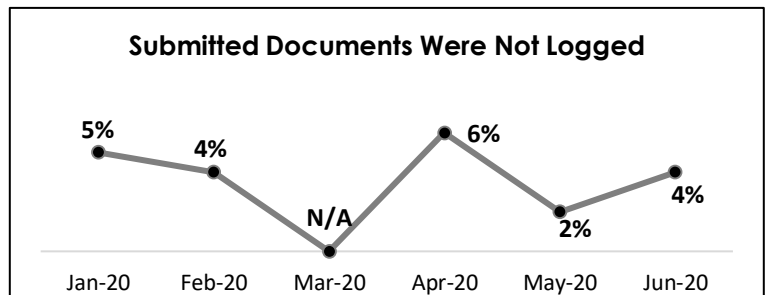
The following mediation activities were observed under the Mediation Model in June 2020:

- 9 Organizations reported 154 mediation cases – with a total of 196 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 154 cases, 85 (55%) were related to first time applicants, 29 cases (19%) were related to change report, 21 cases (14%) were related to recertification, 15 cases (10%) was related to periodic report, and 4 cases (2%) to adverse action.
- A total of 68 cases or 44% were sent to HRA employees and 54 cases or 35% were sent to TIPS Centers: TIPS-42: 32 cases, TIPS-43: 20 cases and TIPS-24: 2 cases.
- Notable trends in June in relation to the previous months, include:

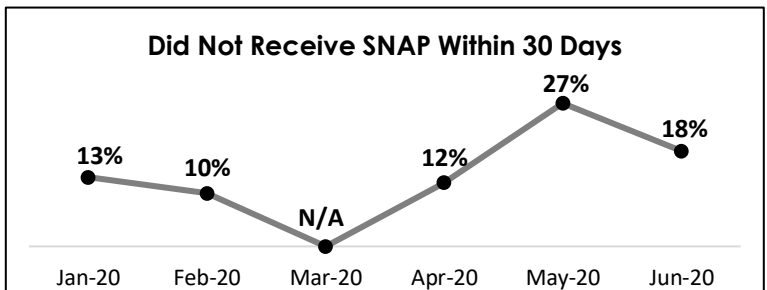
Submitted changes not processed in a timely manner: This issue has increased in prevalence by 1 percentage point in comparison to May. The month of March is marked as N/A due to no issue logs being recorded as a result of COVID-19 closures.



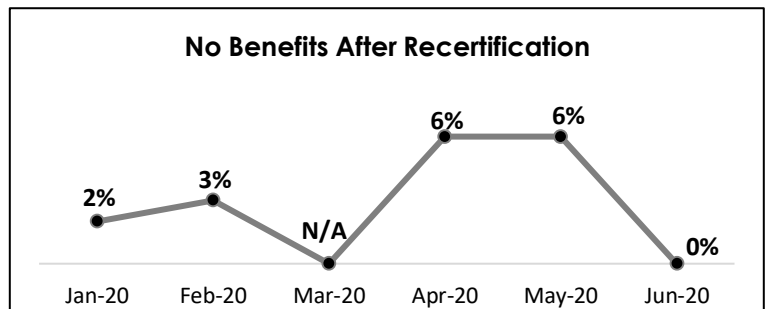
Submitted documents were not logged in the system: This issue increased in prevalence by 2 percentage points in comparison to May. The month of March is marked as N/A due to no issue logs being recorded as a result of COVID-19 closures.



Did not receive SNAP within 30 days: This issue decreased in prevalence by 9 percentage points in comparison to May. 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 decreased in prevalence by 6 percentage points in comparison to May. The month of March is marked as N/A due to no issue logs being recorded as a result of COVID-19 closures.



- 80% (123) of cases in June were resolved in the same month as received, this was a percentage point decrease of 6 from May (86%).
- 79% (97) of resolved cases were resolved within the key first 5-day time period in June, this was a percentage point increase of 22 from May. 10% (12) of cases were resolved within 6-10 days, this was a percentage point decrease of 15 from May (25%).
- 86% of resolved cases were resolved at the primary and back-up liaison levels in June.

**CHART 1: MEDIATION CASES BY ORGANIZATION**

CBO	Case Type	Total
<b>apicha chc</b>		<b>1</b>
	First Time Applicant	1
<b>Community Council &amp; Consulting</b>		<b>19</b>
	Change Report	12
	First Time Applicant	6
	Recertification	1
<b>Food Bank for NYC</b>		<b>18</b>
	Change Report	3
	First Time Applicant	11
	Recertification	4
<b>Hunger Free NYC</b>		<b>50</b>
	Change Report	3
	First Time Applicant	40
	Periodic Report	1
	Recertification	6
<b>LiveOn NY</b>		<b>8</b>
	Change Report	1
	First Time Applicant	5
	Recertification	2
<b>Met Council</b>		<b>41</b>
	Adverse Action	1
	Change Report	9
	First Time Applicant	15
	Periodic Report	11
	Recertification	5
<b>NIA Community Services Network</b>		<b>3</b>
	First Time Applicant	2
	Recertification	1
<b>Part of the Solution</b>		<b>10</b>
	Change Report	1
	First Time Applicant	4
	Periodic Report	3
	Recertification	2
<b>West Side Campaign Against Hunger</b>		<b>4</b>
	Adverse Action	3
	First Time Applicant	1
<b>Grand Total</b>		<b>154</b>

**PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR JUNE**

This analysis is based on information submitted by 9 organizations. These organizations reported having mediated on behalf of 154 SNAP applicants/participants.

**CHART 2: CASES BY NCA CENTER**

NCA	Case Type	Total
<b>F13</b>		<b>1</b>
	Adverse Action	1
<b>F22</b>		<b>3</b>
	First Time Applicant	2
	Recertification	1
<b>HRA Employee</b>		<b>68</b>
	Adverse Action	1
	Change Report	22
	First Time Applicant	26
	Periodic Report	11
	Recertification	8
<b>S-02</b>		<b>2</b>
	Recertification	2
<b>S-13</b>		<b>1</b>
	Recertification	1
<b>S-15</b>		<b>1</b>
	Change Report	1
<b>S-28</b>		<b>2</b>
	First Time Applicant	2
<b>S-45</b>		<b>5</b>
	Change Report	1
	First Time Applicant	2
	Recertification	2
<b>S-46</b>		<b>6</b>
	Change Report	1
	First Time Applicant	3
	Periodic Report	2
<b>S-53</b>		<b>9</b>
	Change Report	3
	First Time Applicant	5
	Periodic Report	1
<b>S-54</b>		<b>1</b>
	Change Report	1
<b>S-79</b>		<b>1</b>
	First Time Applicant	1
<b>TIPS-24</b>		<b>2</b>
	Periodic Report	1
	Recertification	1
<b>TIPS-42</b>		<b>32</b>
	Adverse Action	2
	First Time Applicant	28
	Recertification	2
<b>TIPS-43</b>		<b>20</b>
	First Time Applicant	16
	Recertification	4
<b>Grand Total</b>		<b>154</b>

**CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE**

June mediation cases were handled by HRA employees and a total of 14 different NCA Centers. Most barriers were encountered among HRA Employees: 68 cases, TIPS-42 - 32 cases, TIPS-43 – 20 cases, and S-53 – 9 cases (see Chart 2). Combined, they accounted for 84% of all June mediation cases.

Most mediation cases concerned first time applications and change report.

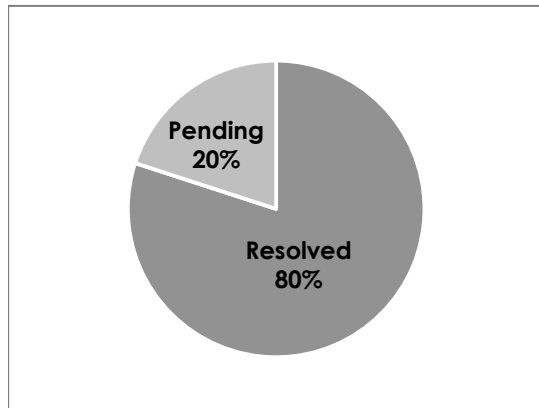
Cases	Total	%
First Time Applicant	85	55%
Change Report	29	19%
Recertification	21	14%
Periodic Report	15	10%
Adverse Action	4	2%
<b>Grand Total</b>	<b>154</b>	<b>100%</b>

## CASE STATUS AND RESOLUTION TIME FRAME

Out of 154 mediation cases submitted in June, 123 (80%) were resolved. As of June, 31 cases (20%) remain unresolved/pending (see Charts 3 and 4 below). Of the 123 cases resolved (97) obtained a resolution within a period of 1-5 days (see chart 5 below).

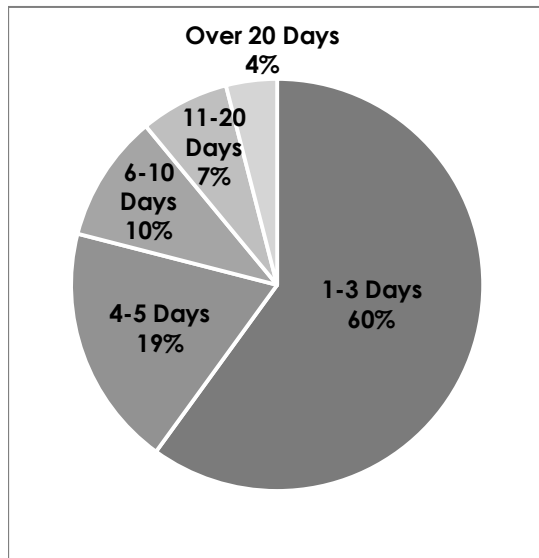
**CHART 3: CASE STATUS**

Case Status	Total
Pending	31
Resolved	123
<b>Grand Total</b>	<b>154</b>



**CHART 4: CASE STATUS BY CASE TYPE**

Case Status	Case Type	Total	%
<b>Pending</b>	Change Report	13	8%
	First Time Applicant	14	9%
	Periodic Report	1	1%
	Recertification	3	2%
	<b>Resolved</b>	<b>123</b>	<b>80%</b>
<b>Resolved</b>	Adverse Action	4	3%
	Change Report	16	10%
	First Time Applicant	71	46%
	Periodic Report	14	9%
	Recertification	18	12%
<b>Grand Total</b>		<b>154</b>	<b>100%</b>



**CHART 5: RESOLUTION TIMEFRAME**

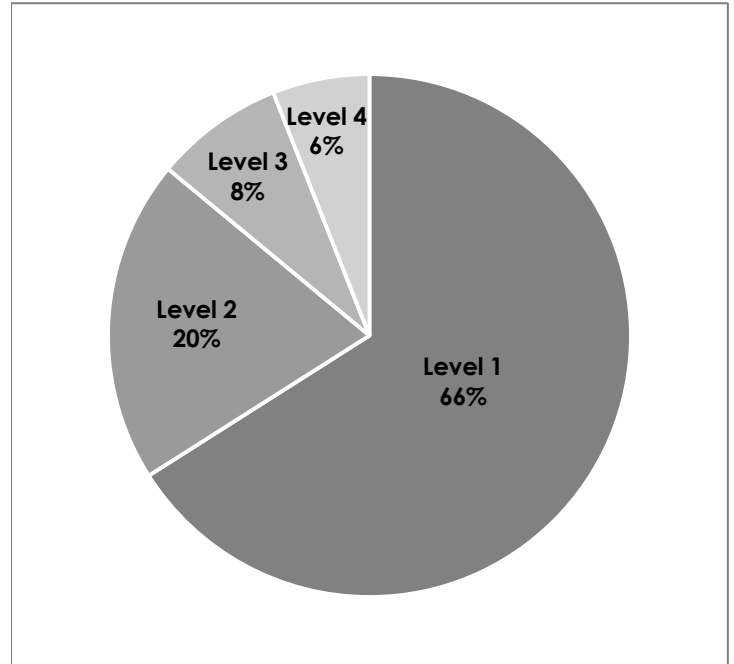
Resolution Timeframe (business days)	Total
1 - 3 Days	74
4 - 5 Days	23
6 - 10 Days	12
11 - 20 Days	9
Over 20 Days	5
<b>Grand Total</b>	<b>123</b>

**CHART 7: RESOLUTION BY NCA CENTER**

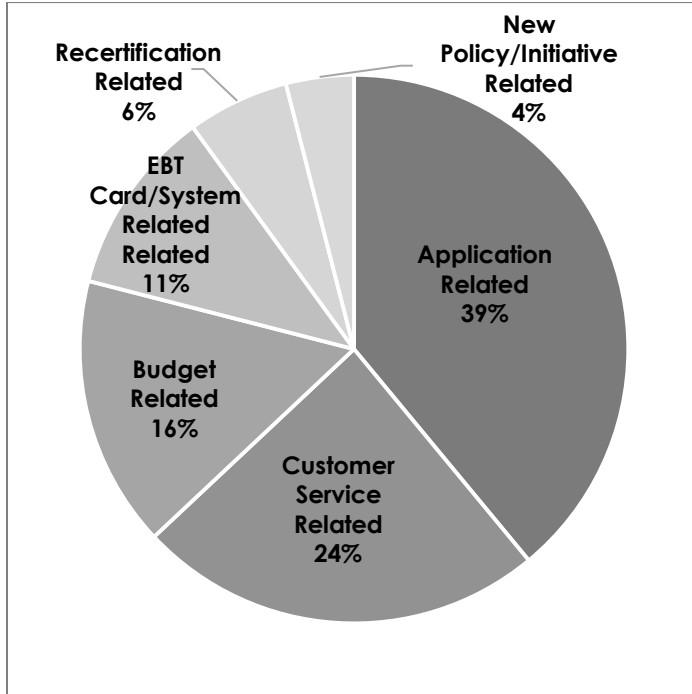
Resolution Level	NCA	Total
<b>Level 1</b>		<b>81</b>
	F22	1
	HRA Employee	29
	S-13	1
	S-15	1
	S-28	2
	S-45	3
	S-46	1
	S-53	4
	S-79	1
	TIPS-42	20
	TIPS-43	16
	TIPS-42	2
<b>Level 2</b>		<b>25</b>
	F13	1
	HRA Employee	9
	S-02	1
	S-46	4
	TIPS-24	1
	TIPS-42	6
	TIPS-43	3
<b>Level 3</b>		<b>10</b>
	HRA Employee	4
	S-02	1
	S-53	1
	TIPS-24	1
	TIPS-42	3
<b>Level 4</b>		<b>7</b>
	HRA Employee	4
	S-53	1
	TIPS-42	1
	TIPS-43	1
<b>Grand Total</b>		<b>123</b>

Of the 123 resolved cases that were reported, 86% (106 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  
June 2020**



**BARRIERS ENCOUNTERED**

From 154 cases, a total of 196 barriers<sup>1</sup> were reported in June. Barriers encountered this month were as follows:

Reported Barriers	
Application Related	76
Customer Service Related	48
Budget Related	31
EBT Card/System Related	22
Recertification Related	12
New Policy/Initiative Related	7
<b>Total</b>	<b>196</b>

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

**CHART 9: PREVALENT ISSUES**

Reported Barriers	Total
Did not receive SNAP w/in 30 days	36
Other (specify in the column "Other Barrier")	22
Case denied after fulfilling application requirements	9
Did not receive ongoing SNAP benefits	8
Application has exceeded its 30 day period	1
<b>Grand Total</b>	<b>76</b>

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

<sup>1</sup> Some cases presented more than one barrier.



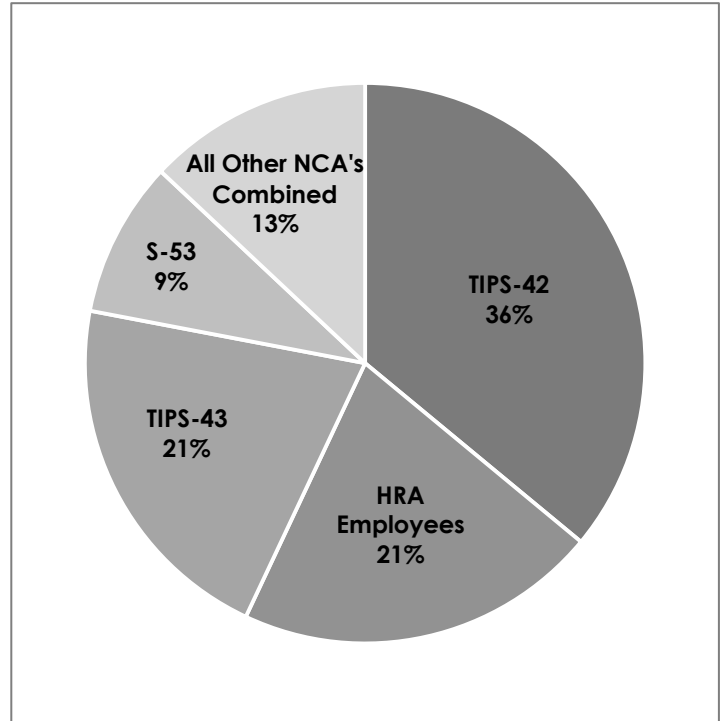
## APPLICATION RELATED BARRIERS

A total of 76 application related barriers were encountered among HRA employees and over 9 NCA Centers in June (Chart 10). TIPS centers accounted for 57 percent of these cases.

**CHART 10: APPLICATION RELATED BARRIERS**

Application Barrier	NCA/HRA	Total
<b>Application has exceeded its 30 day period</b>		<b>1</b>
	TIPS-42	1
<b>Case denied after fulfilling application requirements (specify barrier)</b>		<b>9</b>
	HRA Employee	3
	S-28	1
	S-46	1
	S-53	1
	TIPS-42	1
	TIPS-43	2
<b>Did not receive ongoing SNAP benefits</b>		<b>8</b>
	HRA Employee	1
	S-13	1
	S-46	1
	TIPS-42	2
	TIPS-43	3
<b>Did not receive SNAP w/in 30 days</b>		<b>36</b>
	HRA Employee	10
	S-28	1
	S-45	1
	S-46	1
	S-53	2
	S-79	1
	TIPS-42	12
	TIPS-43	8
<b>Other (specify in the column "Other Barrier")</b>		<b>22</b>
	F22	2
	HRA Employee	2
	S-53	4
	TIPS-42	11
	TIPS-43	3
<b>Grand Total</b>		<b>76</b>

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



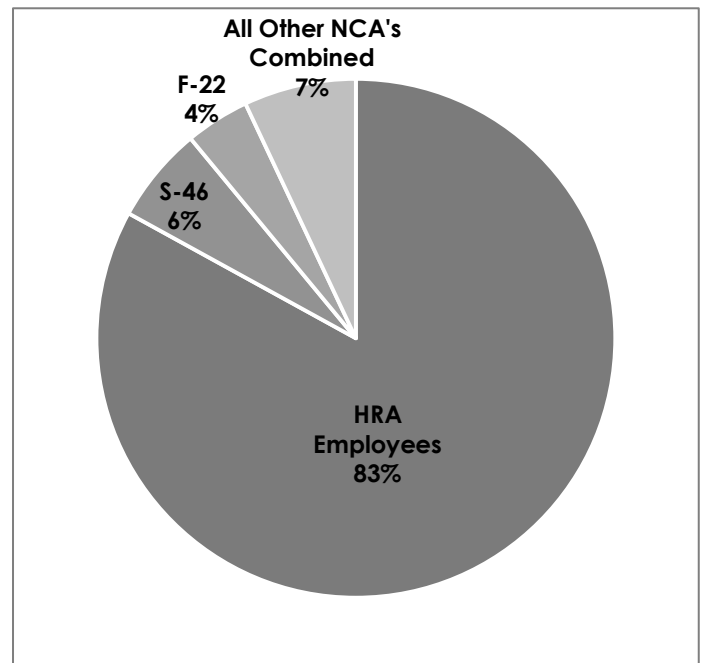
## CUSTOMER SERVICE RELATED BARRIERS

A total of 48 cases involved customer service related barriers, with these barriers spread out among HRA employees and over 5 different NCA Centers. However, the biggest cluster of issues (83%) were handled by HRA employees with 40 cases.

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

Customer Service Barriers	NCA/HRA	Total
<b>Did not receive phone interview and was unable to reschedule</b>		<b>2</b>
	F22	1
	S-02	1
<b>Misinformed of agency procedure/policy</b>		<b>2</b>
	S-46	1
	TIPS-24	1
<b>Other (specify in the column "Other Barrier")</b>		<b>16</b>
	F22	1
	HRA Employee	15
<b>Submitted changes not processed in a timely manner (see glossary)</b>		<b>21</b>
	HRA Employee	21
<b>Submitted documents were not logged in the system</b>		<b>7</b>
	HRA Employee	4
	S-45	1
	S-46	2
<b>Grand Total</b>		<b>48</b>

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



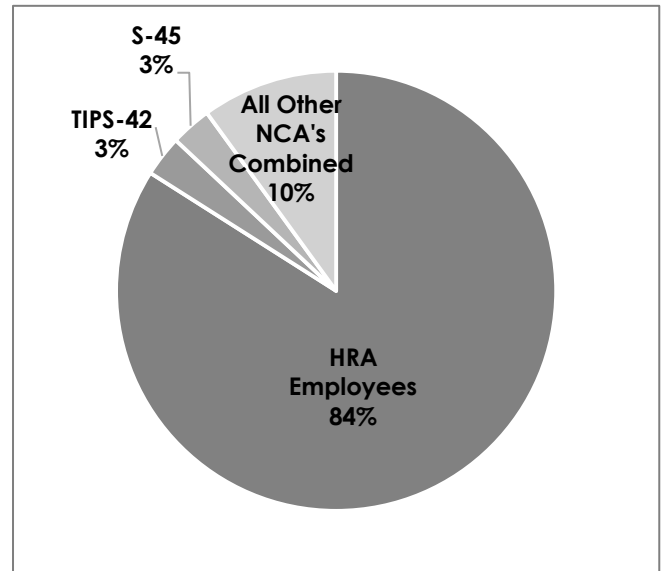
## BUDGET RELATED BARRIERS

A total of 31 budget related barriers were encountered in June. These barriers were encountered among HRA employees and over 5 NCA Centers (see Chart 14 and Chart 15), with issues related to incorrect household composition (10 cases), incorrect income (6 cases), incorrect shelter expenses (1 case), etc..

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

Budget Barriers	NCA/HRA	Total
<b>Incorrect Household composition</b>		<b>10</b>
	HRA Employee	9
	TIPS-42	1
<b>Incorrect Income</b>		<b>6</b>
	HRA Employee	3
	S-45	1
	S-54	1
	TIPS-24	1
<b>Incorrect Shelter Expenses</b>		<b>1</b>
	HRA Employee	1
<b>Incorrect SUA Level</b>		<b>1</b>
	TIPS-43	1
<b>Medical deduction not applied</b>		<b>1</b>
	HRA Employee	1
<b>Other (specify in the column "Other Barrier")</b>		<b>12</b>
	HRA Employee	12
<b>Grand Total</b>		<b>31</b>

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



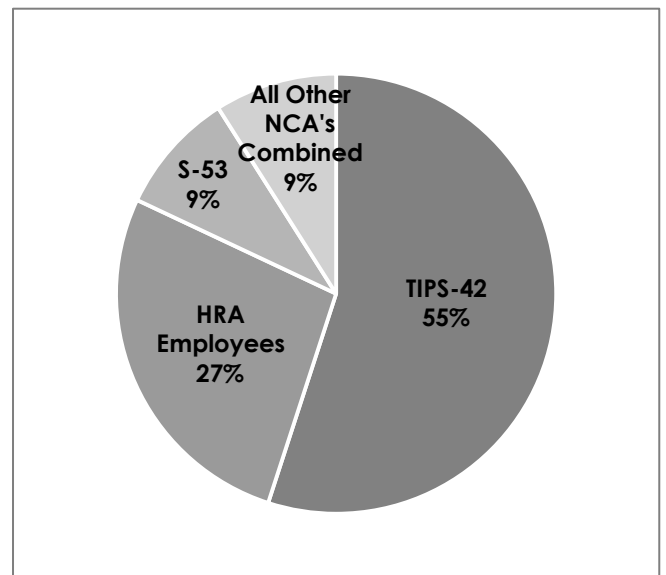
## EBT CARD/SYSTEM RELATED BARRIERS

A total of 22 EBT card/system related barriers were encountered in June. These barriers were encountered among HRA employees and over 4 NCA Centers (see Chart 16 and Chart 17), with issues related to not receiving requested EBT card (11 cases), benefit allotment skipped on one or more pick-up dates (5 cases), no benefits issued on active EBT card (1 case), etc..

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

EBT Card/System Barriers	NCA/HRA	Total
<b>Benefit allotment skipped on one or more pick-up dates</b>		<b>5</b>
	HRA Employee	1
	S-15	1
	S-53	1
	TIPS-42	2
<b>Did not receive requested EBT card</b>		<b>11</b>
	HRA Employee	1
	TIPS-42	9
	TIPS-43	1
<b>No benefits issued on active EBT card</b>		<b>1</b>
	S-53	1
<b>Other (specify in the column "Other Barrier")</b>		<b>5</b>
	HRA Employee	4
	TIPS-42	1
<b>Grand Total</b>		<b>22</b>

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



## RECERTIFICATION RELATED BARRIERS

A total of 12 recertification barriers were encountered among HRA employees and 3 NCA Centers. HRA employees encountered the most recertification related barriers with 6 cases.

**CHART 18: RECERTIFICATION RELATED BARRIERS**

Recertification Barriers	NCA/HRA	Total
<b>Case closed after fulfilling recertification requirements (specify barrier)</b>		<b>9</b>
	HRA Employee	3
	S-02	1
	TIPS-42	1
	TIPS-43	4
<b>Other (specify in the column "Other Barrier")</b>		<b>3</b>
	HRA Employee	3
<b>Grand Total</b>		<b>12</b>

**CHART 19: NCAs WITH THE MOST RECERTIFICATION RELATED BARRIERS**

