



The Food Bank For New York City

Mediation Analysis Report for May 2020

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

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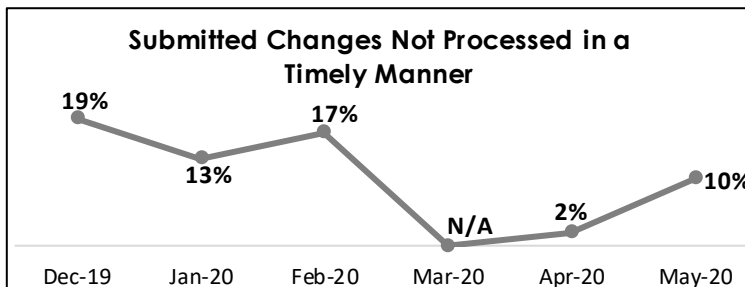
- o Application Related Barriers..... 9
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ANALYSIS HIGHLIGHTS

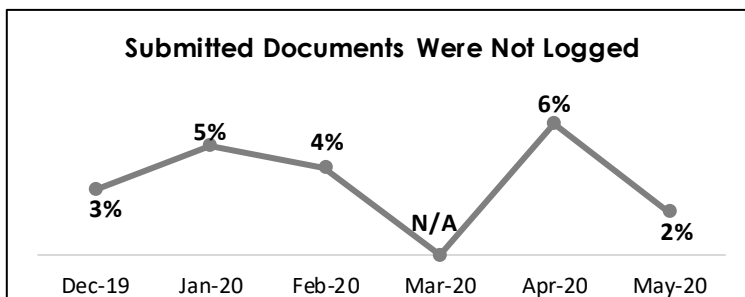
The following mediation activities were observed under the Mediation Model in May 2020:

- 7 Organizations reported 92 mediation cases – with a total of 103 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 92 cases, 67 (73%) were related to first time applicants, 14 cases (15%) were related to recertification, 7 cases (8%) were related to change report, 3 cases (3%) to adverse action, and 1 case (1%) was related to periodic report.
- A total of 32 cases or 35% were sent to HRA employees and 26 cases or 28% were sent to TIPS Centers: TIPS-42: 17 cases, TIPS-24: 6 cases and TIPS-43: 3 cases.
- Notable trends in May in relation to the previous months, include:

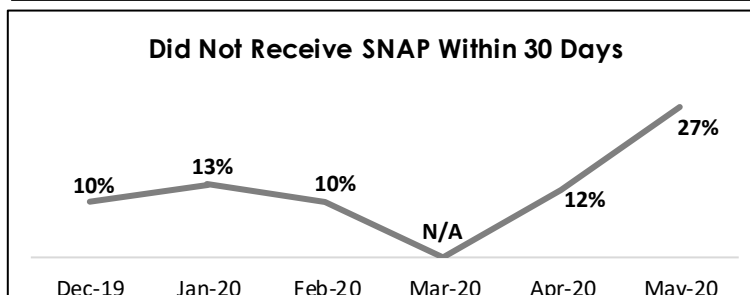
Submitted changes not processed in a timely manner: This issue has increased in prevalence by 8 percentage points in comparison to April. The Month of March is marked as N/A due to no issue logs being recorded as a result of COVID-19 closures.



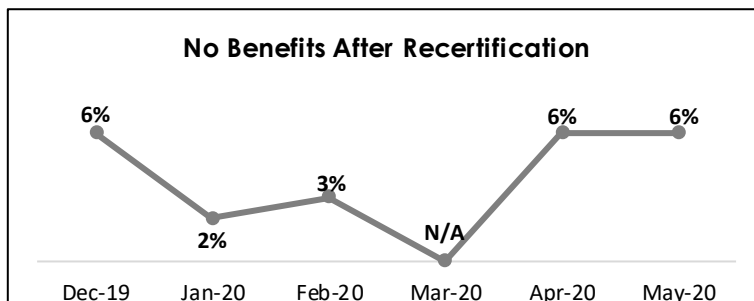
Submitted documents were not logged in the system: This issue decreased in prevalence by 4 percentage points in comparison to April. The Month of March is marked as N/A due to no issue logs being recorded as a result of COVID-19 closures.



Did not receive SNAP within 30 days: This issue increased in prevalence by 15 percentage points in comparison to April. 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 May. The Month of March is marked as N/A due to no issue logs being recorded as a result of COVID-19 closures.



- 86% (56) of cases in May were resolved in the same month as received, this was a percentage point increase of 3 from April (83%).
- 57% (37) of resolved cases were resolved within the key first 5-day time period in May, this was a percentage point decrease of 29 from April. 25% (16) of cases were resolved within 6-10 days, this was a percentage point increase of 14 from April (11%).
- 80% of resolved cases were resolved at the primary and back-up liaison levels in May.

CHART 1: MEDIATION CASES BY ORGANIZATION

CBO	Case Type	Total
Catholic Charity		7
	First Time Applicant	7
Community Council & Consulting		8
	Change Report	2
	First Time Applicant	2
	Recertification	4
Food Bank for NYC		25
	Change Report	1
	First Time Applicant	22
	Recertification	2
LiveOn NY		5
	Adverse Action	1
	First Time Applicant	4
Met Council		32
	Adverse Action	1
	Change Report	3
	First Time Applicant	22
	Periodic Report	1
	Recertification	5
Part of the Solution		13
	Adverse Action	1
	Change Report	1
	First Time Applicant	9
	Recertification	2
The Campaign Against Hunger		2
	First Time Applicant	1
	Recertification	1
Grand Total		92

**PARTICIPATING ORGANIZATIONS AND
MEDIATION TYPES FOR MAY**

This analysis is based on information submitted by 7 organizations. These organizations reported having mediated on behalf of 92 SNAP applicants/participants.

CHART 2: CASES BY NCA CENTER

NCA	Case Type	Total
HRA Employee		32
	Adverse Action	2
	Change Report	3
	First Time Applicant	25
	Recertification	2
S-02		1
	First Time Applicant	1
S-13		2
	First Time Applicant	2
S-14		2
	First Time Applicant	2
S-19		1
	First Time Applicant	1
S-21		3
	First Time Applicant	2
	Periodic Report	1
S-28		3
	Change Report	2
	First Time Applicant	1
S-40		6
	Adverse Action	1
	First Time Applicant	4
	Recertification	1
S-44		2
	First Time Applicant	2
S-45		7
	Change Report	1
	First Time Applicant	6
S-46		2
	Change Report	1
	First Time Applicant	1
S-53		3
	First Time Applicant	2
	Recertification	1
S-54		1
	First Time Applicant	1
S-99		1
	First Time Applicant	1
TIPS-24		6
	First Time Applicant	2
	Recertification	4
TIPS-42		17
	First Time Applicant	12
	Recertification	5
TIPS-43		3
	First Time Applicant	2
	Recertification	1
Grand Total		92

CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

May mediation cases were handled by HRA employees and a total of 16 different NCA Centers. Most barriers were encountered among HRA Employees: 32 cases, TIPS-42 - 17 cases, and S-45 – 7 cases (see Chart 2). Combined, they accounted for 61% of all May mediation cases.

Most mediation cases concerned first time applications and recertification.

Cases	Total	%
First Time Applicant	67	73%
Recertification	14	15%
Change Report	7	8%
Adverse Action	3	3%
Periodic Report	1	1%
Grand Total	92	100%

CASE STATUS AND RESOLUTION TIME FRAME

Out of 92 mediation cases submitted in May, 65 (71%) were resolved. As of May, 27 cases (29%) remain unresolved/pending (see Charts 3 and 4 below). Of the 65 cases resolved (37) obtained a resolution within a period of 1-5 days (see chart 5 below).

CHART 3: CASE STATUS

Case Status	Total
Pending	27
Resolved	65
Grand Total	92

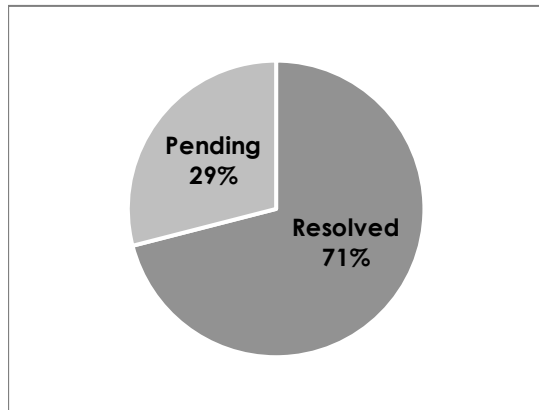


CHART 4: CASE STATUS BY CASE TYPE

Case Status	Case Type	Total	%
Pending	Adverse Action	1	1%
	Change Report	2	2%
	First Time Applicant	15	16%
	Recertification	9	10%
Resolved	Adverse Action	2	2%
	Change Report	5	5%
	First Time Applicant	52	57%
	Periodic Report	1	1%
	Recertification	5	5%
Grand Total		92	100%

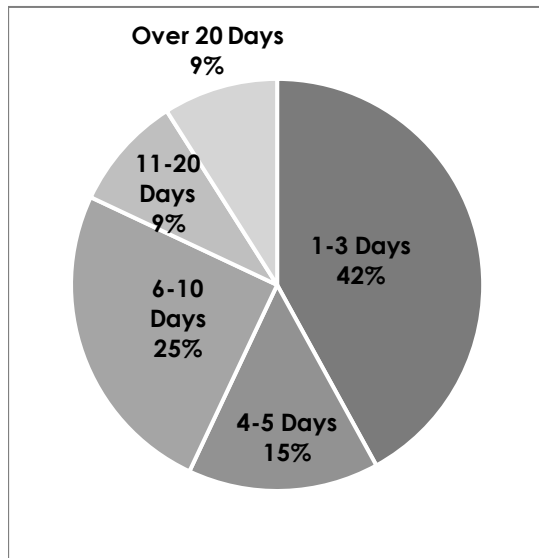


CHART 5: RESOLUTION TIMEFRAME

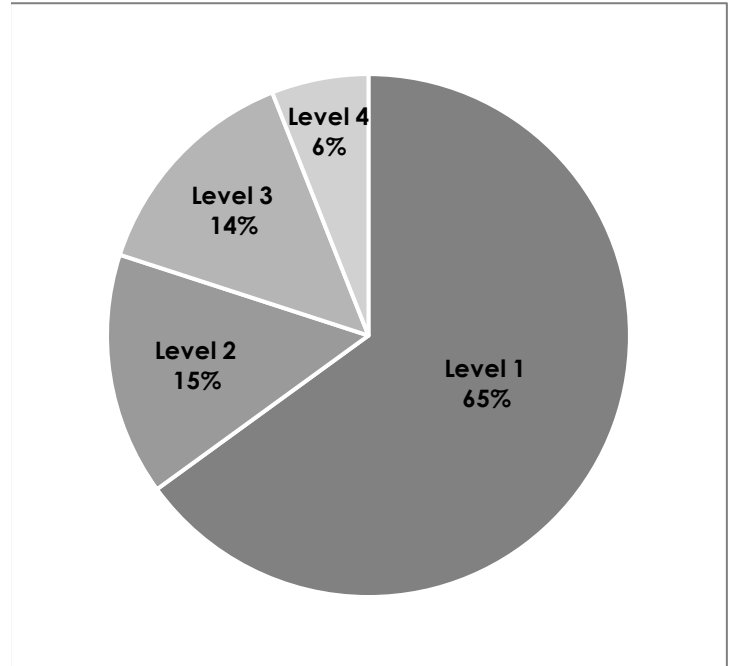
Resolution Timeframe (business days)	Total
1 - 3 Days	27
4 - 5 Days	10
6 - 10 Days	16
11 - 20 Days	6
Over 20 Days	6
Grand Total	65

CHART 7: RESOLUTION BY NCA CENTER

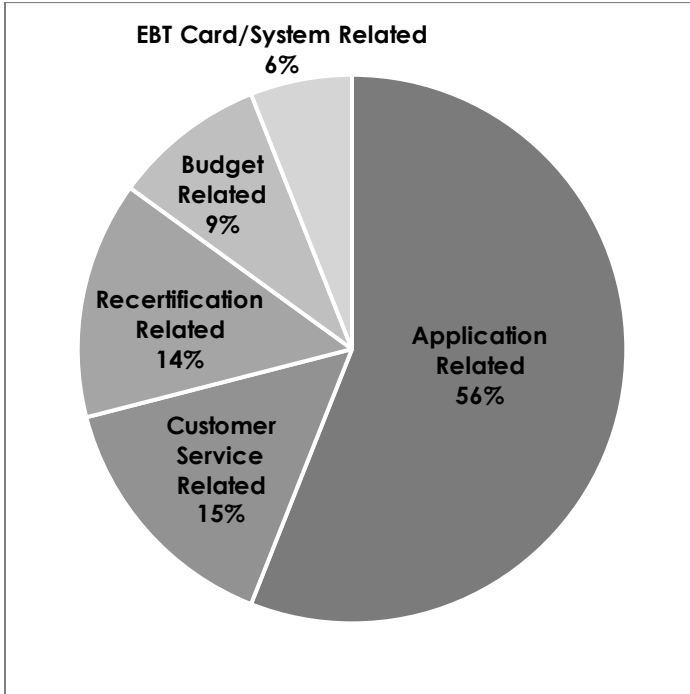
Resolution Level	NCA	Total
Level 1		42
	HRA Employee	16
	S-13	1
	S-14	1
	S-21	2
	S-40	2
	S-44	1
	S-45	4
	S-46	2
	S-53	2
	S-54	1
	S-99	1
	TIPS-42	8
	TIPS-43	1
Level 2		10
	HRA Employee	2
	S-02	1
	S-13	1
	S-14	1
	S-28	1
	S-45	2
	TIPS-42	2
Level 3		9
	HRA Employee	3
	S-21	1
	S-40	2
	S-45	1
	TIPS-24	1
	TIPS-42	1
Level 4		4
	HRA Employee	1
	S-28	1
	S-40	1
	TIPS-24	1
Grand Total		65

Of the 65 resolved cases that were reported, 80% (52 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
May 2020**



BARRIERS ENCOUNTERED

From 92 cases, a total of 103 barriers¹ were reported in May. Barriers encountered this month were as follows:

Reported Barriers	
Application Related	58
Customer Service Related	16
Recertification Related	14
Budget Related	9
EBT Card/System Related	6
Total	103

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

CHART 9: PREVALENT ISSUES

Reported Barriers	Total
Did not receive SNAP w/in 30 days	28
Did not receive ongoing SNAP benefits	18
Case denied after fulfilling application requirements	8
Did not receive expedited SNAP w/in 5 days	3
Other (specify in the column "Other Barrier")	1
Grand Total	58

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.

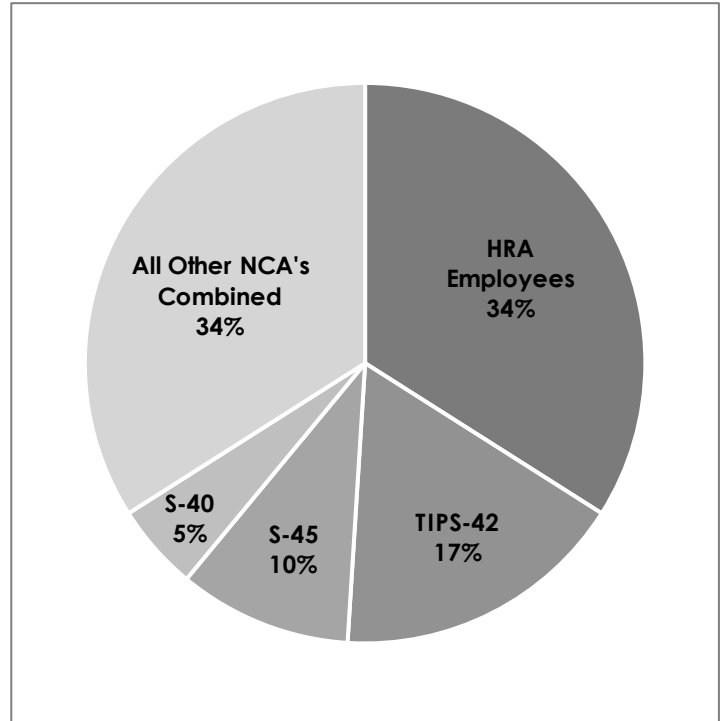
APPLICATION RELATED BARRIERS

A total of 58 application related barriers were encountered among HRA employees and over 16 NCA Centers in May (Chart 10). TIPS centers accounted for 22 percent of these cases.

CHART 10: APPLICATION RELATED BARRIERS

Application Barrier	NCA/HRA	Total
Case denied after fulfilling application requirements (specify barrier)		8
	HRA Employee	4
	S-44	1
	S-45	1
	TIPS-42	2
Did not receive expedited SNAP w/in 5 days		3
	HRA Employee	1
	S-53	2
Did not receive ongoing SNAP benefits		18
	HRA Employee	7
	S-13	2
	S-14	2
	S-45	3
	S-46	1
	S-54	1
	TIPS-42	2
Did not receive SNAP w/in 30 days		28
	HRA Employee	8
	S-02	1
	S-19	1
	S-21	2
	S-28	1
	S-40	3
	S-44	1
	S-45	2
	S-99	1
	TIPS-24	2
	TIPS-42	5
	TIPS-43	1
Other (specify in the column "Other Barrier")		1
	TIPS-42	1
Grand Total		58

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



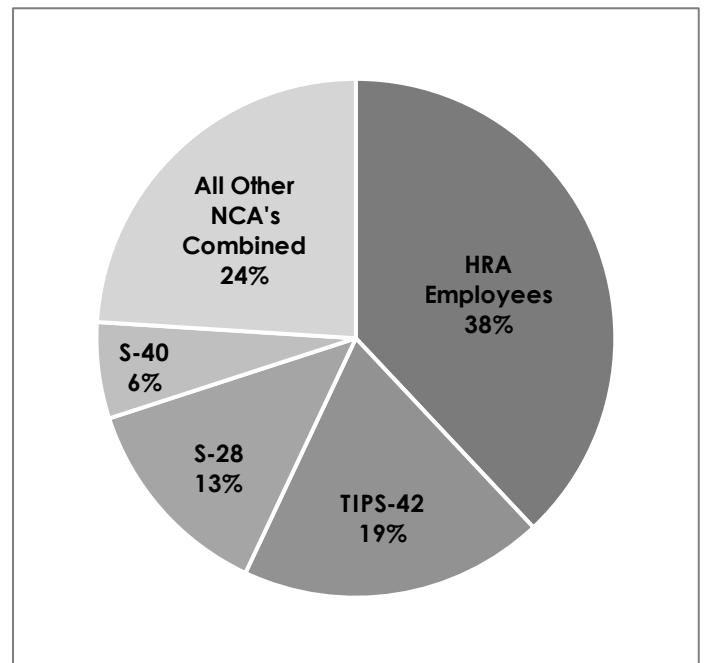
CUSTOMER SERVICE RELATED BARRIERS

A total of 16 cases involved customer service related barriers, with these barriers spread out among HRA employees and over 7 different NCA Centers. However, the biggest cluster of issues (38%) were handled by HRA employees with 6 cases.

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

Customer Service Barriers	NCA/HRA	Total
Other (specify in the column "Other Barrier")		3
	HRA Employee	1
	S-40	1
	TIPS-42	1
Submitted changes not processed in a timely manner (see glossary)		10
	HRA Employee	4
	S-21	1
	S-28	2
	S-45	1
	S-46	1
	TIPS-42	1
Submitted documents were not logged in the system		2
	TIPS-42	1
	TIPS-43	1
Unable to reach On-Demand hotline		1
	HRA Employee	1
Grand Total		16

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



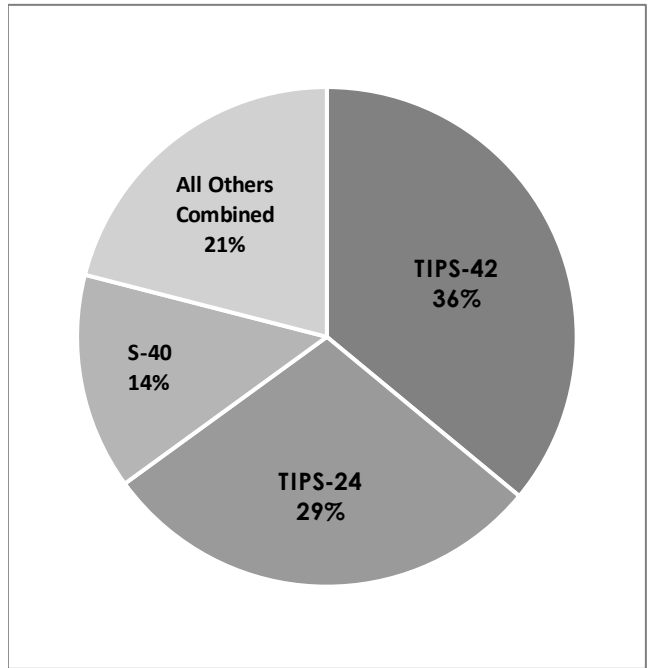
RECERTIFICATION RELATED BARRIERS

A total of 14 recertification barriers were encountered among HRA employees and 5 NCA Centers. TIPS – 42 had the most recertification related barriers with 5 cases.

CHART 14: RECERTIFICATION RELATED BARRIERS

Recertification Barriers	NCA/HRA	Total
Case closed after fulfilling recertification requirements (specify barrier)		5
	S-53	1
	TIPS-42	3
	TIPS-43	1
No benefits issued after completing recertification		6
	S-40	2
	TIPS-24	4
Other (specify in the column "Other Barrier")		2
	HRA Employee	1
	TIPS-42	1
Recertification packet was not received or received on/after the date of the actual recertification		1
	TIPS-42	1
Grand Total		14

CHART 15: NCAs WITH MOST RECERTIFICATION RELATED BARRIERS



BUDGET RELATED BARRIERS

A total of 9 budget related barriers were encountered in May. These barriers were encountered among HRA employees and over 3 NCA Centers (see Chart 16 and Chart 17), with issues related to incorrect household composition (4 cases), incorrect income (4 cases), and incorrect SUA level (1 case).

CHART 16: BUDGET RELATED BARRIERS AMONG HRA EMPLOYEES AND NCA CENTERS

Budget Barriers	NCA/HRA	Total
Incorrect Household composition		4
	HRA Employee	3
	TIPS-42	1
Incorrect Income		4
	HRA Employee	2
	S-21	1
	S-45	1
Incorrect SUA Level		1
	TIPS-42	1
Grand Total		9

CHART 17: BUDGET RELATED SERVICE BARRIERS ENCOUNTERED AMONG HRA EMPLOYEES AND NCA CENTERS

