



The Food Bank For New York City

Mediation Analysis Report for August 2020

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

TABLE OF CONTENTS

Analysis Highlights..... 3

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

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

Case Status and Resolution Time Frame 6

Barriers Encountered 8

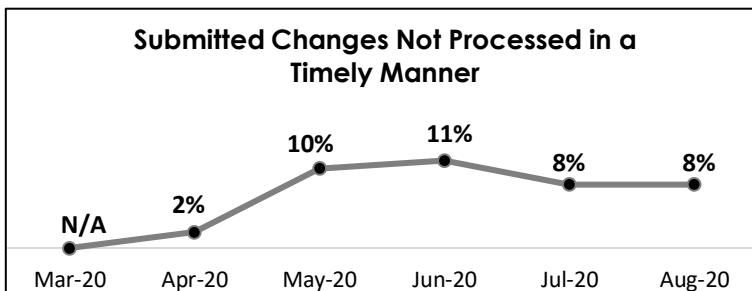
- o Budget Related Barriers..... 9
- o Customer Service Related Barriers.....10
- o Application Related Barriers..... 11
- o Recertification Related Barriers..... 12
- o EBT Card/System Related Barriers..... 13

ANALYSIS HIGHLIGHTS

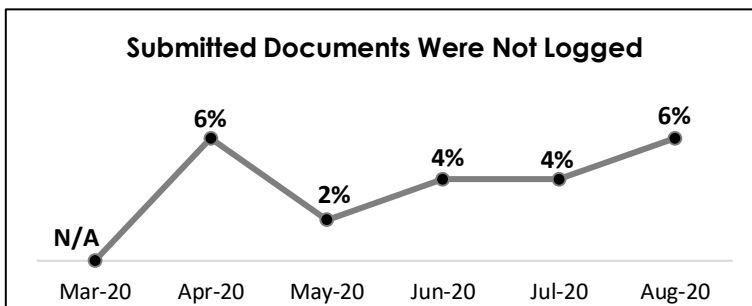
The following mediation activities were observed under the Mediation Model in August 2020:

- 6 Organizations reported 48 mediation cases – with a total of 62 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 48 cases, 27 (56%) were related to first time applicants, 10 cases (21%) were related to recertification, 7 cases (15%) were related to change report, 3 cases (6%) was related to periodic report, and 1 case (2%) to adverse action.
- A total of 21 cases or 44% were sent to HRA employees and 17 cases or 35% were sent to TIPS Centers which consist of: TIPS-42: 16 cases and TIPS-43: 1 case.
- Notable trends in August in relation to the previous months, include:

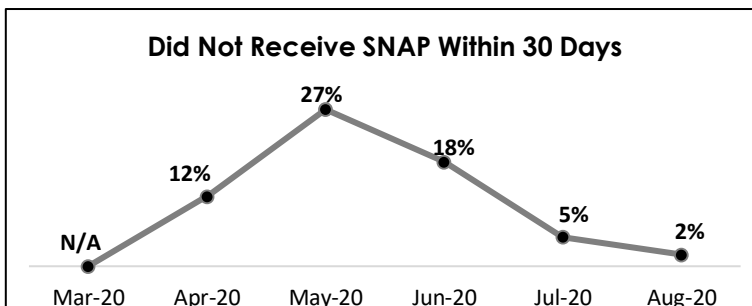
Submitted changes not processed in a timely manner: This issue remained the same in prevalence in comparison to July. The month of March is marked as N/A due to no issue logs being recorded as a result of COVID-19 closures.



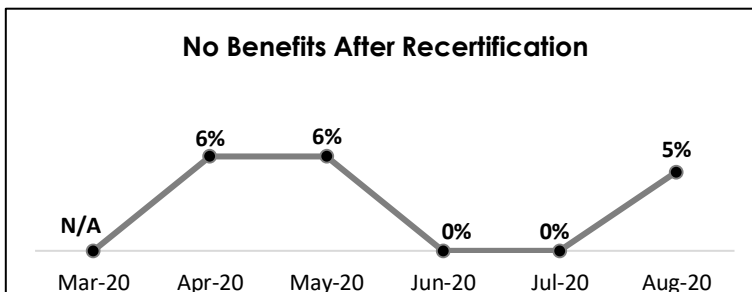
Submitted documents were not logged in the system: This issue increased in prevalence by 2 percentage points in comparison to July. The month of March is marked as N/A due to no issue logs being recorded as a result of COVID-19 closures.



Did not receive SNAP within 30 days: This issue decreased in prevalence by 3 percentage points in comparison to July. 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 increased in prevalence by 5 percentage points in comparison to July. The month of March is marked as N/A due to no issue logs being recorded as a result of COVID-19 closures.



- 60% (29) of cases in August were resolved in the same month as received, this was a decrease of 18 percentage points from July (78%).
- 79% (23) of resolved cases were resolved within the key first 5-day time period in August, this was an increase of 16 percentage points from July. 14% (4) of cases were resolved within 6-10 days, this was a decrease of 5 percentage points from July (19%).
- 86% 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 Org		6
	Change Report	3
	Recertification	3
FBNYC		6
	Change Report	1
	First Time Applicant	4
	Recertification	1
HUNGER FREE NYC		18
	Change Report	1
	First Time Applicant	14
	Periodic Report	1
	Recertification	2
LiveON NY		4
	First Time Applicant	4
Met Council		11
	Adverse Action	1
	Change Report	2
	First Time Applicant	3
	Periodic Report	2
	Recertification	3
NIA Community Services Network		3
	First Time Applicant	2
	Recertification	1
Grand Total		48

**PARTICIPATING ORGANIZATIONS
AND MEDIATION TYPES FOR
AUGUST**

This analysis is based on information submitted by 6 organizations. These organizations reported having mediated on behalf of 48 SNAP applicants/participants.

CHART 2: CASES BY NCA CENTER

NCA	Case Type	Total
F22		3
	First Time Applicant	2
	Recertification	1
HRA Employee		21
	Adverse Action	1
	Change Report	5
	First Time Applicant	7
	Periodic Report	2
	Recertification	6
S-02		1
	First Time Applicant	1
S-53		6
	Change Report	1
	First Time Applicant	3
	Periodic Report	1
	Recertification	1
TIPS-42		16
	Change Report	1
	First Time Applicant	13
	Recertification	2
TIPS-43		1
	First Time Applicant	1
Grand Total		48

CASE TYPES AND NCA CENTERS WHERE MEDIATION TOOK PLACE

August mediation cases were handled by HRA employees and a total of 5 different NCA Centers. Most barriers were encountered among HRA Employees: 21 cases, TIPS-42 - 16 cases, and S-53 – 6 cases (see Chart 2). Combined, they accounted for approximately 90% of all August mediation cases.

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

Cases	Total	%
First Time Applicant	27	56%
Recertification	10	21%
Change Report	7	15%
Periodic Report	3	6%
Adverse Action	1	2%
Grand Total	48	100%

CASE STATUS AND RESOLUTION TIME FRAME

Out of 48 mediation cases submitted in August, 29 (60%) were resolved. As of August, 19 cases (40%) remain unresolved/pending (see Charts 3 and 4 below). Of the 29 cases resolved (23) obtained a resolution within a period of 1-5 days (see chart 5 below).

CHART 3: CASE STATUS

Case Status	Total
Pending	19
Resolved	29
Grand Total	48

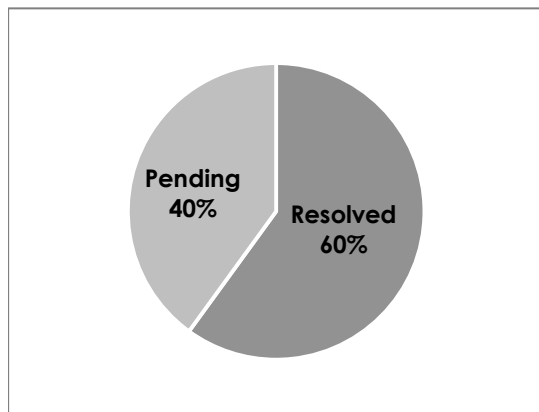


CHART 4: CASE STATUS BY CASE TYPE

Case Status	Case Type	Total	%
Pending		19	40%
	Change Report	1	2%
	First Time Applicant	11	23%
	Periodic Report	1	2%
	Recertification	6	13%
Resolved		29	60%
	Adverse Action	1	2%
	Change Report	6	13%
	First Time Applicant	16	33%
	Periodic Report	2	4%
	Recertification	4	8%
Grand Total		48	100%

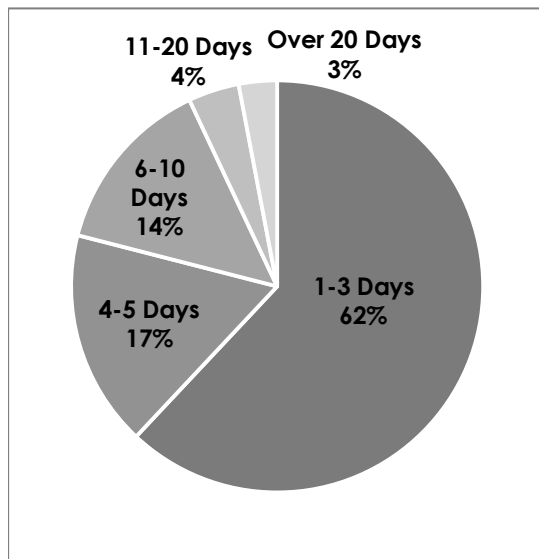


CHART 5: RESOLUTION TIMEFRAME

Resolution Timeframe (business days)	Total
1 - 3 Days	18
4 - 5 Days	5
6 - 10 Days	4
11 - 20 Days	1
Over 20 Days	1
Grand Total	29

CHART 7: RESOLUTION BY NCA CENTER

Resolution Level	NCA	Total
Level 1		22
	HRA Employee	11
	S-53	3
	TIPS-42	8
Level 2		3
	HRA Employee	1
	S-53	1
	TIPS-43	1
Level 3		3
	HRA Employee	3
Level 4		1
	HRA Employee	1
Grand Total		29

Of the 29 resolved cases that were reported, 86% (25 cases) were resolved at the HRA primary or back-up liaison levels. (See Chart 6)

CHART 6: HRA LIAISON LEVEL OF RESOLUTION

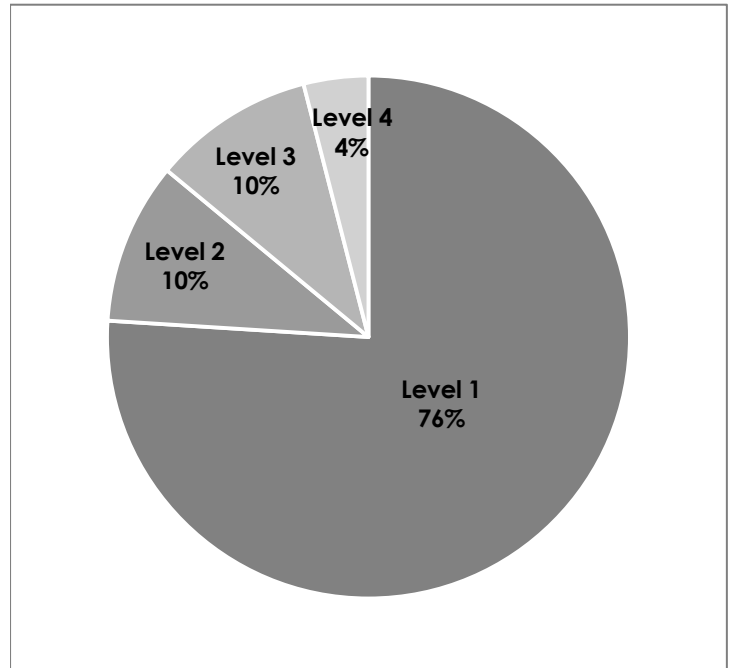
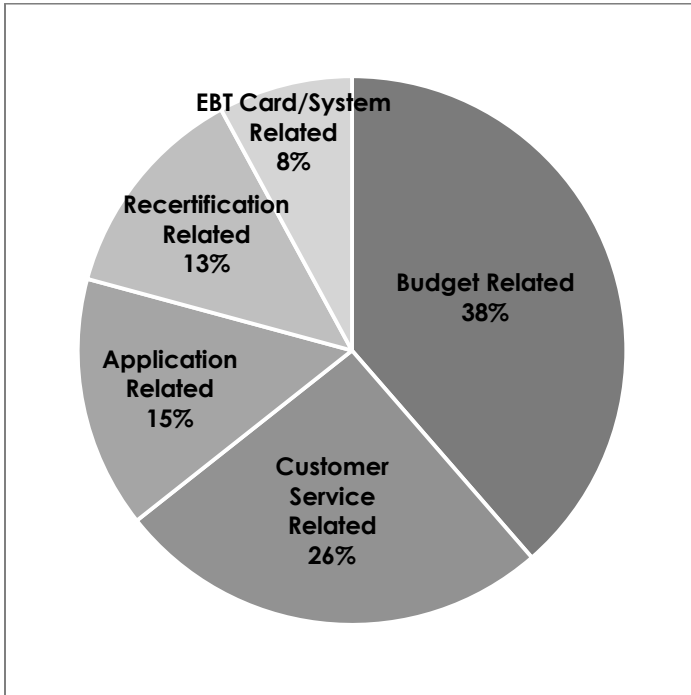


CHART 8: SNAP BARRIERS IN August 2020



BARRIERS ENCOUNTERED

From 48 cases, a total of 62 barriers¹ were reported in August. Barriers encountered this month were as follows:

Reported Barriers	
Budget Related	24
Customer Service Related	16
Application Related	9
Recertification Related	8
EBT Card/System Related	5
Total	62

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

CHART 9: PREVALENT ISSUES

Reported Barriers	Total
Incorrect Household composition	7
Incorrect Income	7
Incorrect SUA Level	4
Incorrect Shelter Expenses	2
Other (specify in the column "Other Barrier")	2
Medical deduction not applied	1
Child/Dependent care deduction not applied	1
Grand Total	24

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.

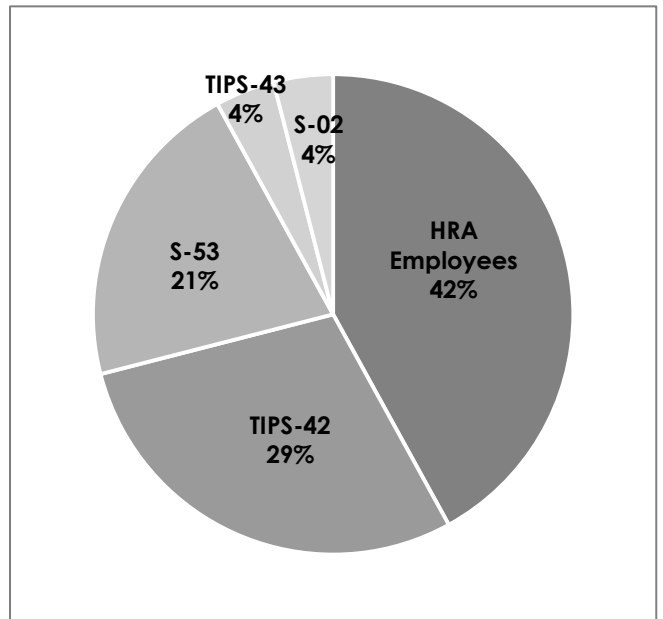
BUDGET RELATED BARRIERS

A total of 24 budget related barriers were encountered in August. These barriers were encountered among HRA employees and over 4 NCA Centers (see Chart 10 and Chart 11), with issues related to incorrect household composition (7 cases), incorrect income (7 cases), incorrect SUA level (4 cases), etc..

CHART 10: BUDGET RELATED BARRIERS AMONG HRA EMPLOYEES AND NCA CENTERS

Budget Barriers	NCA/HRA	Total
Child/Dependent care deduction not applied		1
	TIPS-42	1
Incorrect Household composition		7
	HRA Employee	3
	S-53	2
	TIPS-42	1
	TIPS-43	1
Incorrect Income		7
	HRA Employee	1
	S-02	1
	S-53	2
	TIPS-42	3
Incorrect Shelter Expenses		2
	HRA Employee	1
	TIPS-42	1
Incorrect SUA Level		4
	HRA Employee	2
	S-53	1
	TIPS-42	1
Medical deduction not applied		1
	HRA Employee	1
Other (specify in the column "Other Barrier")		2
	HRA Employee	2
Grand Total		24

CHART 11: BUDGET RELATED SERVICE BARRIERS ENCOUNTERED AMONG HRA EMPLOYEES AND NCA CENTERS



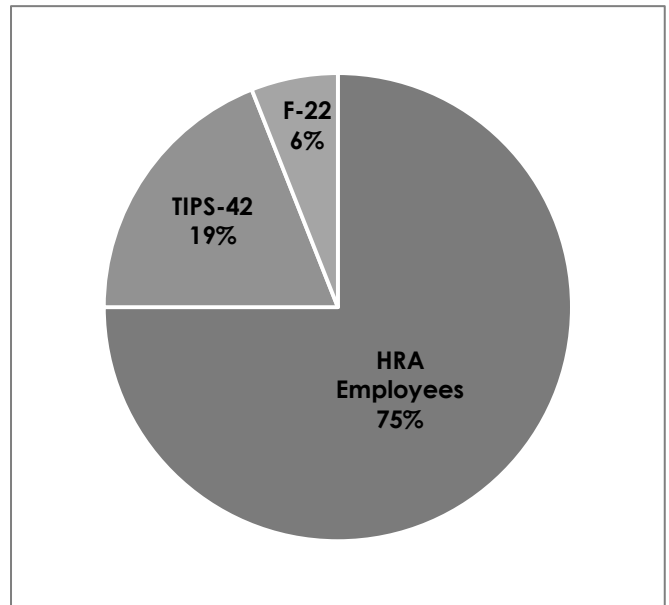
CUSTOMER SERVICE RELATED BARRIERS

A total of 16 cases involved customer service related barriers, with these barriers spread out among HRA employees and over 2 different NCA Centers. However, the biggest cluster of issues (75%) were handled by HRA employees with 12 cases.

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

Customer Service Barrier	NCA/HRA	Total
Other (specify in the column "Other Barrier")		6
	F22	1
	HRA Employee	3
	TIPS-42	2
Reduced or terminated benefits w/o written notice or cause		1
	HRA Employee	1
Submitted changes not processed in a timely manner (see glossary)		5
	HRA Employee	5
Submitted documents were not logged in the system		4
	HRA Employee	3
	TIPS-42	1
Grand Total		16

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



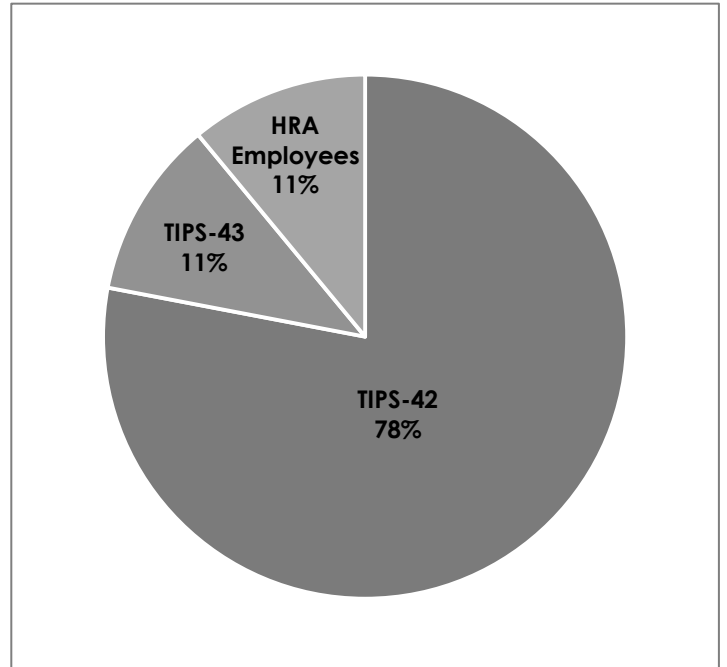
APPLICATION RELATED BARRIERS

A total of 9 application related barriers were encountered among HRA employees and over 2 NCA Centers in August (Chart 14). TIPS centers accounted for 89 percent of these cases.

CHART 14: APPLICATION RELATED BARRIERS

Application Barriers	NCA/HRA	Total
Case denied after fulfilling application requirements (specify barrier)		3
	TIPS-42	3
Did not receive expedited SNAP w/in 5 days		1
	TIPS-42	1
Did not receive SNAP w/in 30 days		1
	TIPS-42	1
Other (specify in the column "Other Barrier")		4
	HRA Employee	1
	TIPS-42	2
	TIPS-43	1
Grand Total		9

CHART 15: APPLICATION BARRIERS AMONG HRA EMPLOYEES AND NCA'S



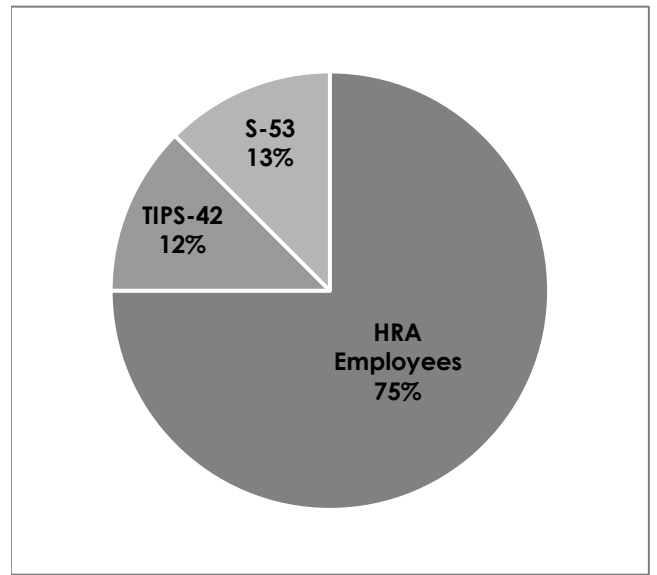
RECERTIFICATION RELATED BARRIERS

A total of 8 recertification barriers were encountered among HRA employees and 2 NCA Centers. HRA employees encountered the most recertification related barriers with 6 cases.

CHART 16: RECERTIFICATION RELATED BARRIERS

Recertification Barriers	NCA/HRA	Total
Case closed after fulfilling recertification requirements (specify barrier)		1
	S-53	1
No benefits issued after completing recertification		3
	HRA Employee	3
Other (specify in the column "Other Barrier")		4
	HRA Employee	3
	TIPS-42	1
Grand Total		8

CHART 17: RECERTIFICATION RELATED BARRIERS AMONG HRA EMPLOYEES AND NCA'S



EBT CARD/SYSTEM RELATED BARRIERS

A total of 5 EBT card/system related barriers were encountered in August. These barriers were encountered among HRA employees and over 1 NCA Center (see Chart 18 and Chart 19), with issues related to not receiving requested EBT card (2 cases), and others (3 cases).

CHART 18: EBT CARD/SYSTEM RELATED BARRIERS AMONG HRA EMPLOYEES AND NCA CENTERS

EBT Card/System Barriers	NCA/HRA	Total
Did not receive requested EBT card		2
	TIPS-42	2
Other (specify in the column "Other Barrier")		3
	HRA Employee	3
Grand Total		5

CHART 19: EBT CARD/SYSTEM RELATED BARRIERS ENCOUNTERED AMONG HRA EMPLOYEES AND NCA CENTERS

