



The Food Bank For New York City

Mediation Analysis Report for April 2021

Time Periods Reflected: April 1, 2021 through April 30, 2021

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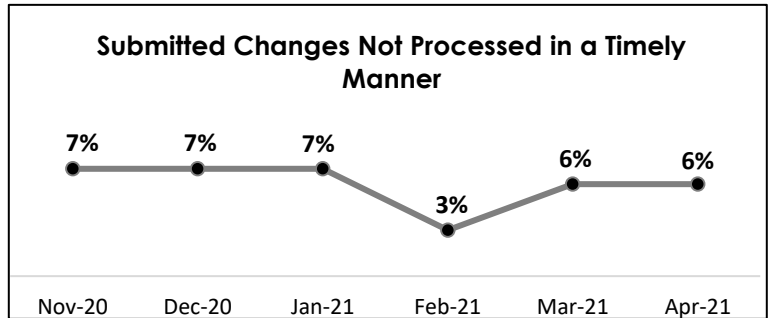
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ANALYSIS HIGHLIGHTS

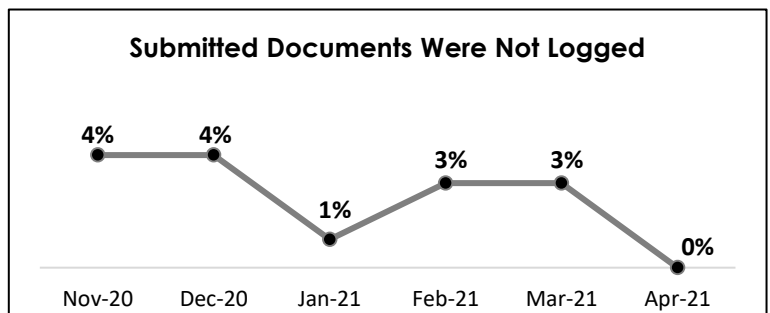
The following mediation activities were observed under the Mediation Model in April 2021:

- 10 Organizations reported 107 mediation cases – with a total of 124 identified issues processed by Human Resources Administration (HRA) Mediation Liaisons throughout the five boroughs. Due to COVID-19, trained HRA Mediation Liaisons (Food Bank partners) handled all mediation cases to account for the closed NCA centers.
- Of the 107 cases, 73 (68%) were related to first time applicants, 14 cases (13%) were related to recertification, 11 cases (10%) were related to adverse action, and 9 cases (8%) were related to change report.
- The 107 cases were processed by 7 different HRA Mediation Liaisons.
- Notable trends in April in relation to the previous months, include:

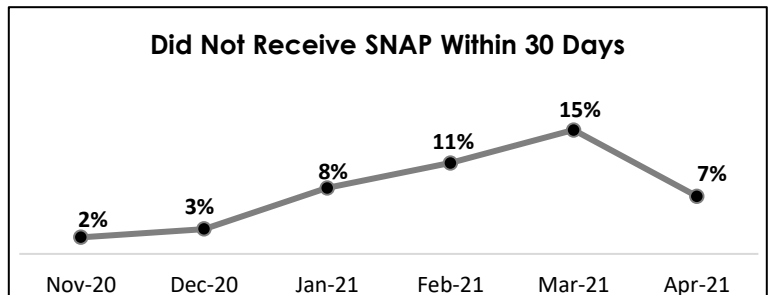
Submitted changes not processed in a timely manner: This issue remained the same in prevalence in comparison to March.



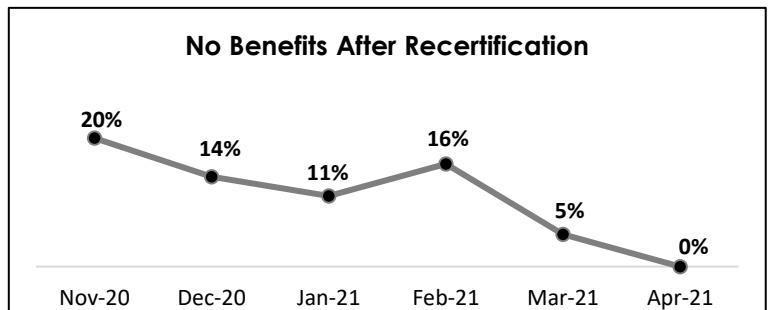
Submitted documents were not logged in the system: This issue decreased in prevalence by 3 percentage points in comparison to March.



Did not receive SNAP within 30 days: This issue decreased in prevalence by 8 percentage points in comparison to March.



No benefits after recertification: This issue decreased in prevalence by 5 percentage points in comparison to March.



- 75% (80) of cases in April were resolved in the same month as received, which is a decrease of 3 percentage points from March (78%).
- 76% (61) of resolved cases were resolved within the key first 5-day time period in April. This was an increase of 2 percentage points from March (74%). 16% (13) of cases were resolved within 6-10 days, which is the same percentage of resolution as March (16%).
- 79% of resolved cases were resolved at the primary and back-up liaison levels in April.

CHART 1: MEDIATION CASES BY ORGANIZATION

CBO	Case Type	Total
Apicha CHC		3
	First Time Applicant	2
	Recertification	1
Catholic Charities		4
	First Time Applicant	4
Catholic Charities Brooklyn & Queens		1
	First Time Applicant	1
Community Council & Consulting Org.		10
	Change Report	2
	First Time Applicant	8
Food Bank for NYC		9
	Change Report	1
	First Time Applicant	5
	Recertification	3
Hunger Free NYC		47
	Adverse Action	6
	Change Report	2
	First Time Applicant	34
	Recertification	5
LiveOn NY		5
	Adverse Action	1
	First Time Applicant	4
Met Council		13
	Adverse Action	1
	First Time Applicant	10
	Recertification	2
NACHAS		9
	Adverse Action	3
	Change Report	3
	First Time Applicant	1
	Recertification	2
Public Health Solutions		6
	Change Report	1
	First Time Applicant	4
	Recertification	1
Grand Total		107

PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR APRIL

This analysis is based on information submitted by 10 organizations. These organizations reported having mediated on behalf of 107 SNAP applicants/participants.

CASE TYPES AMONG HRA MEDIATION LIAISONS:

April mediation cases were handled by HRA Mediation Liaisons. The majority of mediation cases encountered among HRA Mediation Liaisons concerned first time applications and recertification.

CHART 2: CASES BY HRA MEDIATION LIAISONS

HRA Mediation Liaison	Case Type	Total	%
HRA Mediation Liaison	First Time Applicant	73	68%
	Recertification	14	13%
	Adverse Action	11	10%
	Change Report	9	8%
Grand Total		107	100%

CASE STATUS AND RESOLUTION TIME FRAME

Out of 107 mediation cases submitted in April, 80 (75%) were resolved and 27 (25%) remain unresolved/pending (see Charts 3 and 4 below). Of the 80 cases resolved, 61 obtained a resolution within a period of 1-5 days (see chart 5 below).

CHART 3: CASE STATUS

Case Status	Total
Pending	27
Resolved	80
Grand Total	107

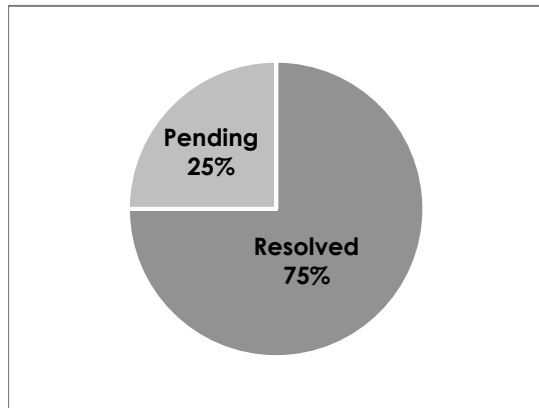


CHART 4: CASE STATUS BY CASE TYPE

Case Status	Case Type	Total	%
Pending	Adverse Action	4	4%
	Change Report	3	3%
	First Time Applicant	16	15%
	Recertification	4	4%
Resolved	Adverse Action	7	7%
	Change Report	6	6%
	First Time Applicant	57	53%
	Recertification	10	9%
Grand Total		107	100%

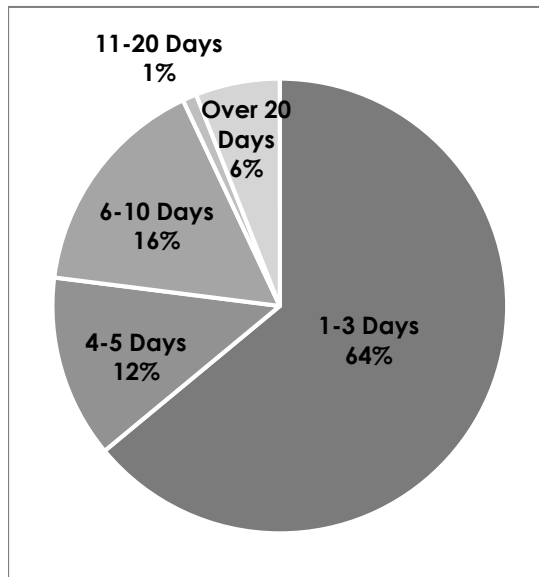


CHART 5: RESOLUTION TIMEFRAME

Resolution Timeframe (business days)	Total
1 - 3 Days	51
4 - 5 Days	10
6 - 10 Days	13
11 - 20 Days	1
Over 20 Days	5
Grand Total	80

CHART 7: RESOLUTION LEVEL BY HRA MEDIATION LIAISONS

Resolution Level	HRA Mediation Liaison	Total
Level 1		50
	HRA Mediation Liaison	50
Level 2		13
	HRA Mediation Liaison	13
Level 3		8
	HRA Mediation Liaison	8
Level 4		9
	HRA Mediation Liaison	9
Grand Total		80

Of the 80 resolved cases that were reported, 79% (63 cases) were resolved at the HRA primary or back-up liaison levels. (See Chart 6)

CHART 6: HRA LIAISON LEVEL OF RESOLUTION

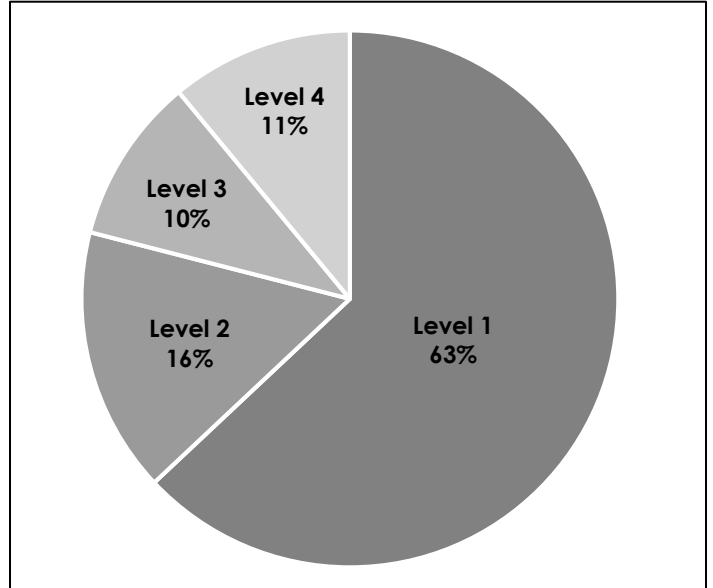
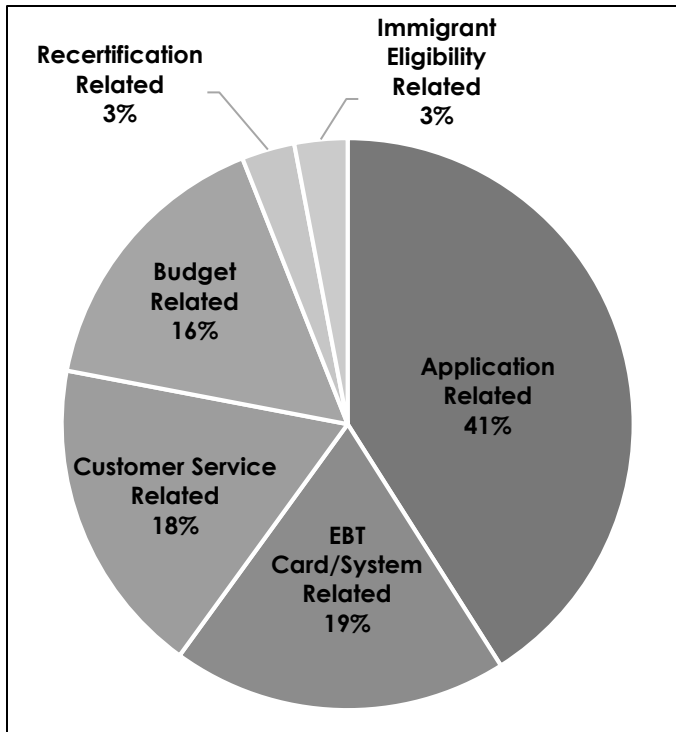


CHART 8: SNAP BARRIERS IN April 2021



BARRIERS ENCOUNTERED

From 107 cases, a total of 124 barriers¹ were reported in April. Barriers encountered this month were as follows:

Reported Barriers	
Application Related	51
EBT Card/System Related	23
Customer Service Related	22
Budget Related	20
Recertification Related	4
Immigrant Eligibility Related	4
Total	124

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

CHART 9: PREVALENT ISSUES

Reported Barriers	Total
Other (specify in the column "Other Barrier")	16
Did not receive ongoing SNAP benefits	13
Case denied after fulfilling application requirements (specify barrier)	12
Did not receive SNAP w/in 30 days	9
Did not receive expedited SNAP w/in 5 days	1
Grand Total	51

Details on these barriers are provided in the sections that follow.

¹ Some cases presented more than one barrier.

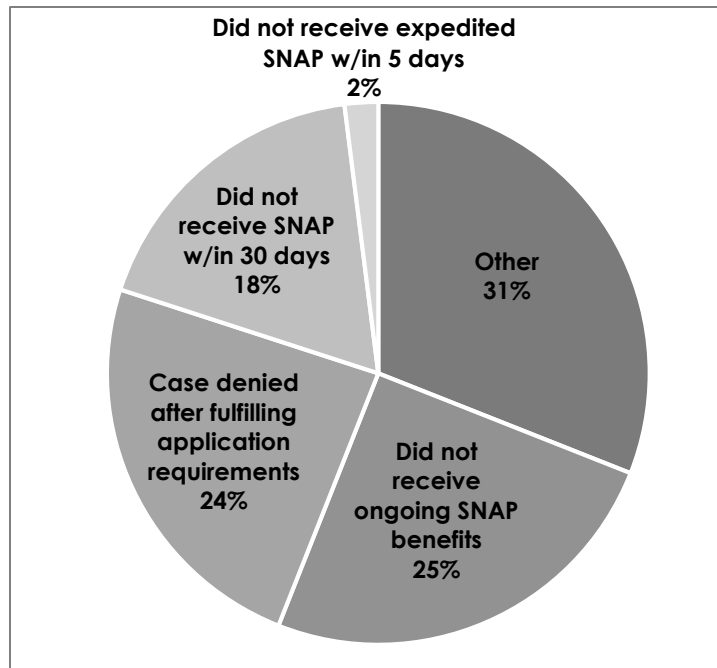
APPLICATION RELATED BARRIERS

A total of 51 application related barriers were encountered among HRA Mediation Liaisons with issues related to not receiving ongoing SNAP benefits (13 cases), case being denied after fulfilling application requirements (12 cases), not receiving SNAP benefits within 30 days (9 cases), etc...

CHART 10: APPLICATION RELATED BARRIERS

Application Barriers	HRA Mediation Liaison	Total
Case denied after fulfilling application requirements (specify barrier)		12
	HRA Mediation Liaison	12
Did not receive expedited SNAP w/in 5 days		1
	HRA Mediation Liaison	1
Did not receive ongoing SNAP benefits		13
	HRA Mediation Liaison	13
Did not receive SNAP w/in 30 days		9
	HRA Mediation Liaison	9
Other (specify in the column "Other Barrier")		16
	HRA Mediation Liaison	16
Grand Total		51

CHART 11: APPLICATION BARRIERS AMONG HRA MEDIATION LIAISONS



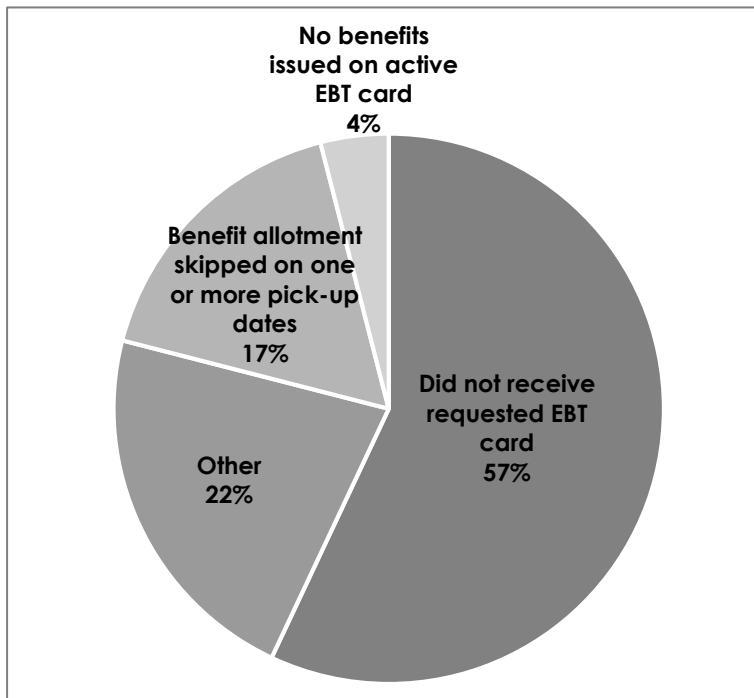
EBT CARD/SYSTEM RELATED BARRIERS

A total of 23 EBT card/system related barriers were encountered in April among HRA Mediation Liaisons (see Chart 12 and Chart 13), with issues related to not receiving requested EBT card (13 cases), benefit allotment skipped on one or more pick-up dates (4 case), etc..

**CHART 12: EBT CARD/SYSTEM RELATED BARRIERS
 AMONG HRA MEDIATION LIAISONS**

EBT Card/System Barriers	HRA Mediation Liaison	Total
Benefit allotment skipped on one or more pick-up dates		4
	HRA Mediation Liaison	4
Did not receive requested EBT card		13
	HRA Mediation Liaison	13
No benefits issued on active EBT card		1
	HRA Mediation Liaison	1
Other (specify in the column "Other Barrier")		5
	HRA Mediation Liaison	5
Grand Total		23

**CHART 13: EBT CARD/SYSTEM RELATED BARRIERS ENCOUNTERED
 AMONG HRA MEDIATION LIAISONS**



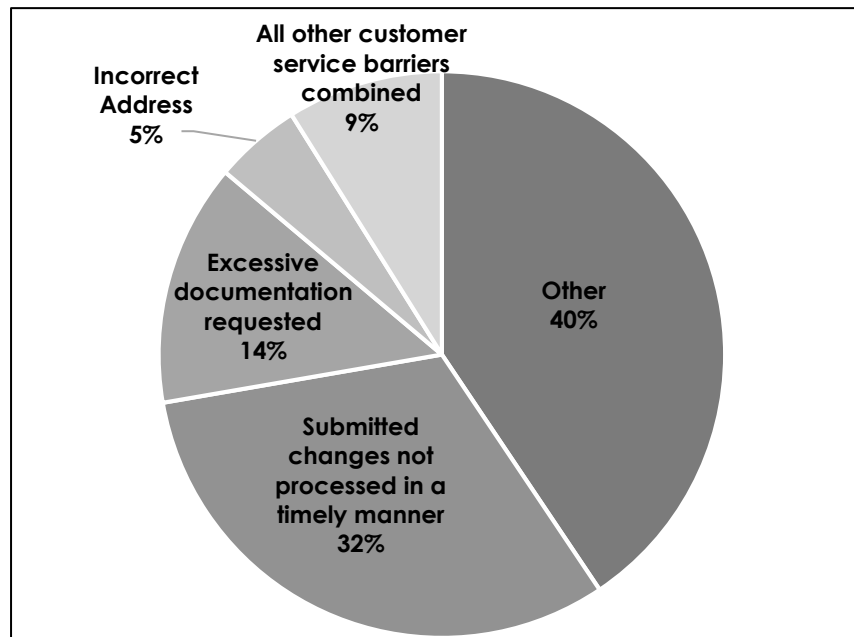
CUSTOMER SERVICE RELATED BARRIERS

A total of 22 customer service related barriers were encountered in April among HRA Mediation Liaisons (see Chart 14 and Chart 15), with issues related to submitted changes not processed in a timely manner (7 cases), excessive documentation requested (3 cases), etc.

CHART 14: CUSTOMER SERVICE RELATED BARRIERS AMONG HRA MEDIATION LIAISONS

Customer Service Barriers	HRA Mediation Liaison	Total
Did not receive Center Notice		1
	HRA Mediation Liaison	1
Excessive documentation requested		3
	HRA Mediation Liaison	3
Incorrect Address		1
	HRA Mediation Liaison	1
Other (specify in the column "Other Barrier")		9
	HRA Mediation Liaison	9
Reduced or terminated benefits w/o written notice or cause		1
	HRA Mediation Liaison	1
Submitted changes not processed in a timely manner (see glossary)		7
	HRA Mediation Liaison	7
Grand Total		22

CHART 15: CUSTOMER SERVICE RELATED BARRIERS ENCOUNTERED AMONG HRA MEDIATION LIAISONS



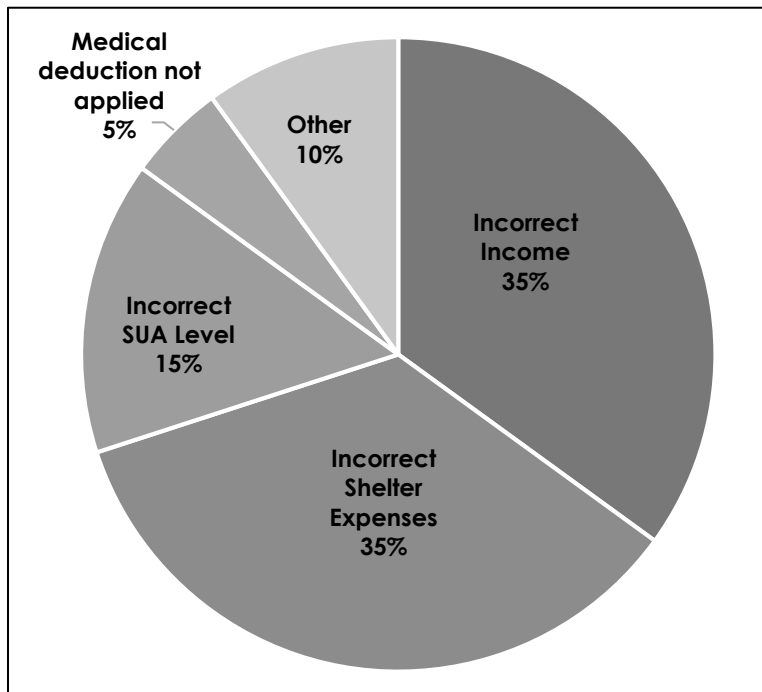
BUDGET RELATED BARRIERS

A total of 20 budget related barriers were encountered in April among HRA Mediation Liaisons (see Chart 16 and Chart 17), with issues related to incorrect income (7 cases), incorrect shelter expenses (7 cases), incorrect SUA level (3 cases), etc..

**CHART 16: BUDGET RELATED BARRIERS
 AMONG HRA MEDIATION LIAISONS**

Budget Barriers	HRA Mediation Liaison	Total
Incorrect Income		7
	HRA Mediation Liaison	7
Incorrect Shelter Expenses		7
	HRA Mediation Liaison	7
Incorrect SUA Level		3
	HRA Mediation Liaison	3
Medical deduction not applied		1
	HRA Mediation Liaison	1
Other (specify in the column "Other Barrier")		2
	HRA Mediation Liaison	2
Grand Total		20

**CHART 17: BUDGET RELATED SERVICE BARRIERS ENCOUNTERED
 AMONG HRA MEDIATION LIAISONS**



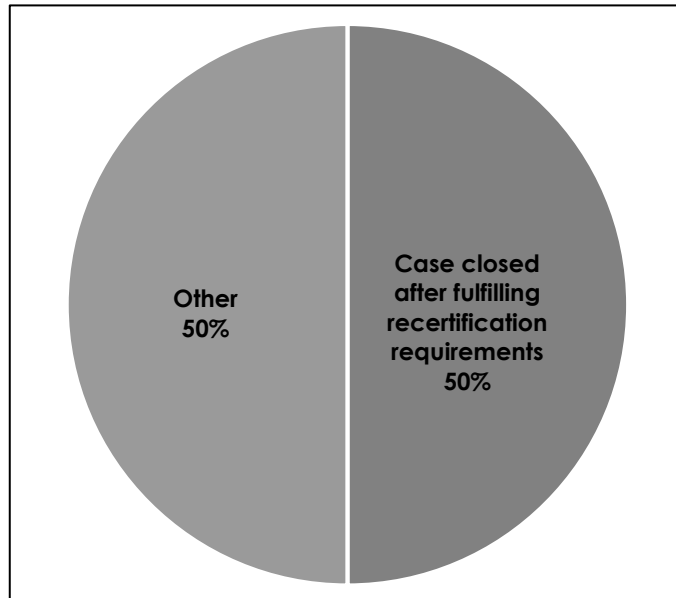
RECERTIFICATION RELATED BARRIERS

A total of 4 recertification barriers were encountered among HRA Mediation Liaisons (see Chart 18 and 19), with half the issues related to case being closed after fulfilling recertification requirements.

CHART 18: RECERTIFICATION RELATED BARRIERS

Recertification Barriers	HRA Mediation Liaison	Total
Case closed after fulfilling recertification requirements (specify barrier)		2
	HRA Mediation Liaison	2
Other (specify in the column "Other Barrier")		2
	HRA Mediation Liaison	2
Grand Total		4

**CHART 19: RECERTIFICATION RELATED BARRIERS
AMONG HRA MEDIATION LIAISONS**



IMMIGRANT ELIGIBILITY RELATED BARRIERS

A total of 4 immigrant eligibility barriers were encountered among HRA Mediation Liaisons (see Chart 20 and 21) with issues related to being wrongfully denied due to immigration status.

CHART 20: IMMIGRANT ELIGIBILITY RELATED BARRIERS

Immigrant Eligibility Barrier	HRA Mediation Liaison	Total
Wrongfully denied due to immigration status		4
	HRA Mediation Liaison	4
Grand Total		4

CHART 21: IMMIGRANT ELIGIBILITY RELATED BARRIERS AMONG HRA MEDIATION LIAISONS

