



The Food Bank For New York City

Mediation Analysis Report for February 2021

Time Periods Reflected: February 1, 2021 through February 28, 2021

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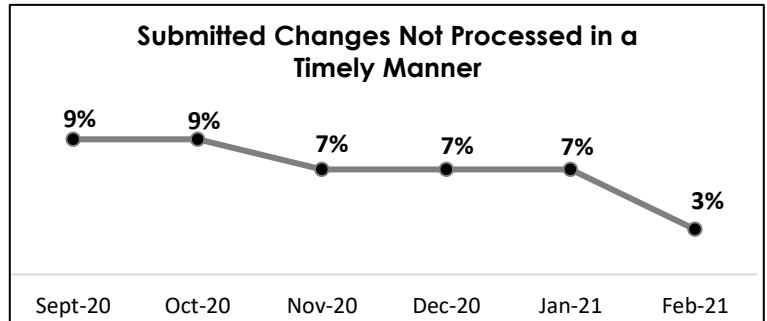
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**ANALYSIS HIGHLIGHTS**

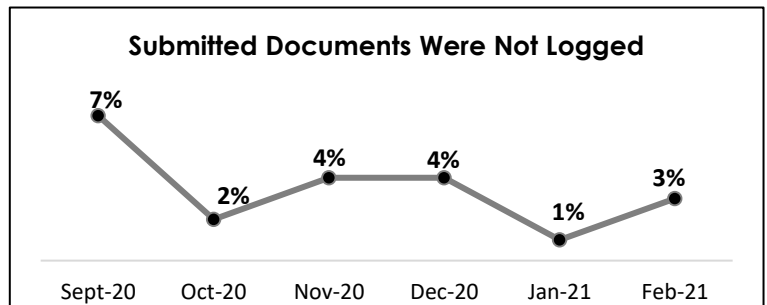
The following mediation activities were observed under the Mediation Model in February 2021:

- 11 Organizations reported 193 mediation cases – with a total of 235 identified issues processed by Human Resources Administration (HRA) Mediation Liaisons throughout the 5 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 193 cases, 94 (49%) were related to first time applicants, 74 cases (38%) were related to recertification, 13 cases (7%) were related to change report, and 12 cases (6%) were related to adverse action.
- The 193 cases were processed by 7 different HRA Mediation Liaisons.
- Notable trends in February in relation to the previous months, include:

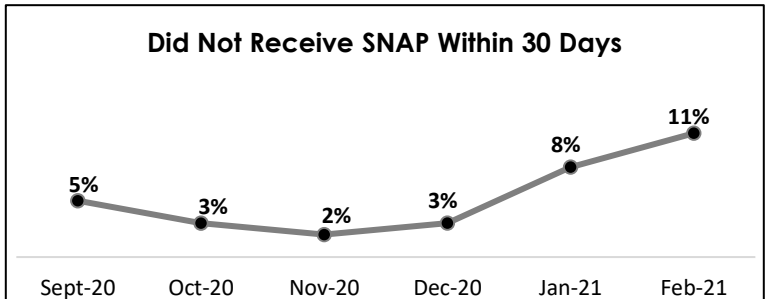
Submitted changes not processed in a timely manner: This issue decreased in prevalence by 4 percentage points in comparison to January.



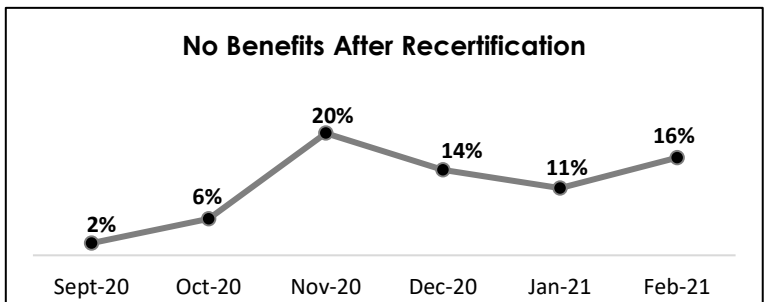
Submitted documents were not logged in the system: This issue increased in prevalence by 2 percentage points in comparison to January.



Did not receive SNAP within 30 days: This issue increased in prevalence by 3 percentage points in comparison to January.



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



- 75% (144) of cases in February were resolved in the same month as received, which is an increase of 9 percentage points from January (66%).
- 79% (114) of resolved cases were resolved within the key first 5-day time period in February. This was a decrease of 1 percentage point from January (80%). 10% (15) of cases were resolved within 6-10 days, which is the same percentage of resolution as January (10%).
- 86% of resolved cases were resolved at the primary and back-up liaison levels in February.

**CHART 1: MEDIATION CASES BY ORGANIZATION**

CBO	Case Type	Total
<b>Apicha Community Health Center</b>		<b>2</b>
	First Time Applicant	2
<b>Catholic Charities</b>		<b>6</b>
	Change Report	1
	First Time Applicant	1
	Recertification	4
<b>Community Council &amp; Consulting Org</b>		<b>21</b>
	Change Report	1
	First Time Applicant	8
	Recertification	12
<b>Food Bank for NYC</b>		<b>15</b>
	First Time Applicant	6
	Recertification	9
<b>Hunger Free NYC</b>		<b>54</b>
	Adverse Action	6
	Change Report	1
	First Time Applicant	31
	Recertification	16
<b>LiveOn NY</b>		<b>17</b>
	Adverse Action	1
	Change Report	1
	First Time Applicant	10
	Recertification	5
<b>Met Council</b>		<b>24</b>
	Change Report	6
	First Time Applicant	6
	Recertification	12
<b>NACHAS</b>		<b>21</b>
	Adverse Action	5
	Change Report	1
	First Time Applicant	6
	Recertification	9
<b>Part of the Solution</b>		<b>23</b>
	Change Report	1
	First Time Applicant	16
	Recertification	6
<b>Public Health Solutions</b>		<b>6</b>
	Change Report	1
	First Time Applicant	4
	Recertification	1
<b>Tzu Chi Foundation</b>		<b>4</b>
	First Time Applicant	4
<b>Grand Total</b>		<b>193</b>

## PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR FEBRUARY

This analysis is based on information submitted by 11 organizations. These organizations reported having mediated on behalf of 193 SNAP applicants/participants.

## CASE TYPES AMONG HRA MEDIATION LIAISONS:

February 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**

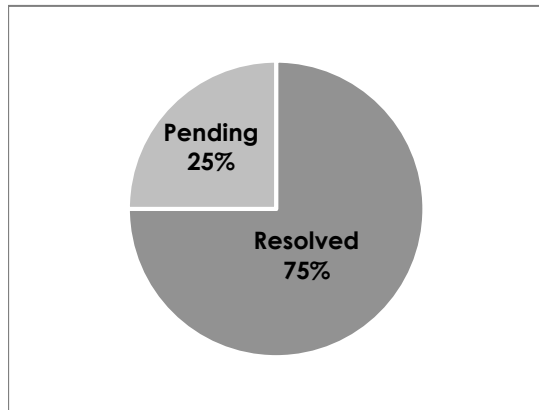
HRA Mediation Liaison	Case Type	Total	%
HRA Mediation Liaison	First Time Applicant	94	49%
	Recertification	74	38%
	Change Report	13	7%
	Adverse Action	12	6%
<b>Grand Total</b>		<b>193</b>	<b>100%</b>

## CASE STATUS AND RESOLUTION TIME FRAME

Out of 193 mediation cases submitted in February, 144 (75%) were resolved. As of February, 49 cases (25%) remain unresolved/pending (see Charts 3 and 4 below). Of the 144 cases resolved, 114 obtained a resolution within a period of 1-5 days (see chart 5 below).

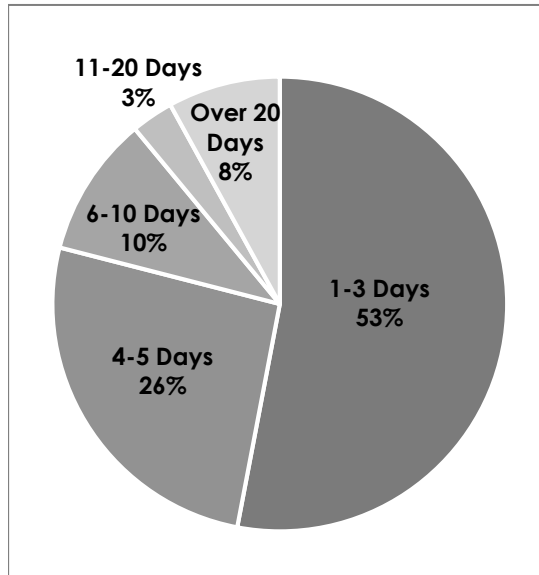
**CHART 3: CASE STATUS**

Case Status	Total
Pending	49
Resolved	144
<b>Grand Total</b>	<b>193</b>



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

Case Status	Case Type	Total	%
<b>Pending</b>		<b>49</b>	<b>25%</b>
	Adverse Action	2	1%
	Change Report	5	3%
	First Time Applicant	24	12%
	Recertification	18	9%
<b>Resolved</b>		<b>144</b>	<b>75%</b>
	Adverse Action	10	5%
	Change Report	8	4%
	First Time Applicant	70	36%
	Recertification	56	29%
<b>Grand Total</b>		<b>193</b>	<b>100%</b>



**CHART 5: RESOLUTION TIMEFRAME**

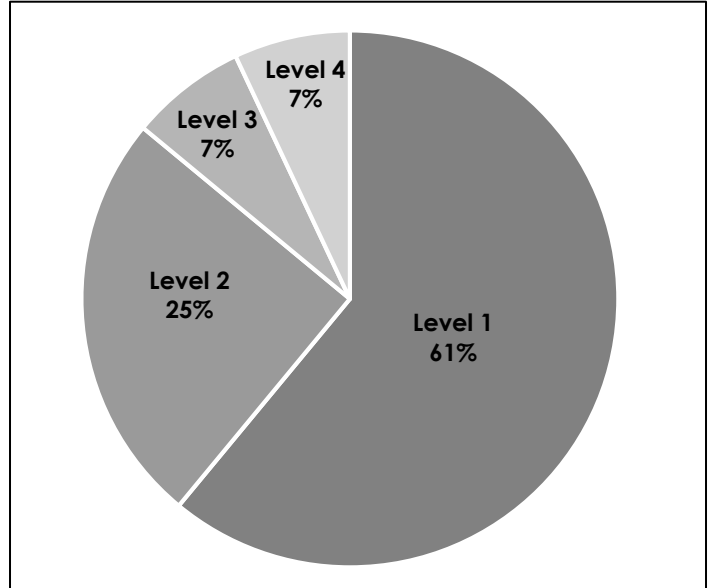
Resolution Timeframe (business days)	Total
1 - 3 Days	76
4 - 5 Days	38
6 - 10 Days	15
11 - 20 Days	4
Over 20 Days	11
<b>Grand Total</b>	<b>144</b>

**CHART 7: RESOLUTION LEVEL BY HRA MEDIATION LIAISONS**

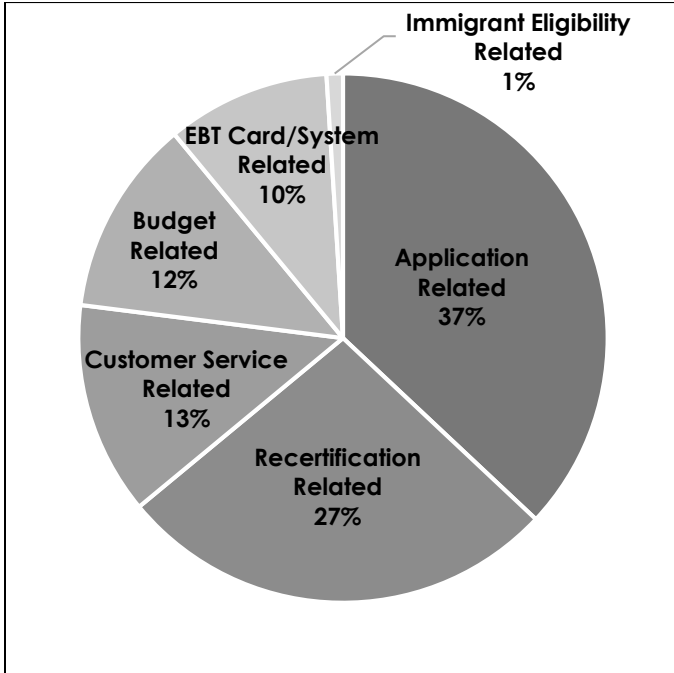
Resolution Level	HRA Mediation Liaison	Total
<b>Level 1</b>		<b>88</b>
	HRA Mediation Liaison	88
<b>Level 2</b>		<b>36</b>
	HRA Mediation Liaison	36
<b>Level 3</b>		<b>10</b>
	HRA Mediation Liaison	10
<b>Level 4</b>		<b>10</b>
	HRA Mediation Liaison	10
<b>Grand Total</b>		<b>144</b>

Of the 144 resolved cases that were reported, 86% (124 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  
February 2021**



## BARRIERS ENCOUNTERED

From 193 cases, a total of 235 barriers<sup>1</sup> were reported in February. Barriers encountered this month were as follows:

Reported Barriers	
Application Related	87
Recertification Related	64
Customer Service Related	30
Budget Related	29
EBT Card/System Related	24
Immigrant Eligibility Related	1
<b>Total</b>	<b>235</b>

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

**CHART 9: PREVALENT ISSUES**

Reported Barriers	Total
Did not receive ongoing SNAP benefits	35
Did not receive SNAP w/in 30 days	25
Case denied after fulfilling application requirements (specify barrier)	14
Other (specify in the column "Other Barrier")	12
Did not receive expedited SNAP w/in 5 days	1
<b>Grand Total</b>	<b>87</b>

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

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



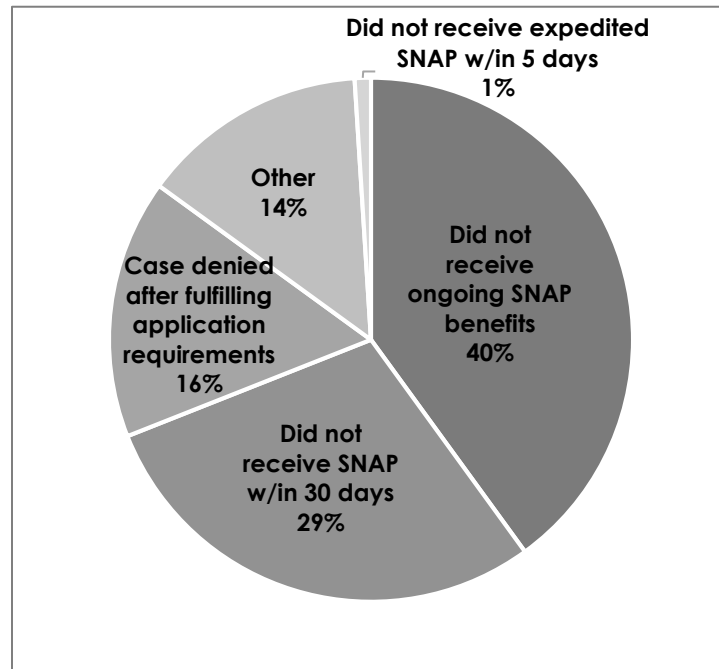
## APPLICATION RELATED BARRIERS

A total of 87 application related barriers were encountered among HRA Mediation Liaisons with issues related to not receiving ongoing SNAP benefits (35 cases), not receiving SNAP benefits within 30 days (25 cases), case being denied after fulfilling application requirements (14 cases), etc...

**CHART 10: APPLICATION RELATED BARRIERS**

Application Barriers	HRA Mediation Liaison	Total
<b>Case denied after fulfilling application requirements (specify barrier)</b>		<b>14</b>
	HRA Mediation Liaison	14
<b>Did not receive expedited SNAP w/in 5 days</b>		<b>1</b>
	HRA Mediation Liaison	1
<b>Did not receive ongoing SNAP benefits</b>		<b>35</b>
	HRA Mediation Liaison	35
<b>Did not receive SNAP w/in 30 days</b>		<b>25</b>
	HRA Mediation Liaison	25
<b>Other (specify in the column "Other Barrier")</b>		<b>12</b>
	HRA Mediation Liaison	12
<b>Grand Total</b>		<b>87</b>

**CHART 11: APPLICATION BARRIERS AMONG HRA MEDIATION LIAISONS**



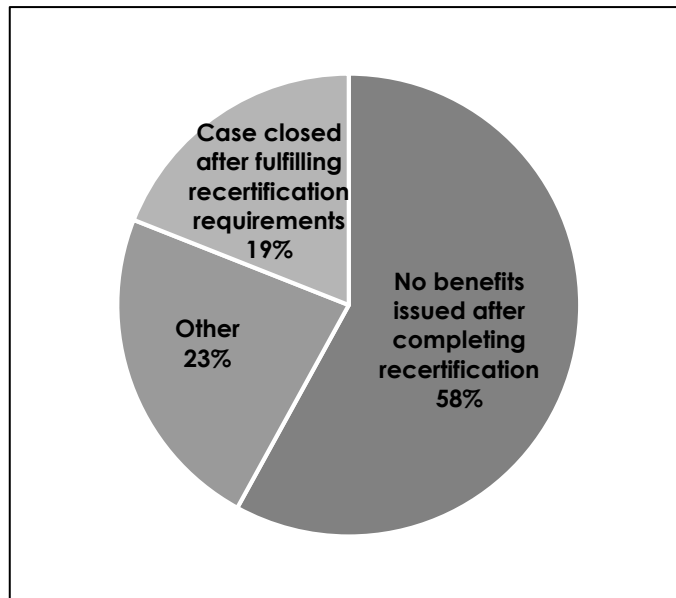
## RECERTIFICATION RELATED BARRIERS

A total of 64 recertification barriers were encountered among HRA Mediation Liaisons (see Chart 12 and 13) with issues relating to no benefits issued after completing recertification (37 cases), case closed after fulfilling recertification requirements (12 cases), etc..

**CHART 12: RECERTIFICATION RELATED BARRIERS**

Recertification Barriers	HRA Mediation Liaison	Total
<b>Case closed after fulfilling recertification requirements (specify barrier)</b>		<b>12</b>
	HRA Mediation Liaison	12
<b>No benefits issued after completing recertification</b>		<b>37</b>
	HRA Mediation Liaison	37
<b>Other (specify in the column "Other Barrier")</b>		<b>15</b>
	HRA Mediation Liaison	15
<b>Grand Total</b>		<b>64</b>

**CHART 13: RECERTIFICATION RELATED BARRIERS  
 AMONG HRA MEDIATION LIAISONS**



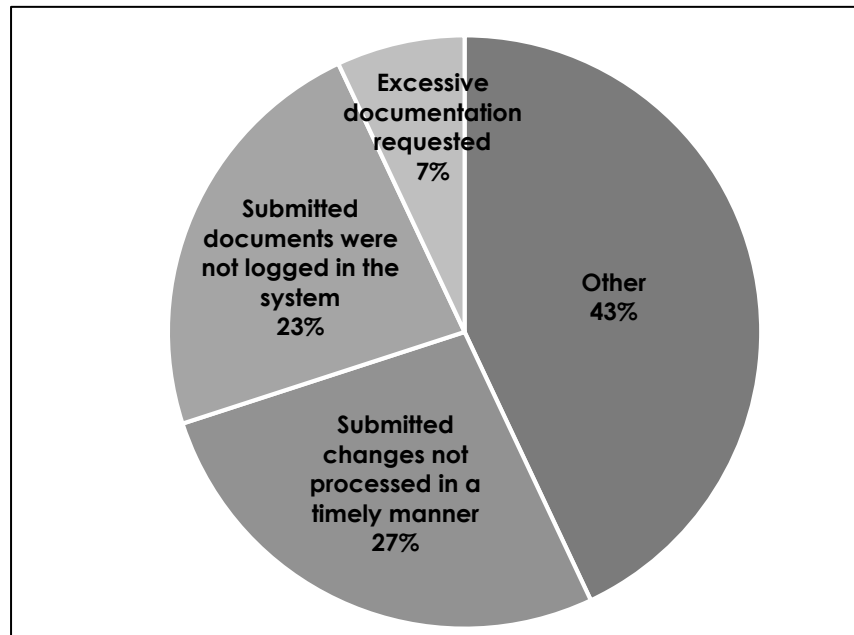
## CUSTOMER SERVICE RELATED BARRIERS

A total of 30 customer service related barriers were encountered in February among HRA Mediation Liaisons (see Chart 14 and Chart 15), with issues related to submitted changes not processed in a timely manner (8 cases), submitted documents were not logged in the system (7 cases), etc..

**CHART 14: CUSTOMER SERVICE RELATED BARRIERS AMONG HRA MEDIATION LIAISONS**

Customer Service Barriers	HRA Mediation Liaison	Total
<b>Excessive documentation requested</b>		<b>2</b>
	HRA Mediation Liaison	2
<b>Other (specify in the column "Other Barrier")</b>		<b>13</b>
	HRA Mediation Liaison	13
<b>Submitted changes not processed in a timely manner (see glossary)</b>		<b>8</b>
	HRA Mediation Liaison	8
<b>Submitted documents were not logged in the system</b>		<b>7</b>
	HRA Mediation Liaison	7
<b>Grand Total</b>		<b>30</b>

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



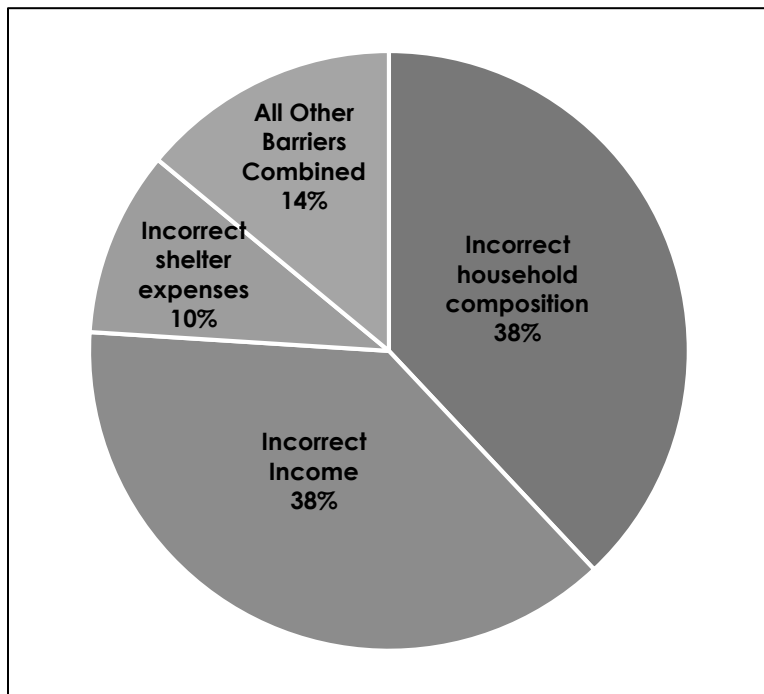
## BUDGET RELATED BARRIERS

A total of 29 budget related barriers were encountered in February among HRA Mediation Liaisons (see Chart 16 and Chart 17), with issues related to incorrect household composition (11 cases), incorrect income (11 cases), incorrect shelter expenses (3 cases), etc..

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

Budget Barriers	HRA Mediation Liaison	Total
<b>Child/Dependent care deduction not applied</b>		<b>1</b>
	HRA Mediation Liaison	1
<b>Incorrect Household composition</b>		<b>11</b>
	HRA Mediation Liaison	11
<b>Incorrect Income</b>		<b>11</b>
	HRA Mediation Liaison	11
<b>Incorrect income guideline applied</b>		<b>1</b>
	HRA Mediation Liaison	1
<b>Incorrect Shelter Expenses</b>		<b>3</b>
	HRA Mediation Liaison	3
<b>Medical deduction not applied</b>		<b>1</b>
	HRA Mediation Liaison	1
<b>Other (specify in the column "Other Barrier")</b>		<b>1</b>
	HRA Mediation Liaison	1
<b>Grand Total</b>		<b>29</b>

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



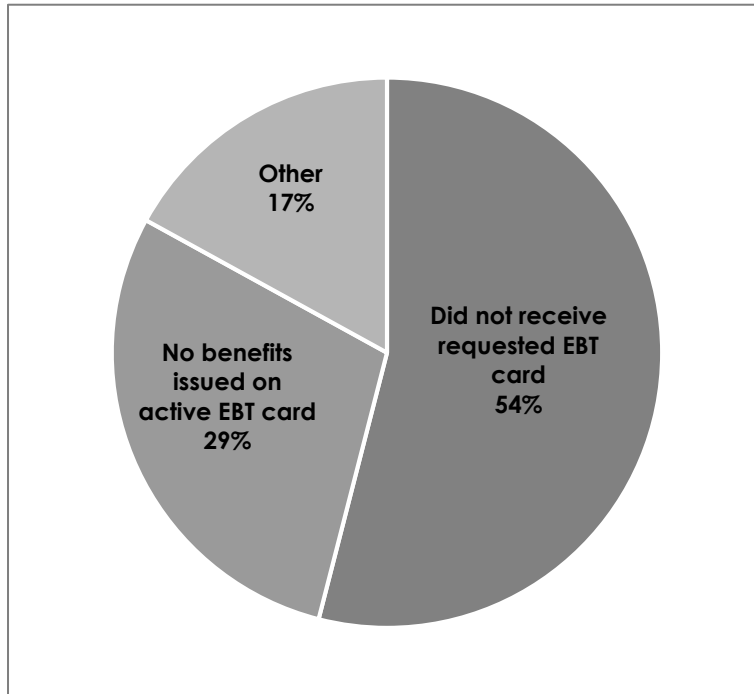
## EBT CARD/SYSTEM RELATED BARRIERS

A total of 24 EBT card/system related barriers were encountered in February among HRA Mediation Liaisons (see Chart 18 and Chart 19), with issues related to not receiving requested EBT card (13 cases), no benefits issued on active EBT card (7 cases), etc..

**CHART 18: EBT CARD/SYSTEM RELATED BARRIERS  
 AMONG HRA MEDIATION LIAISONS**

EBT Card/System Barriers	HRA Mediation Liaison	Total
<b>Did not receive requested EBT card</b>		<b>13</b>
	HRA Mediation Liaison	13
<b>No benefits issued on active EBT card</b>		<b>7</b>
	HRA Mediation Liaison	7
<b>Other (specify in the column "Other Barrier")</b>		<b>4</b>
	HRA Mediation Liaison	4
<b>Grand Total</b>		<b>24</b>

**CHART 19: EBT CARD/SYSTEM RELATED BARRIERS ENCOUNTERED  
 AMONG HRA MEDIATION LIAISONS**



## IMMIGRANT ELIGIBILITY RELATED BARRIERS

A total of 1 immigrant eligibility barrier was encountered among HRA Mediation Liaisons (see Chart 20 and 21).

**CHART 20: IMMIGRANT ELIGIBILITY RELATED BARRIERS**

Immigrant Eligibility Barriers	HRA Mediation Liaison	Total
Other (specify in the column "Other Barrier")		1
	HRA Mediation Liaison	1
<b>Grand Total</b>		<b>1</b>

**CHART 21: IMMIGRANT ELIGIBILITY RELATED BARRIERS AMONG HRA MEDIATION LIAISONS**

