



The Food Bank For New York City

Mediation Analysis Report for January 2021

Time Periods Reflected: January 1, 2021 through January 31, 2021

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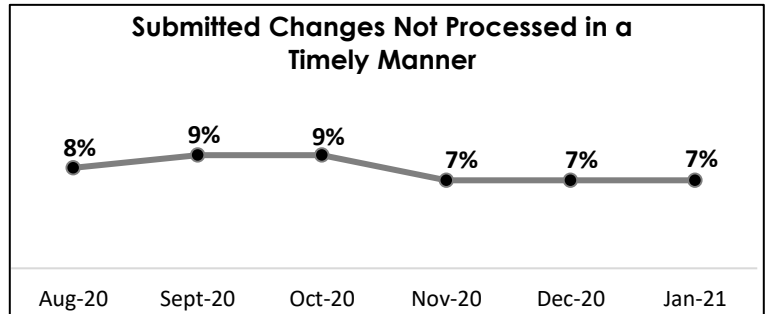
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**ANALYSIS HIGHLIGHTS**

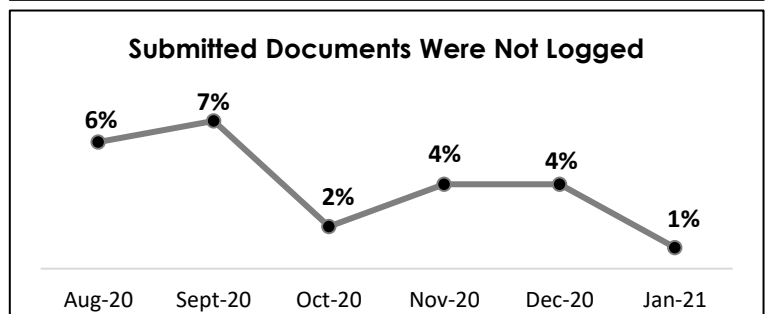
The following mediation activities were observed under the Mediation Model in January 2021:

- 10 Organizations reported 223 mediation cases – with a total of 275 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 223 cases, 95 (43%) were related to recertification, 95 cases (43%) were related to first time applicants, 17 cases (8%) were related to change report, 13 cases (6%) were related to adverse action, and 3 cases (1%) to periodic report.
- The 223 cases were processed by 7 different HRA Mediation Liaisons.
- Notable trends in January in relation to the previous months, include:

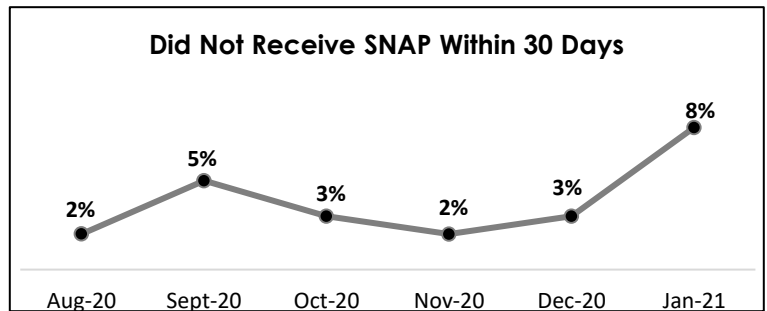
Submitted changes not processed in a timely manner: This issue remained the same in prevalence in comparison to December.



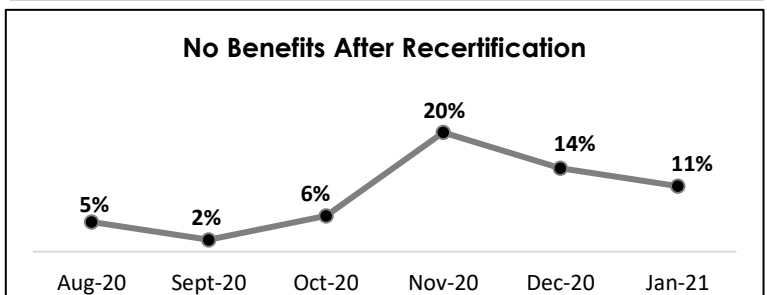
Submitted documents were not logged in the system: This issue decreased in prevalence by 3 percentage points in comparison to December.



Did not receive SNAP within 30 days: This issue increased in prevalence by 5 percentage points in comparison to December.



No benefits after recertification: This issue decreased in prevalence by 3 percentage points in comparison to December.



- 66% (147) of cases in January were resolved in the same month as received, which is the same percentage of resolution as December (66%).
- 80% (117) of resolved cases were resolved within the key first 5-day time period in January. This was an increase of 10 percentage points from December (70%). 10% (15) of cases were resolved within 6-10 days, this was a decrease of 8 percentage points from December (18%).
- 82% of resolved cases were resolved at the primary and back-up liaison levels in January.

**CHART 1: MEDIATION CASES BY ORGANIZATION**

CBO	Case Type	Total
<b>Apicha CHC</b>		<b>3</b>
	First Time Applicant	1
	Recertification	2
<b>Community Council &amp; Consulting Org.</b>		<b>20</b>
	Change Report	5
	First Time Applicant	7
	Recertification	8
<b>Food Bank for NYC</b>		<b>19</b>
	First Time Applicant	5
	Recertification	14
<b>Hunger Free NYC</b>		<b>89</b>
	Adverse Action	9
	Change Report	4
	First Time Applicant	44
	Periodic Report	1
	Recertification	31
<b>LiveOn NY</b>		<b>14</b>
	Adverse Action	2
	Change Report	2
	First Time Applicant	6
	Recertification	4
<b>Met Council</b>		<b>41</b>
	Adverse Action	1
	Change Report	4
	First Time Applicant	14
	Periodic Report	2
	Recertification	20
<b>NACHAS</b>		<b>7</b>
	Adverse Action	1
	First Time Applicant	3
	Recertification	3
<b>Part of the Solution</b>		<b>17</b>
	First Time Applicant	9
	Recertification	8
<b>Together We Are</b>		<b>10</b>
	Change Report	2
	First Time Applicant	4
	Recertification	4
<b>Tzu Chi Foundation</b>		<b>3</b>
	First Time Applicant	2
	Recertification	1
<b>Grand Total</b>		<b>223</b>

## PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR JANUARY

This analysis is based on information submitted by 10 organizations. These organizations reported having mediated on behalf of 223 SNAP applicants/participants.

## CASE TYPES AMONG HRA MEDIATION LIAISONS:

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

**CHART 2: CASES BY HRA MEDIATION LIAISONS**

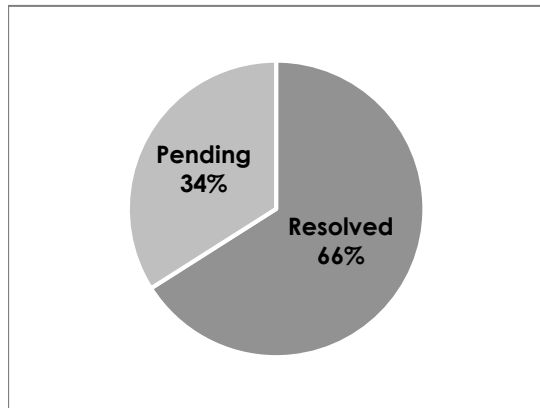
HRA Mediation Liaison	Case Type	Total	%
HRA Mediation Liaison	Recertification	95	43%
	First Time Applicant	95	43%
	Change Report	17	8%
	Adverse Action	13	6%
	Periodic Report	3	1%
<b>Grand Total</b>		<b>223</b>	<b>100%</b>

## CASE STATUS AND RESOLUTION TIME FRAME

Out of 223 mediation cases submitted in January, 147 (66%) were resolved. As of January, 76 cases (34%) remain unresolved/pending (see Charts 3 and 4 below). Of the 147 cases resolved (117) obtained a resolution within a period of 1-5 days (see chart 5 below).

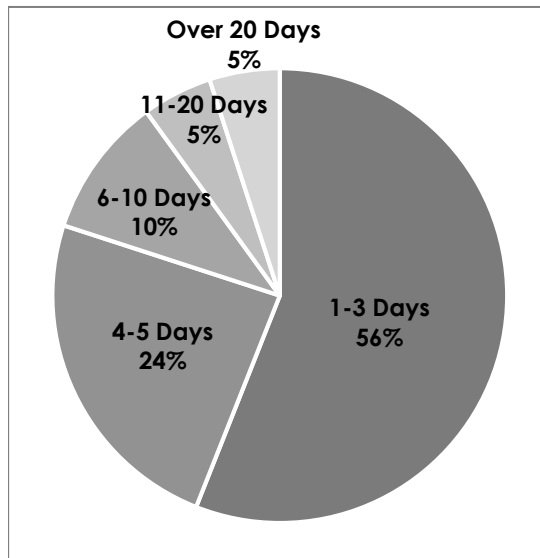
**CHART 3: CASE STATUS**

Case Status	Total
Pending	76
Resolved	147
<b>Grand Total</b>	<b>223</b>



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

Case Status	Case Type	Total	%
<b>Pending</b>	Adverse Action	7	3%
	Change Report	7	3%
	First Time Applicant	36	16%
	Periodic Report	1	0%
	Recertification	25	11%
<b>Resolved</b>	Adverse Action	6	3%
	Change Report	10	4%
	First Time Applicant	59	26%
	Periodic Report	2	1%
	Recertification	70	31%
<b>Grand Total</b>		<b>223</b>	<b>100%</b>



**CHART 5: RESOLUTION TIMEFRAME**

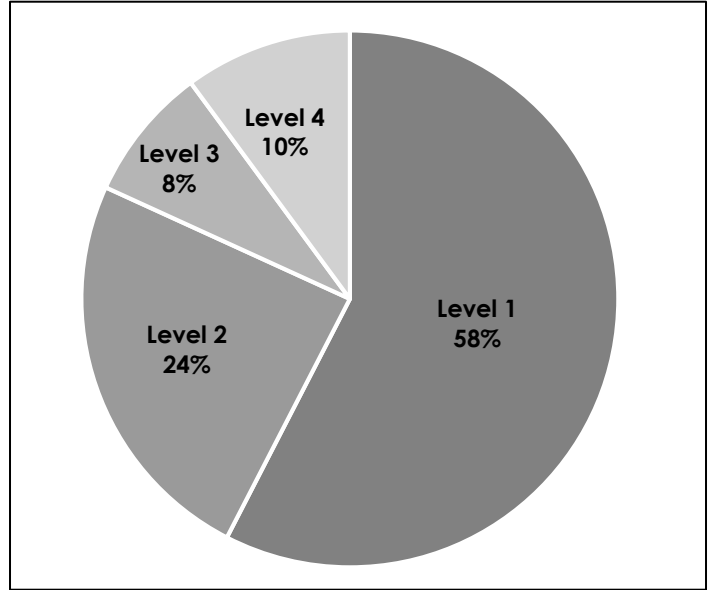
Resolution Timeframe (business days)	Total
1 - 3 Days	82
4 - 5 Days	35
6 - 10 Days	15
11 - 20 Days	7
Over 20 Days	8
<b>Grand Total</b>	<b>147</b>

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

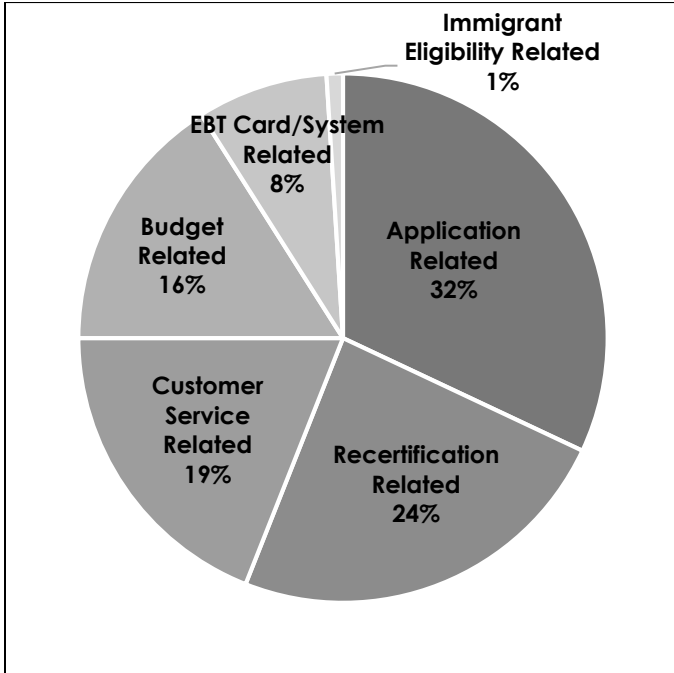
Resolution Level	HRA Mediation Liaison	Total
<b>Level 1</b>		<b>84</b>
	HRA Mediation Liaison	84
<b>Level 2</b>		<b>36</b>
	HRA Mediation Liaison	36
<b>Level 3</b>		<b>12</b>
	HRA Mediation Liaison	12
<b>Level 4</b>		<b>15</b>
	HRA Mediation Liaison	15
<b>Grand Total</b>		<b>147</b>

Of the 147 resolved cases that were reported, 82% (120 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 JANUARY 2021**



**BARRIERS ENCOUNTERED**

From 223 cases, a total of 275 barriers<sup>1</sup> were reported in January. Barriers encountered this month were as follows:

Reported Barriers	
Application Related	88
Recertification Related	65
Customer Service Related	53
Budget Related	44
EBT Card/System Related	22
Immigrant Eligibility Related	3
<b>Total</b>	<b>275</b>

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

**CHART 9: PREVALENT ISSUES**

Reported Barriers	Total
Did not receive ongoing SNAP benefits	40
Did not receive SNAP w/in 30 days	23
Other (specify in the column "Other Barrier")	13
Case denied after fulfilling application requirements (specify barrier)	11
Did not receive expedited SNAP w/in 5 days	1
<b>Grand Total</b>	<b>88</b>

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

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



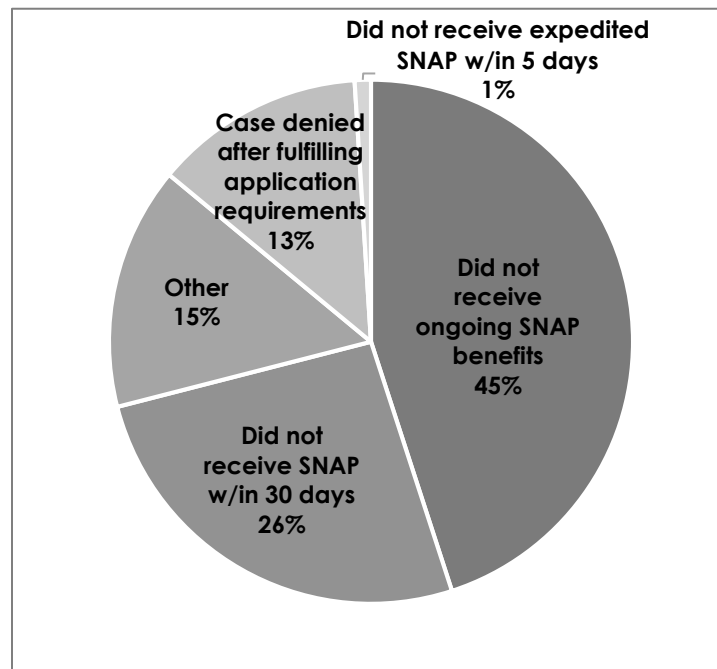
## APPLICATION RELATED BARRIERS

A total of 88 application related barriers were encountered among HRA Mediation Liaisons with issues related to not receiving ongoing SNAP benefits (40 cases), not receiving SNAP benefits within 30 days (23 cases), case being denied after fulfilling application requirements (11 cases), etc...

**CHART 10: APPLICATION RELATED BARRIERS**

Application Barriers	HRA Mediation Liaison	Total
<b>Case denied after fulfilling application requirements (specify barrier)</b>		<b>11</b>
	HRA Mediation Liaison	11
<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>40</b>
	HRA Mediation Liaison	40
<b>Did not receive SNAP w/in 30 days</b>		<b>23</b>
	HRA Mediation Liaison	23
<b>Other (specify in the column "Other Barrier")</b>		<b>13</b>
	HRA Mediation Liaison	13
<b>Grand Total</b>		<b>88</b>

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



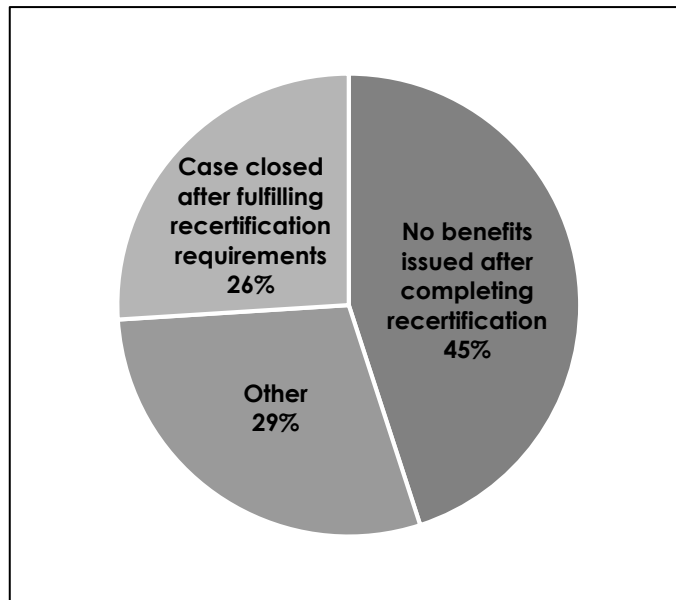
## RECERTIFICATION RELATED BARRIERS

A total of 65 recertification barriers were encountered among HRA Mediation Liaisons (see Chart 12 and 13) with issues relating to no benefits issued after completing recertification (29 cases), case closed after fulfilling recertification requirements (17 cases), etc..

**CHART 12: RECERTIFICATION RELATED BARRIERS**

Recertification Barriers	HRA Mediation Liaison	Total
<b>Case closed after fulfilling recertification requirements (specify barrier)</b>		<b>17</b>
	HRA Mediation Liaison	17
<b>No benefits issued after completing recertification</b>		<b>29</b>
	HRA Mediation Liaison	29
<b>Other (specify in the column "Other Barrier")</b>		<b>19</b>
	HRA Mediation Liaison	19
<b>Grand Total</b>		<b>65</b>

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



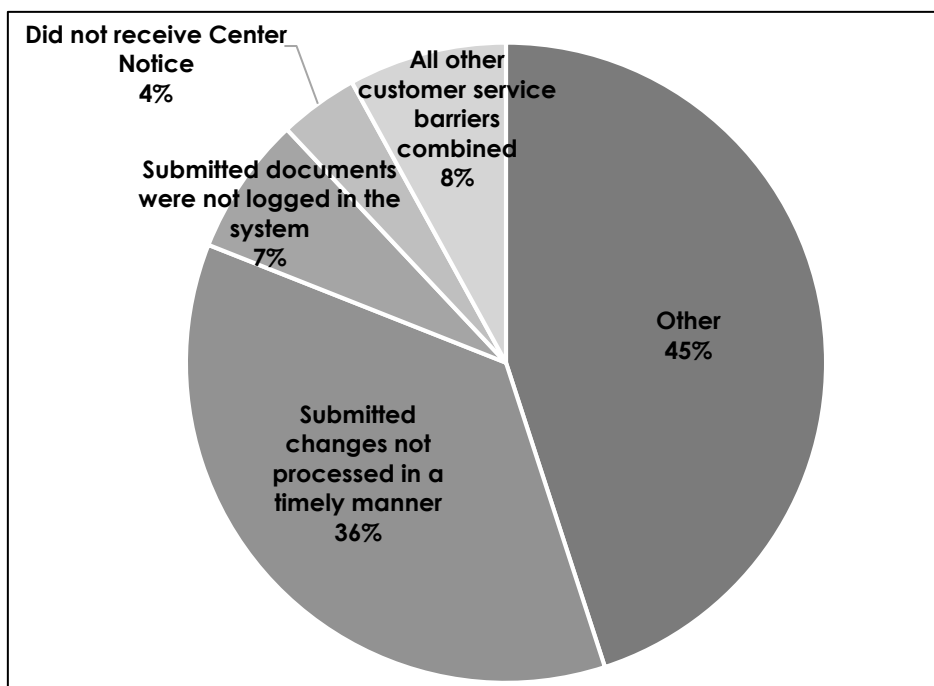
## CUSTOMER SERVICE RELATED BARRIERS

A total of 53 customer service related barriers were encountered in January among HRA Mediation Liaisons (see Chart 14 and Chart 15), with issues related to submitted changes not processed in a timely manner (19 cases), submitted documents were not logged in the system (4 cases), etc..

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

Customer Service Barriers	HRA Mediation Liaison	Total
<b>Did not receive Center Notice</b>		<b>2</b>
	HRA Mediation Liaison	2
<b>Did not receive phone interview and was unable to reschedule</b>		<b>2</b>
	HRA Mediation Liaison	2
<b>Other (specify in the column "Other Barrier")</b>		<b>24</b>
	HRA Mediation Liaison	24
<b>Reduced or terminated benefits w/o written notice or cause</b>		<b>1</b>
	HRA Mediation Liaison	1
<b>Submitted changes not processed in a timely manner (see glossary)</b>		<b>19</b>
	HRA Mediation Liaison	19
<b>Submitted documents were not logged in the system</b>		<b>4</b>
	HRA Mediation Liaison	4
<b>Unable to schedule an in-person interview</b>		<b>1</b>
	HRA Mediation Liaison	1
<b>Grand Total</b>		<b>53</b>

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



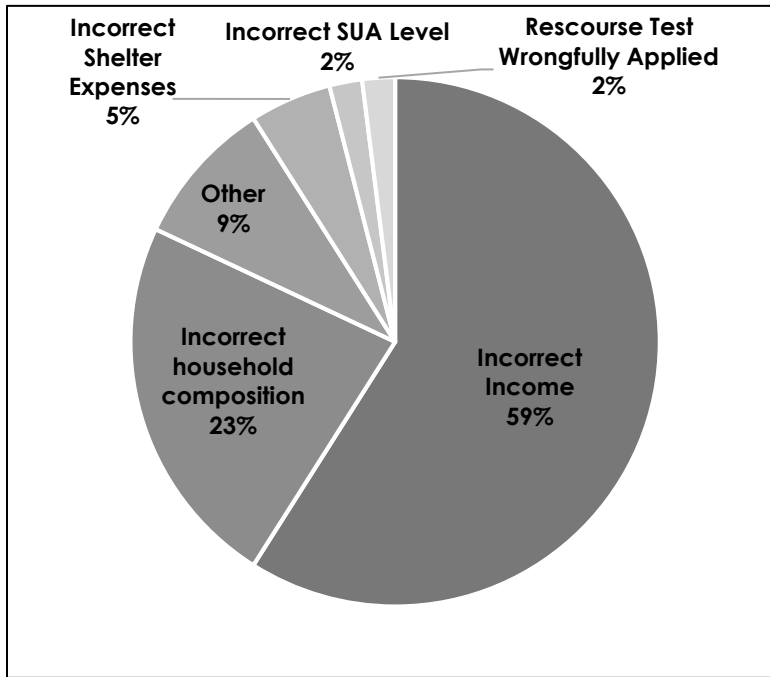
## BUDGET RELATED BARRIERS

A total of 44 budget related barriers were encountered in January among HRA Mediation Liaisons (see Chart 16 and Chart 17), with issues related to incorrect income (26 cases), incorrect household composition (10 cases), etc..

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

Budget Barriers	HRA Mediation Liaison	Total
<b>Incorrect Household composition</b>		<b>10</b>
	HRA Mediation Liaison	10
<b>Incorrect Income</b>		<b>26</b>
	HRA Mediation Liaison	26
<b>Incorrect Shelter Expenses</b>		<b>2</b>
	HRA Mediation Liaison	2
<b>Incorrect SUA Level</b>		<b>1</b>
	HRA Mediation Liaison	1
<b>Other (specify in the column "Other Barrier")</b>		<b>4</b>
	HRA Mediation Liaison	4
<b>Resource Test Wrongfully Applied</b>		<b>1</b>
	HRA Mediation Liaison	1
<b>Grand Total</b>		<b>44</b>

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



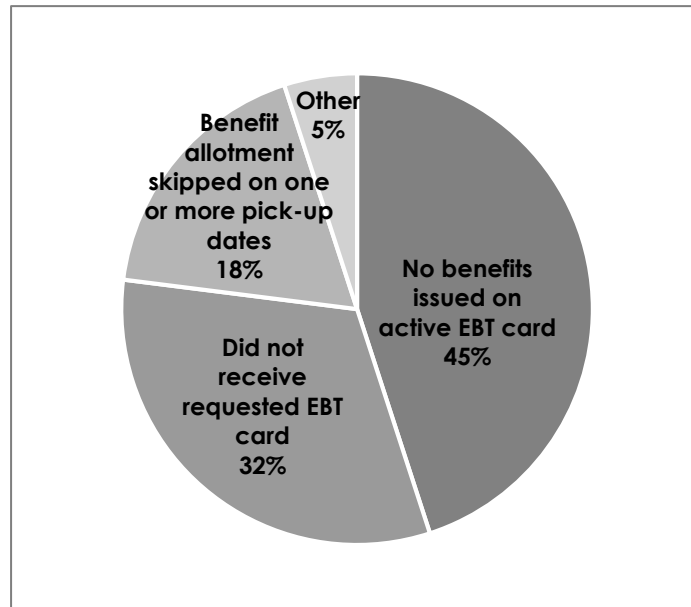
## EBT CARD/SYSTEM RELATED BARRIERS

A total of 22 EBT card/system related barriers were encountered in January among HRA Mediation Liaisons (see Chart 18 and Chart 19), with issues related to no benefits issued on active EBT card (10 cases), not receiving requested EBT card (7 cases), benefit allotment skipped on one or more pick-up dates (4 cases), etc..

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

EBT Card/System Barriers	HRA Mediation Liaison	Total
<b>Benefit allotment skipped on one or more pick-up dates</b>		<b>4</b>
	HRA Mediation Liaison	4
<b>Did not receive requested EBT card</b>		<b>7</b>
	HRA Mediation Liaison	7
<b>No benefits issued on active EBT card</b>		<b>10</b>
	HRA Mediation Liaison	10
<b>Other (specify in the column "Other Barrier")</b>		<b>1</b>
	HRA Mediation Liaison	1
<b>Grand Total</b>		<b>22</b>

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



## IMMIGRANT ELIGIBILITY RELATED BARRIERS

A total of 3 immigrant eligibility barriers were encountered among HRA Mediation Liaisons (see Chart 20 and 21) with issues relating to wrongfully denied due to immigration status (1 case), etc...

**CHART 20: IMMIGRANT ELIGIBILITY RELATED BARRIERS**

Immigrant Eligibility Barriers	HRA Mediation Liaison	Total
Other (specify in the column "Other Barrier")		2
	HRA Mediation Liaison	2
Wrongfully denied due to immigration status		1
	HRA Mediation Liaison	1
<b>Grand Total</b>		<b>3</b>

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

