



The Food Bank For New York City

Mediation Analysis Report for December 2020

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

TABLE OF CONTENTS

Analysis Highlights..... 3

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

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

Case Status and Resolution Time Frame 6

Barriers Encountered 8

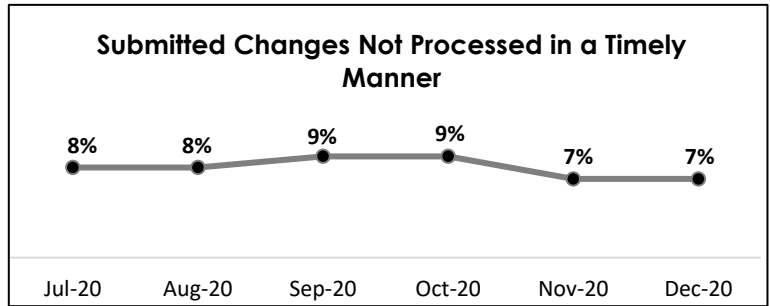
- o Recertification Related Barriers..... 9
- o Application Related Barriers.....10
- o Customer Service Related Barriers..... 11
- o Budget Related Barriers12
- o EBT Card/System Related Barriers..... 13
- o Immigrant Eligibility Related Barriers.....14
- o New Policy/Initiative Related Barriers.....15

ANALYSIS HIGHLIGHTS

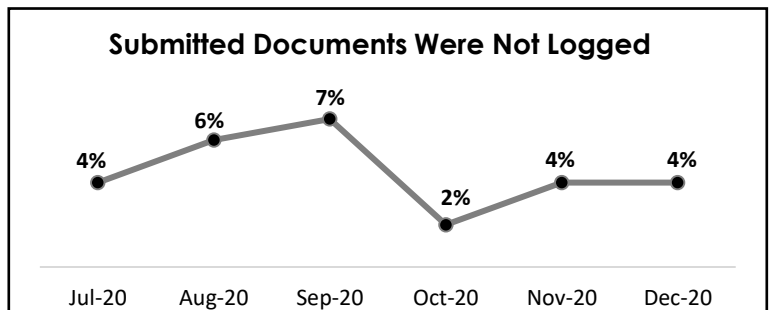
The following mediation activities were observed under the Mediation Model in December 2020:

- 12 Organizations reported 230 mediation cases – with a total of 311 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 230 cases, 122 (53%) were related to recertification, 74 cases (32%) were related to first time applicants, 14 cases (6%) were related to adverse action, 14 cases (6%) were related to change report, and 6 cases (3%) to periodic report.
- The 230 cases were processed by 6 different HRA Mediation Liaisons.
- Notable trends in December in relation to the previous months, include:

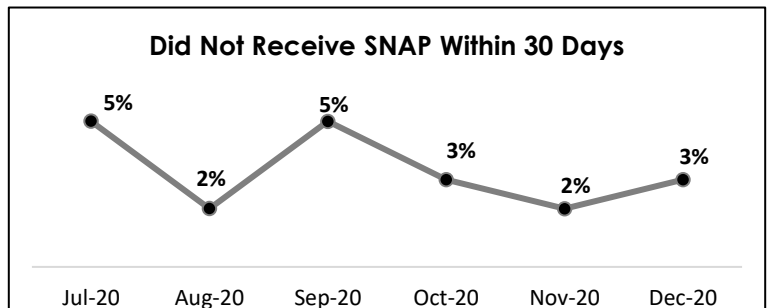
Submitted changes not processed in a timely manner: This issue remained the same in prevalence in comparison to November.



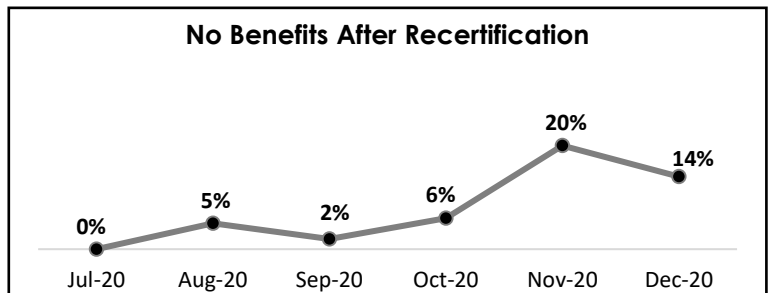
Submitted documents were not logged in the system: This issue remained the same in prevalence in comparison to November.



Did not receive SNAP within 30 days: This issue increased in prevalence by 1 percentage point in comparison to November.



No benefits after recertification: This issue decreased in prevalence by 6 percentage points in comparison to November.



- 66% (151) of cases in December were resolved in the same month as received, this was an increase of 12 percentage points from November (54%).
- 70% (106) of resolved cases were resolved within the key first 5-day time period in December, this was an increase of 8 percentage points from November (62%). 18% (27) of cases were resolved within 6-10 days, this was a decrease of 8 percentage points from November (26%).
- 78% of resolved cases were resolved at the primary and back-up liaison levels in December.

CHART 1: MEDIATION CASES BY ORGANIZATION

CBO	Case Type	Total
Catholic Charities		8
	Adverse Action	2
	First Time Applicant	4
	Recertification	2
Community Council & Consulting		23
	Change Report	5
	First Time Applicant	6
	Recertification	12
Food Bank for NYC		19
	Adverse Action	1
	First Time Applicant	5
	Periodic Report	1
	Recertification	12
Hunger Free NYC		71
	Adverse Action	3
	Change Report	2
	First Time Applicant	28
	Periodic Report	3
	Recertification	35
LiveOn NY		12
	Adverse Action	4
	Change Report	1
	First Time Applicant	5
	Recertification	2
Met Council		60
	Adverse Action	2
	Change Report	6
	First Time Applicant	15
	Periodic Report	2
	Recertification	35
NACHAS		8
	First Time Applicant	2
	Recertification	6
Part of the Solution		21
	First Time Applicant	7
	Recertification	14
Phipps Neighborhoods		2
	Recertification	2
Reaching Out Community Services		2
	First Time Applicant	1
	Recertification	1
The Campaign Against Hunger		3
	Adverse Action	2
	Recertification	1
Tzu Chi Foundation		1
	First Time Applicant	1
Grand Total		230

PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR DECEMBER

This analysis is based on information submitted by 12 organizations. These organizations reported having mediated on behalf of 230 SNAP applicants/participants.

CASE TYPES AMONG HRA MEDIATION LIAISONS:

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

CHART 2: CASES BY HRA MEDIATION LIAISONS

HRA Mediation Liaison	Case Type	Total	%
HRA Mediation Liaison			
	Adverse Action	14	6%
	Change Report	14	6%
	First Time Applicant	74	32%
	Periodic Report	6	3%
	Recertification	122	53%
Grand Total		230	100%

CASE STATUS AND RESOLUTION TIME FRAME

Out of 230 mediation cases submitted in December, 151 (66%) were resolved. As of December, 79 cases (34%) remain unresolved/pending (see Charts 3 and 4 below). Of the 151 cases resolved (106) obtained a resolution within a period of 1-5 days (see chart 5 below).

CHART 3: CASE STATUS

Case Status	Total
Pending	79
Resolved	151
Grand Total	230

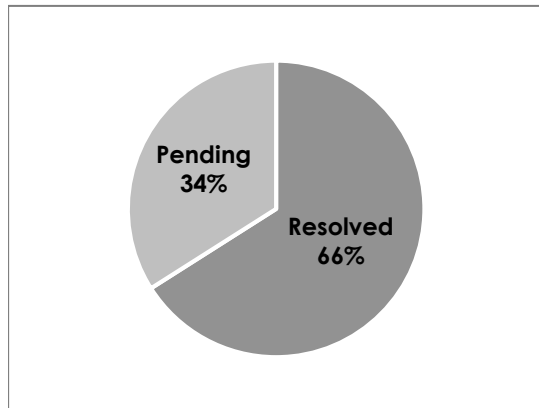


CHART 4: CASE STATUS BY CASE TYPE

Case Status	Case Type	Total	%
Pending	Adverse Action	6	3%
	Change Report	6	3%
	First Time Applicant	27	12%
	Periodic Report	2	1%
	Recertification	38	17%
Resolved	Adverse Action	8	3%
	Change Report	8	3%
	First Time Applicant	47	20%
	Periodic Report	4	2%
	Recertification	84	36%
Grand Total		230	100%

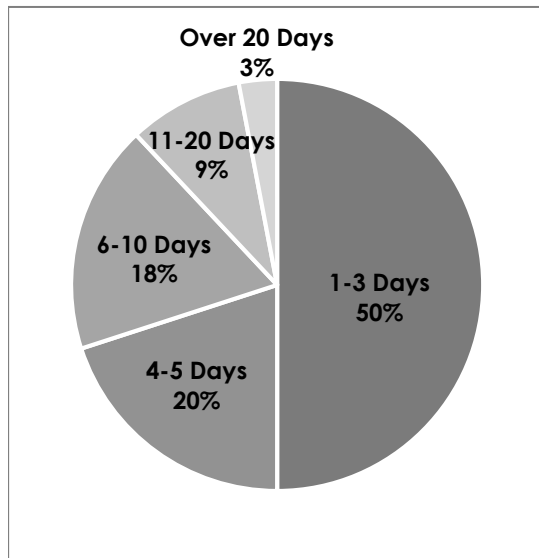


CHART 5: RESOLUTION TIMEFRAME

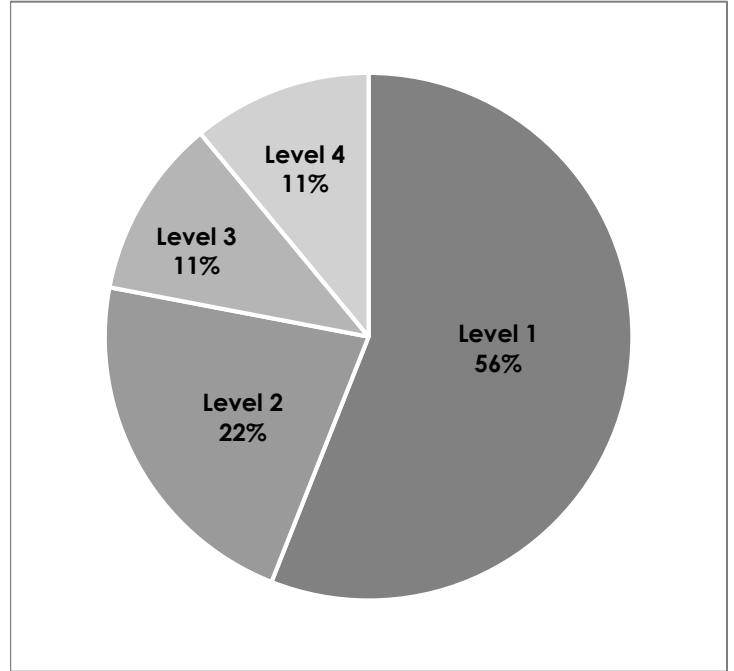
Resolution Timeframe (business days)	Total
1 - 3 Days	76
4 - 5 Days	30
6 - 10 Days	27
11 - 20 Days	14
Over 20 Days	4
Grand Total	151

CHART 7: RESOLUTION LEVEL BY HRA MEDIATION LIAISONS

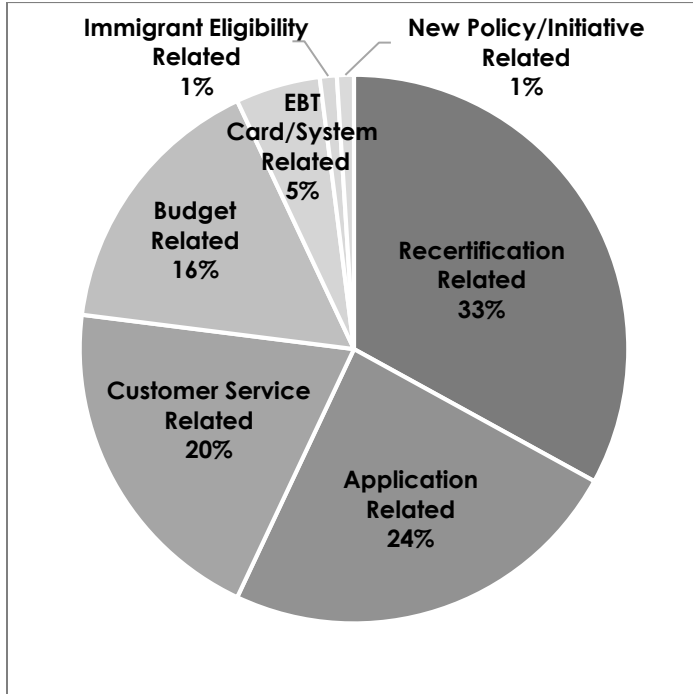
Resolution Level	HRA Mediation Liaison	Total
Level 1		85
	HRA Mediation Liaison	85
Level 2		33
	HRA Mediation Liaison	33
Level 3		16
	HRA Mediation Liaison	16
Level 4		17
	HRA Mediation Liaison	17
Grand Total		151

Of the 151 resolved cases that were reported, 78% (118 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
DECEMBER 2020**



BARRIERS ENCOUNTERED

From 230 cases, a total of 311 barriers¹ were reported in December. Barriers encountered this month were as follows:

Reported Barriers	
Recertification Related	103
Application Related	76
Customer Service Related	62
Budget Related	49
EBT Card/System Related	17
Immigrant Eligibility Related	2
New Policy/Initiative Related	2
Total	311

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

CHART 9: PREVALENT ISSUES

Reported Barriers	Total
No benefits issued after completing recertification	45
Other (specify in the column "Other Barrier")	30
Case closed after fulfilling recertification requirements (specify barrier)	25
Recert packed was not received or received on/after the date of the actual recertification	3
Grand Total	103

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

¹ Some cases presented more than one barrier.

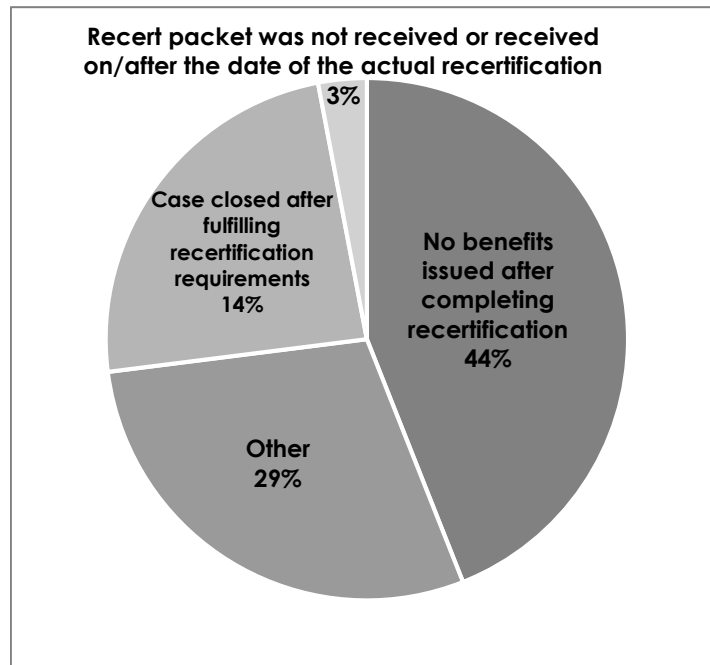
RECERTIFICATION RELATED BARRIERS

A total of 103 recertification barriers were encountered among HRA Mediation Liaisons (see Chart 10 and 11) with issues relating to no benefits issued after completing recertification (45 cases), case closed after fulfilling recertification requirements (25 cases), etc..

CHART 10: RECERTIFICATION RELATED BARRIERS

Recertification Barriers	HRA Mediation Liaison	Total
Case closed after fulfilling recertification requirements (specify barrier)		25
	HRA Mediation Liaison	25
No benefits issued after completing recertification		45
	HRA Mediation Liaison	45
Other (specify in the column "Other Barrier")		30
	HRA Mediation Liaison	30
Recert packet was not received or received on/after the date of the actual recertification		3
	HRA Mediation Liaison	3
Grand Total		103

CHART 11: RECERTIFICATION RELATED BARRIERS AMONG HRA MEDIATION LIAISONS



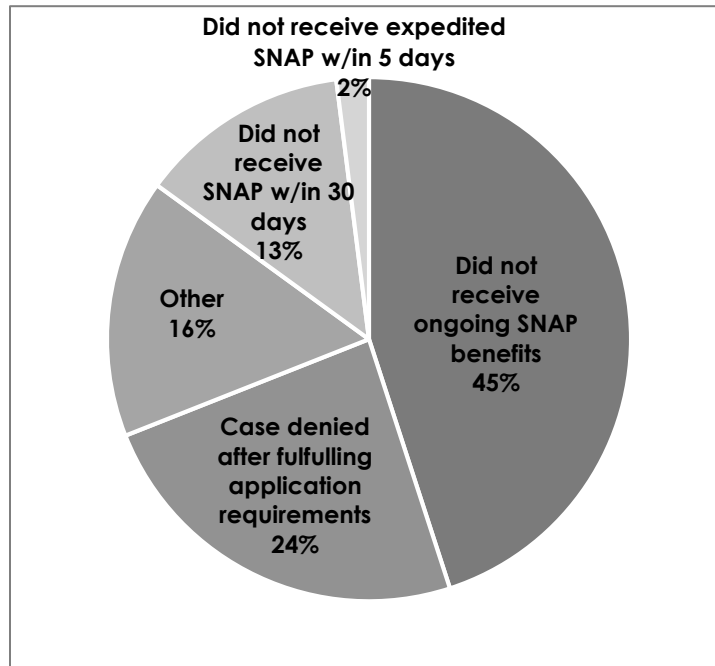
APPLICATION RELATED BARRIERS

A total of 76 application related barriers were encountered among HRA Mediation Liaisons with issues related to not receiving ongoing SNAP benefits (34 cases), case being denied after fulfilling application requirements (18 cases), not receiving SNAP benefits within 30 days (10 cases), etc...

CHART 12: APPLICATION RELATED BARRIERS

Application Barriers	HRA Mediation Liaison	Total
Case denied after fulfilling application requirements (specify barrier)		18
	HRA Mediation Liaison	18
Did not receive expedited SNAP w/in 5 days		2
	HRA Mediation Liaison	2
Did not receive ongoing SNAP benefits		34
	HRA Mediation Liaison	34
Did not receive SNAP w/in 30 days		10
	HRA Mediation Liaison	10
Other (specify in the column "Other Barrier")		12
	HRA Mediation Liaison	12
Grand Total		76

CHART 13: APPLICATION BARRIERS AMONG HRA MEDIATION LIAISONS



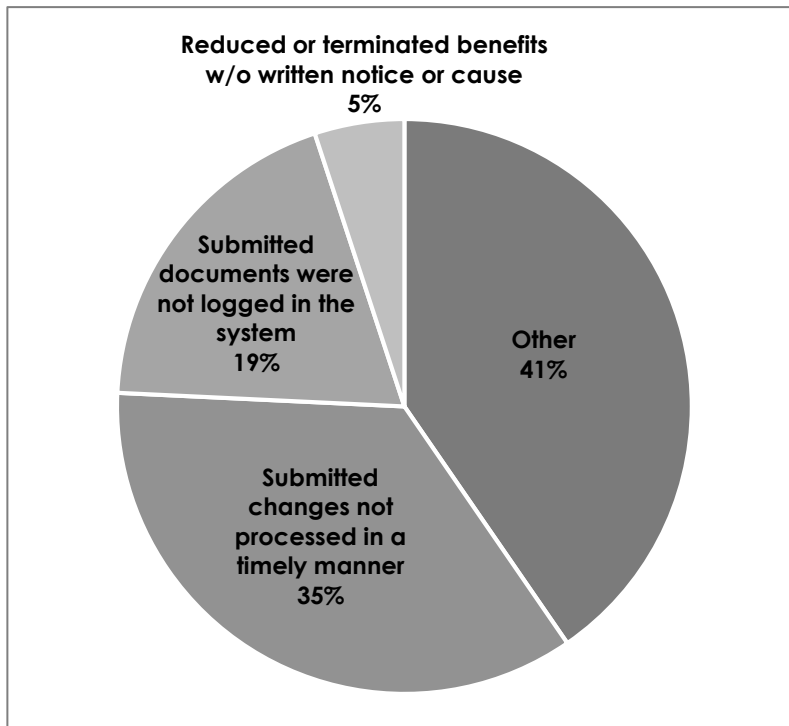
CUSTOMER SERVICE RELATED BARRIERS

A total of 62 customer service related barriers were encountered in December among HRA Mediation Liaisons (see Chart 14 and Chart 15), with issues related to submitted changes not processed in a timely manner (22 cases), submitted documents were not logged in the system (12 cases), etc..

CHART 14: CUSTOMER SERVICE RELATED BARRIERS AMONG HRA MEDIATION LIAISONS

Customer Service Barrier	HRA Mediation Liaison	Total
Other (specify in the column "Other Barrier")		25
	HRA Mediation Liaison	25
Reduced or terminated benefits w/o written notice or cause		3
	HRA Mediation Liaison	3
Submitted changes not processed in a timely manner (see glossary)		22
	HRA Mediation Liaison	22
Submitted documents were not logged in the system		12
	HRA Mediation Liaison	12
Grand Total		62

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



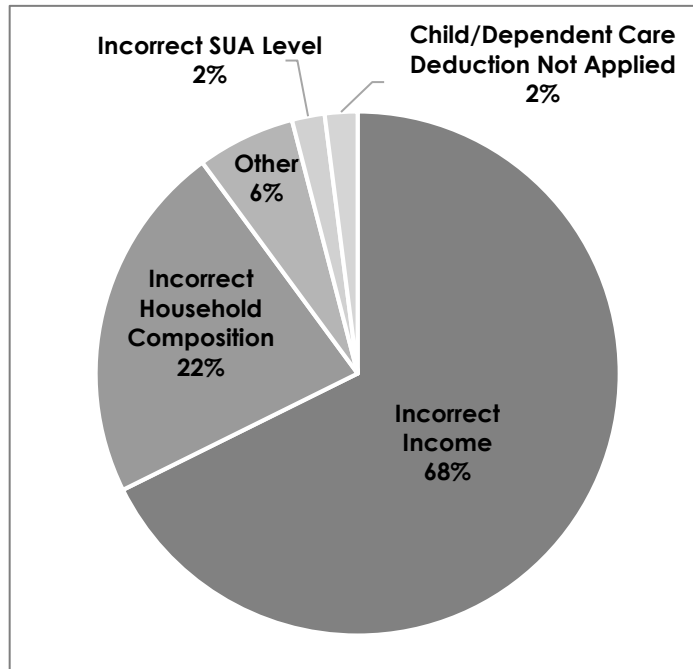
BUDGET RELATED BARRIERS

A total of 49 budget related barriers were encountered in December among HRA Mediation Liaisons (see Chart 16 and Chart 17), with issues related to incorrect income (33 cases), incorrect household composition (11 cases), etc..

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

Budget Related	HRA Mediation Liaison	Total
Child/Dependent care deduction not applied		1
	HRA Mediation Liaison	1
Incorrect Household composition		11
	HRA Mediation Liaison	11
Incorrect Income		33
	HRA Mediation Liaison	33
Incorrect SUA Level		1
	HRA Mediation Liaison	1
Other (specify in the column "Other Barrier")		3
	HRA Mediation Liaison	3
Grand Total		49

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



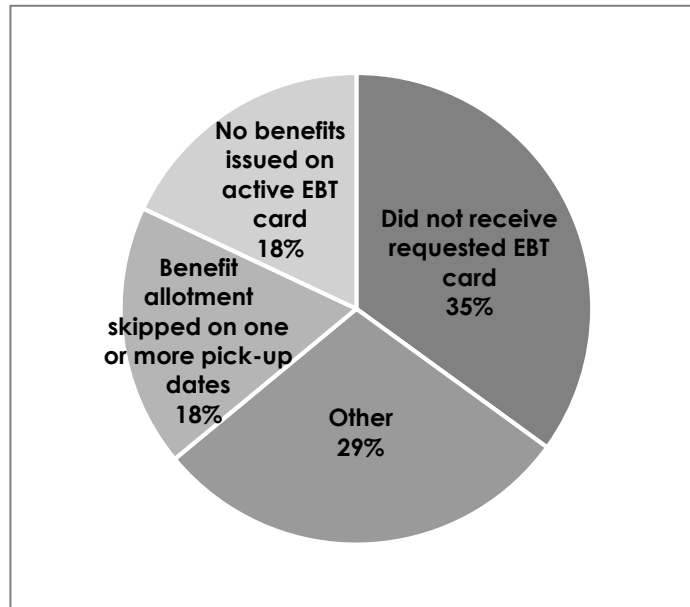
EBT CARD/SYSTEM RELATED BARRIERS

A total of 17 EBT card/system related barriers were encountered in December among HRA Mediation Liaisons (see Chart 18 and Chart 19), with issues related to not receiving requested EBT card (6 cases), no benefits being issued on active EBT card (3 cases), benefit allotment skipped on one or more pick-up dates (3 cases), etc..

CHART 18: 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		3
	HRA Mediation Liaison	3
Did not receive requested EBT card		6
	HRA Mediation Liaison	6
No benefits issued on active EBT card		3
	HRA Mediation Liaison	3
Other (specify in the column "Other Barrier")		5
	HRA Mediation Liaison	5
Grand Total		17

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



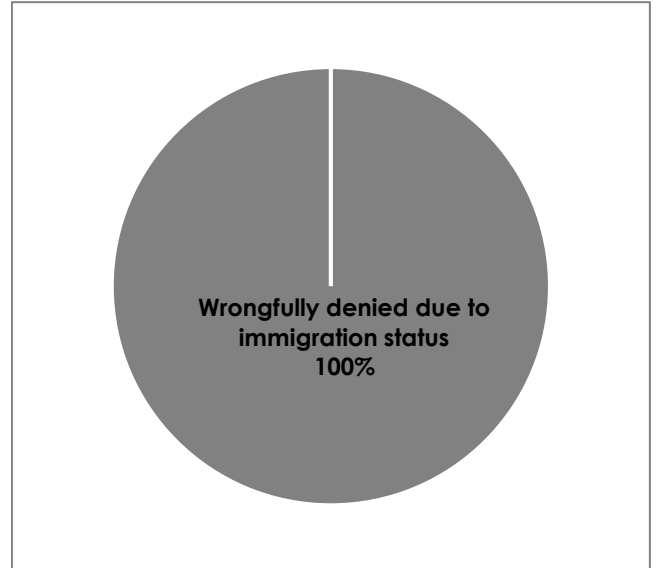
IMMIGRANT ELIGIBILITY RELATED BARRIERS

A total of 2 immigrant eligibility barriers were encountered among HRA Mediation Liaisons (see Chart 20 and 21) with issues relating to wrongfully denied due to immigration status (2 cases).

CHART 20: IMMIGRANT ELIGIBILITY RELATED BARRIERS

Immigrant Eligibility Barrier	HRA Mediation Liaison	Total
Wrongfully denied due to immigration status		2
	HRA Mediation Liaison	2
Grand Total		2

CHART 21: IMMIGRANT ELIGIBILITY RELATED BARRIERS AMONG HRA MEDIATION LIAISONS



NEW POLICY/INITIATIVE RELATED BARRIERS

A total of 2 new policy/initiative barriers were encountered among HRA Mediation Liaisons (see Chart 22 and 23) with issues relating to client case being rejected after complying with application process (1 case), etc...

CHART 22: NEW POLICY/INITIATIVE RELATED BARRIERS

New Policy/Initiative Barriers	HRA Mediation Liaison	Total
Client case was rejected after complying with application process		1
	HRA Mediation Liaison	1
Client submitted a change report adding newborn to the case, it's been more than 30 days but child has not been added to the case		1
	HRA Mediation Liaison	1
Grand Total		2

CHART 23: NEW POLICY/INITIATIVE RELATED BARRIERS AMONG HRA MEDIATION LIAISONS

