



The Food Bank For New York City

Mediation Analysis Report for March 2021

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

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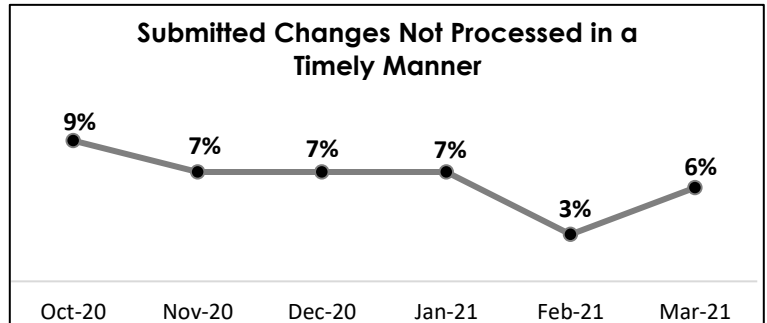
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- o EBT Card/System Related Barriers.....13
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ANALYSIS HIGHLIGHTS

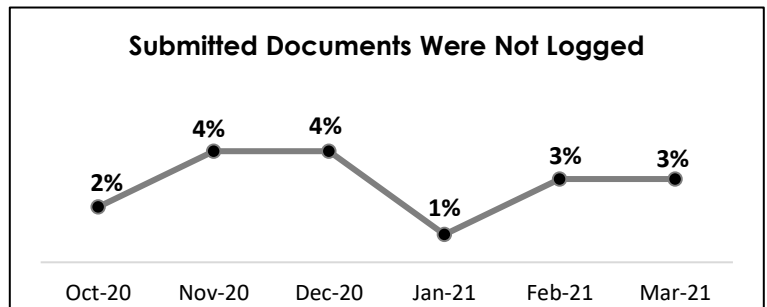
The following mediation activities were observed under the Mediation Model in March 2021:

- 12 Organizations reported 205 mediation cases – with a total of 234 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 205 cases, 140 (68%) were related to first time applicants, 39 cases (19%) were related to recertification, 15 cases (7%) were related to change report, and 11 cases (5%) were related to adverse action.
- The 205 cases were processed by 7 different HRA Mediation Liaisons.
- Notable trends in March in relation to the previous months, include:

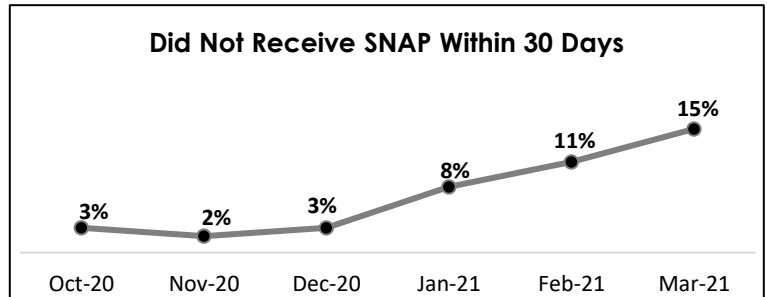
Submitted changes not processed in a timely manner: This issue increased in prevalence by 3 percentage points in comparison to February.



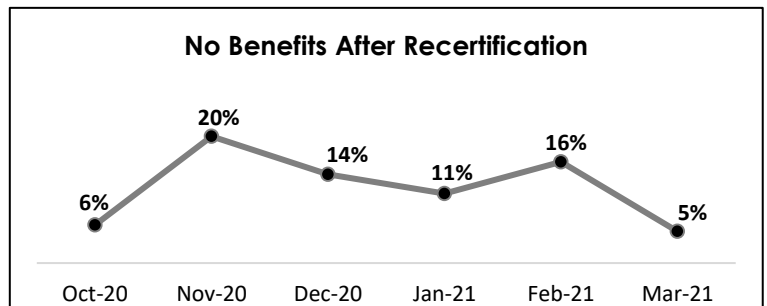
Submitted documents were not logged in the system: This issue remained the same in prevalence in comparison to February.



Did not receive SNAP within 30 days: This issue increased in prevalence by 4 percentage points in comparison to February.



No benefits after recertification: This issue decreased in prevalence by 11 percentage points in comparison to February.



- 78% (159) of cases in March were resolved in the same month as received, which is an increase of 3 percentage points from February (75%).
- 74% (118) of resolved cases were resolved within the key first 5-day time period in March. This was a decrease of 5 percentage points from February (79%). 16% (26) of cases were resolved within 6-10 days, which is an increase of 6 percentage points from February (10%).
- 81% of resolved cases were resolved at the primary and back-up liaison levels in March.

CHART 1: MEDIATION CASES BY ORGANIZATION

CBO	Case Type	Total
Apicha Community Health Center		4
	First Time Applicant	4
Community Council & Consulting		15
	Change Report	1
	First Time Applicant	10
	Recertification	4
Food Bank for NYC		17
	Change Report	1
	First Time Applicant	10
	Recertification	6
Hunger Free NYC		68
	Adverse Action	9
	Change Report	2
	First Time Applicant	53
	Recertification	4
LiveOn NY		5
	First Time Applicant	4
	Recertification	1
Make the Road-Queens		3
	Recertification	3
Met Council		42
	Change Report	9
	First Time Applicant	25
	Recertification	8
NACHAS		9
	Adverse Action	2
	First Time Applicant	5
	Recertification	2
Part of the Solution		30
	Change Report	1
	First Time Applicant	20
	Recertification	9
Public Health Solutions		4
	First Time Applicant	4
Together We Are		7
	Change Report	1
	First Time Applicant	4
	Recertification	2
Tzu Chi Foundation		1
	First Time Applicant	1
Grand Total		205

PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR MARCH

This analysis is based on information submitted by 12 organizations. These organizations reported having mediated on behalf of 205 SNAP applicants/participants.

CASE TYPES AMONG HRA MEDIATION LIAISONS:

March 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	140	68%
	Recertification	39	19%
	Change Report	15	7%
	Adverse Action	11	5%
Grand Total		205	100%

CASE STATUS AND RESOLUTION TIME FRAME

Out of 205 mediation cases submitted in March, 159 (78%) were resolved. As of March, 46 cases (22%) remain unresolved/pending (see Charts 3 and 4 below). Of the 159 cases resolved, 118 obtained a resolution within a period of 1-5 days (see chart 5 below).

CHART 3: CASE STATUS

Case Status	Total
Pending	46
Resolved	159
Grand Total	205

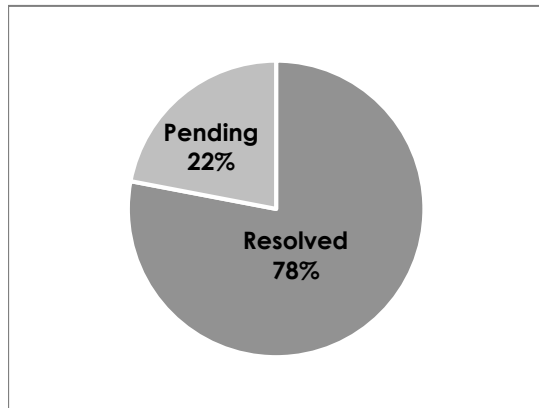


CHART 4: CASE STATUS BY CASE TYPE

Case Status	Case Type	Total	%
Pending	Adverse Action	2	1%
	Change Report	2	1%
	First Time Applicant	33	16%
	Recertification	9	4%
Resolved	Adverse Action	9	4%
	Change Report	13	6%
	First Time Applicant	107	52%
	Recertification	30	15%
Grand Total		205	100%

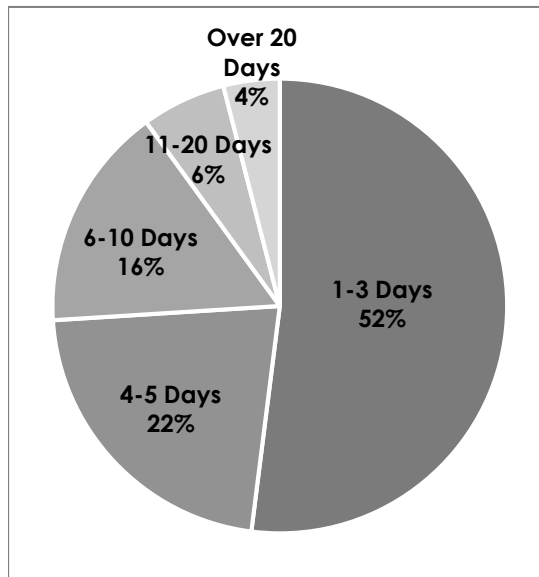


CHART 5: RESOLUTION TIMEFRAME

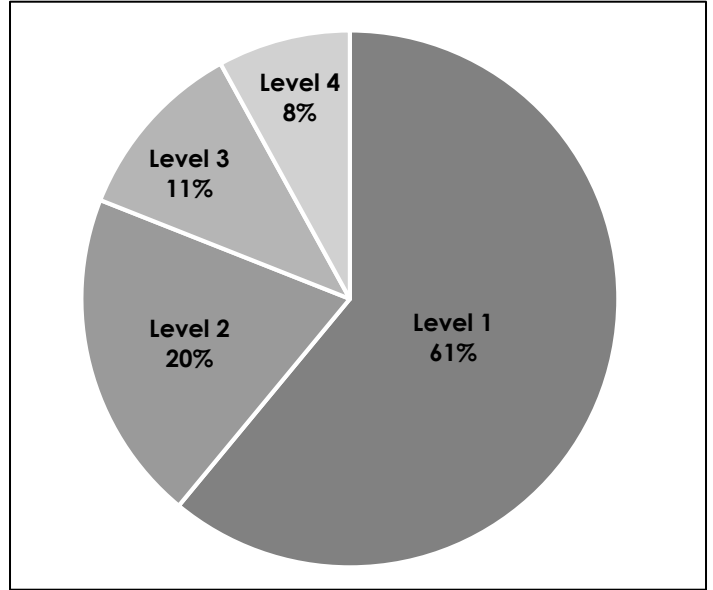
Resolution Timeframe (business days)	Total
1 - 3 Days	83
4 - 5 Days	35
6 - 10 Days	26
11 - 20 Days	10
Over 20 Days	5
Grand Total	159

CHART 7: RESOLUTION LEVEL BY HRA MEDIATION LIAISONS

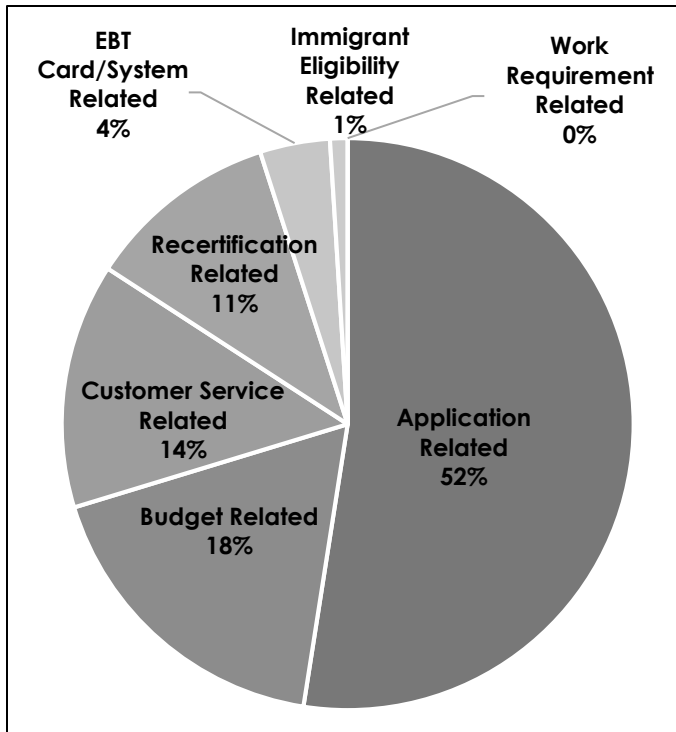
Resolution Level	HRA Mediation Liaison	Total
Level 1		96
	HRA Mediation Liaison	96
Level 2		32
	HRA Mediation Liaison	32
Level 3		18
	HRA Mediation Liaison	18
Level 4		13
	HRA Mediation Liaison	13
Grand Total		159

Of the 159 resolved cases that were reported, 81% (128 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
March 2021**



BARRIERS ENCOUNTERED

From 205 cases, a total of 234 barriers¹ were reported in March. Barriers encountered this month were as follows:

Reported Barriers	
Application Related	124
Budget Related	41
Customer Service Related	32
Recertification Related	25
EBT Card/System Related	9
Immigrant Eligibility Related	2
Work Requirement Related	1
Total	234

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

CHART 9: PREVALENT ISSUES

Reported Barriers	Total
Did not receive ongoing SNAP benefits	52
Did not receive SNAP w/in 30 days	34
Case denied after fulfilling application requirements (specify barrier)	22
Other (specify in the column "Other Barrier")	14
Did not receive expedited SNAP w/in 5 days	2
Grand Total	124

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

¹ Some cases presented more than one barrier.

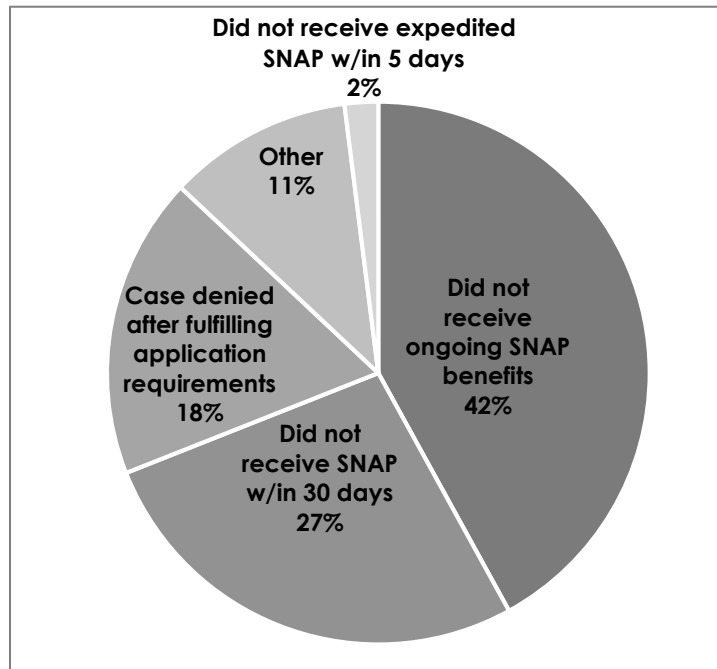
APPLICATION RELATED BARRIERS

A total of 124 application related barriers were encountered among HRA Mediation Liaisons with issues related to not receiving ongoing SNAP benefits (52 cases), not receiving SNAP benefits within 30 days (34 cases), case being denied after fulfilling application requirements (22 cases), etc...

CHART 10: APPLICATION RELATED BARRIERS

Application Barriers	HRA Mediation Liaison	Total
Case denied after fulfilling application requirements (specify barrier)		22
	HRA Mediation Liaison	22
Did not receive expedited SNAP w/in 5 days		2
	HRA Mediation Liaison	2
Did not receive ongoing SNAP benefits		52
	HRA Mediation Liaison	52
Did not receive SNAP w/in 30 days		34
	HRA Mediation Liaison	34
Other (specify in the column "Other Barrier")		14
	HRA Mediation Liaison	14
Grand Total		124

CHART 11: APPLICATION BARRIERS AMONG HRA MEDIATION LIAISONS



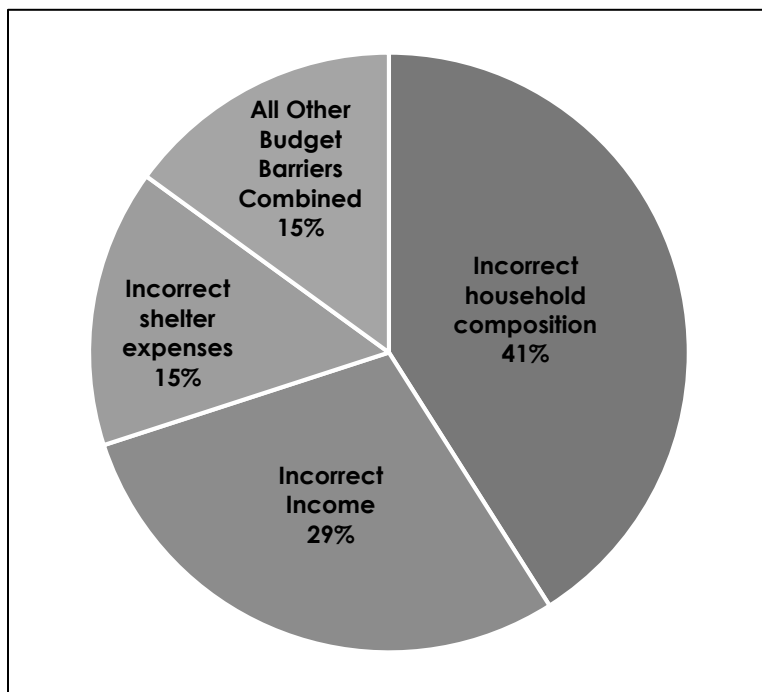
BUDGET RELATED BARRIERS

A total of 41 budget related barriers were encountered in March among HRA Mediation Liaisons (see Chart 12 and Chart 13), with issues related to incorrect income (17 cases), incorrect household composition (12 cases), incorrect shelter expenses (6 cases), etc..

**CHART 12: BUDGET RELATED BARRIERS
AMONG HRA MEDIATION LIAISONS**

Budget Barriers	HRA Mediation Liaison	Total
Child/Dependent care deduction not applied		1
	HRA Mediation Liaison	1
Incorrect Household composition		12
	HRA Mediation Liaison	12
Incorrect Income		17
	HRA Mediation Liaison	17
Incorrect income guideline applied		1
	HRA Mediation Liaison	1
Incorrect Shelter Expenses		6
	HRA Mediation Liaison	6
Incorrect SUA Level		1
	HRA Mediation Liaison	1
Medical deduction not applied		1
	HRA Mediation Liaison	1
Other (specify in the column "Other Barrier")		2
	HRA Mediation Liaison	2
Grand Total		41

**CHART 13: BUDGET RELATED SERVICE BARRIERS ENCOUNTERED
AMONG HRA MEDIATION LIAISONS**



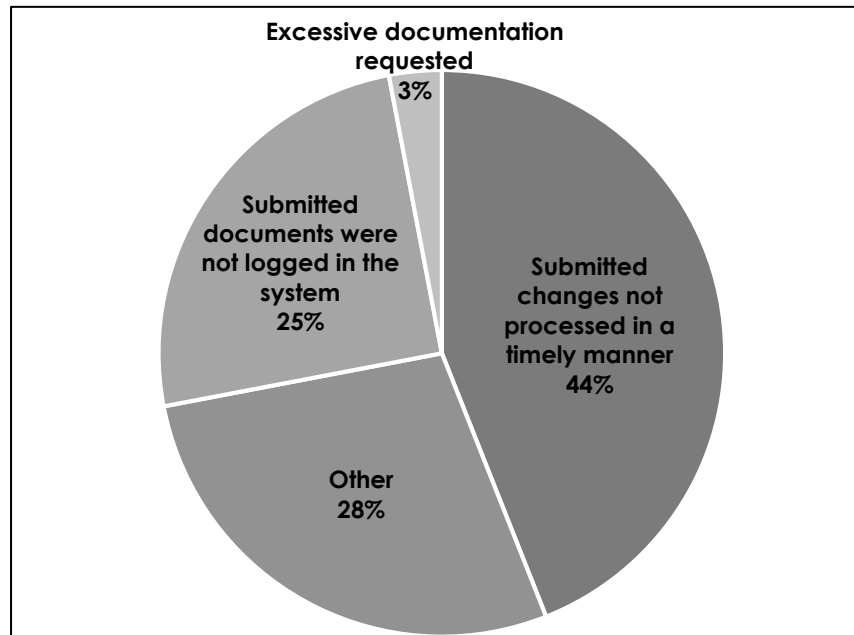
CUSTOMER SERVICE RELATED BARRIERS

A total of 32 customer service related barriers were encountered in March among HRA Mediation Liaisons (see Chart 14 and Chart 15), with issues related to submitted changes not processed in a timely manner (14 cases), submitted documents were not logged in the system (8 cases), etc.

CHART 14: CUSTOMER SERVICE RELATED BARRIERS AMONG HRA MEDIATION LIAISONS

Customer Service Barriers	HRA Mediation Liaison	Total
Excessive documentation requested		1
	HRA Mediation Liaison	1
Other (specify in the column "Other Barrier")		9
	HRA Mediation Liaison	9
Submitted changes not processed in a timely manner (see glossary)		14
	HRA Mediation Liaison	14
Submitted documents were not logged in the system		8
	HRA Mediation Liaison	8
Grand Total		32

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



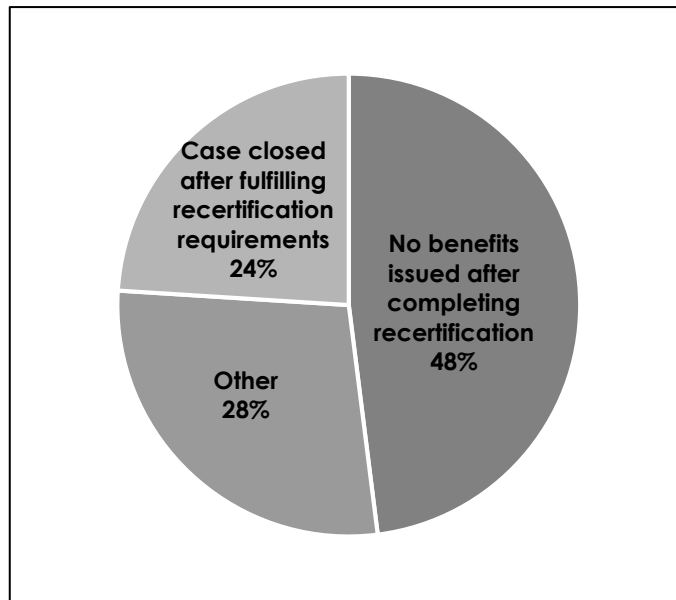
RECERTIFICATION RELATED BARRIERS

A total of 25 recertification barriers were encountered among HRA Mediation Liaisons (see Chart 16 and 17) with issues relating to no benefits issued after completing recertification (12 cases), case closed after fulfilling recertification requirements (6 cases), etc..

CHART 16: RECERTIFICATION RELATED BARRIERS

Recertification Barriers	HRA Mediation Liaison	Total
Case closed after fulfilling recertification requirements (specify barrier)		6
	HRA Mediation Liaison	6
No benefits issued after completing recertification		12
	HRA Mediation Liaison	12
Other (specify in the column "Other Barrier")		7
	HRA Mediation Liaison	7
Grand Total		25

**CHART 17: RECERTIFICATION RELATED BARRIERS
 AMONG HRA MEDIATION LIAISONS**



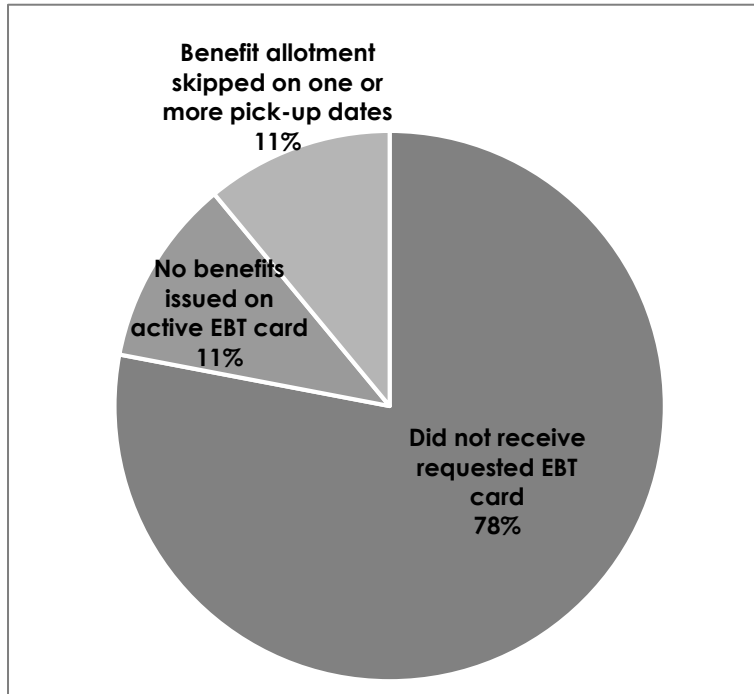
EBT CARD/SYSTEM RELATED BARRIERS

A total of 9 EBT card/system related barriers were encountered in March among HRA Mediation Liaisons (see Chart 18 and Chart 19), with issues related to not receiving requested EBT card (7 cases), no benefits issued on active EBT card (1 case), etc..

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

EBT Card/System Barriers	HRA Mediation Liaison	Total
Did not receive requested EBT card		7
	HRA Mediation Liaison	7
No benefits issued on active EBT card		1
	HRA Mediation Liaison	1
Benefit allotment skipped on one or more pick-up dates		1
	HRA Mediation Liaison	1
Grand Total		9

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



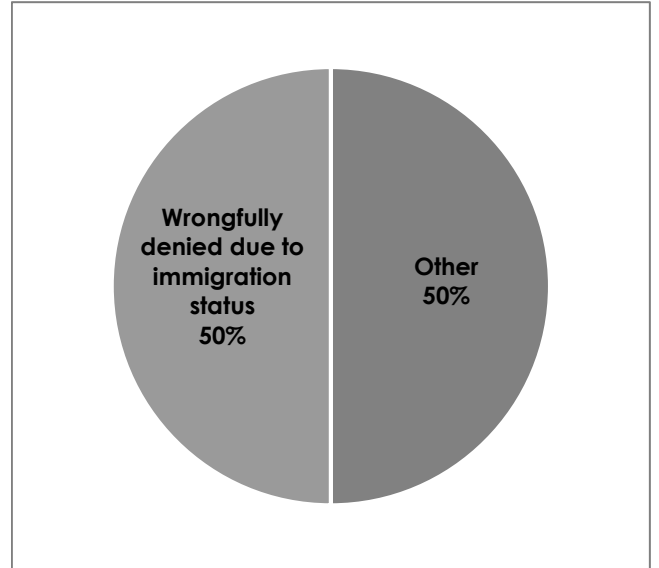
IMMIGRANT ELIGIBILITY RELATED BARRIERS

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

CHART 20: IMMIGRANT ELIGIBILITY RELATED BARRIERS

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

CHART 21: IMMIGRANT ELIGIBILITY RELATED BARRIERS AMONG HRA MEDIATION LIAISONS



WORK REQUIREMENT RELATED BARRIERS

A total of one work requirement barrier was encountered among HRA Mediation Liaisons (see Chart 22 and 23) related to student eligibility rules incorrectly applied.

CHART 22: WORK REQUIREMENT RELATED BARRIERS

Work Requirement Barrier	HRA Mediation Liaison	Total
Student eligibility rules incorrectly applied		1
	HRA Mediation Liaison	1
Grand Total		1

CHART 23: WORK REQUIREMENT RELATED BARRIERS AMONG HRA MEDIATION LIAISONS

