



The Food Bank For New York City

Mediation Analysis Report for November 2020

Time Periods Reflected: November 1, 2020 through November 30, 2020

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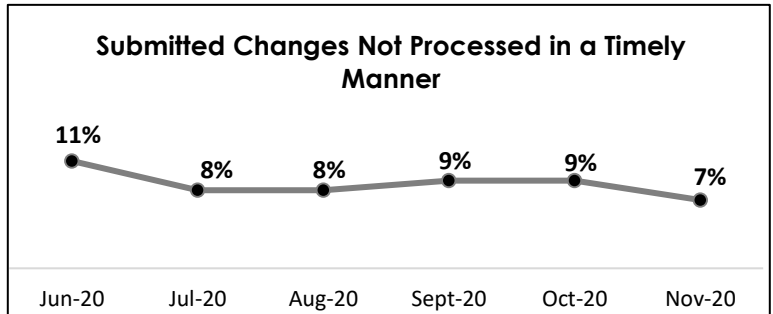
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ANALYSIS HIGHLIGHTS

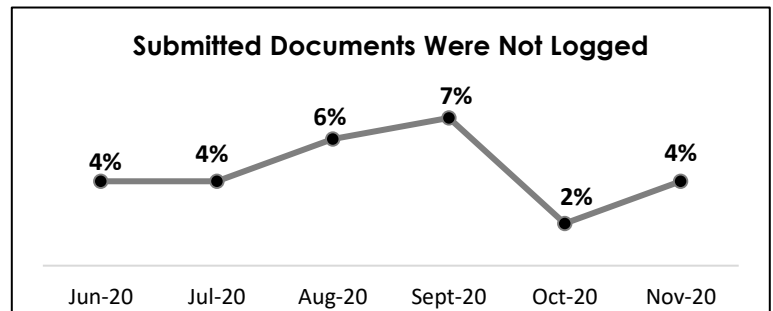
The following mediation activities were observed under the Mediation Model in November 2020:

- 11 Organizations reported 141 mediation cases – with a total of 180 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 141 cases, 76 (54%) were related to recertification, 40 cases (28%) were related to first time applicants, 17 cases (12%) were related to adverse action, 7 cases (5%) were related to change report, and 1 case (1%) to periodic report.
- The 141 cases were processed by 6 different HRA Mediation Liaisons.
- Notable trends in November in relation to the previous months, include:

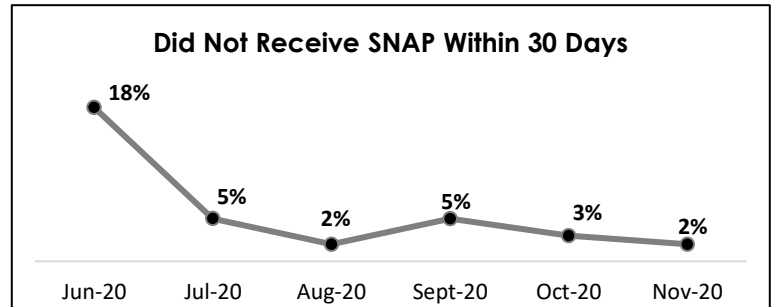
Submitted changes not processed in a timely manner: This issue decreased in prevalence by 2 percentage points in comparison to October.



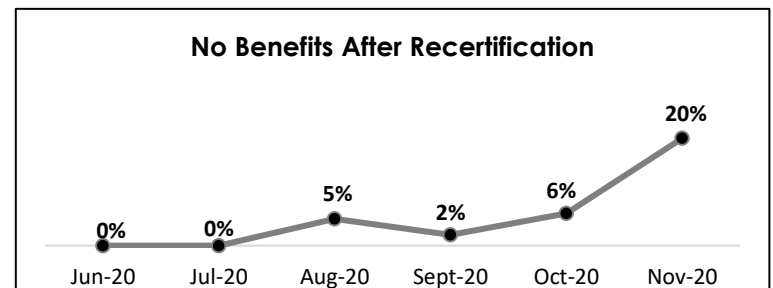
Submitted documents were not logged in the system: This issue increased in prevalence by 2 percentage points in comparison to October.



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



No benefits after recertification: This issue increased in prevalence by 14 percentage points in comparison to October.



- 54% (76) of cases in November were resolved in the same month as received, this was a decrease of 13 percentage points from October (67%).
- 62% (47) of resolved cases were resolved within the key first 5-day time period in November, this was a decrease of 3 percentage points from October (65%). 26% (20) of cases were resolved within 6-10 days, this was an increase of 3 percentage points from October (23%).
- 80% of resolved cases were resolved at the primary and back-up liaison levels in November.

CHART 1: MEDIATION CASES BY ORGANIZATION

CBO	Case Type	Total
Apicha CHC		1
	Change Report	1
Arab American Family Support Center		2
	First Time Applicant	1
	Recertification	1
Community Health Action		2
	Adverse Action	1
	First Time Applicant	1
Food Bank for NYC		11
	First Time Applicant	4
	Periodic Report	1
	Recertification	6
Hunger Free NYC		39
	Adverse Action	8
	First Time Applicant	18
	Recertification	13
LiveOn NY		13
	Adverse Action	2
	First Time Applicant	6
	Recertification	5
Met Council		45
	Adverse Action	5
	Change Report	6
	First Time Applicant	5
	Recertification	29
NACHAS		10
	First Time Applicant	1
	Recertification	9
NIA Community Services Network		2
	First Time Applicant	1
	Recertification	1
Part of the Solution		15
	First Time Applicant	3
	Recertification	12
The Campaign Against Hunger		1
	Adverse Action	1
Grand Total		141

PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR NOVEMBER

This analysis is based on information submitted by 11 organizations. These organizations reported having mediated on behalf of 141 SNAP applicants/participants.

CASE TYPES AMONG HRA MEDIATION LIAISONS:

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

CHART 2: CASES BY HRA MEDIATION LIAISONS

HRA Mediation Liaison	Case Type	Total	%
HRA Mediation Liaison	Adverse Action	17	12%
	Change Report	7	5%
	First Time Applicant	40	28%
	Periodic Report	1	1%
	Recertification	76	54%
Grand Total		141	100%

CASE STATUS AND RESOLUTION TIME FRAME

Out of 141 mediation cases submitted in November, 76 (54%) were resolved. As of November, 65 cases (46%) remain unresolved/pending (see Charts 3 and 4 below). Of the 76 cases resolved, 47 obtained a resolution within a period of 1-5 days (see chart 5 below).

CHART 3: CASE STATUS

Case Status	Total
Pending	65
Resolved	76
Grand Total	141

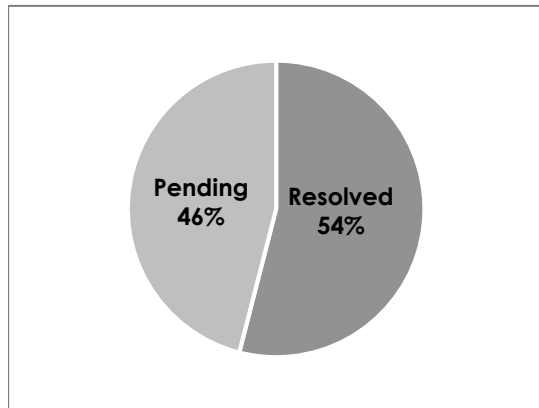


CHART 4: CASE STATUS BY CASE TYPE

Case Status	Case Type	Total	%
Pending	Adverse Action	7	5%
	Change Report	5	4%
	First Time Applicant	16	11%
	Periodic Report	1	1%
	Recertification	36	26%
Resolved	Adverse Action	10	7%
	Change Report	2	1%
	First Time Applicant	24	17%
	Recertification	40	28%
Grand Total		141	100%

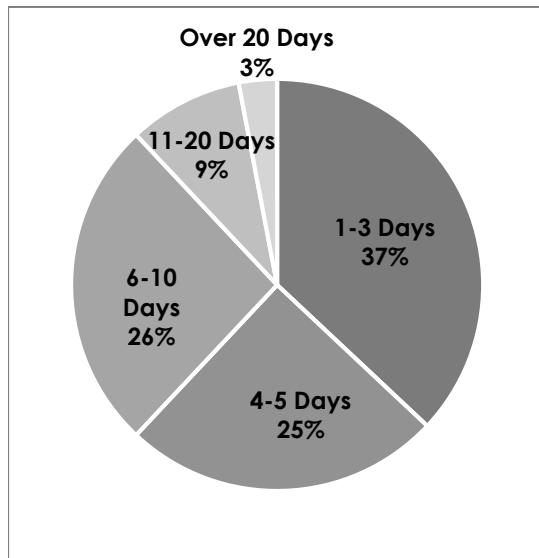


CHART 5: RESOLUTION TIMEFRAME

Resolution Timeframe (business days)	Total
1 - 3 Days	28
4 - 5 Days	19
6 - 10 Days	20
11 - 20 Days	7
Over 20 Days	2
Grand Total	76

CHART 7: RESOLUTION LEVEL BY HRA MEDIATION LIAISONS

Resolution Level	HRA Mediation Liaison	Total
Level 1		38
	HRA Mediation Liaison	38
Level 2		23
	HRA Mediation Liaison	23
Level 3		8
	HRA Mediation Liaison	8
Level 4		7
	HRA Mediation Liaison	7
Grand Total		76

Of the 76 resolved cases that were reported, 80% (61 cases) were resolved at the HRA primary or back-up liaison levels. (See Chart 6)

CHART 6: HRA LIAISON LEVEL OF RESOLUTION

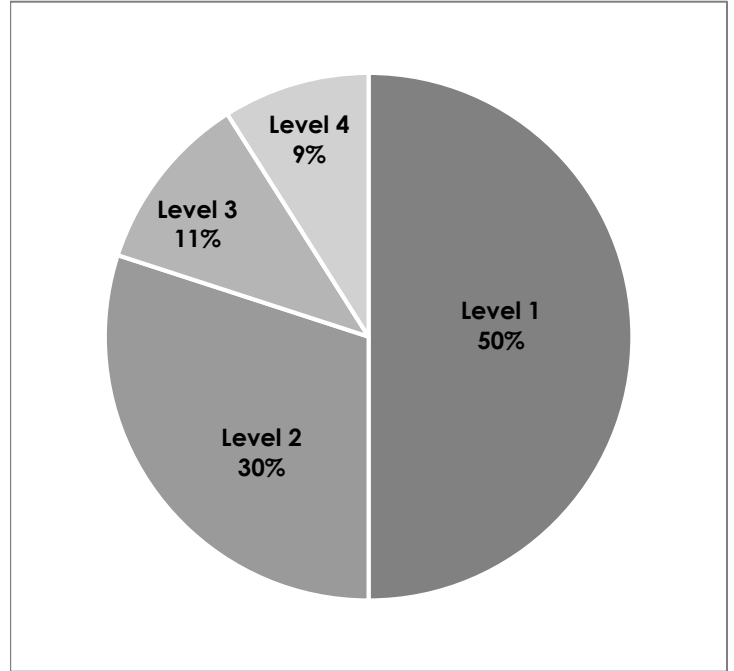
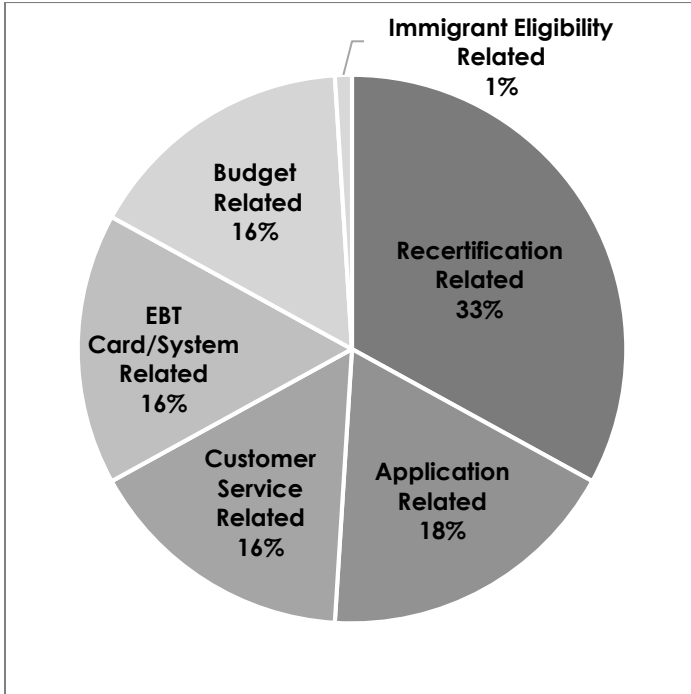


CHART 8: SNAP BARRIERS IN NOVEMBER 2020



BARRIERS ENCOUNTERED

From 141 cases, a total of 180 barriers¹ were reported in November. Barriers encountered this month were as follows:

Reported Barriers	
Recertification Related	59
Application Related	33
Customer Service Related	29
EBT Card/System Related	29
Budget Related	28
Immigrant Eligibility Related	2
Total	180

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

CHART 9: PREVALENT ISSUES

Reported Barriers	Total
No benefits issued after completing recertification	36
Case closed after fulfilling recertification requirements (specify barrier)	15
Other (specify in the column "Other Barrier")	8
Grand Total	59

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

¹ Some cases presented more than one barrier.

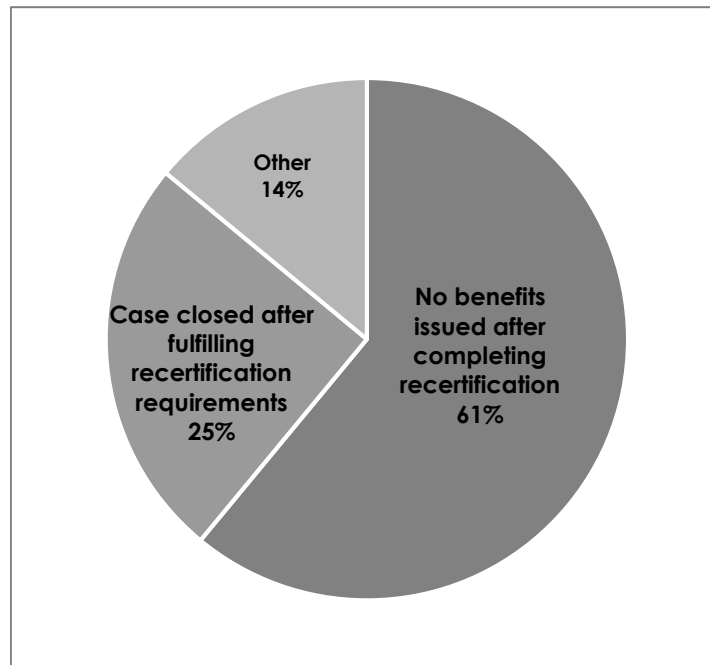
RECERTIFICATION RELATED BARRIERS

A total of 59 recertification barriers were encountered among HRA Mediation Liaisons (see Chart 10 and 11) with issues relating to no benefits issued after completing recertification (36 cases), case closed after fulfilling recertification requirements (15 cases), etc..

CHART 10: RECERTIFICATION RELATED BARRIERS

Recertification Barriers	HRA Mediation Liaison	Total
Case closed after fulfilling recertification requirements (specify barrier)		15
	HRA Mediation Liaison	15
No benefits issued after completing recertification		36
	HRA Mediation Liaison	36
Other (specify in the column "Other Barrier")		8
	HRA Mediation Liaison	8
Grand Total		59

CHART 11: RECERTIFICATION RELATED BARRIERS AMONG HRA MEDIATION LIAISONS



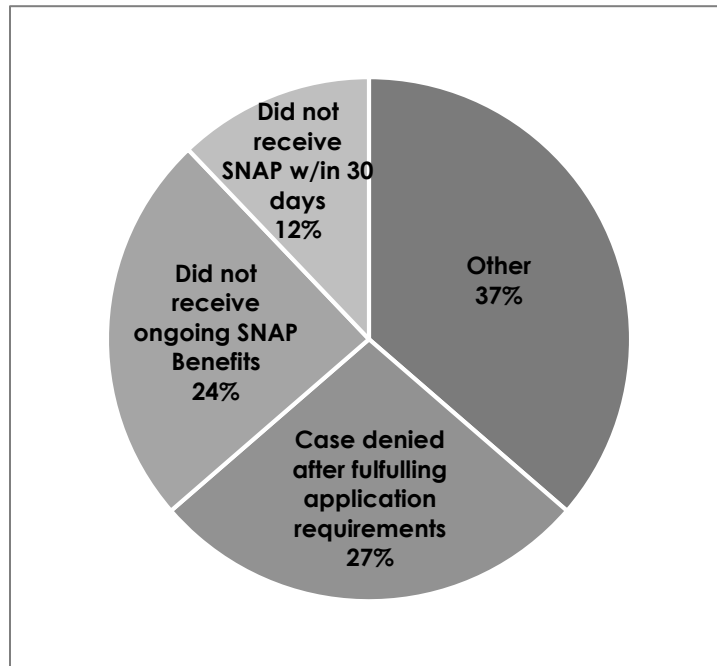
APPLICATION RELATED BARRIERS

A total of 33 application related barriers were encountered among HRA Mediation Liaisons with issues related to case being denied after fulfilling application requirements (9 cases), not receiving ongoing SNAP benefits (8 cases), etc...

CHART 12: APPLICATION RELATED BARRIERS

Application Barriers	HRA Mediation Liaison	Total
Case denied after fulfilling application requirements (specify barrier)		9
	HRA Mediation Liaison	9
Did not receive ongoing SNAP benefits		8
	HRA Mediation Liaison	8
Did not receive SNAP w/in 30 days		4
	HRA Mediation Liaison	4
Other (specify in the column "Other Barrier")		12
	HRA Mediation Liaison	12
Grand Total		33

CHART 13: APPLICATION BARRIERS AMONG HRA MEDIATION LIAISONS



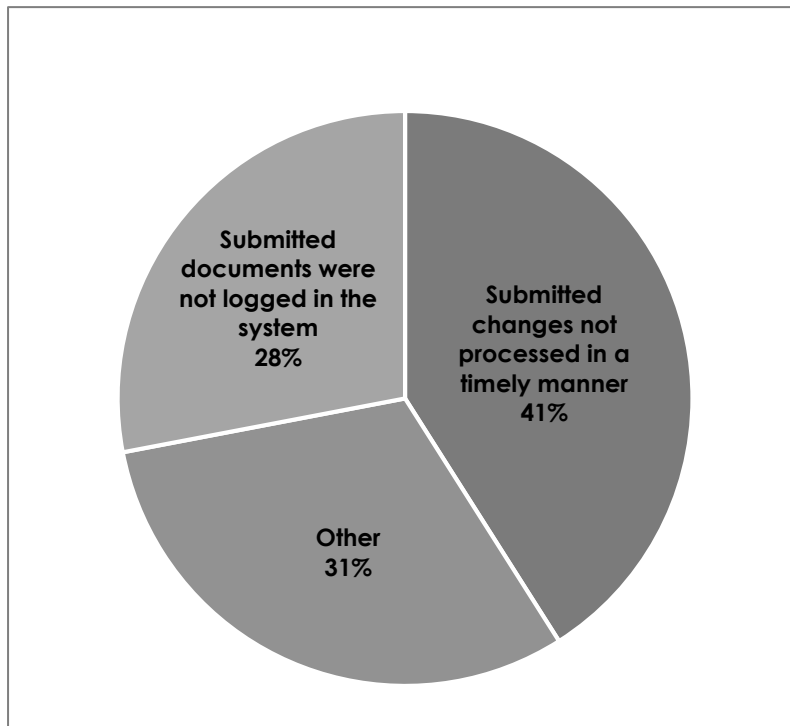
CUSTOMER SERVICE RELATED BARRIERS

A total of 29 customer service related barriers were encountered in November among HRA Mediation Liaisons (see Chart 14 and Chart 15), with issues related to submitted changes not processed in a timely manner (12 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
Other (specify in the column "Other Barrier")		9
	HRA Mediation Liaison	9
Submitted changes not processed in a timely manner (see glossary)		12
	HRA Mediation Liaison	12
Submitted documents were not logged in the system		8
	HRA Mediation Liaison	8
Grand Total		29

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



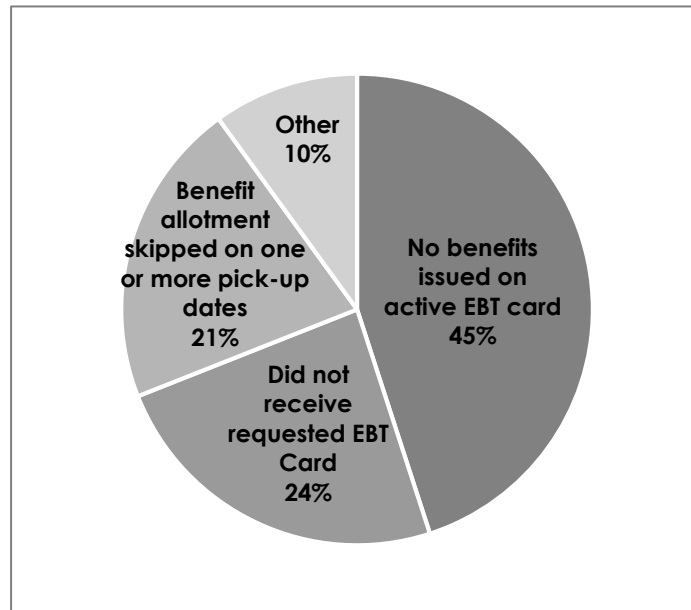
EBT CARD/SYSTEM RELATED BARRIERS

A total of 29 EBT card/system related barriers were encountered in November among HRA Mediation Liaisons (see Chart 16 and Chart 17), with issues related to no benefits being issued on active EBT card (13 cases), not receiving requested EBT card (7 cases), benefit allotment skipped on one or more pick-up dates (6 cases), etc..

CHART 16: 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		6
	HRA Mediation Liaison	6
Did not receive requested EBT card		7
	HRA Mediation Liaison	7
No benefits issued on active EBT card		13
	HRA Mediation Liaison	13
Other (specify in the column "Other Barrier")		3
	HRA Mediation Liaison	3
Grand Total		29

CHART 17: EBT CARD/SYSTEM RELATED BARRIERS ENCOUNTERED AMONG HRA MEDIATION LIAISONS



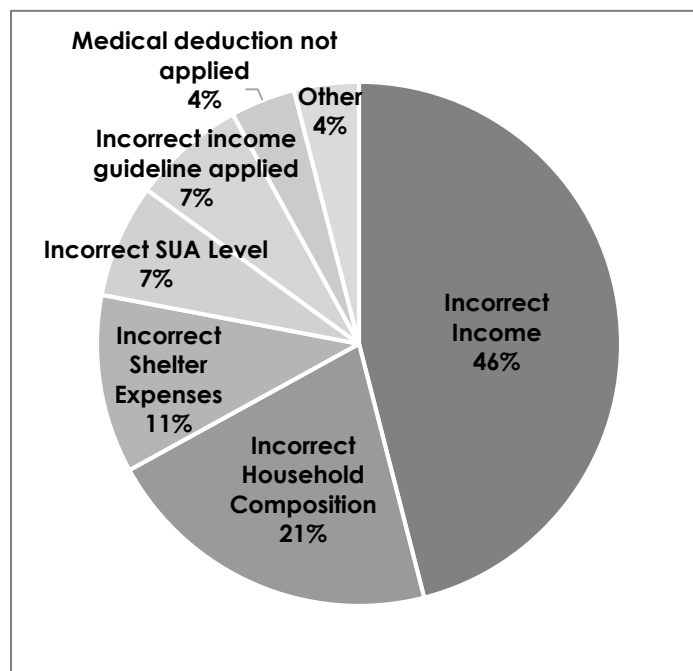
BUDGET RELATED BARRIERS

A total of 28 budget related barriers were encountered in November among HRA Mediation Liaisons (see Chart 18 and Chart 19), with issues related to incorrect income (13 cases), incorrect household composition (16 cases), incorrect shelter expenses (3 cases), etc..

**CHART 18: BUDGET RELATED BARRIERS
AMONG HRA MEDIATION LIAISONS**

Budget Barriers	HRA Mediation Liaison	Total
Incorrect Household composition		6
	HRA Mediation Liaison	6
Incorrect Income		13
	HRA Mediation Liaison	13
Incorrect income guideline applied		2
	HRA Mediation Liaison	2
Incorrect Shelter Expenses		3
	HRA Mediation Liaison	3
Incorrect SUA Level		2
	HRA Mediation Liaison	2
Medical deduction not applied		1
	HRA Mediation Liaison	1
Other (specify in the column "Other Barrier")		1
	HRA Mediation Liaison	1
Grand Total		28

**CHART 19: BUDGET RELATED SERVICE 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 income of ineligible immigrant prorated incorrectly (1 case) and wrongfully denied due to immigration status (1 case).

CHART 20: IMMIGRANT ELIGIBILITY RELATED BARRIERS

Immigrant Eligibility Barriers	HRA Mediation Liaison	Total
Income of ineligible immigrant prorated incorrectly		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

