



The Food Bank For New York City

Mediation Analysis Report for October 2020

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

TABLE OF CONTENTS

Analysis Highlights..... 3

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

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

Case Status and Resolution Time Frame 6

Barriers Encountered 8

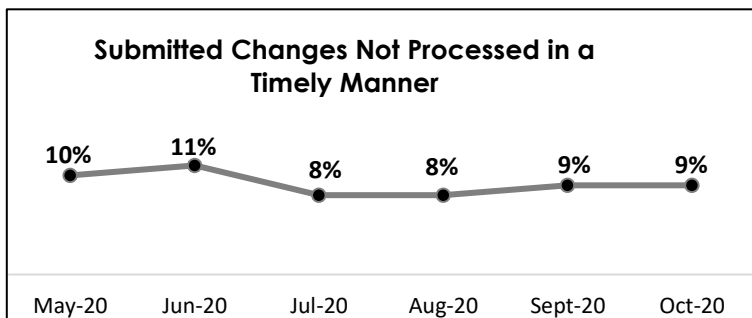
- o Customer Service Barriers..... 9
- o Recertification Related Barriers.....10
- o Budget Related Barriers..... 11
- o Application Related Barriers..... 12
- o EBT Card/System Related Barriers.....13
- o Work Requirement Related Barriers.....14

ANALYSIS HIGHLIGHTS

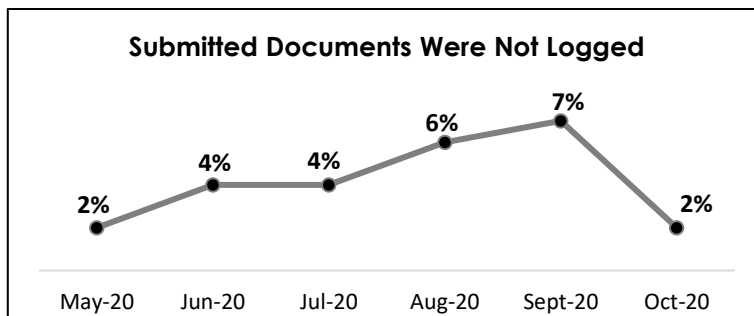
The following mediation activities were observed under the Mediation Model in October 2020:

- 9 Organizations reported 122 mediation cases – with a total of 154 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 122 cases, 57 (47%) were related to recertification, 39 cases (32%) were related to first time applicants, 14 cases (11%) were related to change report, 10 cases (8%) were related to adverse action, and 2 cases (2%) to periodic report.
- The 122 cases were processed by 4 different HRA Mediation Liaisons.
- Notable trends in October in relation to the previous months, include:

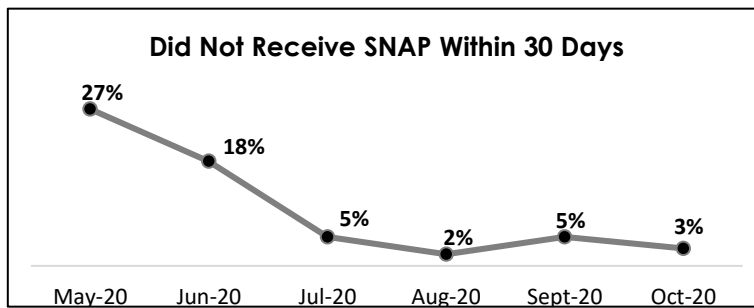
Submitted changes not processed in a timely manner: This issue remained the same in prevalence in comparison to September.



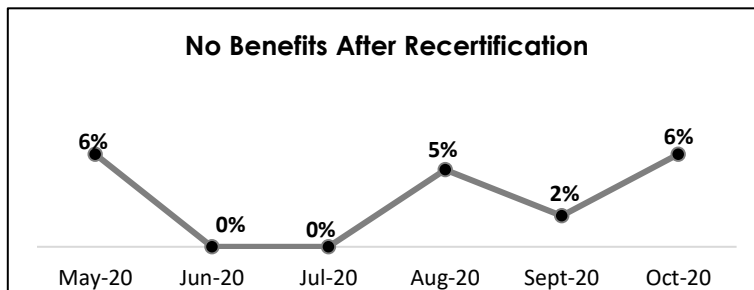
Submitted documents were not logged in the system: This issue decreased in prevalence by 5 percentage points in comparison to September.



Did not receive SNAP within 30 days: This issue decreased in prevalence by 2 percentage points in comparison to September.



No benefits after recertification: This issue increased in prevalence by 4 percentage points in comparison to September.



- 67% (82) of cases in October were resolved in the same month as received, this was a decrease of 11 percentage points from September (78%).
- 65% (53) of resolved cases were resolved within the key first 5-day time period in October, this was a decrease of 21 percentage points from September (86%). 23% (19) of cases were resolved within 6-10 days, this was an increase of 16 percentage points from September (7%).
- 83% of resolved cases were resolved at the primary and back-up liaison levels in October.

CHART 1: MEDIATION CASES BY ORGANIZATION

CBO	Case Type	Total
Center for Urban Community Services (CUCS)		1
	Recertification	1
Community Council & Consulting Org		12
	Adverse Action	1
	Change Report	4
	First Time Applicant	2
	Recertification	5
Food Bank for NYC		7
	First Time Applicant	3
	Recertification	4
Hunger Free NYC		39
	Adverse Action	5
	Change Report	2
	First Time Applicant	15
	Recertification	17
LiveOn NY		10
	Change Report	1
	First Time Applicant	5
	Recertification	4
Met Council		34
	Adverse Action	4
	Change Report	7
	First Time Applicant	9
	Periodic Report	1
	Recertification	13
Part of the Solution		10
	First Time Applicant	2
	Periodic Report	1
	Recertification	7
Reaching Out Community Services		6
	First Time Applicant	2
	Recertification	4
The Campaign Against Hunger		3
	First Time Applicant	1
	Recertification	2
Grand Total		122

PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR OCTOBER

This analysis is based on information submitted by 9 organizations. These organizations reported having mediated on behalf of 122 SNAP applicants/participants.

CASE TYPES AMONG HRA MEDIATION LIAISONS:

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

CHART 2: CASES BY HRA MEDIATION LIAISONS

HRA Mediation Liaison	Case Type	Total	%
HRA Mediation Liaison	Adverse Action	10	8%
	Change Report	14	11%
	First Time Applicant	39	32%
	Periodic Report	2	2%
	Recertification	57	47%
Grand Total		122	100%

CASE STATUS AND RESOLUTION TIME FRAME

Out of 122 mediation cases submitted in October, 82 (67%) were resolved. As of October, 40 cases (33%) remain unresolved/pending (see Charts 3 and 4 below). Of the 82 cases resolved, 53 obtained a resolution within a period of 1-5 days (see chart 5 below).

CHART 3: CASE STATUS

Case Status	Total
Pending	40
Resolved	82
Grand Total	122

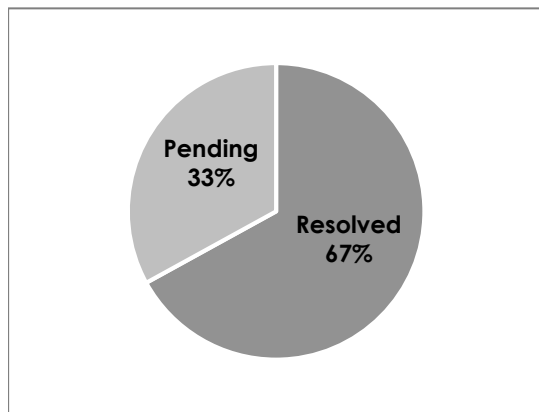


CHART 4: CASE STATUS BY CASE TYPE

Case Status	Case Type	Total	%
Pending	Adverse Action	3	2%
	Change Report	4	3%
	First Time Applicant	14	11%
	Periodic Report	1	1%
	Recertification	18	15%
Resolved	Adverse Action	7	6%
	Change Report	10	8%
	First Time Applicant	25	20%
	Periodic Report	1	1%
	Recertification	39	32%
Grand Total		122	100%

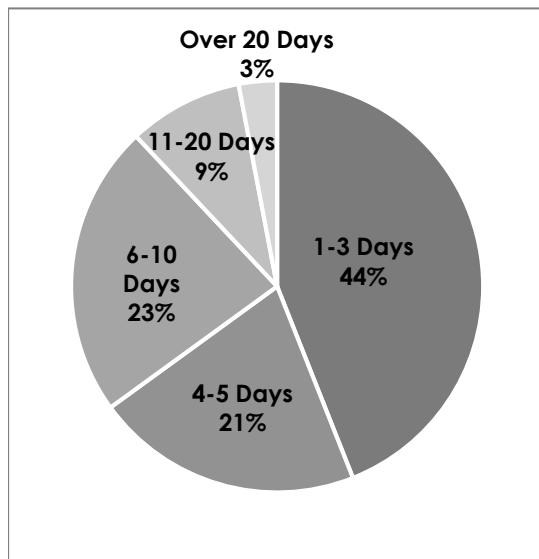


CHART 5: RESOLUTION TIMEFRAME

Resolution Timeframe (business days)	Total
1 - 3 Days	36
4 - 5 Days	17
6 - 10 Days	19
11 - 20 Days	7
Over 20 Days	3
Grand Total	82

CHART 7: RESOLUTION LEVEL BY HRA MEDIATION LIAISONS

Resolution Level	HRA Mediation Liaison	Total
Level 1		44
	HRA Mediation Liaison	44
Level 2		24
	HRA Mediation Liaison	24
Level 3		7
	HRA Mediation Liaison	7
Level 4		7
	HRA Mediation Liaison	7
Grand Total		82

Of the 82 resolved cases that were reported, 83% (68 cases) were resolved at the HRA primary or back-up liaison levels. (See Chart 6)

CHART 6: HRA LIAISON LEVEL OF RESOLUTION

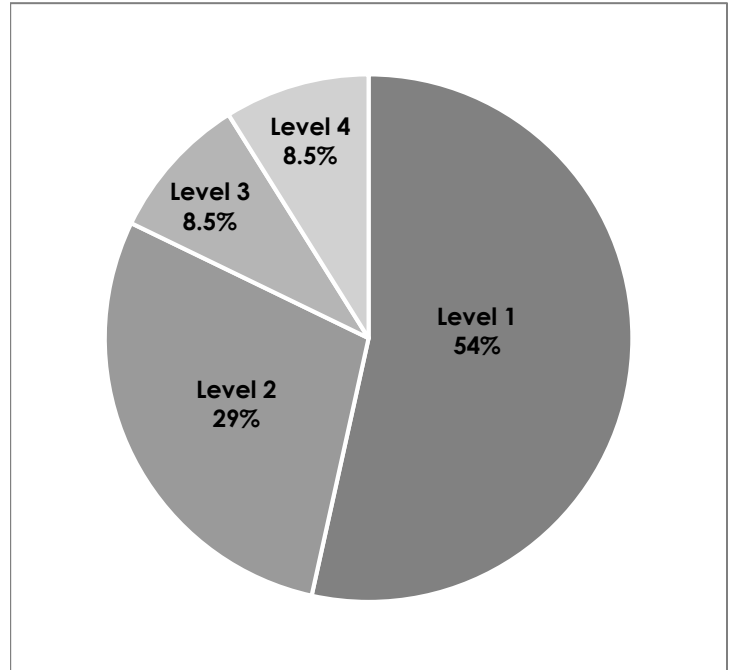
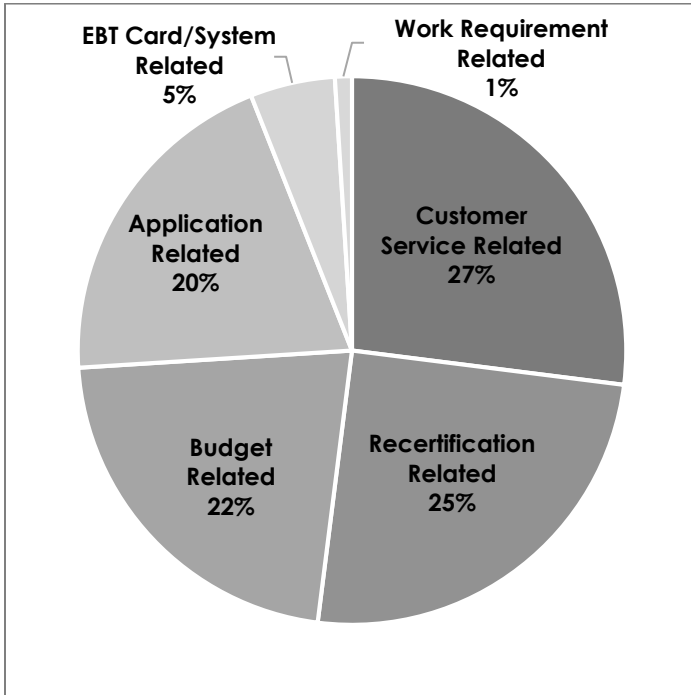


CHART 8: SNAP BARRIERS IN OCTOBER 2020



BARRIERS ENCOUNTERED

From 122 cases, a total of 154 barriers¹ were reported in October. Barriers encountered this month were as follows:

Reported Barriers	
Customer Service Related	41
Recertification Related	39
Budget Related	34
Application Related	31
EBT Card/System Related	8
Work Requirement Related	1
Total	154

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

CHART 9: PREVALENT ISSUES

Reported Barriers	Total
Other (specify in the column "Other Barrier")	20
Submitted changes not processed in a timely manner	14
Excessive documentation requested	4
Submitted documents were not logged in the system	3
Grand Total	41

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

¹ Some cases presented more than one barrier.

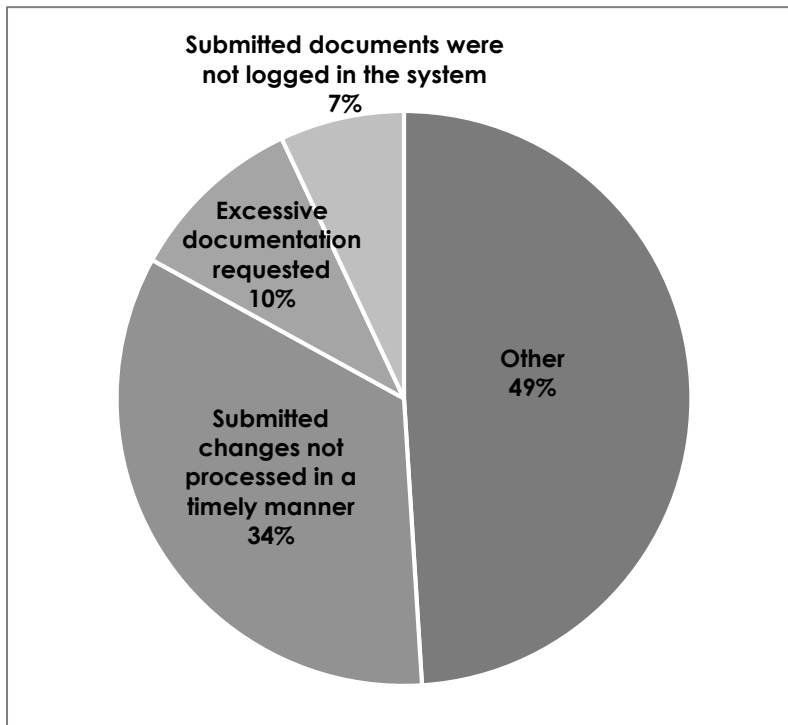
CUSTOMER SERVICE RELATED BARRIERS

A total of 41 customer service related barriers were encountered in October among HRA Mediation Liaisons (see Chart 10 and Chart 11), with issues related to submitted changes not processed in a timely manner (14 cases), excessive documentation requested (4 cases), etc...

CHART 10: CUSTOMER SERVICE RELATED BARRIERS AMONG HRA MEDIATION LIAISONS

Customer Service Barriers	HRA Mediation Liaison	Total
Excessive documentation requested		4
	HRA Mediation Liaison	4
Other (specify in the column "Other Barrier")		20
	HRA Mediation Liaison	20
Submitted changes not processed in a timely manner (see glossary)		14
	HRA Mediation Liaison	14
Submitted documents were not logged in the system		3
	HRA Mediation Liaison	3
Grand Total		41

CHART 11: CUSTOMER SERVICE RELATED BARRIERS ENCOUNTERED AMONG HRA MEDIATION LIAISONS



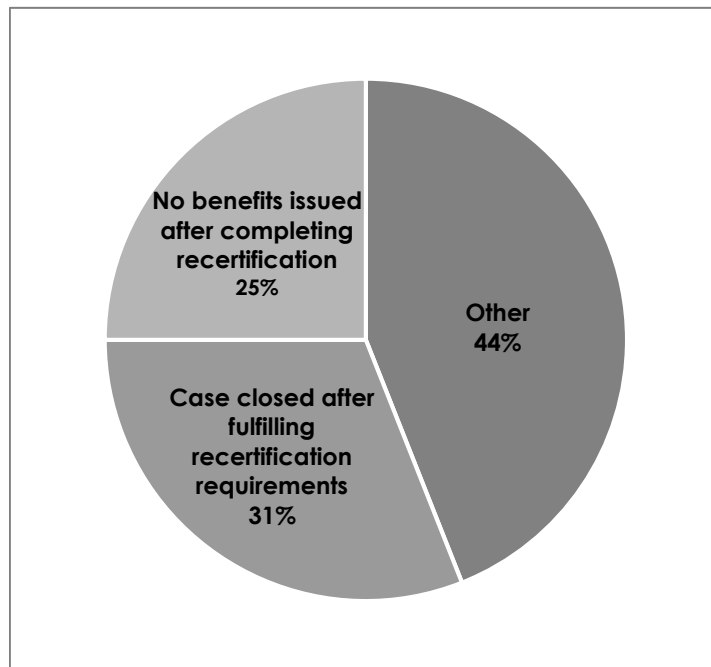
RECERTIFICATION RELATED BARRIERS

A total of 39 recertification barriers were encountered among HRA Mediation Liaisons (see Chart 12 and 13) with issues relating to case closed after fulfilling recertification requirements (12 cases), no benefits issued after completing recertification (10 cases), etc..

CHART 12: RECERTIFICATION RELATED BARRIERS

Recertification Barriers	HRA Mediation Liaison	Total
Case closed after fulfilling recertification requirements (specify barrier)		12
	HRA Mediation Liaison	12
No benefits issued after completing recertification		10
	HRA Mediation Liaison	10
Other (specify in the column "Other Barrier")		17
	HRA Mediation Liaison	17
Grand Total		39

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



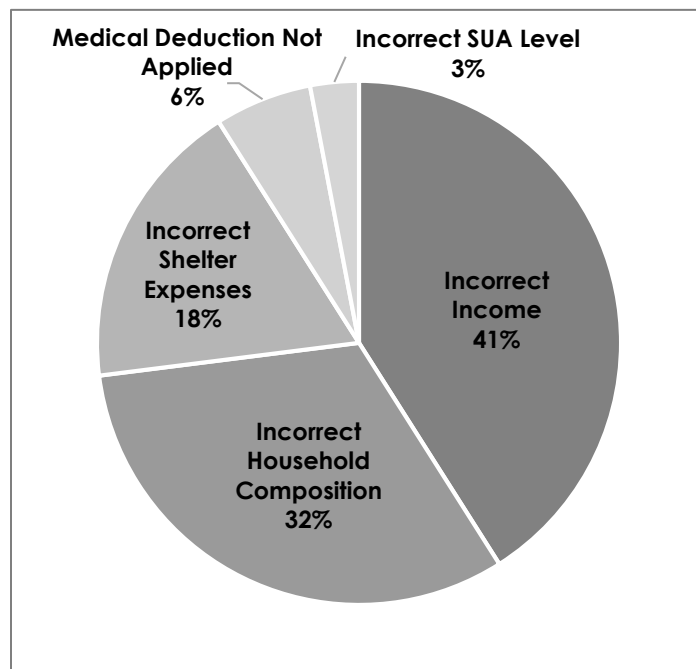
BUDGET RELATED BARRIERS

A total of 34 budget related barriers were encountered in October among HRA Mediation Liaisons (see Chart 14 and Chart 15), with issues related to incorrect income (14 cases), incorrect household composition (11 cases), etc..

**CHART 14: BUDGET RELATED BARRIERS
AMONG HRA MEDIATION LIAISONS**

Budget Barriers	HRA Mediation Liaison	Total
Incorrect Household composition		11
	HRA Mediation Liaison	11
Incorrect Income		14
	HRA Mediation Liaison	14
Incorrect Shelter Expenses		6
	HRA Mediation Liaison	6
Incorrect SUA Level		1
	HRA Mediation Liaison	1
Medical deduction not applied		2
	HRA Mediation Liaison	2
Grand Total		34

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



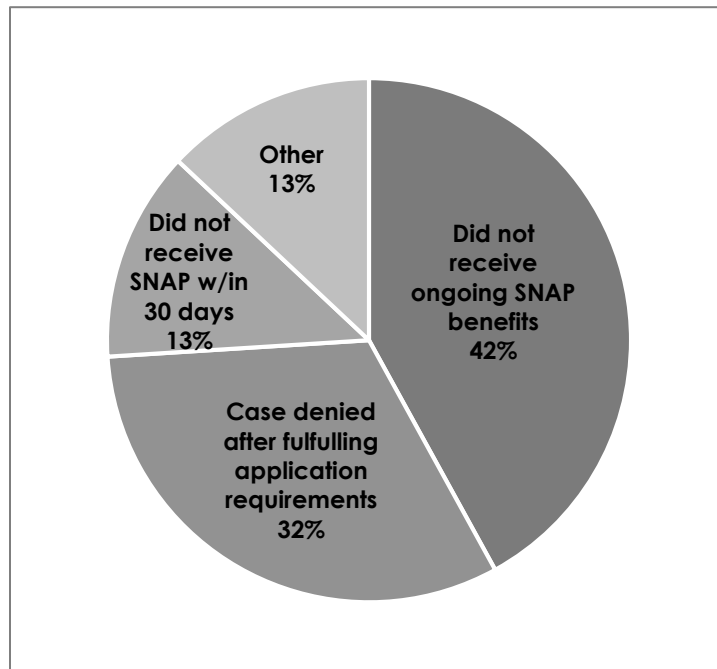
APPLICATION RELATED BARRIERS

A total of 31 application related barriers were encountered among HRA Mediation Liaisons with the majority of issues related to not receiving ongoing SNAP benefits (13 cases) and case being denied after fulfilling application requirements (10 cases).

CHART 16: APPLICATION RELATED BARRIERS

Application Barriers	HRA Mediation Liaison	Total
Case denied after fulfilling application requirements (specify barrier)		10
	HRA Mediation Liaison	10
Did not receive ongoing SNAP benefits		13
	HRA Mediation Liaison	13
Did not receive SNAP w/in 30 days		4
	HRA Mediation Liaison	4
Other (specify in the column "Other Barrier")		4
	HRA Mediation Liaison	4
Grand Total		31

CHART 17: APPLICATION BARRIERS AMONG HRA MEDIATION LIAISONS



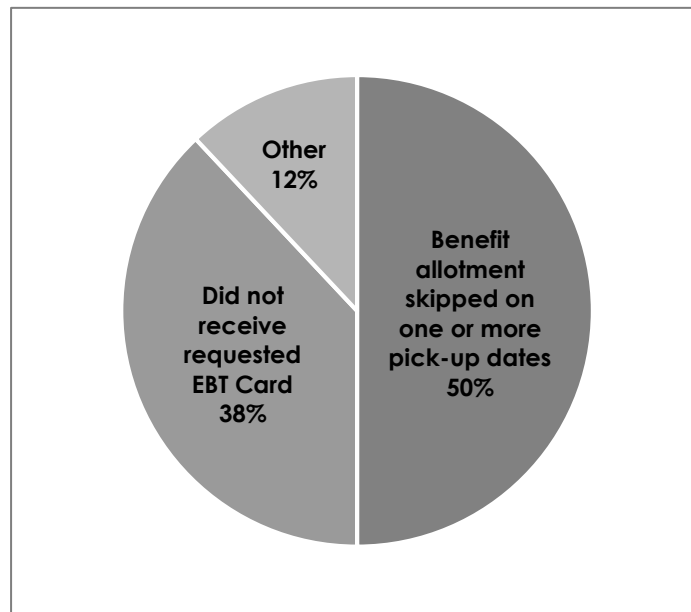
EBT CARD/SYSTEM RELATED BARRIERS

A total of 8 EBT card/system related barriers were encountered in October among HRA Mediation Liaisons (see Chart 18 and Chart 19), with issues related to benefit allotment skipped on one or more pick-up dates (4 cases), not receiving requested EBT card (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		4
	HRA Mediation Liaison	4
Did not receive requested EBT card		3
	HRA Mediation Liaison	3
Other (specify in the column "Other Barrier")		1
	HRA Mediation Liaison	1
Grand Total		8

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



WORK REQUIREMENT RELATED BARRIERS

A total of 1 work requirement barrier was encountered among an HRA Mediation Liaison (see Chart 20 and 21) with an issue relating to student eligibility rules incorrectly applied (1 case).

CHART 20: 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 21: WORK REQUIREMENT RELATED BARRIERS AMONG HRA MEDIATION LIAISONS

