



The Food Bank For New York City

Mediation Analysis Report for September 2020

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

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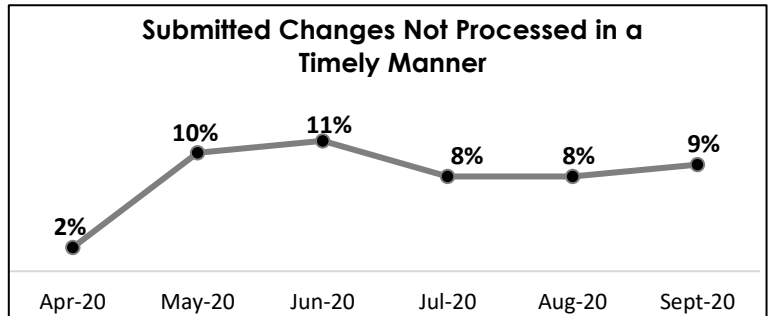
- o Application Related Barriers..... 9
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ANALYSIS HIGHLIGHTS

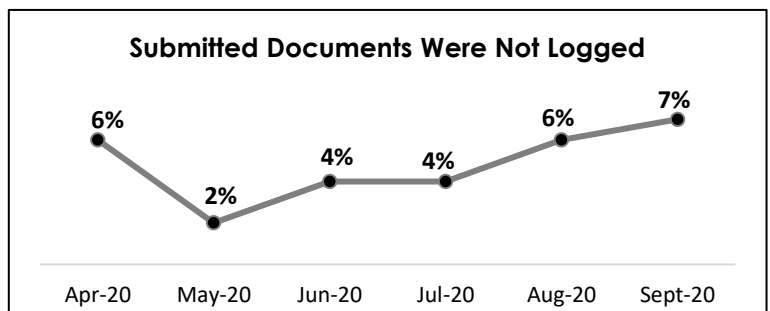
The following mediation activities were observed under the Mediation Model in September 2020:

- 9 Organizations reported 94 mediation cases – with a total of 100 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 94 cases, 43 (46%) were related to first time applicants, 19 cases (20%) were related to adverse action, 15 cases (16%) were related to recertification, 14 cases (15%) was related to change report, and 3 cases (3%) to periodic report.
- The 94 cases were processed by 4 different HRA Mediation Liaisons.
- Notable trends in September in relation to the previous months, include:

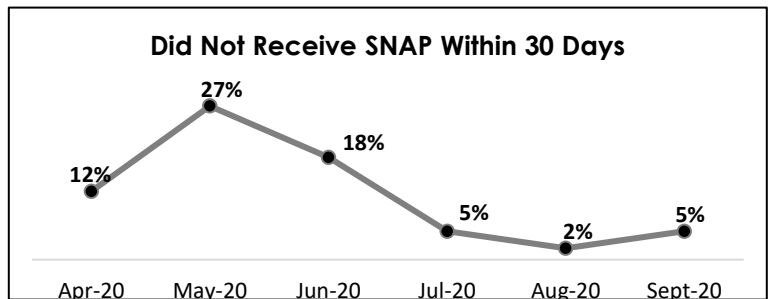
Submitted changes not processed in a timely manner: This issue increased in prevalence by 1 percentage point in comparison to August.



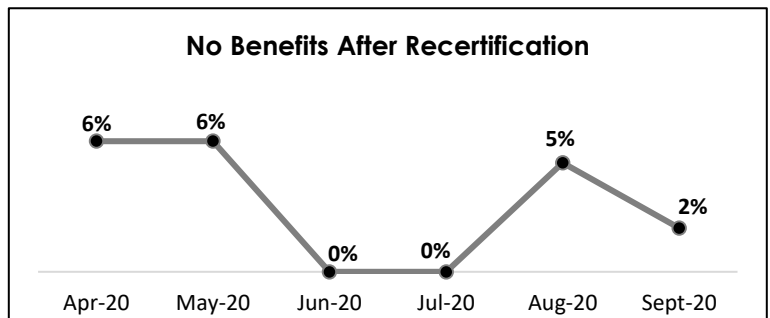
Submitted documents were not logged in the system: This issue increased in prevalence by 1 percentage point in comparison to August.



Did not receive SNAP within 30 days: This issue increased in prevalence by 3 percentage points in comparison to August.



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



- 78% (73) of cases in September were resolved in the same month as received, this was an increase of 18 percentage points from August (60%).
- 86% (63) of resolved cases were resolved within the key first 5-day time period in September, this was an increase of 7 percentage points from August. 7% (5) of cases were resolved within 6-10 days, this was a decrease of 7 percentage points from August (14%).
- 86% of resolved cases were resolved at the primary and back-up liaison levels in September.

CHART 1: MEDIATION CASES BY ORGANIZATION

CBO	Case Type	Total
Catholic Charities Community Services		5
	Adverse Action	1
	First Time Applicant	4
Center for Employment Opportunities		2
	Change Report	2
Community Council & Consulting		11
	Change Report	3
	First Time Applicant	4
	Recertification	4
FBNYC		9
	Adverse Action	1
	First Time Applicant	6
	Recertification	2
HUNGER FREE NYC		37
	Adverse Action	7
	Change Report	4
	First Time Applicant	19
	Recertification	7
LiveOn NY		11
	Adverse Action	7
	Change Report	1
	First Time Applicant	2
	Recertification	1
Met Council		15
	Adverse Action	3
	Change Report	4
	First Time Applicant	4
	Periodic Report	3
	Recertification	1
Part of the Solution		3
	First Time Applicant	3
Tzu Chi Foundation		1
	First Time Applicant	1
Grand Total		94

**PARTICIPATING ORGANIZATIONS
AND MEDIATION TYPES FOR
SEPTEMBER**

This analysis is based on information submitted by 9 organizations. These organizations reported having mediated on behalf of 94 SNAP applicants/participants.

CASE TYPES AMONG HRA MEDIATION LIAISONS:

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

CHART 2: CASES BY HRA MEDIATION LIAISONS

HRA Mediation Liaison	Case Type	Total	%
HRA Mediation Liaison	Adverse Action	19	20%
	Change Report	14	15%
	First Time Applicant	43	46%
	Periodic Report	3	3%
	Recertification	15	16%
Grand Total		94	100%

CASE STATUS AND RESOLUTION TIME FRAME

Out of 94 mediation cases submitted in September, 73 (78%) were resolved. As of September, 21 cases (22%) remain unresolved/pending (see Charts 3 and 4 below). Of the 73 cases resolved (63) obtained a resolution within a period of 1-5 days (see chart 5 below).

CHART 3: CASE STATUS

Case Status	Total
Pending	21
Resolved	73
Grand Total	94

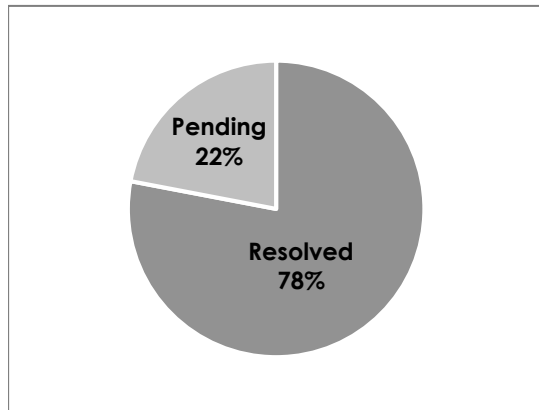


CHART 4: CASE STATUS BY CASE TYPE

Case Status	Case Type	Total	%
Pending	Adverse Action	3	3%
	Change Report	4	4%
	First Time Applicant	12	13%
	Recertification	2	2%
Resolved	Adverse Action	16	17%
	Change Report	10	11%
	First Time Applicant	31	33%
	Periodic Report	3	3%
	Recertification	13	14%
Grand Total		94	100%

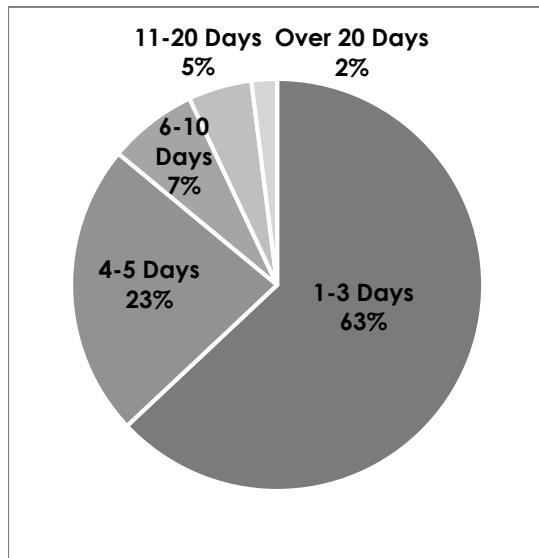


CHART 5: RESOLUTION TIMEFRAME

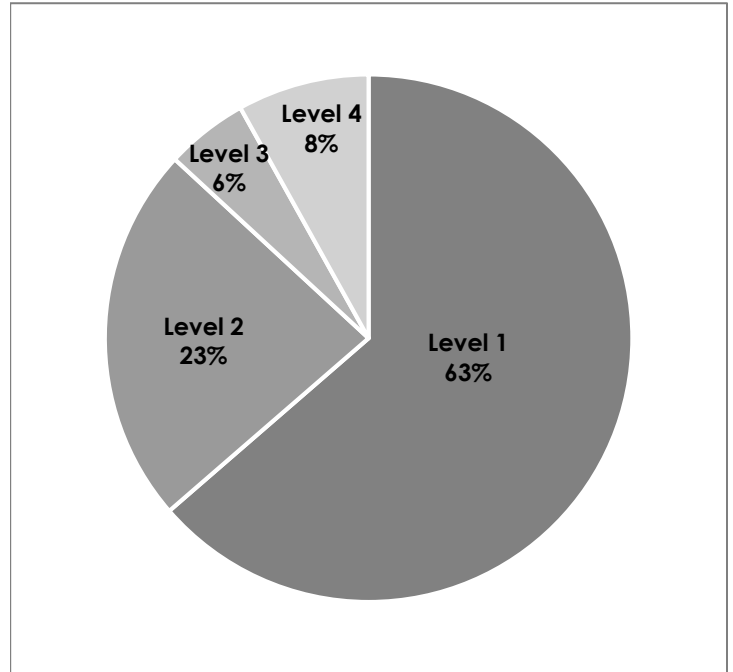
Resolution Timeframe (business days)	Total
1 - 3 Days	46
4 - 5 Days	17
6 - 10 Days	5
11 - 20 Days	4
Over 20 Days	1
Grand Total	73

CHART 7: RESOLUTION LEVEL BY HRA MEDIATION LIAISONS

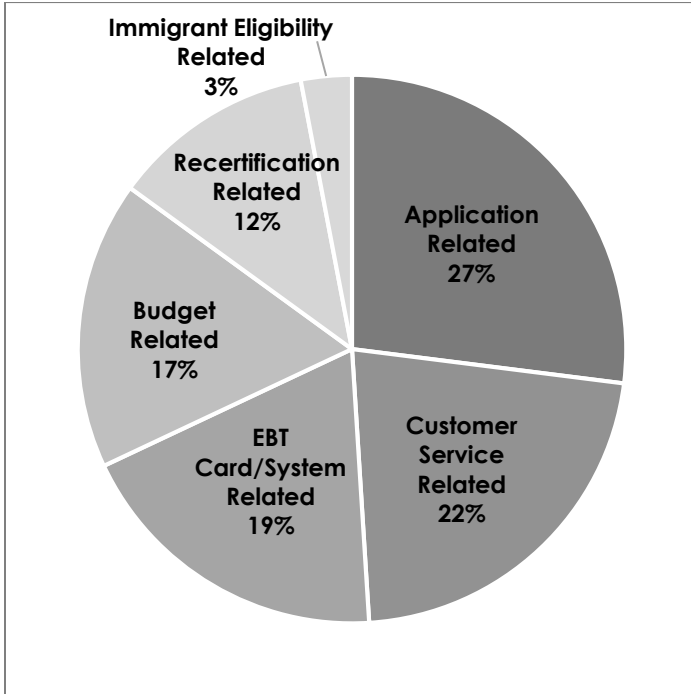
Resolution Level	HRA Mediation Liaisons	Total
Level 1		46
	HRA Mediation Liaisons	46
Level 2		17
	HRA Mediation Liaisons	17
Level 3		4
	HRA Mediation Liaisons	4
Level 4		6
	HRA Mediation Liaisons	6
Grand Total		73

Of the 73 resolved cases that were reported, 86% (63 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
SEPTEMBER 2020**



BARRIERS ENCOUNTERED

From 94 cases, a total of 100 barriers¹ were reported in September. Barriers encountered this month were as follows:

Reported Barriers	
Application Related	27
Customer Service Related	22
EBT Card/System Related	19
Budget Related	17
Recertification Related	12
Immigrant Eligibility Related	3
Total	100

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

CHART 9: PREVALENT ISSUES

Reported Barriers	Total
Case denied after fulfilling application requirements (specify barrier)	10
Did not receive ongoing SNAP benefits	9
Did not receive SNAP w/in 30 days	5
Other (specify in the column "Other Barrier")	3
Grand Total	27

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

¹ Some cases presented more than one barrier.

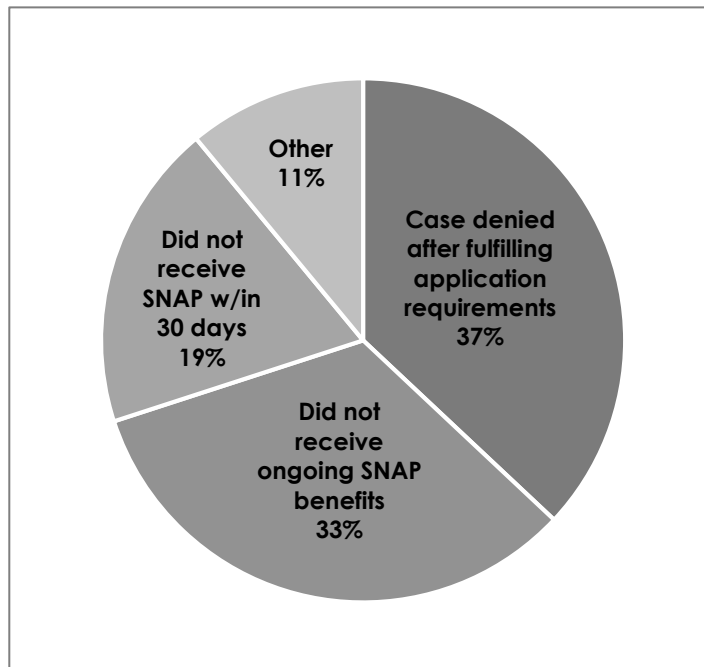
APPLICATION RELATED BARRIERS

A total of 27 application related barriers were encountered among HRA Mediation Liaisons with the majority of issues related to case being denied after fulfilling application requirements (10 cases) and not receiving ongoing SNAP benefits (9 cases).

CHART 10: 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		9
	HRA Mediation Liaison	9
Did not receive SNAP w/in 30 days		5
	HRA Mediation Liaison	5
Other (specify in the column "Other Barrier")		3
	HRA Mediation Liaison	3
Grand Total		27

CHART 11: APPLICATION BARRIERS AMONG HRA MEDIATION LIAISONS



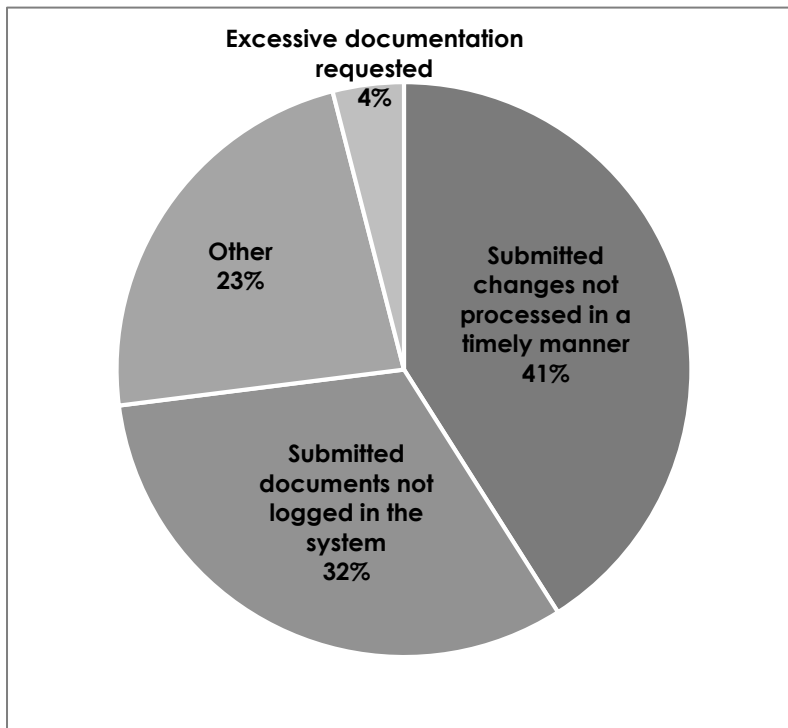
CUSTOMER SERVICE RELATED BARRIERS

A total of 22 customer service related barriers were encountered in September among HRA Mediation Liaisons (see Chart 12 and Chart 13), with issues related to submitted changes not processed in a timely manner (9 cases), submitted documents not logged in the system (7 cases), etc...

CHART 12: CUSTOMER SERVICE RELATED BARRIERS AMONG HRA MEDIATION LIAISONS

Customer Service Barriers	HRA Mediation Liaisons	Total
Submitted changes not processed in a timely manner (see glossary)		9
	HRA Mediation Liaison	9
Submitted documents were not logged in the system		7
	HRA Mediation Liaison	7
Excessive documentation requested		1
	HRA Mediation Liaison	1
Other (specify in the column "Other Barrier")		5
	HRA Mediation Liaison	5
Grand Total		22

CHART 13: CUSTOMER SERVICE RELATED BARRIERS ENCOUNTERED AMONG HRA MEDIATION LIAISONS



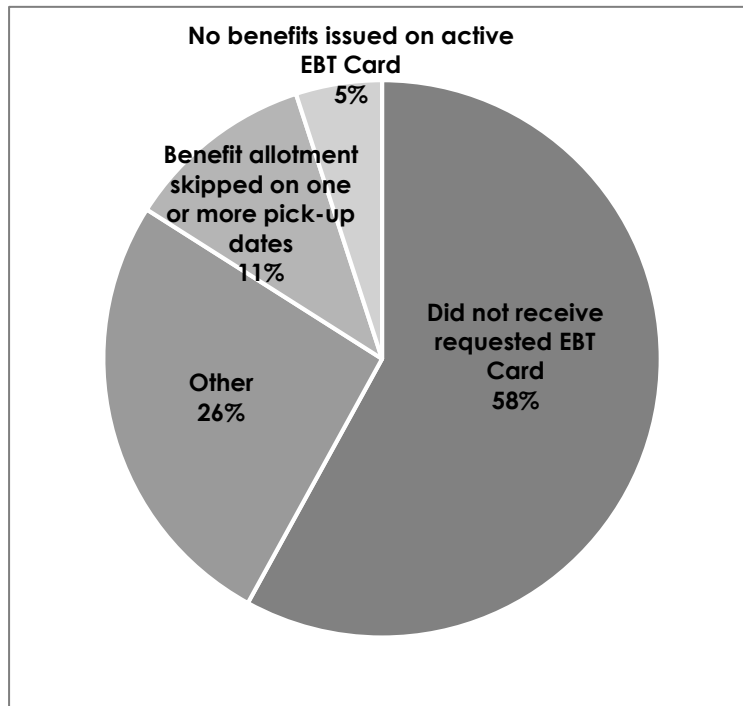
EBT CARD/SYSTEM RELATED BARRIERS

A total of 19 EBT card/system related barriers were encountered in September among HRA Mediation Liaisons (see Chart 14 and Chart 15), with issues related to not receiving requested EBT card (11 cases), no benefits issued on active EBT card (1 case), and others.

**CHART 14: EBT CARD/SYSTEM RELATED BARRIERS
 AMONG HRA MEDIATION LIAISONS**

EBT Card/System Barriers	HRA Mediation Liaisons	Total
Did not receive requested EBT card		11
	HRA Mediation Liaison	11
Benefit allotment skipped on one or more pick-up dates		2
	HRA Mediation Liaison	2
No benefits issued on active EBT card		1
	HRA Mediation Liaison	1
Other (specify in the column "Other Barrier")		5
	HRA Mediation Liaison	5
Grand Total		19

**CHART 15: EBT CARD/SYSTEM RELATED BARRIERS ENCOUNTERED
 AMONG HRA MEDIATION LIAISONS**



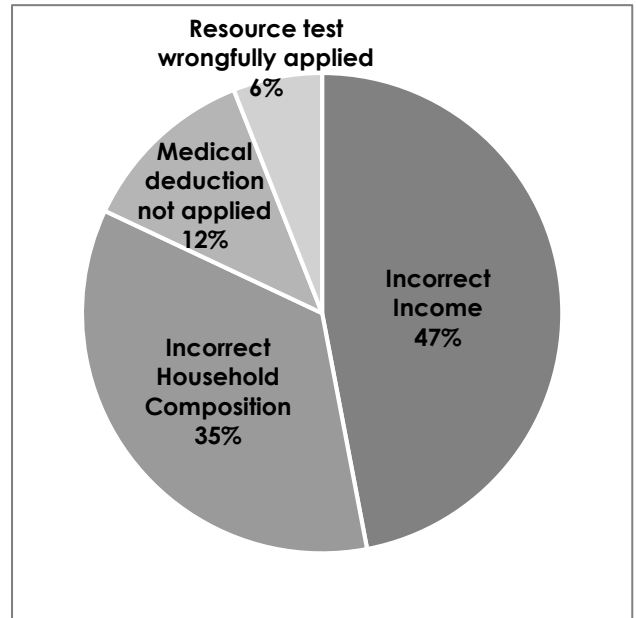
BUDGET RELATED BARRIERS

A total of 17 budget related barriers were encountered in September among HRA Mediation Liaisons (see Chart 16 and Chart 17), with issues related to incorrect income (8 cases), incorrect household composition (6 cases), etc..

CHART 16: BUDGET RELATED BARRIERS AMONG HRA MEDIATION LIAISONS

Budget Barriers	HRA Mediation Liaisons	Total
Incorrect Income		8
	HRA Mediation Liaison	8
Incorrect Household composition		6
	HRA Mediation Liaison	6
Medical deduction not applied		2
	HRA Mediation Liaison	2
Resource Test Wrongfully Applied		1
	HRA Mediation Liaison	1
Grand Total		17

CHART 17: BUDGET RELATED SERVICE BARRIERS ENCOUNTERED AMONG HRA MEDIATION LIAISON



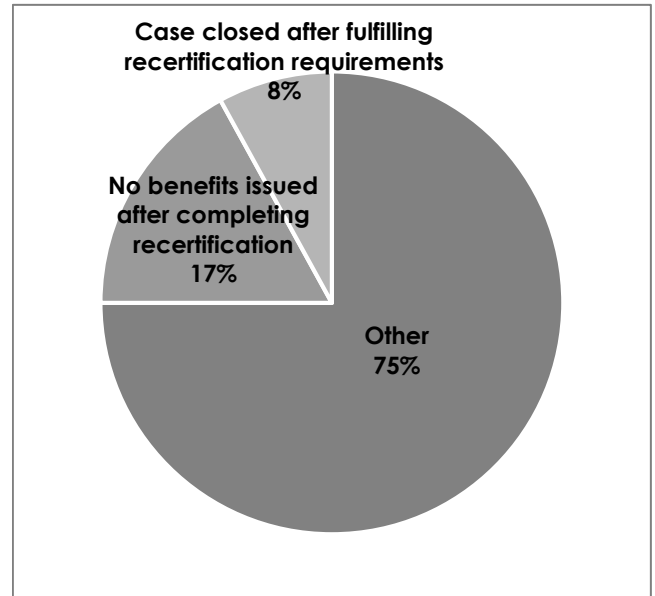
RECERTIFICATION RELATED BARRIERS

A total of 12 recertification barriers were encountered among HRA Mediation Liaisons (see Chart 18 and 19) with issues relating to no benefits issued after completing recertification (2 cases), case closed after fulfilling recertification requirements (1 case), etc..

CHART 18: RECERTIFICATION RELATED BARRIERS

Recertification Barrier	HRA Mediation Liaison	Total
No benefits issued after completing recertification		2
	HRA Mediation Liaison	2
Case closed after fulfilling recertification requirements (specify barrier)		1
	HRA Mediation Liaison	1
Other (specify in the column "Other Barrier")		9
	HRA Mediation Liaison	9
Grand Total		12

CHART 19: RECERTIFICATION RELATED BARRIERS AMONG HRA EMPLOYEES AND NCA'S



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 income of ineligible immigrant prorated incorrectly (1 case), wrongfully denied due to immigrant status (1 case), etc...

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
Other (specify in the column "Other Barrier")		1
	HRA Mediation Liaison	1
Grand Total		3

CHART 21: IMMIGRANT ELIGIBILITY RELATED BARRIERS AMONG HRA MEDIATION LIAISONS

