



The Food Bank For New York City

Mediation Analysis Report for May 2021

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

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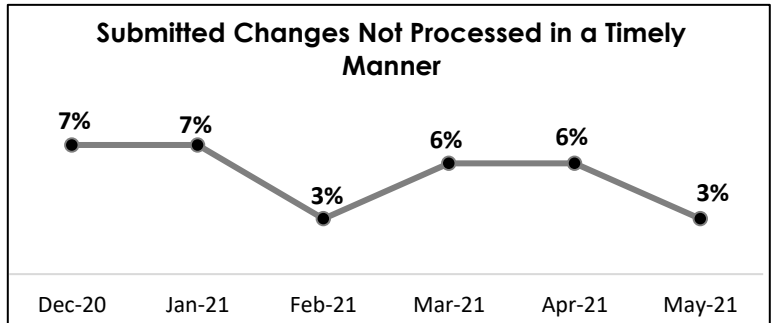
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ANALYSIS HIGHLIGHTS

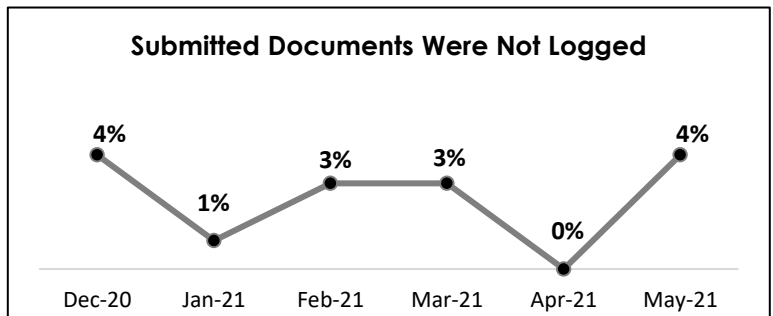
The following mediation activities were observed under the Mediation Model in May 2021:

- 10 Organizations reported 97 mediation cases – with a total of 104 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 97 cases, 63 (65%) were related to first time applicants, 22 cases (23%) were related to recertification, 9 cases (9%) were related to adverse action, and 3 cases (3%) were related to change report.
- The 97 cases were processed by 7 different HRA Mediation Liaisons.
- Notable trends in May in relation to the previous months, include:

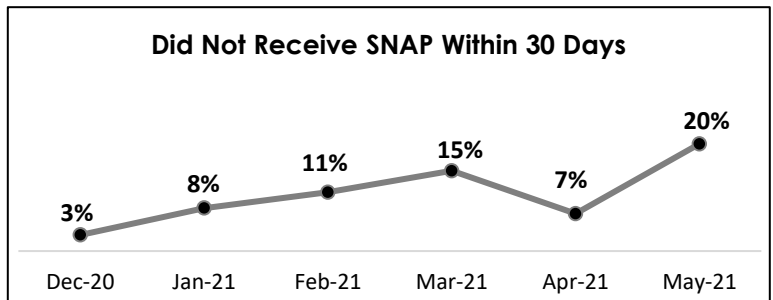
Submitted changes not processed in a timely manner: This issue decreased in prevalence by 3 percentage points in comparison to April.



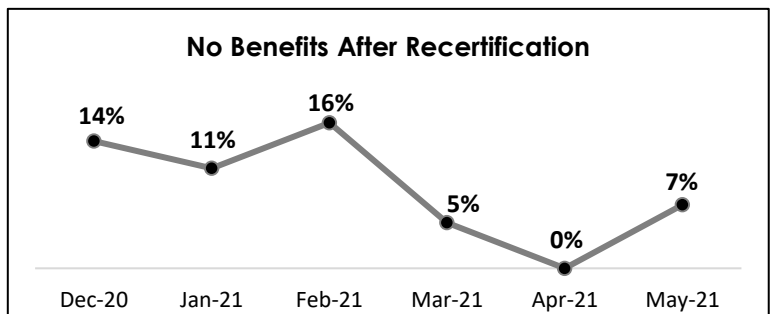
Submitted documents were not logged in the system: This issue increased in prevalence by 4 percentage points in comparison to April.



Did not receive SNAP within 30 days: This issue increased in prevalence by 13 percentage points in comparison to April.



No benefits after recertification: This issue increased in prevalence by 7 percentage points in comparison to April.



- 73% (71) of cases in May were resolved in the same month as received, which is a decrease of 2 percentage points from April (75%).
- 83% (59) of resolved cases were resolved within the key first 5-day time period in May. This was an increase of 7 percentage points from April (76%). 11% (8) of cases were resolved within 6-10 days, which is a decrease of 5 percentage points from April (16%).
- 85% of resolved cases were resolved at the primary and back-up liaison levels in May.

CHART 1: MEDIATION CASES BY ORGANIZATION

CBO	Case Type	Total
Apicha CHC		5
	First Time Applicant	4
	Recertification	1
Catholic Charities		9
	First Time Applicant	5
	Recertification	4
Catholic Charities Brooklyn & Queens		2
	First Time Applicant	2
Community Council & Consulting Org.		11
	Change Report	2
	First Time Applicant	6
	Recertification	3
Food Bank for NYC		5
	First Time Applicant	2
	Recertification	3
Hunger Free NYC		42
	Adverse Action	3
	First Time Applicant	31
	Recertification	8
LiveOn NY		4
	Adverse Action	1
	First Time Applicant	2
	Recertification	1
NACHAS		13
	Adverse Action	5
	Change Report	1
	First Time Applicant	5
	Recertification	2
Public Health Solutions		5
	First Time Applicant	5
Tzu Chi		1
	First Time Applicant	1
Grand Total		97

PARTICIPATING ORGANIZATIONS AND MEDIATION TYPES FOR MAY

This analysis is based on information submitted by 10 organizations. These organizations reported having mediated on behalf of 97 SNAP applicants/participants.

CASE TYPES AMONG HRA MEDIATION LIAISONS:

May 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	63	65%
	Recertification	22	23%
	Adverse Action	9	9%
	Change Report	3	3%
Grand Total		97	100%

CASE STATUS AND RESOLUTION TIME FRAME

Out of 97 mediation cases submitted in May, 71 (73%) were resolved and 26 (27%) remain unresolved/pending (see Charts 3 and 4 below). Of the 71 cases resolved, 59 obtained a resolution within a period of 1-5 days (see chart 5 below).

CHART 3: CASE STATUS

Case Status	Total
Pending	26
Resolved	71
Grand Total	97

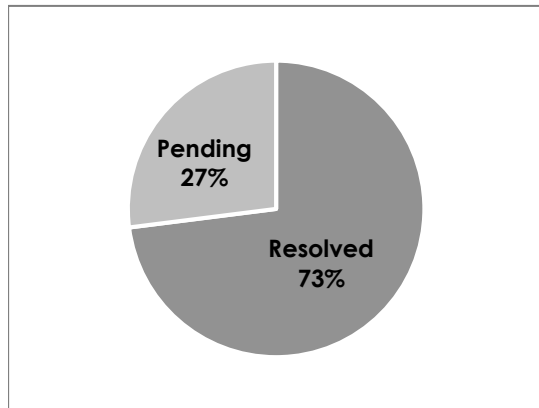


CHART 4: CASE STATUS BY CASE TYPE

Case Status	Case Type	Total	%
Pending	Adverse Action	4	4%
	Change Report	1	1%
	First Time Applicant	15	15%
	Recertification	6	6%
Resolved	Adverse Action	5	5%
	Change Report	2	2%
	First Time Applicant	48	49%
	Recertification	16	16%
Grand Total		97	100%

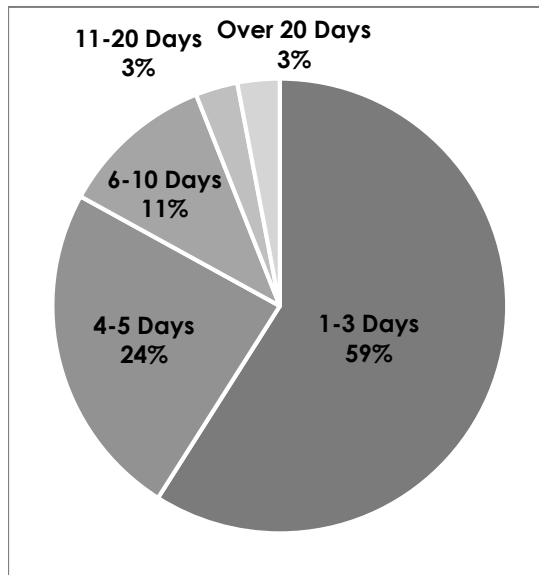


CHART 5: RESOLUTION TIMEFRAME

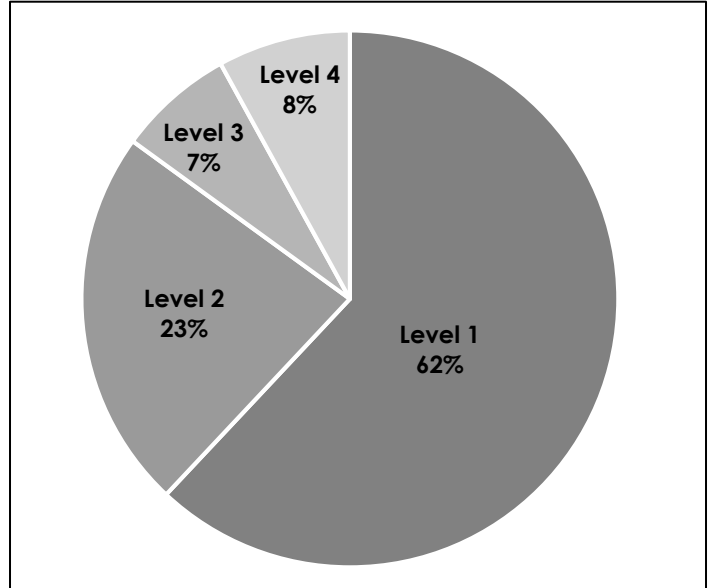
Resolution Timeframe (business days)	Total
1 - 3 Days	42
4 - 5 Days	17
6 - 10 Days	8
11 - 20 Days	2
Over 20 Days	2
Grand Total	71

CHART 7: RESOLUTION LEVEL BY HRA MEDIATION LIAISONS

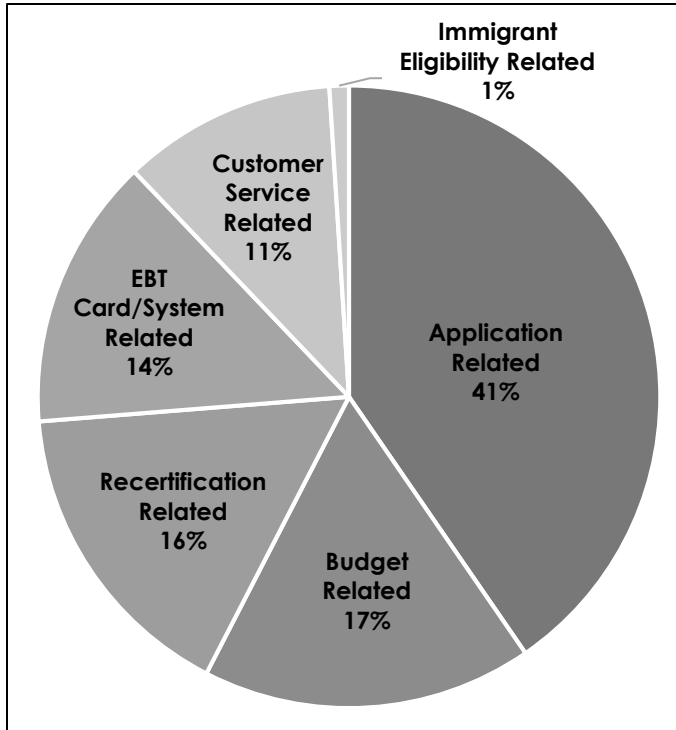
Resolution Level	HRA Mediation Liaison	Total
Level 1		44
	HRA Mediation Liaison	44
Level 2		16
	HRA Mediation Liaison	16
Level 3		5
	HRA Mediation Liaison	5
Level 4		6
	HRA Mediation Liaison	6
Grand Total		71

Of the 71 resolved cases that were reported, 85% (60 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
May 2021**



BARRIERS ENCOUNTERED

From 97 cases, a total of 104 barriers¹ were reported in May. Barriers encountered this month were as follows:

Reported Barriers	
Application Related	42
Budget Related	18
Recertification Related	17
EBT Card/System Related	15
Customer Service Related	11
Immigrant Eligibility Related	1
Total	104

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

CHART 9: PREVALENT ISSUES

Reported Barriers	Total
Did not receive SNAP w/in 30 days	21
Did not receive ongoing SNAP benefits	10
Case denied after fulfilling application requirements (specify barrier)	7
Other (specify in the column "Other Barrier")	4
Grand Total	42

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

¹ Some cases presented more than one barrier.

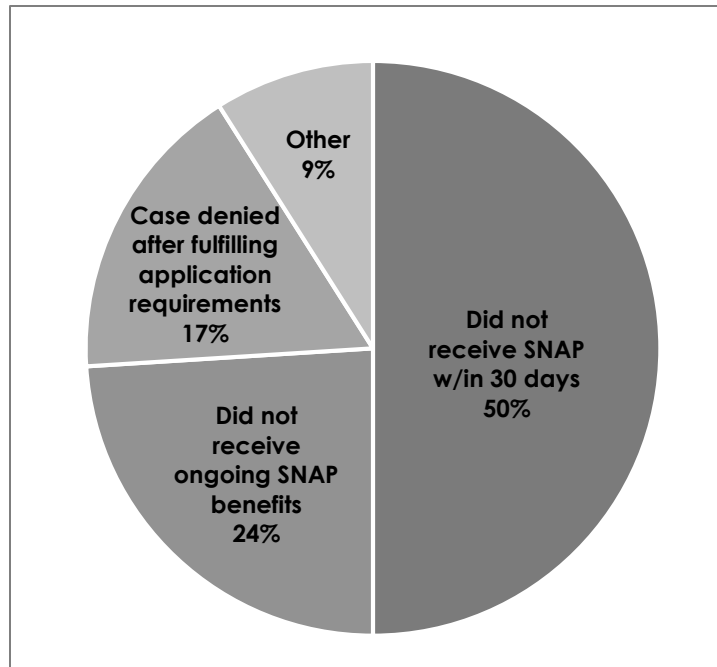
APPLICATION RELATED BARRIERS

A total of 42 application related barriers were encountered among HRA Mediation Liaisons with issues related to not receiving SNAP benefits within 30 days (21 cases), not receiving ongoing SNAP benefits (10 cases), case being denied after fulfilling application requirements (7 cases), etc...

CHART 10: APPLICATION RELATED BARRIERS

Application Barriers	HRA Mediation Liaison	Total
Case denied after fulfilling application requirements (specify barrier)		7
	HRA Mediation Liaison	7
Did not receive ongoing SNAP benefits		10
	HRA Mediation Liaison	10
Did not receive SNAP w/in 30 days		21
	HRA Mediation Liaison	21
Other (specify in the column "Other Barrier")		4
	HRA Mediation Liaison	4
Grand Total		42

CHART 11: APPLICATION BARRIERS AMONG HRA MEDIATION LIAISONS



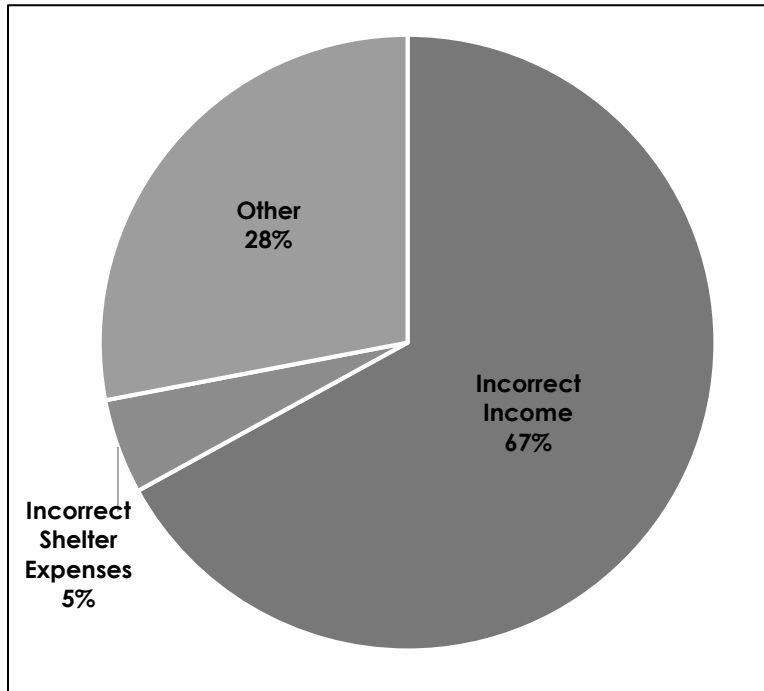
BUDGET RELATED BARRIERS

A total of 18 budget related barriers were encountered in May among HRA Mediation Liaisons (see Chart 12 and Chart 13), with issues related to incorrect income (12 cases), incorrect shelter expenses (1 case), etc..

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

Budget Barriers	HRA Mediation Liaison	Total
Incorrect Income		12
	HRA Mediation Liaison	12
Incorrect Shelter Expenses		1
	HRA Mediation Liaison	1
Other (specify in the column "Other Barrier")		5
	HRA Mediation Liaison	5
Grand Total		18

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



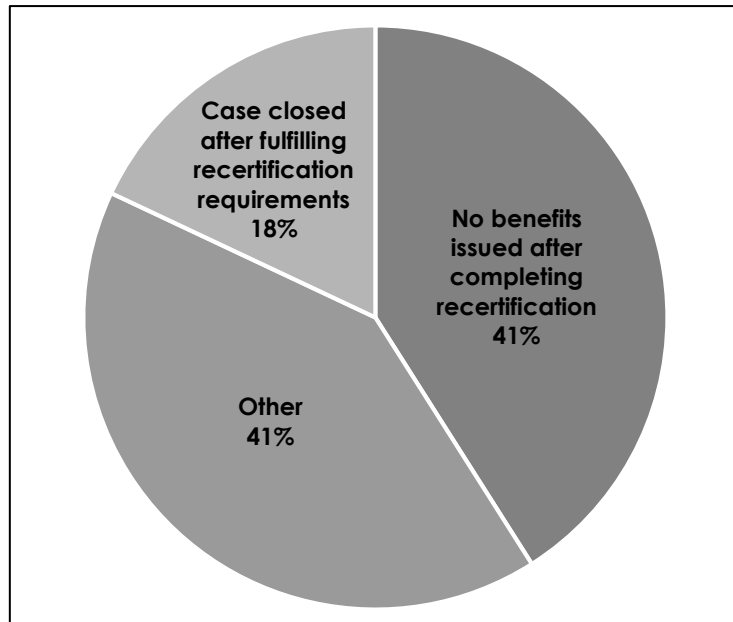
RECERTIFICATION RELATED BARRIERS

A total of 17 recertification barriers were encountered among HRA Mediation Liaisons (see Chart 14 and 15), with issues related to no benefits issued after completing recertification (7 cases), case closed after fulfilling recertification requirements (3 cases), etc...

CHART 14: RECERTIFICATION RELATED BARRIERS

Recertification Barriers	HRA Mediation Liaison	Total
Case closed after fulfilling recertification requirements (specify barrier)		3
	HRA Mediation Liaison	3
No benefits issued after completing recertification		7
	HRA Mediation Liaison	7
Other (specify in the column "Other Barrier")		7
	HRA Mediation Liaison	7
Grand Total		17

CHART 15: RECERTIFICATION RELATED BARRIERS AMONG HRA MEDIATION LIAISONS



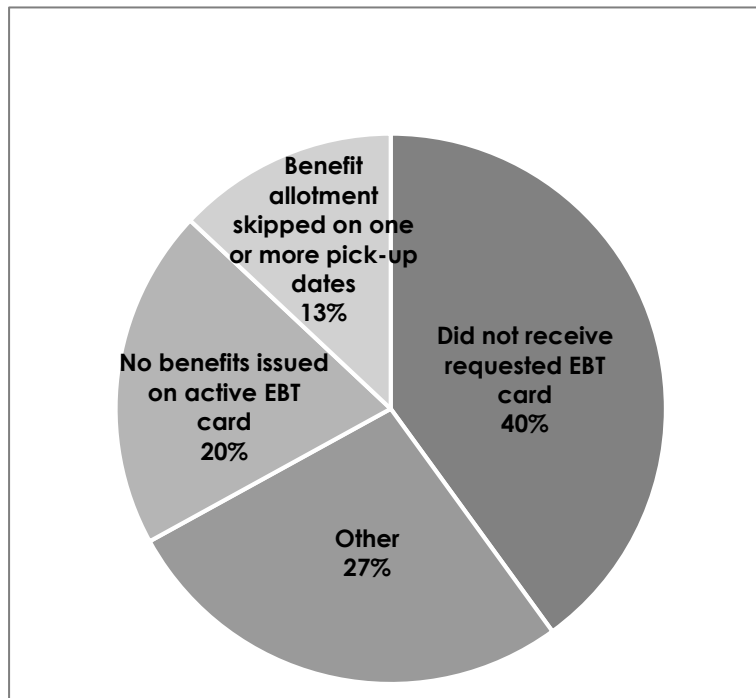
EBT CARD/SYSTEM RELATED BARRIERS

A total of 15 EBT card/system related barriers were encountered in May among HRA Mediation Liaisons (see Chart 16 and Chart 17), with issues related to not receiving requested EBT card (6 cases), no benefits issued on active EBT card (3 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		2
	HRA Mediation Liaison	2
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")		4
	HRA Mediation Liaison	4
Grand Total		15

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



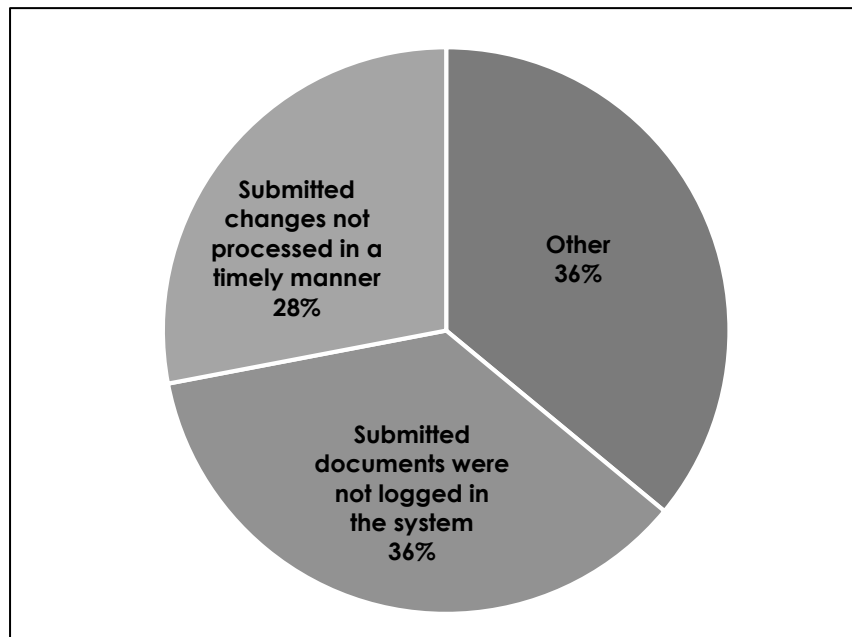
CUSTOMER SERVICE RELATED BARRIERS

A total of 11 customer service related barriers were encountered in May among HRA Mediation Liaisons (see Chart 18 and Chart 19), with issues related to submitted documents not logged in the system (4 cases), submitted changes not processed in a timely manner (3 cases), etc...

CHART 18: CUSTOMER SERVICE RELATED BARRIERS AMONG HRA MEDIATION LIAISONS

Customer Service Barriers	HRA Mediation Liaison	Total
Other (specify in the column "Other Barrier")		4
	HRA Mediation Liaison	4
Submitted changes not processed in a timely manner (see glossary)		3
	HRA Mediation Liaison	3
Submitted documents were not logged in the system		4
	HRA Mediation Liaison	4
Grand Total		11

CHART 19: CUSTOMER SERVICE RELATED BARRIERS ENCOUNTERED AMONG HRA MEDIATION LIAISONS



IMMIGRANT ELIGIBILITY RELATED BARRIERS

A total of one immigrant eligibility barrier was encountered among HRA Mediation Liaisons (see Chart 20 and 21) with the issue related to being wrongfully denied due to immigration status.

CHART 20: IMMIGRANT ELIGIBILITY RELATED BARRIERS

Immigrant Eligibility Barrier	HRA Mediation Liaison	Total
Wrongfully denied due to immigration status		1
	HRA Mediation Liaison	1
Grand Total		1

CHART 21: IMMIGRANT ELIGIBILITY RELATED BARRIERS AMONG HRA MEDIATION LIAISONS

