



Disability Benefit Specialist Program Services CY 2010 Summary Report

The Disability Benefit Specialist program expanded to serve Milwaukee, Walworth and Winnebago counties during CY 2010. The program celebrated its tenth anniversary in October. By the end of the year, **71 disability benefit specialists (DBSs)** were employed statewide, and program services were offered in **35 Aging and Disability Resource Centers (ADRCs)** serving **57 of Wisconsin's 72 counties**. Two disability benefit specialists, employed by Great Lakes Inter-Tribal Council began offering **services to tribal members** who live on or near one of the eleven reservations located in Wisconsin. One DBS employed by the Office for the Deaf and Hard of Hearing provided **services to individuals who use sign language**.

NUMBERS SERVED

Number of Cases (A single client may have more than one case.)
9,514 new cases opened in 2010
2,817 cases carried over from CY 2009
8,639 cases closed in 2010

Number of Information-Only Contacts (No case opened. Brief contact ≤ 30 minutes.)
6,032

MONETARY IMPACT OF DBS SERVICES

(Monetary impact is an estimate of the value of benefits obtained or retained with help from a benefit specialist.)

- **Estimated statewide impact** of DBS services in 2010: **\$55,075,925**
- **Federal funds accounted for 85% of benefits gained** with help from a DBS. State (12%) and other funding such as donations (3%) made up the remainder.
- **Average monetary impact** of one full-time DBS in 2010: **\$1,005,035**
(Average based upon a total of 54.8 FTE positions, including 15 part-time and 49 full-time staff. That total is prorated to account for positions created mid-year.)

DBS CLIENT CHARACTERISTICS

(Includes all clients with new cases opened in CY 2010.)

Client Age Range	
41%	50-59 years old
25%	40-49 years old
12%	30-39 years old
11%	21-29 years old
7%	18-20 years old
4%	Other/Unknown

Client Disability Categories	
39%	Physical Disability only
15%	Physical Disability and Mental Illness
15%	Mental Illness only
7%	Developmental Disability only
5%	Other Disability combination
18%	Unknown

Client Income (Includes only clients for whom income was reported. Income was reported for 67% of DBS clients in 2010.)
Seventy-four percent (74%) of DBS clients with a known income were at or below 120% of the Federal Poverty Level (FPL).*

*In 2010, 120% FPL for a family unit of 1 = \$1084; family unit of 2 = \$1,457; family unit of 3 = \$1,830.

TOP TEN ISSUES ADDRESSED IN DBS CASES

(A single case may involve multiple issues. Data includes only issues reported for cases closed during 2010.)

Issue	% of Cases
Disability Determination Process (SSI/SSDI/Medicaid)	32.7
Medicare Part D	18.4
SSDI Eligibility	12.1
SSI Eligibility	11.0
Medicaid Purchase Plan (MAPP)	9.2
FoodShare	6.1
BadgerCare Plus Programs (Standard/Benchmark, Core, Basic)	5.6
Medicare Savings Programs	5.3
Medicare Coverage	5.0
Medical Assistance, Financial Eligibility	4.9

TOP TEN “INFO-ONLY” CONTACT ISSUES

(Includes only brief contacts ≤ 30 minutes where no case was opened. One contact may involve multiple issues.)

Issue	% of Contacts
Disability Determination Process (SSI/SSDI/Medicaid)	21.6
SSDI Eligibility	12.0
SSI Eligibility	11.1
Medicare Part D	7.6
Medicaid Coverage	6.2
Medicaid Purchase Plan (MAPP)	5.4
BadgerCare Plus Programs (Standard/Benchmark, Core, Basic)	5.3
Medical Assistance, Financial Eligibility	4.5
Other Community Services	4.1
Medicare Coverage	4.0

DBS TRAINING AND TECHNICAL ASSISTANCE

Disability Rights Wisconsin provided technical assistance, substantive case oversight and ongoing training to the disability benefit specialists. **Wisconsin Judicare, Inc.** provided program attorney services to the tribal disability benefit specialists. Initial training for newly hired disability benefit specialists was coordinated by the **Wisconsin Disability Benefits Network (WDBN)** with the assistance of the Disability Rights Wisconsin staff.