



# ACCESS TO ELIGIBILITY SUPPORT SERVICES FOR HEALTH AND NUTRITION

Usage and Eligibility Results Report  
As of 10/31/2008

# ACCESS Report Summary

## Am I Eligible<sup>1</sup>

- **Self Assessments**

- Started to date: **327,268**
- Average started per month: **12,746<sup>2</sup>**
- Completed to date: **305,277**
- Average completed per month: **11,957<sup>2</sup>**

- **Households**

- Number of households found potentially eligible for at least one program: **294,089**
- Percentage of households who completed the screener that were found eligible for at least one program: **96%**
- Percentage of households selecting Spanish: **1.0%**

- **Am I Eligible at a Glance**

- Of the percentage of households found eligible for FoodShare, the average FoodShare value is: **\$170.44**
- On average, it took between **15 to 20** minutes to complete a self assessment

## Check My Benefits<sup>3</sup>

- Number of MyACCESS accounts created: **127,104 (83,498 unique accounts)**

<sup>1</sup> Cumulative total from August 2004 to present month.

<sup>2</sup> Average over the last 3 months.

<sup>3</sup> Cumulative total from September 2005 to present month.

## ACCESS Report Summary (Continued)

### Apply For Benefits<sup>1</sup> (AFB)

- **Applications**
  - Started to date: **228,532**
  - Average started per month: **14,327<sup>2</sup>**
  - Submitted to date: **130,496**
  - Average completed per month: **8,294<sup>2</sup>**
  - Full applications: **109,344**
  - Applications with just filing date: **21,152**
  - Priority Service Eligible: **24%**
- **Applications by Program**
  - FoodShare: **87,562**
    - Priority Service Eligible: **26,107**
    - Not Priority Service Eligible: **61,455**
  - Health Care: **95,324**
  - Family Planning Services: **28,481**

### Report My Changes<sup>3</sup>(RMC)

- **Reports**
  - Started this month: **3,070**
  - Submitted this month: **2,096**

1 Cumulative totals from June 2006 to present.

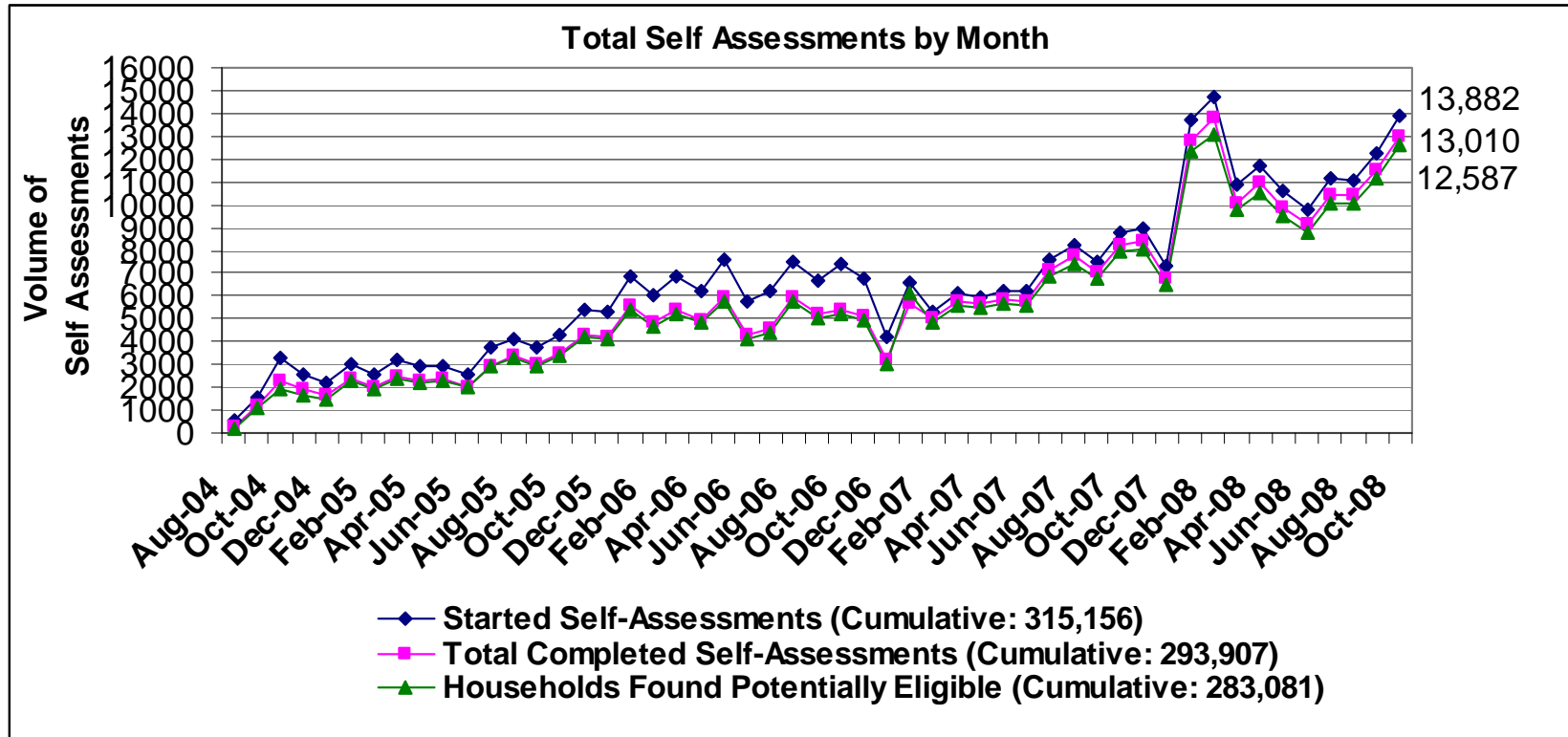
2 Average over the last 3 months.

3 Cumulative totals from September 2006 to present



# **Am I Eligible? (AIE)**

# AIE Self Assessment Statistics



Average self assessments started per month: **12,746**

Average self assessments completed per month: **11,641**

On average, it took between **15 to 20** minutes to complete a self assessment

-August 2004 through November 2004 totals include the Family Medicaid and FoodShare Programs only.

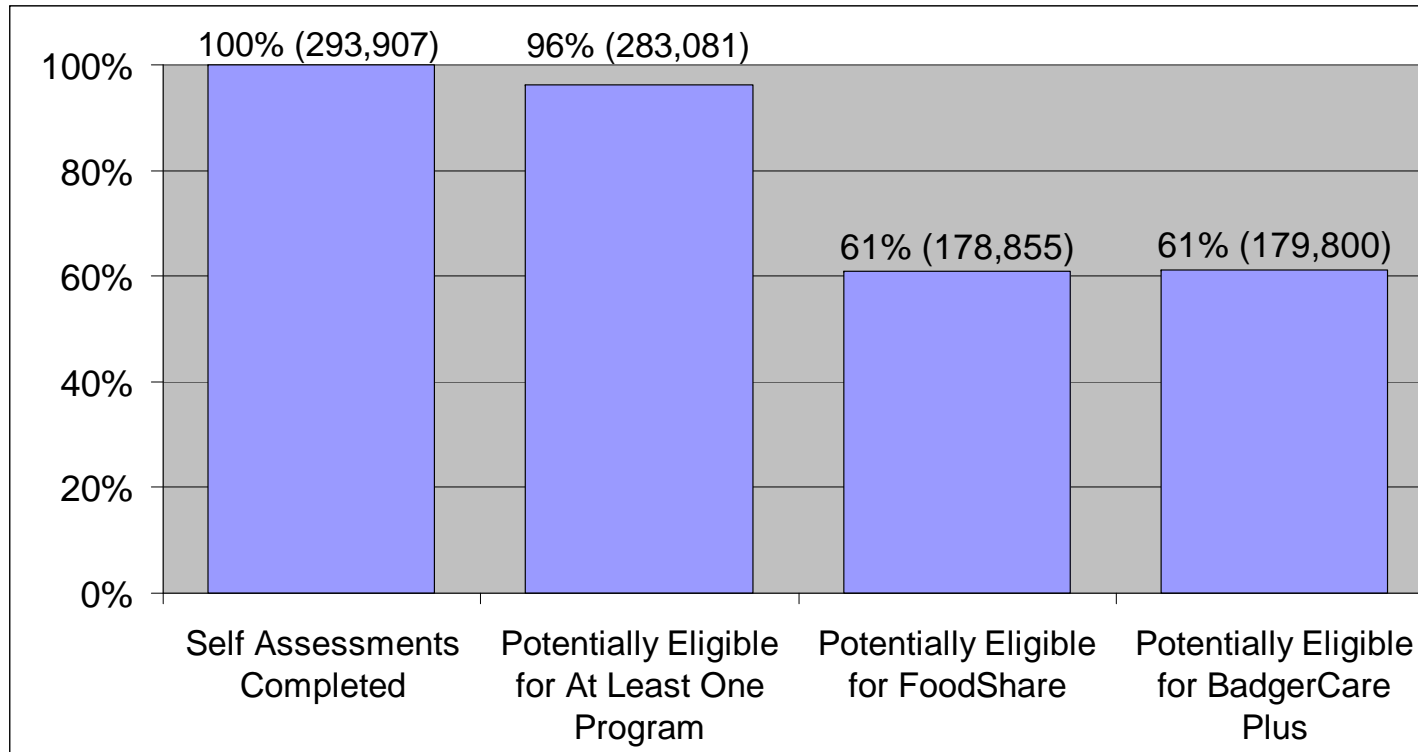
-Beginning in December 2004, totals include the addition of Family Planning Services, Medicaid (EBD), MPA, Long Term Care, SeniorCare, WIC, School Meals/Summer food, TEFAP, and Tax Credits.

-Beginning in late January 2007, totals include the addition of WHEAP (Wisconsin Home Energy Assistance Program.)

-As of January 2008, Family Medicaid and BadgerCare changed to BadgerCare Plus, Family Planning Waiver changed to Family Planning Services and EBD Medicaid changed to Medicaid.

Source Data: ACCESS

## Households Found Potentially Eligible in AIE



Percentage of households selecting Spanish: **1.00%**

Of the percentage of households found eligible for FoodShare, the average FoodShare value is: **\$170.44**

\*The numbers include eligibility for BadgerCare Plus as of January 12, 2008

See next slide for detailed eligibility breakdown

\*Prior to January 11, 2008, the numbers included eligibility for Family Medicaid and BadgerCare

Source Data: ACCESS

## Potential Eligibility in AIE

	Date Available	September 2008	October 2008	Total to Date
FoodShare	08/2004	64%	72%	63%
BadgerCare Plus (prior to January 11, 2008, this was Family Medicaid and BadgerCare)	08/2004	67%	73%	60%
Medicaid (Elderly, Blind, and Disabled (EBD))	12/2004	10%	11%	10%
Family Planning Services	12/2004	62%	66%	60%
Medicare Premium Assistance Program	12/2004	3%	3%	4%
Long Term Care	12/2004	1%	2%	2%
SeniorCare	08/2004	5%	7%	9%
Women, Infant and Children (WIC)	12/2004	30%	31%	30%
School Meals/Summer Food Service	12/2004	64%	70%	63%
The Emergency Food Assistance Program (TEFAP)	12/2004	68%	76%	67%
Medicare Part D	07/2005	9%	12%	12%
Tax Credits	12/2004	69%	78%	72%
Wisconsin Home Energy Assistance Program (WHEAP)	01/2007	53%	59%	33%

FoodShare, Family MA, BadgerCare, and SeniorCare were available beginning August 2004. Medicare Part D became available in July 2005. WHEAP became available in January 2007. All other programs were made available in December 2004. As of January 2008, Family Medicaid and BadgerCare changed to BadgerCare Plus.

This chart represents the current month, the previous month, and the total to date of completed self assessments.

Source Data: ACCESS

## AIE Usage by County/Tribe

County/Tribe	Count
ADAMS	1,423
ASHLAND	1,290
BARRON	3,031
BAYFIELD	865
BROWN	12,171
BUFFALO	711
BURNETT	730
CALUMET	1,752
CHIPPEWA	3,921
CLARK	1,376
COLUMBIA	2,900
CRAWFORD	832
DANE	26,464
DODGE	3,878
DOOR	1,198
DOUGLAS	2,361
DUNN	3,174
EAUCLAIRE	6,115
FLORENCE	270
FONDDULAC	4,343
FOREST	556

County/Tribe	Count
GRANT	2,483
GREEN	2,002
GREENLAKE	801
IOWA	931
IRON	378
JACKSON	1,156
JEFFERSON	3,687
JUNEAU	1,811
KENOSHA	10,059
KEWAUNEE	637
LACROSSE	6,853
LAFAYETTE	666
LANGLADE	842
LINCOLN	1,195
MANITOWOC	3,066
MARATHON	5,977
MARINETTE	2,381
MARQUETTE	906
MENOMINEE	257
MILWAUKEE	56,344
MONROE	2,914

## AIE Usage by County/Tribe (Continued)

County/Tribe	Count
OCONTO	2,570
ONEIDA	2,321
OUTAGAMIE	9,311
OZAUKEE	2,772
PEPIN	383
PIERCE	2,106
POLK	2,527
PORTAGE	3,862
PRICE	738
RACINE	8,681
RICHLAND	982
ROCK	11,396
RUSK	934
SAUK	3,302
SAWYER	916
SHAWANO	2,198

County/Tribe	Count
SHEBOYGAN	4,082
ST. CROIX	5,195
TAYLOR	715
TREMPEALEAU	1,283
VERNON	1,263
VILAS	1,101
WALWORTH	5,154
WASHBURN	880
WASHINGTON	4,515
WAUKESHA	14,189
WAUPACA	2,516
WAUSHARA	1,295
WINNEBAGO	8,149
WOOD	4,485
UNKNOWN	20,628

Source Data: ACCESS



# **Apply for Benefits (AFB)**

## ACCESS AFB Usage by County/Tribe

County/Tribe	# of Submitted Applications
ADAMS	342
ASHLAND	247
BAD RIVER	38
BARRON	1,399
BAYFIELD	228
BROWN	5,215
BUFFALO	157
BURNETT	220
CALUMET	547
CHIPPEWA	772
CLARK	384
COLUMBIA	890
CRAWFORD	276
DANE	12,710
DODGE	992
DOOR	179
DOUGLAS	661
DUNN	1,118
EAU CLAIRE	1,496
FLORENCE	61
FOND DU LAC	1,848

County/Tribe	# of Submitted Applications
FOREST	81
GRANT	527
GREEN	820
GREEN LAKE	240
HO CHUNK NATION	1
IOWA	168
IRON	42
JACKSON	227
JEFFERSON	851
JUNEAU	506
KENOSHA	4,796
KEWAUNEE	126
LA CROSSE	22
LAC DU FLAMBEAU	2,895
LAFAYETTE	170
LANGLADE	210
LINCOLN	343
MANITOWOC	1,150
MARATHON	2,276
MARINETTE	804
MARQUETTE	371

Source Data: ACCESS 11

## ACCESS AFB Usage by County/Tribe (Continued)

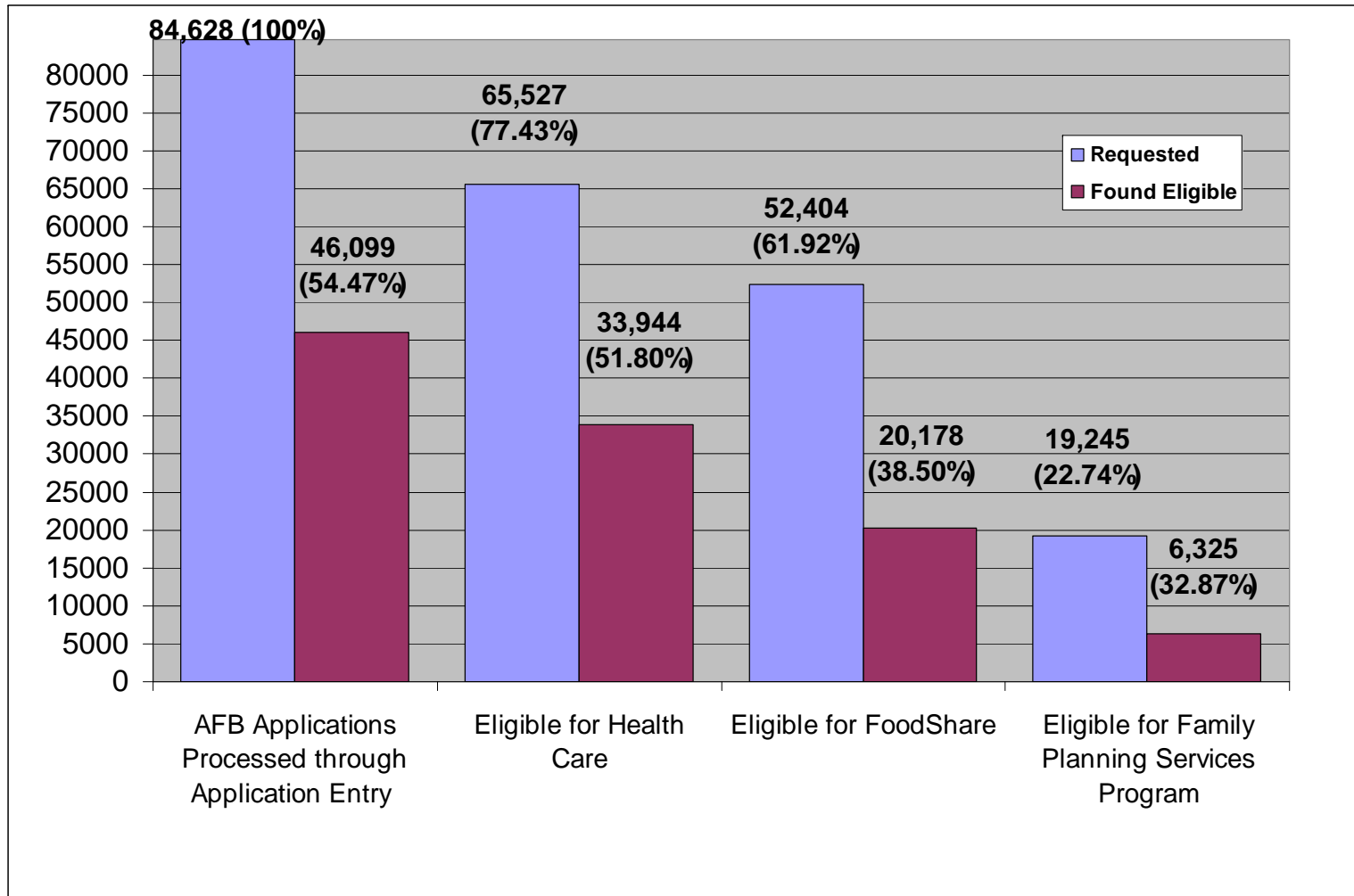
County/Tribe	# of Submitted Applications
MENOMINEE	21
MENOMINEE TRIBE	1
MILWAUKEE	37,311
MONROE	857
OCONTO	518
ONEIDA	1,135
ONEIDA NATION	72
OUTAGAMIE	3,359
OZAUKEE	1,106
PEPIN	83
PIERCE	956
POLK	811
PORTAGE	1,309
POTAWATOMI	4
PRICE	87
RACINE	3,163
RED CLIFF	13
RICHLAND	159
ROCK	3,999
RUSK	205
SAUK	882

County/Tribe	# of Submitted Applications
SAWYER	152
SHAWANO	531
SHEBOYGAN	954
SOKAOGON	36
ST CROIX	2,596
ST CROIX TRIBE	1
STOCKBRIDGE-MUNSEE	14
TAYLOR	146
TREMPEALEAU	466
VERNON	283
VILAS	235
WALWORTH	2,263
WASHBURN	258
WASHINGTON	1,297
WAUKESHA	5,510
WAUPACA	854
WAUSHARA	278
WINNEBAGO	3,176
WOOD	1071
TOTAL (submitted to date)	122,578

Source Data: ACCESS

# CARES / AFB Eligibility Results

**Eligibility Results of the Applications Submitted from ACCESS**

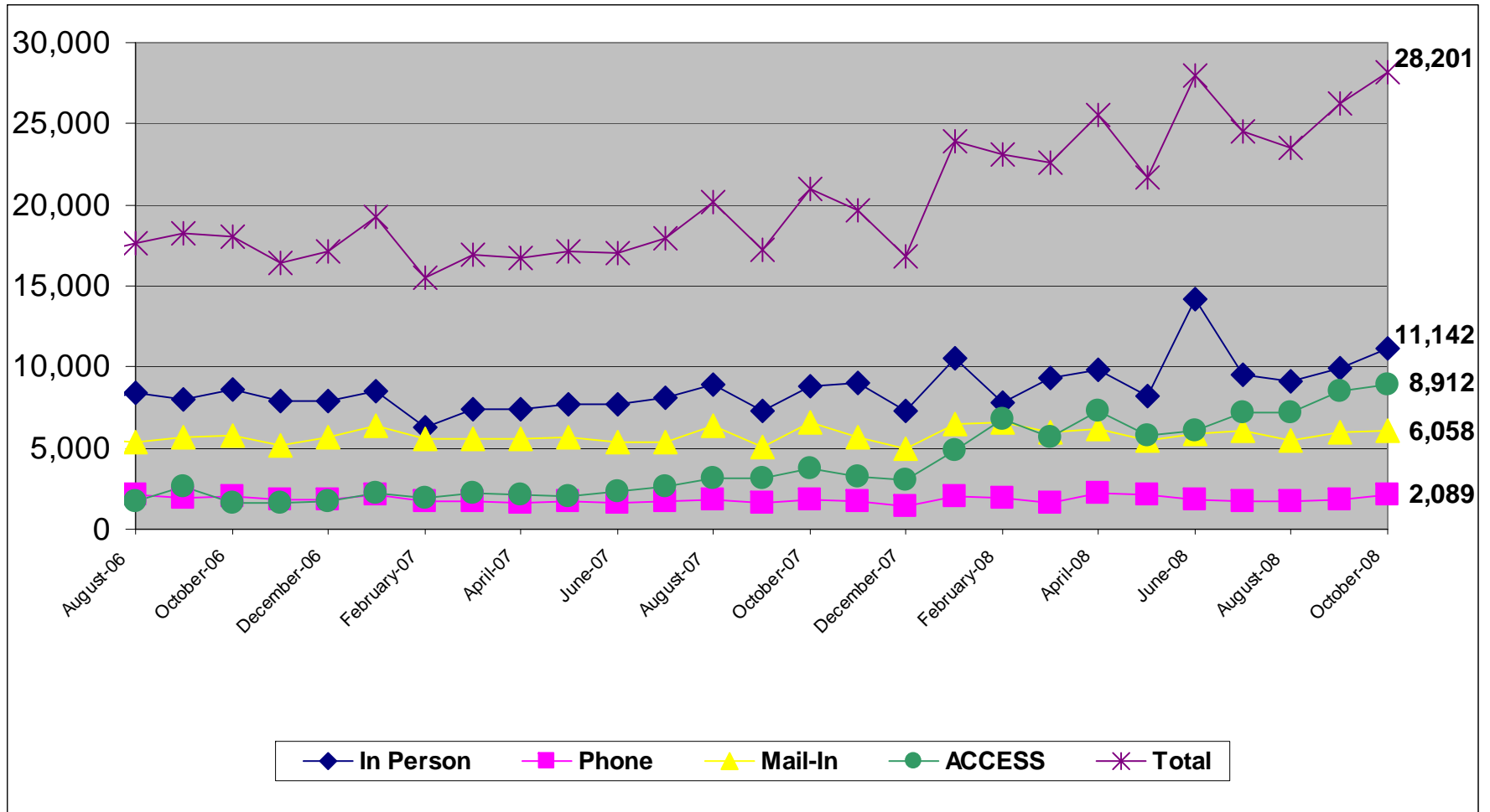


“AFB Applications Processed through Application Entry” indicates the number of ACCESS AFB applications for which the Application Entry process is complete for the case and eligibility has been run.

Source Data: CARES

# CARES RFA Information

**Health Care, FoodShare and Family Planning Services Program RFA Counts by Contact Method**



Source Data: CARES

## AFB Summary Information

- **Application Statistics**
  - Started to date: **215,013**
  - Average started per month: **13,861**
  - Submitted to date: **122,578**
  - Average completed per month: **7,994**
  - Full applications: **102,805**
  - Applications with just filing date: **19,773**
  - Priority Service Eligible: **24%**
  - Health care applications received this month with an elderly, blind, disabled or potentially disabled household member: **1,087**
- **Applications Submitted by Program**
  - FoodShare: **82,010**
    - Priority Service Eligible: **24,378**
    - Not Priority Service Eligible: **57,632**
  - Health Care: **89,710**
  - Family Planning Services: **26,818**
- **Help With Applications:**
  - Applied at Community Access Point: **4.40%**
  - Applied with the help of a friend or family member: **1.41%**
  - Applied with the help of a staff person or volunteer at an agency: **1.36%**
  - Authorized representative applied: **1.32%**
  - Legal Guardian applied: **0.72%**
  - Power of Attorney applied: **0.28%**

## AFB Summary Information

- **FoodShare Benefit Amount**
  - Of those eligible for FoodShare, the average FoodShare value is: **\$236.33**
- **Answers to the FoodShare Interview Question**
  - Number of applications that requested a phone interview: **41,148**
  - Number of applications that requested an in person interview: **49,526**
  - Number of applications that did not answer: **4,526**
- **Hardship Reasons**
  - I am elderly, blind or disabled: **3.25%**
  - I work during regular business hours: **14.34%**
  - I have limited transportation or difficulty getting to the office: **17.34%**
  - I have school or training during regular business hours: **4.46%**
  - I am caring for another person in my household: **2.76%**
  - I do not have child care: **7.66%**
  - I am not comfortable going to the local agency: **4.95%**
  - I am ill and unable to go to the local agency: **1.59%**
  - There is severe weather in my area: **0.32%**
  - Other: **5.50%**



**Check My Benefits (CMB)  
and  
Report My Changes (RMC)**

# MyACCESS Account Breakdown by County/Tribe (CMB/RMC)

County/Tribe	Count
ADAMS COUNTY	220
ASHLAND COUNTY	211
BADRIVER TRIBE	19
BARRON COUNTY	613
BAYFIELD COUNTY	105
BROWN COUNTY	3,307
BUFFALO COUNTY	96
BURNETT COUNTY	161
CALUMET COUNTY	280
CHIPPEWA COUNTY	719
CLARK COUNTY	234
COLUMBIA COUNTY	528
CRAWFORD COUNTY	246
DANE COUNTY	5,026
DODGE COUNTY	628
DOOR COUNTY	184
DOUGLAS COUNTY	442
DUNN COUNTY	643
EAUCLAIRE COUNTY	968
FLORENCE COUNTY	47
FONDDULAC COUNTY	1,080
FOREST COUNTY	93
GRANT COUNTY	374
GREEN COUNTY	287
GREENLAKE COUNTY	151

County/Tribe	Count
IOWA COUNTY	147
IRON COUNTY	54
JACKSON COUNTY	153
JEFFERSON COUNTY	610
JUNEAU COUNTY	293
KENOSHA COUNTY	3,298
KEWAUNEE COUNTY	116
LAC DU FLAMBEAU TRIBE	45
LACROSSE COUNTY	1,010
LAFAYETTE COUNTY	95
LANGLADE COUNTY	248
LINCOLN COUNTY	250
MANITOWOC COUNTY	600
MARATHON COUNTY	1,222
MARINETTE COUNTY	479
MARQUETTE COUNTY	162
MENOMINEE COUNTY	42
MILWAUKEE COUNTY	34,607
MONROE COUNTY	547
OCONTO COUNTY	357
ONEIDA COUNTY	541
ONEIDA TRIBAL COUNCIL	118
OUTAGAMIE COUNTY	1,929
OZAUKEE COUNTY	474
PEPIN COUNTY	51

Source Data: ACCESS

## MyACCESS Account Breakdown by County/Tribe (CMB/RMC, Continued)

County/Tribe	Count
PIERCE COUNTY	371
POLK COUNTY	523
PORTAGE COUNTY	659
POTAWATOMI	2
PRICE COUNTY	95
RACINE COUNTY	2,658
REDCLIFF TRIBE	29
RICHLAND COUNTY	127
ROCK COUNTY	2,252
RUSK COUNTY	172
SAUK COUNTY	550
SAWYER COUNTY	145
SHAWANO COUNTY	386
SHEBOYGAN COUNTY	1,038
SOKAOGON TRIBE	7
ST.CROIX COUNTY	866
STATE LEVEL AGENCY - CAPO	576
STOCKBRIDGE-MUNSEE TRIBE	17
TAYLOR COUNTY	93
TREMPEALEAU COUNTY	342
VERNON COUNTY	201
VILAS COUNTY	149
WALWORTH COUNTY	1,058
WASHBURN COUNTY	167

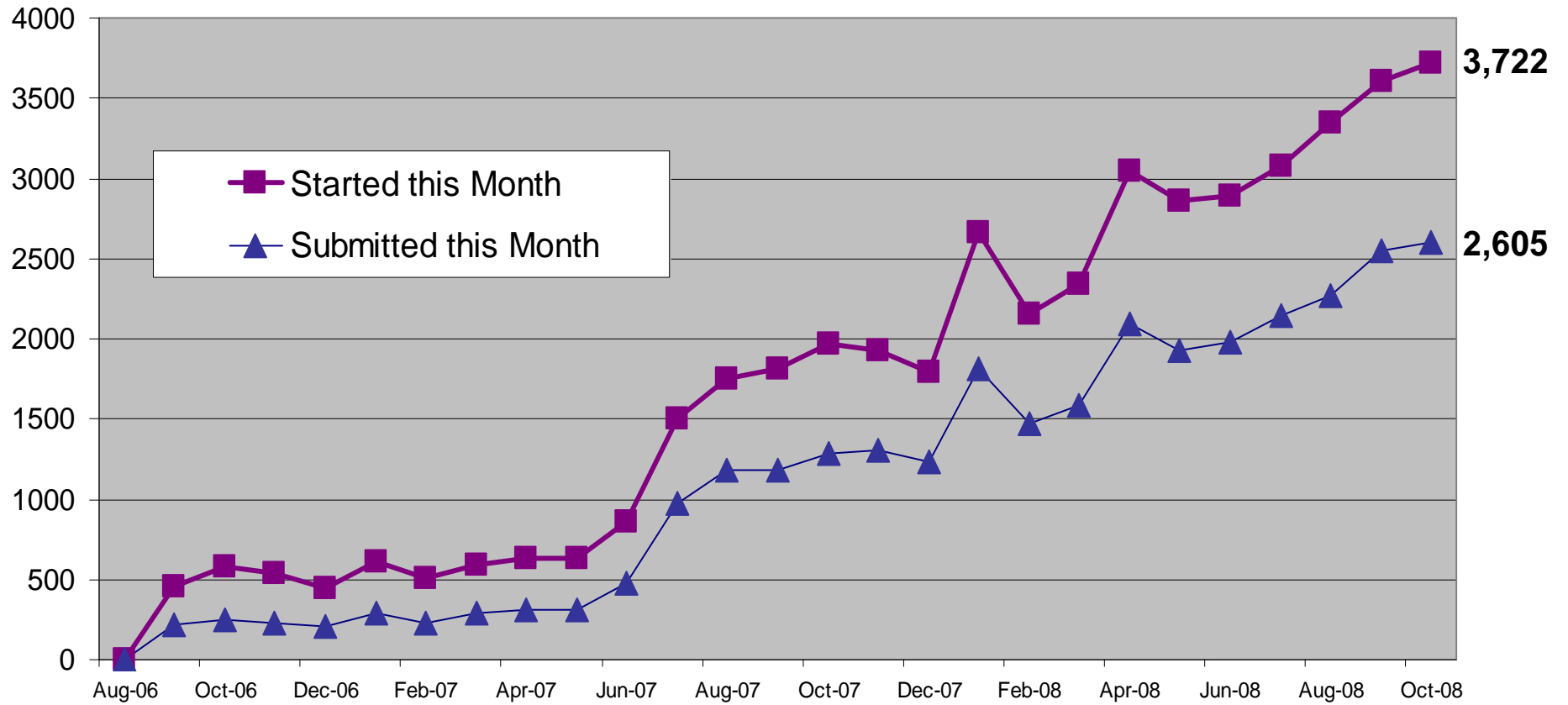
County/Tribe	Count
WASHINGTON COUNTY	889
WAUKESHA COUNTY	2,541
WAUPACA COUNTY	586
WAUSHARA COUNTY	236
WINNEBAGO COUNTY	1,801
WOOD COUNTY	852
<b>Total</b>	<b>83,498</b>

### Usage Statistics for CMB for October

- Total number of times users logged in to CMB: **61,073**  
(i.e., if client X logged in 3 times in one month, we count 3 total logins)
- Total number of distinct users who logged in to CMB: **17,605**  
(i.e., if client X logged in 3 times in one month, we count 1 distinct user)
- Total number of repetitive logins by users: **43,468**  
(i.e., if client X logged in 3 times in one month, we count 2 repetitive logins)

# RMC Summary Information

## Report My Changes (RMC) Report Counts



Started to date: **46,329**

Submitted to date: **30,405**

## Types of Changes Reported to Date Cumulative

Change Type	Count
CHANGE IN ADDRESS AND/OR PHONE NUMBER	11,749
SOMEONE MOVED INTO HOUSEHOLD (PERSON ADD)	3,001
SOMEONE MOVED OUT OF HOUSEHOLD	2,382
SOMEONE DIED	35
SOMEONE GOT MARRIED	580
SOMEONE GOT DIVORCED	40
SOMEONE BECAME PREGNANT	1,338
SOMEONE'S PREGNANCY ENDED	918
SOMEONE BECAME DISABLED	474
SOMEONE STARTED A TYPE OF JOB OR EMPLOYMENT	5,538
SOMEONE CHANGED A TYPE OF JOB OR EMPLOYMENT	5,012
SOMEONE ENDED A TYPE OF JOB OR EMPLOYMENT	7,995

Change Type	Count
SOMEONE STARTED A TYPE OF UNEARNED INCOME	907
SOMEONE CHANGED A TYPE OF UNEARNED INCOME	856
SOMEONE ENDED A TYPE OF UNEARNED INCOME	1,496
SOMEONE ADDED A NEW TYPE OF UTILITY	5,265
SOMEONE STOPPED PAYING A TYPE OF UTILITY	2,040
SOMEONE ADDED A HOUSING EXPENSE	2,343
SOMEONE CHANGED A HOUSING EXPENSE	3,164
SOMEONE ENDED A HOUSING EXPENSE	846

## RMC Usage by County/Tribe

County/Tribe	Count
ADAMS COUNTY	83
ASHLAND COUNTY	35
BADRIVER TRIBE	6
BARRON COUNTY	115
BAYFIELD COUNTY	18
BROWN COUNTY	1,046
BUFFALO COUNTY	10
BURNETT COUNTY	9
CALUMET COUNTY	46
CHIPPEWA COUNTY	152
CLARK COUNTY	36
COLUMBIA COUNTY	139
CRAWFORD COUNTY	80
DANE COUNTY	2,268
DODGE COUNTY	185
DOOR COUNTY	37
DOUGLAS COUNTY	120
DUNN COUNTY	110
EAUCLAIRE COUNTY	268
FLORENCE COUNTY	2
FONDDULAC COUNTY	204
FOREST COUNTY	12
GRANT COUNTY	84
GREEN COUNTY	99
GREENLAKE COUNTY	21

County/Tribe	Count
IOWA COUNTY	24
IRON COUNTY	5
JACKSON COUNTY	30
JEFFERSON COUNTY	161
JUNEAU COUNTY	104
KENOSHA COUNTY	919
KEWAUNEE COUNTY	10
LAC DU FLAMBEAU TRIBE	317
LACROSSE COUNTY	2
LAFAYETTE COUNTY	15
LANGLADE COUNTY	50
LINCOLN COUNTY	54
MANITOWOC COUNTY	128
MARATHON COUNTY	397
MARINETTE COUNTY	121
MARQUETTE COUNTY	45
MENOMINEE COUNTY	5
MILWAUKEE COUNTY	16,095
MONROE COUNTY	186
OCONTO COUNTY	73
ONEIDA COUNTY	140
ONEIDA TRIBAL COUNCIL	29
OUTAGAMIE COUNTY	788
OZAUKEE COUNTY	168
PEPIN COUNTY	17

Source Data: ACCESS

## RMC Usage by County/Tribe (Continued)

County/Tribe	Count
PIERCE COUNTY	128
POLK COUNTY	122
PORTAGE COUNTY	109
POTAWATOMI	0
PRICE COUNTY	12
RACINE COUNTY	807
REDCLIFF TRIBE	4
RICHLAND COUNTY	29
ROCK COUNTY	624
RUSK COUNTY	27
SAUK COUNTY	165
SAWYER COUNTY	29
SHAWANO COUNTY	77
SHEBOYGAN COUNTY	277
SOKAOGON TRIBE	4
ST.CROIX COUNTY	304
STATE LEVEL AGENCY - CAPO	0
STOCKBRIDGE-MUNSEE TRIBE	0
TAYLOR COUNTY	13
TREMPEALEAU COUNTY	62
VERNON COUNTY	35
VILAS COUNTY	24
WALWORTH COUNTY	362
WASHBURN COUNTY	38

County/Tribe	Count
WASHINGTON COUNTY	241
WAUKESHA COUNTY	830
WAUPACA COUNTY	171
WAUSHARA COUNTY	35
WINNEBAGO COUNTY	557
WOOD COUNTY	251
<b>Total</b>	<b>30,405</b>