



# ACCESS TO ELIGIBILITY SUPPORT SERVICES FOR HEALTH AND NUTRITION

Usage and Eligibility Results Report  
As of 10/31/2009

# ACCESS Report Summary

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

- **Self Assessments**

- Started to date: **516,669**
- Average started per month: **17,654<sup>2</sup>**
- Completed to date: **482,294**
- Average completed per month: **16,442<sup>2</sup>**

- **Households**

- Number of households found potentially eligible for at least one program: **462,937**
- Percentage of households who completed the screener that were found eligible for at least one program: **96%**

- **Am I Eligible at a Glance**

- Of the percentage of households found eligible for FoodShare, the average FoodShare value is: **\$181.47**
- 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: **201,841 (137,039 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: **540,636**
  - Average started per month: **40,313<sup>2</sup>**
  - Submitted to date: **361,078**
  - Average completed per month: **27,372<sup>2</sup>**
  - Full applications: **323,676**
  - Applications with just filing date: **37,402**
  - Priority Service Eligible: **24%**
- **Applications by Program**
  - FoodShare: **236,879**
    - Priority Service Eligible: **76,279**
    - Not Priority Service Eligible: **160,600**
  - Health Care: **264,405**
  - Family Planning Waiver: **75,711**

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

- **Reports**
  - Started this month: **4,961**
  - Submitted this month: **3,321**

<sup>1</sup> Cumulative totals from June 2006 to present.

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

<sup>3</sup> Cumulative totals from September 2006 to present

## ACCESS Report Summary (Continued)

### ACCESS Usage Statistics for October

- **Login**
  - Total number of times users logged in to ACCESS: **161,863**
    - Percentage of ACCESS logins in Spanish: **0.20%**
  - Total number of times users logged in to CMB: **125,001**
    - Total number of distinct users who logged in to CMB: **45,401**
    - Total number of repetitive CMB logins by users: **79,600**
- **Expired Applications**
  - Total applications that expired this month: **6,282**
    - Percentage of expired applications that were Spanish applications: **1.26%**
- **Spanish**
  - Households who completed AFB application in Spanish: **1.31%**
  - Households who completed the change report in Spanish: **0.18%**
  - Households who completed Screener in Spanish: **0.08%**

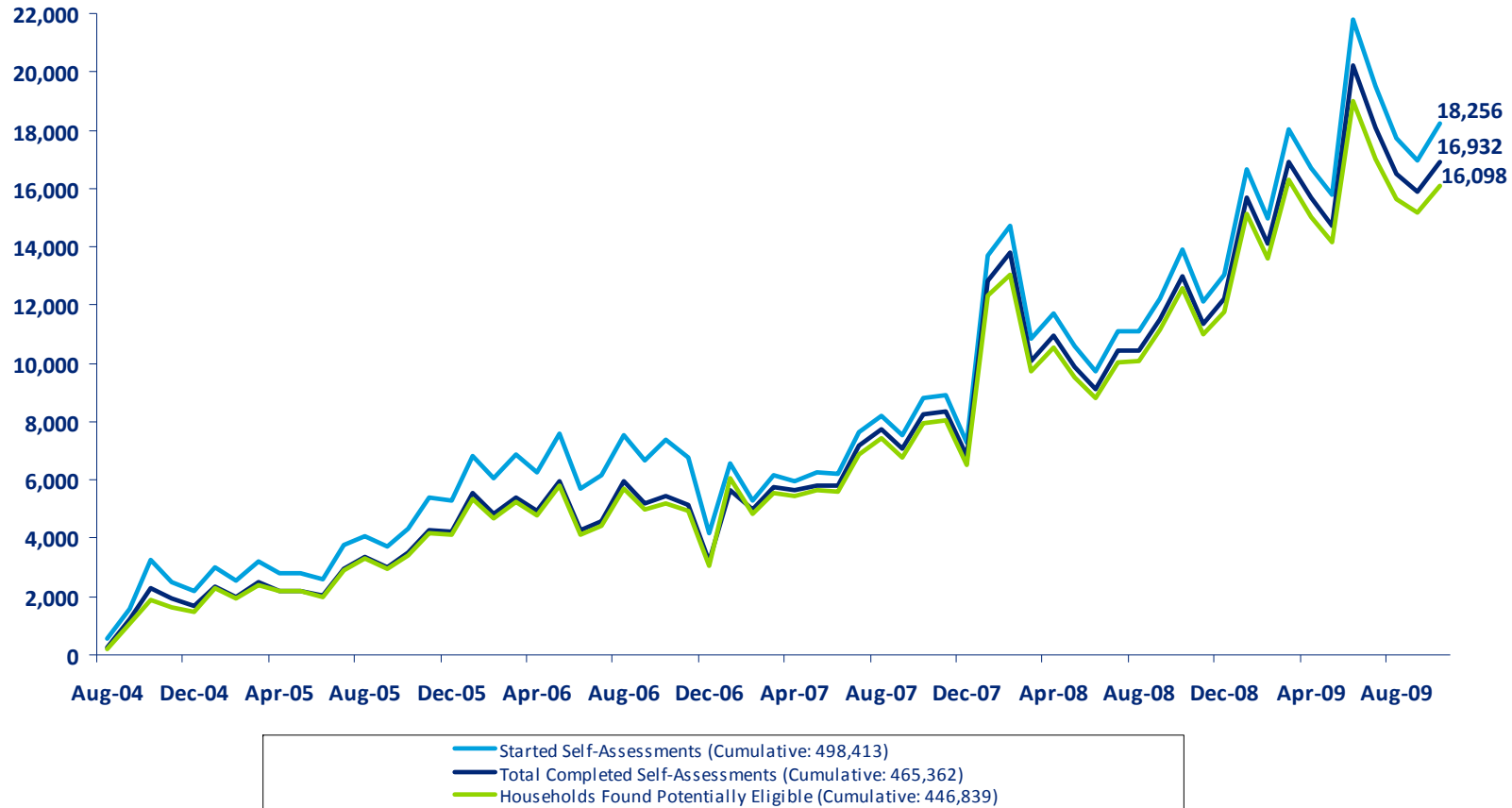
Source Data: ACCESS and CARES



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

Usage and Eligibility Results Report  
As of 10/31/2009

# AIE Self Assessment Statistics



Average self assessments started per month: **17,654**

Average self assessments completed per month: **16,442**

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

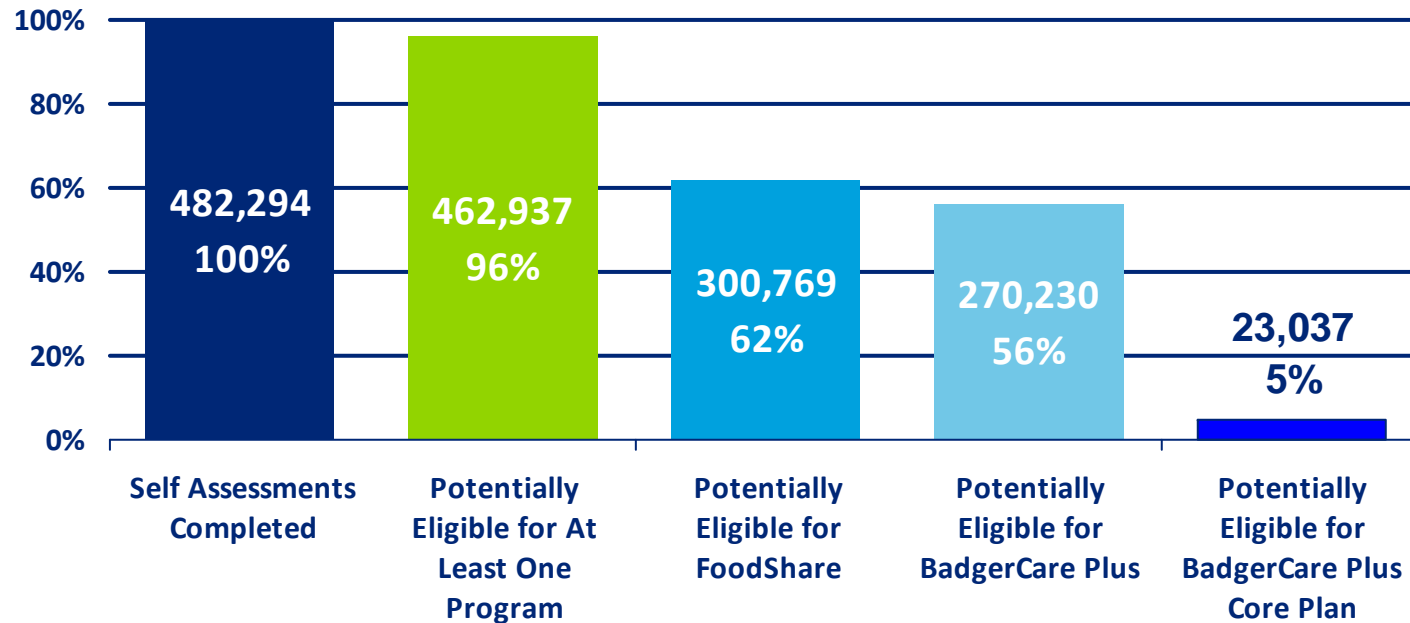
-Beginning in December 2004, totals include the addition of Family Planning Waiver, Medicaid (EBD), MPA, Long Term Care, SeniorCare, WIC, School Meals/Summer food, TEFAP, and Tax Credits.

-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 Waiver and EBD Medicaid changed to Medicaid.

Source Data: ACCESS

# Households Found Potentially Eligible in AIE



Of the percentage of households found eligible for FoodShare, the average FoodShare value is: **\$181.47**

\*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

\*The numbers include eligibility for BadgerCare Plus Core Plan as of June 13, 2009

Source Data: ACCESS

## Potential Eligibility in AIE

	Date Available	September 2009	October 2009	Total to Date
FoodShare	08/2004	66%	67%	62%
BadgerCare Plus (prior to January 11, 2008, this was Family Medicaid and BadgerCare)	08/2004	51%	48%	56%
BadgerCare Plus Core Plan	06/2009	26%	26%	5%
Medicaid (Elderly, Blind, and Disabled (EBD))	12/2004	9%	10%	10%
Family Planning Waiver	12/2004	53%	49%	56%
Medicare Premium Assistance Program	12/2004	3%	3%	3%
Long Term Care	12/2004	1%	1%	2%
SeniorCare	08/2004	5%	7%	7%
Women, Infant and Children (WIC)	12/2004	20%	19%	26%
School Meals/Summer Food Service	12/2004	51%	47%	58%
The Emergency Food Assistance Program (TEFAP)	12/2004	66%	66%	65%
Medicare Part D	07/2005	9%	11%	11%
Tax Credits	12/2004	66%	65%	69%
Wisconsin Home Energy Assistance Program (WHEAP)	01/2007	76%	76%	42%

## AIE Usage by County/Tribe

County/Tribe	Count
ADAMS	2,219
ASHLAND	2,048
BARRON	4,703
BAYFIELD	1,319
BROWN	19,586
BUFFALO	1,057
BURNETT	1,171
CALUMET	2,894
CHIPPEWA	6,009
CLARK	2,248
COLUMBIA	4,646
CRAWFORD	1,356
DANE	43,411
DODGE	6,627
DOOR	1,927
DOUGLAS	3,858
DUNN	4,788
EAUCLAIRE	10,110
FLORENCE	400
FONDDULAC	7,381
FOREST	886

County/Tribe	Count
GRANT	3,858
GREEN	3,248
GREENLAKE	1,286
IOWA	1,603
IRON	604
JACKSON	1,763
JEFFERSON	6,183
JUNEAU	2,939
KENOSHA	16,232
KEWAUNEE	1,142
LACROSSE	10,750
LAFAYETTE	1,112
LANGLADE	1,406
LINCOLN	2,093
MANITOWOC	5,275
MARATHON	10,428
MARINETTE	3,927
MARQUETTE	1,405
MENOMINEE	393
MILWAUKEE	91,046
MONROE	4,502

Source Data: ACCESS 9

## AIE Usage by County/Tribe (Continued)

County/Tribe	Count
OCONTO	4,166
ONEIDA	3,850
OUTAGAMIE	15,455
OZAUKEE	4,850
PEPIN	589
PIERCE	3,202
POLK	4,044
PORTAGE	6,249
PRICE	1,224
RACINE	15,749
RICHLAND	1,643
ROCK	18,472
RUSK	1,501
SAUK	5,413
SAWYER	1,391
SHAWANO	3,569

County/Tribe	Count
SHEBOYGAN	8,228
ST. CROIX	7,729
TAYLOR	1,317
TREMPEALEAU	2,089
VERNON	2,078
VILAS	1,888
WALWORTH	8,868
WASHBURN	1,501
WASHINGTON	8,238
WAUKESHA	23,283
WAUPACA	4,207
WAUSHARA	2,067
WINNEBAGO	13,209
WOOD	7,356
UNKNOWN	33,405

Source Data: ACCESS

## AIE Comments from the Month of October

- I can not get Insurance at work because I did not get when I started. That is the only time you can get Insurance. To get Insurance elsewhere it is too much money. Income for availability should go up. Thanks for nothing!
- I WAS GETTING FOOD STAMPS PREVIOUSLY BUT I HAD AN INCREASE IN MY INCOME FOR A SHORT TIME AND MY BENEFITS GOT DROPPED. WHEN MY INCOME DECREASED I PUT IN MY CHANGES IMMEDIATELY, AS I ALWAYS DO, BUT I DIDNT SEE ANY CHANGE IN MY FOOD STAMP STATUS. I WAS NEVER TOLD THAT I HAD TO REAPPLY IF I HAD A LAPSE IN BENEFITS. I AM VERY DISCOURAGED AT THE LACK OF COMMUNICATION AND THE LENGTH OF TIME IT TAKES FOR MY WORKER TO RESPOND TO MY CHANGES. I ALWAYS WAIT WAY PAST THE TEN DAYS TO GIVE MY WORKER AMPLE TIME TO RESPOND AS I UNDERSTAND THEY ARE BUSY, HOWEVER WHEN I CALL OR EMAIL HER ABOUT HER LACK OF COMMUNICATION, SHE CLAIMS SHE NEEDS MORE PAPER WORK. I THOUGHT THAT A REQUEST WAS SUPPOSED TO COME IN THE MAIL? I NORMALLY DONT COMPLAIN, BUT I AM IN FINANCIAL STRAIN AND MY HUSBAND AND I ARE ON THE VERGE OF LOSING OUR HOME. WE COULD DEFINATELY USE ANY HELP WE CAN GET. WE ARE DOING OUR BEST TO GET OUT OF OUR BIND HOWEVER MY HUSBAND IS WORKING VERY FEW HOURS AND THINGS ARE TOUGH!!
- Website is very easy to use. I wish that you could post what the new limits for various programs will be when they will be changed. Thank you for your help.
- It was very easy to use-Thank You!
- excellent web site for easy to find help., this was very helpful in finding very needed resources for low income help, without wasting time applying for services you are not eligable for.I think it also helps keep down costs and wasted time for, the administrators of these programs thank you.
- The site wasn't very helpful. Too many questions left hanging. The survey mostly focused on my 86 year old mother, and barely seemed interested in me. It didn't even bother to ask me if I had any savings (not much) and indicates that just because I had "access" to health insurance at a job (couldn't afford the premiums, so didn't take it), I may not be eligible to get any other health insurance. Very disappointed in this site. Not enough insight given into things. I know that in many cases, if you have too high combined income and savings, you can't get anything. I know that from a few years ago when we went for heating help, and under the guidelines, just missed out. However, because Gov. Doyle had implemented a supplemental plan, we were able to qualify. We're some of those "falling through the cracks" people. We know there is little out there for us and will continue to freeze in winter, and wonder where the help is for us in all aspects, food and everything else.
- Great help...very easy to understand and fill out info. Thanks
- I think the Wisconsin site is very user friendly. The statements are clear and give adequate time to edit or completely remove an answer. The summary of what we said at the end of each section is a perfect idea. It helped me realize "Oh ! I should have answered that in a different way" In years past the system was so quick and we had agent contact much sooner & easier. Considering how swamped every agency is, the system is "AMAZING". I have told several people that they should realize how lucky we really are. The system works perfectly, if you give correct answers and do not wait to long to follow through. The State of Wisconsin has the entire process really "down pat". Thank you all so much
- You ask about Health Insurance but not how it is paid for. Because I am High Risk - I pay out of pocket \$1419.00 per quarter. It is not offered through my job. Plus co-pays for drugs and high deductible so I cannot afford to go to the doctor. That should be taken into consideration.

Source Data: ACCESS

## AIE Comments from the Month of October (Continued)

- This is an awesome website. It's written for a layperson to understand and easy to follow. Thanks to whomever created it!
- I thought the program was very easy to use. However, the first time I looked at it, I thought that by completing the questions, I was actually apply even though I was just completing it out of curiosity to see if I was eligible for anything. I have a college friend who is no longer eligible for Badgercare because she turned 19. I think it would be good to have a link available to the new Badgercare plus program for young adults who do not have children that I heard about on your Badgercare 1-800 number.
- The application does not ask certain questions. For instance, we are applying for badgercare plus for my son who is 31 and bi-polar with no insurance. He is living with me (his mother) as he has no means to support himself on the amount of money he earns. He is also on medication for his disease and needs dental work as well. I work as a childcare provider and make only enough money to support myself and take care of the bills I have at present. I also have a dependent daughter who goes to college (but does not live here at home now). I "assumed" this application was based on HIS income and not mine as he cannot be on my insurance and my income should not have to reflect his need for medication and medical needs! How are we to answer these questions? We do not combine our income simply because he is living here with me and unable to afford a place of his own. He is my SON not a spouse!! If anyone truly answers these comments I can be reached at [xxxx@hotmail.com](mailto:xxxx@hotmail.com)
- I am unemployed waiting on a decision from unemployment. Why would sharon qualify for health and not me?
- This site is very informative. Thanks!
- why does this application for Badgercare Plus differ from the other onlin applications?
- This system of fact finding, fact assessment, and information sharing is terrific! It is programs like this that need to be brought to the attention of the general public, so as to reduce overall costs to the taxpayers. Thank You
- This was extremely helpful in planning my future. Thanks!
- I'm not real sure how this site figures hourly wages. I put my wages at \$14.75/hour @ 32 hours/week. 32 hours times 4 weeks in a month is NOT the \$2,029.60 the website calculates it as. I figured it as \$14.75/week = \$472/week gross(this is NOT what I bring home). \$472/week gross times 4 weeks = #1,888/ 4 weeks/month.
- NO I DONT APPLY FOR THIS PROGRAM. MY NAME IS PHOUKHONG I NEED TO RENEW FORWARD HEALTH. HOW CAN I RENEW THEM. I HAVE DOCTOR APPOINTMENT ON MONDAY SEPTEMBER 21, 2009. PLEASE HELP ME HOW CAN I RENEW MY FORWARD HEALTH. PLEASE ME KNOW HOW . [xxxx@hotmail.com](mailto:xxxx@hotmail.com)
- I like to know how you can cut an elderly from 35 dollars a month down to 19.00 a month when she only gets ssi for an income..and how do you figure she is making over 2000.00 a month she only gets 1069.00 a month.

Source Data: ACCESS

## AIE Comments from the Month of October (Continued)

- I am so impressed with this service. I just entered in all my family's information and it was easy, clear and quick. Thank you so much; I will follow up with some service opportunities.
- I just finished researching this program. I understand that it must be broad-based in order to serve all people in need who have varying circumstances. However, I was surprised that I was ineligible for free or low-cost health care due to my being age 64. I understand that I cannot receive Medicare yet due to my being younger than age 65 and had been insured previously this year through my employment and health insurance. However, I lost my job through outsourcing the position to India and, therefore, lost my insurance eligibility at the same time. Being unemployed, I was unable to afford the COBRA payment. My immediate problem is that I am insulin-dependent diabetic and am also a lupus patient. So, being denied health care and prescription coverage is a dangerous situation in which to be. It would be better (at least for me) to have a few questions about current health conditions which make a difference in such cases. Thank you.
- no questions were asked about anyone's medical expenses except over age 65. what about taking into consideration those of us(age 53) without a job for a year, and paying out of pocket for health insurance that has thousands of dollars of deductibles and pays for no prescriptions or dr visits?
- I like using this tool. It is helpful because I am considering relocating from TN to WI. I am able to get a view of what my family could qualify for.
- I am in need of emergence dental care. Where can I get some help. Please contact me at xxxx@yahoo.com. I am also in need of more dental care. Patty
- Very good, thank you
- It's amazing how the more you pay in taxes, the less benefits you have to show for it.
- I thought this website is one of the easiest and most informational I have used to date. Thank You
- This website was very helpful. Thank You! I still have some questions and will call, unless someone can call me. (xxx) xxx-xxxx
- I am off of work due to short-term disability since 8/3/09 and this ends on 9/28/09. My checks vary from week to week and end on 9/28/09. I am in the process of applying for long-term disability through work. If this is approved, it would not start until day 91 which is November 1, 2009. If I don't go back to work, I will lose my position and the only way I can get insurance is through COBRA which I can't afford. For the month of October, I will have no income. I was not able to print that anywhere on your form. I have applied for SSI disability, but understand that this can take some time.
- Very helpful and easy to use!

Source Data: ACCESS

## AIE Comments from the Month of October (Continued)

- It looks like a good idea that you have, but you did not take into account as for real expenses in life, just because a gross income is stated, you did not require amounts to come out for food, the heating bill, insurance costs, school loans or car payments, so it would be a real good idea to enable a few more screens and show what people on limited budgets pay for a few real expenses. Gross income does not state the whole picture, as I lost my 30+ year job 2 years ago and I went from \$3200 a month to \$0 a month, I was not eligible for unemployment as my employer refused to pay it, so now I get \$330 a week from unemployment, quite a drop, we sold our house and condensed into a 1 bedroom condo from 3 bedroom ranch, so I believe that you need to what peoples real life expenses are, I cannot find work, have to pay almost \$300 a month for insurance, because the govt. has been kind enough to help us get "low cost" health insurance which disappears ,that we will hget to drop after December
- Easy to use and painless. Answered a lot of my questions
- I really like the option to see what or if you qualify for any benefits however, I was especially looking to see if I was also eligible for daycare subsidy, or did I miss something? thank you
- I think it is ridiculous that the government wants you to NOT work to get any type assistance. For people such as myself, who wants to make a living is denied for any type of help. And they call our system good.
- When the family income is mentioned in the health care section, it should specify if this is monthly.
- This process was incredibly easy to use and helpful with understanding my eligibility for assistance at this difficult time in my life. Thank you for making the determination process easy and quick!
- I just want to say thank you for being able to get an idea of what benefits I may qualify and the cost. I know older people have a hard time with the computer, but this was nice so I didn't have to run over to Juneau or wait for paperwork in the mail.
- This was a very user friendly site. Thank you for the information!
- I think this site is great I just wish it would also give an average for child care assistance
- thank you - the site was very useful to give me basic information to share with someone I know in need. This will give them an idea how to pursue assistance.
- Thank you for a very easy to understand and use qualification website.
- Very informative and easy to use.

Source Data: ACCESS

## AIE Comments from the Month of October (Continued)

- Great and very helpful site. It was so easy to use....thank you!
- This tool helped me alot. Only took a few minutes & i got my answer right away instead of wasting time on the phone w/ all these agencies. thank you!
- do not like the site because it does not help me find my user id or give me my lost password could we send me my user id and password to this e-mail address xxxx@[yahoo.com](mailto:xxxx@yahoo.com)
- A very easy site to manuver.
- We didn't qualify for aid as we make too much money, at least as long as I receive unemployment, but it would have been nice to know what the dollar cut-offs are for qualifying based on our demographics.
- I like the website but I have a problem I would like to talk to someone about. I have been trying to apply for the BadgerCare core plan for the past 4 months. The info I put in includes the people in this household that are already recieving Badger care plus plan. So when I tried to submit my information it kicks it out because of this. I have been on the phone time after time day after day hour after hour, trying to get in touch with an agent to apply for the childless plan. I don't have several hours to sit and wait. I have to take care of the two toddlers that have disabilities and it is difficult to wait for so long for a human being to take my application over the phone. I have told this to our local office and they say that's the only way it can be done is on the phone. Thank you, Denise xxx-xxx-xxxx
- I like the website in general however when these calculations are being made, there are more things to consider when deciding if a person or family needs assistance. Major medical expenses that are out of pocket, utility expenses, car payments, credit cards, etc... An income may look good on paper but once you take off taxes and have to pay for monthly bills money doesn't always cover everything. Eligability and the application process should reflect the monthly living expenses that are more accurate so candidates can be considered more fairly. Our state sucks at supporting hard-working individuals who really do bust their butts to put food on their tables and supports those who prefer to sit on the couch and do nothing all day. Very sad.
- I came to find out about pending application , i saw nothing to click to help find that info.I then did the short assesment for eligibility, when i was finished id did not tell me if i was eligible it just gave me a phone # to call. when i call the # i waited 1h 33 mins tilll i finally hung up . not sure how this site is supposed to help ppl.
- I made a comment how i wasnt sure how this site was supposed to help, well i clicked back to the 3rd or 4th page and saw that somehow i missed the page where it did tell me about what i could be eligible for.
- Very helpful Thank You!
- maybe faster results

Source Data: ACCESS

## AIE Comments from the Month of October (Continued)

- I was given this website by an agent at the department of aging to get help from the state to pay for the insurance of 96.40 deducted from my ss income. Please send me any information I need to further any steps needed to take for my eligibility to receive this assistance. Thank you, Joan
- I don't think this is a good way to see if people are eligible. The website does not take out tax deductions or ask about any other payments they may have. I make \$1,000 per month if that not \$2,000.
- great help thank you
- This was a very helpful website. Thank you very much!!
- We need to talk to some one so what ever we justfilled out ignore it please thank you
- My roommate and I do not share food. Am i still able to recieve this benefit? other people are getting this.
- An easy to understand and navigate site, with no difficulty correcting information entered. The suggestions on what to do next was helpful. The only flaw I saw was in the button to get documents, it was not specific to eligible programs.
- Thank you, your site was very helpful. It is very user friendly and informative. God bless, and thank you for your help!
- This was very easy & gave all answers/information needed without the pressure of applying & being denied (which is VERY frustrating.) Thank you for this feature:>
- I spent 3 hours today gathering as much of the info as I possibly could for the BadgerCarePlus application only to find out way at the end that I am ineligible because I already have health insurance. I went back to look and I can see no way I could have known that sooner and saved all that time. Maybe you could please post the few major disqualifiers that would save others this same problem. I'm sure you guys are super busy right now but maybe later somebody could see about that.
- I am hopping that I filled this application correctly for the BadgerCare Plus Core Plan. My daughter and myself are both loosing the regular BadgerCare that I have had for several years while my children were young. Due to my daughter turning 19 we are loosing that as of November 1st, and I need to have insurance due to some on going medical problems. Please let me know if I have done this correctly by emailing me at [xxxx@wi.rr.com](mailto:xxxx@wi.rr.com)
- I am on unemployment; \$280.00 per week. I lost my job on August 19,2009. There is not a field available for me to submit this information. Thank you.
- it's great except our almost 20 year old has no insurance and are trying to find him some

Source Data: ACCESS

## AIE Comments from the Month of October (Continued)

- good idea,easy to do
- This was a nicely done and useful website. Thank you.
- this site is wonderful. It is a pretty easy to use and very informational.
- Your site was very easy to use.
- Although, the system thinks that i am over the limit to get into the food program for a quest card; I did find it very useful.
- Yes it looks like we can afford our own health insurance, but you don't know that I am loosing my health care because I am permantely laid off from my job and coming to an end for my benefits. My husband operates a dairy farm and with the price of milk we can barely pay our operating bills each month. Our son is a full time college student who is not working while in school at this time.
- Thanks for the help. Sincerely, William
- I thought this site was very simple to use. In a very short time you had the info you needed to make decision. I will pass this on to more than one person. Thank You
- Thank you for helping us in this regard. Much appreciate it.
- I feel the web site is fine. I would like to know how the information that I got from this site is So Much more different then the information I was givin from the Juneau Co. office. This site says with the same information I put in , I should be able to get help on different things, but the Juneau Co. Office says that I Will Not be able to get anything. Looks to me that there may be some DISCRIMINATION going on at that office.
- valuable information, good layout and easy to understand..thanks
- What a wonderfully helpful, easy-to-use website! Thank you!
- Very informative. However, I need the application based on the annual income, due to the fact work comes and goes!
- I found this website very helpful and informative. I had no idea I could be elidgable for so many programs. Barron County has been good to me and my children since I have left the stigma of getting help behind me. Thank you Barron County!
- The Emergency Food Assistance Program Even if you aren't eligible for The Emergency Food Assistance Program, you may have other options for getting food if you need it right away. You can find out more by calling at and asking for assistance. There isn't a phone number listed!
- very helpful information. thankyou very much

Source Data: ACCESS

## AIE Comments from the Month of October (Continued)

- I was able to get through the survey without much trouble. It was very helpful. Thank you.
- This is the easiest comprehensive web site I have ever accessed. Someone with minimal knowledge of computers would be able to use this. I really appreciated how easy it is to use and understand. Thanks Sybil
- I personally beleive that the liit of how much income is recieved in the household should be limited to the person applying and that persons gaurdian/s. Even then just because there is a limit does not mean we have the money to go out and get a gallon of milk much less get health insurance. We have bills upon bills and the people always hike up the bill when we CAN"T afford to pay it, oh yea thats the thing to do because we'll be able to pay it if its more, yes that was a very sarcastic comment because I am not the only one i know that is in my position. Every time i apply for something like this, rather it be financial aid for college or car insurance, they never ask how many bills or other things we have to pay for or get and i think that it is not fair to people who are living from paycheck to paycheck. They mae to much to get any assistance but to little to buy any assistance, sorry for the language but 2 words explains everything,WE'RE SCREWED! Thank you, sincerely Caroline
- I believe that this site is good, but there is other information that you do not ask or it is not clear (insurance~ I pay for cobra currently) so that should be included on the findings and what about other items in the household that I have to pay (electric/heating bills)? Those should be asked before it calculates how much assistance that I would be eligible for. Thank You for your assistance, MG
- I think this site is awesome.
- This is the most user friendly site I've used in a long time. The set-up is excellent and very easy to navigate. GREAT JOB! Don't change a thing!! Thank-you



# **Apply for Benefits (AFB)**

Usage and Eligibility Results Report  
As of 10/31/2009

## ACCESS AFB Usage by County/Tribe

County/Tribe	# of Submitted Applications
ADAMS	681
ASHLAND	503
BAD RIVER	99
BARRON	2,739
BAYFIELD	502
BROWN	10,884
BUFFALO	363
BURNETT	520
CALUMET	1,305
CHIPPEWA	1,627
CLARK	889
COLUMBIA	1,957
CRAWFORD	573
DANE	26,250
DODGE	2,768
DOOR	389
DOUGLAS	1,450
DUNN	2,161
EAU CLAIRE	3,145
ENROLLMENT SERVICES CENTER	87,931

County/Tribe	# of Submitted Applications
FLORENCE	135
FOND DU LAC	3,953
FOREST	165
GRANT	1,079
GREEN	1,502
GREEN LAKE	427
HO CHUNK NATION	2
IOWA	421
IRON	100
JACKSON	485
JEFFERSON	2,196
JUNEAU	1,118
KENOSHA	9,363
KEWAUNEE	305
LA CROSSE	6,075
LAC DU FLAMBEAU	39
LAFAYETTE	383
LANGLADE	427
LINCOLN	708
MANITOWOC	2,382

Source Data: ACCESS, 20

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

County/Tribe	# of Submitted Applications
MARATHON	4,948
MARINETTE	1,532
MARQUETTE	730
MENOMINEE	44
MENOMINEE TRIBE	3
MILES	20,232
MILWAUKEE	70,249
MONROE	1,831
OCONTO	1,269
ONEIDA	1,782
ONEIDA NATION	116
OUTAGAMIE	7,257
OZAUKEE	2,282
PEPIN	171
PIERCE	1,919
POLK	1,976
PORTAGE	2,769
POTAWATOMI	5
PRICE	190
RACINE	7,277

County/Tribe	# of Submitted Applications
RED CLIFF	30
RICHLAND	349
ROCK	8,834
RUSK	380
SAUK	2,021
SAWYER	301
SHAWANO	1,329
SHEBOYGAN	3,655
SOKAOGON	55
ST CROIX	5,006
ST CROIX TRIBE	1
STATE	2
STOCKBRIDGE-MUNSEE	26
TAYLOR	291
TREMPEALEAU	993
VERNON	635
VILAS	489
WALWORTH	4,891
WASHBURN	509
WASHINGTON	3,240

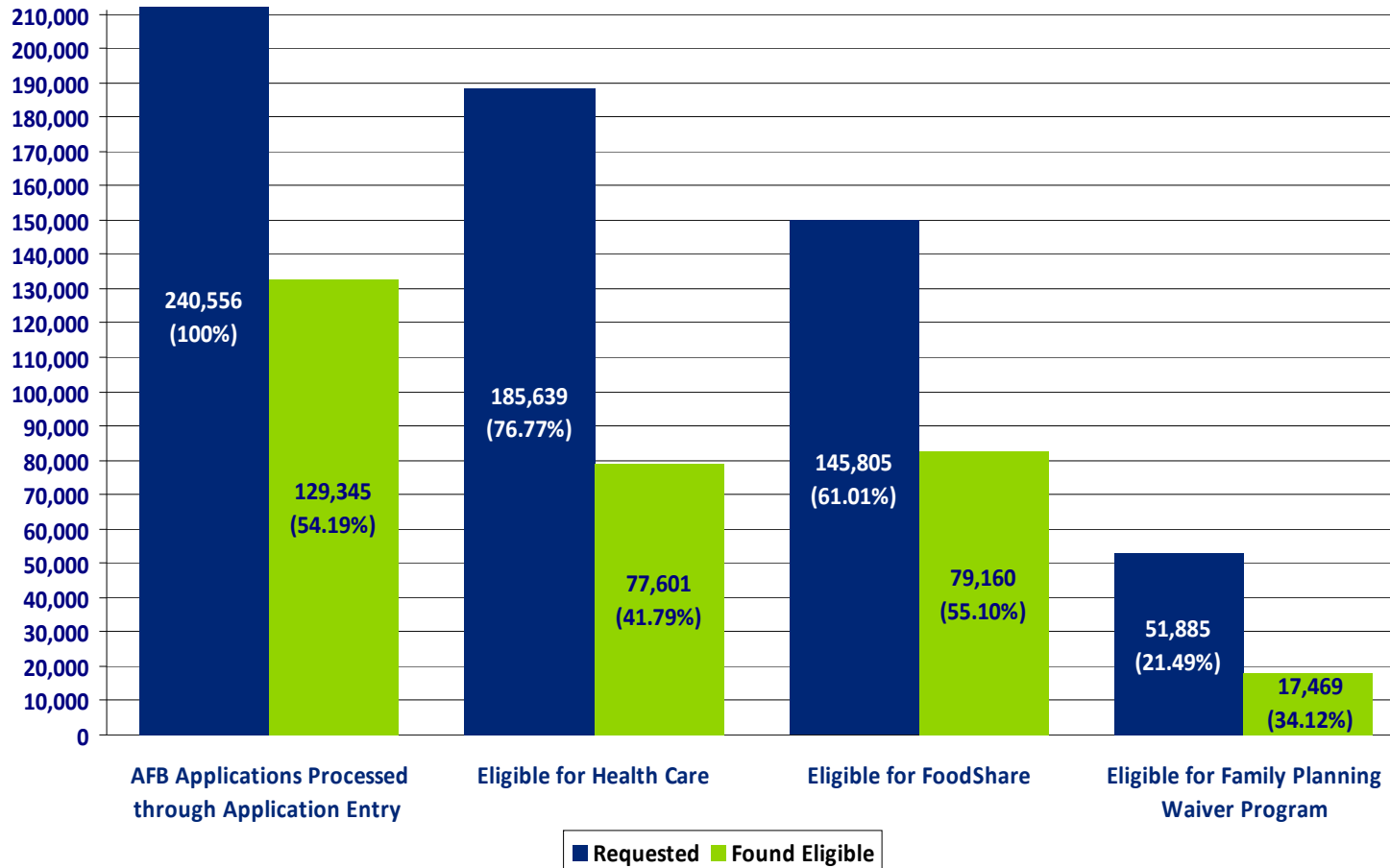
## ACCESS AFB Usage by County/Tribe (Continued)

County/Tribe	# of Submitted Applications
WAUKESHA	11,548
WAUPACA	2,108
WAUSHARA	658
WINNEBAGO	6,624
WISCONSIN	2
WOOD	2,518
TOTAL (submitted to date)	361,078

Source Data: ACCESS

# CARES / AFB Eligibility Results

## Eligibility Results of the Applications Submitted from ACCESS



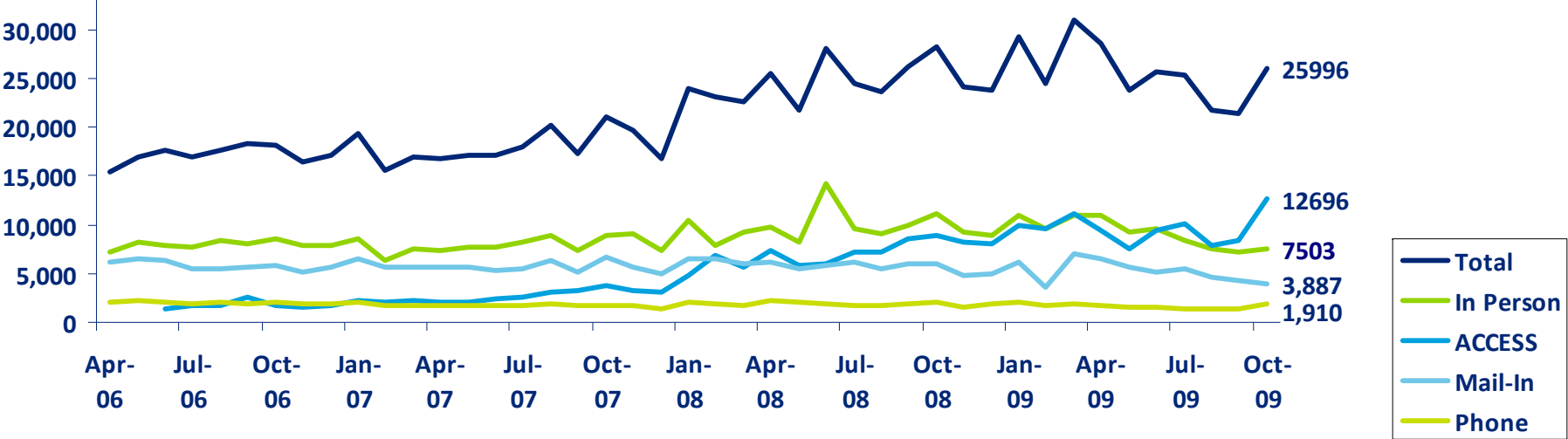
“AFB Applications Processed through Application Entry” indicates the number of ACCESS AFB applications for which the Application Entry process is complete for the case and eligibility has been run.

Source Data: CARES

\*The Health Care bars include the following programs: BadgerCare Plus, Badger Care Plus Core Plan, Medicaid

# CARES RFA Information

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



Source Data: CARES

## AFB Summary Information

- **Application Statistics**
  - Started to date: **540,636**
  - Average started per month: **40,313**
  - Submitted to date: **361,078**
  - Average completed per month: **27,372**
  - Full applications: **323,676**
  - Applications with just filing date: **37,402**
  - Priority Service Eligible: **24%**
  - Health care applications received this month with an elderly, blind, disabled or potentially disabled household member: **4,207**
- **Applications Submitted by Program**
  - FoodShare: **236,879**
    - Priority Service Eligible: **76,279**
    - Not Priority Service Eligible: **160,600**
  - Health Care: **264,405**
  - Family Planning Waiver: **75,711**
- **Help With Applications:**
  - Applied at Community Access Point: **6.31%**
  - Applied with the help of a friend or family member: **1.30%**
  - Applied with the help of a staff person or volunteer at an agency: **1.73%**
  - Authorized representative applied: **1.14%**
  - Legal Guardian applied: **0.43%**
  - Power of Attorney applied: **0.18%**

## AFB Summary Information

- **FoodShare Benefit Amount**
  - Of those eligible for FoodShare, the average FoodShare value is: **\$249.56**
- **Answers to the FoodShare Interview Question**
  - Number of applications that requested a phone interview: **84,045**
  - Number of applications that requested an in person interview: **104,036**
  - Number of applications that did not answer: **48,835**
- **Hardship Reasons**
  - I am elderly, blind or disabled: **2.33%**
  - I work during regular business hours: **9.44%**
  - I have limited transportation or difficulty getting to the office: **12.34%**
  - I have school or training during regular business hours: **2.95%**
  - I am caring for another person in my household: **1.64%**
  - I do not have child care: **4.92%**
  - I am not comfortable going to the local agency: **3.44%**
  - I am ill and unable to go to the local agency: **0.99%**
  - There is severe weather in my area: **0.28%**
  - Other: **3.61%**
- **BadgerCare Plus Core Plan Applications for September**
  - Total Submitted Core Plan Applications: **18,026**
    - Submitted through Enrollment Services Center: **1,597**
    - Submitted through ACCESS: **16,384**
      - Submitted through Community Access Point: **1,530**
- **CWW Application Services tool Applications for September**
  - Total AFB applications submitted through the CWW Application Services tool: **2,124**



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

Usage and Eligibility Results Report  
As of 10/31/2009

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

County/Tribe	Count
ADAMS COUNTY	361
ASHLAND COUNTY	301
BADRIVER TRIBE	30
BARRON COUNTY	843
BAYFIELD COUNTY	194
BROWN COUNTY	5,390
BUFFALO COUNTY	168
BURNETT COUNTY	260
CALUMET COUNTY	470
CHIPPEWA COUNTY	1,019
CLARK COUNTY	374
COLUMBIA COUNTY	745
CRAWFORD COUNTY	368
DANE COUNTY	7,434
DODGE COUNTY	1,016
DOOR COUNTY	300
DOUGLAS COUNTY	708
DUNN COUNTY	915
EAUCLAIRE COUNTY	1,429
ENROLLMENT SERVICES CENTER	11,590
FLORENCE COUNTY	65
FONDDULAC COUNTY	1,675
FOREST COUNTY	143
GRANT COUNTY	562
GREEN COUNTY	467

County/Tribe	Count
GREENLAKE COUNTY	212
IOWA COUNTY	267
IRON COUNTY	95
JACKSON COUNTY	237
JEFFERSON COUNTY	952
JUNEAU COUNTY	436
KENOSHA COUNTY	4,956
KEWAUNEE COUNTY	194
LAC DU FLAMBEAU TRIBE	1,576
LACROSSE COUNTY	70
LAFAYETTE COUNTY	173
LANGLADE COUNTY	366
LINCOLN COUNTY	385
MANITOWOC COUNTY	984
MARATHON COUNTY	1,877
MARINETTE COUNTY	768
MARQUETTE COUNTY	243
MENOMINEE COUNTY	66
MILES	3,259
MILWAUKEE COUNTY	45,724
MONROE COUNTY	800
OCONTO COUNTY	595
ONEIDA COUNTY	753
ONEIDA TRIBAL COUNCIL	186
OUTAGAMIE COUNTY	2,997

Source Data: ACCESS

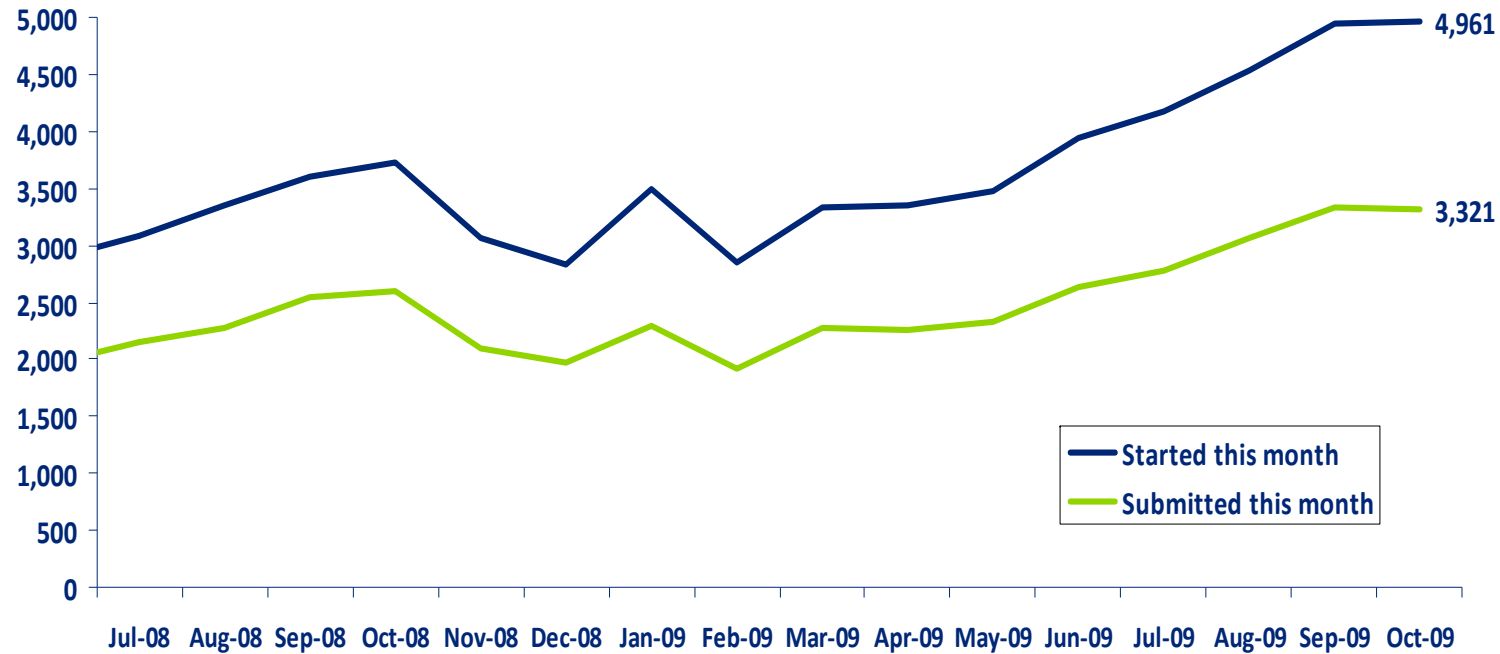
## MyACCESS Account Breakdown by County/Tribe (CMB/RMC, Continued)

County/Tribe	Count
OZAUKEE COUNTY	797
PEPIN COUNTY	90
PIERCE COUNTY	550
POLK COUNTY	783
PORTAGE COUNTY	953
POTAWATOMI	2
PRICE COUNTY	153
RACINE COUNTY	4,604
REDCLIFF TRIBE	48
RICHLAND COUNTY	201
ROCK COUNTY	3,594
RUSK COUNTY	243
SAUK COUNTY	885
SAWYER COUNTY	230
SHAWANO COUNTY	678
SHEBOYGAN COUNTY	1,850
SOKAOGON TRIBE	9
ST.CROIX COUNTY	1,351
STOCKBRIDGE-MUNSEE TRIBE	21
TAYLOR COUNTY	173
TREMPEALEAU COUNTY	481
VERNON COUNTY	327
VILAS COUNTY	248
WALWORTH COUNTY	1,758
WASHBURN COUNTY	250

County/Tribe	Count
WASHINGTON COUNTY	1,426
WAUKESHA COUNTY	4,016
WAUPACA COUNTY	887
WAUSHARA COUNTY	367
WINNEBAGO COUNTY	2,744
WISCONSIN (STATE LEVEL AGENCY – CAPO)	883
WOOD COUNTY	1,439
<b>Total</b>	<b>137,039</b>

# RMC Summary Information

## Report My Changes (RMC) Report Counts



Started to date: **91,410**

Submitted to date: **60,661**

## Types of Changes Reported to Date Cumulative

Change Type	Count
CHANGE IN ADDRESS AND/OR PHONE NUMBER	24,452
SOMEONE MOVED INTO HOUSEHOLD (PERSON ADD)	6,130
SOMEONE MOVED OUT OF HOUSEHOLD	5,142
SOMEONE DIED	61
SOMEONE GOT MARRIED	1,162
SOMEONE GOT DIVORCED	87
SOMEONE BECAME PREGNANT	2,616
SOMEONE'S PREGNANCY ENDED	1,608
SOMEONE BECAME DISABLED	976
SOMEONE STARTED A TYPE OF JOB OR EMPLOYMENT	9,669
SOMEONE CHANGED A TYPE OF JOB OR EMPLOYMENT	7,482
SOMEONE ENDED A TYPE OF JOB OR EMPLOYMENT	14,678

Change Type	Count
SOMEONE STARTED A TYPE OF UNEARNED INCOME	2,219
SOMEONE CHANGED A TYPE OF UNEARNED INCOME	2,577
SOMEONE ENDED A TYPE OF UNEARNED INCOME	3,610
SOMEONE ADDED A NEW TYPE OF UTILITY	11,918
SOMEONE STOPPED PAYING A TYPE OF UTILITY	4,324
SOMEONE ADDED A HOUSING EXPENSE	5,080
SOMEONE CHANGED A HOUSING EXPENSE	7,217
SOMEONE ENDED A HOUSING EXPENSE	1,933

## RMC Usage by County/Tribe

County/Tribe	Count
ADAMS COUNTY	190
ASHLAND COUNTY	81
BADRIVER TRIBE	4
BARRON COUNTY	244
BAYFIELD COUNTY	30
BROWN COUNTY	2,435
BUFFALO COUNTY	35
BURNETT COUNTY	52
CALUMET COUNTY	107
CHIPPEWA COUNTY	307
CLARK COUNTY	84
COLUMBIA COUNTY	241
CRAWFORD COUNTY	159
DANE COUNTY	4,635
DODGE COUNTY	335
DOOR COUNTY	61
DOUGLAS COUNTY	251
DUNN COUNTY	231
EAUCLAIRE COUNTY	535
ENROLLMENT SERVICES CENTER	1,185
FLORENCE COUNTY	8
FONDDULAC COUNTY	451
FOREST COUNTY	14
GRANT COUNTY	126
GREEN COUNTY	172

County/Tribe	Count
GREENLAKE COUNTY	41
IOWA COUNTY	66
IRON COUNTY	9
JACKSON COUNTY	63
JEFFERSON COUNTY	266
JUNEAU COUNTY	216
KENOSHA COUNTY	1,801
KEWAUNEE COUNTY	25
LAC DU FLAMBEAU TRIBE	4
LACROSSE COUNTY	647
LAFAYETTE COUNTY	43
LANGLADE COUNTY	75
LINCOLN COUNTY	112
MANITOWOC COUNTY	261
MARATHON COUNTY	740
MARINETTE COUNTY	230
MARQUETTE COUNTY	75
MENOMINEE COUNTY	14
MILES	1,228
MILWAUKEE COUNTY	28,486
MONROE COUNTY	363
OCONTO COUNTY	186
ONEIDA COUNTY	231
ONEIDA TRIBAL COUNCIL	50
OUTAGAMIE COUNTY	1,816

Source Data: ACCESS

## RMC Usage by County/Tribe (Continued)

County/Tribe	Count
OZAUKEE COUNTY	358
PEPIN COUNTY	28
PIERCE COUNTY	248
POLK COUNTY	213
PORTAGE COUNTY	236
POTAWATOMI	0
PRICE COUNTY	19
RACINE COUNTY	1,895
REDCLIFF TRIBE	12
RICHLAND COUNTY	63
ROCK COUNTY	1,265
RUSK COUNTY	52
SAUK COUNTY	363
SAWYER COUNTY	49
SHAWANO COUNTY	177
SHEBOYGAN COUNTY	618
SOKAOGON TRIBE	9
ST.CROIX COUNTY	637
STATE LEVEL AGENCY – CAPO	0
STOCKBRIDGE-MUNSEE TRIBE	0
TAYLOR COUNTY	29
TREMPEALEAU COUNTY	95
VERNON COUNTY	71
VILAS COUNTY	57

County/Tribe	Count
WALWORTH COUNTY	778
WASHBURN COUNTY	75
WASHINGTON COUNTY	399
WAUKESHA COUNTY	1,614
WAUPACA COUNTY	285
WAUSHARA COUNTY	81
WINNEBAGO COUNTY	1,123
WOOD COUNTY	657
WISCONSIN	0
MANUALLY PROCESSED	133
<b>Total</b>	<b>60,661</b>