

Access to Eligibility  
Support Services for Health, Nutrition, and  
Child Care  
Usage and Eligibility Results Report

**As of September 30, 2014**

# ACCESS Report Summary

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

### • Self Assessments

- Started to date: **1,178,182**
- Average started per month: **9,405<sup>2</sup>**
- Completed to date: **1,101,604**
- Average completed per month: **8,780<sup>2</sup>**

### • Households

- Number of households found potentially eligible for at least one program: **1,082,216**
- Percentage of households who completed the screener that were found potentially eligible for at least one program: **98%**

### • Am I Eligible at a Glance

- Of the percentage of households found potentially eligible for FoodShare, the average FoodShare value is: **\$199.02**
- 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: **980,375 (616,985 unique accounts)**

Source data: ACCESS

1. Cumulative total from August 2004 to present month.

2. Average over the last 3 months.

3. Cumulative total from September 2005 to present month.

# ACCESS Report Summary (cont.)

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

### • Applications

- Started to date: **2,610,417**
- Average started per month: **32,387<sup>2</sup>**
- Submitted to date: **1,708,644**
- Average completed per month: **21,681<sup>2</sup>**
- Full applications: **1,670,216**
- Applications with just filing date: **38,428**
- Priority Service Eligible: **32%**

### • Applications by Program

- FoodShare: **1,281,291**
  - Priority Service Eligible: **541,182**
  - Not Priority Service Eligible: **740,109**
- Health Care: **801,175**
- Family Planning Waiver: **373,486**
- Child Care: **1,880**

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

### • Reports

- Started this month: **12,142**
- Submitted this month: **8,473**

## Renew My Benefits

### • Renewals

- FoodShare: **8,029**
- Health Care: **4,763**
- Family Planning Waiver: **722**
- Child Care: **891**

## Six Month Report Forms (SMRFs)

### • Submissions

- FoodShare : **6,730**
- Child Care : **971**

Source data: ACCESS and CARES

1. Cumulative totals from June 2006 to present.

2. Average over the last 3 months.

3. Cumulative totals from September 2006 to present

# ACCESS Report Summary (cont.)

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## ACCESS Usage Statistics

### • Login

- Total number of times users logged in to ACCESS: **216,822**
  - Percentage of ACCESS logins in Spanish: **0.34%**
- Total number of times users logged in to CMB: **196,634**
  - Total number of distinct users who logged in to CMB: **73,275**
  - Total number of repetitive CMB logins by users: **123,359**

### • Expired Applications

- Total applications that expired this month: **6,364**
  - Percentage of expired applications that were Spanish applications: **1.43%**

### • Spanish

- Households who completed AFB application in Spanish: **2.46%**
- Households who completed the change report in Spanish: **0.46%**
- Households who completed Screener in Spanish: **0.12%**

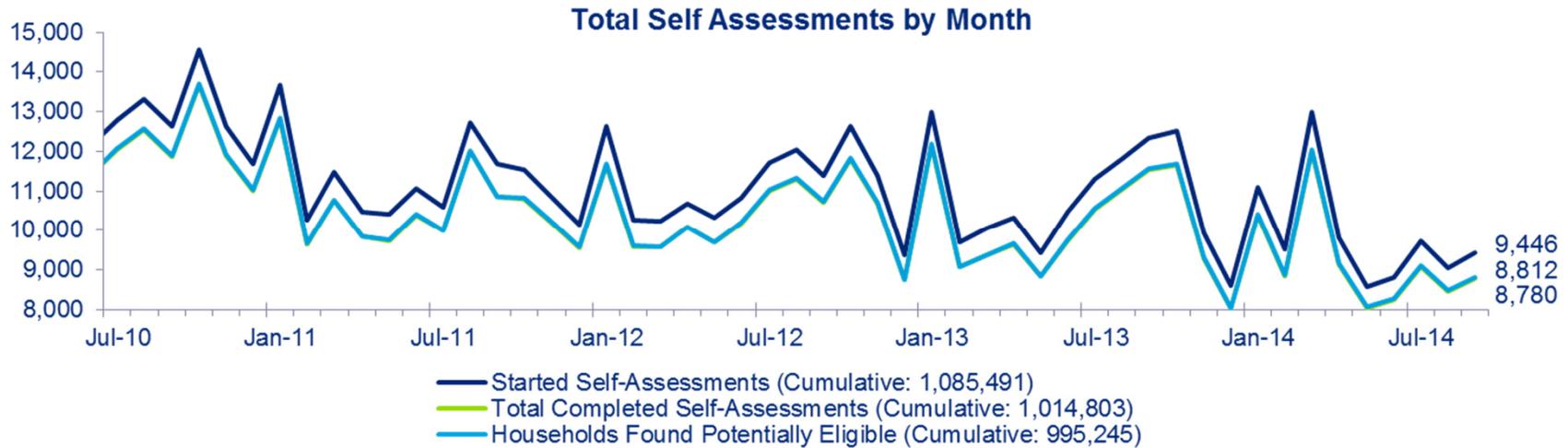
Source Data: ACCESS and CARES

1. Due to recent system changes, this number is currently unavailable.

# Am I Eligible? (AIE)

Usage and Eligibility Results Report  
As of September 30, 2014

# AIE Self Assessment Statistics



Average self assessments started per month: **9,405**

Average self assessments completed per month: **8,780**

**Notes:**

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

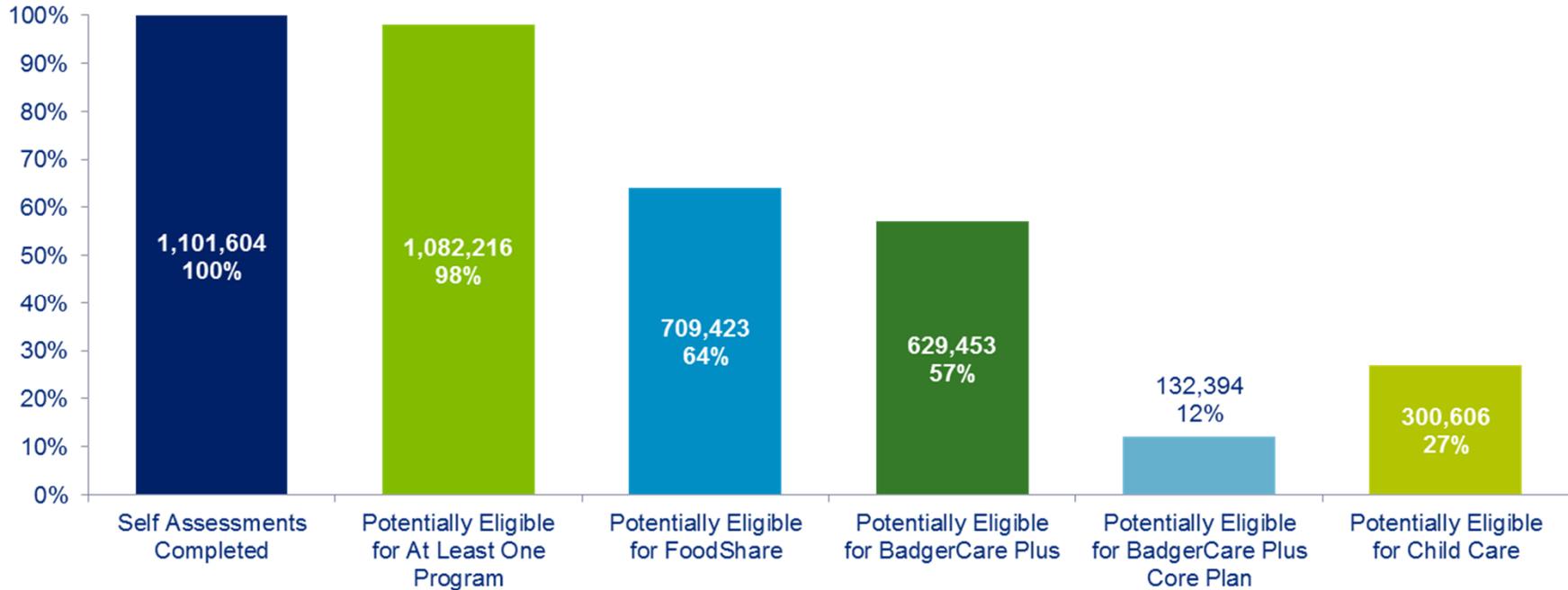
Beginning in December 2004, totals include the addition of Family Planning Waiver, Medicaid (EBD), MPA, Long Term Care, SeniorCare, WIC, School Meals/Summer food, TEFAP, and Tax Credits.

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.

Beginning January 23, 2010, totals include the addition of Child Care.

# Households Found Potentially Eligible in AIE



Of the percentage of households found eligible for FoodShare, the average FoodShare value is: **\$199.02**

Source data: ACCESS.

Notes:

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.

The numbers include potential eligibility for Child Care as of Jan. 23, 2010.

# Potential Eligibility in AIE

	Date Available	August 2014	September 2014	Total to date
FoodShare	08/2004	67%	67%	64%
BadgerCare Plus (prior to January 11, 2008, this was Family Medicaid and BadgerCare)	08/2004	78%	76%	57%
BadgerCare Plus Core Plan	06/2009	0%	0%	12%
Medicaid (Elderly, Blind, and Disabled (EBD))	12/2004	11%	11%	10%
Family Planning Waiver	12/2004	96%	96%	74%
Medicare Premium Assistance Program	12/2004	3%	4%	3%
Long Term Care	12/2004	1%	1%	1%
SeniorCare	08/2004	6%	7%	7%
Child Care	01/2010	49%	48%	27%
Women, Infant and Children (WIC)	12/2004	22%	21%	24%
School Meals/Summer Food Service	12/2004	51%	50%	55%
The Emergency Food Assistance Program (TEFAP)	12/2004	71%	70%	66%
Medicare Part D	07/2005	10%	12%	11%
Tax Credits	12/2004	62%	63%	67%
Wisconsin Home Energy Assistance Program (WHEAP)	01/2007	78%	78%	61%
Life Insurance	01/2010	99%	99%	53%

# AIE Usage by County/Tribe

County/Tribe	Count
Adams	4,654
Ashland	4,595
Barron	9,716
Bayfield	3,041
Brown	46,136
Buffalo	2,389
Burnett	2,674
Calumet	6,468
Chippewa	13,501
Clark	4,963
Columbia	10,996
Crawford	3,180
Dane	102,879
Dodge	15,979
Door	4,141
Douglas	9,016
Dunn	10,395
Eau Claire	23,947
Florence	824
Fond du Lac	17,261
Forest	2,006

County/Tribe	Count
Grant	9,316
Green	7,472
Green Lake	3,026
Iowa	3,958
Iron	1,362
Jackson	3,712
Jefferson	14,998
Juneau	7,183
Kenosha	37,443
Kewaunee	2,514
La Crosse	23,883
Lac Courte Oreilles	0
Lafayette	2,746
Langlade	3,209
Lincoln	5,058
Manitowoc	12,128
Marathon	24,806
Marinette	8,736
Marquette	3,036
Menominee	920
Milwaukee	198,375

Source data: ACCESS.

## AIE Usage by County/Tribe (cont.)

County/Tribe	Count
Monroe	10,150
Oconto	11,460
Oneida	8,458
Outagamie	34,647
Ozaukee	11,639
Pepin	1,294
Pierce	6,636
Polk	9,029
Portage	14,193
Price	2,580
Racine	36,191
Richland	3,648
Rock	41,368
Rusk	3,166
Sauk	13,281
Sawyer	2,941

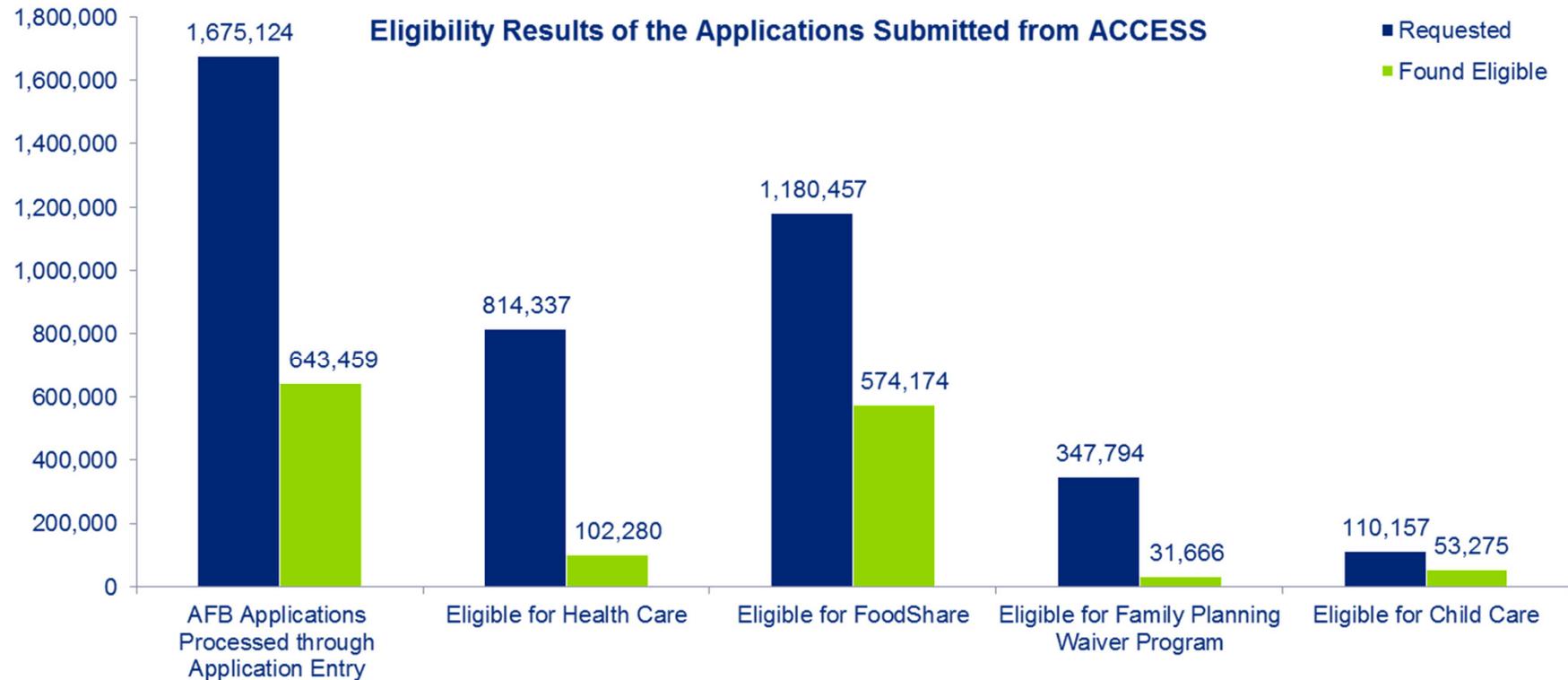
County/Tribe	Count
Shawano	7,730
Sheboygan	20,562
St. Croix	16,438
Taylor	3,008
Trempealeau	4,727
Vernon	5,240
Vilas	4,141
Walworth	20,809
Washburn	3,364
Washington	19,705
Waukesha	53,013
Waupaca	9,035
Waushara	4,355
Winnebago	31,096
Wood	16,533
Unknown	75,103

Source data: ACCESS.

# Apply for Benefits (AFB)

Usage and Eligibility Results Report  
As of September 30, 2014

# CARES/AFB Eligibility Results



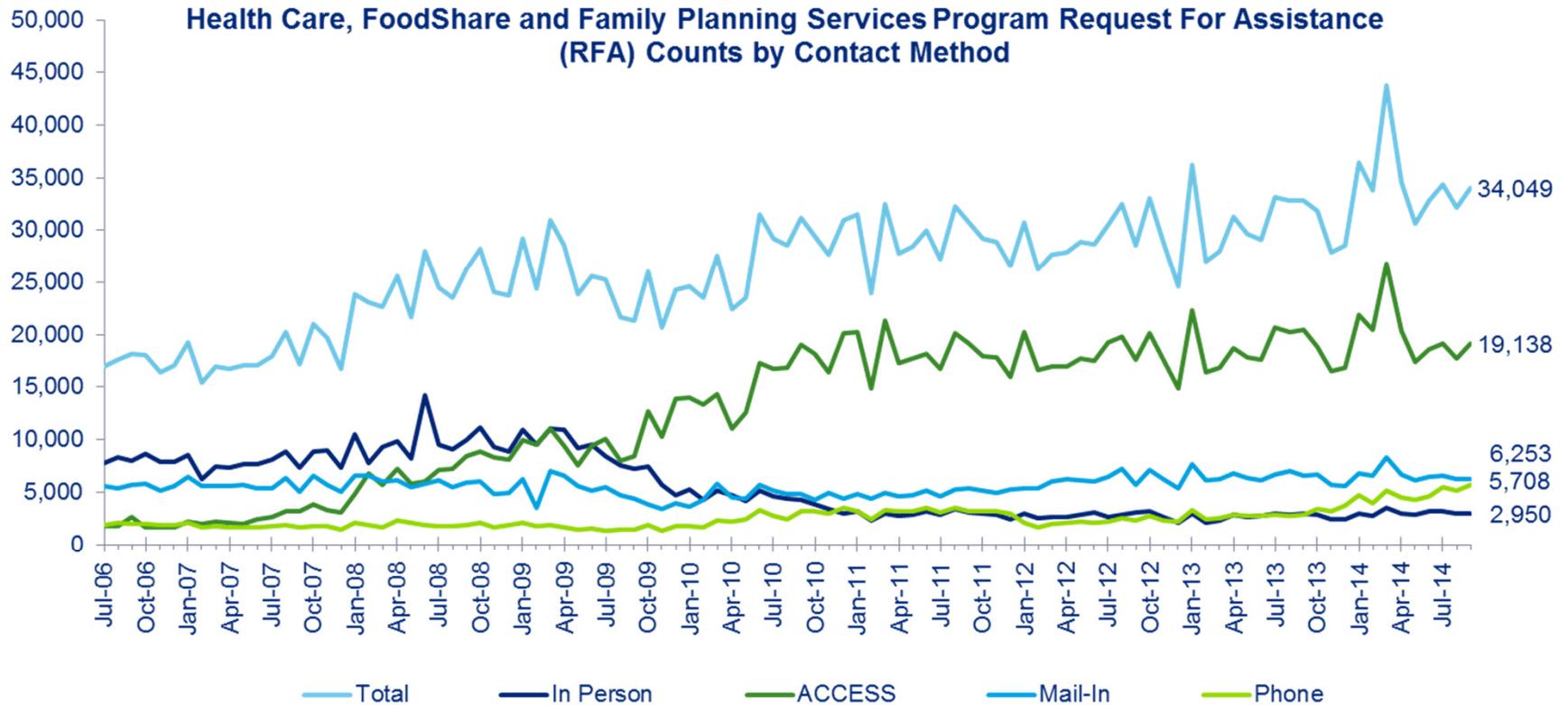
Source data: CARES.

Notes:

“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.

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

# CARES RFA Information



Source data: CARES.

# AFB Summary Information

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- **Application Statistics**

- Started to date: **2,610,417**
- Average started per month: **32,387<sup>1</sup>**
- Submitted to date: **1,708,644**
- Average completed per month: **21,681**
- Full applications: **1,670,216**
- Applications with just filing date: **38,428**
- Priority Service Eligible: **32%**
- Health care applications received this month with an elderly, blind, disabled or potentially disabled household member: **2,239**

- **Applications Submitted by Program**

- FoodShare: **1,281,291**
  - Priority Service Eligible: **541,182**
  - Not Priority Service Eligible: **740,109**
- Health Care: **801,175**
- Family Planning Waiver: **373,486**
- Child Care: **1,880**

1. Average over the last 3 months.

## AFB Summary Information (cont.)

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- **Help With Applications:**

- Applied at Community Access Point: **7.10%**
- Applied with the help of a friend or family member: **0.36%**
- Applied with the help of a staff person or volunteer at an agency: **0.55%**
- Authorized representative applied: **0.49%**
- Legal Guardian applied: **0.17%**
- Power of Attorney applied: **0.07%**

- **FoodShare Benefit Amount**

- Of those eligible for FoodShare, the average FoodShare value is: **\$229.88**

- **Answers to the FoodShare Interview Question**

- Number of applications that requested a phone interview: **296,943**
- Number of applications that requested an in person interview: **602,011**
- Number of applications that did not answer: **422,437**

## AFB Summary Information (cont.)

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- **Hardship Reasons**

- I am elderly, blind or disabled: **2.97%**
- I work during regular business hours: **11.13%**
- I have limited transportation or difficulty getting to the office: **15.40%**
- I have school or training during regular business hours: **3.78%**
- I am caring for another person in my household: **1.52%**
- I do not have child care: **5.27%**
- I am not comfortable going to the local agency: **3.27%**
- I am ill and unable to go to the local agency: **0.89%**
- There is severe weather in my area: **0.32%**
- Other: **3.21%**

- **BadgerCare Plus Core Plan Applications**

- Total Submitted Core Plan Applications: **0**
  - Submitted through Enrollment Services Center: **0**
  - Submitted through ACCESS: **0**
    - Submitted through Community Access Point: **0**

- **CWW Application Services tool Applications**

- Total AFB applications submitted through the CWW Application Services tool: **0**

# ACCESS AFB Usage by County/Tribe

County/Tribe	# of Submitted Applications
Adams	3,434
Ashland	4,553
Bad River	262
Barron	10,189
Bayfield	1,821
Brown	53,754
Buffalo	1,158
Burnett	2,477
Calumet	5,987
Chippewa	10,486
Clark	3,157
Columbia	10,042
Crawford	2,772
Dane	103,906
Dodge	15,314
Door	2,535
Douglas	7,706
Dunn	10,236
Eau Claire	19,244
Florence	713

County/Tribe	# of Submitted Applications
Fond du Lac	19,598
Forest	767
Grant	7,599
Green	5,515
Green Lake	2,517
Ho-Chunk Nation	2
Iowa	2,813
Iron	589
Jackson	1,721
Jefferson	12,407
Juneau	5,859
Kenosha	47,047
Kewaunee	1,979
La Crosse	39,785
Lac Courte Oreilles	0
Lac du Flambeau	449
Lafayette	330
Langlade	2,035
Lincoln	3,026
Manitowoc	4,146

Source data: ACCESS

## ACCESS AFB Usage by County/Tribe (cont.)

County/Tribe	# of Submitted Applications
Marathon	12,082
Marinette	26,061
Marquette	8,467
Menominee	2,919
Menominee Tribe	958
Miles	356,759
Milwaukee	90,283
Monroe	5,636
Oconto	6,776
Oneida	7,945
Oneida Nation	654
Outagamie	29,915
Ozaukee	9,792
Pepin	598
Pierce	12,788
Polk	9,912
Portage	13,904
Potawatomi	26
Price	990
Racine	48,899

County/Tribe	# of Submitted Applications
Red Cliff	129
Richland	2,290
Rock	41,501
Rusk	3,310
Sauk	11,987
Sawyer	2,206
Shawano	7,372
Sheboygan	20,932
Sokaogon	137
St. Croix	17,201
St. Croix Tribe	5
State	2
State of Wisconsin	364,002
Stockbridge-Munsee	154
Taylor	3,922
Trempealeau	3,273
Vernon	2,235
Vilas	2,453
Walworth	22,394
Washburn	2,702

Source data: ACCESS

## ACCESS AFB Usage by County/Tribe (cont.)

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County/Tribe	# of Submitted Applications
Washington	16,991
Waukesha	48,444
Waupaca	9,011
Waushara	3,406
Winnebago	31,191
Wisconsin	1
Wood	17,098
<b>Total (Submitted to date)</b>	<b>1,708,643</b>

Source data: ACCESS

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

Usage and Eligibility Results Report  
As of September 30, 2014

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

County/Tribe	Count
Adams County	2,252
Ashland County	629
Badriver Tribe	199
Barron County	4,533
Bayfield County	338
Brown County	20,673
Buffalo County	237
Burnett County	1,472
Calumet County	2,503
Chippewa County	5,978
Clark County	606
Columbia County	4,297
Crawford County	1,446
Dane County	36,560
Dodge County	5,831
Door County	1,938
Douglas County	4,438
Dunn County	4,198
Eau Claire County	10,017
Florence County	171
Fond du Lac County	8,689

County/Tribe	Count
Forest County	249
Grant County	3,705
Green County	2,416
Green Lake County	1,429
Iowa County	1,562
Iron County	221
Jackson County	400
Jefferson County	6,295
Juneau County	2,147
Kenosha County	20,851
Kewaunee County	1,179
La Crosse County	22,504
Lac Courte Oreilles Tribe	139
Lac du Flambeau	347
Lafayette County	1,078
Langlade County	2,133
Lincoln County	931
Manitowoc County	5,625
Marathon County	10,848
Marinette County	4,047
Marquette County	1,361

Source data: ACCESS

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

County/Tribe	Count
Menominee County	670
Menominee Tribe	0
Miles	159,599
Milwaukee County	37,222
Monroe County	906
Oconto County	3,073
Oneida County	3,592
Oneida Tribal Council	762
Outagamie County	12,025
Ozaukee County	4,501
Pepin County	141
Pierce County	2,690
Polk County	4,028
Portage County	5,831
Potawatomi	19
Price County	323
Racine County	21,770
Redcliff Tribe	168
Richland County	1,483
Rock County	17,767

County/Tribe	Count
Rusk County	478
Sauk County	5,189
Sawyer County	544
Shawano County	3,438
Sheboygan County	9,101
Sokaogon Tribe	92
St. Croix County	5,809
State of Wisconsin	21,888
Stockbridge-Munsee Tribe	112
Taylor County	435
Trempealeau County	519
Vernon County	493
Vilas County	372
Walworth County	9,375
Washburn County	1,682
Washington County	8,375
Waukesha County	20,990
Waupaca County	4,831
Waushara County	1,850
Winnebago County	13,375

Source data: ACCESS

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

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County/Tribe	Count
Wisconsin (State level agency — CAPO)	2,144
Wood County	22,851
<b>Total</b>	<b>616,985</b>

Source data: ACCESS

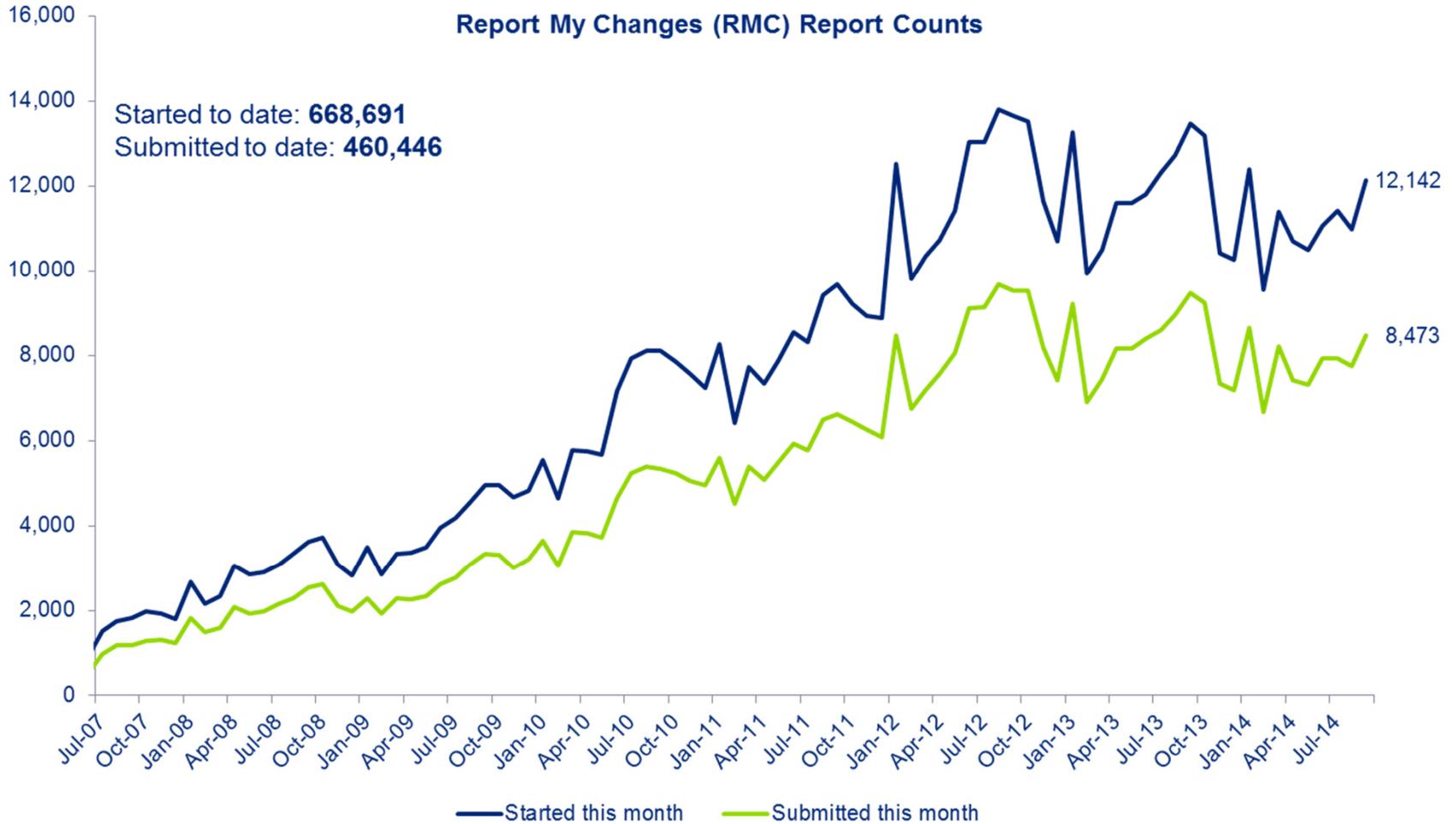
# Types of Changes Reported to Date Cumulative

Change Type	Count
Change in address and/or phone number	160,443
Someone moved into household (person add)	56,877
Someone moved out of household	42,515
Someone died	942
Someone got married	6,713
Someone got divorced	757
Someone became pregnant	19,693
Someone's pregnancy ended	10,195
Someone became disabled	6,379
Someone started a type of job or employment	82,702
Someone changed a type of job or employment	46,702
Someone ended a type of job or employment	111,209

Change Type	Count
Someone started a type of unearned income	15,494
Someone changed a type of unearned income	23,233
Someone ended a type of unearned income	37,564
Someone added a new type of utility	128,222
Someone stopped paying a type of utility	14,557
Someone added a housing expense	42,446
Someone changed a housing expense	64,079
Someone ended a housing expense	12,985

1. These values are life-to-date counts
2. A single change report with multiple changes will be counted for each type of change in the table.

# RMC Summary Information



# RMC Usage by County/Tribe

County/Tribe	Count
Adams County	1,706
Ashland County	387
Badriver Tribe	35
Barron County	2,953
Bayfield County	144
Brown County	18,459
Buffalo County	180
Burnett County	875
Calumet County	1,715
Chippewa County	4,480
Clark County	725
Columbia County	3,415
Crawford County	1,027
Dane County	29,390
Dodge County	5,233
Door County	982
Douglas County	2,341
Dunn County	3,004
Eau Claire County	6,286
Florence County	54

County/Tribe	Count
Fond du Lac County	6,871
Forest County	153
Grant County	2,071
Green County	1,519
Green Lake County	781
Iowa County	1,004
Iron County	78
Jackson County	285
Jefferson County	3,882
Juneau County	2,086
Kenosha County	14,373
Kewaunee County	688
Lac du Flambeau Tribe	13,003
La Crosse County	15
Lac Courte Oreilles Tribe	86
Lafayette County	579
Langlade County	1,050
Lincoln County	629
Manitowoc County	3,806
Marathon County	8,298

1. These values are life-to-date counts.  
Source data: ACCESS

## RMC Usage by County/Tribe (cont.)

County/Tribe	Count
Marinette County	2,340
Marquette County	820
Menominee County	267
Menominee Tribe	0
Miles	107,432
Milwaukee County	39,487
Monroe County	1,525
Oconto County	2,488
Oneida County	1,981
Oneida Tribal Council	352
Outagamie County	11,742
Ozaukee County	3,286
Pepin County	113
Pierce County	1,753
Polk County	2,401
Portage County	3,824
Potawatomi	0
Price County	135
Racine County	15,992
Red Cliff Tribe	44

County/Tribe	Count
Richland County	1,066
Rock County	14,540
Rusk County	253
Sauk County	4,937
Sawyer County	371
Shawano County	2,598
Sheboygan County	6,616
Sokaogon Tribe	15
St.Croix County	4,694
State of Wisconsin	23,776
State Level Agency — CAPO	0
Stockbridge-Munsee Tribe	34
Taylor County	183
Trempealeau County	512
Vernon County	479
Vilas County	274
Walworth County	9,178
Washburn County	1,104
Washington County	5,385
Waukesha County	13,527

1. These values are life-to-date counts  
Source data: ACCESS

## RMC Usage by County/Tribe (cont.)

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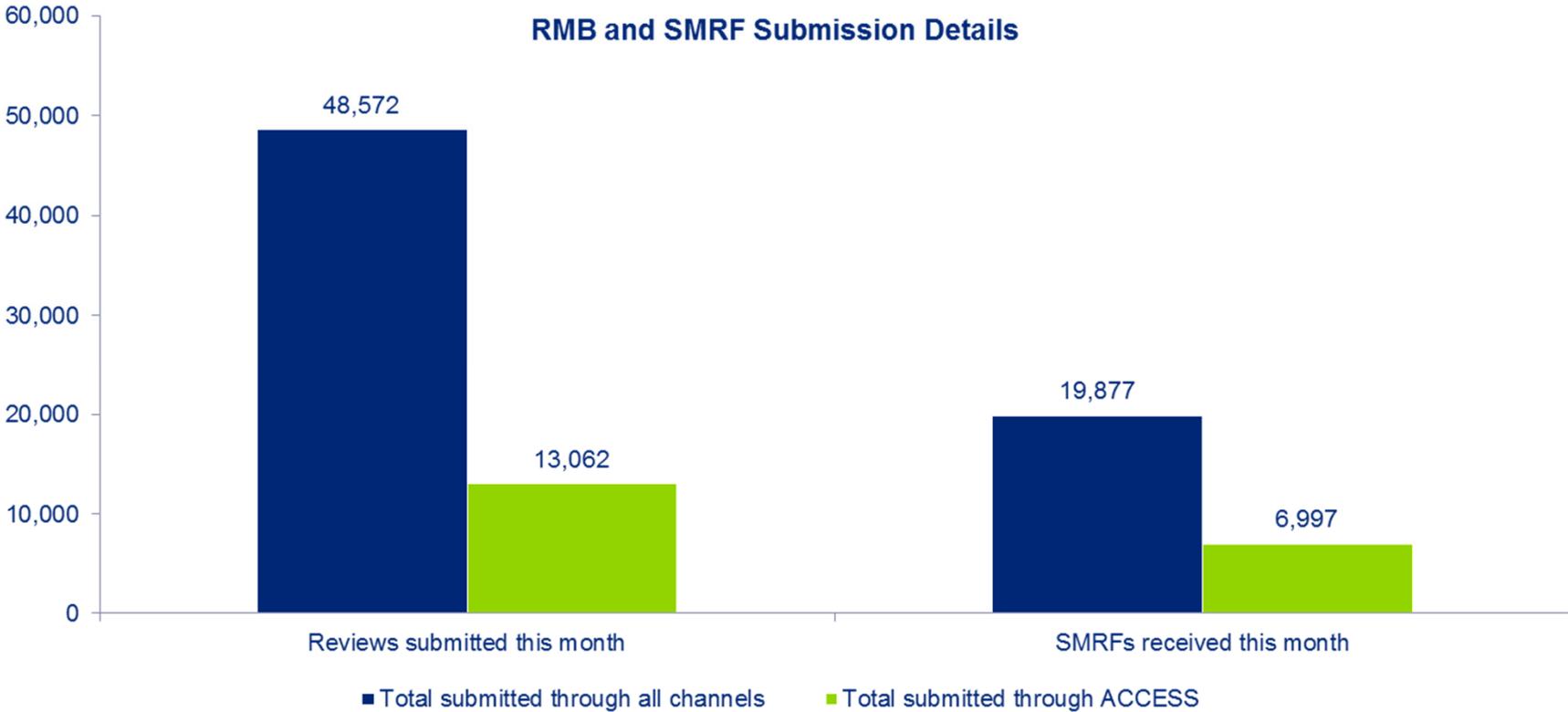
County/Tribe	Count
Waupaca County	4,013
Waushara County	1,188
Winnebago County	10,250
Wood County	14,460
Wisconsin	13
Manually Processed	351
<b>Total</b>	<b>460,447</b>

1. These values are life-to-date counts  
Source data: ACCESS

# Renew My Benefits (RMB)

Usage and Eligibility Results Report  
As of September 30, 2014

# RMB Usage



# RMB/SMRF Summary Information

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- **Renewal Statistics**

- Submitted to date: **703,289**
- Average completed per month: **12,559<sup>1</sup>**

- **Renewals Submitted by Program**

- FoodShare: **8,029**
- Health Care: **4,763**
- Family Planning Waiver: **722**
- Child Care: **891**

- **SMRF Statistics**

- Submitted to date: **253,099**
- Average completed per month: **6,422<sup>1</sup>**

- **SMRFs Submitted by Program**

- FoodShare Only: **6,026**
- Child Care Only: **267**
- Both FoodShare and Child Care: **704**

1. Average over the last 3 months.

# ACCESS RMB Usage by County/Tribe

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Adams County	1,437	743
Ashland County	639	185
Badriver Tribe	102	43
Barron County	3,960	1,618
Bayfield County	403	43
Brown County	15,215	7,573
Buffalo County	251	43
Burnett County	1,467	580
Calumet County	2,350	777
Chippewa County	7,684	2,223
Clark County	1,212	139
Columbia County	4,546	1,708
Crawford County	1,392	403
Dane County	29,596	14,483
Dodge County	4,741	2,376
Door County	1,612	676
Douglas County	4,335	1,804
Dunn County	4,138	1,493
Eau Claire County	10,676	3,700
Florence County	107	19

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Fond du Lac County	10,598	3,186
Forest County	284	101
Grant County	3,971	1,122
Green County	2,221	924
Green Lake	1,050	454
Iowa County	1,626	555
Iron County	237	45
Jackson County	417	57
Jefferson County	7,885	2,357
Juneau County	2,430	1,043
Kenosha County	19,806	8,749
Kewaunee County	1,077	450
La Crosse County	24,076	7,919
Lac Courte Oreilles Tribe	16	10
Lac du Flambeau Tribe	256	113
Lafayette County	1,064	364
Langlade County	2,144	687
Lincoln County	1,142	241
Manitowoc County	4,559	2,037
Manually Processed	60	24

1. These values are life-to-date counts.  
Source data: ACCESS.

# ACCESS RMB Usage by County/Tribe

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Marathon County	9,633	4,059
Marinette County	2,967	1,395
Marquette County	1,115	550
Menominee County	543	223
Menominee Tribe	0	0
Miles	218,894	74,700
Milwaukee County	46,394	22,283
Monroe County	1,514	227
Oconto County	2,534	1,058
Oneida County	3,561	1,114
Oneida Nation	382	229
Outagamie County	8,441	4,200
Ozaukee County	5,337	1,550
Pepin County	148	24
Pierce County	2,293	822
Polk County	3,632	1,337
Portage County	6,103	2,003
Potawatomi	6	2
Price County	302	52
Racine County	17,280	9,230

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Red Cliff Tribe	95	45
Richland County	1,102	534
Rock County	19,597	7,355
Rusk County	436	81
Sauk County	5,535	2,238
Sawyer County	649	179
Shawano County	2,945	1,258
Sheboygan County	8,496	3,751
Sokaogon Tribe	36	18
St. Croix County	5,431	1,895
State of Wisconsin	50,289	8,313
Stockbridge-Munsee Tribe	49	20
Taylor County	452	82
Trempealeau County	914	100
Vernon County	816	106
Vilas County	570	78
Walworth County	12,220	4,297
Washburn County	1,796	682
Washington County	10,125	2,889
Waukesha County	25,206	6,850

1. These values are life-to-date counts.  
Source data: ACCESS.

## ACCESS RMB Usage by County/Tribe (cont.)

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County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Waupaca County	5,052	1,399
Waushara County	1,409	633
Winnebago County	11,142	5,272
Wisconsin (state level agency — CAPO)	0	0
Wood County	27,076	8,900
Total (submitted to date)	703,299	253,100

1. These values are life-to-date counts  
Source data: ACCESS