

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

**As of April 30, 2014**

# ACCESS Report Summary

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

### • Self Assessments

- Started to date: **1,132,566**
- Average started per month: **10,769<sup>2</sup>**
- Completed to date: **1,058,975**
- Average completed per month: **10,002<sup>2</sup>**

### • Households

- Number of households found potentially eligible for at least one program: **1,039,463**
- 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: **\$199.55**
- 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: **928,696 (589,994 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: **2,447,638**
- Average started per month: **69,655<sup>2</sup>**
- Submitted to date: **1,601,008**
- Average completed per month: **27,675<sup>2</sup>**
- Full applications: **1,562,604**
- Applications with just filing date: **38,404**
- Priority Service Eligible: **33%**

### • Applications by Program

- FoodShare: **1,203,338**
  - Priority Service Eligible: **508,535**
  - Not Priority Service Eligible: **694,803**
- Health Care: **732,777**
- Family Planning Waiver: **352,413**
- Child Care: **1,807**

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

### • Reports

- Started this month: **10,707**
- Submitted this month: **7,410**

## Renew My Benefits

### • Renewals

- FoodShare: **8,166**
- Health Care: **4,272**
- Family Planning Waiver: **867**
- Child Care: **902**

## Six Month Report Forms (SMRFs)

### • Submissions

- FoodShare : **6,408**
- Child Care : **909**

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: **231,457**
  - Percentage of ACCESS logins in Spanish: **0.30%**
- Total number of times users logged in to CMB: **209,729**
  - Total number of distinct users who logged in to CMB: **79,348**
  - Total number of repetitive CMB logins by users: **130,381**

### • Expired Applications

- Total applications that expired this month: **11,325**
  - Percentage of expired applications that were Spanish applications: **1.78%**

### • Spanish

- Households who completed AFB application in Spanish: **2.20%**
- Households who completed the change report in Spanish: **0.38%**
- Households who completed Screener in Spanish: **0.07%**

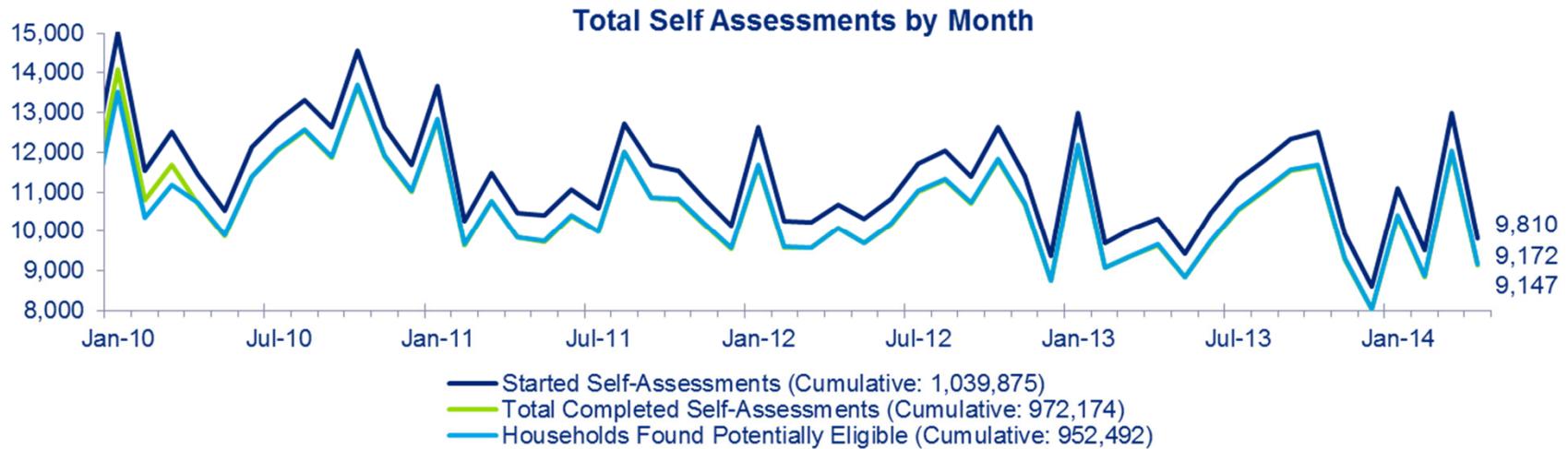
Source Data: ACCESS and CARES

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

# Am I Eligible? (AIE)

Usage and Eligibility Results Report  
As of April 30, 2014

# AIE Self Assessment Statistics



Average self assessments started per month: **10,769**

Average self assessments completed per month: **10,002**

**Notes:**

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

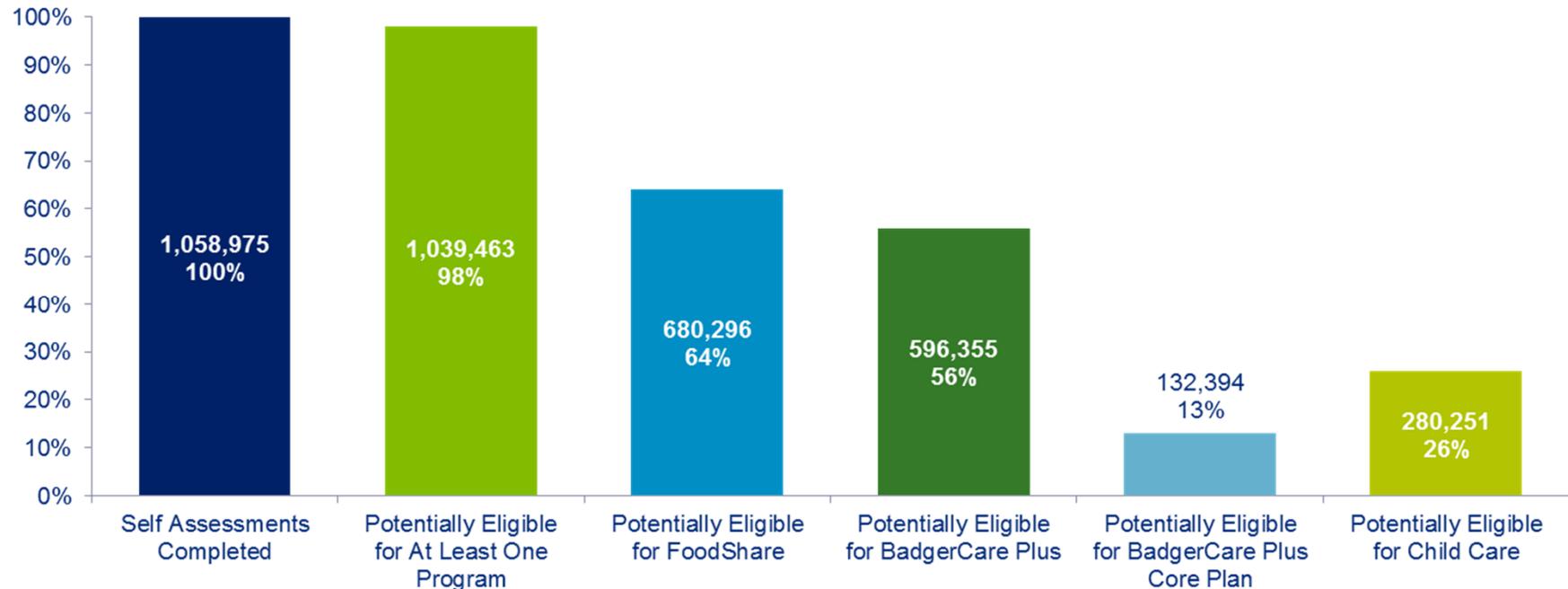
Beginning in December 2004, totals include the addition of Family Planning Waiver, Medicaid (EBD), MPA, Long Term Care, SeniorCare, WIC, School Meals/Summer food, TEFAP, and Tax Credits.

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: **\$199.55**

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	March 2014	April 2014	Total to date
FoodShare	08/2004	67%	70%	64%
BadgerCare Plus (prior to January 11, 2008, this was Family Medicaid and BadgerCare)	08/2004	75%	77%	56%
BadgerCare Plus Core Plan	06/2009	0%	0%	13%
Medicaid (Elderly, Blind, and Disabled (EBD))	12/2004	12%	11%	10%
Family Planning Waiver	12/2004	97%	97%	73%
Medicare Premium Assistance Program	12/2004	4%	4%	3%
Long Term Care	12/2004	1%	1%	1%
SeniorCare	08/2004	8%	6%	7%
Child Care	01/2010	43%	45%	26%
Women, Infant and Children (WIC)	12/2004	17%	20%	24%
School Meals/Summer Food Service	12/2004	45%	48%	56%
The Emergency Food Assistance Program (TEFAP)	12/2004	70%	72%	66%
Medicare Part D	07/2005	12%	10%	11%
Tax Credits	12/2004	66%	64%	68%
Wisconsin Home Energy Assistance Program (WHEAP)	01/2007	77%	80%	61%
Life Insurance	01/2010	99%	99%	51%

# AIE Usage by County/Tribe

County/Tribe	Count
Adams	4,513
Ashland	4,412
Barron	9,419
Bayfield	2,932
Brown	44,412
Buffalo	2,304
Burnett	2,563
Calumet	6,231
Chippewa	13,012
Clark	4,794
Columbia	10,544
Crawford	3,030
Dane	98,834
Dodge	15,415
Door	4,005
Douglas	8,648
Dunn	10,050
Eau Claire	23,065
Florence	798
Fond du Lac	16,681
Forest	1,939

County/Tribe	Count
Grant	8,928
Green	7,209
Green Lake	2,916
Iowa	3,796
Iron	1,315
Jackson	3,567
Jefferson	14,472
Juneau	6,936
Kenosha	36,043
Kewaunee	2,407
La Crosse	22,978
Lac Courte Oreilles	0
Lafayette	2,627
Langlade	3,103
Lincoln	4,885
Manitowoc	11,679
Marathon	23,894
Marinette	8,470
Marquette	2,944
Menominee	874
Milwaukee	189,044

Source data: ACCESS.

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

County/Tribe	Count
Monroe	9,770
Oconto	10,946
Oneida	8,185
Outagamie	33,411
Ozaukee	11,160
Pepin	1,258
Pierce	6,412
Polk	8,717
Portage	13,701
Price	2,509
Racine	34,604
Richland	3,533
Rock	39,928
Rusk	3,066
Sauk	12,764
Sawyer	2,840

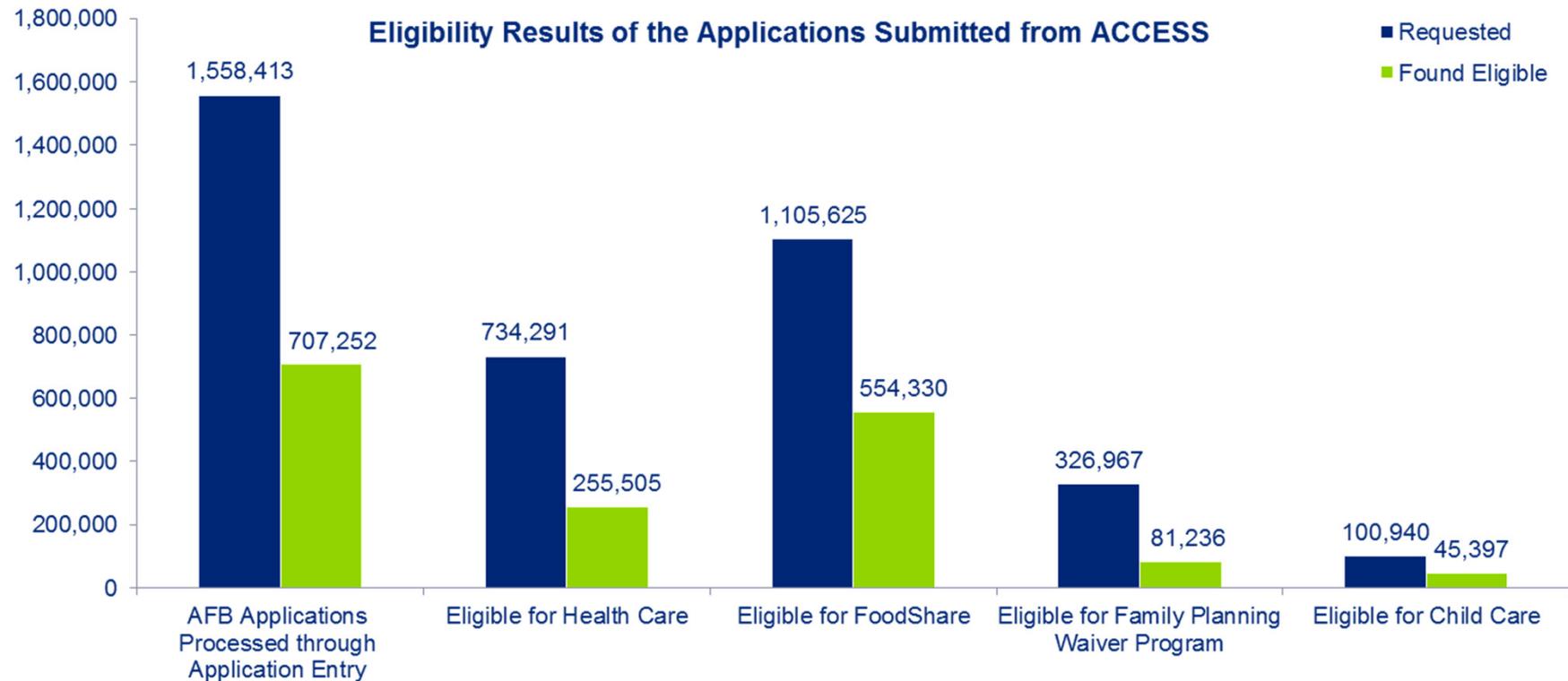
County/Tribe	Count
Shawano	7,486
Sheboygan	19,813
St. Croix	15,920
Taylor	2,897
Trempealeau	4,520
Vernon	5,019
Vilas	4,014
Walworth	20,023
Washburn	3,218
Washington	19,059
Waukesha	51,181
Waupaca	8,729
Waushara	4,199
Winnebago	29,902
Wood	15,951
Unknown	72,143

Source data: ACCESS.

# Apply for Benefits (AFB)

Usage and Eligibility Results Report  
As of April 30, 2014

# CARES/AFB Eligibility Results



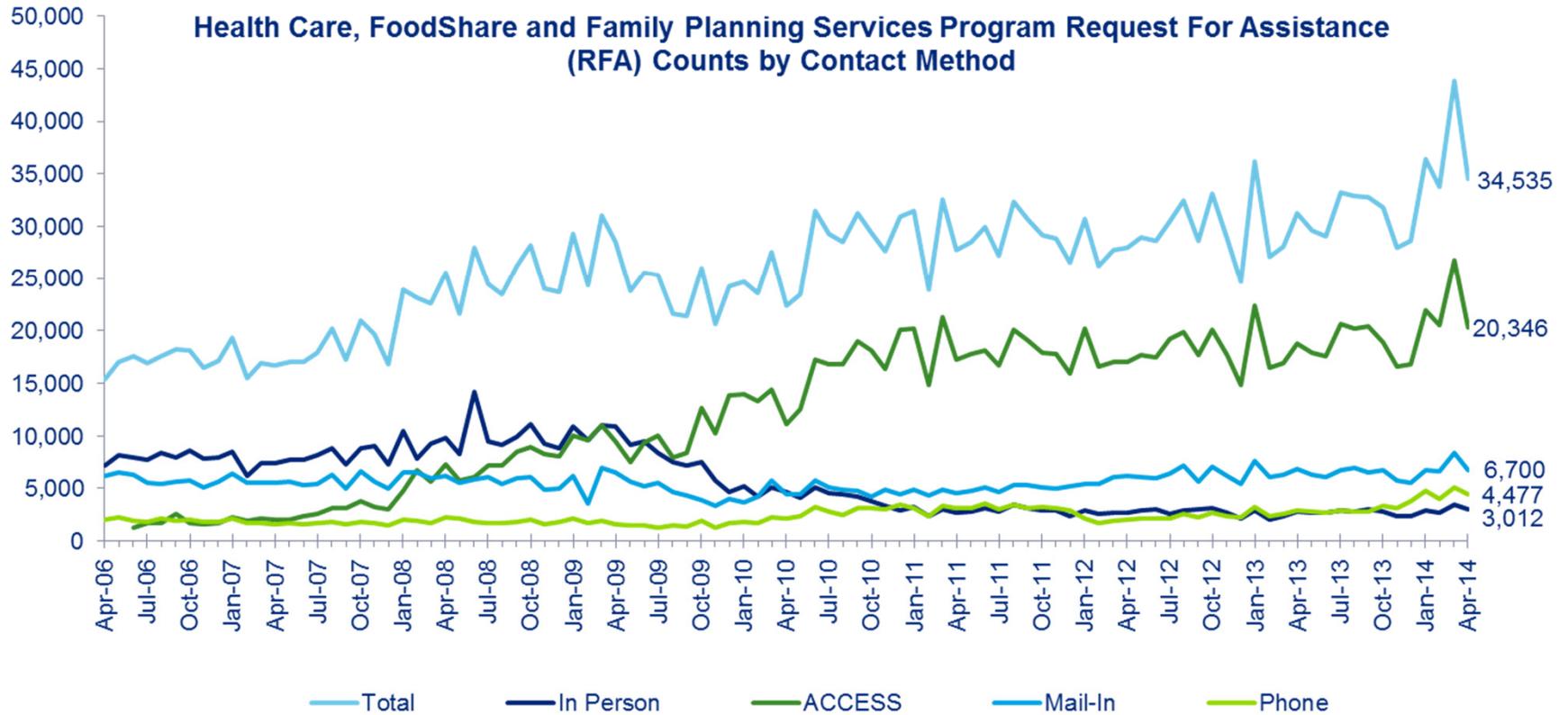
Source data: CARES.

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: **2,447,638**
- Average started per month: **69,655<sup>1</sup>**
- Submitted to date: **1,601,008**
- Average completed per month: **27,675**
- Full applications: **1,562,604**
- Applications with just filing date: **38,404**
- Priority Service Eligible: **33%**
- Health care applications received this month with an elderly, blind, disabled or potentially disabled household member: **2,826**

- **Applications Submitted by Program**

- FoodShare: **1,203,338**
  - Priority Service Eligible: **508,535**
  - Not Priority Service Eligible: **694,803**
- Health Care: **732,777**
- Family Planning Waiver: **352,413**
- Child Care: **1,807**

1. Average over the last 3 months.

## AFB Summary Information (cont.)

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- **Help With Applications:**

- Applied at Community Access Point: **7.08%**
- Applied with the help of a friend or family member: **0.38%**
- Applied with the help of a staff person or volunteer at an agency: **0.59%**
- Authorized representative applied: **0.51%**
- Legal Guardian applied: **0.17%**
- Power of Attorney applied: **0.08%**

- **FoodShare Benefit Amount**

- Of those eligible for FoodShare, the average FoodShare value is: **\$228.45**

- **Answers to the FoodShare Interview Question**

- Number of applications that requested a phone interview: **277,731**
- Number of applications that requested an in person interview: **545,892**
- Number of applications that did not answer: **416,800**

## AFB Summary Information (cont.)

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- **Hardship Reasons**

- I am elderly, blind or disabled: **2.97%**
- I work during regular business hours: **10.86%**
- I have limited transportation or difficulty getting to the office: **14.69%**
- I have school or training during regular business hours: **3.75%**
- I am caring for another person in my household: **1.51%**
- I do not have child care: **5.23%**
- I am not comfortable going to the local agency: **3.19%**
- I am ill and unable to go to the local agency: **0.88%**
- There is severe weather in my area: **0.34%**
- Other: **3.12%**

- **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: **1**

# ACCESS AFB Usage by County/Tribe

County/Tribe	# of Submitted Applications
Adams	3,188
Ashland	3,793
Bad River	254
Barron	9,413
Bayfield	1,751
Brown	48,253
Buffalo	1,162
Burnett	2,218
Calumet	5,580
Chippewa	9,551
Clark	3,184
Columbia	9,281
Crawford	2,559
Dane	96,395
Dodge	14,257
Door	2,219
Douglas	6,913
Dunn	9,374
Eau Claire	17,435
Florence	660

County/Tribe	# of Submitted Applications
Fond du Lac	17,962
Forest	740
Grant	6,887
Green	5,142
Green Lake	2,284
Ho-Chunk Nation	2
Iowa	2,545
Iron	551
Jackson	1,736
Jefferson	11,352
Juneau	5,428
Kenosha	43,781
Kewaunee	1,784
La Crosse	34,836
Lac Courte Oreilles	0
Lac du Flambeau	241
Lafayette	310
Langlade	1,867
Lincoln	2,711
Manitowoc	3,809

Source data: ACCESS

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

County/Tribe	# of Submitted Applications
Marathon	11,124
Marinette	23,875
Marquette	7,687
Menominee	2,716
Menominee Tribe	890
Miles	325,166
Milwaukee	88,506
Monroe	5,664
Oconto	6,175
Oneida	7,222
Oneida Nation	577
Outagamie	27,729
Ozaukee	9,094
Pepin	594
Pierce	11,837
Polk	9,142
Portage	12,701
Potawatomi	25
Price	920
Racine	45,075

County/Tribe	# of Submitted Applications
Red Cliff	120
Richland	2,103
Rock	38,090
Rusk	2,932
Sauk	11,139
Sawyer	2,042
Shawano	6,763
Sheboygan	19,223
Sokaogon	132
St. Croix	16,024
St. Croix Tribe	6
State	2
State of Wisconsin	363,567
Stockbridge-Munsee	150
Taylor	3,401
Trempealeau	3,263
Vernon	2,257
Vilas	2,405
Walworth	20,579
Washburn	2,413

Source data: ACCESS

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

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County/Tribe	# of Submitted Applications
Washington	15,649
Waukesha	44,948
Waupaca	8,374
Waushara	3,144
Winnebago	28,489
Wisconsin	1
Wood	15,664
<b>Total (Submitted to date)</b>	<b>1,601,007</b>

Source data: ACCESS

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

Usage and Eligibility Results Report  
As of April 30, 2014

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

County/Tribe	Count
Adams County	1,832
Ashland County	632
Badriver Tribe	183
Barron County	4,296
Bayfield County	344
Brown County	19,628
Buffalo County	248
Burnett County	1,393
Calumet County	2,384
Chippewa County	5,739
Clark County	594
Columbia County	4,216
Crawford County	1,384
Dane County	33,699
Dodge County	5,847
Door County	1,865
Douglas County	4,220
Dunn County	4,058
Eau Claire County	9,532
Florence County	173
Fond du Lac County	8,318

County/Tribe	Count
Forest County	249
Grant County	3,460
Green County	2,308
Green Lake County	1,354
Iowa County	1,467
Iron County	221
Jackson County	392
Jefferson County	5,950
Juneau County	2,427
Kenosha County	19,835
Kewaunee County	1,100
La Crosse County	21,343
Lac Courte Oreilles Tribe	85
Lac du Flambeau	332
Lafayette County	1,037
Langlade County	2,033
Lincoln County	889
Manitowoc County	5,306
Marathon County	10,344
Marinette County	3,864
Marquette County	1,273

Source data: ACCESS

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

County/Tribe	Count
Menominee County	637
Menominee Tribe	0
Miles	154,158
Milwaukee County	34,956
Monroe County	883
Oconto County	2,939
Oneida County	3,418
Oneida Tribal Council	720
Outagamie County	11,409
Ozaukee County	4,280
Pepin County	144
Pierce County	2,568
Polk County	3,799
Portage County	5,505
Potawatomi	16
Price County	319
Racine County	20,618
Redcliff Tribe	160
Richland County	1,382
Rock County	16,843

County/Tribe	Count
Rusk County	488
Sauk County	5,026
Sawyer County	533
Shawano County	3,280
Sheboygan County	8,636
Sokaogon Tribe	87
St. Croix County	5,523
State of Wisconsin	22,715
Stockbridge-Munsee Tribe	109
Taylor County	433
Trempealeau County	507
Vernon County	478
Vilas County	353
Walworth County	8,965
Washburn County	1,580
Washington County	8,014
Waukesha County	19,937
Waupaca County	4,602
Waushara County	1,751
Winnebago County	12,543

Source data: ACCESS

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

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County/Tribe	Count
Wisconsin (State level agency — CAPO)	2,036
Wood County	21,790
<b>Total</b>	<b>589,994</b>

Source data: ACCESS

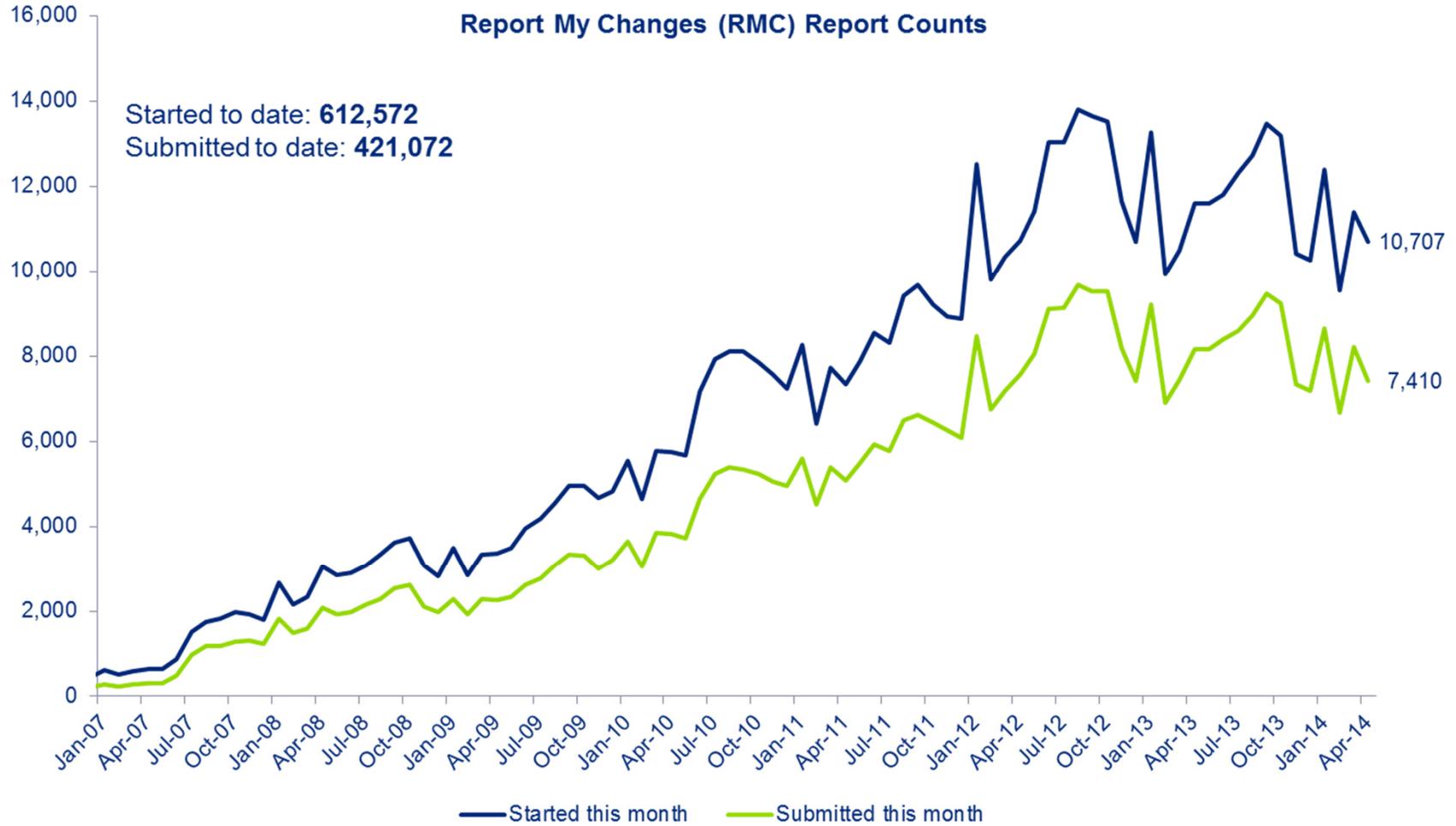
# Types of Changes Reported to Date Cumulative

Change Type	Count
Change in address and/or phone number	147,227
Someone moved into household (person add)	44,929
Someone moved out of household	38,851
Someone died	867
Someone got married	6,452
Someone got divorced	695
Someone became pregnant	18,078
Someone's pregnancy ended	9,301
Someone became disabled	5,927
Someone started a type of job or employment	74,808
Someone changed a type of job or employment	42,626
Someone ended a type of job or employment	99,239

Change Type	Count
Someone started a type of unearned income	14,583
Someone changed a type of unearned income	21,985
Someone ended a type of unearned income	34,993
Someone added a new type of utility	118,366
Someone stopped paying a type of utility	13,443
Someone added a housing expense	39,174
Someone changed a housing expense	58,317
Someone ended a housing expense	11,737

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	1,569
Ashland County	358
Badriver Tribe	33
Barron County	2,605
Bayfield County	143
Brown County	16,639
Buffalo County	178
Burnett County	765
Calumet County	1,523
Chippewa County	4,038
Clark County	716
Columbia County	3,065
Crawford County	933
Dane County	26,706
Dodge County	4,740
Door County	865
Douglas County	2,060
Dunn County	2,687
Eau Claire County	5,485
Florence County	51

County/Tribe	Count
Fond du Lac County	6,198
Forest County	144
Grant County	1,818
Green County	1,369
Green Lake County	702
Iowa County	867
Iron County	73
Jackson County	280
Jefferson County	3,401
Juneau County	1,903
Kenosha County	13,004
Kewaunee County	603
Lac du Flambeau Tribe	11,278
La Crosse County	10
Lac Courte Oreilles Tribe	79
Lafayette County	505
Langlade County	919
Lincoln County	584
Manitowoc County	3,370
Marathon County	7,437

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

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

County/Tribe	Count
Marinette County	2,097
Marquette County	745
Menominee County	242
Menominee Tribe	0
Miles	102,057
Milwaukee County	34,527
Monroe County	1,509
Oconto County	2,253
Oneida County	1,757
Oneida Tribal Council	306
Outagamie County	10,689
Ozaukee County	3,018
Pepin County	111
Pierce County	1,551
Polk County	2,158
Portage County	3,310
Potawatomi	0
Price County	129
Racine County	14,511
Red Cliff Tribe	42

County/Tribe	Count
Richland County	919
Rock County	13,086
Rusk County	238
Sauk County	4,523
Sawyer County	344
Shawano County	2,364
Sheboygan County	5,934
Sokaogon Tribe	14
St.Croix County	4,316
State of Wisconsin	0
State Level Agency — CAPO	23,773
Stockbridge-Munsee Tribe	33
Taylor County	167
Trempealeau County	511
Vernon County	477
Vilas County	270
Walworth County	8,385
Washburn County	968
Washington County	4,869
Waukesha County	12,398

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

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

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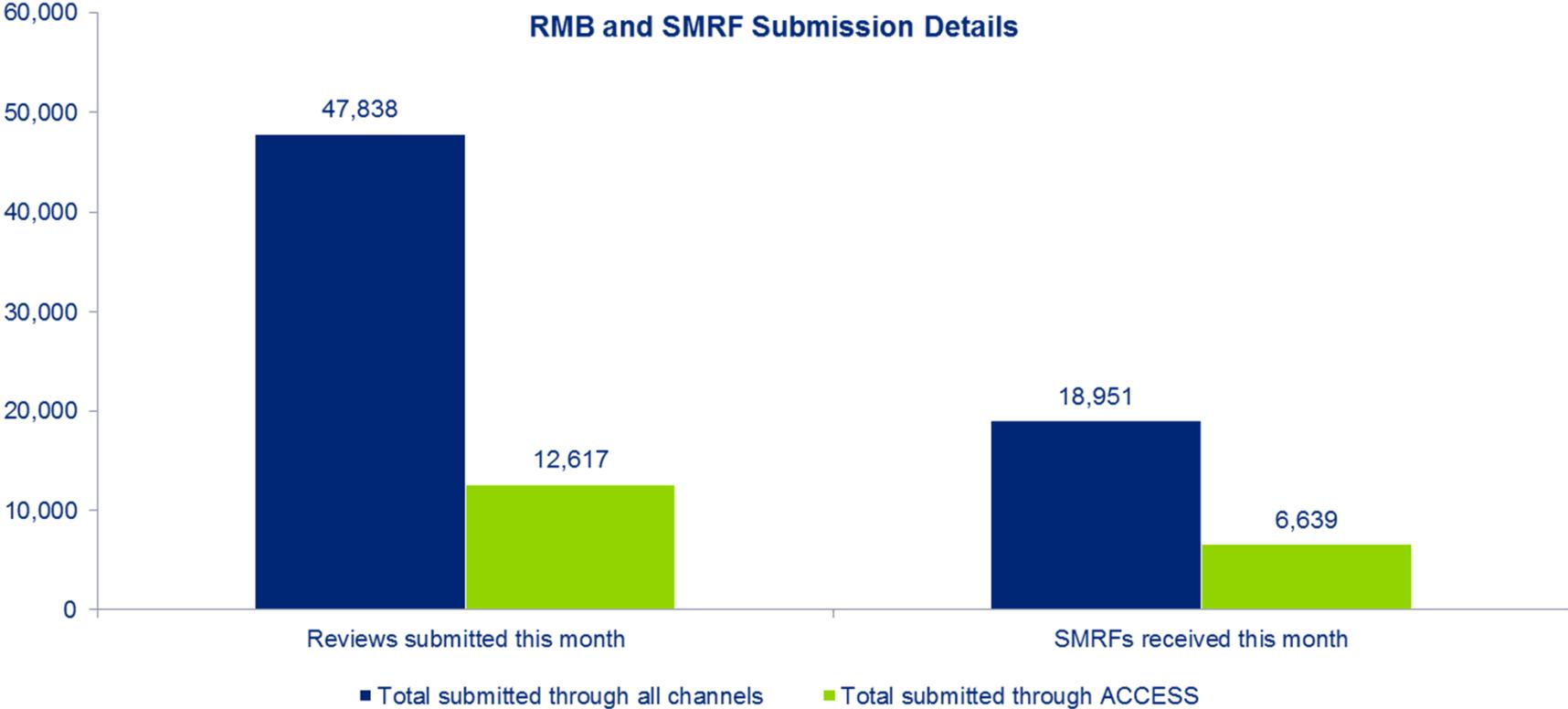
County/Tribe	Count
Waupaca County	3,541
Waushara County	1,030
Winnebago County	9,117
Wood County	12,790
Wisconsin	9
Manually Processed	282
<b>Total</b>	<b>421,073</b>

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

# Renew My Benefits (RMB)

Usage and Eligibility Results Report  
As of April 30, 2014

# RMB Usage



# RMB/SMRF Summary Information

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- **Renewal Statistics**

- Submitted to date: **640,034**
- Average completed per month: **12,550<sup>1</sup>**

- **Renewals Submitted by Program**

- FoodShare: **8,166**
- Health Care: **4,272**
- Family Planning Waiver: **867**
- Child Care: **902**

- **SMRF Statistics**

- Submitted to date: **221,421**
- Average completed per month: **6,396<sup>1</sup>**

- **SMRFs Submitted by Program**

- FoodShare Only: **5,730**
- Child Care Only: **231**
- Both FoodShare and Child Care: **678**

1. Average over the last 3 months.

# ACCESS RMB Usage by County/Tribe

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Adams County	1,243	652
Ashland County	610	159
Badriver Tribe	85	36
Barron County	3,479	1,407
Bayfield County	397	41
Brown County	13,729	6,561
Buffalo County	250	42
Burnett County	1,314	506
Calumet County	2,160	664
Chippewa County	7,026	1,916
Clark County	1,205	135
Columbia County	4,173	1,484
Crawford County	1,215	353
Dane County	26,415	12,517
Dodge County	4,245	2,042
Door County	1,486	592
Douglas County	3,925	1,563
Dunn County	3,810	1,304
Eau Claire County	9,573	3,196
Florence County	104	16

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Fond du Lac County	9,483	2,733
Forest County	277	97
Grant County	3,552	960
Green County	2,062	813
Green Lake	961	401
Iowa County	1,505	480
Iron County	228	44
Jackson County	409	54
Jefferson County	7,038	2,008
Juneau County	2,226	929
Kenosha County	17,726	7,554
Kewaunee County	957	398
La Crosse County	21,021	6,757
Lac Courte Oreilles Tribe	8	5
Lac du Flambeau Tribe	234	89
Lafayette County	973	305
Langlade County	1,934	594
Lincoln County	1,087	217
Manitowoc County	4,034	1,760
Manually Processed	59	22

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	8,708	3,522
Marinette County	2,736	1,198
Marquette County	1,003	468
Menominee County	499	199
Menominee Tribe	0	0
Miles	202,686	67,045
Milwaukee County	39,239	18,333
Monroe County	1,502	225
Oconto County	2,307	913
Oneida County	3,193	951
Oneida Nation	328	193
Outagamie County	7,550	3,582
Ozaukee County	4,829	1,358
Pepin County	147	24
Pierce County	2,076	720
Polk County	3,297	1,166
Portage County	5,416	1,723
Potawatomi	6	2
Price County	296	47
Racine County	15,053	7,978

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Red Cliff Tribe	80	40
Richland County	968	461
Rock County	17,154	6,295
Rusk County	419	75
Sauk County	5,054	1,957
Sawyer County	632	165
Shawano County	2,712	1,087
Sheboygan County	7,684	3,256
Sokaogon Tribe	34	14
St. Croix County	4,946	1,637
State of Wisconsin	50,285	8,305
Stockbridge-Munsee Tribe	44	17
Taylor County	438	72
Trempealeau County	913	100
Vernon County	814	105
Vilas County	560	73
Walworth County	10,946	3,751
Washburn County	1,577	585
Washington County	9,140	2,491
Waukesha County	22,885	5,936

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	4,561	1,205
Waushara County	1,274	545
Winnebago County	10,002	4,561
Wisconsin (state level agency — CAPO)	0	0
Wood County	23,833	7,636
Total (submitted to date)	640,044	221,422

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