

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

**As of June 30, 2013**

# ACCESS Report Summary

---

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

### • Self Assessments

- Started to date: **1,022,664**
- Average started per month: **10,067<sup>2</sup>**
- Completed to date: **956,510**
- Average completed per month: **9,404<sup>2</sup>**

### • Households

- Number of households found potentially eligible for at least one program: **936,750**
- 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: **\$200.04**
- 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: **812,653 (531,612 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.)

---

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

### • Applications

- Started to date: **2,012,805**
- Average started per month: **31,236<sup>2</sup>**
- Submitted to date: **1,362,974**
- Average completed per month: **21,879<sup>2</sup>**
- Full applications: **1,324,659**
- Applications with just filing date: **38,315**
- Priority Service Eligible: **32%**

### • Applications by Program

- FoodShare: **1,028,368**
  - Priority Service Eligible: **427,095**
  - Not Priority Service Eligible: **601,273**
- Health Care: **614,189**
- Family Planning Waiver: **305,281**
- Child Care: **2,205**

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

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

### • Reports

- Started this month: **11,806**
- Submitted this month: **8,392**

## Renew My Benefits

### • Renewals

- FoodShare: **8,704**
- Health Care: **3,845**
- Family Planning Waiver: **1,325**
- Child Care: **978**

## Six Month Report Forms (SMRFs)

### • Submissions

- FoodShare Only: **5,720**
- Child Care Only: **776**
- Both FoodShare and Child Care: **6,496**

# ACCESS Report Summary (cont.)

---

## ACCESS Usage Statistics

### • Login

- Total number of times users logged in to ACCESS: **191,090**
  - Percentage of ACCESS logins in Spanish: **0.38%**
- Total number of times users logged in to CMB: **170,660**
  - Total number of distinct users who logged in to CMB: **67,710**
  - Total number of repetitive CMB logins by users: **102,950**

### • Expired Applications

- Total applications that expired this month: **6,728**
  - Percentage of expired applications that were Spanish applications: **1.11%**

### • Spanish

- Households who completed AFB application in Spanish: **2.40%**
- Households who completed the change report in Spanish: **0.38%**
- Households who completed Screener in Spanish: **0.10%**

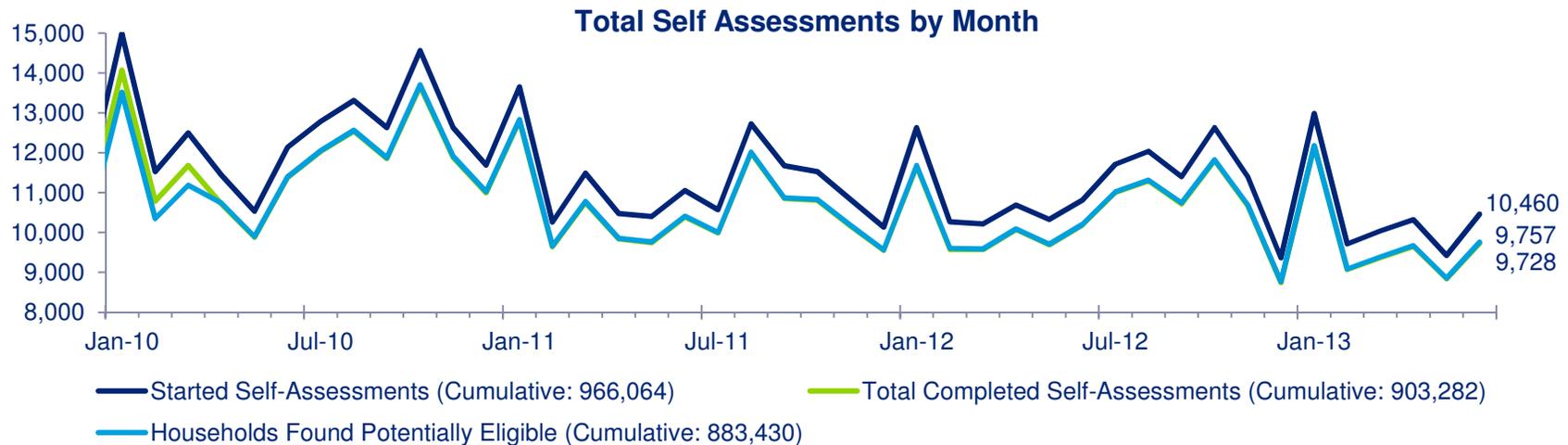
Source Data: ACCESS and CARES

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

# Am I Eligible? (AIE)

Usage and Eligibility Results Report  
As of June 30, 2013

# AIE Self Assessment Statistics



Average self assessments started per month: **10,067**

Average self assessments completed per month: **9,404**

**Notes:**

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

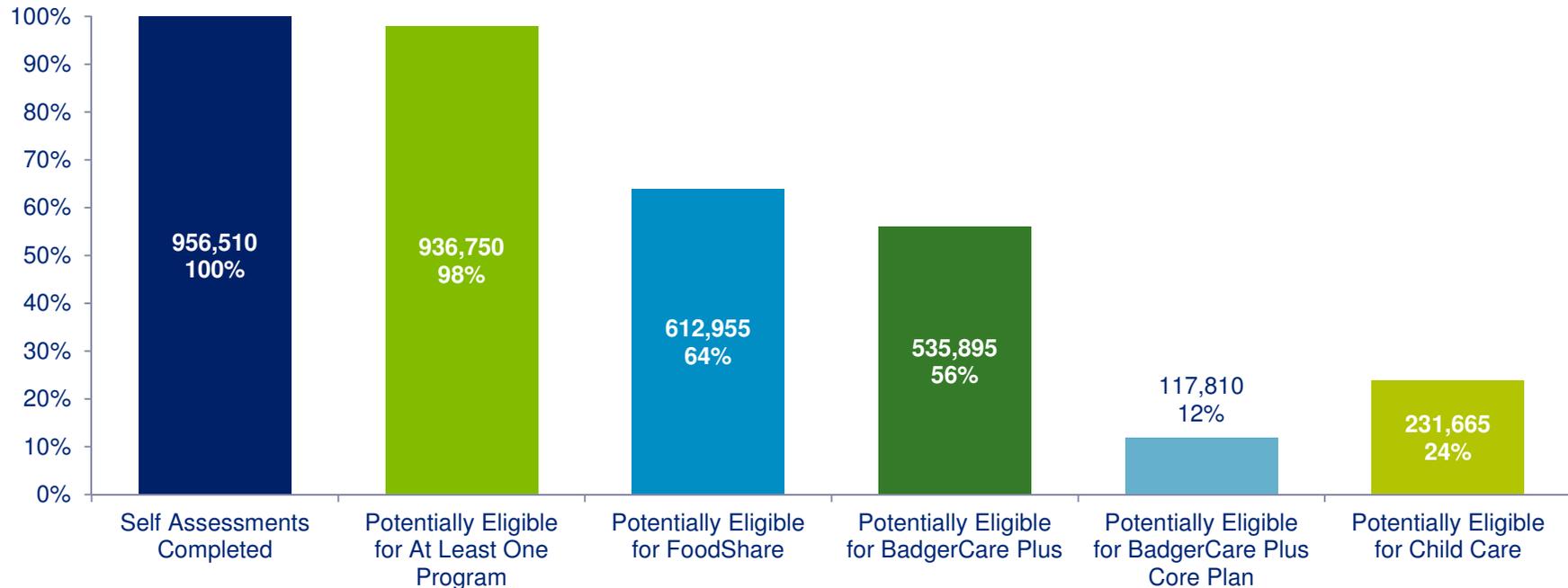
Beginning in December 2004, totals include the addition of Family Planning Waiver, Medicaid (EBD), MPA, Long Term Care, SeniorCare, WIC, School Meals/Summer food, TEFAP, and Tax Credits.

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: **\$200.04**

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	May 2013	June 2013	Total to date
FoodShare	08/2004	65%	66%	<b>64%</b>
BadgerCare Plus (prior to January 11, 2008, this was Family Medicaid and BadgerCare)	08/2004	56%	50%	<b>56%</b>
BadgerCare Plus Core Plan	06/2009	19%	19%	<b>12%</b>
Medicaid (Elderly, Blind, and Disabled (EBD))	12/2004	12%	17%	<b>10%</b>
Family Planning Waiver	12/2004	95%	95%	<b>70%</b>
Medicare Premium Assistance Program	12/2004	3%	5%	<b>3%</b>
Long Term Care	12/2004	1%	2%	<b>1%</b>
SeniorCare	08/2004	7%	13%	<b>7%</b>
Child Care	01/2010	52%	47%	<b>24%</b>
Women, Infant and Children (WIC)	12/2004	23%	21%	<b>25%</b>
School Meals/Summer Food Service	12/2004	54%	50%	<b>56%</b>
The Emergency Food Assistance Program (TEFAP)	12/2004	66%	66%	<b>66%</b>
Medicare Part D	07/2005	11%	14%	<b>10%</b>
Tax Credits	12/2004	68%	69%	<b>68%</b>
Wisconsin Home Energy Assistance Program (WHEAP)	01/2007	75%	76%	<b>59%</b>
Life Insurance	01/2010	99%	98%	<b>46%</b>

# AIE Usage by County/Tribe

County/Tribe	Count
Adams	4,005
Ashland	3,975
Barron	8,535
Bayfield	2,611
Brown	40,005
Buffalo	2,059
Burnett	2,291
Calumet	5,666
Chippewa	11,815
Clark	4,370
Columbia	9,424
Crawford	2,694
Dane	88,555
Dodge	13,864
Door	3,602
Douglas	7,768
Dunn	9,114
Eau Claire	20,851
Florence	729
Fond du Lac	15,043
Forest	1,759

County/Tribe	Count
Grant	7,927
Green	6,547
Green Lake	2,573
Iowa	3,347
Iron	1,164
Jackson	3,170
Jefferson	13,071
Juneau	6,255
Kenosha	32,692
Kewaunee	2,178
La Crosse	20,828
Lac Courte Oreilles	0
Lafayette	2,319
Langlade	2,782
Lincoln	4,410
Manitowoc	10,602
Marathon	21,646
Marinette	7,668
Marquette	2,665
Menominee	816
Milwaukee	171,887

Source data: ACCESS.

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

---

County/Tribe	Count
Monroe	8,818
Oconto	9,759
Oneida	7,244
Outagamie	30,381
Ozaukee	10,002
Pepin	1,156
Pierce	5,835
Polk	7,924
Portage	12,425
Price	2,220
Racine	31,176
Richland	3,183
Rock	36,474
Rusk	2,780
Sauk	11,308
Sawyer	2,525

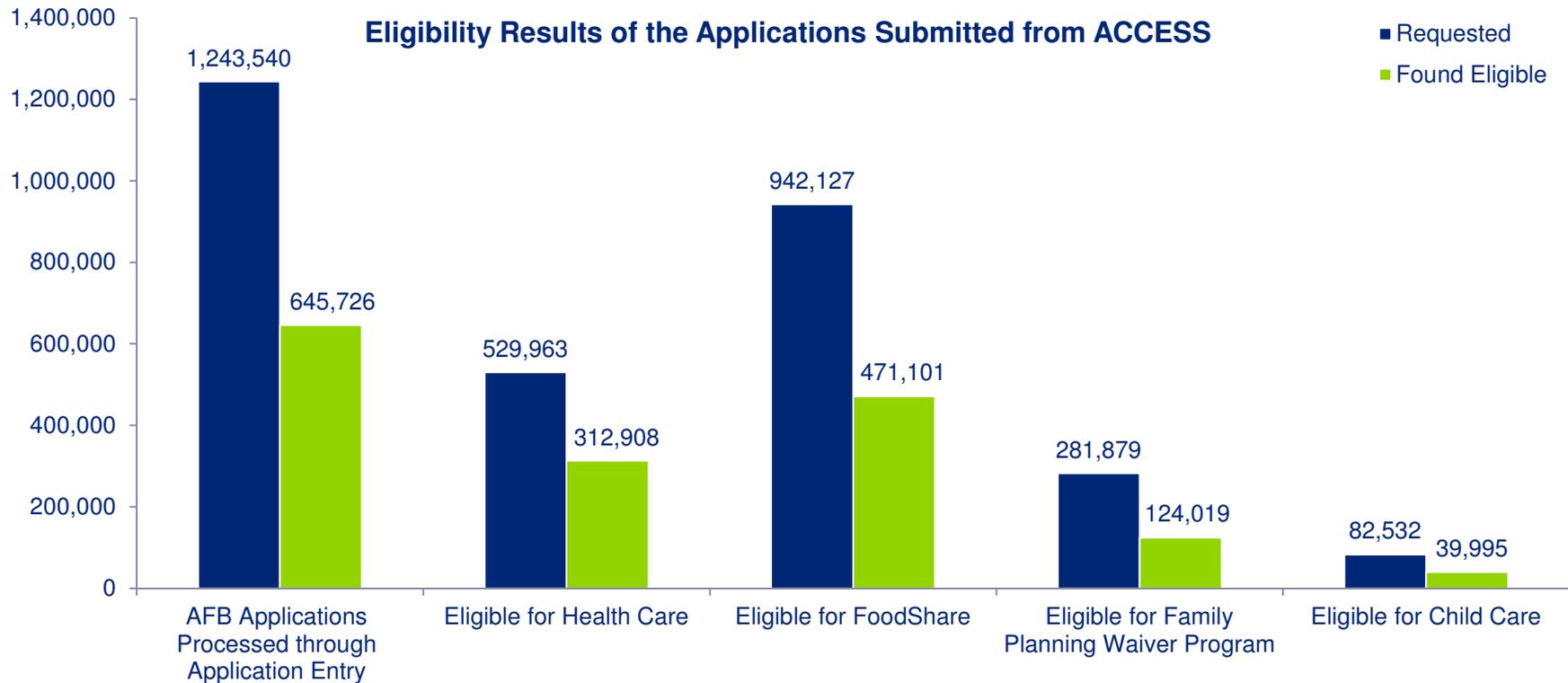
County/Tribe	Count
Shawano	6,744
Sheboygan	17,999
St. Croix	14,461
Taylor	2,555
Trempealeau	4,103
Vernon	4,457
Vilas	3,649
Walworth	17,974
Washburn	2,883
Washington	17,174
Waukesha	46,190
Waupaca	7,938
Waushara	3,801
Winnebago	26,941
Wood	14,430
Unknown	64,873

Source data: ACCESS.

# Apply for Benefits (AFB)

Usage and Eligibility Results Report  
As of June 30, 2013

# CARES/AFB Eligibility Results



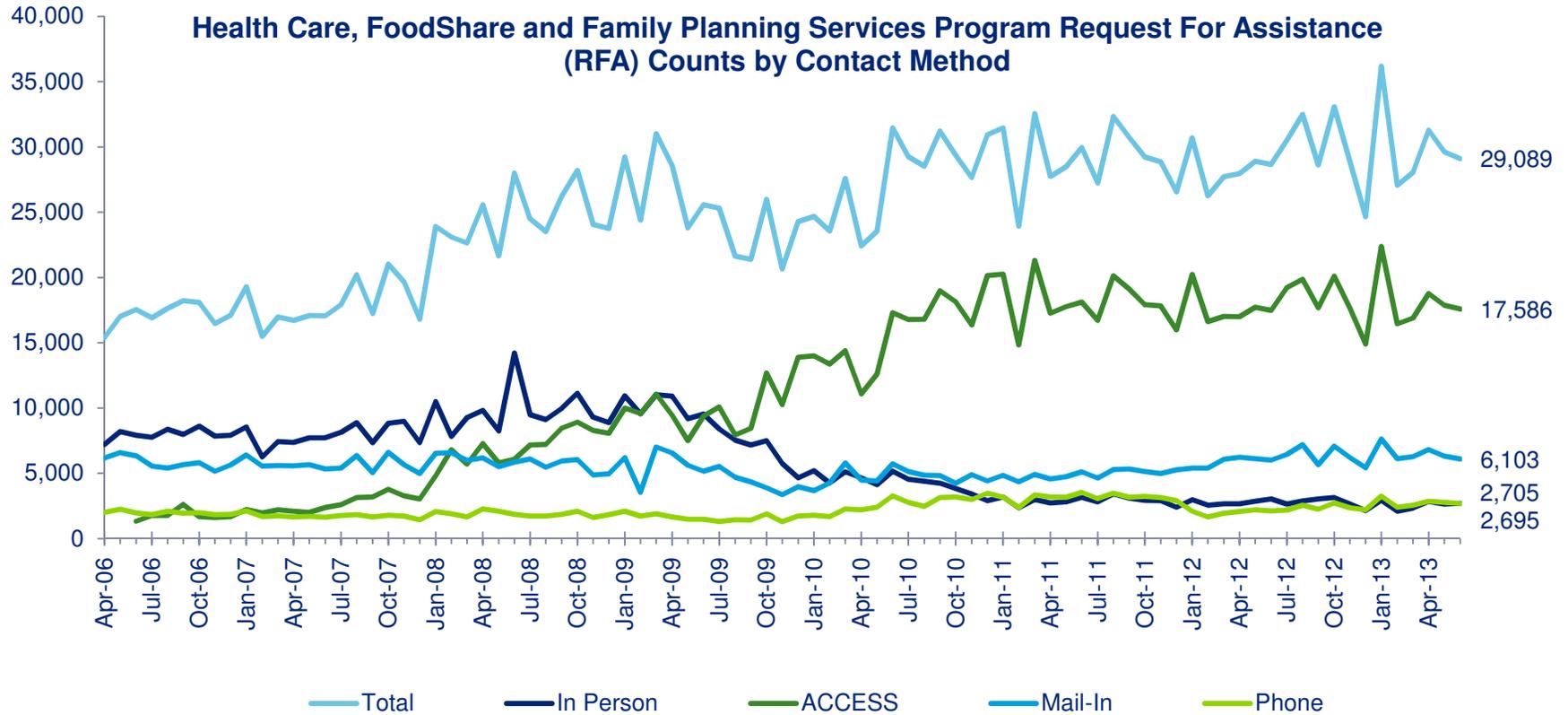
Source data: CARES.

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

---

- **Application Statistics**

- Started to date: **2,012,805**
- Average started per month: **31,236<sup>1</sup>**
- Submitted to date: **1,362,974**
- Average completed per month: **21,879**
- Full applications: **1,324,659**
- Applications with just filing date: **38,315**
- Priority Service Eligible: **32%**
- Health care applications received this month with an elderly, blind, disabled or potentially disabled household member: **2,017**

- **Applications Submitted by Program**

- FoodShare: **1,028,368**
  - Priority Service Eligible: **427,095**
  - Not Priority Service Eligible: **601,273**
- Health Care: **614,189**
- Family Planning Waiver: **305,281**
- Child Care: **2,205**

1. Average over the last 3 months.

## AFB Summary Information (cont.)

---

- **Help With Applications:**

- Applied at Community Access Point: **7.12%**
- Applied with the help of a friend or family member: **0.42%**
- Applied with the help of a staff person or volunteer at an agency: **0.68%**
- Authorized representative applied: **0.58%**
- Legal Guardian applied: **0.19%**
- Power of Attorney applied: **0.08%**

- **FoodShare Benefit Amount**

- Of those eligible for FoodShare, the average FoodShare value is: **\$242.59**

- **Answers to the FoodShare Interview Question**

- Number of applications that requested a phone interview: **238,965**
- Number of applications that requested an in person interview: **433,904**
- Number of applications that did not answer: **385,999**

## AFB Summary Information (cont.)

---

- **Hardship Reasons**

- I am elderly, blind or disabled: **2.93%**
- I work during regular business hours: **10.42%**
- I have limited transportation or difficulty getting to the office: **13.23%**
- I have school or training during regular business hours: **3.57%**
- I am caring for another person in my household: **1.49%**
- I do not have child care: **5.22%**
- I am not comfortable going to the local agency: **3.03%**
- I am ill and unable to go to the local agency: **0.83%**
- There is severe weather in my area: **0.22%**
- Other: **2.98%**

- **BadgerCare Plus Core Plan Applications**

- Total Submitted Core Plan Applications: **23**
  - Submitted through Enrollment Services Center: **0**
  - Submitted through ACCESS: **23**
    - Submitted through Community Access Point: **2**

- **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	2,505
Ashland	2,190
Bad River	231
Barron	7,889
Bayfield	1,607
Brown	37,084
Buffalo	1,142
Burnett	1,780
Calumet	4,696
Chippewa	7,646
Clark	3,102
Columbia	7,664
Crawford	2,069
Dane	78,452
Dodge	11,761
Door	1,470
Douglas	5,263
Dunn	7,487
Eau Claire	13,713
Enrollment Services Center	363,487

County/Tribe	# of Submitted Applications
Florence	548
Fond du Lac	14,322
Forest	666
Grant	5,277
Green	4,326
Green Lake	1,781
Ho-Chunk Nation	2
Iowa	1,974
Iron	447
Jackson	1,675
Jefferson	9,224
Juneau	4,323
Kenosha	35,177
Kewaunee	1,392
La Crosse	24,263
Lac Courte Oreilles	7
Lac du Flambeau	251
Lafayette	1,427
Langlade	1,954
Lincoln	548

Source data: ACCESS

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

County/Tribe	# of Submitted Applications
Manitowoc	3,076
Marathon	8,966
Marinette	18,988
Marquette	5,997
Menominee	2,251
Menominee Tribe	733
Miles	257,178
Milwaukee	84,630
Monroe	5,546
Oconto	4,883
Oneida	5,589
Oneida Nation	448
Outagamie	22,946
Ozaukee	7,416
Pepin	579
Pierce	8,229
Polk	7,541
Portage	10,021
Potawatomi	22
Price	783

County/Tribe	# of Submitted Applications
Racine	33,937
Red Cliff	99
Richland	1,679
Rock	30,897
Rusk	2,126
Sauk	9,038
Sawyer	1,586
Shawano	5,482
Sheboygan	15,653
Sokaogon	89
St. Croix	13,609
St. Croix Tribe	5
State	2
Stockbridge-Munsee	124
Taylor	2,334
Trempealeau	3,213
Vernon	2,177
Vilas	2,240
Walworth	16,649
Washburn	1,787

Source data: ACCESS

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

---

County/Tribe	# of Submitted Applications
Washington	12,487
Waukesha	37,067
Waupaca	6,979
Waushara	2,512
Winnebago	22,746
Wisconsin	1
Wood	12,359
<b>Total (Submitted to date)</b>	<b>1,362,973</b>

Source data: ACCESS

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

Usage and Eligibility Results Report  
As of June 30, 2013

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

County/Tribe	Count
Adams County	1,637
Ashland County	525
Badriver Tribe	143
Barron County	3,804
Bayfield County	327
Brown County	17,397
Buffalo County	237
Burnett County	1,231
Calumet County	2,101
Chippewa County	5,127
Clark County	598
Columbia County	3,827
Crawford County	1,237
Dane County	29,546
Dodge County	5,202
Door County	1,660
Douglas County	3,686
Dunn County	3,629
Eau Claire County	8,379
Enrollment Services Center	25,706
Florence County	177

County/Tribe	Count
Fond du Lac County	7,431
Forest County	262
Grant County	3,066
Green County	2,074
Green Lake County	1,171
Iowa County	1,314
Iron County	191
Jackson County	367
Jefferson County	5,273
Juneau County	2,165
Kenosha County	17,495
Kewaunee County	975
La Crosse County	18,504
Lac Courte Oreilles Tribe	5
Lac du Flambeau	296
Lafayette County	879
Langlade County	1,774
Lincoln County	839
Manitowoc County	4,586
Marathon County	9,226
Marinette County	3,416

Source data: ACCESS

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

County/Tribe	Count
Marquette County	1,124
Menominee County	565
Menominee Tribe	-
Miles	141,862
Milwaukee County	29,879
Monroe County	857
Oconto County	2,603
Oneida County	3,019
Oneida Tribal Council	605
Outagamie County	9,954
Ozaukee County	3,809
Pepin County	133
Pierce County	2,201
Polk County	3,346
Portage County	4,772
Potawatomi	11
Price County	303
Racine County	18,143
Redcliff Tribe	132
Richland County	1,189

County/Tribe	Count
Rock County	14,858
Rusk County	452
Sauk County	4,604
Sawyer County	524
Shawano County	2,941
Sheboygan County	7,661
Sokaogon Tribe	62
St. Croix County	4,883
Stockbridge-Munsee Tribe	99
Taylor County	393
Trempealeau County	511
Vernon County	465
Vilas County	356
Walworth County	7,953
Washburn County	1,387
Washington County	7,101
Waukesha County	17,631
Waupaca County	4,063
Waushara County	1,502
Winnebago County	10,999

Source data: ACCESS

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

---

County/Tribe	Count
Wisconsin (State level agency — CAPO)	1,915
Wood County	19,260
<b>Total</b>	<b>531,612</b>

Source data: ACCESS

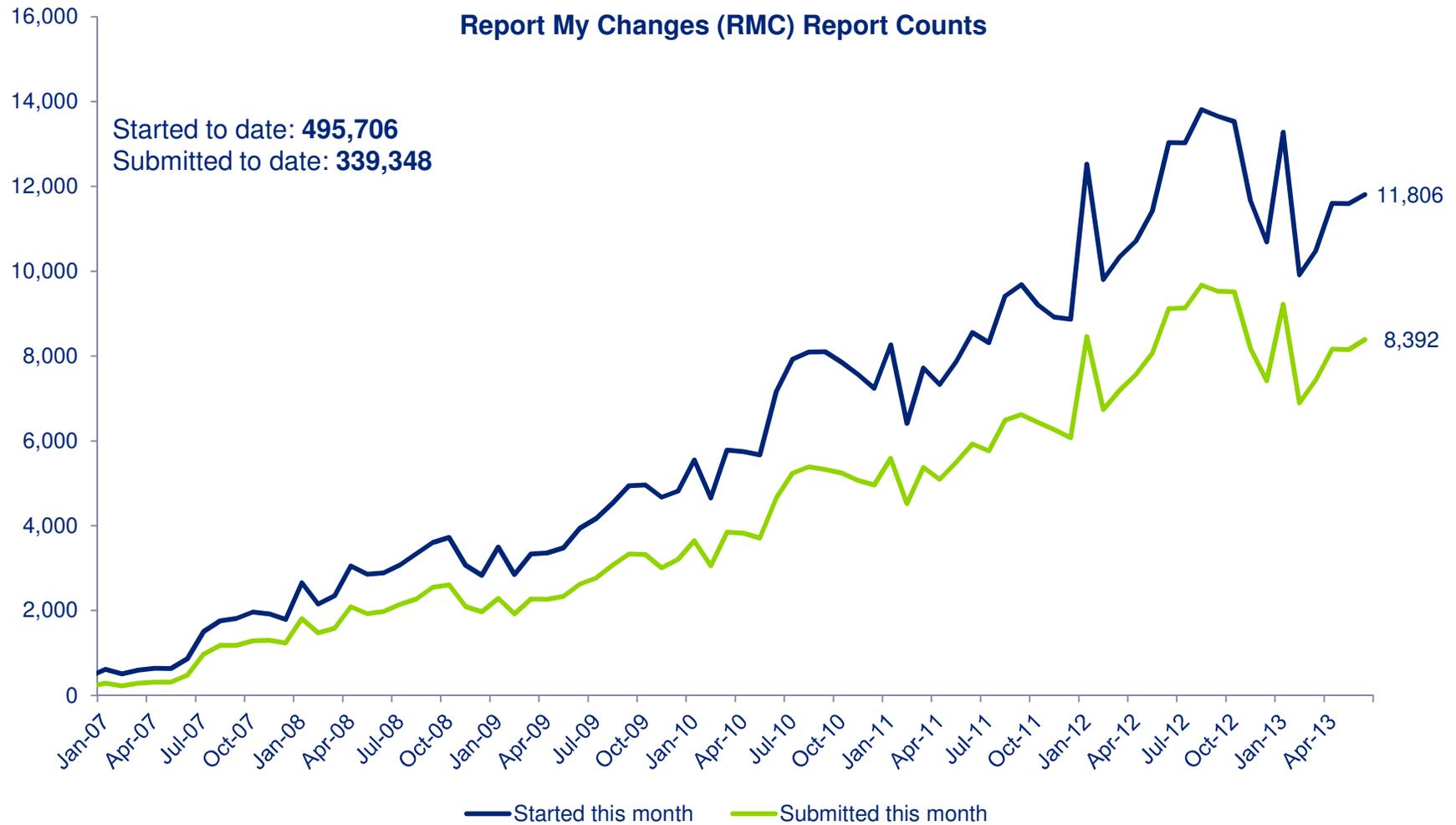
# Types of Changes Reported to Date Cumulative

Change Type	Count
Change in address and/or phone number	121,566
Someone moved into household (person add)	32,877
Someone moved out of household	31,169
Someone died	663
Someone got married	5,482
Someone got divorced	565
Someone became pregnant	14,398
Someone's pregnancy ended	7,454
Someone became disabled	4,923
Someone started a type of job or employment	59,100
Someone changed a type of job or employment	33,753
Someone ended a type of job or employment	77,925

Change Type	Count
Someone started a type of unearned income	12,313
Someone changed a type of unearned income	18,197
Someone ended a type of unearned income	28,298
Someone added a new type of utility	94,284
Someone stopped paying a type of utility	12,349
Someone added a housing expense	31,923
Someone changed a housing expense	46,637
Someone ended a housing expense	9,435

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	1,261
Ashland County	296
Badriver Tribe	23
Barron County	1,913
Bayfield County	134
Brown County	12,973
Buffalo County	169
Burnett County	544
Calumet County	1,155
Chippewa County	3,162
Clark County	695
Columbia County	2,382
Crawford County	740
Dane County	21,482
Dodge County	3,659
Door County	593
Douglas County	1,561
Dunn County	1,990
Eau Claire County	4,123
Enrollment Services Center	23,770

County/Tribe	Count
Florence County	43
Fond du Lac County	4,805
Forest County	123
Grant County	1,277
Green County	1,024
Green Lake County	452
Iowa County	638
Iron County	69
Jackson County	270
Jefferson County	2,498
Juneau County	1,425
Kenosha County	10,309
Kewaunee County	399
Lac du Flambeau Tribe	7,521
La Crosse County	59
Lac Courte Oreilles Tribe	345
Lafayette County	669
Langlade County	501
Lincoln County	2,447
Manitowoc County	43

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

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

County/Tribe	Count
Marathon County	5,634
Marinette County	1,560
Marquette County	559
Menominee County	184
Menominee Tribe	-
Miles	90,559
Milwaukee County	24,990
Monroe County	1,481
Oconto County	1,739
Oneida County	1,296
Oneida Tribal Council	241
Outagamie County	8,564
Ozaukee County	2,429
Pepin County	109
Pierce County	1,191
Polk County	1,583
Portage County	2,411
Potawatomi	-
Price County	112
Racine County	11,322

County/Tribe	Count
Red Cliff Tribe	35
Richland County	617
Rock County	10,181
Rusk County	203
Sauk County	3,538
Sawyer County	303
Shawano County	1,759
Sheboygan County	4,466
Sokaogon Tribe	13
St.Croix County	3,476
State Level Agency — CAPO	-
Stockbridge-Munsee Tribe	23
Taylor County	135
Trempealeau County	509
Vernon County	473
Vilas County	249
Walworth County	6,701
Washburn County	689
Washington County	3,658
Waukesha County	9,689

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

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

---

County/Tribe	Count
Waupaca County	2,538
Waushara County	743
Winnebago County	6,688
Wood County	8,967
Wisconsin	6
Manually Processed	227
<b>Total</b>	<b>339,349</b>

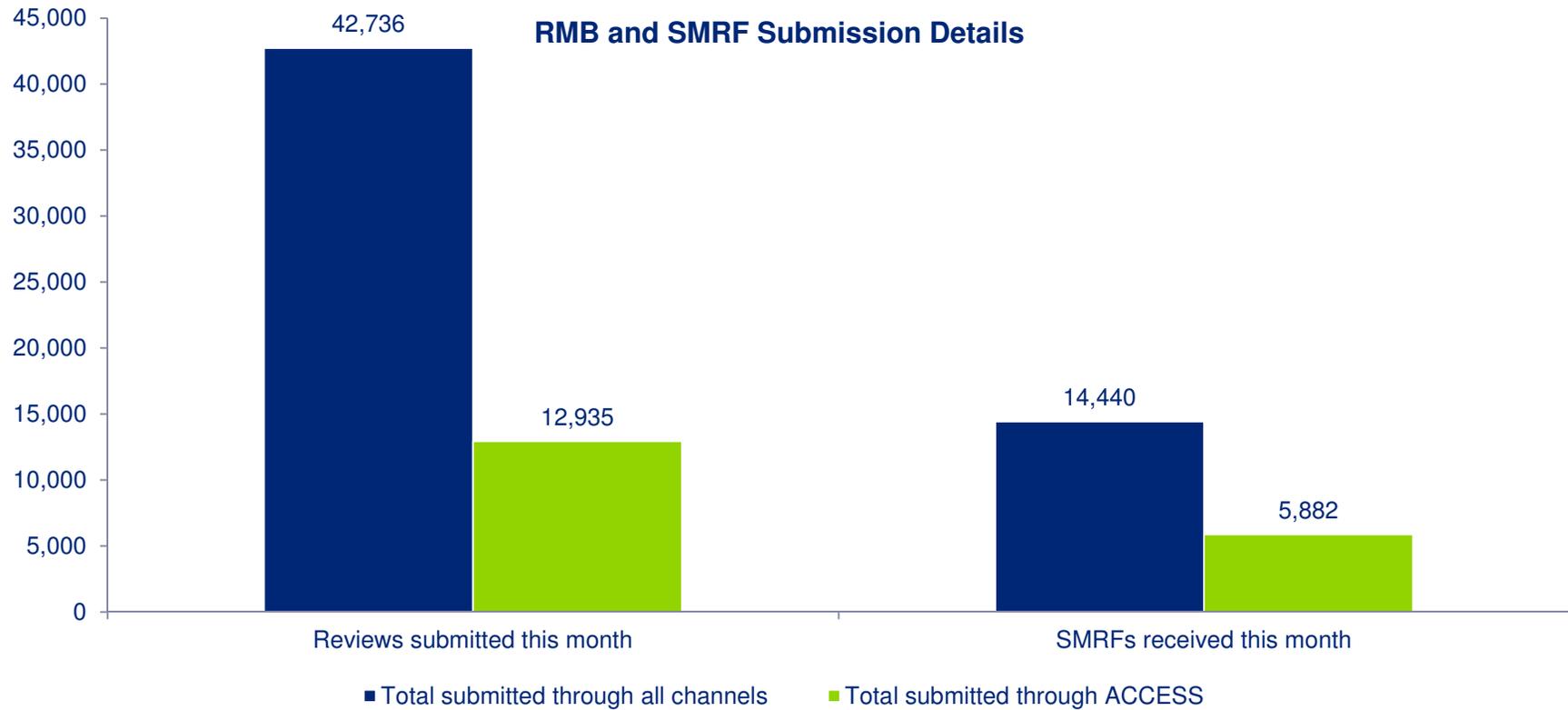
1. These values are life-to-date counts  
Source data: ACCESS

# Renew My Benefits (RMB)

Usage and Eligibility Results Report  
As of June 30, 2013

# RMB Usage

---



# RMB/SMRF Summary Information

---

- **Renewal Statistics**

- Submitted to date: **507,399**
- Average completed per month: **12,376<sup>1</sup>**

- **Renewals Submitted by Program**

- FoodShare: **8,704**
- Health Care: **3,845**
- Family Planning Waiver: **1,325**
- Child Care: **978**

- **SMRF Statistics**

- Submitted to date: **154,258**
- Average completed per month: **6,986<sup>1</sup>**

- **SMRFs Submitted by Program**

- FoodShare Only: **5,106**
- Child Care Only: **162**
- Both FoodShare and Child Care: **614**

1. Average over the last 3 months.

# ACCESS RMB Usage by County/Tribe

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Adams County	968	449
Ashland County	551	125
Badriver Tribe	58	24
Barron County	2,698	941
Bayfield County	389	34
Brown County	10,673	4,378
Buffalo County	241	40
Burnett County	953	344
Calumet County	1,721	443
Chippewa County	5,554	1,286
Clark County	1,180	129
Columbia County	3,429	1,012
Crawford County	868	239
Dane County	20,872	8,290
Dodge County	3,354	1,338
Door County	1,190	388
Douglas County	3,015	1,079
Dunn County	2,897	890
Eau Claire County	7,324	2,134
Enrollment Services Center	50,237	8,306

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Florence County	98	14
Fond du Lac County	7,217	1,898
Forest County	246	74
Grant County	2,673	583
Green County	1,710	554
Green Lake	739	252
Iowa County	1,192	319
Iron County	207	33
Jackson County	399	53
Jefferson County	5,334	1,294
Juneau County	1,789	605
Kenosha County	13,461	5,054
Kewaunee County	705	265
La Crosse County	14,628	4,260
Lac Courte Oreilles Tribe	180	68
Lac du Flambeau Tribe	723	196
Lafayette County	1,436	399
Langlade County	954	146
Lincoln County	3,101	1,153
Manitowoc County	98	14

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
Manually Processed	48	11
Marathon County	6,669	2,330
Marinette County	2,173	775
Marquette County	784	314
Menominee County	378	140
Menominee Tribe	-	-
Miles	166,254	50,110
Milwaukee County	25,279	10,965
Monroe County	1,462	217
Oconto County	1,835	633
Oneida County	2,429	620
Oneida Nation	227	125
Outagamie County	5,768	2,336
Ozaukee County	3,751	912
Pepin County	146	24
Pierce County	1,634	481
Polk County	2,624	779
Portage County	4,010	1,132
Potawatomi	6	1
Price County	277	35

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Racine County	10,688	5,316
Red Cliff Tribe	61	31
Richland County	727	300
Rock County	12,379	4,147
Rusk County	383	56
Sauk County	4,086	1,326
Sawyer County	568	125
Shawano County	2,202	727
Sheboygan County	6,152	2,188
Sokaogon Tribe	21	9
St. Croix County	3,928	1,098
Stockbridge-Munsee Tribe	35	13
Taylor County	415	54
Trempealeau County	904	95
Vernon County	808	104
Vilas County	533	55
Walworth County	8,184	2,573
Washburn County	1,137	391
Washington County	6,994	1,717
Waukesha County	17,688	3,920

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

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

---

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Waupaca County	3,631	805
Waushara County	988	343
Winnebago County	7,562	2,881
Wisconsin (state level agency — CAPO)	-	-
Wood County	16,617	4,956
<b>Total (submitted to date)</b>	<b>507,409</b>	<b>154,259</b>

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