

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

As of November 30, 2013

ACCESS Report Summary

Am I Eligible¹

• Self Assessments

- Started to date: **1,080,572**
- Average started per month: **11,599²**
- Completed to date: **1,010,565**
- Average completed per month: **10,828²**

• Households

- Number of households found potentially eligible for at least one program: **990,929**
- 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: **\$199.88**
- On average, it took between **15 to 20** minutes to complete a self assessment

• Check My Benefits³

- Number of MyACCESS accounts created: **870,220 (560,135 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 Benefits¹ (AFB)

• Applications

- Started to date: **2,173,880**
- Average started per month: **31,217²**
- Submitted to date: **1,473,832**
- Average completed per month: **21,191²**
- Full applications: **1,435,478**
- Applications with just filing date: **38,354**
- Priority Service Eligible: **33%**

• Applications by Program

- FoodShare: **1,116,972**
 - Priority Service Eligible: **467,389**
 - Not Priority Service Eligible: **649,583**
- Health Care: **657,296**
- Family Planning Waiver: **328,036**
- Child Care: **1,649**

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 Changes³ (RMC)

• Reports

- Started this month: **10,425**
- Submitted this month: **7,338**

Renew My Benefits

• Renewals

- FoodShare: **7,492**
- Health Care: **3,580**
- Family Planning Waiver: **1,126**
- Child Care: **829**

Six Month Report Forms (SMRFs)

• Submissions

- FoodShare Only: **5,718**
- Child Care Only: **851**
- Both FoodShare and Child Care: **6,569**

ACCESS Report Summary (cont.)

ACCESS Usage Statistics

• Login

- Total number of times users logged in to ACCESS: **184,535**
 - Percentage of ACCESS logins in Spanish: **0.37%**
- Total number of times users logged in to CMB: **166,235**
 - Total number of distinct users who logged in to CMB: **67,413**
 - Total number of repetitive CMB logins by users: **98,822**

• Expired Applications

- Total applications that expired this month: **5,167**
 - Percentage of expired applications that were Spanish applications: **1.16%**

• Spanish

- Households who completed AFB application in Spanish: **2.67%**
- Households who completed the change report in Spanish: **0.46%**
- Households who completed Screener in Spanish: **0.12%**

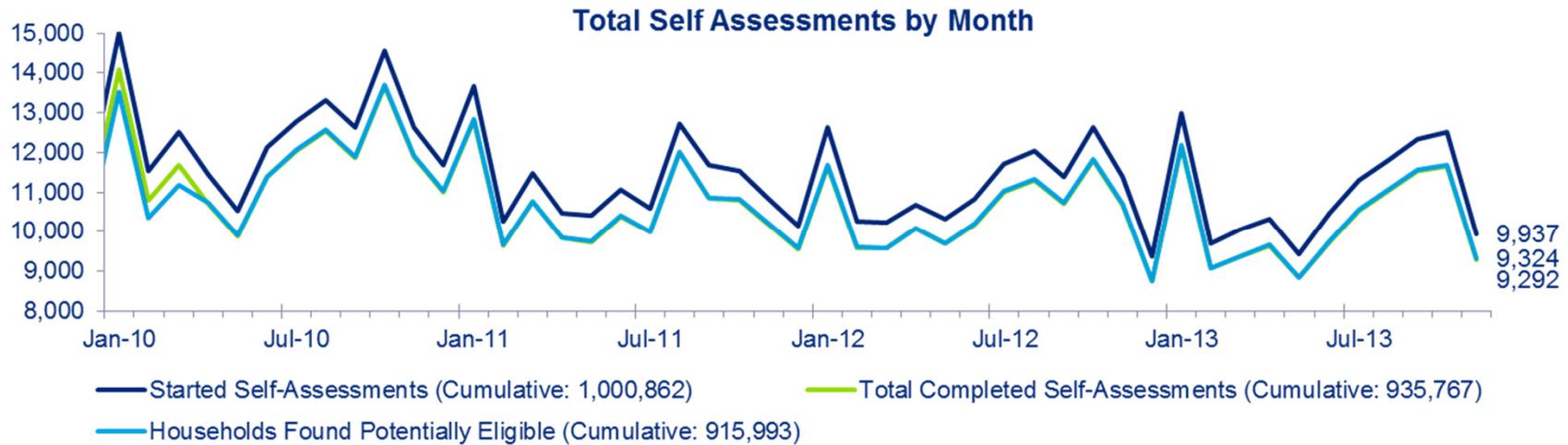
Source Data: ACCESS and CARES

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

Am I Eligible? (AIE)

Usage and Eligibility Results Report
As of November 30, 2013

AIE Self Assessment Statistics



Average self assessments started per month: **11,599**

Average self assessments completed per month: **10,828**

Notes:

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

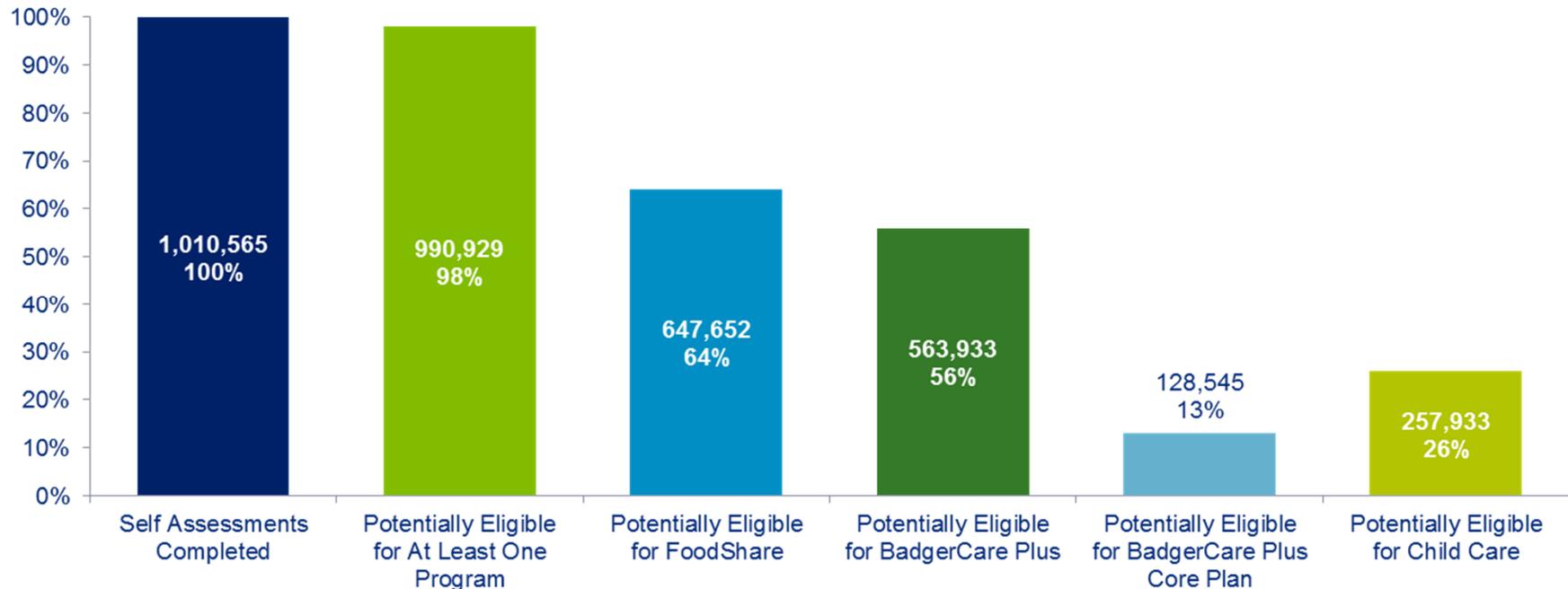
Beginning in December 2004, totals include the addition of Family Planning Waiver, Medicaid (EBD), MPA, Long Term Care, SeniorCare, WIC, School Meals/Summer food, TEFAP, and Tax Credits.

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: **\$199.88**

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	October 2013	November 2013	Total to date
FoodShare	08/2004	64%	66%	64%
BadgerCare Plus (prior to January 11, 2008, this was Family Medicaid and BadgerCare)	08/2004	50%	50%	56%
BadgerCare Plus Core Plan	06/2009	21%	21%	13%
Medicaid (Elderly, Blind, and Disabled (EBD))	12/2004	12%	12%	10%
Family Planning Waiver	12/2004	94%	95%	72%
Medicare Premium Assistance Program	12/2004	4%	4%	3%
Long Term Care	12/2004	1%	1%	1%
SeniorCare	08/2004	9%	9%	7%
Child Care	01/2010	47%	46%	26%
Women, Infant and Children (WIC)	12/2004	20%	21%	24%
School Meals/Summer Food Service	12/2004	49%	49%	56%
The Emergency Food Assistance Program (TEFAP)	12/2004	67%	69%	66%
Medicare Part D	07/2005	14%	13%	11%
Tax Credits	12/2004	67%	67%	68%
Wisconsin Home Energy Assistance Program (WHEAP)	01/2007	75%	77%	60%
Life Insurance	01/2010	99%	99%	49%

AIE Usage by County/Tribe

County/Tribe	Count
Adams	4,292
Ashland	4,201
Barron	8,990
Bayfield	2,795
Brown	42,357
Buffalo	2,194
Burnett	2,435
Calumet	5,993
Chippewa	12,447
Clark	4,610
Columbia	10,034
Crawford	2,877
Dane	94,175
Dodge	14,702
Door	3,807
Douglas	8,254
Dunn	9,590
Eau Claire	22,066
Florence	761
Fond du Lac	15,926
Forest	1,850

County/Tribe	Count
Grant	8,484
Green	6,911
Green Lake	2,727
Iowa	3,608
Iron	1,239
Jackson	3,385
Jefferson	13,810
Juneau	6,609
Kenosha	34,474
Kewaunee	2,297
La Crosse	22,009
Lac Courte Oreilles	0
Lafayette	2,471
Langlade	2,962
Lincoln	4,683
Manitowoc	11,183
Marathon	22,832
Marinette	8,092
Marquette	2,824
Menominee	852
Milwaukee	180,613

Source data: ACCESS.

AIE Usage by County/Tribe (cont.)

County/Tribe	Count
Monroe	9,336
Oconto	10,391
Oneida	7,729
Outagamie	31,902
Ozaukee	10,566
Pepin	1,207
Pierce	6,111
Polk	8,350
Portage	13,084
Price	2,385
Racine	32,990
Richland	3,367
Rock	38,404
Rusk	2,925
Sauk	12,121
Sawyer	2,689

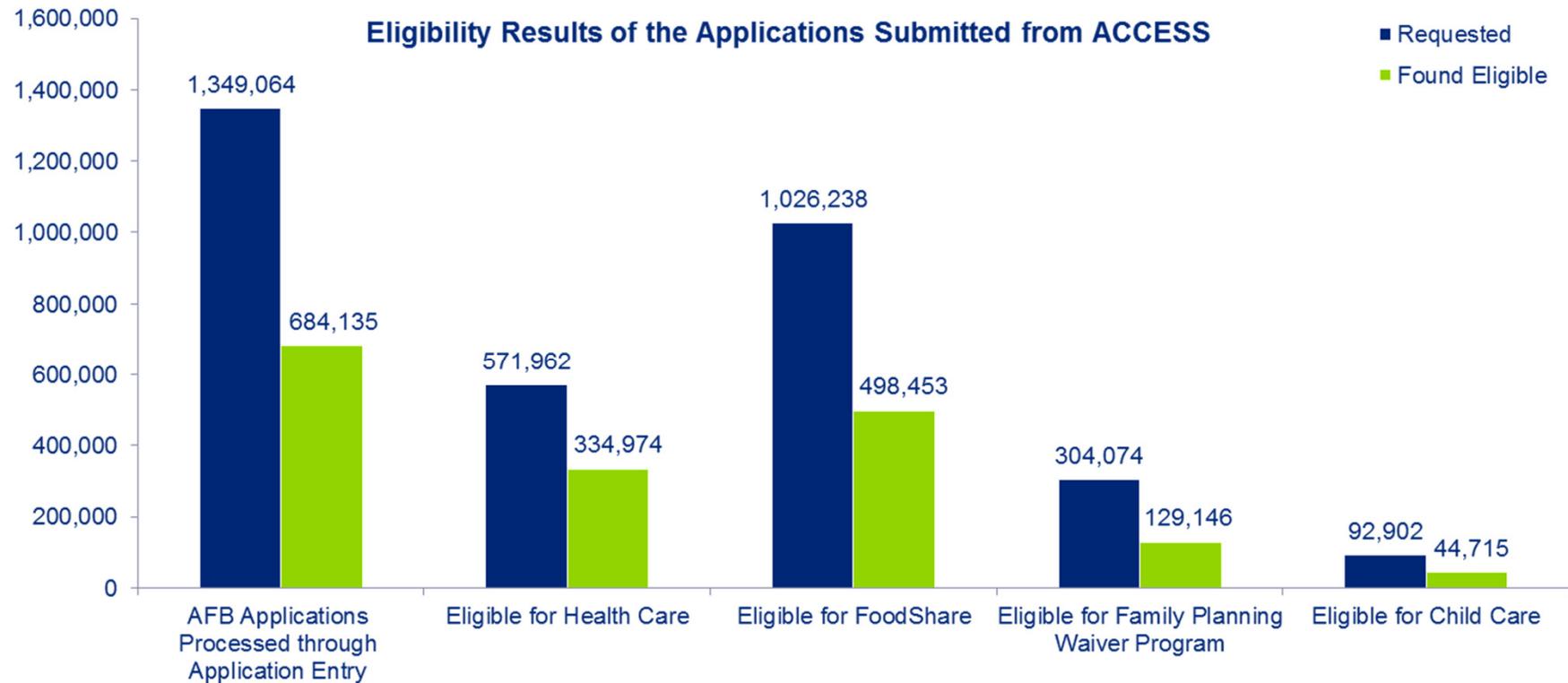
County/Tribe	Count
Shawano	7,116
Sheboygan	18,952
St. Croix	15,236
Taylor	2,729
Trempealeau	4,328
Vernon	4,753
Vilas	3,830
Walworth	18,970
Washburn	3,056
Washington	18,148
Waukesha	48,772
Waupaca	8,337
Waushara	3,995
Winnebago	28,485
Wood	15,212
Unknown	68,675

Source data: ACCESS.

Apply for Benefits (AFB)

Usage and Eligibility Results Report
As of November 30, 2013

CARES/AFB Eligibility Results



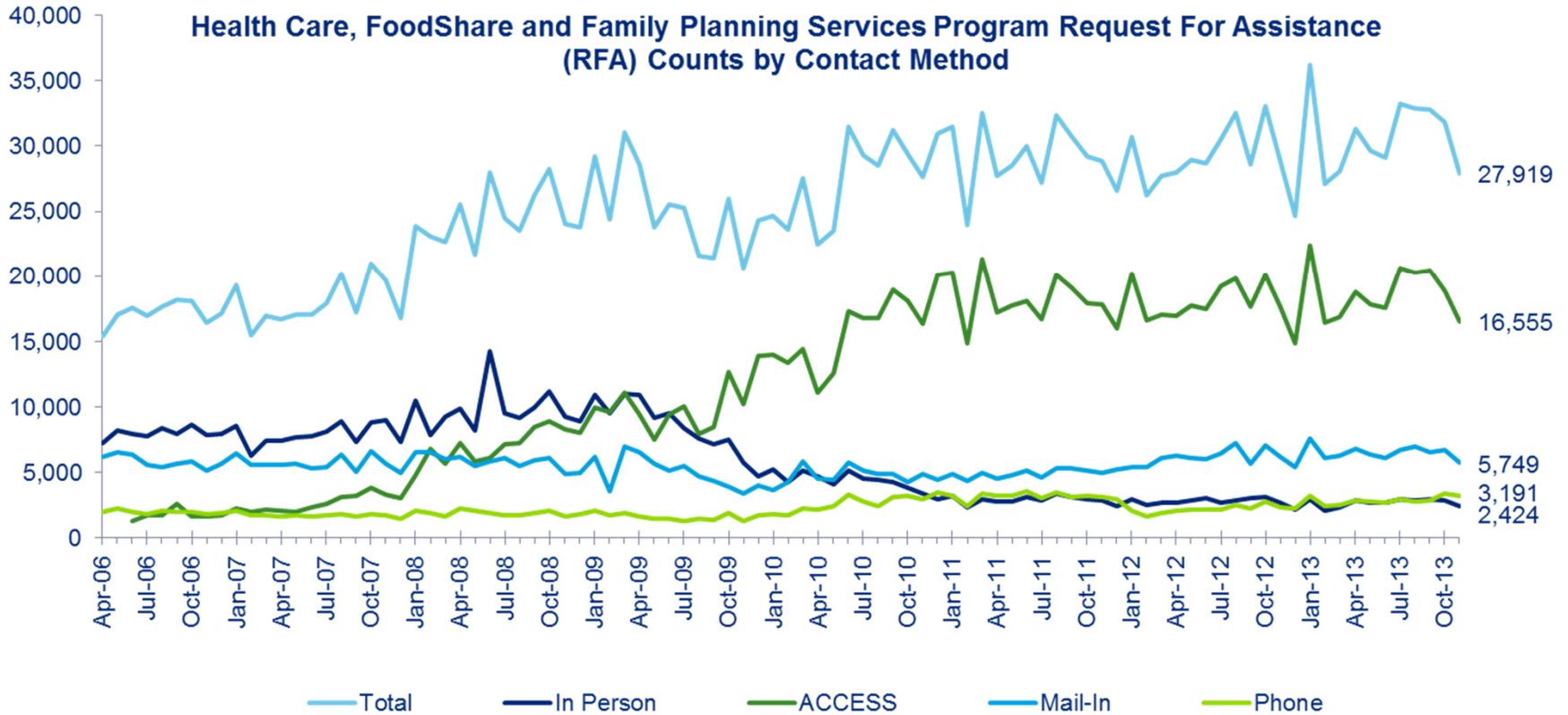
Source data: CARES.

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: **2,173,880**
- Average started per month: **31,217¹**
- Submitted to date: **1,473,832**
- Average completed per month: **21,191**
- Full applications: **1,435,478**
- Applications with just filing date: **38,354**
- Priority Service Eligible: **33%**
- Health care applications received this month with an elderly, blind, disabled or potentially disabled household member: **2,036**

- **Applications Submitted by Program**

- FoodShare: **1,116,972**
 - Priority Service Eligible: **467,389**
 - Not Priority Service Eligible: **649,583**
- Health Care: **657,296**
- Family Planning Waiver: **328,036**
- Child Care: **1,649**

1. Average over the last 3 months.

AFB Summary Information (cont.)

- **Help With Applications:**

- Applied at Community Access Point: **6.98%**
- Applied with the help of a friend or family member: **0.40%**
- Applied with the help of a staff person or volunteer at an agency: **0.63%**
- Authorized representative applied: **0.55%**
- Legal Guardian applied: **0.18%**
- Power of Attorney applied: **0.08%**

- **FoodShare Benefit Amount**

- Of those eligible for FoodShare, the average FoodShare value is: **\$226.13**

- **Answers to the FoodShare Interview Question**

- Number of applications that requested a phone interview: **257,081**
- Number of applications that requested an in person interview: **484,409**
- Number of applications that did not answer: **409,676**

AFB Summary Information (cont.)

- **Hardship Reasons**

- I am elderly, blind or disabled: **3.00%**
- I work during regular business hours: **10.72%**
- I have limited transportation or difficulty getting to the office: **13.78%**
- I have school or training during regular business hours: **3.66%**
- I am caring for another person in my household: **1.51%**
- I do not have child care: **5.28%**
- I am not comfortable going to the local agency: **3.10%**
- I am ill and unable to go to the local agency: **0.85%**
- There is severe weather in my area: **0.21%**
- Other: **3.03%**

- **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	2,841
Ashland	2,835
Bad River	243
Barron	8,530
Bayfield	1,650
Brown	42,124
Buffalo	1,141
Burnett	1,932
Calumet	5,080
Chippewa	8,429
Clark	3,110
Columbia	8,481
Crawford	2,271
Dane	87,271
Dodge	13,070
Door	1,768
Douglas	5,909
Dunn	8,300
Eau Claire	15,348
Enrollment Services Center	363,487

County/Tribe	# of Submitted Applications
Florence	612
Fond du Lac	15,979
Forest	703
Grant	6,038
Green	4,672
Green Lake	2,015
Ho-Chunk Nation	2
Iowa	2,232
Iron	481
Jackson	1,683
Jefferson	10,257
Juneau	4,859
Kenosha	39,322
Kewaunee	1,553
La Crosse	29,392
Lac Courte Oreilles	0
Lac du Flambeau	95
Lafayette	276
Langlade	1,625
Lincoln	2,280

Source data: ACCESS

ACCESS AFB Usage by County/Tribe (cont.)

County/Tribe	# of Submitted Applications
Manitowoc	3,452
Marathon	9,917
Marinette	21,178
Marquette	6,786
Menominee	2,476
Menominee Tribe	806
Miles	288,840
Milwaukee	86,609
Monroe	5,565
Oconto	5,438
Oneida	6,285
Oneida Nation	503
Outagamie	25,074
Ozaukee	8,182
Pepin	584
Pierce	10,448
Polk	8,214
Portage	11,292
Potawatomi	22
Price	838

County/Tribe	# of Submitted Applications
Racine	39,093
Red Cliff	107
Richland	1,865
Rock	34,392
Rusk	2,446
Sauk	10,112
Sawyer	1,814
Shawano	6,082
Sheboygan	17,276
Sokaogon	95
St. Croix	14,669
St. Croix Tribe	5
State	2
Stockbridge-Munsee	139
Taylor	2,836
Trempealeau	3,219
Vernon	2,188
Vilas	2,308
Walworth	18,446
Washburn	2,013

Source data: ACCESS

ACCESS AFB Usage by County/Tribe (cont.)

County/Tribe	# of Submitted Applications
Washington	13,999
Waukesha	40,619
Waupaca	7,606
Waushara	2,796
Winnebago	25,347
Wisconsin	1
Wood	13,951
Total (Submitted to date)	1,473,831

Source data: ACCESS

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

Usage and Eligibility Results Report
As of November 30, 2013

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

County/Tribe	Count
Adams County	1,751
Ashland County	592
Badriver Tribe	160
Barron County	4,042
Bayfield County	320
Brown County	18,444
Buffalo County	245
Burnett County	1,296
Calumet County	2,250
Chippewa County	5,467
Clark County	604
Columbia County	4,018
Crawford County	1,300
Dane County	31,435
Dodge County	5,576
Door County	1,741
Douglas County	3,932
Dunn County	3,860
Eau Claire County	8,929
Enrollment Services Center	24,486
Florence County	169

County/Tribe	Count
Fond du Lac County	7,835
Forest County	280
Grant County	3,260
Green County	2,187
Green Lake County	1,271
Iowa County	1,380
Iron County	197
Jackson County	377
Jefferson County	5,609
Juneau County	2,328
Kenosha County	18,577
Kewaunee County	1,041
La Crosse County	19,997
Lac Courte Oreilles Tribe	41
Lac du Flambeau	324
Lafayette County	962
Langlade County	1,909
Lincoln County	848
Manitowoc County	4,914
Marathon County	9,746
Marinette County	3,636

Source data: ACCESS

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

County/Tribe	Count
Marquette County	1,186
Menominee County	608
Menominee Tribe	0
Miles	147,220
Milwaukee County	33,096
Monroe County	889
Oconto County	2,757
Oneida County	3,209
Oneida Tribal Council	658
Outagamie County	10,604
Ozaukee County	4,001
Pepin County	138
Pierce County	2,364
Polk County	3,573
Portage County	5,140
Potawatomi	12
Price County	302
Racine County	19,282
Redcliff Tribe	147
Richland County	1,290

County/Tribe	Count
Rock County	15,875
Rusk County	486
Sauk County	4,838
Sawyer County	503
Shawano County	3,119
Sheboygan County	8,136
Sokaogon Tribe	70
St. Croix County	5,182
Stockbridge-Munsee Tribe	106
Taylor County	408
Trempealeau County	510
Vernon County	480
Vilas County	369
Walworth County	8,394
Washburn County	1,468
Washington County	7,518
Waukesha County	18,631
Waupaca County	4,331
Waushara County	1,650
Winnebago County	11,747

Source data: ACCESS

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

County/Tribe	Count
Wisconsin (State level agency — CAPO)	1,995
Wood County	20,507
Total	560,135

Source data: ACCESS

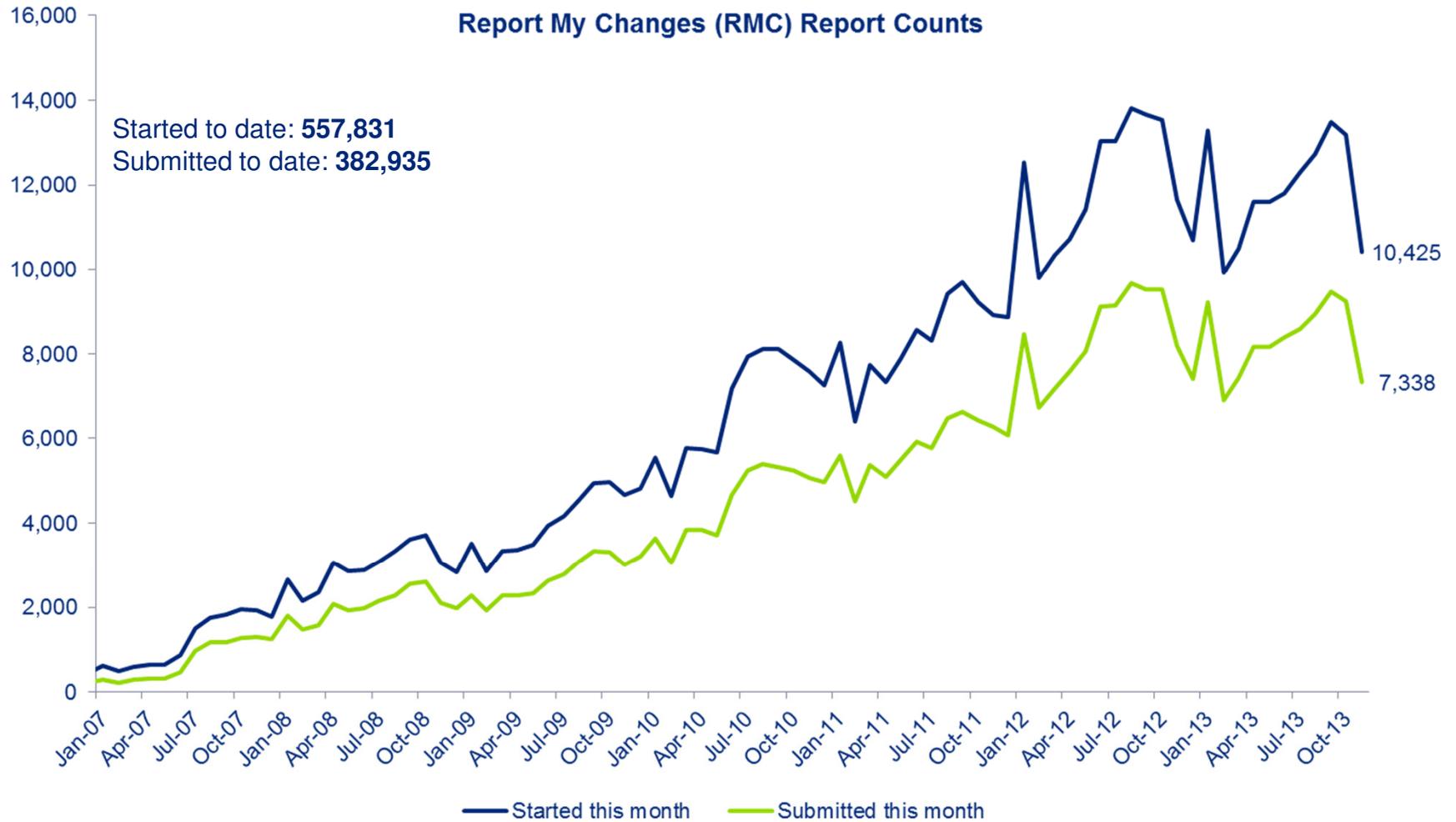
Types of Changes Reported to Date Cumulative

Change Type	Count
Change in address and/or phone number	135,881
Someone moved into household (person add)	36,810
Someone moved out of household	35,519
Someone died	761
Someone got married	6,221
Someone got divorced	620
Someone became pregnant	16,264
Someone's pregnancy ended	8,392
Someone became disabled	5,502
Someone started a type of job or employment	67,875
Someone changed a type of job or employment	38,412
Someone ended a type of job or employment	88,612

Change Type	Count
Someone started a type of unearned income	13,513
Someone changed a type of unearned income	20,205
Someone ended a type of unearned income	31,444
Someone added a new type of utility	108,384
Someone stopped paying a type of utility	12,976
Someone added a housing expense	36,204
Someone changed a housing expense	53,313
Someone ended a housing expense	10,738

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	1,444
Ashland County	325
Badriver Tribe	27
Barron County	2,260
Bayfield County	141
Brown County	14,816
Buffalo County	175
Burnett County	662
Calumet County	1,336
Chippewa County	3,615
Clark County	711
Columbia County	2,761
Crawford County	851
Dane County	24,423
Dodge County	4,271
Door County	728
Douglas County	1,811
Dunn County	2,386
Eau Claire County	4,853
Enrollment Services Center	23,789

County/Tribe	Count
Florence County	46
Fond du Lac County	5,530
Forest County	140
Grant County	1,585
Green County	1,209
Green Lake County	571
Iowa County	775
Iron County	70
Jackson County	274
Jefferson County	2,953
Juneau County	1,677
Kenosha County	11,745
Kewaunee County	511
Lac du Flambeau Tribe	9,557
La Crosse County	3
Lac Courte Oreilles Tribe	73
Lafayette County	428
Langlade County	810
Lincoln County	543
Manitowoc County	2,927

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

RMC Usage by County/Tribe (cont.)

County/Tribe	Count
Marathon County	6,589
Marinette County	1,827
Marquette County	662
Menominee County	219
Menominee Tribe	0
Miles	96,200
Milwaukee County	30,550
Monroe County	1,500
Oconto County	2,022
Oneida County	1,515
Oneida Tribal Council	270
Outagamie County	9,670
Ozaukee County	2,714
Pepin County	110
Pierce County	1,366
Polk County	1,904
Portage County	2,914
Potawatomi	0
Price County	120
Racine County	12,993

County/Tribe	Count
Red Cliff Tribe	39
Richland County	776
Rock County	11,776
Rusk County	226
Sauk County	4,105
Sawyer County	328
Shawano County	2,061
Sheboygan County	5,256
Sokaogon Tribe	14
St.Croix County	3,917
State Level Agency — CAPO	0
Stockbridge-Munsee Tribe	30
Taylor County	145
Trempealeau County	510
Vernon County	476
Vilas County	260
Walworth County	7,627
Washburn County	836
Washington County	4,301
Waukesha County	11,144

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

RMC Usage by County/Tribe (cont.)

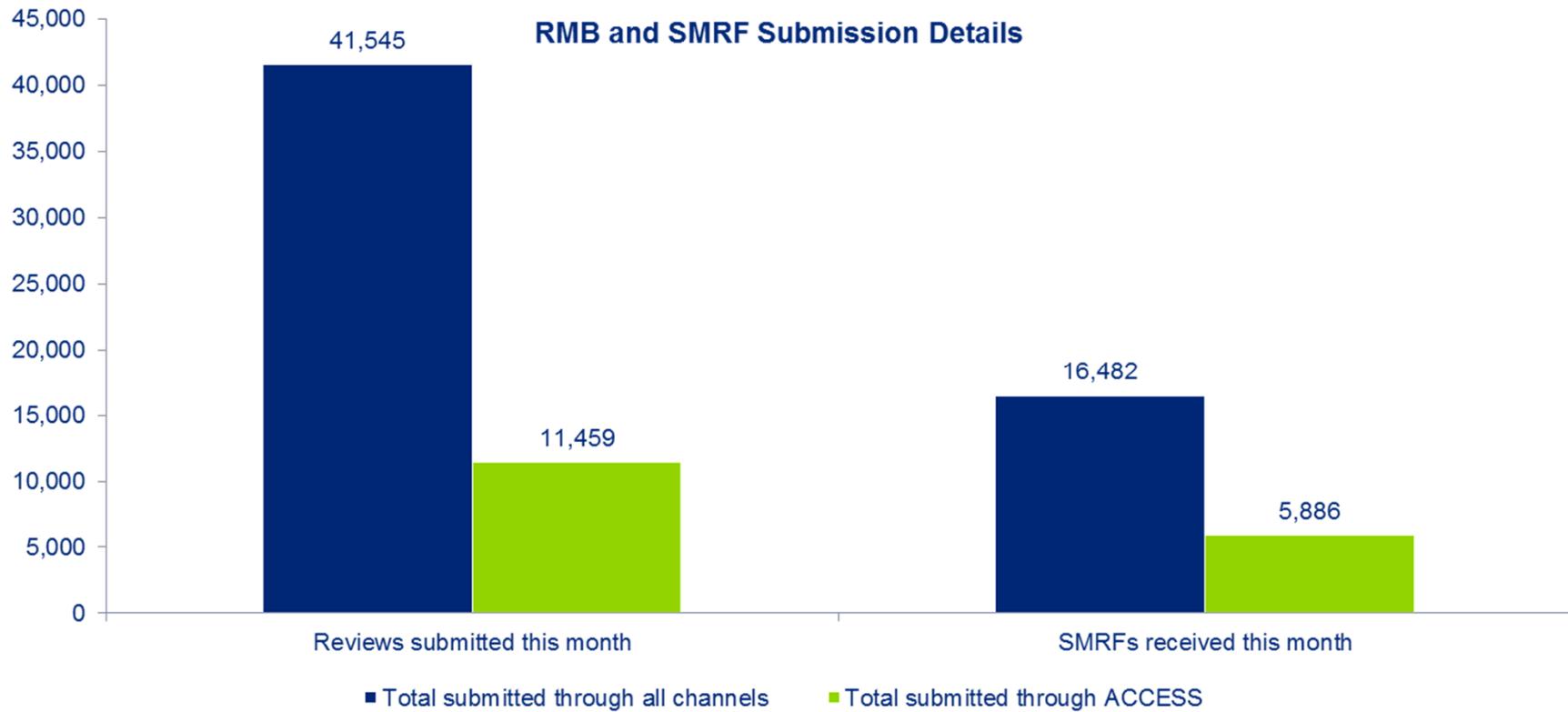
County/Tribe	Count
Waupaca County	3,018
Waushara County	876
Winnebago County	7,962
Wood County	11,057
Wisconsin	9
Manually Processed	229
Total	382,935

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

Renew My Benefits (RMB)

Usage and Eligibility Results Report
As of November 30, 2013

RMB Usage



RMB/SMRF Summary Information

- **Renewal Statistics**

- Submitted to date: **573,767**
- Average completed per month: **12,473¹**

- **Renewals Submitted by Program**

- FoodShare: **7,492**
- Health Care: **3,580**
- Family Planning Waiver: **1,126**
- Child Care: **829**

- **SMRF Statistics**

- Submitted to date: **187,889**
- Average completed per month: **6,394¹**

- **SMRFs Submitted by Program**

- FoodShare Only: **5,035**
- Child Care Only: **168**
- Both FoodShare and Child Care: **683**

1. Average over the last 3 months.

ACCESS RMB Usage by County/Tribe

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Adams County	1,110	539
Ashland County	585	136
Badriver Tribe	70	28
Barron County	3,022	1,172
Bayfield County	394	37
Brown County	12,136	5,462
Buffalo County	247	41
Burnett County	1,142	417
Calumet County	1,942	550
Chippewa County	6,323	1,583
Clark County	1,192	131
Columbia County	3,808	1,253
Crawford County	1,051	297
Dane County	23,729	10,329
Dodge County	3,811	1,715
Door County	1,315	487
Douglas County	3,483	1,304
Dunn County	3,356	1,085
Eau Claire County	8,486	2,646
Enrollment Services Center	50,304	8,304

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Florence County	102	15
Fond du Lac County	8,320	2,316
Forest County	262	83
Grant County	3,124	782
Green County	1,891	678
Green Lake	839	323
Iowa County	1,339	405
Iron County	222	37
Jackson County	405	53
Jefferson County	6,174	1,660
Juneau County	2,023	767
Kenosha County	15,497	6,298
Kewaunee County	843	333
La Crosse County	17,936	5,554
Lac Courte Oreilles Tribe	3	1
Lac du Flambeau Tribe	206	84
Lafayette County	841	252
Langlade County	1,692	486
Lincoln County	1,029	180
Manitowoc County	3,571	1,431

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	55	19
Marathon County	7,704	2,921
Marinette County	2,459	959
Marquette County	898	385
Menominee County	439	177
Menominee Tribe	0	0
Miles	183,801	58,502
Milwaukee County	33,015	15,036
Monroe County	1,485	221
Oconto County	2,060	770
Oneida County	2,795	782
Oneida Nation	266	161
Outagamie County	6,601	2,933
Ozaukee County	4,273	1,121
Pepin County	147	24
Pierce County	1,847	588
Polk County	2,942	969
Portage County	4,662	1,422
Potawatomi	6	1
Price County	286	43

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Racine County	12,694	6,595
Red Cliff Tribe	69	34
Richland County	860	384
Rock County	14,724	5,244
Rusk County	398	67
Sauk County	4,592	1,637
Sawyer County	600	147
Shawano County	2,463	902
Sheboygan County	6,896	2,748
Sokaogon Tribe	29	10
St. Croix County	4,453	1,354
Stockbridge-Munsee Tribe	38	15
Taylor County	429	62
Trempealeau County	905	97
Vernon County	809	104
Vilas County	552	62
Walworth County	9,569	3,162
Washburn County	1,359	502
Washington County	8,069	2,134
Waukesha County	20,333	4,868

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	4,167	1,006
Waushara County	1,127	442
Winnebago County	8,806	3,704
Wisconsin (state level agency — CAPO)	0	0
Wood County	20,270	6,322
Total (submitted to date)	573,777	187,890

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