

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

As of December 31, 2014

ACCESS Report Summary

Am I Eligible¹

• Self Assessments

- Started to date: **1,206,040**
- Average started per month: **9,286²**
- Completed to date: **1,127,273**
- Average completed per month: **8,556²**

• Households

- Number of households found potentially eligible for at least one program: **1,107,955**
- 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: **\$198.37**
- On average, it took between **15 to 20** minutes to complete a self assessment

• Check My Benefits³

- Number of MyACCESS accounts created: **1,010,247 (633,595 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: **2,718,038**
- Average started per month: **35,874²**
- Submitted to date: **1,769,342**
- Average completed per month: **20,233²**
- Full applications: **1,730,861**
- Applications with just filing date: **38,481**
- Priority Service Eligible: **32%**

• Applications by Program

- FoodShare: **1,324,132**
 - Priority Service Eligible: **558,702**
 - Not Priority Service Eligible: **765,430**
- Health Care: **842,632**
- Family Planning Waiver: **385,425**
- Child Care: **1,332**

Report My Changes³ (RMC)

• Reports

- Started this month: **9,691**
- Submitted this month: **6,632**

Renew My Benefits

• Renewals

- FoodShare: **7,887**
- Health Care: **4,401**
- Family Planning Waiver: **607**
- Child Care: **962**

Six Month Report Forms (SMRFs)

• Submissions

- FoodShare : **6,796**
- Child Care : **1,150**

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.)

ACCESS Usage Statistics

• Login

- Total number of times users logged in to ACCESS: **208,202**
 - Percentage of ACCESS logins in Spanish: **0.36%**
- Total number of times users logged in to CMB: **189,096**
 - Total number of distinct users who logged in to CMB: **70,248**
 - Total number of repetitive CMB logins by users: **118,848**

• Expired Applications

- Total applications that expired this month: **5,641**
 - Percentage of expired applications that were Spanish applications: **1.40%**

• Spanish

- Households who completed AFB application in Spanish: **1.94%**
- Households who completed the change report in Spanish: **0.59%**
- Households who completed Screener in Spanish: **0.16%**

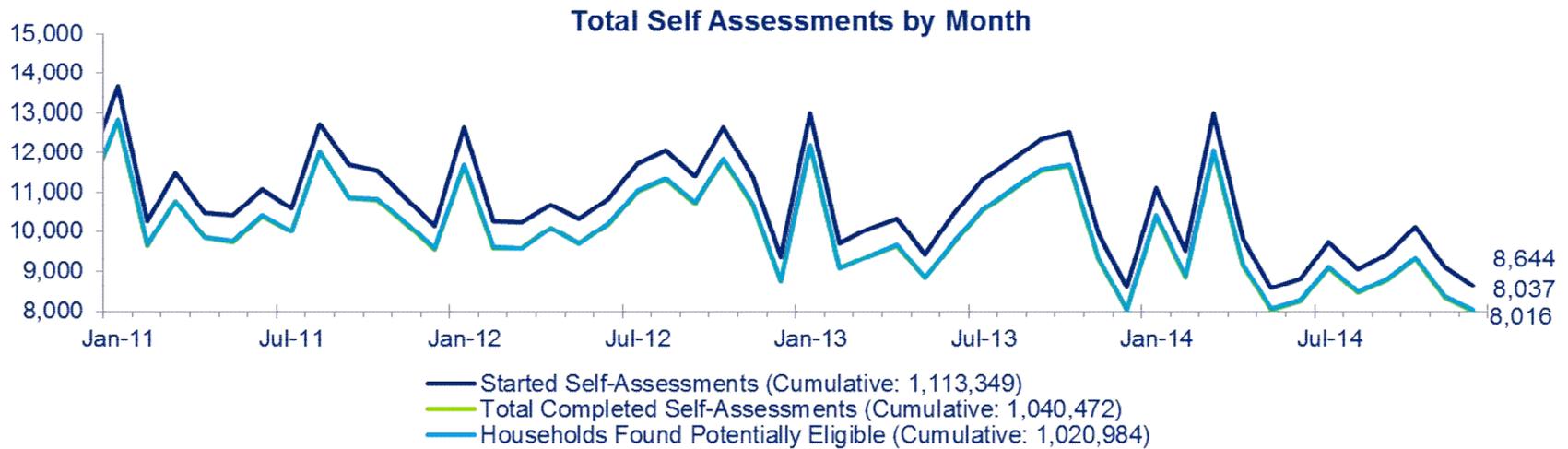
Source Data: ACCESS and CARES

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

Am I Eligible? (AIE)

Usage and Eligibility Results Report
As of December 31, 2014

AIE Self Assessment Statistics



Average self assessments started per month: **9,286**

Average self assessments completed per month: **8,556**

Notes:

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

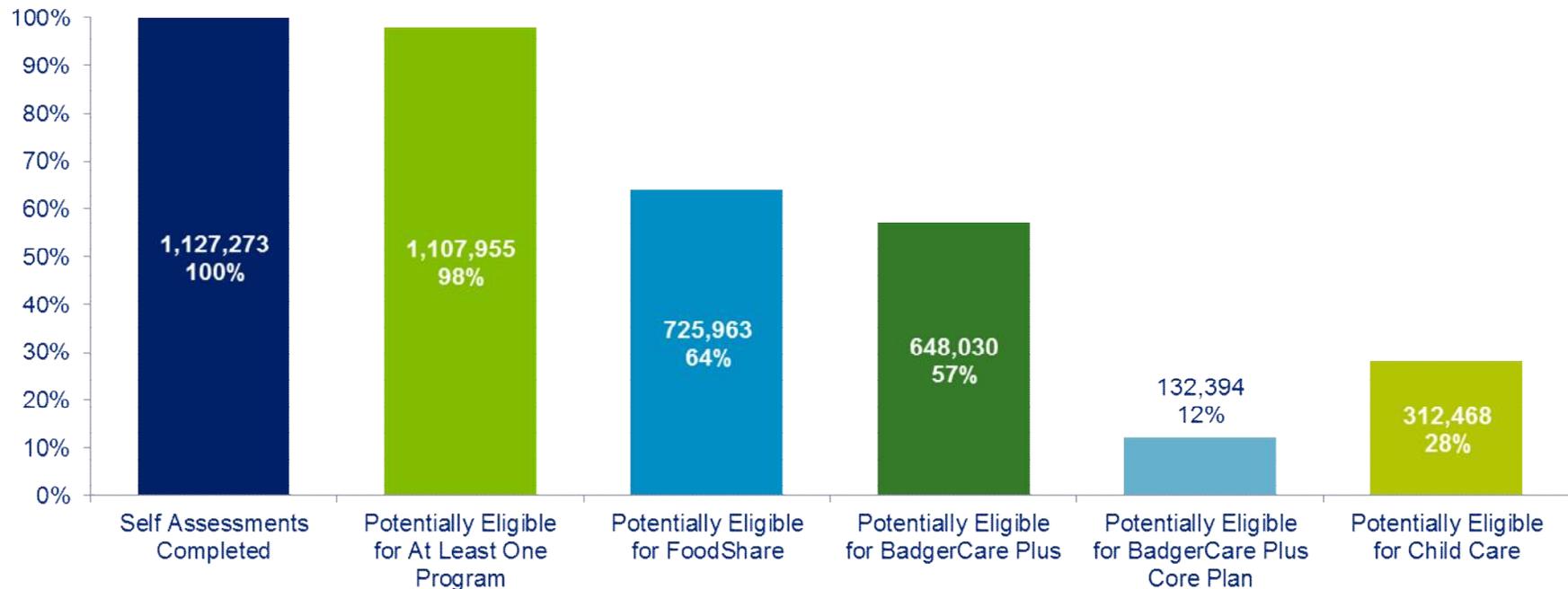
Beginning in December 2004, totals include the addition of Family Planning Waiver, Medicaid (EBD), MPA, Long Term Care, SeniorCare, WIC, School Meals/Summer food, TEFAP, and Tax Credits.

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: **\$198.37**

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	November 2014	December 2014	Total to date
FoodShare	08/2004	63%	66%	64%
BadgerCare Plus (prior to January 11, 2008, this was Family Medicaid and BadgerCare)	08/2004	71%	73%	57%
BadgerCare Plus Core Plan	06/2009	0%	0%	12%
Medicaid (Elderly, Blind, and Disabled (EBD))	12/2004	12%	12%	10%
Family Planning Waiver	12/2004	96%	97%	74%
Medicare Premium Assistance Program	12/2004	4%	3%	3%
Long Term Care	12/2004	1%	1%	1%
SeniorCare	08/2004	9%	8%	7%
Child Care	01/2010	46%	45%	28%
Women, Infant and Children (WIC)	12/2004	19%	19%	24%
School Meals/Summer Food Service	12/2004	48%	47%	55%
The Emergency Food Assistance Program (TEFAP)	12/2004	66%	68%	66%
Medicare Part D	07/2005	14%	12%	11%
Tax Credits	12/2004	66%	65%	67%
Wisconsin Home Energy Assistance Program (WHEAP)	01/2007	74%	76%	62%
Life Insurance	01/2010	99%	99%	54%

AIE Usage by County/Tribe

County/Tribe	Count
Adams	4,758
Ashland	4,719
Barron	9,956
Bayfield	3,132
Brown	47,257
Buffalo	2,450
Burnett	2,763
Calumet	6,624
Chippewa	13,775
Clark	5,063
Columbia	11,290
Crawford	3,279
Dane	105,335
Dodge	16,374
Door	4,259
Douglas	9,223
Dunn	10,615
Eau Claire	24,460
Florence	844
Fond du Lac	17,690
Forest	2,044

County/Tribe	Count
Grant	9,564
Green	7,649
Green Lake	3,092
Iowa	4,077
Iron	1,397
Jackson	3,829
Jefferson	15,349
Juneau	7,323
Kenosha	38,314
Kewaunee	2,584
La Crosse	24,496
Lac Courte Oreilles	0
Lafayette	2,821
Langlade	3,305
Lincoln	5,188
Manitowoc	12,448
Marathon	25,448
Marinette	8,931
Marquette	3,106
Menominee	944
Milwaukee	202,560

Source data: ACCESS.

AIE Usage by County/Tribe (cont.)

County/Tribe	Count
Monroe	10,408
Oconto	11,685
Oneida	8,666
Outagamie	35,443
Ozaukee	11,949
Pepin	1,324
Pierce	6,794
Polk	9,208
Portage	14,513
Price	2,639
Racine	36,948
Richland	3,741
Rock	42,323
Rusk	3,228
Sauk	13,607
Sawyer	3,024

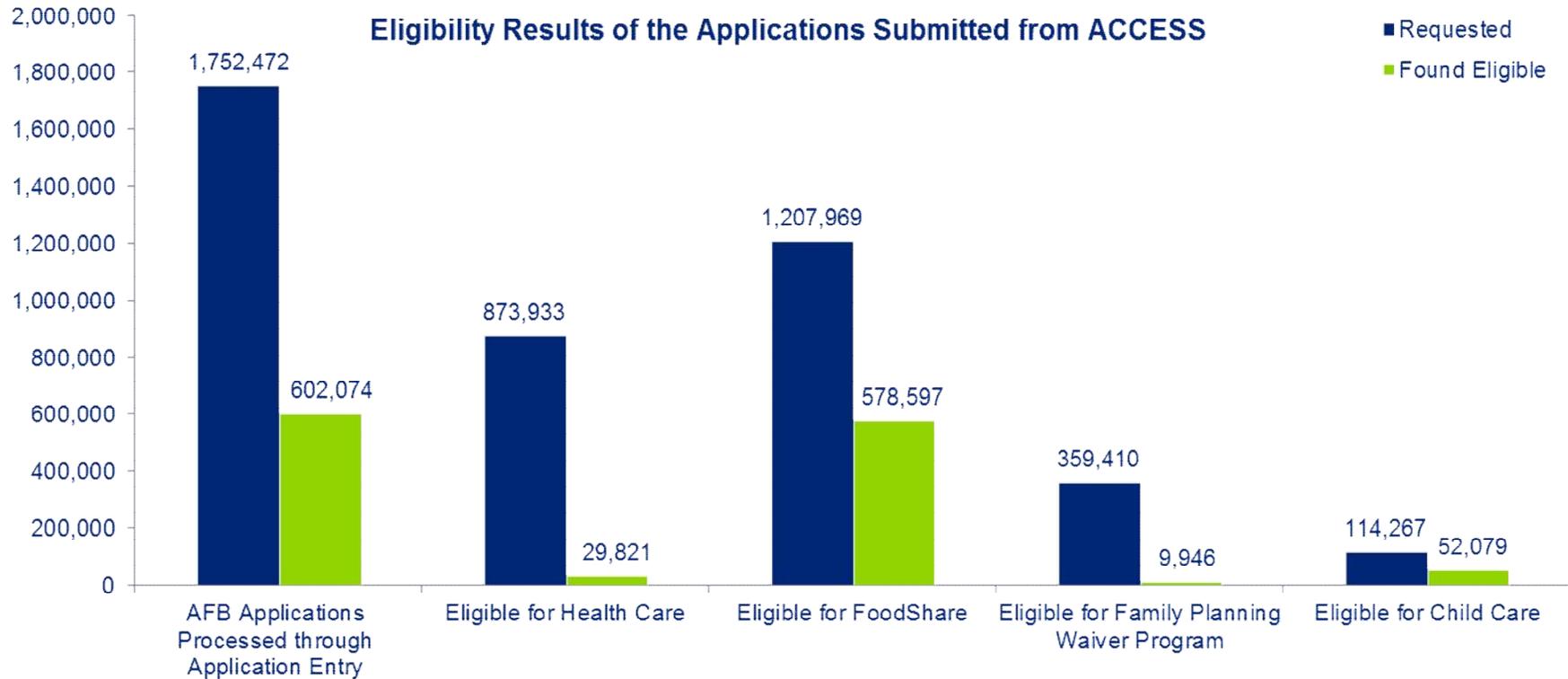
County/Tribe	Count
Shawano	7,889
Sheboygan	21,047
St. Croix	16,801
Taylor	3,084
Trempealeau	4,832
Vernon	5,383
Vilas	4,269
Walworth	21,300
Washburn	3,453
Washington	20,150
Waukesha	54,306
Waupaca	9,212
Waushara	4,459
Winnebago	31,892
Wood	16,895
Unknown	77,233

Source data: ACCESS.

Apply for Benefits (AFB)

Usage and Eligibility Results Report
As of December 31, 2014

CARES/AFB Eligibility Results



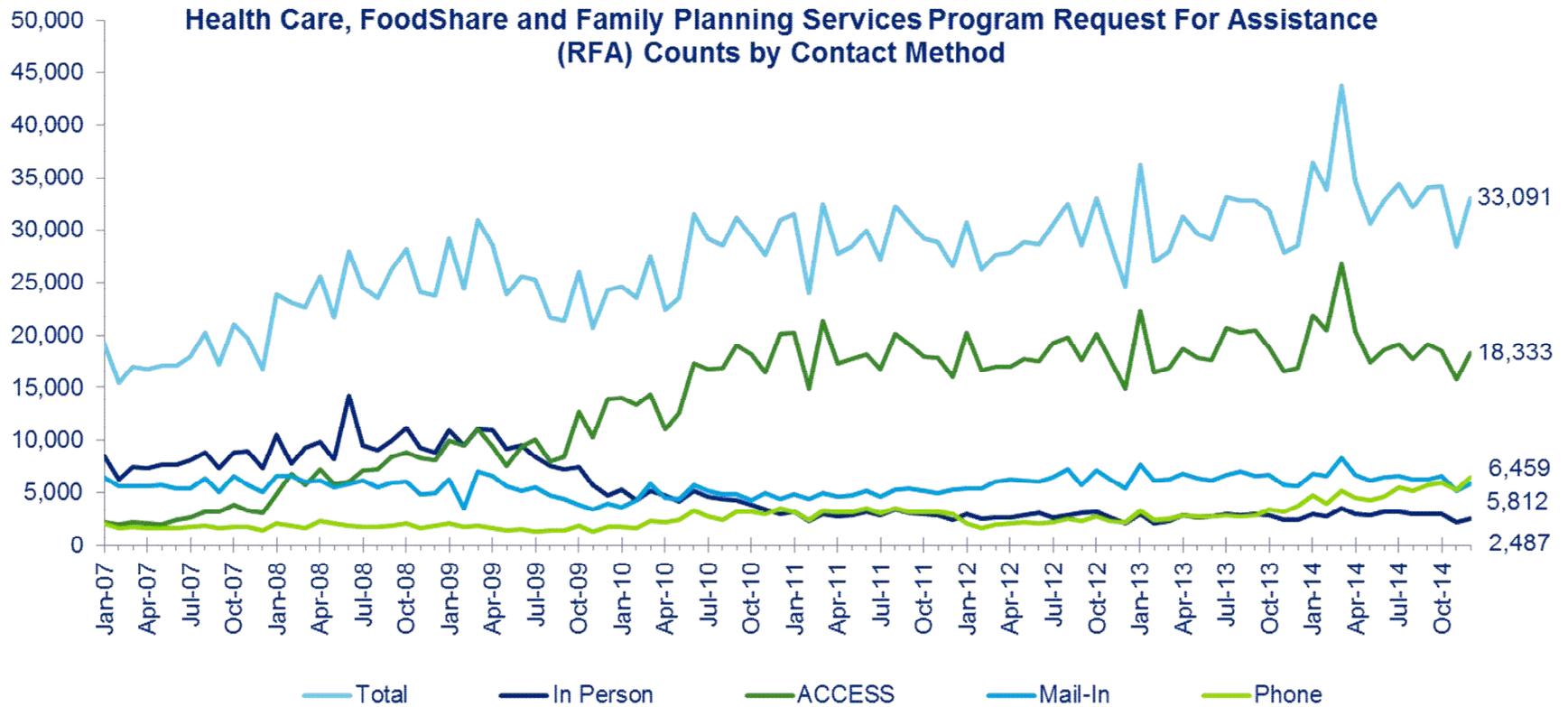
Source data: CARES.

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

- **Application Statistics**

- Started to date: **2,718,038**
- Average started per month: **35,874¹**
- Submitted to date: **1,769,342**
- Average completed per month: **20,233**
- Full applications: **1,730,861**
- Applications with just filing date: **38,481**
- Priority Service Eligible: **32%**
- Health care applications received this month with an elderly, blind, disabled or potentially disabled household member: **2,469**

- **Applications Submitted by Program**

- FoodShare: **1,324,132**
 - Priority Service Eligible: **558,702**
 - Not Priority Service Eligible: **765,430**
- Health Care: **842,632**
- Family Planning Waiver: **385,425**
- Child Care: **1,332**

1. Average over the last 3 months.

AFB Summary Information (cont.)

- **Help With Applications:**

- Applied at Community Access Point: **7.07%**
- Applied with the help of a friend or family member: **0.35%**
- Applied with the help of a staff person or volunteer at an agency: **0.54%**
- Authorized representative applied: **0.48%**
- Legal Guardian applied: **0.16%**
- Power of Attorney applied: **0.07%**

- **FoodShare Benefit Amount**

- Of those eligible for FoodShare, the average FoodShare value is: **\$226.61**

- **Answers to the FoodShare Interview Question**

- Number of applications that requested a phone interview: **306,848**
- Number of applications that requested an in person interview: **633,055**
- Number of applications that did not answer: **425,504**

AFB Summary Information (cont.)

- **Hardship Reasons**

- I am elderly, blind or disabled: **2.96%**
- I work during regular business hours: **11.26%**
- I have limited transportation or difficulty getting to the office: **15.74%**
- I have school or training during regular business hours: **3.83%**
- 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: **3.33%**
- I am ill and unable to go to the local agency: **0.90%**
- There is severe weather in my area: **0.33%**
- Other: **3.25%**

- **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	3,656
Ashland	5,015
Bad River	267
Barron	10,648
Bayfield	1,848
Brown	56,874
Buffalo	1,158
Burnett	2,610
Calumet	6,227
Chippewa	10,978
Clark	3,173
Columbia	10,449
Crawford	2,889
Dane	108,089
Dodge	15,974
Door	2,796
Douglas	8,163
Dunn	10,776
Eau Claire	20,279
Florence	755

County/Tribe	# of Submitted Applications
Fond du Lac	20,512
Forest	787
Grant	8,007
Green	5,766
Green Lake	2,655
Ho-Chunk Nation	2
Iowa	2,974
Iron	605
Jackson	1,736
Jefferson	12,995
Juneau	6,170
Kenosha	48,857
Kewaunee	2,105
La Crosse	42,394
Lac Courte Oreilles	545
Lac du Flambeau	341
Lafayette	2,159
Langlade	3,210
Lincoln	4,372
Manitowoc	12,683

Source data: ACCESS

ACCESS AFB Usage by County/Tribe (cont.)

County/Tribe	# of Submitted Applications
Marathon	27,302
Marinette	8,968
Marquette	3,037
Menominee	1,004
Miles	372,743
Milwaukee	91,122
Monroe	5,661
Oconto	7,152
Oneida	8,444
Oneida Nation	687
Outagamie	31,189
Ozaukee	10,266
Pepin	603
Pierce	13,621
Polk	10,386
Portage	14,686
Potawatomi	26
Price	1,008
Racine	52,502

County/Tribe	# of Submitted Applications
Red Cliff	133
Richland	2,423
Rock	43,539
Rusk	3,572
Sauk	12,531
Sawyer	2,334
Shawano	7,732
Sheboygan	21,900
Sokaogon	142
St. Croix	17,875
St. Croix Tribe	5
State	2
State of Wisconsin	364,238
Stockbridge-Munsee	160
Taylor	4,157
Trempealeau	3,282
Vernon	2,278
Vilas	2,502
Walworth	23,511
Washburn	2,867

Source data: ACCESS

ACCESS AFB Usage by County/Tribe (cont.)

County/Tribe	# of Submitted Applications
Washington	17,831
Waukesha	50,559
Waupaca	9,438
Waushara	3,585
Winnebago	32,828
Wisconsin	1
Wood	18,010
Total (Submitted to date)	1,769,341

Source data: ACCESS

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

Usage and Eligibility Results Report
As of December 31, 2014

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

County/Tribe	Count
Adams County	2,322
Ashland County	538
Badriver Tribe	208
Barron County	4,667
Bayfield County	329
Brown County	21,326
Buffalo County	247
Burnett County	1,543
Calumet County	2,574
Chippewa County	6,145
Clark County	612
Columbia County	4,338
Crawford County	1,508
Dane County	37,948
Dodge County	6,023
Door County	2,004
Douglas County	4,610
Dunn County	4,313
Eau Claire County	10,338
Florence County	176
Fond du Lac County	8,858

County/Tribe	Count
Forest County	230
Grant County	3,830
Green County	2,510
Green Lake County	1,489
Iowa County	1,616
Iron County	203
Jackson County	401
Jefferson County	6,492
Juneau County	2,256
Kenosha County	21,621
Kewaunee County	1,208
La Crosse County	23,315
Lac Courte Oreilles Tribe	167
Lac du Flambeau	354
Lafayette County	1,126
Langlade County	2,184
Lincoln County	820
Manitowoc County	5,802
Marathon County	11,161
Marinette County	4,144
Marquette County	1,406

Source data: ACCESS

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

County/Tribe	Count
Menominee County	689
Menominee Tribe	0
Miles	162,965
Milwaukee County	38,076
Monroe County	921
Oconto County	3,150
Oneida County	3,710
Oneida Tribal Council	791
Outagamie County	12,430
Ozaukee County	4,620
Pepin County	142
Pierce County	2,806
Polk County	4,130
Portage County	6,057
Potawatomi	20
Price County	303
Racine County	22,316
Redcliff Tribe	175
Richland County	1,678
Rock County	18,352

County/Tribe	Count
Rusk County	443
Sauk County	5,289
Sawyer County	526
Shawano County	3,497
Sheboygan County	9,402
Sokaogon Tribe	93
St. Croix County	6,007
State of Wisconsin	21,356
Stockbridge-Munsee Tribe	121
Taylor County	406
Trempealeau County	529
Vernon County	493
Vilas County	335
Walworth County	9,676
Washburn County	1,736
Washington County	8,622
Waukesha County	21,686
Waupaca County	5,004
Waushara County	1,915
Winnebago County	13,898

Source data: ACCESS

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

County/Tribe	Count
Wisconsin (State level agency — CAPO)	2,242
Wood County	24,026
Total	633,595

Source data: ACCESS

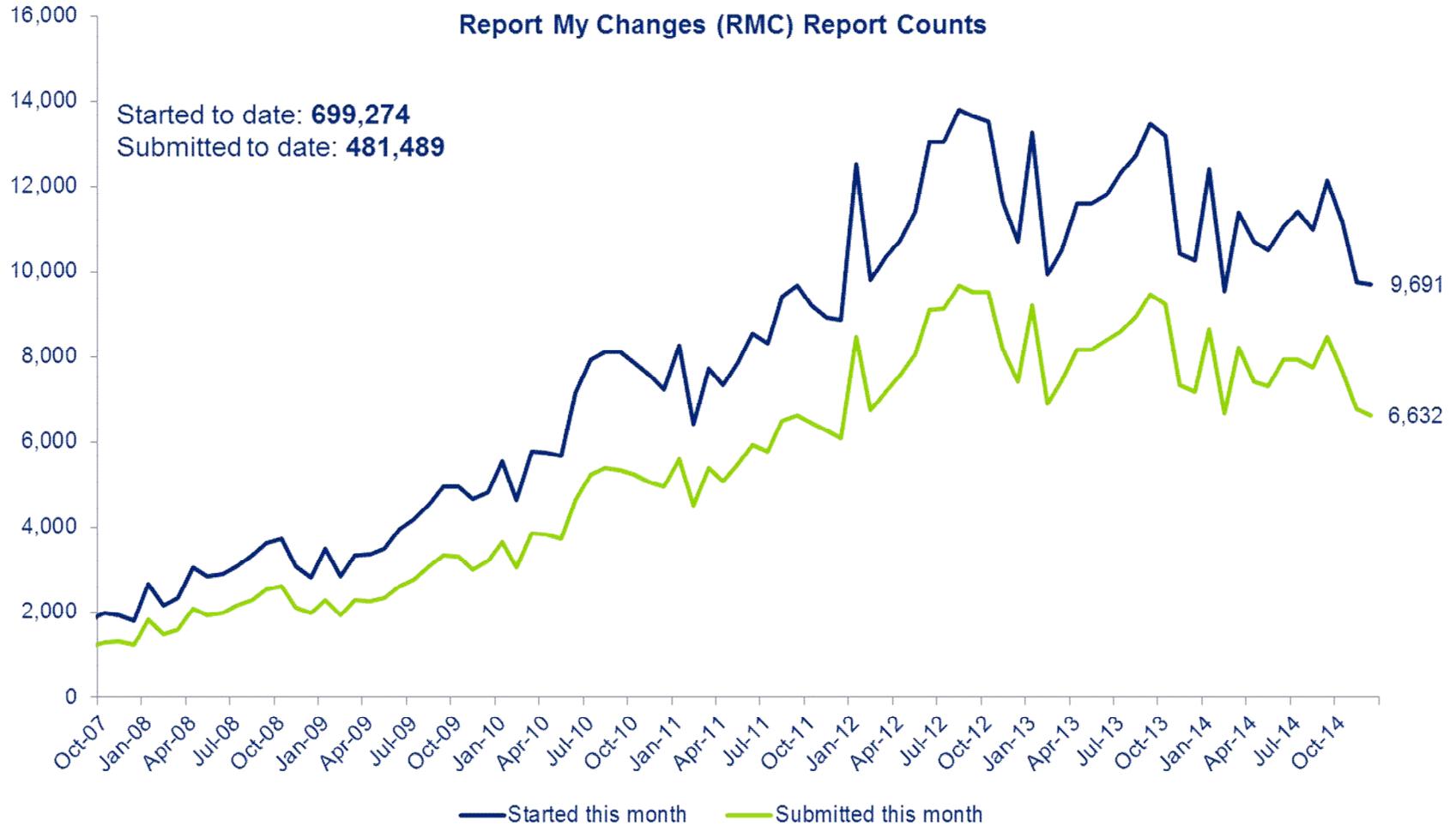
Types of Changes Reported to Date Cumulative

Change Type	Count
Change in address and/or phone number	167,218
Someone moved into household (person add)	63,152
Someone moved out of household	44,346
Someone died	983
Someone got married	6,935
Someone got divorced	800
Someone became pregnant	20,685
Someone's pregnancy ended	10,696
Someone became disabled	6,599
Someone started a type of job or employment	87,003
Someone changed a type of job or employment	49,026
Someone ended a type of job or employment	117,822

Change Type	Count
Someone started a type of unearned income	15,998
Someone changed a type of unearned income	24,015
Someone ended a type of unearned income	38,694
Someone added a new type of utility	133,286
Someone stopped paying a type of utility	15,512
Someone added a housing expense	44,210
Someone changed a housing expense	66,980
Someone ended a housing expense	13,560

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	1,802
Ashland County	394
Badriver Tribe	39
Barron County	3,143
Bayfield County	145
Brown County	19,401
Buffalo County	180
Burnett County	923
Calumet County	1,812
Chippewa County	4,698
Clark County	733
Columbia County	3,565
Crawford County	1,075
Dane County	30,741
Dodge County	5,477
Door County	1,051
Douglas County	2,491
Dunn County	3,183
Eau Claire County	6,650
Florence County	54

County/Tribe	Count
Fond du Lac County	7,204
Forest County	154
Grant County	2,219
Green County	1,610
Green Lake County	840
Iowa County	1,076
Iron County	78
Jackson County	289
Jefferson County	4,095
Juneau County	2,188
Kenosha County	15,041
Kewaunee County	740
Lac du Flambeau Tribe	13,936
La Crosse County	15
Lac Courte Oreilles Tribe	92
Lafayette County	618
Langlade County	1,112
Lincoln County	649
Manitowoc County	4,047
Marathon County	8,826

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

RMC Usage by County/Tribe (cont.)

County/Tribe	Count
Marinette County	2,474
Marquette County	876
Menominee County	292
Menominee Tribe	0
Miles	110,758
Milwaukee County	41,849
Monroe County	1,538
Oconto County	2,609
Oneida County	2,100
Oneida Tribal Council	376
Outagamie County	12,280
Ozaukee County	3,438
Pepin County	113
Pierce County	1,837
Polk County	2,529
Portage County	4,057
Potawatomi	0
Price County	141
Racine County	16,771
Red Cliff Tribe	45

County/Tribe	Count
Richland County	1,149
Rock County	15,267
Rusk County	262
Sauk County	5,168
Sawyer County	391
Shawano County	2,743
Sheboygan County	6,991
Sokaogon Tribe	17
St.Croix County	4,911
State of Wisconsin	23,775
State Level Agency — CAPO	0
Stockbridge-Munsee Tribe	35
Taylor County	188
Trempealeau County	514
Vernon County	482
Vilas County	286
Walworth County	9,599
Washburn County	1,190
Washington County	5,666
Waukesha County	14,179

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

RMC Usage by County/Tribe (cont.)

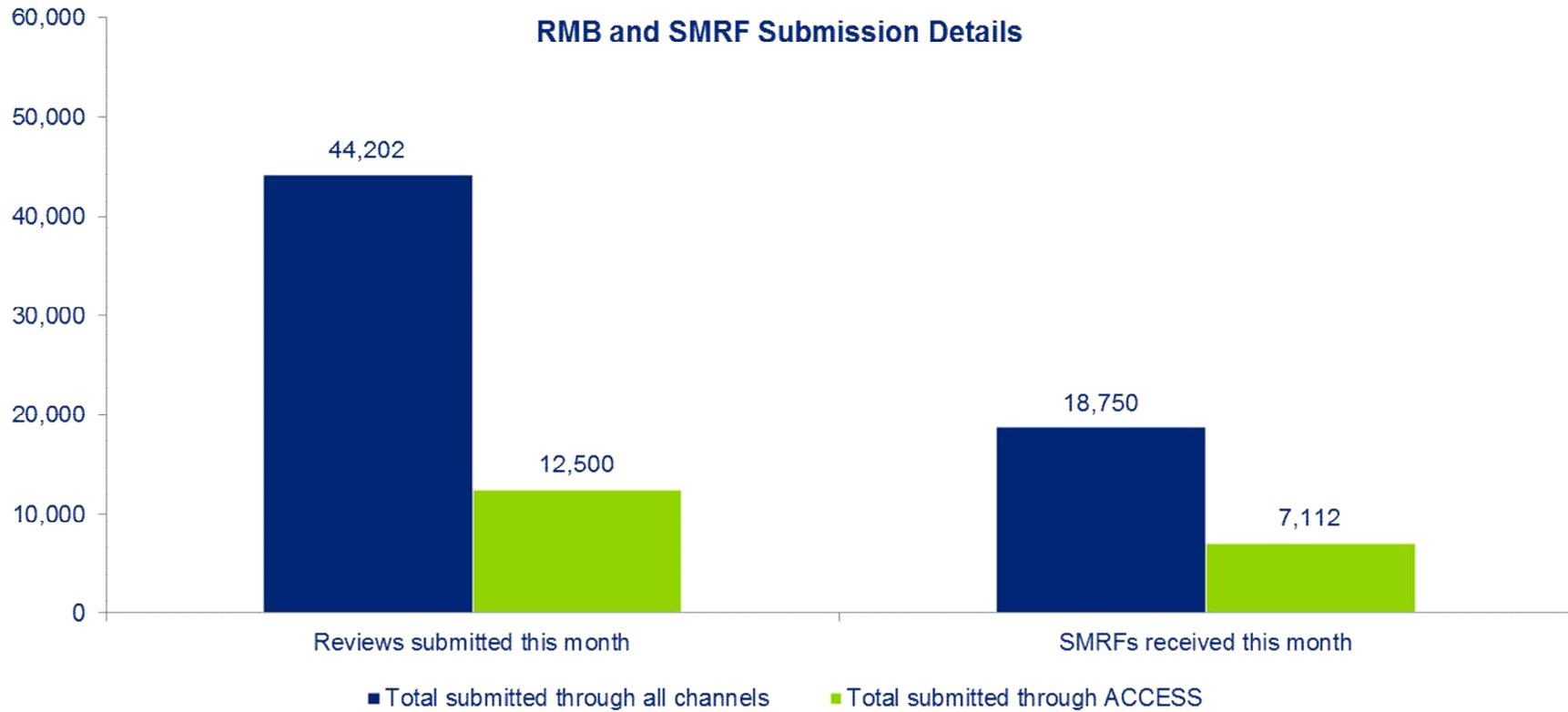
County/Tribe	Count
Waupaca County	4,273
Waushara County	1,273
Winnebago County	10,860
Wood County	15,421
Wisconsin	13
Manually Processed	368
Total	481,490

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

Renew My Benefits (RMB)

Usage and Eligibility Results Report
As of December 31, 2014

RMB Usage



RMB/SMRF Summary Information

- **Renewal Statistics**

- Submitted to date: **740,624**
- Average completed per month: **12,553¹**

- **Renewals Submitted by Program**

- FoodShare: **7,887**
- Health Care: **4,401**
- Family Planning Waiver: **607**
- Child Care: **962**

- **SMRF Statistics**

- Submitted to date: **272,232**
- Average completed per month: **6,378¹**

- **SMRFs Submitted by Program**

- FoodShare Only: **5,962**
- Child Care Only: **316**
- Both FoodShare and Child Care: **834**

1. Average over the last 3 months.

ACCESS RMB Usage by County/Tribe

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Adams County	1,573	810
Ashland County	654	197
Badriver Tribe	113	46
Barron County	4,238	1,736
Bayfield County	404	44
Brown County	16,146	8,224
Buffalo County	252	43
Burnett County	1,566	619
Calumet County	2,466	837
Chippewa County	8,061	2,406
Clark County	1,219	141
Columbia County	4,769	1,831
Crawford County	1,493	453
Dane County	31,718	15,665
Dodge County	5,070	2,525
Door County	1,695	718
Douglas County	4,592	1,953
Dunn County	4,373	1,610
Eau Claire County	11,331	3,984
Florence County	108	20

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Fond du Lac County	11,213	3,445
Forest County	287	102
Grant County	4,235	1,207
Green County	2,336	1,001
Green Lake	1,116	499
Iowa County	1,720	605
Iron County	243	47
Jackson County	423	59
Jefferson County	8,372	2,558
Juneau County	2,554	1,115
Kenosha County	20,946	9,395
Kewaunee County	1,129	491
La Crosse County	25,929	8,602
Lac Courte Oreilles Tribe	23	15
Lac du Flambeau Tribe	274	122
Lafayette County	1,133	391
Langlade County	2,293	749
Lincoln County	1,167	266
Manitowoc County	4,816	2,181
Manually Processed	62	26

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	10,225	4,365
Marinette County	3,092	1,497
Marquette County	1,158	593
Menominee County	575	233
Menominee Tribe	0	0
Miles	228,386	79,752
Milwaukee County	50,208	24,587
Monroe County	1,526	231
Oconto County	2,661	1,134
Oneida County	3,790	1,196
Oneida Nation	412	251
Outagamie County	9,016	4,550
Ozaukee County	5,616	1,653
Pepin County	149	25
Pierce County	2,469	881
Polk County	3,853	1,441
Portage County	6,500	2,182
Potawatomi	8	3
Price County	304	59
Racine County	18,493	9,992

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Red Cliff Tribe	101	47
Richland County	1,209	582
Rock County	20,957	7,997
Rusk County	441	84
Sauk County	5,880	2,382
Sawyer County	660	186
Shawano County	3,073	1,351
Sheboygan County	8,912	4,028
Sokaogon Tribe	41	19
St. Croix County	5,770	2,039
State of Wisconsin	50,364	8,315
Stockbridge-Munsee Tribe	51	21
Taylor County	460	86
Trempealeau County	916	102
Vernon County	815	106
Vilas County	577	84
Walworth County	13,001	4,599
Washburn County	1,912	733
Washington County	10,734	3,112
Waukesha County	26,489	7,445

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	5,330	1,504
Waushara County	1,492	686
Winnebago County	11,828	5,722
Wisconsin (state level agency — CAPO)	0	0
Wood County	29,068	9,640
Total (submitted to date)	740,634	272,233

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