

ELDER BENEFIT SPECIALIST PROGRAM SERVICES CY 2011 SUMMARY REPORT

There are 96 Elder Benefit Specialists who serve 71 Wisconsin Counties and 11 Native American Tribes. In addition, 5 advocate positions serve Milwaukee County.

NUMBERS SERVED

Number of Cases Each client may have more than one case	Number of Information-only Contacts No case opened -Brief Contact
30,767 new cases were opened in 2011	221,204
9,288 cases remain open as of 12/31/2011	
52,629 cases were closed in 2011	

MONETARY IMPACT OF EBS SERVICES

Monetary impact is an estimate of the value of benefits obtained or retained with help from a benefit specialist.

- ◆ Estimated statewide impact of EBS services in 2011 **\$89,841,469**
- ◆ Federal funds accounted for 74% of benefits gained with help from an EBS
- ◆ State funds and other funding sources accounted for 16% and 9% respectively
- ◆ Average monetary impact of each EBS in 2011 was \$889,519

EBS CLIENT CHARACTERISTICS

Includes all clients with new cases opened in CY 2011

Client Age Range		Client Gender		Client Race	
60-64	12%	Female	64%	American Indian	1.1%
65-69	26%	Male	36%	Asian	.3%
70-74	15%			African American	1.9%
75-79	14%			Native Hawaiian/Island Pacific	.1%
80-84	14%			Hispanic	1.3%
85-89	10%			White	90.4%
90+	6%			Other	.2%
Unknown	1%			Missing/Unknown	4.6%

Client Income (in 2011 Federal Poverty Level - FPL - for a family of 1 = 10,830 x year; family unit of 2 = \$14,570)

29% of clients served were at or below the FPL; 65% were above 100% of FPL; information not collected 6%

ISSUES ADDRESSED IN EBS CASES

A single case may involve multiple issues

Issue	% of Cases
Health Insurance Benefits (includes Medicare Parts A, B, C and D, Medicaid, Medicare Supplements, Employer Insurance, Long-Term Care Insurance, Other private insurance)	74.4%
Income Benefits (In-cash or in-kind)	7.5%
Long Term Care Programs	2.3%
Housing	9.6%
Consumer Issues	1.3%
Surrogate Decision Making	.5%
Elder Rights	.3%
Other	3.6%

EBS TRAINING AND TECHNICAL ASSISTANCE

Technical assistance, substantive case supervision, initial and ongoing training to the EBS was provided by attorneys with the Greater Wisconsin Agency on Aging Resources; SeniorLaw and Judicare.



**STATE OF WISCONSIN
DEPARTMENT OF HEALTH SERVICES**

Division of Long Term Care

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