

Case Statistics for Disability Benefit Specialists
August 2016

Case Report Summary

	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Past 12
	2015	2015	2015	2015	2016	2016	2016	2016	2016	2016	2016	2016	Months
Total													
Cases													
Opened	27	42	39	63	29	24	18	43	23	30	26	28	392
Total													
Cases													
Closed	31	14	17	64	22	24	42	29	20	17	32	25	337
Total													
Carry													
Over													
Cases	129	125	153	175	174	181	181	157	171	174	187	181	N/A
Total													
Cases													
Served	156	167	192	238	203	205	199	200	194	204	213	209	N/A
Current													
Open													
Cases	125	153	175	174	181	181	157	171	174	187	181	184	N/A

Client Characteristics – Unduplicated Clients

(A client may have more than one case at a time if there are multiple, unrelated issues being worked on.)

	Sept 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	June 2016	July 2016	Aug 2016
Age												
18-20	1	2	1	2	0	2	1	1	1	2	1	2
21-29	2	2	0	5	4	7	2	5	1	5	4	3
30-39	4	9	4	7	8	6	0	4	5	2	3	2
40-49	8	5	12	16	6	2	7	13	2	6	4	5
50-59	10	21	19	27	10	7	6	19	14	13	11	16
Other	2	3	2	6	1	0	2	1	0	0	0	0

	Sept 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	June 2016	July 2016	Aug 2016
Gender												
Female	11	21	21	31	14	9	11	19	9	18	14	11
Male	16	21	17	32	15	15	7	24	14	10	9	17
Other	0	0	0	0	0	0	0	0	0	0	0	0

	Sept 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	June 2016	July 2016	Aug 2016
Income												
Low Income (120% or less Federal Poverty Level)	19	29	21	43	15	18	11	30	18	17	14	21
Non-Low Income	5	9	10	5	12	4	5	11	3	8	6	5
Unknown	3	4	7	15	2	2	2	2	2	3	3	2

	Sept 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	June 2016	July 2016	Aug 2016
Living												
Arrangement												
Homeless or	3	6	6	0	5	г	2	2	2	4	1	5
Shelter	3	0	0	8	5	5	2	3	2	4	1	5
Lives Alone	6	12	14	21	6	2	7	6	3	7	8	9
Lives with	1.4	23	1.0	26	13	1.4	0	29	10	15	12	11
Others	14	23	16	26	13	14	8	29	18	15	13	11
Nursing	0	1	0	2	0	0	0	1	0	1	0	0
Home	0	1	0	2	0	0	U	1	U	1	0	0
Other	1	0	0	0	1	1	0	0	0	1	0	1
Residential	1	0	0	0	0	0	0	2	0	0	0	1
Care	1	0	0	0	0	0	0	3	0	0	0	1
Unknown	2	0	2	6	4	2	1	1	0	0	1	1

	Sept 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	June 2016	July 2016	Aug 2016
Race/Ethnicity												
White	23	33	32	54	20	15	12	29	17	16	15	21
American Indian	0	0	0	0	0	0	0	0	1	0	0	0
Asian	0	0	2	1	1	1	0	0	0	0	0	
Black	2	7	4	6	5	6	4	6	6	5	5	4
Native Hawaiian	0	0	0	0	0	0	0	0	0	0	0	0
Hispanic	1	3	0	0	1	1	0	2	1	2	1	1
Unknown	1	0	0	2	2	1	2	6	0	5	3	2

	Sept 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	June 2016	July 2016	Aug 2016
Disability												
BLV	0	0	0	2	0	0	0	0	0	0	0	0
DD and MI	1	1	1	1	1	1	2	1	0	0	0	2
DD Only	0	0	2	1	0	1	2	2	1	1	1	1
DHH												
(Deaf/Hard	0	0	0	0	0	0	0	0	0	0	0	1
of Hearing)												
MI Only	2	5	6	9	6	6	1	7	2	4	4	2
PD and DD	2	1	0	0	0	1	0	1	1	0	0	2
PD and MI	12	21	19	29	8	5	5	9	8	13	4	6
PD Only	8	14	7	17	8	8	7	15	11	6	11	13
PD, DD and MI	1	0	1	2	2	0	0	3	0	1	0	1
Unknown	1	0	2	2	4	2	1	5	0	3	3	0

DBS Issues – Closed Cases

	Sept 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	June 2016	July 2016	Aug 2016	Past 12 Mths
Civil Rights													
Employment Discrimination	0	0	0	0	0	0	0	0	0	0	0	0	0
Community –Based Services													
County-Based Long- Term Care (e.g. CIP, COP)	0	0	0	0	0	0	0	0	0	0	0	0	0
Family Care-IRIS- Partnership-PACE	0	0	0	0	0	0	0	0	0	0	0	0	0
Transportation	0	0	0	0	0	1	0	0	0	0	0	0	1
Consumer, Non- Insurance													
Collection Agency	0	0	0	0	0	0	0	0	0	0	0	0	0

	Sept 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	June 2016	July 2016	Aug 2016	Past 12 Mths
Consumer Fraud (Unfair Sales Practice, etc.)	0	0	0	0	0	0	0	0	0	0	0	0	0
Financial Counseling	0	0	0	0	0	0	0	0	0	0	0	0	0
Employment- Training													
Ticket to Work-Work Incentives	0	0	0	0	0	0	0	1	0	0	0	0	1
DVR (Vocational Rehabilitation Services)	1	0	0	0	0	0	0	0	0	0	0	0	1
Housing													
Housing, Other	0	0	0	0	0	0	0	0	0	0	0	0	0
Housing, Subsidized – Eligibility/Tenant Rights	0	0	0	0	0	0	0	0	0	0	0	0	0
Utility Assistance (LIHEAP, SafeLink, etc.)	0	0	0	0	0	0	0	0	0	0	0	0	0
Income Supports													
Disability Insurance, Private/Group	0	0	0	0	0	0	0	0	0	0	0	0	0
FoodShare	0	0	0	0	0	1	1	0	0	1	0	1	4

	Sept 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	June 2016	July 2016	Aug 2016	Past 12 Mths
General Assistance (Tribal/County)	0	0	0	0	0	1	0	2	1	5	0	0	9
Retirement Benefits	0	0	0	0	0	0	0	0	0	0	0	0	0
SSI Caretaker Supplement (CTS)	0	0	0	0	0	0	0	0	0	0	0	0	0
SSI/SSDI Eligibility	27	11	14	49	15	16	30	20	13	6	21	20	242
SSI/SSDI Post Entitlement	0	1	2	3	0	2	4	4	4	3	5	1	29
SSI-E (Exceptional Expense)	0	0	0	0	0	0	0	0	0	0	0	0	0
Unemployment Compensation	0	0	0	0	0	0	0	0	0	0	0	0	0
Insurance													
Health Insurance, COBRA	0	0	0	0	0	0	0	0	0	0	0	1	1
Health Insurance, Employer/Group Policy	0	0	0	0	0	0	0	0	0	0	0	0	0
Health Insurance, Individual Policy	0	0	1	0	0	0	0	0	0	0	1	0	2
Medicare Supplement	0	0	0	0	0	0	0	0	0	0	1	0	1

	Sept 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	June 2016	July 2016	Aug 2016	Past 12 Mths
Medical Entitlements													
BadgerCare+	0	0	0	1	1	2	2	0	0	1	1	2	10
MAPP (Medicaid Purchase Plan)	0	2	0	2	1	1	3	2	1	1	1	1	15
Medicaid Coverage, Items/Services	3	0	0	1	0	1	0	3	0	0	0	0	8
Medicaid Disability Determination	0	0	1	0	0	0	0	3	0	0	1	0	5
Medicaid Financial Eligibility	1	1	0	0	0	0	0	2	0	0	2	1	7
Medicare Advantage Options/Enrollment	0	0	0	1	1	1	0	1	0	0	0	0	4
Medicare Coverage, Items/Services	0	0	0	0	0	0	0	1	0	0	0	0	1
Medicare Eligibility, General	0	0	0	1	0	1	1	0	1	0	1	0	5
Medicare Part D Options/Enrollment	0	0	0	7	5	2	2	2	2	0	1	0	21
QMB/SLMB/SLMB+	0	0	0	0	0	0	0	1	1	0	0	0	2
VA Medical Benefits	0	0	0	0	0	0	0	0	0	0	0	0	0

	Sept 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	June 2016	July 2016	Aug 2016	Past 12 Mths
Other													
Benefit Check-Up	0	0	0	0	1	0	0	0	0	0	6	16	23
Other, Outside DBS Program Scope	0	0	0	0	0	0	0	0	0	0	0	0	0
Other, Within DBS Program Scope	1	1	0	0	1	0	2	0	0	0	0	1	6
Referral Services													
Immigration/ Naturalization	0	0	0	0	0	0	0	1	0	0	0	1	2
Private Attorney, Non-Pro Bono	0	0	0	0	0	0	0	0	0	0	0	0	0
Surrogate Decision- Making													
Advance Medical Directives (POA-HC, Living Will)	0	0	0	1	0	0	0	0	0	0	0	0	1
Uncovered Health Costs													
Bill Reduction	0	0	0	0	0	0	1	0	0	0	0	0	1
Charity Care	0	0	0	0	0	0	1	0	0	0	0	0	1
Dental Services, Free/Reduced Cost	0	0	0	0	0	0	0	0	0	0	0	0	0

	Sept 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	June 2016	July 2016	Aug 2016	Past 12 Mths
Healthcare Services, Free/Reduced Cost	0	0	0	0	0	0	0	0	0	0	0	0	0
Prescription Assistance Programs	0	0	0	0	1	0	0	0	0	0	0	0	1
Undefined-Update needed													
Other, Information- Referral	0	0	0	0	1	0	0	0	1	1	0	2	5

Disability Benefit Specialists Information Only Inquiries (30 minutes or less per contact)

September 1, 2015 through August 31, 2016

Number of Inquiries: 316

Monetary Impact of Cases Closed								
	Sept 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016		
Federal Dollars	\$243,754	\$112,466	\$35,968	\$174,421	\$105,629	\$209,201		
% of Dollars	86.3%	95.9%	81.1%	87.1%	77.5%	86.3%		
State Dollars	\$28,827	\$4,869	\$8,373	\$23,556	\$26,433	\$25,843		
% of Dollars	10.2%	4.1%	18.9%	11.8%	19.4%	10.7%		
Other Dollars	\$9,999	\$0	\$0	\$2,199	\$4,154	\$7,231		
% of Other Dollars	3.9%	0.0%	0.0%	1.1%	3.0%	3.0%		
Total Dollars	\$282,580	\$117,335	\$44,341	\$200,176	\$136,216	\$242,275		
Cumulative Dollars – 12 mth period	\$282,580	\$399,915	\$444,256	\$644,432	\$780,648	\$1,022,923		

	Mar 2016	Apr 2016	May 2016	June 2016	July 2016	Aug 2016
Federal Dollars	\$462,144	\$216,763	\$110,128	\$124,998	\$221,090	\$279,615
% of Dollars	92.0%	92.9%	89.5%	88.9%	86.3%	76.3%
State Dollars	\$22,999	\$16,581	\$12,897	\$15,633	\$35,143	\$26,573
% of Dollars	4.6%	7.1%	10.5%	11.1%	13.7%	7.3%
Other Dollars	\$17,018	\$0	\$0	\$0.00	\$0	\$60,272
% of Other Dollars	3.4%	0.0%	0%	0%	0.0%	16.4%
Total Dollars	\$502,161	\$233,344	\$123,025	\$140,631	\$256,233	\$366,460
Cumulative Dollars – 12 mth period	\$1,525,084	\$1,758,428	\$1,881,453	\$2,022,084	\$2,278,317	\$2,644,777
Total Dollars since April 2013	Federal: \$6,759,344	State: \$841,878	Other: \$177,449	Total: \$7,778,671	9 (19 (1991 (1991 (1991 (1991 (1991 (1991 (1991 (1991 (1991 (1991 (1991 (1991 (1991 (1991 (199	98 (589) 98 589 589 589 589 589 581 581 581 581 581 581 581 581 581