

Case Statistics for Disability Benefit Specialists
March 2017

Case Report Summary

| | Apr | May | June | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | Mar | Past 12 |
|---------|------|------|------|------|------|------|------|------|------|------|------|------|---------|
| | 2016 | 2016 | 2016 | 2016 | 2016 | 2016 | 2016 | 2016 | 2016 | 2017 | 2017 | 2017 | Months |
| Total | | | | | | | | | | | | | |
| Cases | | | | | | | | | | | | | |
| Opened | 43 | 23 | 30 | 27 | 40 | 40 | 27 | 37 | 24 | 42 | 37 | 26 | 397 |
| Total | | | | | | | | | | | | | |
| Cases | | | | | | | | | | | | | |
| Closed | 29 | 20 | 17 | 32 | 25 | 20 | 46 | 37 | 29 | 25 | 22 | 39 | 341 |
| Total | | | | | | | | | | | | | |
| Carry | | | | | | | | | | | | | |
| Over | | | | | | | | | | | | | |
| Cases | 159 | 173 | 176 | 189 | 184 | 199 | 219 | 200 | 200 | 195 | 212 | 227 | N/A |
| Total | | | | | | | | | | | | | |
| Cases | | | | | | | | | | | | | |
| Served | 202 | 196 | 206 | 216 | 224 | 239 | 246 | 237 | 224 | 237 | 249 | 253 | N/A |
| Current | | | | | | | | | | | | | |
| Open | | | | | | | | | | | | | |
| Cases | 173 | 176 | 189 | 184 | 199 | 219 | 200 | 200 | 195 | 212 | 237 | 214 | 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.)

| | Apr 2016 | May 2016 | June 2016 | July 2016 | Aug 2016 | Sept 2016 | Oct 2016 | Nov 2016 | Dec 2016 | Jan 2017 | Feb 2017 | Mar 2017 |
|-------|-------------|-------------|--------------|--------------|-------------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Age | | | | | | | | | | | | |
| 18-20 | 1 | 1 | 1 | 1 | 2 | 1 | 4 | 2 | 1 | 3 | 2 | 2 |
| 21-29 | 5 | 1 | 5 | 5 | 3 | 3 | 1 | 5 | 1 | 2 | 7 | 0 |
| 30-39 | 4 | 4 | 3 | 3 | 4 | 2 | 4 | 5 | 1 | 9 | 5 | 7 |
| 40-49 | 12 | 3 | 5 | 3 | 8 | 17 | 5 | 8 | 4 | 5 | 7 | 8 |
| 50-59 | 20 | 14 | 14 | 10 | 22 | 16 | 12 | 16 | 15 | 21 | 16 | 9 |
| Other | 1 | 0 | 0 | 2 | 1 | 1 | 1 | 1 | 2 | 2 | 0 | 0 |

| | Apr 2016 | May 2016 | June 2016 | July 2016 | Aug 2016 | Sept 2016 | Oct 2016 | Nov 2016 | Dec 2016 | Jan 2017 | Feb 2017 | Mar 2017 |
|--------|-------------|-------------|--------------|--------------|-------------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Gender | | | | | | | | | | | | |
| Female | 19 | 9 | 18 | 15 | 15 | 20 | 13 | 14 | 13 | 17 | 12 | 9 |
| Male | 24 | 14 | 10 | 9 | 25 | 20 | 14 | 23 | 11 | 25 | 25 | 17 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| | Apr 2016 | May 2016 | June 2016 | July 2016 | Aug 2016 | Sept 2016 | Oct 2016 | Nov 2016 | Dec 2016 | Jan 2017 | Feb 2017 | Mar 2017 |
|---|-------------|-------------|--------------|--------------|-------------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Income | | | | | | | | | | | | |
| Low Income (120% or less Federal Poverty Level) | 31 | 18 | 18 | 16 | 32 | 25 | 19 | 25 | 17 | 32 | 28 | 14 |
| Non-Low Income | 11 | 3 | 8 | 6 | 7 | 13 | 7 | 9 | 4 | 9 | 5 | 9 |
| Unknown | 1 | 2 | 2 | 2 | 1 | 2 | 1 | 3 | 3 | 1 | 4 | 3 |

| | Apr 2016 | May 2016 | June 2016 | July 2016 | Aug 2016 | Sept 2016 | Oct 2016 | Nov 2016 | Dec 2016 | Jan 2017 | Feb 2017 | Mar 2017 |
|-------------|-------------|-------------|--------------|--------------|-------------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Living | | | | | | | | | | | | |
| Arrangement | | | | | | | | | | | | |
| Homeless or | 3 | 2 | 5 | 1 | 8 | - | 2 | 5 | 5 | 8 | 1 | 2 |
| Shelter | 3 | 2 | 5 | 1 | ٥ | 5 | 2 | 5 | 5 | ٥ | 1 | 2 |
| Lives Alone | 6 | 3 | 7 | 8 | 11 | 6 | 5 | 13 | 5 | 6 | 9 | 2 |
| Lives with | 30 | 18 | 14 | 13 | 17 | 22 | 20 | 19 | 11 | 25 | 24 | 20 |
| Others | 30 | 10 | 14 | 15 | 17 | 22 | 20 | 19 | 11 | 25 | 24 | 20 |
| Nursing | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 |
| Home | 1 | 0 | 1 | U | U | 1 | U | U | 1 | U | U | U |
| Other | 0 | 0 | 1 | 1 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Residential | 3 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Care | 5 | | U | U | <u> </u> | U | U | U | U | 1 | | U |
| Unknown | 0 | 0 | 0 | 1 | 1 | 5 | 0 | 0 | 2 | 2 | 3 | 2 |

| | Apr 2016 | May 2016 | June 2016 | July 2016 | Aug 2016 | Sept 2016 | Oct 2016 | Nov 2016 | Dec 2016 | Jan 2017 | Feb 2017 | Mar 2017 |
|--------------------|-------------|-------------|--------------|--------------|-------------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Race/Ethnicity | | | | | | | | | | | | |
| White | 31 | 17 | 16 | 18 | 33 | 24 | 20 | 27 | 18 | 28 | 23 | 14 |
| American Indian | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Asian | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 3 | 1 | 3 |
| Black | 6 | 6 | 6 | 6 | 6 | 10 | 4 | 5 | 5 | 6 | 3 | 6 |
| Native Hawaiian | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Hispanic | 3 | 1 | 3 | 1 | 1 | 1 | 2 | 2 | 1 | 3 | 2 | 1 |
| Unknown | 3 | 0 | 3 | 0 | 0 | 5 | 0 | 1 | 0 | 3 | 8 | 2 |

| | Apr 2016 | May 2016 | June 2016 | July 2016 | Aug 2016 | Sept 2016 | Oct 2016 | Nov 2016 | Dec 2016 | Jan 2017 | Feb 2017 | Mar 2017 |
|------------------|-------------|-------------|--------------|--------------|-------------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Disability | | | | | | | | | | | | |
| BLV | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| DD and MI | 1 | 0 | 0 | 0 | 2 | 1 | 1 | 2 | 0 | 2 | 3 | 0 |
| DD Only | 2 | 1 | 2 | 1 | 1 | 1 | 1 | 2 | 0 | 2 | 1 | 2 |
| DHH | | | | | | | | | | | | |
| (Deaf/Hard | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| of Hearing) | | | | | | | | | | | | |
| MI Only | 7 | 2 | 4 | 4 | 3 | 9 | 3 | 2 | 5 | 5 | 7 | 3 |
| PD and DD | 1 | 1 | 0 | 0 | 2 | 0 | 2 | 1 | 0 | 1 | 1 | 2 |
| PD and MI | 10 | 8 | 13 | 5 | 11 | 11 | 8 | 14 | 6 | 12 | 12 | 6 |
| PD Only | 16 | 11 | 6 | 12 | 19 | 16 | 11 | 12 | 12 | 15 | 11 | 9 |
| PD, DD and MI | 3 | 0 | 1 | 0 | 1 | 2 | 0 | 0 | 0 | 1 | 2 | 1 |
| Unknown | 3 | 0 | 2 | 2 | 0 | 0 | 1 | 4 | 1 | 4 | 0 | 3 |

DBS Issues – Closed Cases

| | Apr 2016 | May 2016 | June 2016 | July 2016 | Aug 2016 | Sept 2016 | Oct 2016 | Nov 2016 | Dec 2016 | Jan 2017 | Feb 2017 | Mar 2017 | Past 12 Mths |
|---------------------------------------|-------------|-------------|--------------|--------------|-------------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------------|
| Community –Based Services | | | | | | | | | | | | | |
| Family Care-IRIS- Partnership-PACE | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Consumer, Non- Insurance | | | | | | | | | | | | | |
| Collection Agency | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| Employment- Training | | | | | | | | | | | | | |
| Ticket to Work-Work Incentives | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Income Supports | | | | | | | | | | | | | |
| FoodShare | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 5 |
| General Assistance (Tribal/County) | 2 | 1 | 5 | 0 | 0 | 2 | 4 | 2 | 1 | 1 | 1 | 2 | 21 |
| Pensions (VA, etc.) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |

| | Apr 2016 | May 2016 | June 2016 | July 2016 | Aug 2016 | Sept 2016 | Oct 2016 | Nov 2016 | Dec 2016 | Jan 2017 | Feb 2017 | Mar 2017 | Past 12 Mths |
|--|-------------|-------------|--------------|--------------|-------------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------------|
| SSI/SSDI Eligibility | 20 | 13 | 6 | 21 | 20 | 14 | 35 | 27 | 23 | 16 | 18 | 25 | 238 |
| SSI/SSDI Post Entitlement | 4 | 4 | 3 | 5 | 1 | 1 | 4 | 3 | 0 | 3 | 1 | 5 | 34 |
| Insurance | | | | | | | | | | | | | |
| Health Insurance, COBRA | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Health Insurance, Individual Policy | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Medicare Supplement | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Medical Entitlements | | | | | | | | | | | | | |
| BadgerCare+ | 0 | 0 | 1 | 1 | 2 | 0 | 1 | 1 | 1 | 1 | 0 | 2 | 10 |
| MAPP (Medicaid Purchase Plan) | 2 | 1 | 1 | 1 | 1 | 3 | 1 | 2 | 2 | 1 | 1 | 4 | 20 |
| Medicaid Coverage, Items/Services | 3 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 6 |
| Medicaid Disability Determination | 3 | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 7 |
| Medicare Advantage Options/Enrollment | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 4 |
| Medicare Coverage, | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 |

| Items/Services | | | | | | | | | | | | | |
|------------------------------------|-------------|-------------|--------------|--------------|-------------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------------|
| | Apr 2016 | May 2016 | June 2016 | July 2016 | Aug 2016 | Sept 2016 | Oct 2016 | Nov 2016 | Dec 2016 | Jan 2017 | Feb 2017 | Mar 2017 | Past 12 Mths |
| Medicare Eligibility, General | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 3 | 8 |
| Medicare Part D Options/Enrollment | 2 | 2 | 0 | 1 | 0 | 0 | 2 | 2 | 3 | 3 | 1 | 3 | 19 |
| QMB/SLMB/SLMB+ | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 1 | 6 |
| VA Medical Benefits | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | | | | | | | | | | | | | |
| Benefit Check-Up | 0 | 0 | 0 | 7 | 16 | 14 | 19 | 16 | 12 | 11 | 9 | 23 | 127 |
| Other, Within DBS Program Scope | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 3 |
| Referral Services | | | | | | | | | | | | | |
| Immigration/ Naturalization | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 3 |
| Undefined-Update needed | | | | | | | | | | | | | |
| Other, Information- Referral | 0 | 1 | 1 | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 5 |

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

April 1, 2016 through March 31, 2017

Number of Inquiries: 416

| Monetary Impact of Cases Closed | | | | | | | | | | | | |
|---------------------------------------|-----------|-----------|-----------|-----------|-------------|-------------|--|--|--|--|--|--|
| | Apr 2016 | May 2016 | June 2016 | July 2016 | Aug 2016 | Sept 2016 | | | | | | |
| Federal Dollars | \$216,763 | \$110,128 | \$124,998 | \$260,162 | \$279,615 | \$248,807 | | | | | | |
| % of Dollars | 92.9% | 89.5% | 88.9% | 88.1% | 76.3% | 85.6% | | | | | | |
| State Dollars | \$16,581 | \$12,897 | \$15,633 | \$35,143 | \$26,573 | \$41,746 | | | | | | |
| % of Dollars | 7.1% | 10.5% | 11.1% | 11.9% | 7.3% | 14.4% | | | | | | |
| Other Dollars | \$0 | \$0 | \$0.00 | \$0 | \$60,272 | \$0 | | | | | | |
| % of Other Dollars | 0.0% | 0% | 0% | 0.0% | 16.4% | 0.0% | | | | | | |
| Total Dollars | \$233,344 | \$123,025 | \$140,631 | \$295,305 | \$366,460 | \$290,553 | | | | | | |
| Cumulative Dollars – 12 mth period | \$233,344 | \$356,369 | \$497,000 | \$792,305 | \$1,158,765 | \$1,449,318 | | | | | | |

| | Oct 2016 | Nov 2016 | Dec 2016 | Jan 2017 | Feb 2017 | Mar 2017 |
|---------------------------------------|----------------------|--------------------|------------------|---------------------|-------------|--|
| Federal Dollars | \$479,848 | \$165,473 | \$184,666 | \$247,155 | \$307,858 | \$323,499 |
| % of Dollars | 73.0% | 77.8% | 91.3% | 93.4% | 94.0% | 90.0% |
| State Dollars | \$50,946 | \$28,046 | \$17,531 | \$17,373 | \$19,605 | \$35,895 |
| % of Dollars | 7.8% | 13.2% | 8.7% | 6.6% | 6.0% | 10.0% |
| Other Dollars | \$126,340 | \$19,054 | \$0 | \$0 | \$0 | \$0 |
| % of Other Dollars | 19.2% | 9.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Total Dollars | \$657,134 | \$212,573 | \$202,197 | \$264,528 | \$327,463 | \$359,394 |
| Cumulative Dollars – 12 mth period | \$2,106,452 | \$2,319,025 | \$2,521,222 | \$2,785,750 | \$3,113,213 | \$3,472,607 |
| Total Dollars since April 2013 | Federal: \$8,755,722 | State: \$1,053,020 | Other: \$322,843 | Total: \$10,131,585 | | 98 (88-90) 18 18 18 18 18 18 18 18 |