

Issue Brief

Summary of research commissioned by
Workforce Central and Milwaukee
Area Workforce Funding Alliance

Summer 2010

Using Online Tools to Improve Access to Assistance Programs

Effective Design and Outreach to Help People Get Work Supports via the Web



This ISSUE BRIEF was prepared by two funding collaboratives committed to ensuring that eligible low- to moderate-income working families receive public benefits and other work supports: Workforce Central and Milwaukee Area Workforce Funding Alliance, the two Wisconsin sites of the National Fund for Workforce Solutions.

It includes a summary of research on online tools commissioned by the collaboratives that will be released in a fall 2010 report. The Wisconsin report's researcher and principal author is Autumn Arnold, who has worked as a project manager, legislative advocate and community educator to increase participation in public assistance programs in Wisconsin and California.

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Involving nearly 200 foundations and 900 employers, the National Fund is working to bring to national scale, and evaluate, new ways to prepare workers – who don't have the needed skills – for careers that can support them and their families.

The approach varies from community to community and from industry sector to industry sector. What every National Fund site has in common, though, is intensive collaboration with employers and a keen focus on cultivating employee skills and career advancement.

The National Fund is dedicated to preparing jobseekers and employees for a career, not just a job. The National Fund brings together local and regional leaders from the private, public and nonprofit sectors to spark and drive innovation. They work hand-in-hand to create practices and systems that can help employers and employees succeed in a post-recession economy.



Workforce Central, Wisconsin Rapids, WI, is a rural funding collaborative and workforce partnership focused on strengthening our region's economy by providing job training and career support for job seekers, workers and employers in the following industry sectors in the greater south Wood County area: Advanced Manufacturing; Information Technology; Health Care; Renewable Energy.

Workforce Central is building rural workforce partnerships focused on intensive collaboration with employers, cultivating worker skills and career advancement. As with all National Fund communities, our efforts target industries important to local economies that offer skilled, family-sustaining employment.



Milwaukee Area Workforce Funding Alliance (WFA) is a consortium of private and public funders of workforce development (including education, job training and placement, and support services) dedicated to increased employment that benefits both workers and employers in the Milwaukee region.

WFA is currently working with workforce partnerships in the construction, health care and green industry sectors. Members of WFA are also addressing broader "system alignment" issues by collaborating around increasing capacity, supporting a common policy agenda and enhancing employer-driven sector-based workforce strategies.

A Letter from the Wisconsin National Fund for Workforce Solutions Sites

As the nation struggles to recover from the worst economic crisis since the Great Depression, layoffs, reduced work hours and the threat of home foreclosure have plunged many individuals and families into crisis.

In Wisconsin and beyond, more and more low- to moderate-income families need help. Some need it for the first time, after unexpectedly losing a good job and way of life. Others whose struggles began before the recession – including workers dislocated by a changing economy – have seen their job prospects worsen and been pushed deeper into poverty.

With so much need, leaders in philanthropy and the public sector, as well as community-based and faith-based organizations, are searching for ways to better provide help.

One promising way is to provide online tools that better connect eligible people with public benefits available through federal and state government assistance programs. These benefits not only meet basic needs but serve as work supports, helping people to find jobs *and* build careers, to get by *and* get ahead. They also help the broader public and economy.

We represent the two Wisconsin sites – one rural, one urban – that partner with the National Fund for Workforce Solutions, created by leading foundations to spur local projects that prepare workers for family-supporting careers. The National Fund's 23 sites across the country are each led by a regional funders collaborative.

In Wisconsin, the collaboratives are: Workforce Central, a community-based, grant-making partnership coordinated by Community Foundation of Greater South Wood County, in Wisconsin Rapids, WI; and the Milwaukee Area Workforce Funding Alliance, a consortium of private and public funders whose leadership council is chaired by the Helen Bader Foundation.

Eager to provide more stability for people so they can succeed in jobs in the new economy, we commissioned research to better understand how online benefits tools are being designed and promoted in several states including Wisconsin. The research report will be released in fall 2010.

The results, as outlined in this brief, serve as a call for philanthropy to unite around a common cause and provide the civic leadership needed to expand access to benefits and supports, an effort that helps us all. We invite you to join the discussion.



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THE PROMISE

During tough economic times, federal and state assistance programs that help low- to moderate-income people meet their health, nutrition, child care, and other basic needs are particularly crucial. Public benefits not only combat poverty, hunger and homelessness, they function as work supports that enable unemployed and under-employed people to pursue education, skills training and family-supporting jobs.

Benefits such as the cash assistance and subsidized child care, funded by the Temporary Assistance for Needy Families (TANF) program, are designed to support people striving to get and keep jobs. Others such as food stamps and Medicaid are less directly linked to work but support people's efforts to find and keep employment by supplementing family budgets, addressing necessities and reducing financial pressures.

Public benefits and other work supports – including the Earned Income Tax Credit (EITC) and student financial aid – also help the broader public by raising education levels, increasing employment, improving the success of welfare-to-work programs and pumping money into local economies.

People spend benefit dollars close to home. For every \$10 in food stamp benefits, which are funded entirely by the federal government, local communities gain over \$18 in economic activity.ⁱ These dollars also contribute to the nation's economic recovery. The federal government's 2009 economic stimulus plan expands public benefits and supports to help struggling Americans.

THE PROBLEM

Many financially struggling Americans don't get the benefits and supports they are eligible for and need. Communities and states also miss out when much-needed federal dollars go unclaimed and unused. At least \$65 billion in government services and support remain unclaimed, according to one analysis.ⁱⁱ

Why? Some assistance programs aren't advertised so some people, especially the "newly poor," don't know benefits exist or where to find them. People may be uncomfortable applying, fearing they'll be turned down or looked down upon. They may be discouraged by a dizzying array of application rules and requirements or by having to take time off from work in order to apply at an office.

A SOLUTION – ONLINE TOOLS

Improving access to benefits and supports is a complex task. Providing online screening and application tools that help people determine their eligibility and apply is one major advance that broadens outreach and streamlines the process. Several states including Wisconsin now use this technology, often partnering with community-based organizations to promote their programs and online tools.

A WISCONSIN REPORT

Online tools are a big step forward in the longstanding effort to connect people with the benefits and supports they need to move out of poverty and crisis and become financially stable. But the effectiveness of online tools hinges on whether people *know* about and *can readily use* them.

The Wisconsin report analyzes in detail how several states design and market online screening tools that connect low-income people with public benefits and other work supports. The report also addresses online applications, in less detail.

Screening tools *estimate* eligibility for benefits and the computer user receives an unofficial response in real-time about potential eligibility. Applications submitted online are a request for benefits and by law the state must process the application and *determine* eligibility within 30 days.

The report focuses on Wisconsin's screening tool, *Am I Eligible?*, found on the state's ACCESS website. The site (access.wisconsin.gov) includes an online application. (See Appendix A)

Wisconsin's *Am I Eligible?* is compared to 15 online benefit screening tools used in 14 other states: Arizona, Arkansas, Colorado, Delaware, Florida, Massachusetts (which has two tools, one state-operated, the other privately-operated), Michigan, New Jersey, New York, Ohio, Oregon, Pennsylvania, Utah and Washington.

IMPLICATIONS

Wisconsin is a national leader in expanding health care coverage and nutrition assistance, as well as in developing online tools to help people access public benefits. The state also is committed to promoting assistance programs and online tools through outreach partnerships with a range of community-based organizations.

Wisconsin should build upon its already robust effort by working to reach more people. Too many Wisconsin families still miss out on critical benefit programs. For example, only 64 percent of the 556,000 people in Wisconsin eligible for food stamps participated in the program in 2007, according to the most recent data available from United States Department of Agriculture regarding how many people are eligible but not enrolled.ⁱⁱⁱ

Low participation has a broader economic cost. Full participation in FoodShare, Wisconsin's food stamps program, would have generated \$270 million in direct federal benefits and \$490 million in economic stimulus for local communities in 2007. Enrollment in FoodShare has since increased but so too has the number of people eligible, due to the economic downturn.

State officials, foundations and community-based organizations have a great opportunity to close the gap between the number of people eligible and the number receiving benefits. While Wisconsin does a good job with its online tools and outreach, expanding this effort would significantly improve vulnerable families' health and economic well-being.

The report's findings are instructive for other states interested in pursuing or improving their online efforts to provide access to benefits and supports, as well as for leading foundations that are investing in this area.

The time is right for exploring this issue, especially given the recent passage of federal health care reform, which will dramatically expand the public benefits available – and the challenge of connecting people to them.

THE BENEFIT OF BENEFITS

Families in crisis mode often must focus on immediate needs – to find or keep a job, to feed the kids, to cover the rent or mortgage, to pay for heat, the doctor's visit, the car and child care – which can be all-consuming. When these needs go unmet, this can create long-term barriers to employment – such as chronic health problems and homelessness.

Even people *with* jobs often can't escape poverty. Over 29 million jobs – almost one out of every four – don't pay enough to keep a family of four above poverty. Twenty-eight percent of working families earn less than 200 percent of the federal poverty level (roughly \$44,000 for a family of four).^{iv}

Public benefits that help people pay for food, housing, utilities and medical care reduce pressing needs, enabling people to think beyond the present struggle toward building a more secure financial future – by working to increase their earnings and income, to reduce their financial costs and to build assets.

Benefits also ease financial pressures for people trying to get higher-paying jobs by building their skills through education or training. Without this support, many people aren't able to do what they need in order to avoid or escape dead-end, low-wage jobs. Many working poor receive benefits. For example, 34 percent of Wisconsin families receiving FoodShare have at least one person working.^v

Online tools offer a major change in how people access benefits – often providing a more discreet way to explore options and a more direct avenue to get benefits. Screening tools provide families with an easy-to-use, personalized list of programs they may be eligible for. Often this helps dispel mistaken notions about the level of benefits a family would receive.

Both online screening and application tools are available nonstop so working families can use them beyond standard office hours. Families have more control over their screening and application experience. Online tools move public programs into the realm of other more mainstream goods and services.

Although lower income people have less access to computers and the Internet – and people in rural communities often lack access to high-speed Internet connections – the “digital divide” is not insurmountable. People can and do find access if not at home, then at public libraries, the homes of friends and relatives, workplaces, schools and community-based organizations.

THE RESEARCH RESULTS

The report addresses three questions:

- Which programs are included in online screening tools, and how are these tools designed?
- What outreach strategies are used to promote and ensure access to online tools for both screening and applying?
- How does Wisconsin's *Am I Eligible?* compare to other states' tools?

KEY FINDING: Design of Online Benefit Screening Tools Vary

Over 30 states use online benefit screening tools to help residents assess if they are potentially eligible for a range of government benefits and services such as food stamps and Medicaid.

The screening tools vary widely in their user interface (i.e. how a website's graphic design and appearance helps people use the website's offerings); the number of programs included; and the specific information provided about eligibility. **The tools fall into two broad categories:**

- **Basic and short version.** Most often, a person answers six to eight questions listed on one web page about household size, demographics, income and expenses; and eligibility is estimated for one or two programs, generally including food stamps. But some screening tools estimate eligibility for more programs so the questionnaire is somewhat longer and more detailed.

These tools typically produce results that do not offer specifics about a person's eligibility or benefit amount but instead offer general information, such as: "Your household may be eligible for food stamps. Contact your local office to apply."

- **More detailed and longer version.** These screening tools ask more questions, estimate eligibility for more programs, and provide more specifics on an individual's eligibility or benefit amount. Generally, they take longer to use and are more similar to an online application but, in turn, they produce a more complete and detailed picture of potential eligibility.

Some states screen for 30 to 40 programs, so a person must provide more details about household members, usually via a series of web pages. In most cases, these web pages use an "intelligent driver flow" whereby a person's answers determine the subsequent questions asked and the web pages that appear.

How Wisconsin compares

Wisconsin's screening tool is one of the strongest. It screens for 25 programs – including food stamps, family Medicaid, BadgerCare, SeniorCare, and EITC – administered by at least five state departments. It also provides more detailed information about an individual's potential eligibility than most other states' tools,

including benefit estimates for food stamps and, when applicable, premium estimates for health care.

Other states include a more diverse range of work-support programs including cash assistance, student financial aid, housing assistance and employment services. Some also include veterans' services, non-medical supports for people with disabilities and services for substance abuse and mental health issues.

Strong state models

As Wisconsin and other states add more programs to their online screening tools, they need to ensure that the tools are designed in a clear and succinct way so people can readily use them. Some states, such as New Jersey, have developed strong models that address eligibility for over 30 programs yet provide clear and easy instructions for applying. (See *Appendix B*)

KEY FINDING: Outreach and Partnerships are Essential to Promote Online Tools for Screening and Application

States vary widely in their outreach efforts and how actively they promote their online tools – for both screening and application – via direct marketing and collaboration with community partners.

Generally, states – including Wisconsin – do outreach for a single website that includes both screening and application tools. However, not all states with online screening tools have online applications. Many states are more interested in promoting online applications than screening tools.

Some states do little or no marketing or network-building because they have limited funds and growing caseloads. Other states have created consumer-focused marketing materials and reached out to community partners with presentations at conferences and trainings. A few states have developed extensive networks of community partners that provide one-on-one help with online tools.

Community-based organizations have emerged as essential partners in helping states reach the target population for online screening tools. Most of the states surveyed in the report sought help from community-based organizations with promoting or using the tool. But these state-community partnerships vary in the way they function and the results they produce.

Partnership efforts include:

- **Sharing information.** Most states surveyed have shared information about their online tools with a community partner. Many states have encouraged the partner to share information with their clients. Some states, including Wisconsin, have provided community partners with free brochures or other referral information to give clients.
- **Providing one-on-one assistance.** Some states have asked or encouraged their partner networks to provide one-on-one assistance with the online screening tool and/or online application.

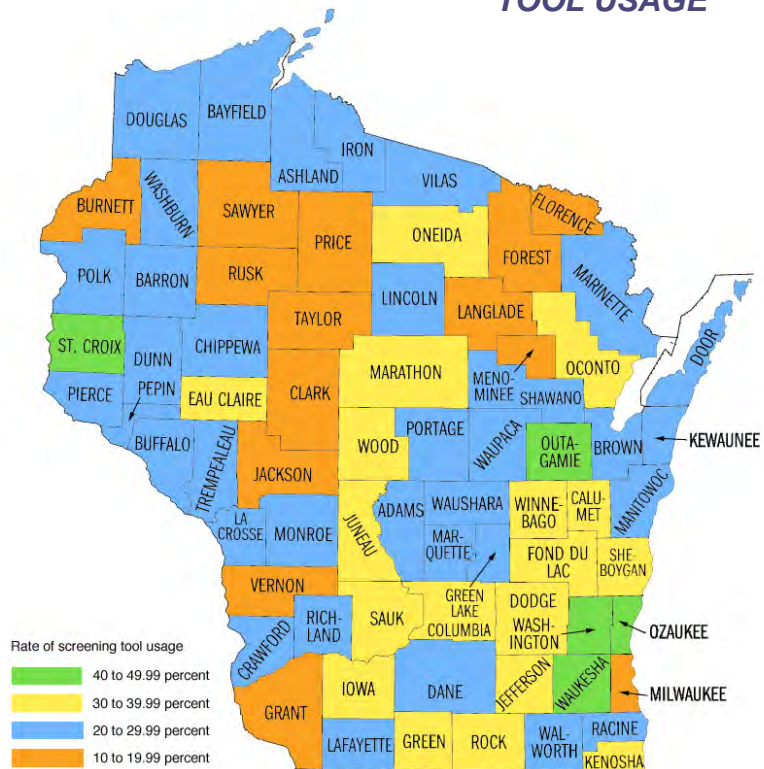
How Wisconsin compares

Since the 2004 launch of its online benefit screening tool, Wisconsin has invested some resources to promote and market its online tools. Most recently, the state has partnered with Second Harvest Food Banks to provide one-on-one screening and application assistance in some Wisconsin communities. Wisconsin's marketing and network-building has been effective in reaching a number of people in need but more should be done, in particular, to better reach Wisconsin's rural families and assure consistent outreach across the state.

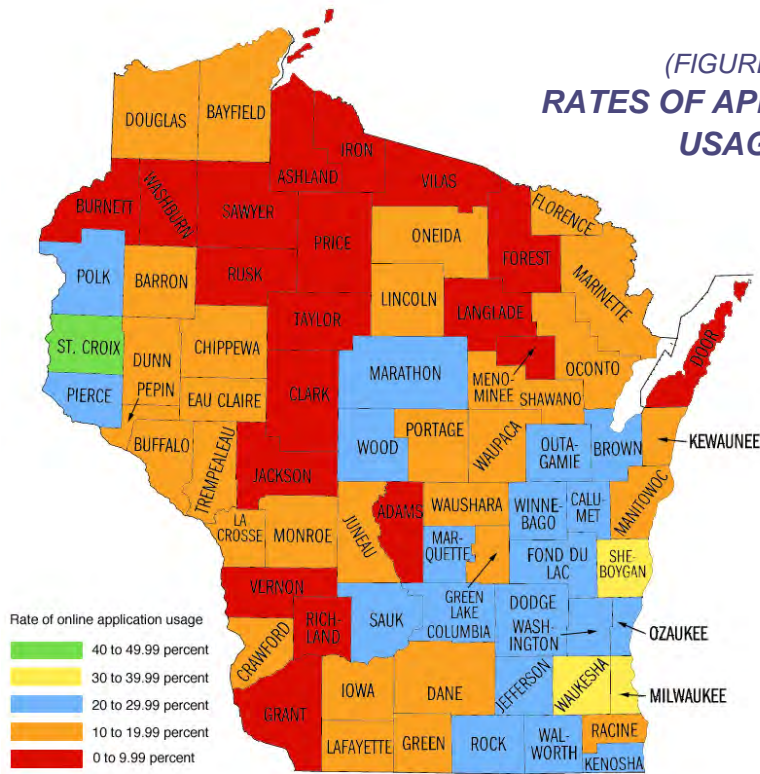
Compared to many other states, Wisconsin's rates of online tool usage are relatively high. As indicated by Figure 1 and Figure 2, there are significant differences in usage across counties for both screening tool and online application. A number of factors may contribute to these disparities, including the availability of Internet connectivity in homes and at public sites, the level of promotion by public and private partners and the availability of community-based partners to assist with using the tools.

The following maps show relative rates of usage of the screening tool (as of January 2010) and online application (as of April 2009) in counties of Wisconsin. These rates were calculated by comparing the average number of screenings or applications completed in a month to the estimated number of people living in poverty in a county. This method provides an approximate indication of the percentage of the county's low-income families who used the online tools on a monthly basis.

(FIGURE 1)
**RATES OF SCREENING
TOOL USAGE**



(FIGURE 2)
**RATES OF APPLICATION
 USAGE**



A strong state model – and a strong role for philanthropy

Other states provide strong examples of how to do even more than Wisconsin does, particularly via creative partnerships with community organizations, the faith community, and philanthropy. These partnerships have created strong visibility for online tools and provided one-on-one community-based assistance. And they've helped ensure that rural families and people with limited access to the Internet and limited computer skills can connect to and use online tools.

The Ohio Benefit Bank (OBB) – a public-private initiative strongly supported and promoted by the State of Ohio – stands out as a national model for building a strong network of convenient, community-based sites where people can find help with using online tools.

Since 2006, the bank has developed a network of 4,500 counselors at 1,050 sites who offer one-on-one help with using screening tools and filling out online applications. (The bank also helps low- and moderate-income people prepare and electronically file their income tax returns.)

The OBB network's ability to recruit counselors and sites is due to its strong visible private and public leadership as well as its sophisticated marketing. The network is supported by a public-private partnership that includes the Ohio Association of Second Harvest Food Banks, the Governor's office and several state agencies.

The philanthropic community also has contributed to OBB's success. The Columbus Foundation and the George Gund Foundation each invested in developing sites statewide, for a total of \$500,000. The Columbus Foundation also made a targeted investment to develop twenty new sites in rural southeast Ohio.

Cost-effective staffing is provided by national service programs such as AmeriCorps VISTA.

OBB's marketing is effective for two reasons:

- **A strong message.** The marketing emphasizes the bank's role in drawing down unclaimed federal dollars that can benefit the whole state. The marketing estimates, for example, that the bank has generated \$211 million in benefits since 2006 that has helped stimulate local communities' economies. The bank also describes its work as "neighbors helping neighbors where they live, work, play and pray." This message has helped the bank successfully recruit a wide range of partners eager to join a grassroots movement that enriches everyone.
- **A centralized, streamlined effort.** As the lead agency, the Ohio Association of Second Harvest Food Banks develops public service announcements and sends them to statewide media; develops customized press releases for its local sites; and provides brochures to sites. It also staffs a statewide toll-free number that helps people find a nearby OBB site. As a result, OBB offers a consistent message statewide and local sites can focus on helping clients.

More state models

While OBB developed a new network, several states have successfully used a variety of existing community partner networks to market online tools. For example:

- In New York, the state's online tools are promoted by the Food Policy Council, a governor-sponsored group that includes state agencies, food industry representatives, advocates and unions, and the Economic Security Cabinet, a cross-agency group created by the governor.
- In New York and Washington, the network of state-funded food stamp outreach contractors has been asked to use and promote the online tools.
- Florida has one of the nation's most extensive networks of private partners who provide computers and/or one-on-one help with applications. To help support this network, the state invests in teams of community liaisons, who field questions and provide technical assistance to these partners.
- Oregon collaborated with 211info, a nonprofit that connects people to community services to provide training about the online tools to the 211info network's affiliated organizations. (People dial 2-1-1 on the telephone to reach an information specialist.)
- Oregon has helped organizations in rural communities that don't have high-speed access by giving a portable antenna to community sites, providing the Internet connection needed to access online benefits tools.
- Oregon and Pennsylvania have offered off-line CD-based screening tools, which are convenient for community partners who bring their laptops on home visits or to community sites that lack high-speed Internet connections.
- In Pennsylvania, school districts promote the state's online tools to parents by including information about it in back-to-school materials.

- New York and Arizona work with employers to promote their online tools. New York's Work Pays campaign encourages employers to promote the screen tooling and work supports in general. Arizona has used Ford Foundation funding to partner with United Way of Tucson to promote its online screening tool with employers of low-wage earners.
- A few states have launched large-scale public service campaigns to promote their online tools. Arizona has worked with radio stations and print media to place public service announcements. Oregon has developed posters and a short video for YouTube. New York has bought airtime on cable TV and radio to promote its online tools in pilot counties in the state's northern region. It also developed a 12-minute demo of its screening tool to present to community partners.

DISCUSSION

The benefits of using both online screening tools and online applications

States have pursued many successful outreach and marketing strategies but they are usually focused on promoting online applications instead of screening tools.

Most states first develop screening tools, and then use this experience to develop online applications. Then they redirect their outreach, promotion and training resources to promote the applications.

With shrinking state resources and increased caseloads, states are particularly interested in shifting from applications done in person, by phone or by mail to online applications, as a more efficient and cost-effective method.

Online tools ease local agency staff's workload by reducing the number of phone calls they receive and the amount of data entry they must do. They also make services more available without having to extend office hours.

Screening tools and online applications are usually found on the same website and share the same general look and feel but the two tools have different functions and features. An application is the only way a family can obtain benefits. But screening tools offer unique features that also can be very appealing to clients and community partners. These include:

- Screening tools require a small investment of time, compared to most online applications. Helping clients with a 10 to 15-minute screening may be more feasible for some community partners than helping with an hour-long application.
- Screening tools can provide easy-to-understand eligibility information for over 30 different programs, while many online applications address only a handful of programs. In Wisconsin, for example, a person who opts to fill out an online application and skips the screening will miss out on potential referrals to many programs including WIC, school meals and Low Income

Home Energy Assistance Program (LIHEAP) as well as four different tax credits and the State Life Insurance Fund.

- Screening tools can serve as a “myth buster” for assistance programs. For example, a community partner may have trouble convincing a family in need to apply for a benefit such as food stamps or EITC until the partner can demonstrate (by using the screening tool) that the family would qualify for an amount that will make a difference.
- Screening tools introduce people to programs they may not know about. In contrast, when people apply online, they usually have a specific program in mind. A screening tool allows a person to state a general need such as “I’m not making enough money to pay my bills” or “I need health insurance” and then the tool identifies possible programs.

Both online screening and application tools are valuable in better connecting families with much-needed benefits. Strategies to offer and market both should be pursued to support Wisconsin’s working families.



NEXT STEPS FOR WISCONSIN

To connect eligible people with benefits, traditionally a county or tribal agency has to wait for people to come through the door during regular business hours and meet one-on-one with an eligibility worker. With online tools, access to benefits is extended well beyond regular business hours and to any location with an Internet connection and computer.

As a result, online tools offer tremendous opportunities for public agencies, community-based and faith-based organizations, as well as philanthropy, to better serve vulnerable families.

At a time of unprecedented need, tens of thousands of Wisconsin families still don’t receive the public benefits and other work supports that are designed to help them. To address this, public and private partners should invest additional time and resources to enhance and promote online tools that link people in need to these benefits and supports. Specifically:

- Only a few states’ online screening tools include more programs than Wisconsin’s. But several states’ online applications include more programs than Wisconsin’s tool, as the full report discusses in more detail. Adding programs such as TANF cash assistance, school lunch, WIC and energy assistance to Wisconsin’s online application, for example, would provide families with a more streamlined “one-stop shop” for a wide range of benefits they may be eligible for.
- Although Wisconsin has promoted its online tool, other states have gone further, creating a grassroots movement to better connect people with state and federal assistance programs. This took strong executive leadership, strategic marketing and active recruitment and support of local partners.
- Community-based and faith-based groups need to build their capacity to help clients take full advantage of this opportunity and use new technology.

Wisconsin philanthropy, which has long worked with public and private partners to serve struggling families, has an important role to play in ensuring that low- to moderate-income families get access to all the benefits they need and qualify for.

This leadership opportunity for Wisconsin philanthropy goes beyond providing financial resources to providing a unified voice that elevates an issue of importance to everyone.

Philanthropy should support its partners' efforts to better market online tools; share successful strategies used in other states; and connect Wisconsin with online benefits access efforts led by national funders, leveraging additional resources.

APPENDIX A

More Details on Wisconsin's Online Tools

In Wisconsin, families and community organizations can access benefits online by using tools found at Wisconsin's ACCESS website (www.access.wisconsin.gov).

Launched in 2004, the site's "Am I Eligible?" screening tool allows people to determine their possible eligibility for 25 programs – offering health, nutrition, energy assistance, prescription drug and other benefits – as well as tax credits. About 14,000 people each month complete an online eligibility screening each month using the ACCESS website.

Launched in 2006, the site's online application can be used to apply for work supports including food stamps, health care programs, and child care. About 18,000 applications are submitted online each month – making online applications the most popular method of applying, as of April 2009.

The site also includes tools for people to manage their use of benefits including "Check My Benefits," which offers a process similar to online banking.

More Details on the Wisconsin Report

Research for the Wisconsin report was completed between November 2009 and March 2010. The report will be released in fall 2010.

Chapter One identifies and analyzes the methods that online screening tools use to help people access available programs. It is based on a comparison of 16 tools in 15 states. Each tool was tested in December 2009 using five scenarios that represent typical family configurations among low- or moderate-income Wisconsin residents. This testing process revealed differences among screening tools in five key areas: number of programs, duration of screening, ease of use, eligibility results and next steps. Chapter One also includes a list of programs included in these states' online applications, based on information provided on each online application's website.

Chapter Two discusses states' experiences with promoting and implementing their screening tools, with a particular focus on how states have developed community partner networks. The analysis is based on a series of interviews with program staff affiliated with each of the 16 tools. These interviews were conducted between January to March 2010 by phone and/or email. The chapter examines the

relationship between screening tools and online applications from a marketing perspective, community partnerships for outreach, direct marketing to consumers and creating places for potential applicants to access the Internet. It concludes with a discussion of states relative rates of screening tool usage, which were provided during the interviews, as well as county-by-county usage rates of online tools in Wisconsin.

APPENDIX B:

Programs Included in Each State's Screening Tool

The following table lists the programs included in each state's screening tool. The first number in parenthesis identifies the number of programs when similar benefits (e.g. Medicaid subprograms) are counted as one high-level program category (e.g. Health Care). The second number identifies the total number of programs when all subprograms are counted individually. For this comparison across states, federal program names have been used. When possible and applicable, the state's name for the program is given in parentheses.

Utah (3/3)	Florida (4/4)	Colorado (4/5)	Deleware (5/6)
<ul style="list-style-type: none"> ■ Food Stamps ■ TANF ■ Child Care 	<ul style="list-style-type: none"> ■ Food Stamps ■ TANF ■ Health Care ■ Medicare Premium Assistance 	<ul style="list-style-type: none"> ■ Food Stamps ■ Cash Assistance <ul style="list-style-type: none"> - TANF - State cash payments for disabled adults (<i>Aid to Needy Disabled</i>) ■ Health Care <ul style="list-style-type: none"> - Family Medicaid + SCHIP (<i>Family Medical Assistance</i>) ■ Long-Term Care <ul style="list-style-type: none"> - Nursing home + Home and community-based waivers 	<ul style="list-style-type: none"> ■ Food Stamps ■ Cash Assistance <ul style="list-style-type: none"> - TANF - General Assistance ■ Child Care ■ Health Care¹ (<i>Medical Assistance</i>) ■ Long-Term Care²

Michigan (5/7)	Ohio (9/10)	Washington (9/11)	Pennsylvania (9/17)
<ul style="list-style-type: none"> ■ Food Stamps ■ WIC ■ Cash Assistance <ul style="list-style-type: none"> · TANF · State cash payments for disabled adults (<i>State Disability Assistance</i>) ■ Child Care ■ Health Care <ul style="list-style-type: none"> · Medicaid · “Childless adults” waiver (<i>Adult Medical Program</i>) 	<ul style="list-style-type: none"> ■ Food Stamps ■ School Meals ■ Child Care ■ LIHEAP ■ Health Care (<i>Medical Benefits</i>) ■ State discount Rx card ■ Tax Credits <ul style="list-style-type: none"> · Earned Income Tax Credit · Child Tax Credit ■ Employment program for seniors ■ Voter registration services 	<ul style="list-style-type: none"> ■ Food Stamps ■ WIC ■ TANF ■ Child Care ■ Head Start ■ State-funded early education ■ Health Care <ul style="list-style-type: none"> · Medicaid (<i>Medical Assistance</i>) · SCHIP (<i>Childrens Medicaid</i>) · State expansion of health care for children & families (<i>Apple Health</i>) ■ Telephone service assistance ■ Child support enforcement services 	<ul style="list-style-type: none"> ■ Food Stamps ■ School Meals ■ Cash Assistance <ul style="list-style-type: none"> · TANF · State cash payments for disabled adults ■ Child Care ■ Health Care³ (<i>Health Care Coverage</i>) ■ Family Planning Waiver ■ Long-Term Care <ul style="list-style-type: none"> · Nursing home · Home and community-based waivers ■ Specific health services⁴ <ul style="list-style-type: none"> · Chronic renal disease · Genetic services · Breast & cervical screening · Tuberculosis · Head injury · Newborn screening · Comprehensive specialty care for Cardiac, Cleft Palate, Cooley’s Anemia, Neuromuscular Disorder, Cystic Fibrosis, Hearing & Speech Impairment, Hemophilia, Orthopedic, Spina Bifida, and Ventilator Dependency ■ LIHEAP

	(Mass.gov)		(Mass. Resources)
New York (10/18)	Massachusetts (10/18)	Arkansas (11/18)	Massachusetts (13/35)
<ul style="list-style-type: none"> ■ Food Stamps ■ WIC ■ School Meals ■ Summer Food ■ Cash Assistance <ul style="list-style-type: none"> - TANF - General Assistance ■ Health Care <ul style="list-style-type: none"> • Medicaid • SCHIP (<i>Child Health Plus</i>) • “Childless Adults” waiver (<i>Family Health Plus</i>) • Insurance purchase plan for small businesses and uninsured workers (<i>Healthy NY</i>) ■ Prescription drug coverage for seniors (<i>EPIC</i>) ■ LIHEAP ■ Tax Credits <ul style="list-style-type: none"> • Earned Income Tax Credit • State Earned Income Tax Credit • NYC Earned Income Credit • Child Tax Credit • State Child Tax Credit ■ Do Not Call registry 	<ul style="list-style-type: none"> ■ Food Stamps ■ WIC ■ Child Care ■ Health Care⁵ (<i>MassHealth</i>) ■ Long-Term Care <ul style="list-style-type: none"> - Home and community-based waivers - Home care services for elders ■ Services for people who are blind and/or disabled <ul style="list-style-type: none"> - Services for children with developmental disabilities - Services for adults with intellectual disabilities (including mental retardation) - Vocational rehabilitation for people with disabilities - Vocational rehabilitation for the blind - Services for individuals who are legally blind ■ Services for people who are deaf / hard of hearing <ul style="list-style-type: none"> - Hearing Aid Assistance / Assistive Technology Fund - Case Management and Social Services for the Deaf and Hard of Hearing ■ Substance abuse / gambling services ■ Mental health services <ul style="list-style-type: none"> - For adults - For children ■ Veteran’s services <ul style="list-style-type: none"> - Local veteran’s services - Health care facilities for veterans 	<ul style="list-style-type: none"> ■ Food Stamps ■ School Meals ■ Summer Food ■ Child and Adult Care Food Program ■ Child Care ■ State-funded early education (<i>Arkansas Better Chance</i>) ■ Health Care <ul style="list-style-type: none"> - Family Medicaid + SCHIP (<i>ARKids A&B</i>) ■ Long-Term Care <ul style="list-style-type: none"> - ElderChoices: home & community-based care - Living Choices assisted living - IndependentChoices: personal care for adults - Caregiver assistance for adults with physical disabilities ■ Services for people who are blind and/or disabled <ul style="list-style-type: none"> - Vocational Rehabilitation for the Blind - Older Blind Services - First Connections: early intervention for children with developmental delays - Alternative Community Service Waiver: Services for People with Developmental Disabilities - Title V Children with Special Health Care Needs ■ Medicare Premium Assistance ■ Refugee Resettlement Services 	<ul style="list-style-type: none"> ■ Food Stamps ■ WIC ■ School Meals ■ Meals on Wheels ■ Cash Assistance <ul style="list-style-type: none"> - TANF - Emergency cash assistance - Supplemental Security Income - Cash assistance for veterans - Unemployment insurance ■ Child Care ■ Head Start / Early Head Start ■ Health Care (<i>MassHealth</i>) ■ Utility assistance <ul style="list-style-type: none"> - LIHEAP - Utility shutoff protection - Privately funded utility assistance ■ Housing assistance <ul style="list-style-type: none"> - Public Housing - Section 8 - State-funded rental vouchers - Private subsidized housing - Emergency shelters ■ Tax Credits <ul style="list-style-type: none"> - Earned Income Tax Credit - State Earned Income Tax Credit - Child Tax Credit ■ ADA Paratransit Van/Taxi Service ■ Legal services

Wisconsin (16/25)	Arizona (17/28)	Oregon (17/32)	New Jersey (21/34)
<ul style="list-style-type: none"> ■ Food Stamps (<i>FoodShare</i>) ■ WIC ■ School Meals ■ Summer Food ■ The Emergency Food Assistance Program ■ Child Care ■ Health Care <ul style="list-style-type: none"> • Family Medicaid + SCHIP (<i>BadgerCare Plus Core Plan</i>) • State expansion of health care for children & families (<i>BC+ Benchmark Plan</i>) • EBD Medicaid (<i>ForwardHealth</i>) • Medicaid Deductible • "Childless Adults" waiver (<i>BC+ Core Plan</i>) • Medicaid Buy-In (<i>Medicaid Purchase Plan</i>) ■ Family Planning Waiver ■ Long-Term Care <ul style="list-style-type: none"> • Nursing home • Home and community-based waivers ■ Prescription drug coverage for seniors (<i>SeniorCare</i>) ■ Medicare Premium Assistance (<i>Medicare Savings Plan</i>) ■ Medicare Part D ■ Medicare Part D "Extra Help" ■ LIHEAP (<i>Wisconsin Home Energy Assistance Program</i>) ■ Tax Credits <ul style="list-style-type: none"> • Earned Income Tax Credit • State Earned Income Tax Credit • Child Tax Credit • Homestead Tax Credit ■ State Life Insurance Fund 	<ul style="list-style-type: none"> ■ Food Stamps ■ WIC ■ School Meals ■ Emergency food assistance ■ Cash Assistance <ul style="list-style-type: none"> • TANF • Supplemental Security Income • Social Security Retirement • Social Security Disability ■ Child Care ■ Head Start ■ Health Care <ul style="list-style-type: none"> • Family Medicaid + SCHIP + EBD + "Childless Adults" waiver (<i>Arizona Health Care Cost Containment System</i>) • Medicare ■ Long-Term Care <ul style="list-style-type: none"> • Long-term care case management (<i>Senior Adult Independent Living</i>) • Nursing home + home and community-based waivers (<i>Arizona Long Term Care System</i>) ■ State discount Rx card ■ Medicare Part D ■ Medicare Premium Assistance (<i>Medicare Savings Plan</i>) ■ Utility assistance <ul style="list-style-type: none"> • LIHEAP • Utility company discounts ■ Housing assistance <ul style="list-style-type: none"> • Public Housing • Section 8 ■ Tax Credits <ul style="list-style-type: none"> • Earned Income Tax Credit • Child and Dependent Care Tax Credit • Child Tax Credit • Hope Tax Credit • Lifetime Learning Tax Credit ■ Individual Development Accounts ■ One-Stop Career Center services 	<ul style="list-style-type: none"> ■ Food Stamps ■ WIC ■ School Meals ■ Farm Direct Nutrition Program ■ Cash Assistance <ul style="list-style-type: none"> • TANF • Supplemental Security Income • Social Security Retirement • Social Security Disability ■ Child Care ■ Health Care <ul style="list-style-type: none"> • Family Medicaid + SCHIP + "Childless Adults" waivers (<i>Medical Assistance for Children, Adults and Families</i>) • EBD Medicaid + Nursing Home + Home and community based waivers (<i>Medical Assistance for Seniors and People with Disabilities</i>) • Medicaid Buy-In (<i>Medical Assistance for Employed People with Disabilities</i>) ■ Long-Term Care <ul style="list-style-type: none"> • Nursing home • Assisted living • Home and community-based waivers ■ Prescription drug coverage for seniors ■ State discount Rx card ■ Medicare ■ Medicare Premium Assistance ■ Utility assistance <ul style="list-style-type: none"> • LIHEAP • Water bureau financial assistance program ■ Section 8 housing assistance ■ Tax Credits <ul style="list-style-type: none"> • Earned Income Tax Credit • Child Tax Credit • Elderly/Disabled Tax Credit • Home Care Tax Credit • State Dependent Care Tax Credit • Oregon's Working Family Tax Credit • Working Family Tax Credit • Property Tax Relief for seniors and people with disabilities ■ Individual Development Accounts ■ Adult Foster Care 	<ul style="list-style-type: none"> ■ Food Stamps ■ WIC ■ Emergency food assistance ■ Cash Assistance <ul style="list-style-type: none"> • TANF • General Assistance ■ Child Care ■ Assistance for relative caregivers (<i>Kinship Navigator</i>) ■ Health Care <ul style="list-style-type: none"> • Medicaid • SCHIP (<i>NJ Family Care</i>) • Medicaid Buy-In (<i>NJ WorkAbility</i>) • Catastrophic Illness for Children Relief Fund • Medicare ■ Long-Term Care <ul style="list-style-type: none"> • Long-term care case management (<i>Global Options for Long Term Care</i>) • Home and community-based waivers (<i>Jersey Assistance For Community Caregiving</i>) • AIDS Community Care Alternatives • Traumatic Brain Injury Waiver ■ Medicare Premium Assistance ■ Medicare Part D "wrap-around" program ■ Prescription drug discounts for seniors ■ AIDS Drug Distribution Program ■ Hearing Aid Assistance ■ Utility assistance <ul style="list-style-type: none"> • LIHEAP • State-funded utility assistance for elderly and disabled • Gas and electricity assistance (<i>Universal Service Fund</i>) ■ Housing assistance <ul style="list-style-type: none"> • Housing resource center • Foreclosure prevention ■ Tax Credits <ul style="list-style-type: none"> • Earned Income Tax Credit • State Earned Income Tax Credit • Property Tax Relief for Seniors ■ One-Stop Career Center services ■ Workforce Investment Act Training ■ Workforce Development Partnership Training ■ New Jersey Youth Corps ■ Self-Employment Assistance

¹ Although Delaware's results do not give eligibility for specific health care programs, the tool notes that "Medical Assistance" includes Medicaid, SCHIP and Medicare Premium Assistance.

² Although Delaware's results do not give eligibility for specific long-term care programs, the tool notes that "Long-Term Care" includes Nursing Home, Elderly & Disabled Waiver, Children's Community Alternative Disability Program/Disabled Kids, Assisted Living Waiver, HIV/AIDS waiver, Out-of-state rehabilitation and 30-day hospitalization.

³ Although Pennsylvania's results do not give eligibility for specific health care programs, the tool notes that "health care" includes Medicaid, SCHIP, "Childless Adult" waiver and Medicaid Buy-In programs.

⁴ Although they are not named in Pennsylvania's list of included programs, additional condition-related programs and waivers are included in Pennsylvania's tool. For example, the Michael Dallas waiver for people dependent on technology for life-sustaining functions, and waivers for individuals with mental retardation.

⁵ Although Mass.gov's results do not give eligibility for specific health care programs, the tool notes that "MassHealth" includes Medicaid, SCHIP, services for pregnant women (Healthy Start), a state expansion of children's health care (Children's Medical Security Plan), a health insurance "connector" (Commonwealth Care), and direct payments to clinics or hospitals (Health Safety Net).



ENDNOTES

ⁱ Hanson, Kenneth, and Elise Golan (2002). *Effects of Change in Food Stamp Expenditures Across the U.S. Economy*. Washington, D.C.: United States Department of Agriculture, Economic Research Service.

ⁱⁱ McKinsey & Company (2007, February). Single Stop Rollout Strategy Project – Final Report.

ⁱⁱⁱ U.S. Department of Agriculture, Food and Nutrition Service (2009, November). *Reaching Those in Need: State Supplemental Nutrition Assistance Program Participation Rates in 2007*.

^{iv} Working Poor Families Project (2008). *Still Working Hard, Still Falling Short: New Findings on the Challenges Confronting America's Working Families*.

^v Wisconsin Department of Health Services (2010, May summary). *FoodShare Wisconsin at-a-Glance*.

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