

Economic Support

CoVID Unwinding and Post Unwinding Workloads



Overview

- Terminology
- Statewide FoodShare data (pre-PHE through unwinding)
- IM Central FoodShare data (pre-PHE through unwinding)
- Current data BadgerCare
- How IM Central caseload has changed due to the PHE
- Strategies IM Central used to manage unwinding workloads
- Post PHE workload
- Impacts to our customers

Terminology

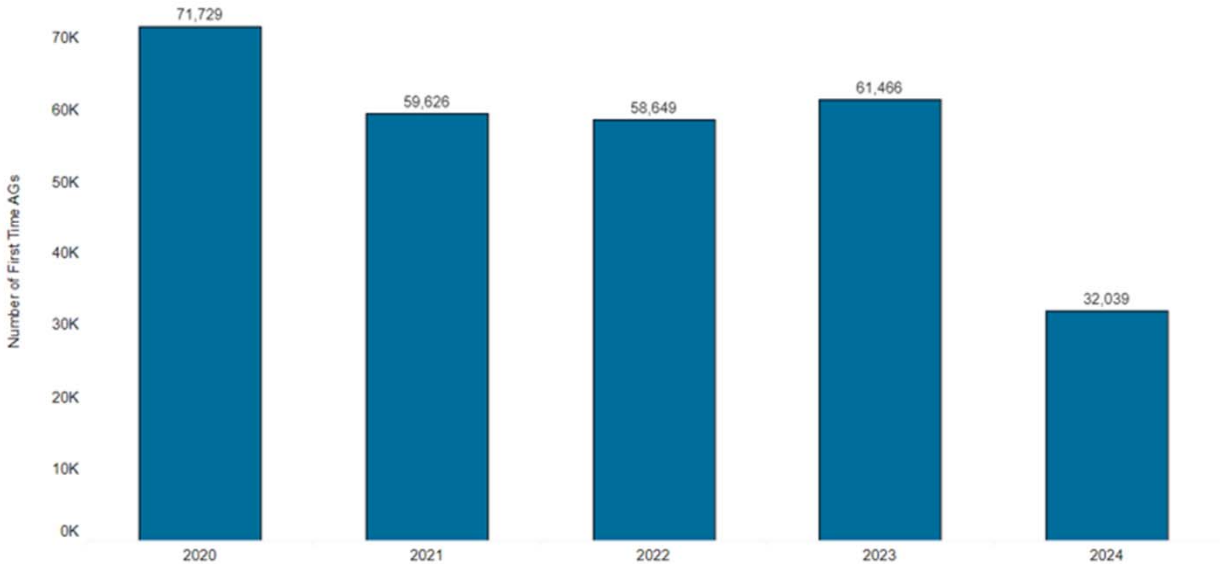
- **Pre-PHE:** Describes timeframe prior to March of 2020, prior to the CoVID 19 Public Health Emergency
- **During PHE:** Describes timeframe from March of 2020 through May of 2023 when certain policy waivers existed for economic support programs
- **Unwinding:** Describes timeframe from June of 2023 through June of 2024 when policy waivers ended at the time each case was renewed
- **Post Unwinding:** Describes timeframe from July of 2024 forward after all cases have been renewed and the majority of policies are applicable

Statewide- FoodShare

- During the PHE, the average number of first-time recipients for FoodShare increased.
- On average, Wisconsin had 56,702 new, first-time assistance groups each year for the past 5 years.
- 2024 appears to be consistent with recent years and projects to be slightly higher as 6 months of data is more than half of the past 3 years totals.

2. How many FoodShare AGs were first-time recipients?

First-time AGs are households where no one received benefits in the past 60 months. The average number of first-time AGs per year was **56,702** in the last 5 years.

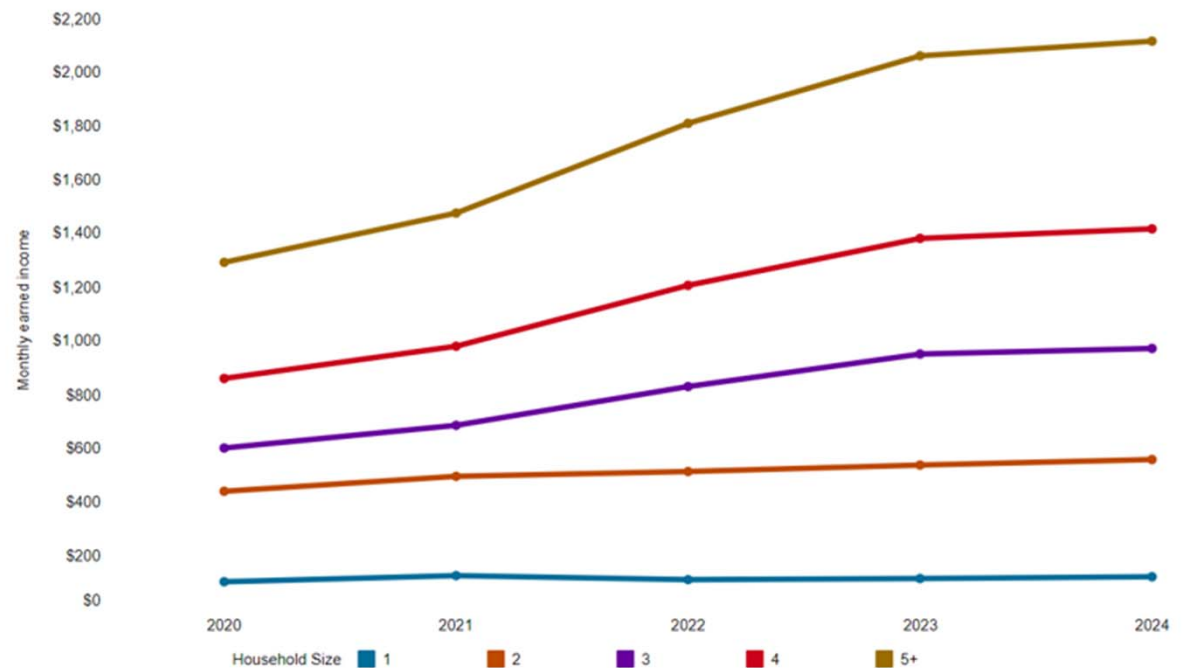


Statewide-FoodShare

- Most households receiving FoodShare are also earning wages.
- Average income of assistance groups (AGs) has increased since 2020.
- Households with 3 or more people reflect an increase in earned income over the past 3 to 4 years.
- May also mean more households with higher incomes applying and qualifying for FoodShare.

3. What was the average monthly earned income of an AG?

In the last 5 years, the average income of AGs, regardless of employment status, was **\$412** each month.

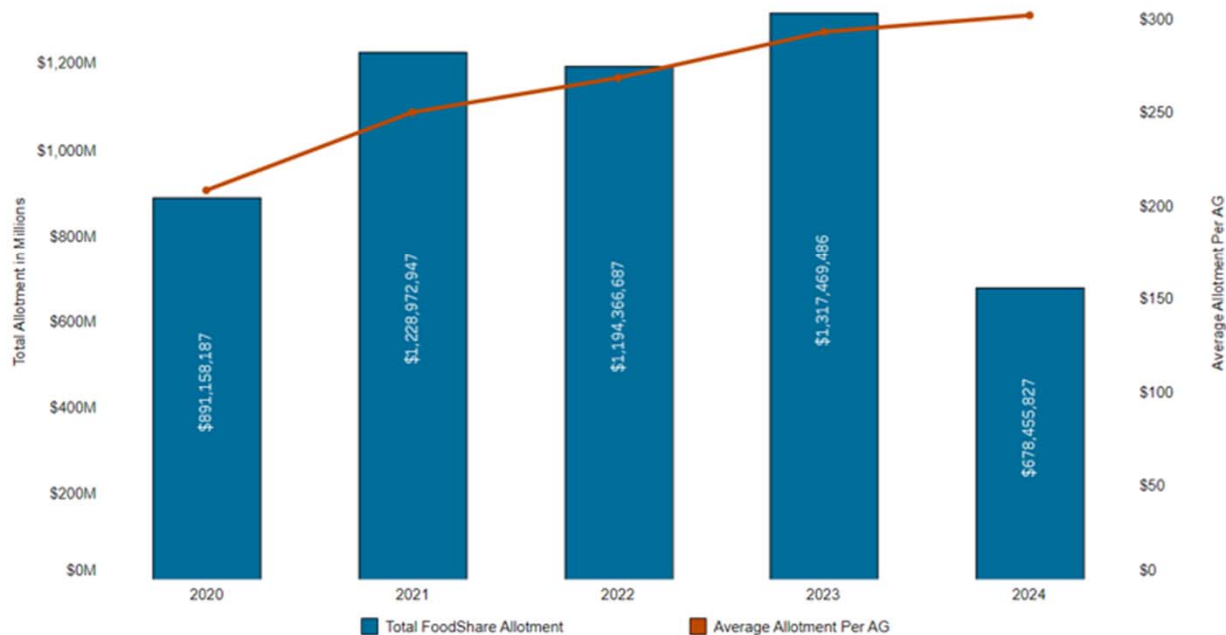


Statewide-FoodShare

- Total allotments were larger during the PHE due to assistance groups receiving the maximum allotments temporarily
- Over a billion dollars of FoodShare was issued annually in Wisconsin
- Maximum allotments were ended in early 2023 however more FoodShare dollars were issued due to FoodShare recipients

4. What was the allotment in the past 5 years?

In the past 5 years, the average total allotment amount per year was **\$1,062,084,627**. The average monthly allotment for AGs was **\$260** in the past 5 years.



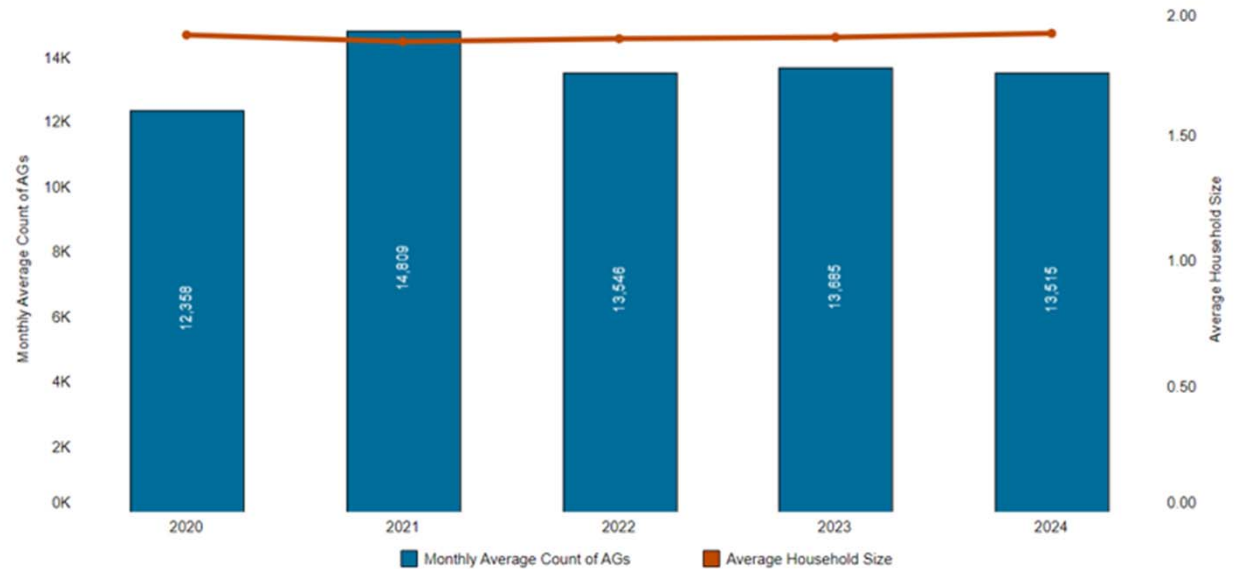
IM Central-FoodShare

Includes Marathon, Langlade, Oneida, Portage counties

- The average household size over the past year is about 2 people
- The number of assistance groups has increased since 2020 and not declined with unwinding or going back to regular allotments
- IM Central averaged 13,590 assistance groups over the past 5 years

1. What was the FoodShare AGs household size?

The average number of distinct AGs per month was **13,590** and the average household size was **1.9** in the last 5 years.

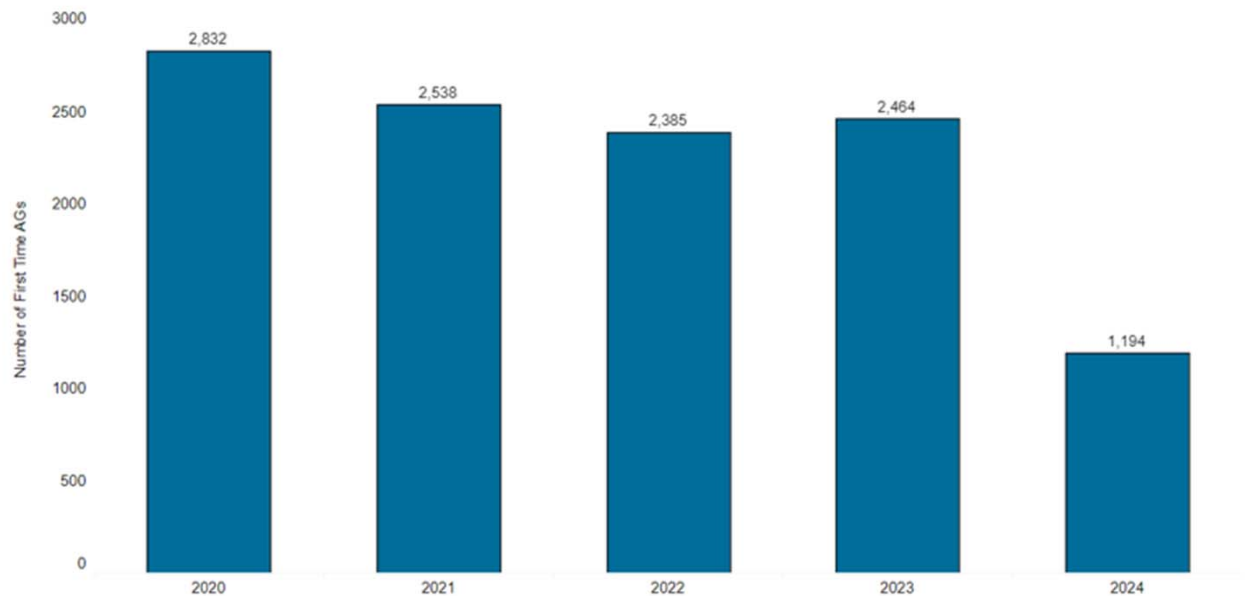


IM Central-FoodShare

- The average number of first-time assistance groups per year was 2,283 in the past 5 years.
- 11,000 new cases to maintain and recipients who require education about the program requirements which increases handle time
- Continues to be a large number of new assistance groups annually with a very slight decline over longer periods of time.

2. How many FoodShare AGs were first-time recipients?

First-time AGs are households where no one received benefits in the past 60 months. The average number of first-time AGs per year was **2,283** in the last 5 years.

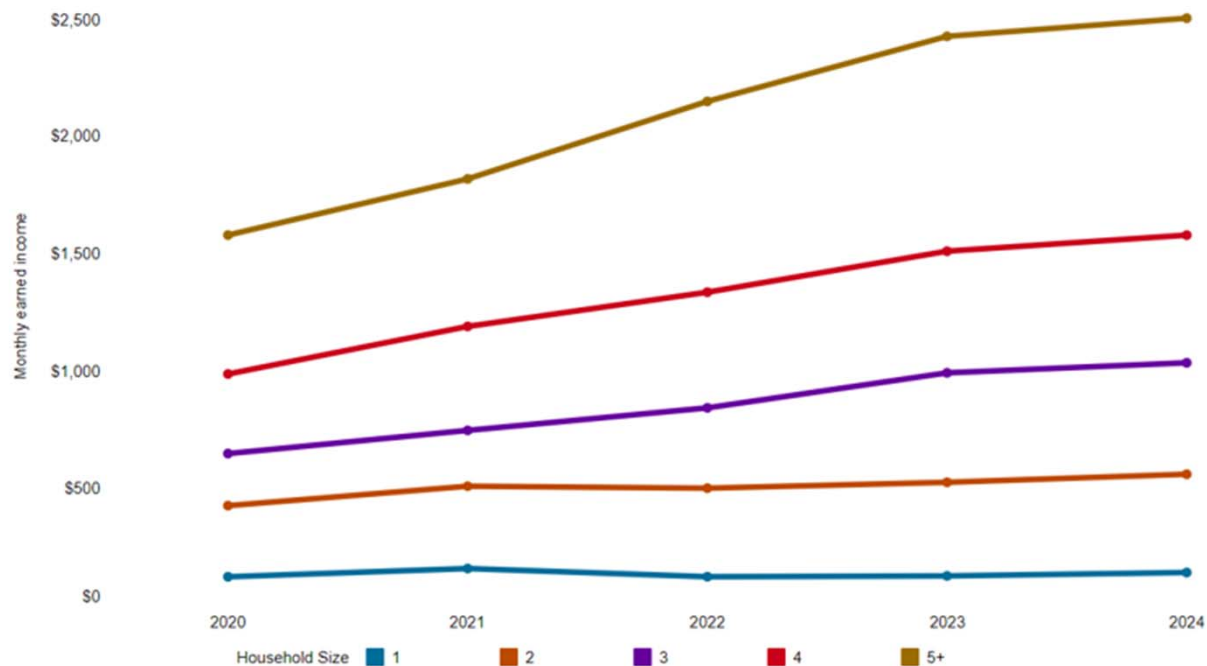


IM Central- FoodShare

- Average monthly earned income per assistance group in IM Central is \$458 dollars compared to \$412 statewide
- IM Central trends are consistent with statewide trends for earned income

3. What was the average monthly earned income of an AG?

In the last 5 years, the average income of AGs, regardless of employment status, was \$458 each month.

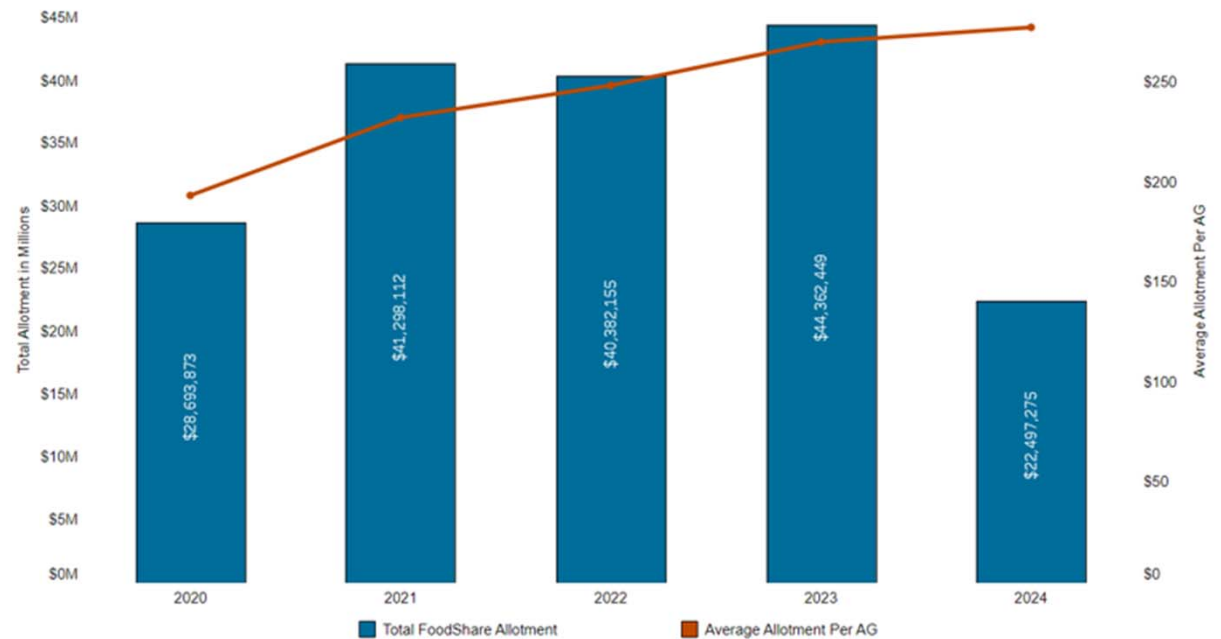


IM Central-FoodShare

- The average monthly allotment for IM Central is \$242 compared to \$260 statewide
- Lower income averages and lower benefits issued is likely due to higher populations of elderly, blind and disabled (EBD) customers
- Higher proportions of EBD caseloads in Oneida and Langlade

4. What was the allotment in the past 5 years?

In the past 5 years, the average total allotment amount per year was **\$35,446,773**. The average monthly allotment for AGs was **\$242** in the past 5 years.

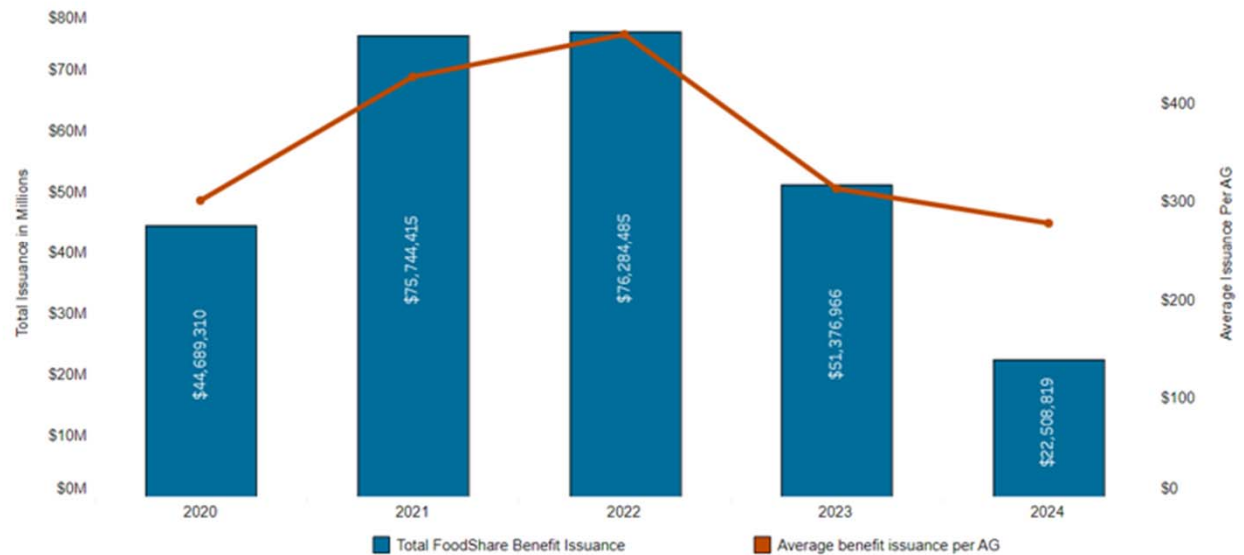


IM Central-FoodShare

- Average issuance of over \$54 million dollars in FoodShare in our area.
- About 5% of Statewide, consistent with our caseload proportion
- Clearer spike when max allotments were issued
- IM Central FoodShare dollars were just short of doubled during the PHE/max allotments

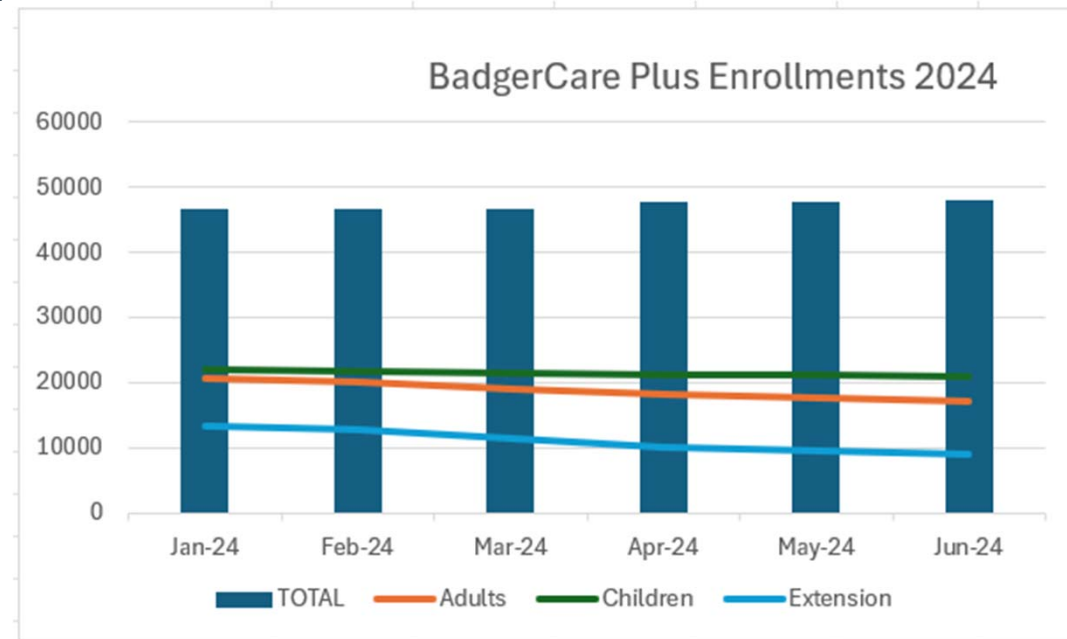
5. What was the issuance in the past 5 years?

In the past 5 years, the average benefit issuance per year was **\$54,120,799**.



BADGERCARE PLUS ENROLLMENTS 2024 within IM Central

- New policies for continuous coverage of children maintain enrollment for children
- Any member on an extension in the PHE started the extension over post-PHE
- Expect about 4000 of the members in extension would close in the next year, others will remain covered beyond another year.



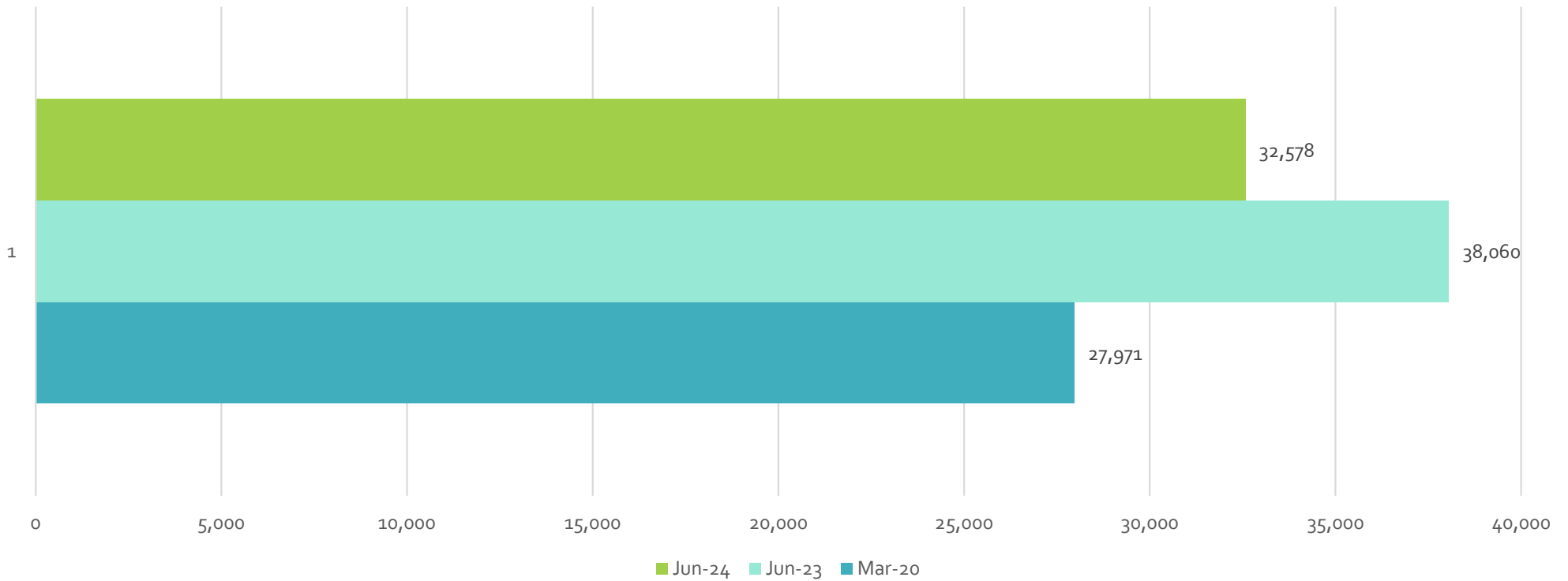
	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
TOTAL	46735	46711	46665	47593	47808	48044
Adults	20588	19974	19069	18236	17773	17232
Children	22112	21735	21329	21046	21081	20979
Extension	13397	12673	11375	9968	9428	9100



IM Central Caseload Changes-PHE

Includes Langlade, Marathon, Oneida, Portage

Caseload PHE Snapshots



Consortium Staffing and Caseload

53 staff maintain 32,578 cases

Staffing

- Langlade (6), Marathon (27), Oneida (9*), Portage (11)
- Remains at 53, same as pre-PHE
- Staff are less experienced post PHE due to increasing turnover
- Caseload increased by 4600
 - Many first-time recipients

By work team

- EBD-14
- Family-39*
 - 7 family staff are trained in child care, 4 assigned at a time
 - 2 family staff also take EBD calls when assigned to call center

Not including lead workers or benefit recovery staff

*One staff works energy assistance and isn't always available for ES.



Strategies Used to Manage Unwinding Workload

- DHS provided LTEs-IM Central was assigned 3 full time staff
- Retirees hired back as LTEs
- Overtime
- System hours were expanded to allow flexible hours
- Close monitoring of specialized funding sources
- Aligned refresher trainings with dates DHS provided that policy waivers were set to end

Post PHE Workloads

- Utilizing Overtime-less than unwinding, LTEs extended
- No longer have DHS LTEs- ended 6/30/24
- Caseload up 16-17% from pre-PHE
- Additional scripts and screens, policies keeping benefits open longer
- Return of FoodShare interview requirements 9/1/24 will further increase time needed to handle cases by 45 minutes-1 hour/case
- Staffing turnover
 - 18 new staff in 2023, 8 in 2024 and staff leaving for full time remote work
 - 2-4 months to train staff, 1 year before they feel comfortable, 2 years to be proficient
 - Anticipated retirements-12 to 14 staff in next 2-3 years
 - Expected to create a ripple effect as lead and line staff are promoted

Impacts to customers and service

Due to increased caseload, policy changes and no increase to staff

- Work items being touched within 1-2 days of due date
 - Applications are sitting up to 30 days before being worked
 - Delays customer benefits
 - Increase customer angst, causes calls to the call center
 - Staff stress increases, decreased accuracy and patience
- Processing documents 2-3 weeks after receipt
 - Slower to receive needed benefits
 - Results in more calls and longer wait times on call center
 - Average is less than 10 minutes, longest waits can be 70-80 minutes
 - Increased number of customers walk into our offices for services when wait times are too long
 - Creates longer wait times in lobbies and longer handle times compared to phone service

Questions?



Social Services Funding Overview and Building the 2025 Budget Submission

Coleen Krasowski

Fiscal Supervisor

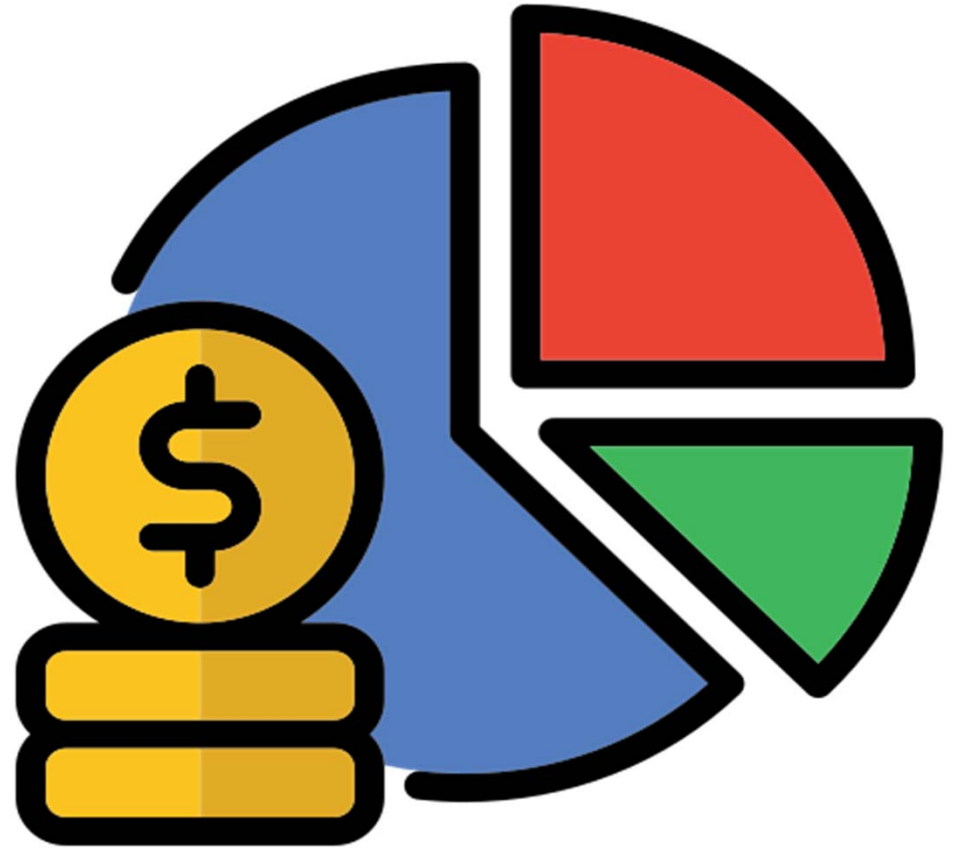


2024 Budget Summary

Total Budget
\$22,188,969

Total Revenues
\$15,253,246

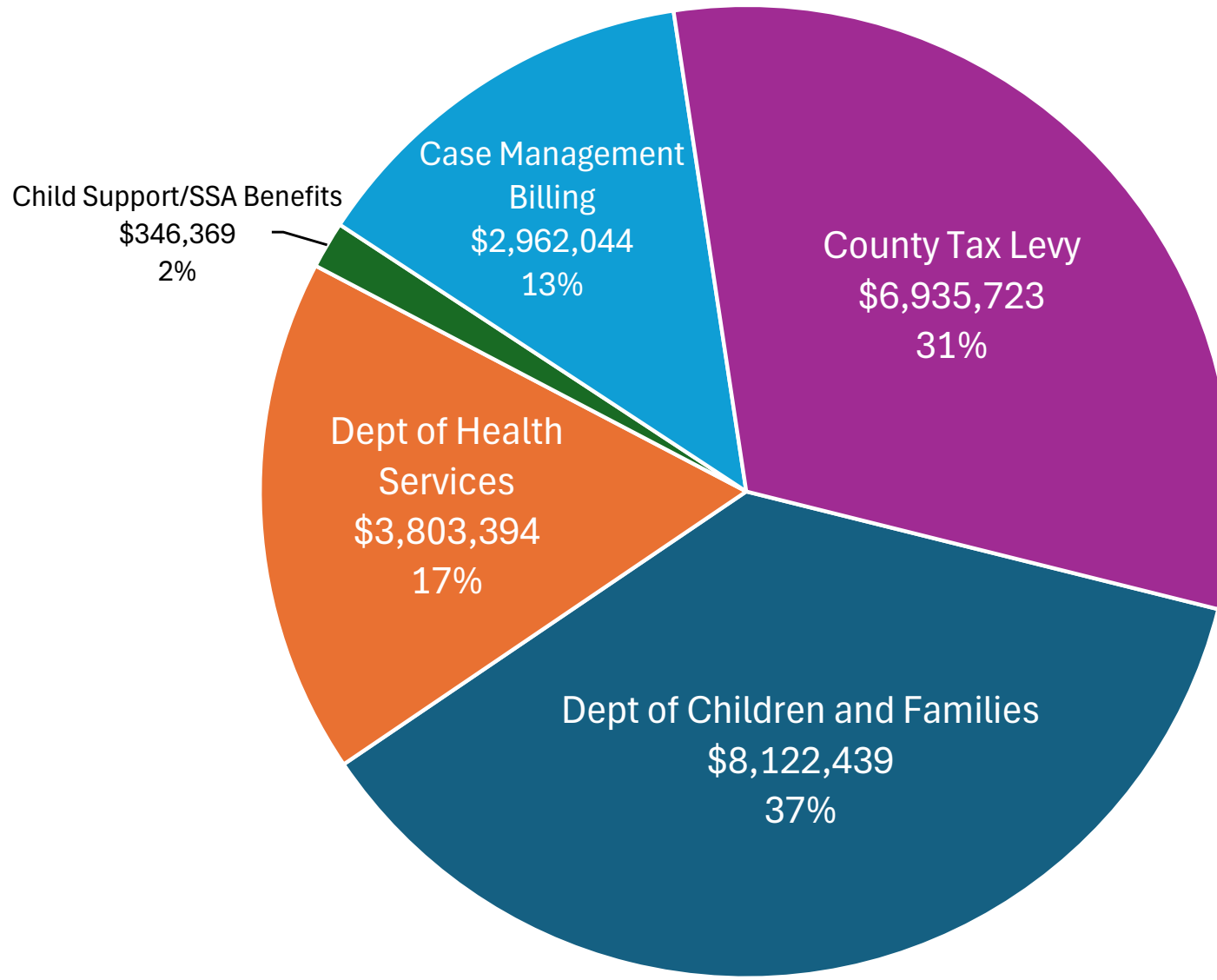
Total Levy
\$6,935,723



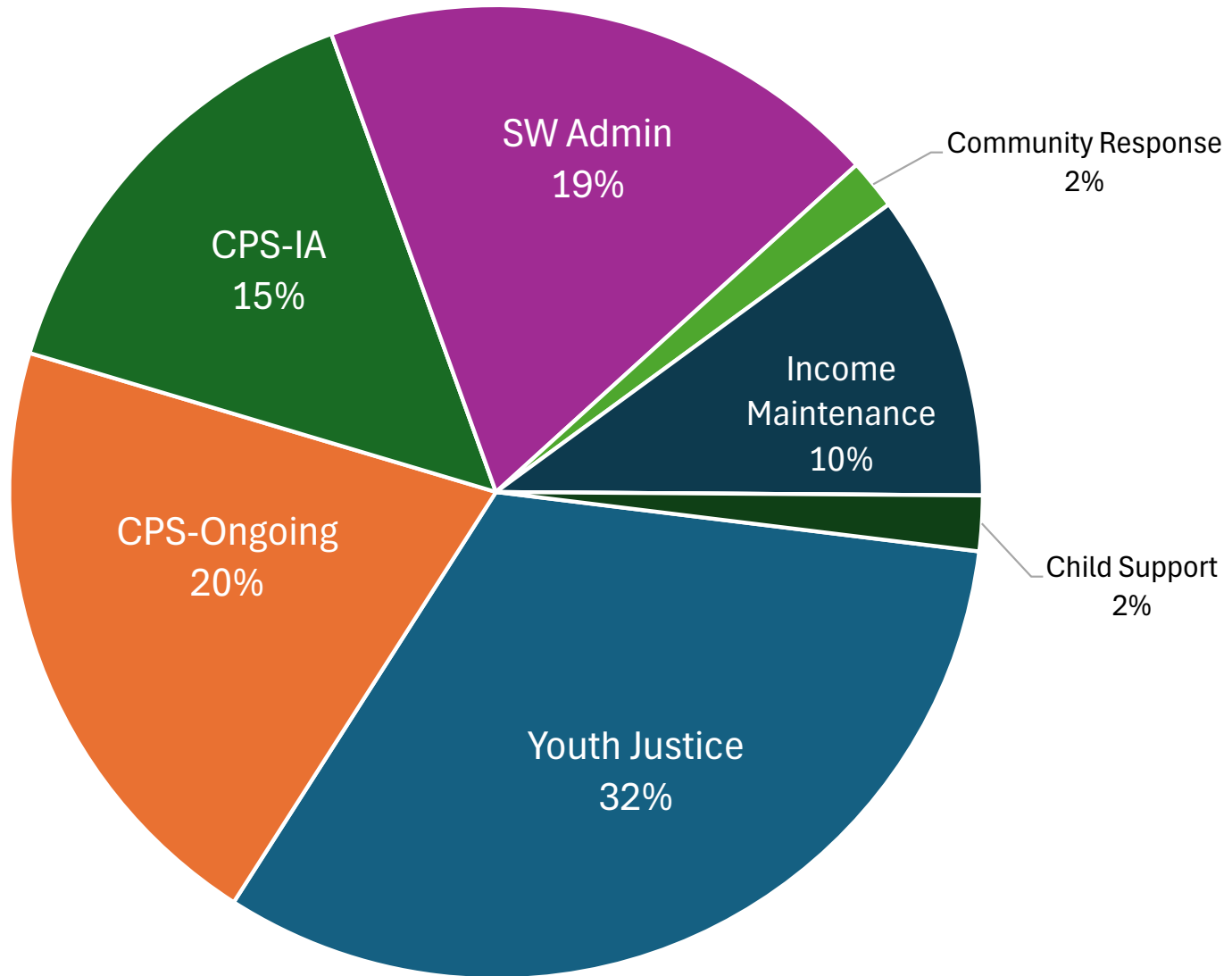
Friendly guides to acronyms

- DCF- Department of Children and Families (state)
- DHS- Department of Health Services (state)
- CLTS- Children's Long-Term Support (Medicaid community waiver program for children with disabilities)
- CCS -Comprehensive Community Services (Medicaid community case management and services for children with mental health diagnoses)
- CPS -Child Protective Services
- IA – Initial Assessment in Child Protective Services
- IM- Income Maintenance – aka Economic Support

2024 Budgeted Revenue by Funding Source

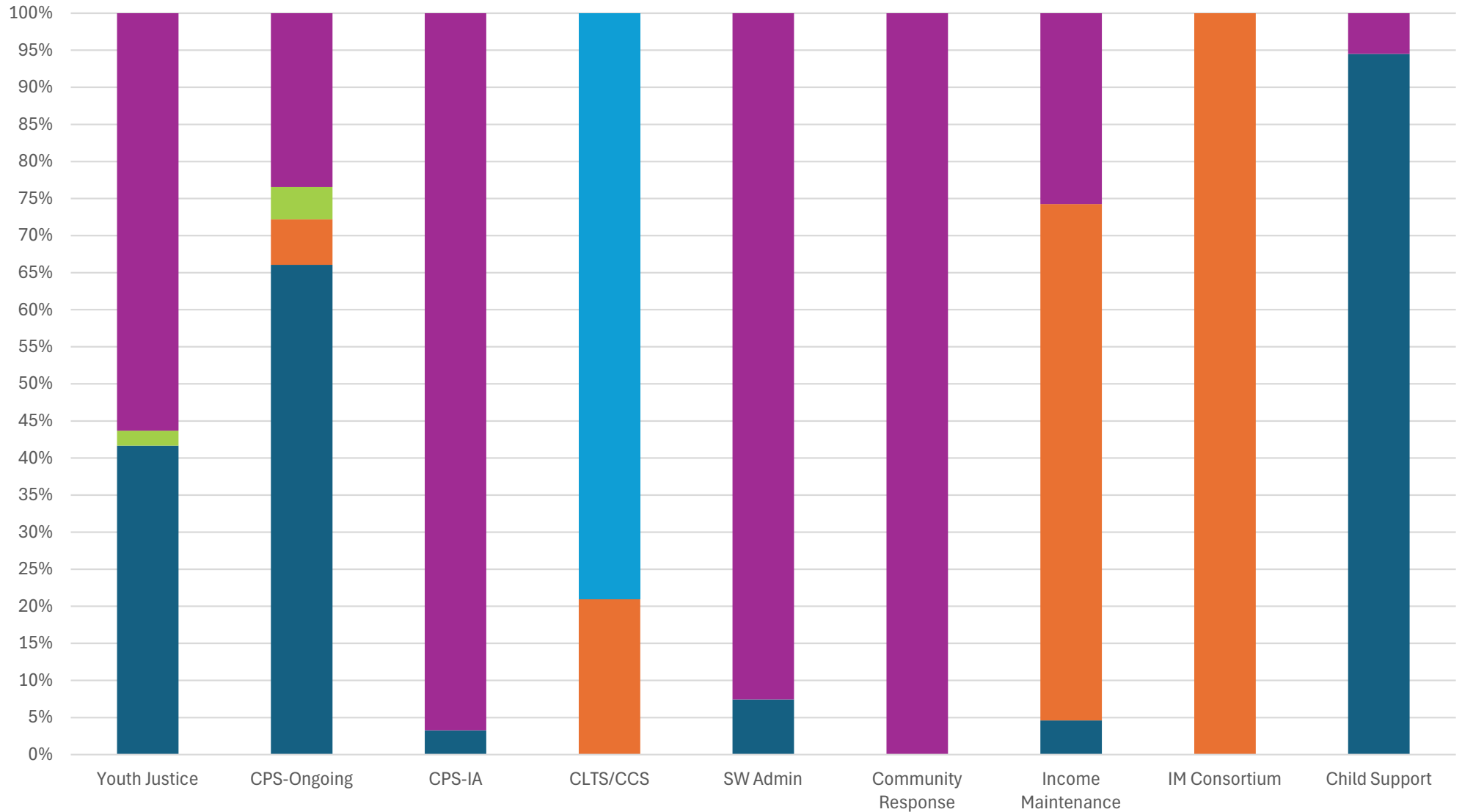


Levy Usage By Program



2024 Budgeted Revenue by Program

■ Dept of Children and Families
 ■ Dept of Health Services
 ■ Child Support/SSA Benefits
 ■ Case Management Billing
 ■ County Tax Levy



2025 Budget – What We Know So Far

- Out of Home Care Budget – Goal is to decrease number of days of placement, but costs per placement continue to increase
- Kinship and Subsidized Guardianship placements continue to be fully funded by the State
- Changes to the CLTS program will reduce the amount of reimbursement received from that program for foster care expenses
- Salaries and wages expense – 3% increase
- Meeting with County Administration for initial budget discussion is September 4th



Questions?

