

Covering Kids Wisconsin Network Survey Response Analysis

In an effort to expand and refine our coalition network devoted to health care coverage issues, Covering Kids Wisconsin distributed a survey last fall to gather information from current and potential network members and get their input on the services they'd like the network to offer and issues they're concerned about.

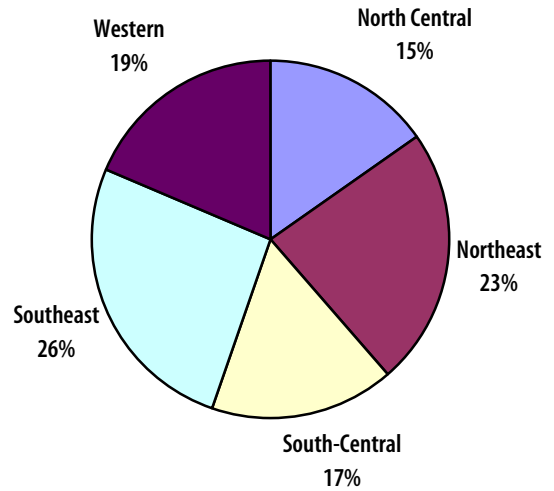
We mailed the survey to people in our mailing list who have a prominent role in key sectors (e.g., economic support, public health) and also to people that participated actively in Covering Kids events and health coalitions we already knew about. We also distributed the survey at the BadgerCare Express workshops and other subsequent training events.

We know there are many more voices to hear from. If we missed yours, please fill out the survey in your folder!

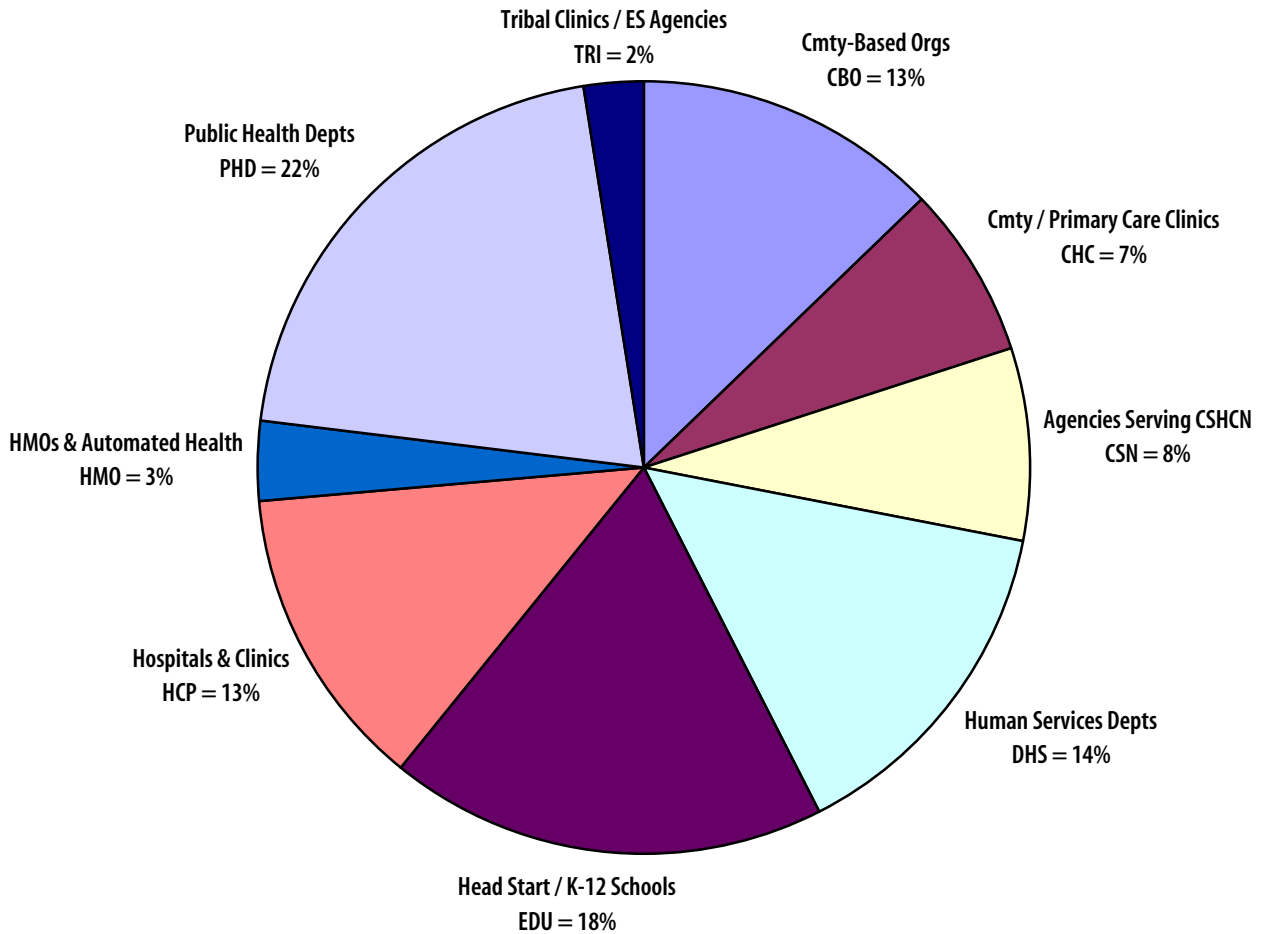
Estimated Totals (survey also distributed at other events not tracked)

total estimated individuals	890	414	47%
total estimated agencies	454	290	64%

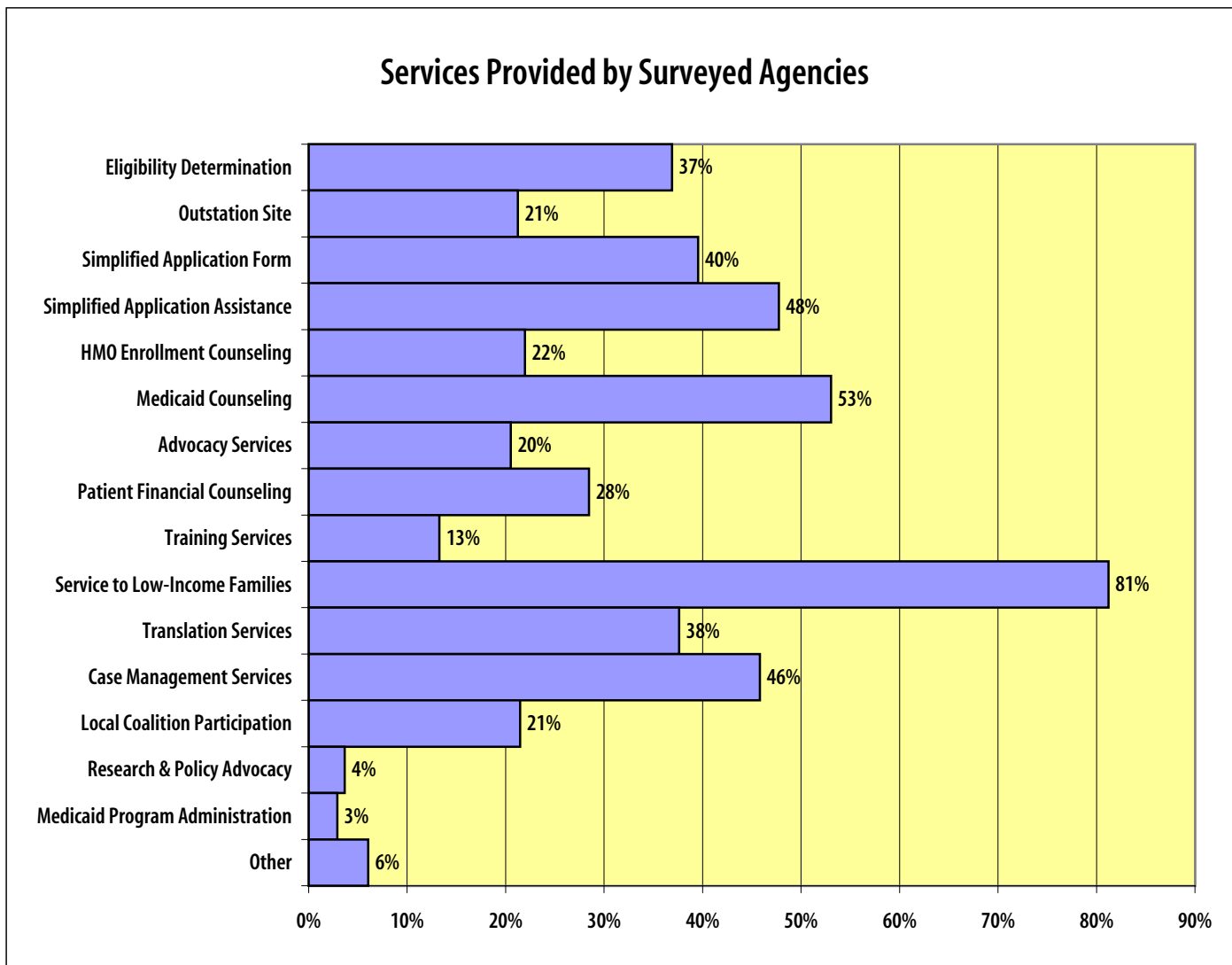
Survey Respondents by Region



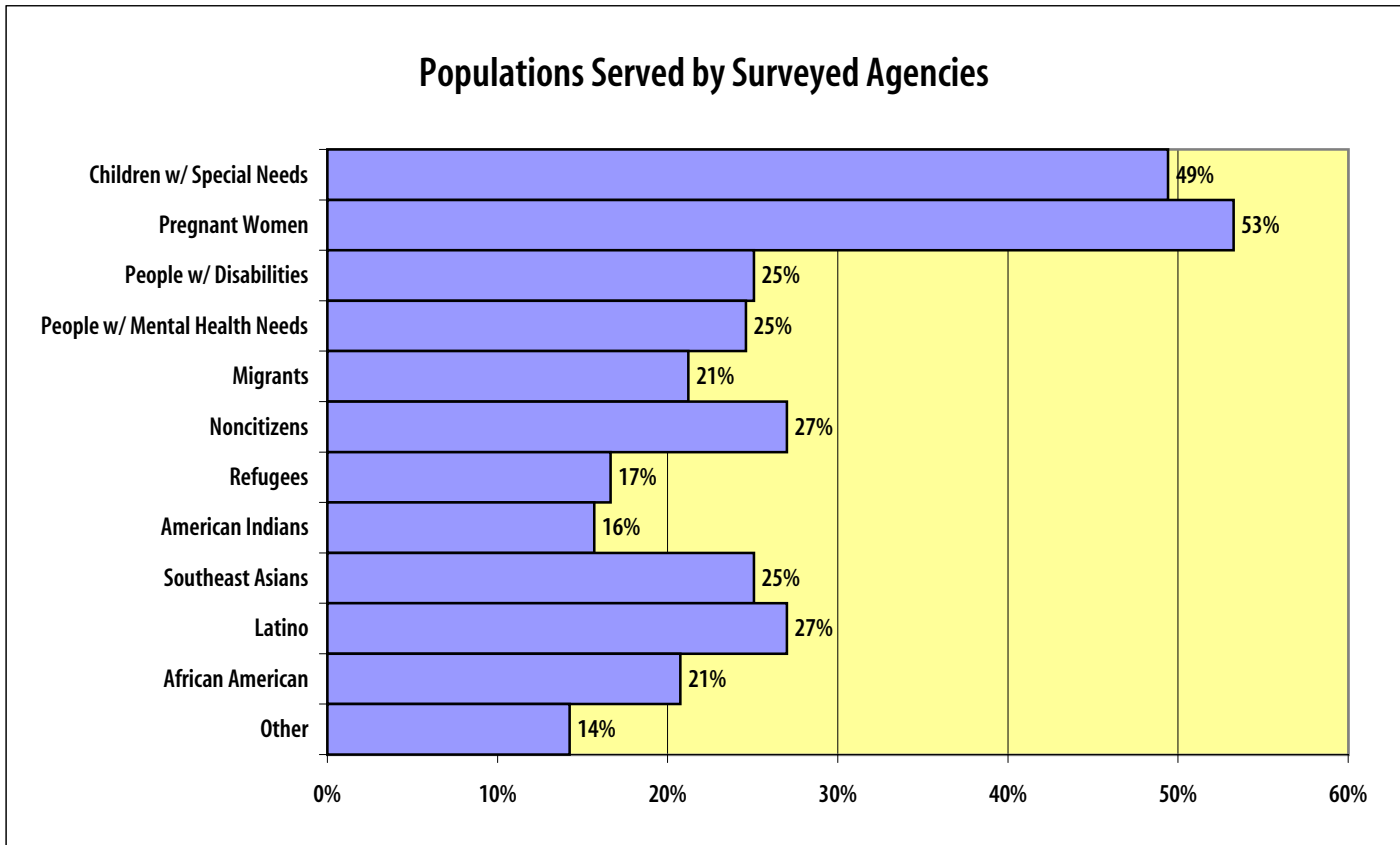
HealthWatch Network Survey Respondents by Agency Type



Covering Kids Wisconsin Network Survey Response Analysis



	CBO	CHC	CSN	DHS	EDU	HCP	HMO	PHD	TRI	ALL
N=	52	30	33	60	76	54	13	86	10	414
Eligibility Determination	19%	37%	30%	80%	12%	56%	31%	31%	40%	37%
Outstation Site	4%	37%	6%	32%	3%	56%	0%	16%	80%	21%
Simplified Application Form	23%	57%	6%	80%	12%	65%	31%	33%	90%	40%
Simplified Application Assistance	38%	47%	18%	80%	34%	67%	38%	40%	90%	48%
HMO Enrollment Counseling	17%	27%	9%	23%	16%	31%	46%	21%	40%	22%
Medicaid Counseling	34%	50%	52%	75%	25%	65%	77%	60%	90%	53%
Advocacy Services	32%	33%	24%	8%	14%	22%	31%	17%	30%	20%
Patient Financial Counseling	21%	40%	15%	15%	24%	74%	46%	15%	40%	28%
Training Services	8%	7%	9%	17%	11%	20%	54%	8%	30%	13%
Service to Low-Income Families	72%	83%	76%	83%	82%	85%	38%	88%	100%	81%
Translation Services	17%	47%	24%	48%	41%	54%	69%	31%	0%	38%
Case Management Services	43%	13%	67%	60%	39%	35%	23%	58%	30%	46%
Local Coalition Participation	13%	17%	18%	20%	18%	31%	69%	16%	50%	21%
Research & Policy Advocacy	4%	0%	0%	5%	1%	7%	15%	2%	10%	4%
Medicaid Program Administration	0%	0%	0%	15%	0%	0%	15%	0%	10%	3%
Other	4%	13%	3%	7%	1%	7%	23%	6%	10%	6%



Populations Served by Surveyed Agencies, by Percent within each Agency Category

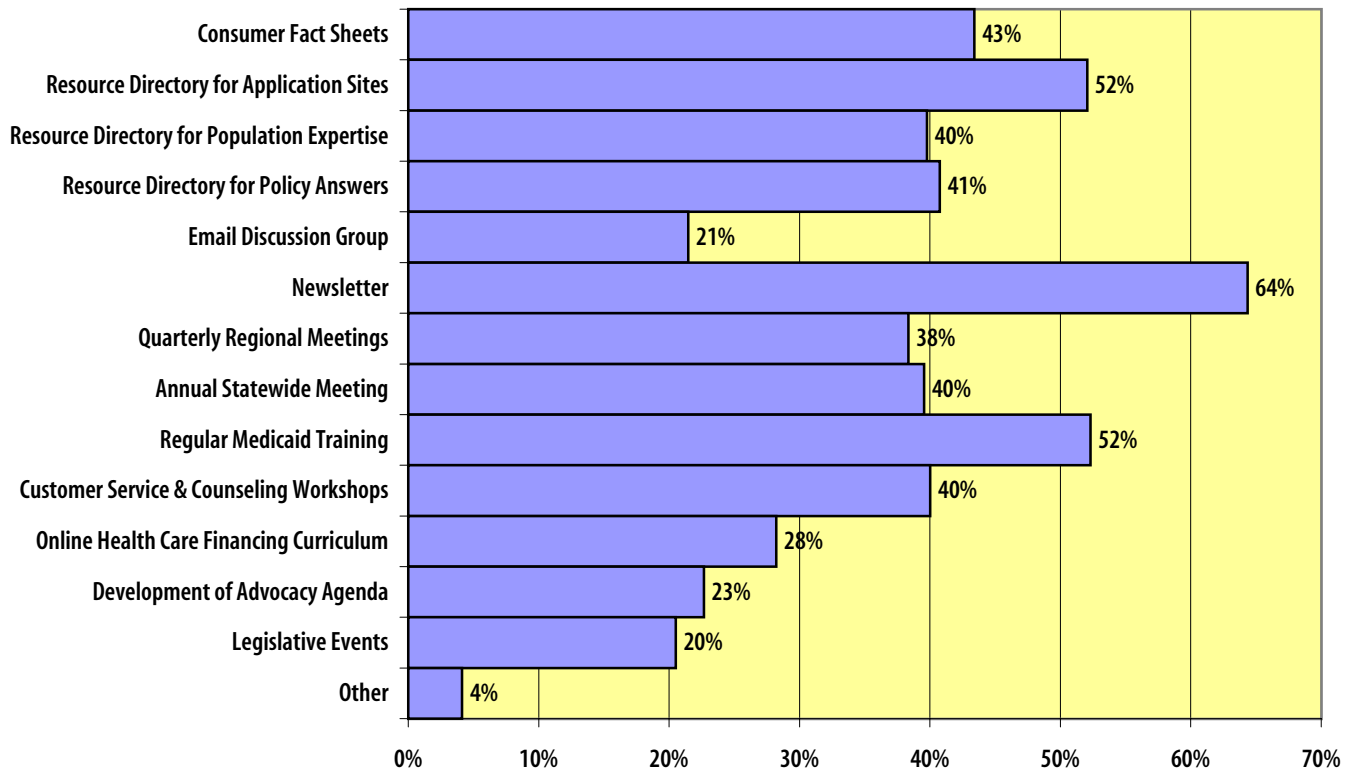
	CBO	CHC	CSN	DHS	EDU	HCP	HMO	PHD	TRI	ALL
N=	52	30	33	60	76	54	13	86	10	414
Children w/ Special Needs	19%	37%	73%	48%	61%	37%	31%	65%	50%	49%
Pregnant Women	43%	60%	18%	43%	41%	61%	38%	84%	70%	53%
People w/ Disabilities	8%	20%	61%	37%	24%	28%	0%	19%	30%	25%
People w/ Mental Health Needs	13%	20%	27%	32%	28%	37%	23%	17%	20%	25%
Migrants	17%	43%	12%	18%	28%	30%	15%	14%	0%	21%
Noncitizens	17%	47%	15%	18%	33%	43%	15%	26%	10%	27%
Refugees	11%	10%	12%	15%	20%	17%	0%	26%	10%	17%
American Indians	4%	7%	15%	8%	21%	30%	15%	8%	100%	16%
Southeast Asians	11%	23%	27%	17%	41%	26%	31%	27%	0%	25%
Latino	19%	47%	30%	12%	38%	31%	31%	24%	0%	27%
African American	11%	30%	24%	12%	34%	30%	15%	14%	0%	21%
Other	42%	33%	3%	2%	9%	13%	0%	13%	0%	14%

Other Populations Served by Network Survey Respondents

At Risk Populations	Parents & Children	Service Needs
All low-income individuals	10	Pregnant / parenting teens
Low income un/underinsured	7	Children < 5 / children at risk
Homeless / in need of housing assistance	5	Maternal / child health
Elderly	3	First-time parents
Russian / Serbian / Croatia immigrants	3	Birth to three population
Medically underserved	2	
Jail population	1	
Old order Amish population	1	
		Reproductive health
		Dental
		Specific Diagnosis
		AIDS / HIV+ patients
		Cancer patients
		Individuals with bleeding/clotting disorders

Network Survey Response Analysis

Network Services Desired by Surveyed Agencies



Network Services Desired by Surveyed Agencies, by Percent within each Agency Category

	CBO	CHC	CSN	DHS	EDU	HCP	HMO	PHD	TRI	ALL
N=	52	30	33	60	76	54	13	86	10	414
Consumer Fact Sheets	60%	43%	36%	45%	33%	43%	0%	53%	20%	43%
Resource Directory for Application Sites	58%	57%	61%	40%	62%	48%	54%	43%	70%	52%
Resource Directory for Population Expertise	43%	20%	48%	27%	43%	44%	62%	40%	50%	40%
Resource Directory for Policy Answers	43%	40%	55%	22%	41%	41%	31%	49%	40%	41%
Email Discussion Group	13%	27%	12%	18%	20%	39%	23%	21%	20%	21%
Newsletter	62%	67%	70%	53%	76%	59%	54%	65%	60%	64%
Quarterly Regional Meetings	34%	53%	18%	37%	34%	50%	69%	33%	70%	38%
Annual Statewide Meeting	38%	53%	45%	25%	37%	48%	77%	33%	60%	40%
Regular Medicaid Training	51%	70%	61%	48%	49%	63%	38%	41%	90%	52%
Customer Service & Counseling Workshops	38%	57%	39%	23%	51%	57%	31%	27%	50%	40%
Online Health Care Financing Curriculum	30%	30%	30%	23%	28%	39%	38%	21%	30%	28%
Development of Advocacy Agenda	30%	20%	15%	10%	30%	35%	31%	14%	30%	23%
Legislative Events	23%	37%	21%	12%	20%	24%	31%	14%	40%	20%
Other	4%	7%	0%	7%	4%	4%	0%	3%	10%	4%

Other Services of Interest to Network Survey Respondents

Training Services	Information and Assistance Resources	Policy Advocacy
Education on services for undocumented people	Online listing of Medicaid-certified providers	Addressing policy with policymakers
Biannual meetings / regional training	Listing of Medicaid dental providers taking patients	Issues that we should contact legislators about
Regular ETN / training for ES administrators	Health benefits counselor network	Networking
Accessible training via ETN or video satellite	Help for those assisting with simplified application	Retreat for sharing info, implementing projects
Workshops for general public		Networking opportunities with public health

Covering Kids Wisconsin

Network Survey Response Analysis

Issues Identified by Network Survey Respondents

<i>Topic Area</i>	<i>Issue Description</i>	<i>Respondents</i>
access to benefits / services		
	Medicaid dental services	18
	Mental health services	4
	Emergency coverage	2
	Medicaid family planning benefits	1
application process problems / supports		
	Outstationing / HBC replication / onsite patient assistance programs	16
	Retention of Medicaid coverage	6
	Language / literacy barriers (particularly in Medicaid notices, fact sheets)	5
	Simplification of Medicaid applications / offering web-based applications	3
	SSI application / appeals problems / length of SSD eligibility determination	3
	Interstate transfer of Medicaid /BadgerCare coverage	1
	Medicaid deductible	1
	Recipient understanding of HMO enrollment process	1
specific populations		
	Non-citizens / migrants	10
	Nondisabled adults without kids in home (Medicaid-ineligibles)	2
	Children with special health care needs	2
	Pregnant women (especially teens)	2
	Amish families	1
	Huber inmates	1
	Elderly individuals	1
	Homeless 18-year-olds	1
problematic Medicaid / BadgerCare eligibility rules		
	Lying-in cost recovery / child support issues	8
	Depreciation add-back for self-employed families	5
	Backdate period for BadgerCare (causes rush to apply at end of month)	1
	BadgerCare premium rules for Native Americans	1
	Protecting MA recipient assets	1
	Medicaid income-ineligible families with extraordinary non-medical expens	1
system agent knowledge, capacity, collaboration		
	Need better training / information resources for helper agencies	5
	Need more collaboration among ES and helper agencies	4
	Insufficient Medicaid/ES administration resources / ES worker training	3
	HMO / health care provider attitudes towards low-income population	2
outreach & enrollment		
	WIC outreach and utilization	2
	Reaching the unresponsive self-pay patient	1
	Reaching new members in community	1
	School-based outreach and enrollment	1
	Faith-based outreach	1

Coalitions Identified by Network Survey Respondents

Coalition Name

Adolescent Parenting Coalition
 Advocacy Coalition
 American Red Cross-Health Subcommittee
 Area Council for Healthy Communities
 BadgerCare Coordinating Network
 Children Services Network
 Coalition for Native Americans with Disabilities
 Concern for Children Committee
 Connect for Healthy Kids
 Covering Kids North Central WI Pilot Coalitions
 Covering Kids Statewide Coalition
 Dane County Coalition for Neighborhood Child Health
 Dane County Health Benefit Counseling Network
 Day Care Consortium
 Dialogue for Student Success
 Door County W-2 Children's Services Network
 Douglas County Youth Network
 Early Childhood Committee
 Emergency Food and Shelter Coalition
 Green County Target Health
 Health Watch - Dane County
 HealthWatch - Chippewa
 HealthWatch Milwaukee
 Healthy Sheboygan County 2010
 Hispanic Advancement Council
 Hmong Mutual Assistance Association

Coalition Name

Homeless Assistance Coalition
 Iowa County Health Coalition
 La Casa Esperanza
 La Crosse County Children's Council
 La Crosse County Immunization Coalition
 Latino Consortium
 Maternal Health Coalition
 MCH Coalition
 Metastar Beneficiary Liaison, Committee
 Milwaukee Aging Consortium
 Milwaukee Allies Against Asthma Coalition
 Mississippi Valley Coalition
 Neighborhood Health Check Coalition
 Open Door Community Health Center Advisory Board
 Partnership for Healthy Communities
 Pathfinders
 Rural Health Care Association - Madison
 Safe and Stable Family Committee
 Southeast Asian InterAgency Council
 Taylor County Prevention Council
 Tobacco Coalition
 Urban League of Greater Madison
 Waupaca Co Prevent Child Abuse
 WI Family Planning & Reproductive Health Association
 WIC Coalition
 Wisconsin Community Action