Customer Service Population Analysis (CSPA) Data Chart SAMPLE DATA

Local Agency/Recipient Name:	Badger County Health and Human Services
Funding Agency:	☒ Wisconsin Department of Children and Families (DCF) ☐ Wisconsin Department of Health Services (DHS)
Program or Activity:	Wisconsin Shares Child Care Subsidy Program
Geographic Service Area:	Badger County
Income Level(s) Analyzed:	Select the income level you will use for the Potentially Eligible Population. **Note:** If you would like to conduct the analysis for BOTH "All income levels" AND "Income below poverty level," complete TWO data charts. ☐ **All income levels** ☒ **Income below poverty level**

	Potentially Eligible Population (from data.census.gov)		**Population Served in Most Recent Calendar or Program Year (Specify Year:** CY2020)		
Category[1]	**Number Potentially Eligible**	**Percentage of Total Potentially Eligible Population[2]**	**Number Served**	**Percentage of Total Served Population[3]**	**Percentage-Point Difference (= % Served - % Potentially Eligible)**
Total Population	1,000	100.00%	900	100.00%	0.00
Breakdown by Race					
White	620	62.00%	680	75.56%	13.56
Black or African American	300	30.00%	150	16.67%	-13.33
American Indian or Alaska Native	10	1.00%	15	1.67%	0.67
Asian	50	5.00%	45	5.00%	0.00
Native Hawaiian or Pacific Islander	10	1.00%	5	0.56%	-0.44
Other	5	0.50%	0	0.00%	-0.50
More Than One Race	5	0.50%	5	0.56%	0.06
Subtotal, Non-White	380	38.00%	220	24.44%	-13.56
Hispanic/Latino (Regardless of Race)	200	20.00%	100	11.11%	-8.89
Breakdown by Sex					
Female	650	65.00%	450	50.00%	-15.00
Male	350	35.00%	450	50.00%	15.00
Disabilities	250	25.00%	150	16.67%	-8.33

[1] Categories were determined by the U.S. Census (data.census.gov).

[2] Percentage of Total Potentially Eligible Population = (Number Potentially Eligible in the Category / Number Potentially Eligible in the Total Population) X 100%

[3] Percentage of Total Served Population = (Number Served in the Category / Number Served in the Total Population) X 100%

Data Source(s) for Potentially Eligible Population:	**Total Potentially Eligible Population, Breakdown by Race, Breakdown by Sex:** U.S. Census Bureau, 2015-2019 American Community Survey (ACS) 5-Year Estimates, *B17010(A-G,I): Poverty Status in the Past 12 Months of Families by Family Type by Presence of Related Children under 18 Years by Age of Related Children.* **Disabilities:** **Percentage Potentially Eligible** was calculated from source data in U.S. Census Bureau, 2015-2019 American Community Survey (ACS) 5-Year Estimates, *C18130: Age by Disability Status by Poverty Status.* **Number Potentially Eligible** = (Percentage Potentially Eligible from *C18130*) X (Total Potentially Eligible Population calculated from *B17010* reports). [***Note:*** The above text applies to the "Programs Serving Families with Children" dashboard and both "W-2 Program" dashboards. The "Programs Serving Adults" and "Independent Living Program" dashboards use *B17001 (A-G,I): Poverty Status in the Past 12 Months by Sex by Age*, instead of *B17010*.]

Data Source(s) for Population Served:	IM Member Demographics Dashboard [***Note:*** Some examples of Population Served data sources are: • Child Care: WebI reports, Income Maintenance (IM) Member Demographics Dashboard, *Wisconsin Shares Child Care Demographics Report* (projected availability: December 2021) • Child Support: Performance Reports, Control D reports, WebI/Child Support Data Warehouse reports • Child Welfare / Independent Living / Youth Justice: eWReports/Dashboards • W-2: WebI reports]

Customer Service Population Data Analysis

List the population(s) in the CSPA data chart with Percentage-Point Difference(s) **greater than 2.00** (for example, 3.00% or 4.00%): *These categories may be **over**-represented in the program's customer population.*[4]
White Male
List the population(s) in the CSPA data chart with Percentage-Point Difference(s) **less than -2.00** (for example, -3.00% or -4.00%): *These populations may be **under**-represented in the program's customer population.*
Black or African-American Subtotal, Non-White [Note: Of the 380 people in this population, 300 are Black or African-American.] Hispanic/Latino (Regardless of Race) Female Disabilities
What factors may be contributing to any under-/over-representation?[5]
Do you believe these results indicate potentially eligible participants are or are not being served?
What actions are being taken or can be taken to improve program participation and encourage enrollment of populations that are under-served? (**Note**: Depending on the applicable federal programs, recipients may be required to take reasonable steps to conduct outreach to under-represented communities. Recipients may contact the appropriate state agency for additional information on outreach.)
It may be that denials of service (including negative decisions, licensing activities, etc.) contribute toward lower-than-expected participation of a particular category. Explain whether such denials have been disproportionate for any specific protected groups within the one calendar or program year you looked at to complete the CSPA table:

[4] Over-representation may reflect the recipient is meeting the needs of that category, outreach efforts to that category are successful, or other factors that make that category more likely to be served. Over-representation of one category is not necessarily a sign that the program is not serving all of the categories of population equally, but it does mean one or more of the other categories may be under-represented.

[5] Although error in the data may explain some (or all) of the difference, especially for smaller populations, be sure to evaluate all possible factors before attributing differences to error in the data.