

Customer Service Population Analysis (CSPA) Data Chart

Local Agency/Recipient Name:	
Funding Agency:	<input type="checkbox"/> Wisconsin Department of Children and Families (DCF) <input type="checkbox"/> Wisconsin Department of Health Services (DHS)
Program or Activity:	
Geographic Service Area:	
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. <input type="checkbox"/> All income levels <input type="checkbox"/> Income below poverty level

	Potentially Eligible Population (from data.census.gov)		Population Served in Most Recent Calendar or Program Year (Specify Year:)		Percentage-Point Difference (= % Served - % Potentially Eligible)
	Category ¹	Number Potentially Eligible	Percentage of Total Potentially Eligible Population ²	Number Served	
Total Population		100.00%		100.00%	0.00
Breakdown by Race					
White		%		%	
Black or African American		%		%	
American Indian or Alaska Native		%		%	
Asian		%		%	
Native Hawaiian or Pacific Islander		%		%	
Other		%		%	
More Than One Race		%		%	
Subtotal, Non-White		%		%	
Hispanic/Latino (Regardless of Race)		%		%	
Breakdown by Sex					
Female		%		%	
Male		%		%	
Disabilities		%		%	

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:	
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Data Source(s) for Population Served:	
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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*

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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.*

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What factors may be contributing to any under-/over-representation?⁵

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Do you believe these results indicate potentially eligible participants are or are not being served?

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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.)

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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:

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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.