THE BENEFIT BANK® of
North Carolina
Your Connection to a Brighter Future

Understanding the Affiliate Summary Report

A Guide to Self-Generated Reports from The Benefit Bank® (TBB™)

How do I track the output of volunteers or staff at my organization who use TBB?

The Benefit Bank Online Service supports a sophisticated reporting capability called **Activity Reporting Tools**. Site Administrators are able to request reports that are delivered via email to the address associated with their TBB account. Reports can be pulled for individual sites or all sites in a network for any time frame. These reports can be easily formatted and shared with other staff members or with outside funders and stakeholders. All reported data are aggregated, and never include client names or individually identifiable information.

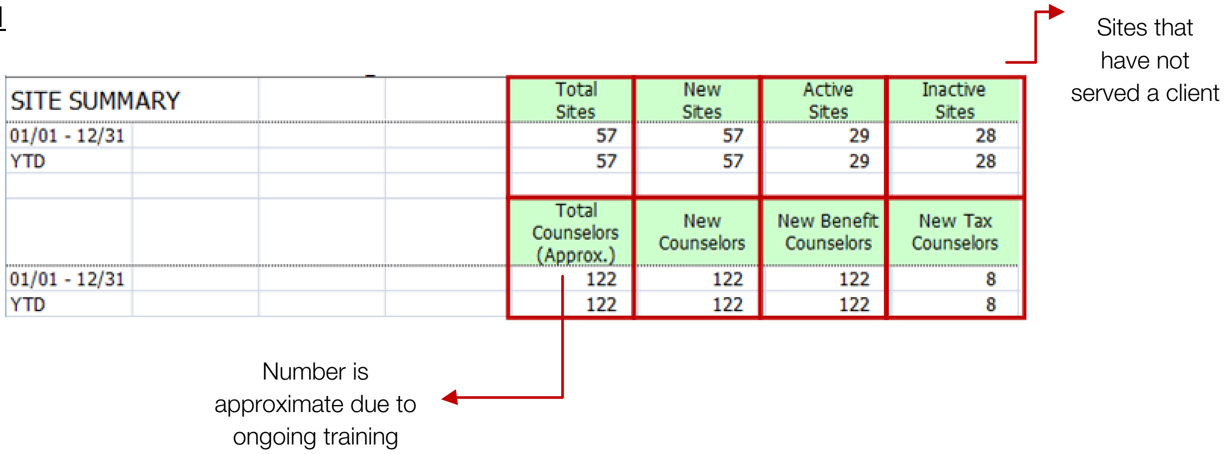
What types of reports are available in Excel format?

- **Affiliate Summary –** A comprehensive activity report including active site and counselor totals, household size and age breakdowns, usage totals, federal and state tax summaries, and benefit eligibility estimations.
- **Application or Application by Counselor –** Reports the number of applications processed per site or counselor, by application, including the number of tax returns completed (both state and federal). This is the only report that allows for a breakdown of activity by counselor.
- **Organization** - Includes detailed information collected from the site profile, the number of clients served, and the number of clients with an application or tax return completed for current and deleted organizations within the network.
- **Tax Summary** - Allows for prior-year comparisons of total clients served per tax year for federal and state taxes, total tax refunds, and a separate breakdown of the EITC
- **User Report –** Includes contact information for all users associated with the organization such as decision makers, site administrators, counselors, etc. regardless of active, disabled, or deleted status. Along with the organization report, it's mostly used for administrative and communication purposes.
- **User by Organization -** A User Report for networks managing several organizations.

How do I interpret the Affiliate Summary Report?

The Affiliate Summary Report provides the most detailed information to a TBB user. The report is broken up into four sections: site summary, client information, tax summary, and benefits summary. The first section of the report is titled "SITE SUMMARY" and includes information about the activity level of your site (or sites within your network) as well as the status of counselors within your organization. TBB lists this information for the specific time period selected, as well as Year-to-Date. In the example below (Figure 1), data reflect a full year.

Figure 1



SITE SUMMARY	Total Sites	New Sites	Active Sites	Inactive Sites
01/01 - 12/31	57	57	29	28
YTD	57	57	29	28

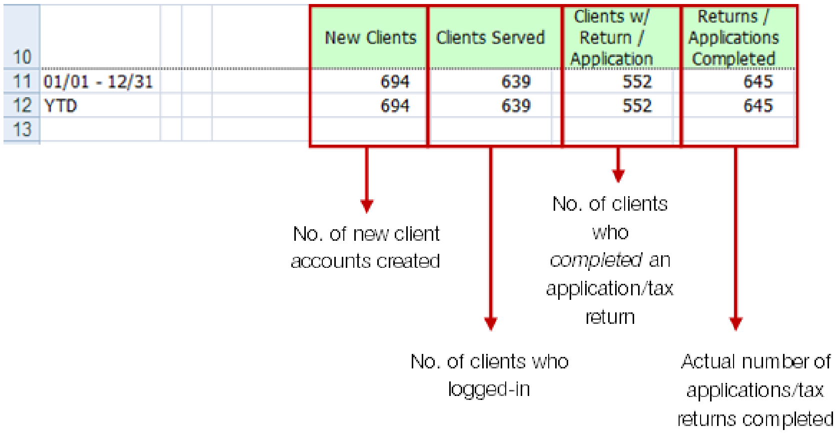
	Total Counselors (Approx.)	New Counselors	New Benefit Counselors	New Tax Counselors
01/01 - 12/31	122	122	122	8
YTD	122	122	122	8

Sites that have not served a client

Number is approximate due to ongoing training

Immediately following the data on site activity and trained counselors, you will find a summary box as shown below (Figure 2). These cells summarize the next two sections of the report which distinguish between clients who log-in with a counselor and clients who complete applications or tax returns.

Figure 2



10		New Clients	Clients Served	Clients w/ Return / Application	Returns / Applications Completed
11	01/01 - 12/31	694	639	552	645
12	YTD	694	639	552	645
13					

No. of new client accounts created

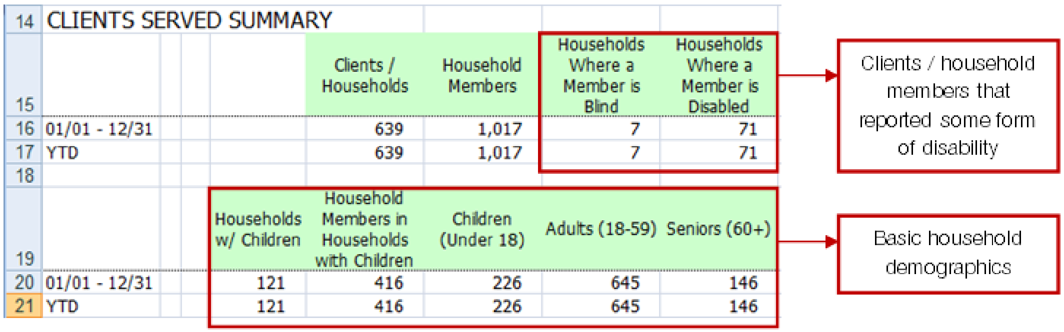
No. of clients who *completed* an application/tax return

No. of clients who logged-in

Actual number of applications/tax returns completed

The next group of report data falls into two categories: "CLIENTS SERVED" (Figure 3) and "CLIENTS WITH APP / RETURNED", (Figure 4) as shown below.

Figure 3



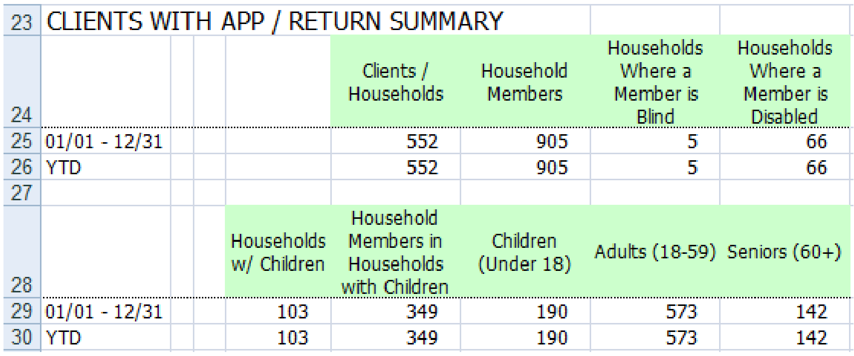
14	CLIENTS SERVED SUMMARY				
15		Clients / Households	Household Members	Households Where a Member is Blind	Households Where a Member is Disabled
16	01/01 - 12/31	639	1,017	7	71
17	YTD	639	1,017	7	71
18					

19		Households w/ Children	Household Members in Households with Children	Children (Under 18)	Adults (18-59)	Seniors (60+)
20	01/01 - 12/31	121	416	226	645	146
21	YTD	121	416	226	645	146

Clients / household members that reported some form of disability

Basic household demographics

Figure 4



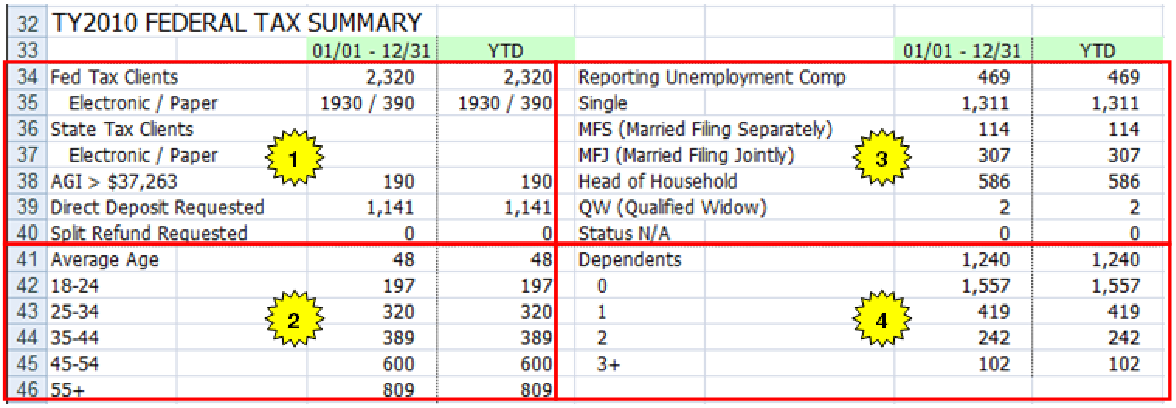
23	CLIENTS WITH APP / RETURN SUMMARY					
24			Clients / Households	Household Members	Households Where a Member is Blind	Households Where a Member is Disabled
25	01/01 - 12/31		552	905	5	66
26	YTD		552	905	5	66
27						
28		Households w/ Children	Household Members in Households with Children	Children (Under 18)	Adults (18-59)	Seniors (60+)
29	01/01 - 12/31	103	349	190	573	142
30	YTD	103	349	190	573	142

The Client Served Summary and the Clients With App/Return Summary report on two separate, but overlapping groups. The “CLIENTS SERVED” group reports on any client who started a benefit application or tax return. The “CLIENTS WITH APP/RETURN” group reports on only those clients who completed at least one benefit application or tax return. These sections also describe the demographic data captured about these two groups in detail.

Tax Summary Section:

The Affiliate Summary provides the most comprehensive view of activity by tax year. The Tax Summary report and the Application or Application by Counselor report also provides information on tax activity in a slightly different format. For each year in which a client completes a tax return (including back taxes) TBB captures demographic and valuation information. The first part of each year’s Tax Summary section is split into four sections (as shown in Figure 4): (1) aggregate filing data, including filing method; (2) age bracket of tax filer; (3) detailed filing status; and (4) number of dependents in the tax household.

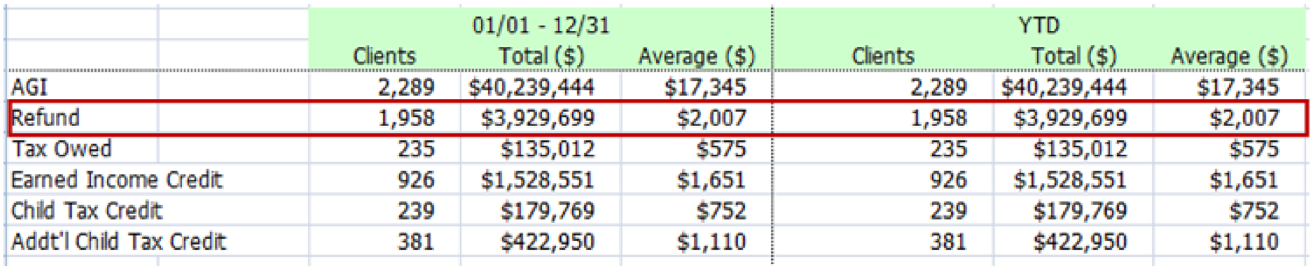
Figure 5



32	TY2010 FEDERAL TAX SUMMARY					
33		01/01 - 12/31	YTD		01/01 - 12/31	YTD
34	Fed Tax Clients	2,320	2,320	Reporting Unemployment Comp	469	469
35	Electronic / Paper	1930 / 390	1930 / 390	Single	1,311	1,311
36	State Tax Clients			MFS (Married Filing Separately)	114	114
37	Electronic / Paper			MFJ (Married Filing Jointly)	307	307
38	AGI > $37,263	190	190	Head of Household	586	586
39	Direct Deposit Requested	1,141	1,141	QW (Qualified Widow)	2	2
40	Split Refund Requested	0	0	Status N/A	0	0
41	Average Age	48	48	Dependents	1,240	1,240
42	18-24	197	197	0	1,557	1,557
43	25-34	320	320	1	419	419
44	35-44	389	389	2	242	242
45	45-54	600	600	3+	102	102
46	55+	809	809			

Immediately below the demographic section, is the monetary total for all tax returns within a specific tax year. This section identifies the number of clients, total valuation ($), and the average dollar figure per tax credit or refund as shown in Figure 6:

Figure 6

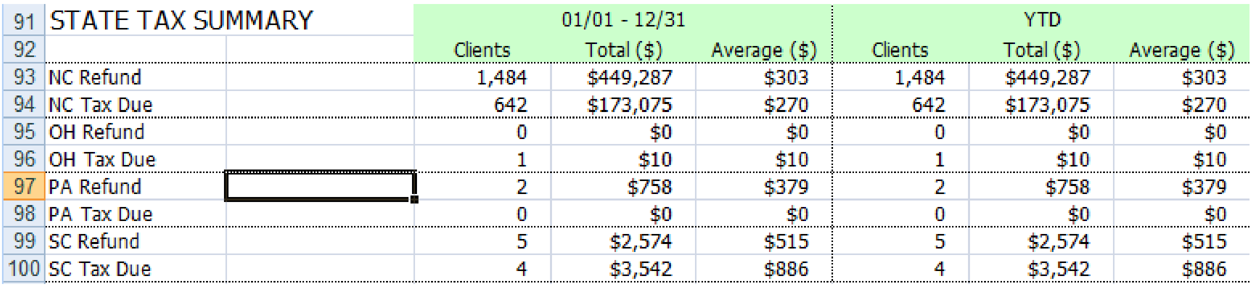


		01/01 - 12/31			YTD		
		Clients	Total ($)	Average ($)	Clients	Total ($)	Average ($)
AGI		2,289	$40,239,444	$17,345	2,289	$40,239,444	$17,345
Refund		1,958	$3,929,699	$2,007	1,958	$3,929,699	$2,007
Tax Owed		235	$135,012	$575	235	$135,012	$575
Earned Income Credit		926	$1,528,551	$1,651	926	$1,528,551	$1,651
Child Tax Credit		239	$179,769	$752	239	$179,769	$752
Addt'l Child Tax Credit		381	$422,950	$1,110	381	$422,950	$1,110

Note: The "Refund" row (highlighted above) reflects the actual monetary value returned to a client after their tax liability is eliminated.

For each tax year that at least one client filed state taxes, the Affiliate Summary report will also report the number of clients filing state taxes, the amount owed in North Carolina taxes, and the valuations for specific refunds. If any client used TBB to file states taxes for another TBB state this will appear also. See Figure 7 below:

Figure 7



91	STATE TAX SUMMARY		01/01 - 12/31			YTD		
92			Clients	Total ($)	Average ($)	Clients	Total ($)	Average ($)
93	NC Refund		1,484	$449,287	$303	1,484	$449,287	$303
94	NC Tax Due		642	$173,075	$270	642	$173,075	$270
95	OH Refund		0	$0	$0	0	$0	$0
96	OH Tax Due		1	$10	$10	1	$10	$10
97	PA Refund		2	$758	$379	2	$758	$379
98	PA Tax Due		0	$0	$0	0	$0	$0
99	SC Refund		5	$2,574	$515	5	$2,574	$515
100	SC Tax Due		4	$3,542	$886	4	$3,542	$886

Benefits Summary Section:

A summary of the benefit applications completed can be found by running an Application Report, or at the very bottom of the Affiliate Summary report. The advantage of using the Affiliate Summary Report is that the reporting tools provide an estimate of the number of eligible individuals and an estimated dollar valuation (when applicable) of the benefit for which a client applied. The benefit section is displayed in the following order:

1. FAFSA applications by year[1]
2. Federal benefits (e.g. Medicare Rx Extra Help)
3. North Carolina benefits (FNS, LIHEAP CIP, Medical Applications, TANF, NC Rx)
4. Medical applications by eligibility category

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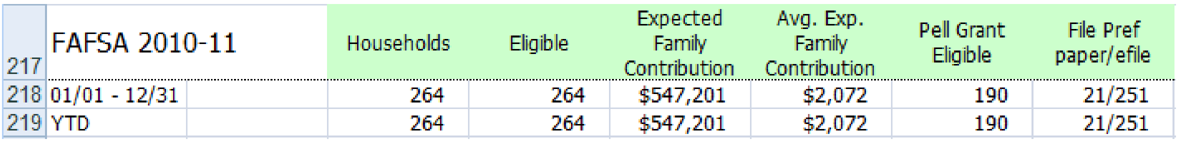
[1] Expected Family contribution (EFC) is how much money a family is expected to contribute to a student's college educational costs for one year. A lower EFC typically means greater financial aid support.

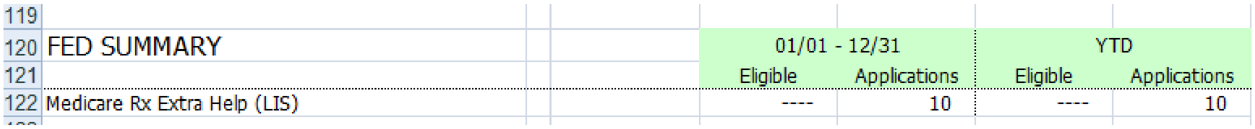
Figure 8



217	FAFSA 2010-11	Households	Eligible	Expected Family Contribution	Avg. Exp. Family Contribution	Pell Grant Eligible	File Pref paper/efile
218	01/01 - 12/31	264	264	$547,201	$2,072	190	21/251
219	YTD	264	264	$547,201	$2,072	190	21/251

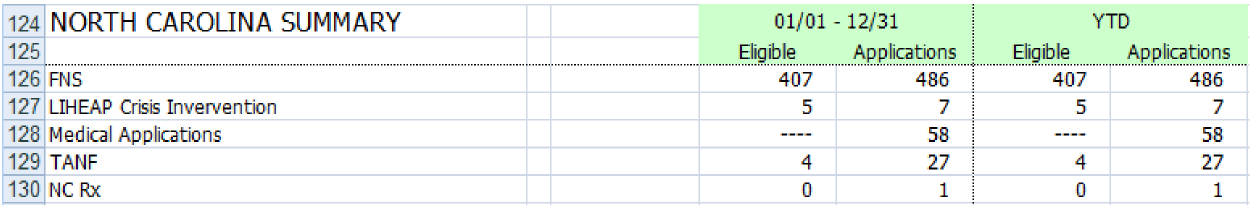
The federal and North Carolina benefit summaries describe the number of each type of application completed as well as the amount of applications TBB assesses to be eligible.

Figure 9



119					
120	FED SUMMARY	01/01 - 12/31		YTD	
121		Eligible	Applications	Eligible	Applications
122	Medicare Rx Extra Help (LIS)	----	10	----	10

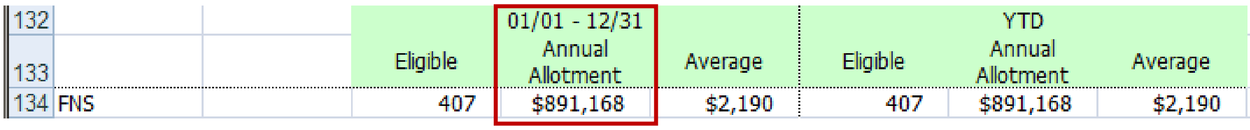
Figure 10



124	NORTH CAROLINA SUMMARY	01/01 - 12/31		YTD	
125		Eligible	Applications	Eligible	Applications
126	FNS	407	486	407	486
127	LIHEAP Crisis Invervention	5	7	5	7
128	Medical Applications	----	58	----	58
129	TANF	4	27	4	27
130	NC Rx	0	1	0	1

The second section of the North Carolina Summary describes the estimated value of the applications TBB assesses to be eligible. For example, there were a total of 407 clients assessed as likely eligible for FNS (from a total of 486 completed applications). The total annual allotment for those applications is estimated at $891,168, and the average allotment per household is $2,190. When a client completes an FNS application, TBB estimates the monetary value of the support (in the case of FNS, the estimated annual monetary allotment that is 'loaded' onto a client's EBT card over the course of a year) following standardized eligibility calculations as defined by the respective federal agencies that adminster the programs.

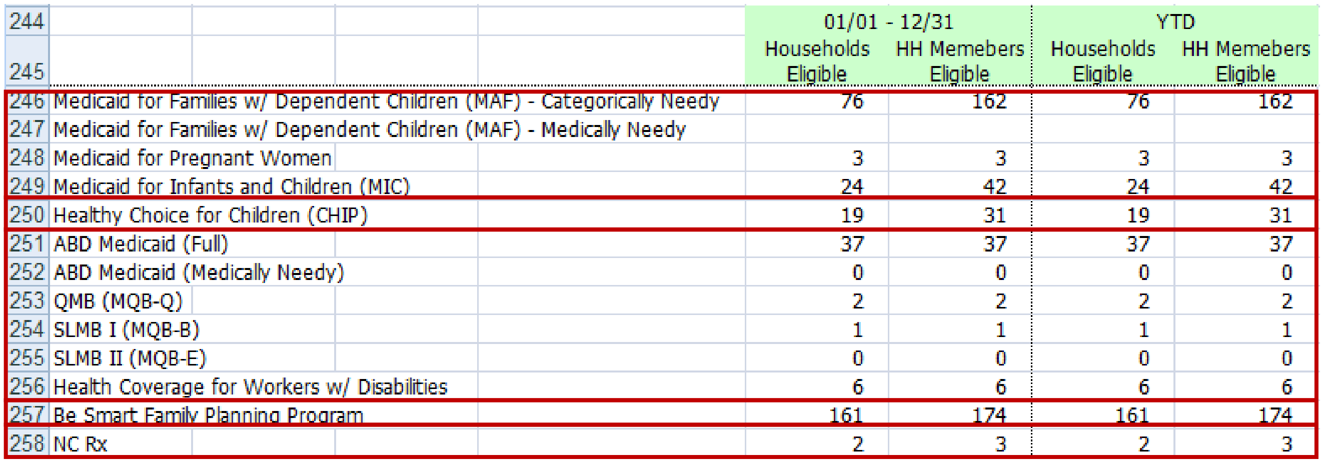
Figure 11



132 133		Eligible	01/01 - 12/31 Annual Allotment	Average	Eligible	YTD Annual Allotment	Average
134	FNS	407	$891,168	$2,190	407	$891,168	$2,190

For those benefits where a monetary value is not as precise (any medically related benefit), MDC relies upon state-reported averages for the cost of service per enrollee, and generates these estimates outside of the reporting tools. The final section, Figure 12, displays the summary of the specific types of medical benefits categories an applicant falls into. These categories of medical coverage under Medicaid vary from coverage for pregnant women, children, and the aged, blind, and disabled (ABD). Also included in this section are applications for the federal Family Planning program, known as Title X.

Figure 12



244		01/01 - 12/31		YTD	
245		Households Eligible	HH Memebers Eligible	Households Eligible	HH Memebers Eligible
246	Medicaid for Families w/ Dependent Children (MAF) - Categorically Needy	76	162	76	162
247	Medicaid for Families w/ Dependent Children (MAF) - Medically Needy				
248	Medicaid for Pregnant Women	3	3	3	3
249	Medicaid for Infants and Children (MIC)	24	42	24	42
250	Healthy Choice for Children (CHIP)	19	31	19	31
251	ABD Medicaid (Full)	37	37	37	37
252	ABD Medicaid (Medically Needy)	0	0	0	0
253	QMB (MQB-Q)	2	2	2	2
254	SLMB I (MQB-B)	1	1	1	1
255	SLMB II (MQB-E)	0	0	0	0
256	Health Coverage for Workers w/ Disabilities	6	6	6	6
257	Be Smart Family Planning Program	161	174	161	174
258	NC Rx	2	3	2	3