



## What's The Issue?

IBCCP has encountered barriers to reaching the caseload goal for clients enrolled in the program. We focused on reasons that IBCCP has been unable to meet their caseload goal. One barrier of focus is the IBCCP application. The application must be completed by participants each year. The application is available in English and Spanish and requires being mailed to client and then being mailed back or dropped off to the office. A large amount of applications are mailed out without ever being returned.

## Why It's Important

- Breast and cervical cancers are among the top cancers in Winnebago County as reported by the [State Cancer Profile](#).
- Easier enrollment will give clients access to timely screening services for breast and cervical cancer
- Paper application are available in English and Spanish limiting access to clients who speak other languages.
- Paper applications do not fit in smaller mailboxes like apartment buildings.
- Decrease the time it takes to receive applications.
- Prevent applications from being lost in the mail.

## What We Did

- A **fishbone diagram** was used to identify barriers to enrollment into the IBCCP program.
- The **process flow** chart was created to track how a client becomes enrolled and receives services through the IBCCP program.
- In the act phase of the QI project, a client recruitment form was developed in Qualtrics to streamline the process for registering clients into the IBCCP program using QR codes.
- The application is available in the same language as the client's internet browser through Qualtrics.
- No delay in sending and receiving applications electronically.

## Lessons Learned

- Clients perceive that there are less resources available to them due to the refugee and immigration changes this year.
- Recent changes regarding refugee and immigration processes have impacted program enrollment. Clients are less likely to seek out services.
- Redetermination of Medicaid benefits can cause clients to lose their coverage. IBCCP can assist clients in renewing their coverage and can be seen for navigation or under traditional IBCCP if they remain without insurance.
- Some clients have limited access to the internet and request a paper application.

## Results

- IBCCP caseload for **fiscal year 2025**: (07/01/2024-06/30/2025) **375 79%** of caseload.
- IBCCP caseload for **fiscal year 2026**: (07/01/2025-11/30/2025) **137**. FY26 caseload goal 550.
- In 2025, we increased seeing IBCCP clients at our clinic. We saw 100 IBCCP clients and completed 103 procedures.

## Next Steps

- IBCCP staff will continue to monitor enrollment progress to achieve attainment of no less than 80% of caseload.
- IBCCP will continue to work with Qualtrics to improve the online application to increase ease of use for clients and staff.

## Team Members

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FY2025 Caseload Achievement

