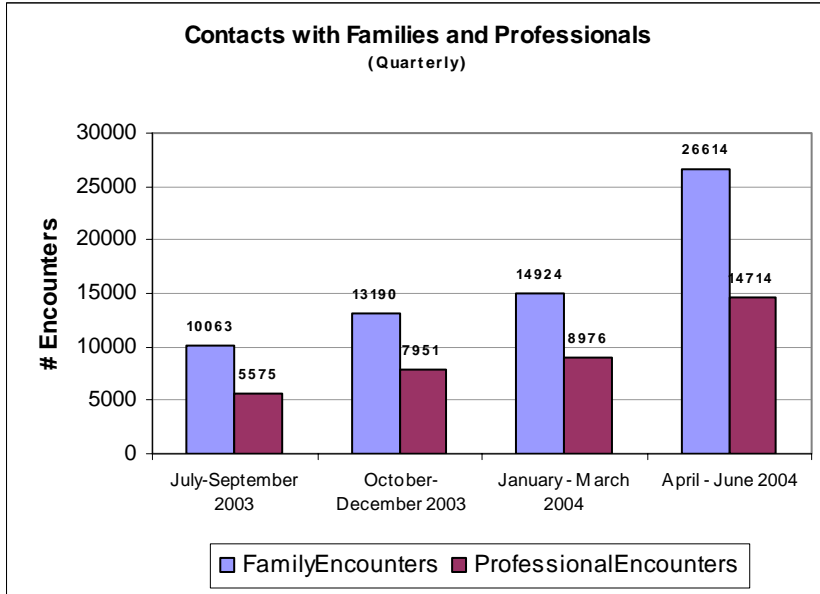
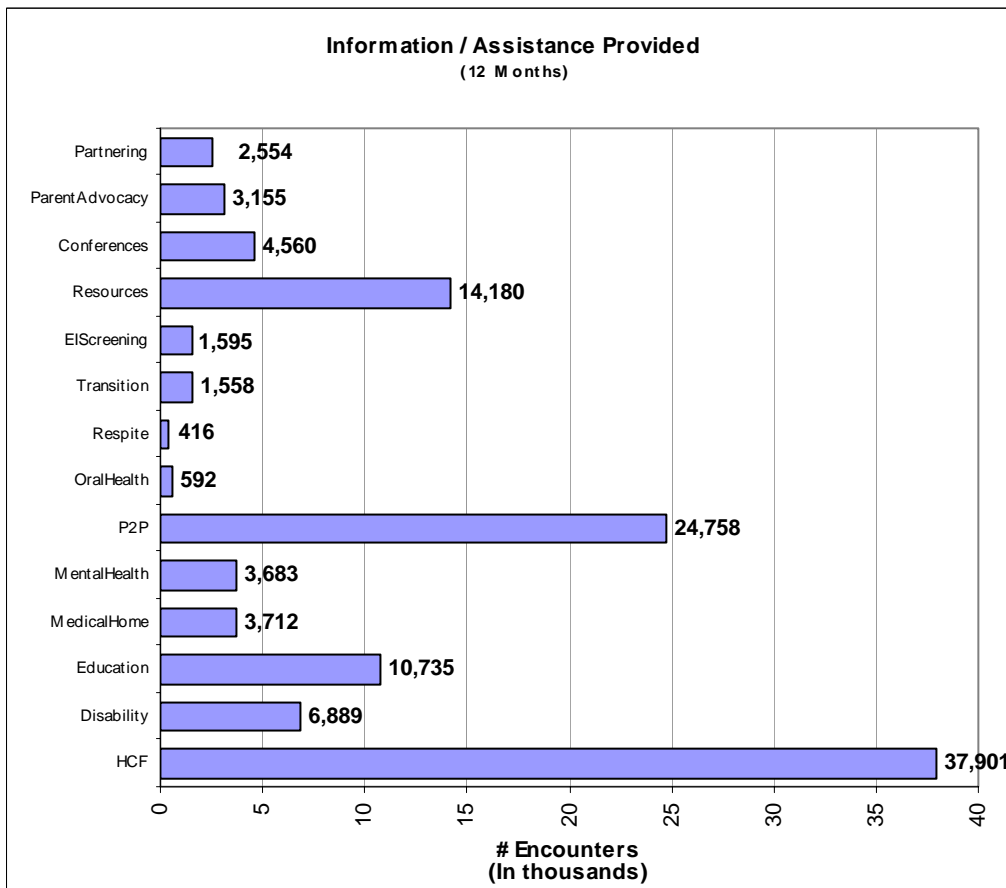


## Summary of Data Reported to Family Voices by F2F HICs and Network Members<sup>1</sup> July, 2003 through June, 2004



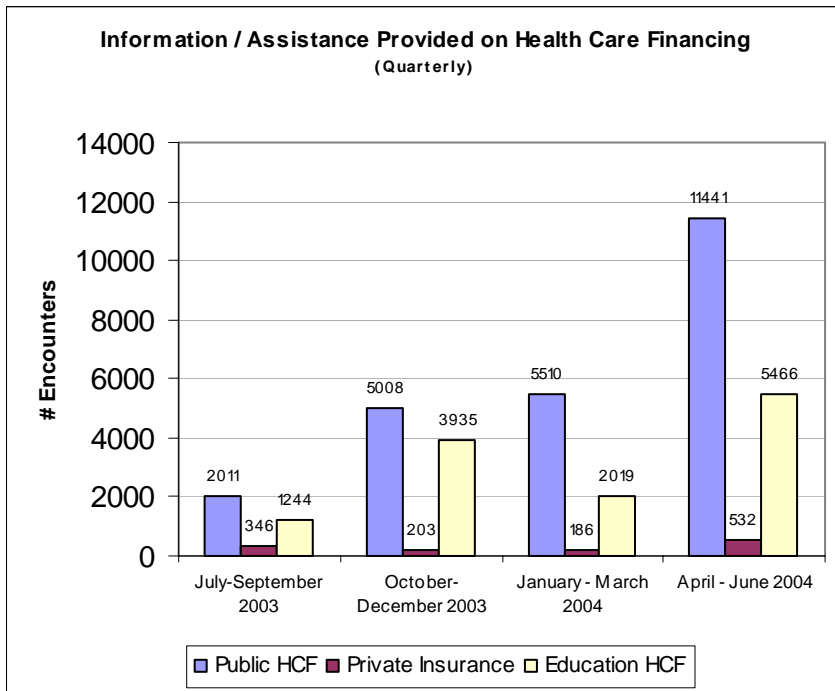
### Helping Families and Professionals:

- 64,791 requests for assistance were received from families.
- 37,216 requests for assistance were received from professionals.
- 64% of requests were from families.
- 36% of requests were from professionals.
- Growth in these requests by Quarter of 35% (Q2), 13% (Q3), and 73% (Q4).



### Providing Information & Assistance to Families and Professionals:

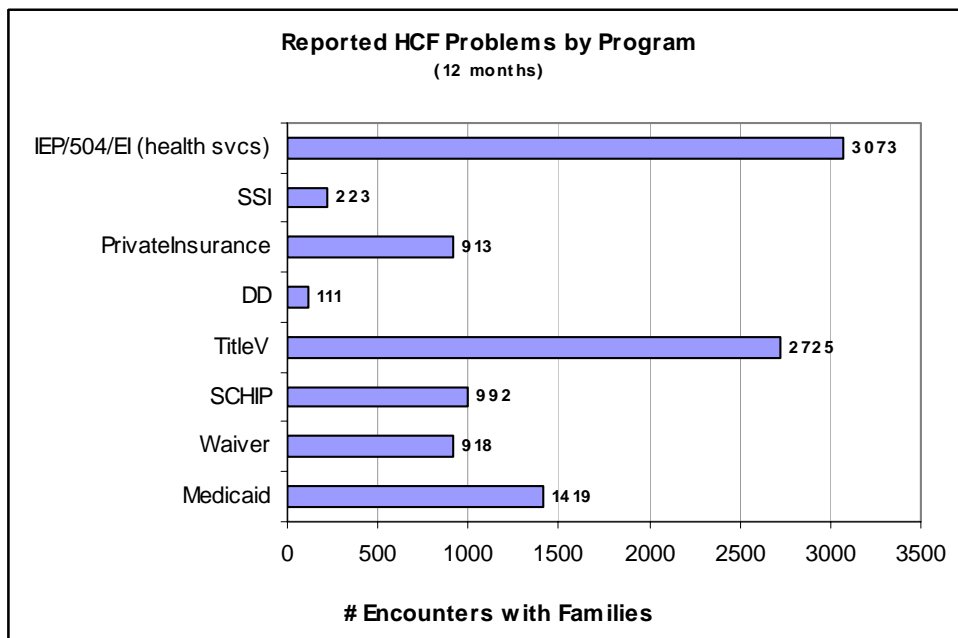
- Information and assistance on Health Care Financing (HCF), which includes public health care programs, private insurance, and health services covered by an educational program, was provided more often than any other measured category of information.
- Information / assistance on HCF was provided during 37,901 requests for assistance from families and professionals.
- The total # of requests in which Parent to Parent information & support was provided was 24,748.
- Community resource information was provided in 14,180 requests for assistance from parents and/or professionals.



Public HCF includes, Medicaid, Home & Community-based Waivers, EPSDT, SCHIP, Title V, DD, and SSI.

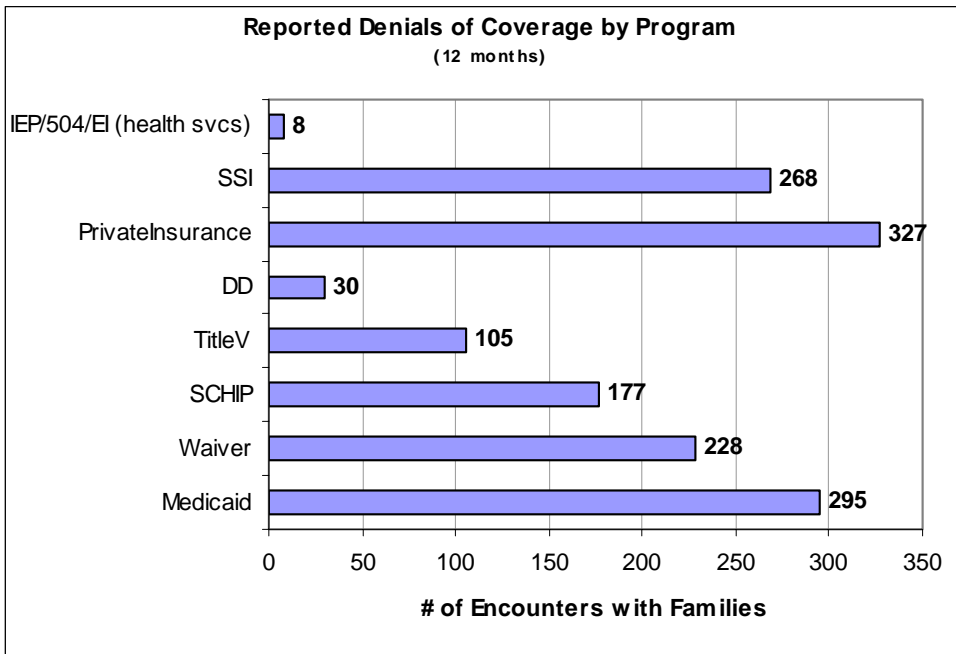
**Helping Families and Professionals understand Health Care Financing:**

- Within the category of HCF, the information / assistance most frequently provided was about public HCF programs such as Medicaid, Waivers, SCHIP, Title V, DD and SSI.
- The number of requests for assistance in which information / assistance was provided on public HCF increased from 2,011 in Jul-Sept 2003 quarter to 11,441 in the Apr-Jun, 2004 quarter, almost a 500% increase.



**Listening to and helping Families resolve problems with Health Care Financing:**

- Families reported problems with a public health care financing program (Medicaid, Waivers, SCHIP, Title V, SSI, and DD) in 6,388 requests for assistance.
- Many families reported problems with health services covered by an IEP, 504, or EI program (3,073).



**Listening to and helping Families access Health Care Financing:**

- Families reported denial of coverage by a public health care financing program (Medicaid, Waivers, SCHIP, Title V, SSI, and DD) in 1,103 requests for assistance.
- Many families reported denial of coverage by private insurance (327).
- Among health care financing problems reported, 16% (10,374) related to getting a needed service and 2% (1,438) related to denial of access to a coverage plan or program.

	July-September 2003	October-December 2003	January - March 2004	April - June 2004	Total	Average
<b>Listserv Members</b>	15,017	9,868	8,563	9,906		10,839
<b>Web Hits</b>	596,919	407,404	4,593,801	306,955	5,905,079	
<b>Newsletters</b>	290,406	273,462	1,039,345	178,983	1,782,196	
<b>Handouts</b>	351,610	36,709	48,473	49,930	486,722	
<b>Rev Requests/Prof</b>	323	315	277	379	1,294	
<b>Rev Requests/FamOrg</b>				173	173	
<b>Meetings</b>	1,149	1,431	1,354	2,875	6,809	
<b>Meeting Participants</b>	99,539	33,972	35,013	46,912	215,436	
<b>%Underserved</b>	40	50	45	46		45
<b>Volunteer Hours</b>	8,036	2,980	6,585	4,350	21,951	

**Providing Information to Many People in a Variety of Ways:**

- Distribution of almost 2 million newsletters
- Distribution of about ½ million handouts
- Discussions with an average of 10,839 listserv members
- Participation in 6,809 meetings attended by over 215,000 family members and/or professionals

**Partnering with Professionals:**

- Received 1,295 requests from professionals to review materials.

**Helping Families from Underserved Communities**

- Reached an average estimate of 45% of families from underserved communities through all activities

**Going Beyond the Call of Duty:**



- Worked an estimated total of 21,951 hours as volunteer effort

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<sup>1</sup> As reported by 31 states; not all states reported data for every quarter.