Access Network Report
2009 - 2010

**Access Network Utilization**

<table>
<thead>
<tr>
<th>Service</th>
<th>Total</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Calls to 2-1-1</td>
<td>452,726</td>
<td>11% of 2-1-1 Calls were Elder Care Calls</td>
</tr>
<tr>
<td>Elder Care Calls</td>
<td>49,044</td>
<td>3% of Elder Care Calls were connected to Enhanced I/R</td>
</tr>
<tr>
<td>Elder Care Calls from Caregivers</td>
<td>549</td>
<td></td>
</tr>
<tr>
<td>Enhanced Information &amp; Referral</td>
<td>1,471</td>
<td>20% of Enhanced I/R Clients were referred to Case Management</td>
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<tr>
<td>Case Management</td>
<td>295</td>
<td></td>
</tr>
<tr>
<td>Benefits Counseling</td>
<td>7</td>
<td></td>
</tr>
</tbody>
</table>

**Top 10 Flexible Funding Pool Requests by Service**

- Mortgage & Rent: 15
- Appliances: 12
- Health Care: 11
- Home Repair: 10
- Electricity Bill: 10
- Household Supplies: 10
- Gas Bill: 10
- Water Bill: 9
- Transportation: 9
- Food: 9

**Flexible Funding Pool**

- Funded FFP Requests: 152
- Access Network Clients: 115
- Existing Agency Clients: 37
- Unduplicated Clients: 100
- Amount Funded: $91,528

**Types of FFP Requests Met**

- Urgent Needs/No Community Resources: 12%
- Urgent Needs/Inadequate Resources: 39%
- Non-Urgent Needs: 49%

**Top Field Specialist Activities**

- Follow-up Calls: 72
- Home Visit: 50
- Pick-up Documents: 66
- CEAP Application: 377
- Deliver Food: 702

**CFE Partner Practice Enhancement Utilization**

- Field Specialist: 65%
- Flexible Funding Pool: 71%
- Community Resource Database: 55%
- Healthy IDEAS: 52%
- CEAP & Weatherization Applications: 74%
- Meals on Wheels Applications: 44%
- Commodity Food Box Applications: 68%