

The mission of the United Way of Connecticut is to help meet the needs of Connecticut residents by providing information, education and connection to services.

**Fiscal Year 2009 Report  
7/1/2008 - 6/30/2009**

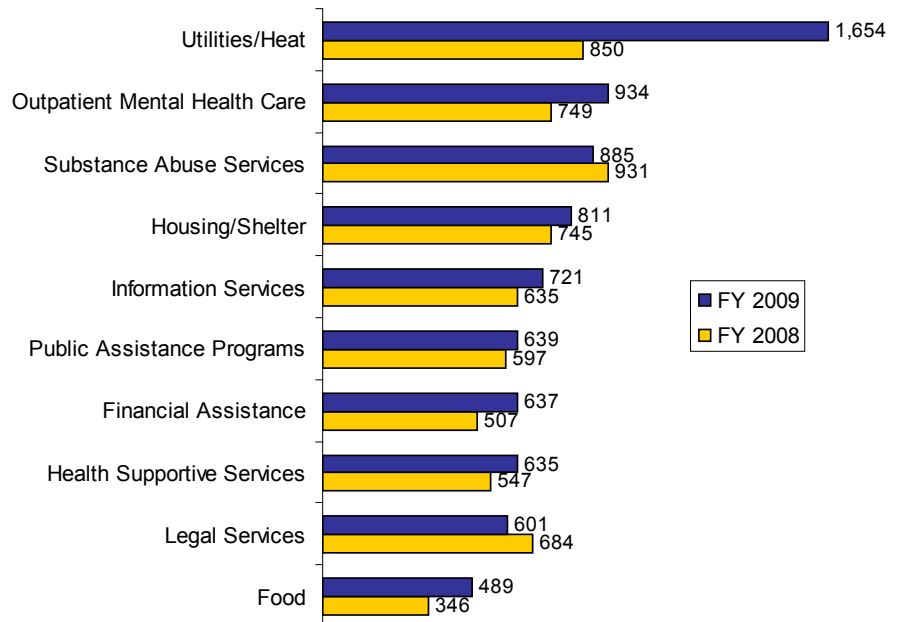
**UNITED WAY OF WEST  
CENTRAL CONNECTICUT  
(UWWCCT)**

United Way 2-1-1 handled 7,570 calls that produced 10,907 requests for services from UWWCCT towns.\* Figure 1 shows the top ten requests for services and Table 1 shows the number of requests for services received from each town.

Statewide, United Way 2-1-1 handled more than 340,000 calls and saw more than 440,000 searches on our 2-1-1 online database.

\* Number of requests for services is more than the number of calls as one call may generate multiple requests.

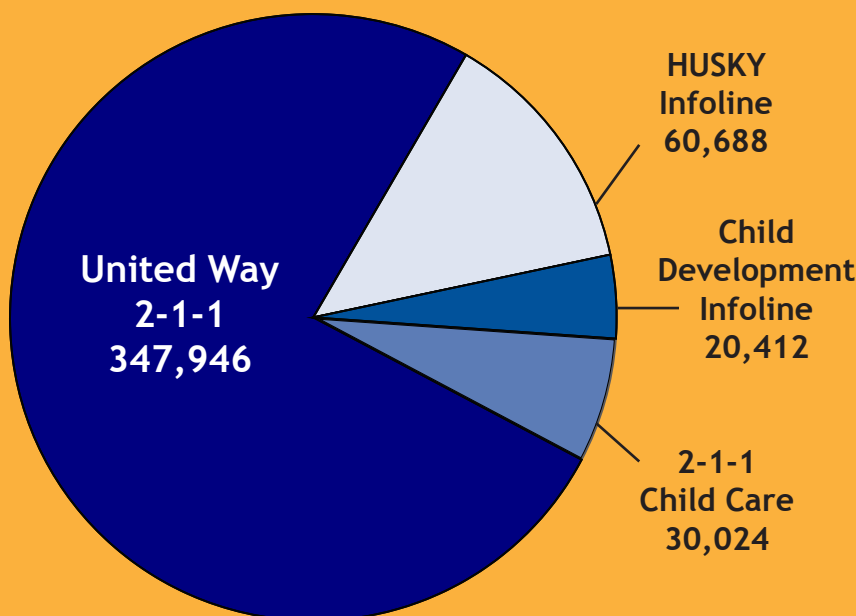
**Figure 1 - Top 10 2-1-1 Requests for Services**



**Table 1 - Number of Requests for Services by Town FY09**

Town	Requests	Town	Requests
Bristol	7,676	Plainville	1,856
Burlington	275	Plymouth	1,100

**Calls Received Statewide By UWC Departments**



**Case Examples:**

A family who was out of heating oil called 2-1-1 and was referred by the Call Specialist to the Municipal Agent for help with application procedures for the State's Energy Assistance Program. The family received the emergency fuel they needed.

A 94 year old woman in need of food assistance called to thank 2-1-1 for providing her with guidance and information about SNAP benefits (formerly known as Food Stamps).

# HOW WE CAN HELP

# 2-1-1



Simply by dialing 2-1-1, a toll-free number throughout Connecticut, callers can reach knowledgeable, multilingual staff with questions on health and human services information, specialized services in child care, child development and disabilities and HUSKY health insurance. All 2-1-1 services are confidential.

## 2-1-1 HEALTH AND HUMAN SERVICES

- Provides information and referrals to health and social service programs in your community and across Connecticut.
- Provides crisis intervention counseling to those in need.
- Available 24 hours a day, 7 days a week.
- Utilizes a computerized database of approximately 4,500 health and human service providers offering approximately 48,000 services and 4,866 licensed child care facilities.

## 2-1-1 CHILD CARE

- Assists parents and child care providers in locating appropriate resources and referrals.
- Educates parents/providers on quality indicators of early childhood programs.
- Maintains a database of all licensed and license exempt programs in Connecticut.

## HUSKY INFOLINE

- Provides information on the HUSKY (Healthcare for Uninsured Kids and Youth and some parents too) program and assists families in obtaining HUSKY coverage.
- Assists families enrolled in the HUSKY program in obtaining healthcare services.

## CHILD DEVELOPMENT INFOLINE

- Serves as the access point for the Connecticut Birth to Three System, the Help Me Grow program, Early Childhood Special Education Services and Children and Youth with Special Health Care Needs program.
- Provides information, education and support on early intervention services, developmental concerns, managing challenging behaviors, parent education/ family support, special education, disability and health related issues.

## CARE 4 KIDS

- Offers financial assistance to help low and moderate income working parents pay for child care.

## COMMUNITY RESULTS CENTER

- Provides research and analysis to inform local planning, measure community change and increase citizen decision-making capacity to improve communities.
- Provides expertise in data collection, research, evaluation and policy analysis
- Responsible for the overall marketing and outreach of 2-1-1.

Visit us on the web at  
[www.ctunitedway.org](http://www.ctunitedway.org)

*2-1-1 is supported by the State of Connecticut and Connecticut United Ways.*