

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.

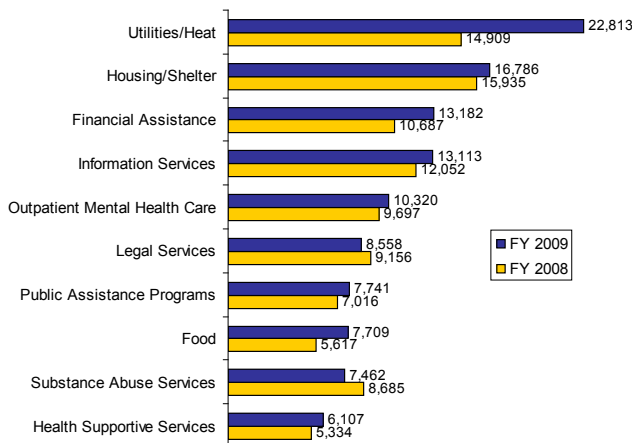
UNITED WAY OF CENTRAL AND NORTHEASTERN CONNECTICUT (UWCNECT)

United Way 2-1-1 handled 120,683 calls that produced 170,804 requests for services from UWCNECT 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.

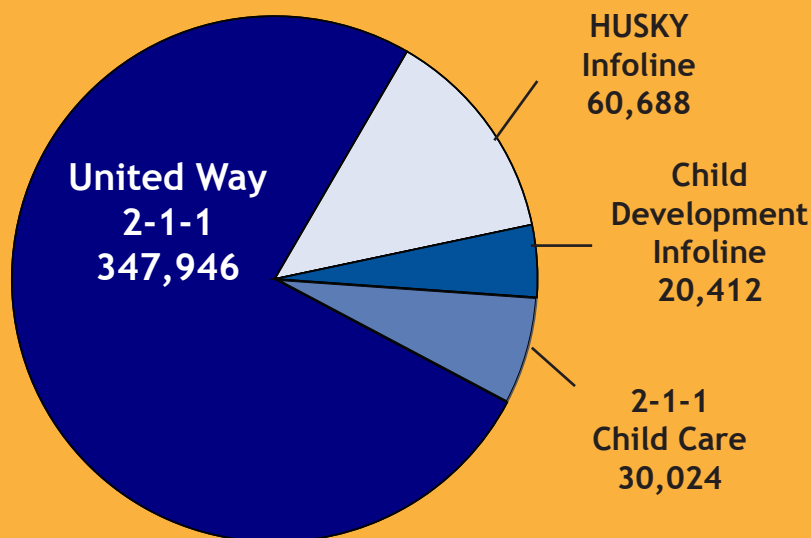
Figure 1 - Top 10 2-1-1 Requests for Services



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

Town	Requests	Town	Requests	Town	Requests	Town	Requests	Town	Requests
Andover	215	Coventry	650	Hartford	66,857	Putnam	1,606	Union	13
Ashford	284	East Granby	259	Hebron	488	Rocky Hill	1,503	Vernon	5,234
Avon	551	E. Hartford	15,365	Killingly	2,793	Scotland	86	W. Hartford	4,988
Berlin	1,170	E. Windsor	1,344	Lebanon	443	Simsbury	867	Wethersfield	2,122
Bloomfield	3,146	Eastford	132	Manchester	11,057	Somers	394	Willington	436
Bolton	232	Ellington	937	Mansfield	738	S. Windsor	1,191	Windham	3,593
Brooklyn	734	Enfield	4,583	Marlborough	346	Stafford	1,017	Windsor	4,310
Canterbury	511	Farmington	1,228	New Britain	16,985	Sterling	498	Windsor Locks	1,509
Canton	528	Glastonbury	1,761	Newington	2,274	Suffield	520	Woodstock	440
Chaplin	152	Granby	397	Plainfield	2,337	Thompson	740		
Columbia	250	Hampton	147	Pomfret	289	Tolland	554		

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

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