

# 2-1-1

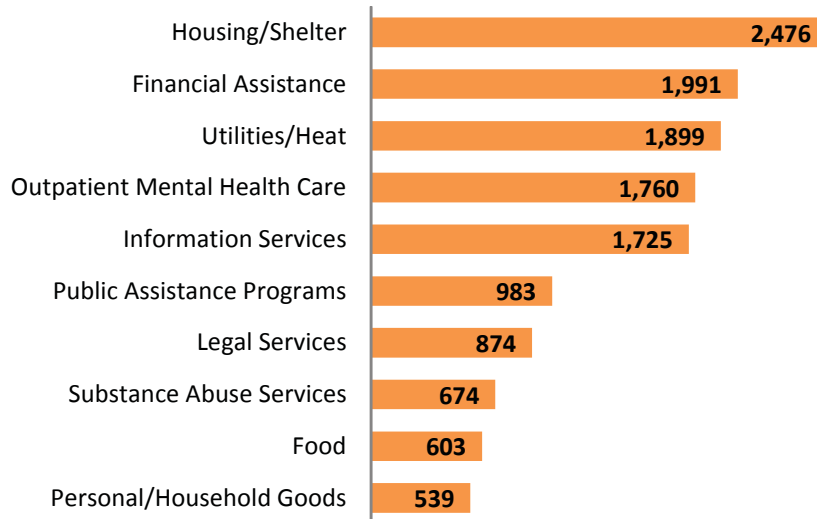


One number - thousands of services. 2-1-1 is an easy-to-remember number that connects people who want to give help or get help with a full range of health and human services in their community.

Between July 1, 2010 and June 30, 2011, United Way 2-1-1, along with all of our specialized call centers, handled more than 421,000 calls and saw more than 755,000 searches on [www.211ct.org](http://www.211ct.org). The number of referrals we provided was even greater, given that one caller may have multiple needs requiring multiple referrals.

## FISCAL YEAR 2011: NEW BRITAIN AND BERLIN

### TOP TEN 2-1-1 REQUESTS FOR SERVICES FOR NEW BRITAIN AND BERLIN



United Way 2-1-1 handled 14,229 calls that resulted in 19,238 requests for services from New Britain and Berlin.

### NUMBER OF REQUESTS FOR SERVICES BY TOWN FY11

Town	Requests
Berlin	963
Nw Britain	18,275



# A Network Of Care

## 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.
- Serves as the access point for the children's Emergency Mobile Psychiatric Services program (EMPS).
- Is 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 4,870 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 obtain HUSKY coverage.
- Assists families enrolled in the HUSKY program obtain healthcare services.

## CHILD DEVELOPMENT INFOLINE

- Serves as the access point for the Connecticut Birth to Three System, Help Me Grow, Early Childhood Special Education Services and Children and Youth with Special Health Care Needs.
- Provides information, education and support for 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 and measure community change.
- Provides expertise in asset mapping data collection, research and evaluation.
- Provides overall marketing and communications support for 2-1-1.

## CALL EXAMPLES:

Where can I donate household appliances, furniture, clothing, toys, books, or school supplies?

My family doesn't have medical insurance and we have no money, can you tell me the names of some free clinics in my area?

How can I find out about recreational activities and summer camps for teens?

I am a widow and am worried about the gas shut off notice I received.

I love my boyfriend, but he hits me. Is there any way to make him stop?

I need help with preparing my tax forms.

My mother needs help with transportation to her doctor appointments.

Are there parenting classes available in my area?

My husband and I are looking for child care options near our home or workplace.

Since my father died, I have been so depressed, and sometimes I think it would just hurt less to kill myself.