

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 SOUTHEASTERN CONNECTICUT

Fiscal Year 2008 Report

Statewide, between 7/1/2007 and 6/30/2008, 2-1-1 handled more than 443,000 calls and saw more than 798,000 searches in our online databases.

From UWSECT towns, our general health and human services center handled 22,183 calls that produced 32,155 requests for services.\* The tables below show the top 10 requests for services and the number of calls received from each town covered by UWSECT.

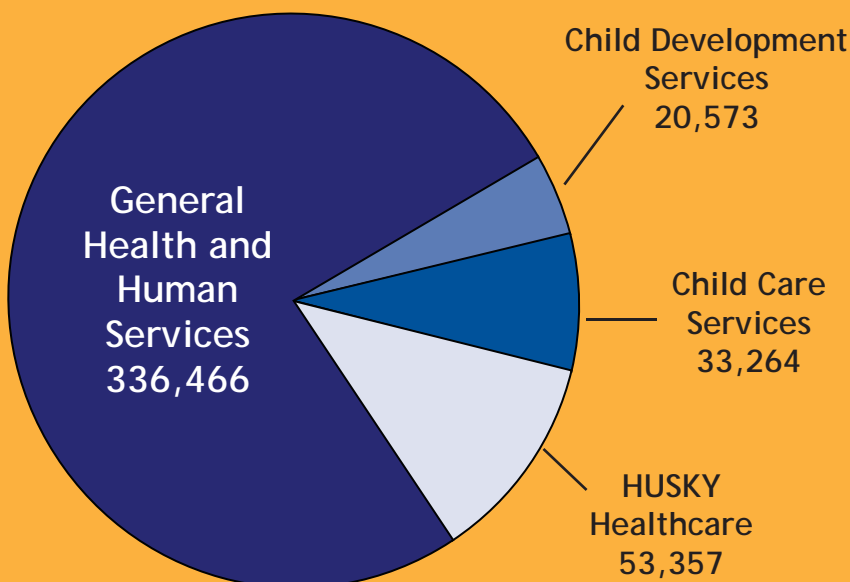
\* Number of requests for services is more than the number of calls as one call may generate multiple requests.

Top Service Requests FY08	UWSECT Area	Statewide
Utilities/Heat	3,265	42,528
Outpatient Mental Health Care	2,791	33,604
Financial Assistance	2,598	27,903
Housing/Shelter	2,575	39,723
Information Services	2,241	36,714
Legal Services	2,012	25,661
Substance Abuse Services	2,009	27,955
Public Assistance Programs	1,781	21,707
Food	1,415	17,662
Health and Supportive Services	1,384	17,287

### Calls by Town FY08

Town	Calls	Town	Calls
Bozrah	155	New London	7,999
Colchester	1,085	N. Stonington	252
East Lyme	1,222	Norwich	9,476
Franklin	85	Old Lyme	341
Griswold	1,441	Preston	196
Groton	3,996	Salem	218
Ledyard	856	Sprague	469
Lisbon	263	Stonington	946
Lyme	91	Voluntown	268
Montville	1,511	Waterford	1,285

## Number of Calls Received Statewide



### Case Examples:

A 39-year-old woman who had been staying at a state campground and had just been evicted confided that she has been living with domestic violence and did not know where to turn.

A 21-year-old father of two, who was laid off, called looking for help with paying utility bills.

A woman called seeking services for her 4-year-old autistic son.

A woman concerned about child abductions wanted tips on keeping her children safe.

# 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 6,000 health and human service providers offering approximately 52,000 services and 4,433 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/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.
- 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.*