

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 2008 Report

### UNITED WAY OF MERIDEN & WALLINGFORD

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 UWMW towns, our general health and human services center handled 11,033 calls that produced 15,329 requests for services.\* The tables to the right show the top 10 requests for services and the number of calls received from each town covered by UWMW.

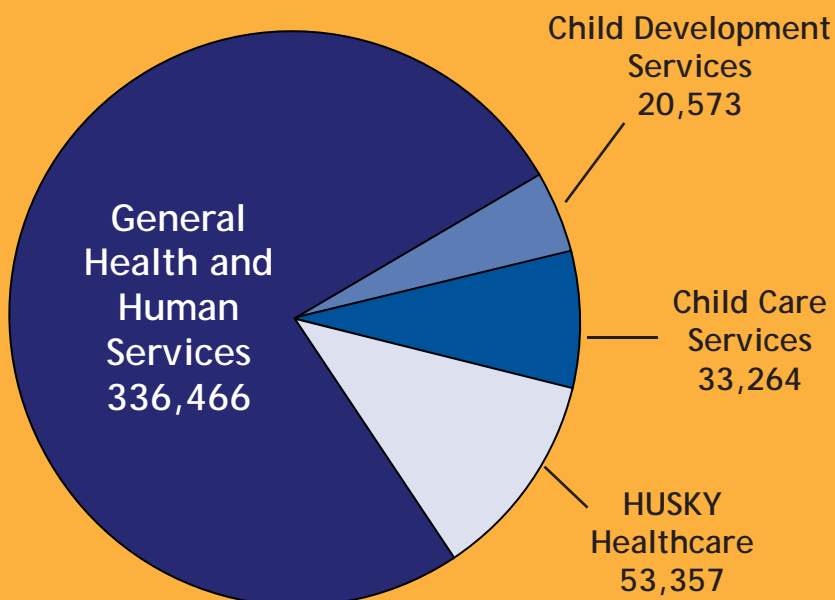
\* Number of requests for services is more than the number of calls as one call may generate multiple requests.

Top Service Requests FY08	UWMW Area	Statewide
Outpatient Mental Health Care	1,392	33,604
Utilities/Heat	1,199	42,528
Substance Abuse Services	1,167	27,955
Housing/Shelter	1,154	39,723
Information Services	1,047	36,714
Public Assistance Programs	902	21,707
Legal Services	798	25,661
Financial Assistance	735	27,903
Health Supportive Services	684	17,287
Food	649	17,662

### Calls by Town FY08

Town	Calls
Meriden	11,934
Wallingford	3,395

### Number of Calls Received Statewide



### Case Examples:

A woman wanted information about the Oxycotin drug because a relative she was living with is a recovering addict.

A pregnant 24-year-old woman called because she was unemployed and had no insurance for prenatal care.

A mother called because her 20-year-old son, who has behavioral problems, went off medication and threatened suicide.

# 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.

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

## 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.

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