

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

### MIDDLESEX UNITED WAY

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 MUW towns, our general health and human services center handled 11,099 calls that produced 15,041 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 MUW.

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

Top Service Requests FY08	MUW Area	Statewide
Outpatient Mental Health Care	1,647	33,604
Substance Abuse Services	1,424	27,955
Utilities/Heat	1,338	42,528
Housing/Shelter	1,258	39,723
Information Services	1,153	36,714
Legal Services	858	25,661
Financial Assistance	828	27,903
Public Assistance Programs	764	21,707
Health Supportive Services	526	17,287
Individual and Family support Services	512	14,607

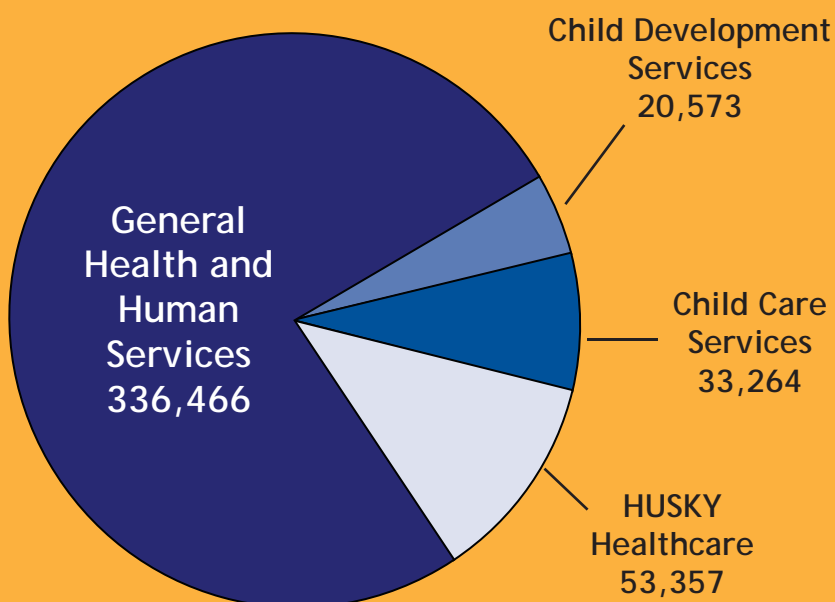
### Calls by Town FY08

Town	Calls
Chester	147
Clinton	834
Cromwell	680
Deep River	272
Durham	180

Town	Calls
East Haddam	505
East Hampton	654
Essex	229
Haddam	308
Killingworth	113

Town	Calls
Middlefield	226
Middletown	9,155
Old Saybrook	608
Portland	746
Westbrook	384

### Number of Calls Received Statewide



### Case Examples:

A 49-year-old man called searching for housing. He was disabled and had a mental health problem, and his landlord recently evicted him for no apparent reason.

A man called looking for a Cocaine Anonymous meeting in the area.

A concerned mother was seeking a 28-day recovery program for the substance abuse and mental health needs of her son.

# 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.*