

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

NEW BRITAIN AND BERLIN

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 New Britain and Berlin, our general health and human services center handled 12,100 calls that produced 17,265 requests for services.* The tables to the right show the top 10 requests for services and the number of calls received from each town.

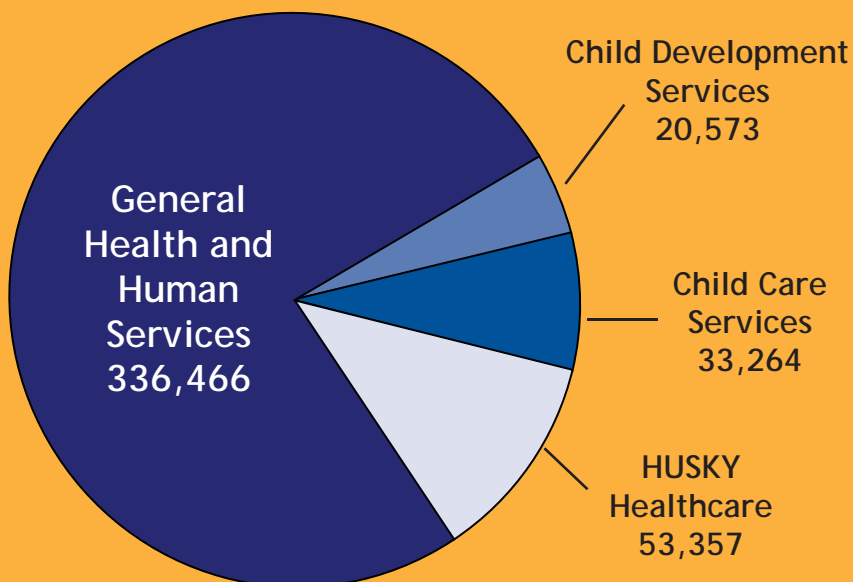
* Number of requests for services is more than the number of calls as one call may generate multiple requests.

| Top Service Requests FY08 | New Britain and Berlin | Statewide |
|-------------------------------|------------------------|-----------|
| Housing/Shelter | 1,696 | 39,723 |
| Utilities/Heat | 1,683 | 42,528 |
| Outpatient Mental Health Care | 1,406 | 33,604 |
| Information Services | 1,200 | 36,714 |
| Financial Assistance | 1,114 | 27,903 |
| Substance Abuse Services | 1,113 | 27,955 |
| Legal Services | 1,020 | 25,661 |
| Public Assistance Programs | 766 | 21,707 |
| Health Supportive Services | 688 | 17,287 |
| Food | 675 | 17,662 |

Calls by Town FY08

| Town | Calls |
|-------------|--------|
| Berlin | 841 |
| New Britain | 16,424 |

Number of Calls Received Statewide



Case Examples:

A woman called to find a support group for AIDS patients.

A concerned aunt called seeking information about a Ronald McDonald House in Boston. Her nephew had cancer and they needed to travel there for his treatment.

A 17-year-old pregnant girl called because she had no clothing or furniture for her soon-to-be-born baby.

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

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