

UNITED WAY
OF CONNECTICUT



2 0 0 1 ANNUAL REPORT

An Association of Connecticut United Ways in Partnership with the State of Connecticut



Dear Friends:

JANUARY 2002



2001 was a difficult year for all of us. We are fortunate, though, to have rediscovered through the events that occurred on 9/11 how important it is for our entire country to have strong, caring communities. A strong community has the ability to respond quickly and efficiently during a crisis and come together to assist those in need. A strong community is proactive in identifying need and helping to solve problems before they get too big to control. A strong community provides services, such as the country's most advanced 2-1-1 information and referral systems that can serve as the first point of contact in a crisis.



Connecticut United Ways are leaders in building strong, caring communities. Throughout 2001, United Way of Connecticut continued to strengthen and extend its reach into new areas that help local United Ways work together on key initiatives and assist state government in carrying out specific programs and projects.

Our organization also grew tremendously this year – we now have a dedicated staff of about 175 managing 12 programs, several of them established during the year.

As the year 2002 begins, the organization is busy embracing change. As many of you already know, Carol will retire in February 2002 after nearly 25 years with United Way. We welcome with much enthusiasm our new President and Chief Executive Officer, Marty Milkovic. Marty is no stranger to United Way and he has been a good friend and colleague for many years. We know he will bring new ideas, initiatives, improvements, and innovations to the organization as it moves forward.

Sincerely,

Carol MacElwee
President

George A. Coleman
Chair, Board of Directors



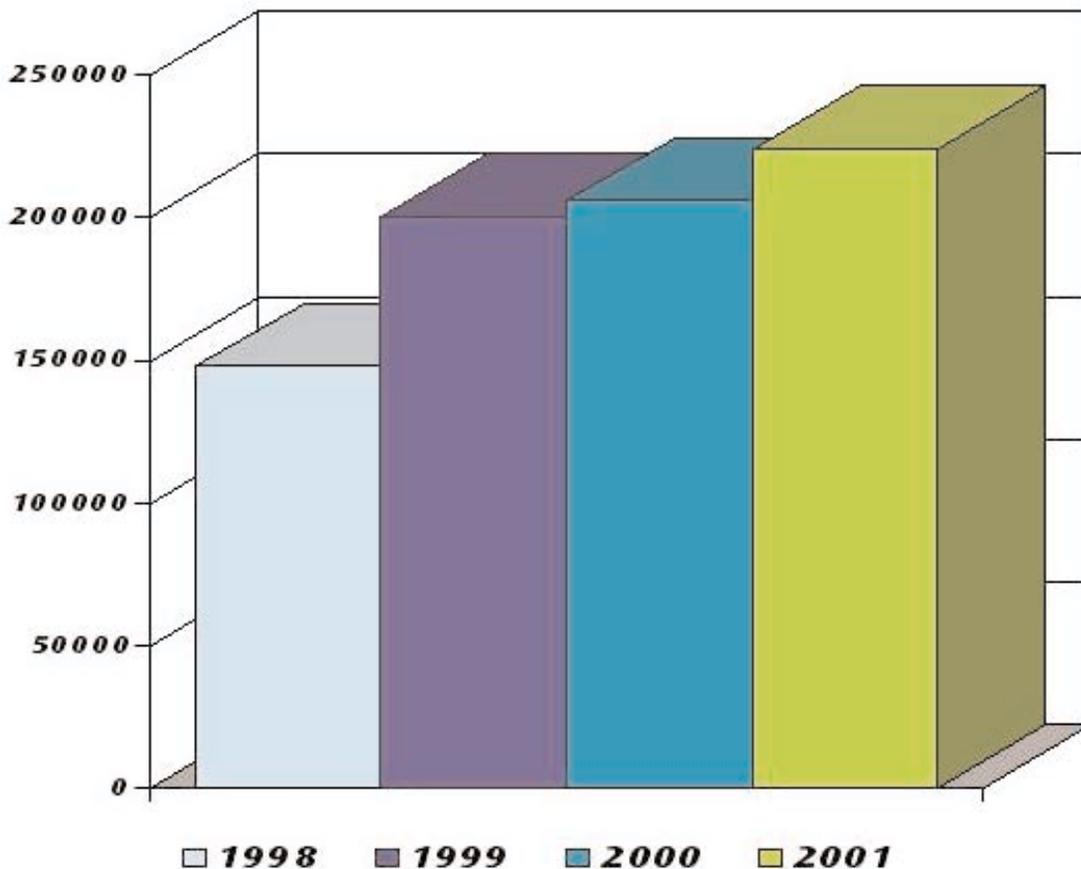
Highlights of the Year

- Managing our 2-1-1 call center and its sophisticated technology is not easy but a team of managers and caseworkers set high standards, reduced call queues, managed several new projects, improved initial and on-going training, reduced attrition, improved morale and

most important, made significant quality improvements. All of these efforts were reflected in the crisis recertification received from the American Association of Suicidology, which gave Infoline the highest score ever given to an agency.

- Over the year we have worked closely with United Way of America as it seeks to develop a new direction; we provided many hours of technical assistance to other

Number of Calls to Infoline 2-1-1



states as the 2-1-1 initiative rolls out across the nation; and, we have supported other state United Ways as they work to help their local United Ways.

- Management has been strengthened by assigning more people in the organization to the management team to deal with issues that cross the UWC's programs. Many efforts point to a flatter organization, pushing more responsibility directly to line staff.

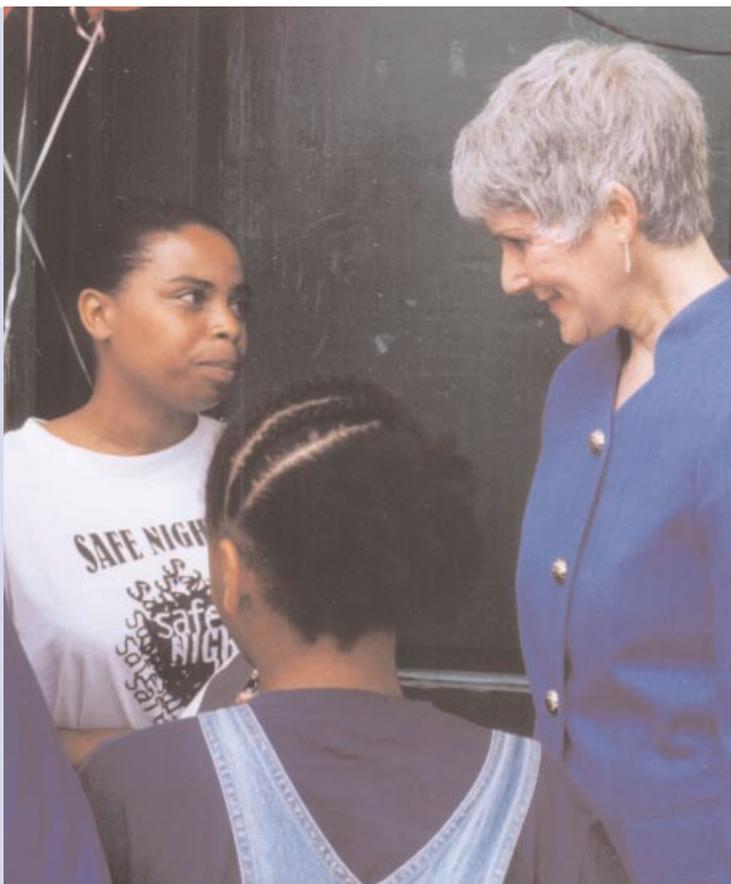


Highlights of the Year



- Our training and conferences that focus on local United Way staff and volunteers have had unprecedented participation and positive results this year. Training our staff and others in many areas of health and human services has been a major focus of our Training Center, now in its second year of operation.
- New programs and projects added this year include: QuitLine for the Department of Public Health, Welfare Reform Assistance for the Department of Social Services (DSS); Child Development Infoline for the Children's Trust Fund; Care 4 Kids Call Center and Outreach Component for DSS; and managed calls for the Office of the Managed Care Ombudsman.

- Moving into our second Internet phase has been rewarding with the public now able to access information directly from our Internet site. This is in addition to our e-center (intranet) for all United Way staff in the state.
- Our marketing campaigns and projects have been extensive, resulting in key growth in hard-to-reach areas of the state like Fairfield and Litchfield counties.
- Parents are a primary focus for United Way of Connecticut with CT Parents Plus and Parents as Teachers developing and implementing new initiatives like *First Day of School Celebrations*.
- Our finance department continues to increase its capacity and capability to handle fiscal processing arrangements for the state and other organizations along with our own complex financial needs.
- The initial three-year phase of the Statewide Outcome Measurement Initiative was completed. Seventeen local United Ways trained more than 500 agencies in the United Way of America Logic Model System.



Evie Herrmann, Director of CT Parents Plus, speaks with students and parents during a First Day of School Celebration.

Meet Marty Milkovic

The United Way of Connecticut Board of Directors welcomes Marty Milkovic as the organization's new President and Chief Executive Officer. Marty, a Southbury resident, began his new post on January 2, 2002.

United Way Board Chair George A. Coleman noted that the search committee conducted a thorough regional and national search that yielded nearly 150 candidates.

"The search committee was looking for a unique individual to fill this position," says George.

"Because United Way of Connecticut has a different role than local United Ways, we needed someone who was a strong leader, an excellent community builder, and had a clear vision of United Way's potential in this new century. Marty possesses all these qualities and we are very happy he has accepted the position."

Marty is no stranger to United Ways in Connecticut. His most recent role was President and Chief Professional Officer of United Way of Northern Fairfield County. Prior to that, Marty served as the Executive Director of United Way of West Central Connecticut in Bristol. In these United Way leadership positions, Marty implemented priority studies to help focus on the community's critical needs, established community-building initiatives such as Danbury Children First, and oversaw an increase in giving while keeping operating costs significantly low.

Marty is excited to take on the challenge of leading the statewide organization.

"It is a real honor to be selected to lead United Way of Connecticut, following the

great work of Carol MacElwee," says Marty.

"The United Way system in Connecticut has been the key community-building organization both in local communities and statewide. Its potential is great and I know that the United Ways in Connecticut, working with our partner, the State of Connecticut, will be able to tackle the challenges that we face."

A Connecticut resident for most of his life, Marty was born in Waterbury and is a graduate of the University of Connecticut. He and his wife Elizabeth Bauer have two sons, William and Andy.



United Way of Connecticut Responds to September 11TH

It wasn't long after the first plane hit the World Trade Center on September 11th that calls to Infoline started to pour in.

Caseworkers responded immediately to callers' needs. The calls involved many issues:

- people wanting to help by donating blood, money, goods, etc.;
- families wanting to know who to call to find loved ones who may have been victims;
- parents wondering what to tell their children;
- individuals reliving other disasters;
- and, simply, people feeling overwhelmed with the disaster.

In the days following the tragedy, United Way of Connecticut collaborated with the Governor's Office, the State Office of Emergency Management, and State Departments of Children and Families, Social Services, and Mental Health and Addiction Services to provide service to Connecticut residents. Gov. John G. Rowland requested that a special line (1-866-CT HELPS) be set up at Infoline to help Connecticut victims and their families. State employees staffed the line for the first few weeks and Infoline worked quickly to provide training and technical assistance. The Department of Mental Health and Addiction Services provided back-up support

and handled the more serious cases involving families of victims. Infoline

now staffs the line 24/7 and people may call either the 1-866 number or 2-1-1.

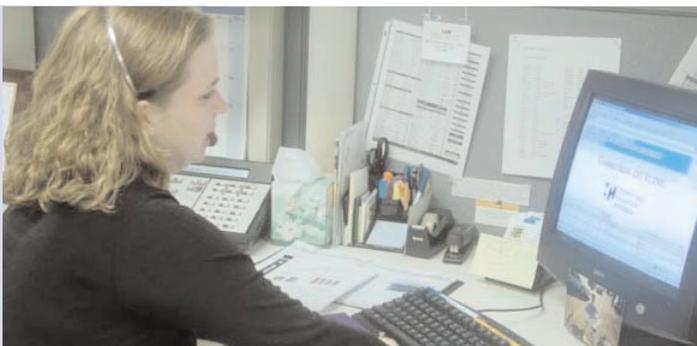


Gathering Information

In addition to providing help-by-telephone service, Infoline's Information Services Department has collected and reviewed the flood of information about September 11th relief funds, services, and donation and volunteering opportunities. After the information is checked for accuracy, it is posted in a special section of our web site, www.infoline.org. We continue to review and update this section daily to provide the most comprehensive, detailed information possible.

2-1-1 Allows for Quick Response

Connecticut's quick, coordinated response to residents' needs in the wake of the September 11th crisis was made possible in part by our statewide 2-1-1 system – our 24-hour information and referral service made it possible for people to quickly know where to find help. Infoline is closely involved with the Governor's CT HELPS Oversight Council to continue working together in providing Connecticut residents the best possible system of help during a crisis. Infoline is also sharing Connecticut's coordinated response strategy with other states to promote the importance of having 2-1-1 systems in every state.





United Way of Connecticut works to support our 24 Local United Ways in fulfilling their roles as community builders. The state association staffs statewide committees on marketing, community impact, finance, and resource development. United Way of Connecticut promotes public policy that is beneficial to children and families and strengthens the role of the nonprofit sector.

United Way Services staff help local United Ways stay current on state and national policy issues that may affect United Ways, their member agencies, and communities. Along with Infoline Regional Directors, United Way Services co-sponsors an informal series of breakfasts with local legislators to discuss top issues and how to advocate effectively.

Connecticut United Ways

- United Way of Branford
- United Way of the Capital Area
- United Way of Central Naugatuck Valley
- Darien United Way & Community Council
- United Way of Eastern Fairfield County
- United Way of Greater New Haven
- United Way of Greenwich
- Housatonic-Shepaug United Way
- United Way of Meriden & Wallingford
- Middlesex United Way
- United Way of Milford
- United Way of Naugatuck & Beacon Falls
- United Way of New Britain-Berlin
- United Way of New Canaan
- United Way of Northern Fairfield County
- United Way of Northwest Connecticut
- United Way of Norwalk & Wilton
- United Way of Southeastern Connecticut
- United Way of Southington
- United Way of Stamford
- Valley United Way
- United Way of West Central Connecticut
- United Way of Westport-Weston
- Windham Region United Way

United Way of Connecticut Board of Directors

- Michael Allocca (Ansonia)
- Teb Aub (Branford)
- Carol Blauvelt (New Canaan)
- Sandra T. Blodgett (Meriden)
- Nancy Budds (Gales Ferry)
- Kay Campbell (At-large)
- Hart Caparulo (New Haven)
- George A. Coleman, Chair (At-large)**
- Robert Dolian (Stamford)
- Anthony Edwards (Naugatuck)
- William A. Egan, III (Torrington/Winsted)
- Karl Epple (Chair Emeritus)
- Laura Epstein (At-large)
- Herbert Evers (Greenwich)
- Anne Finnie (At-large)
- Shelley Geballe (At-large)
- Obie Harrington Howes (Darien)
- Gary Johnson (Alternate, Milford)
- Dr. Mary Jo Kramer (Milford)
- Brooke Manning-Hinds (CPO Council)
- Carlos Mello (At-large)
- Robert J. Metzler (Hartford)
- Marty Milkovic (CEO)
- Judy Moeckel (At-large)
- Gretchen O'Shea-Reynolds (New Milford)
- David Parachini (At-large)
- Marc Pelletier (Southington)
- Michael S. Rivers (Bristol)
- Nancy Roberts (At-large)
- Thomas Stickney (At-large)
- Kathryn Talbot (At-large)
- Bunny Thompson (Westport-Weston)
- Virginia Valkenburgh (Norwalk & Wilton)
- Erik Wexler (Waterbury)
- Kevin Wilhelm (Middletown & CPO Council)

Executive Committee

- Kay Campbell
- Hart D. Caparulo
- George A. Coleman
- Karl Epple
- Herbert Evers
- Anne Finnie
- Shelley Geballe
- Brooke Manning-Hinds
- Carlos Mello
- Robert Metzler
- Marty Milkovic
- David C. Parachini, Chair**
- Nancy Roberts
- Thomas Stickney
- Kathryn Talbot



UNITED WAY OF CONNECTICUT, INC.
Statement of Activities

JUNE 30, 2001

Changes in unrestricted net assets:

Revenues, gains, and other support:

Grants & Contracts, Federal & State	\$ 14,253,751
Grants & Contracts, other	739,827
Local United Way revenue	733,060
Directory Advertising	0
Directory Sales	40,686
Database Income	3,329
Miscellaneous	82,098
Investment income	34,345
	<u>15,887,096</u>

Net assets releases from restrictions:

Satisfaction of program restrictions	0
Total unrestricted revenues, gains, and other support	<u>15,887,096</u>

Expenses and Losses:

Program Services:

Statewide Information and Referral Services	4,968,403
Worksteps and Basic Needs Programs	8,377,468
United Way Services	785,065
State Employees' Campaign	180,772
Total Program Expenses	<u>14,311,708</u>

Management and General:

Statewide Information and Referral	906,919
Worksteps and Basic Needs Programs	132,180
United Way Services	128,002
State Employees' Campaign	27,726
Total Management & General Expenses	<u>1,194,827</u>

Total Expenses before
depreciation expense 15,506,535

Increase/(decrease) in unrestricted
net assets after depreciation expense 380,561

Depreciation expense 339,576

Increase/(decrease) in unrestricted
net assets after depreciation expense 40,985

Changes in temporarily restricted net assets: 0

Changes in permanently restricted net assets: 0

Increase/(decrease) in net assets 40,985

Net assets at beginning of year 1,373,269

Net assets at end of year \$ 1,414,254

Statement of Financial Position

JUNE 30, 2001

Assets:

Cash and cash equivalents	\$ 1,815,490
Investments	7,166
Prepaid expenses	3,367
Grants receivable	301,730
Contracts receivable	89,624
Local United Way receivables	43,037
Other receivables	65,881
Office furniture and equipment (net of accumulated depreciation \$648,301)	607,264
Total Assets	<u>\$ 2,933,559</u>

Liabilities and net assests:

Accounts payable and accrued expenses	\$ 437,643
Line of credit	0
Refundable advances	751,917
Deferred revenue	221,370
Security deposit liability	108,375
Pension liability	0
Total Liabilities	<u>1,519,305</u>

Net Assets:

Unrestricted	1,414,254
Temporarily restricted	0
Permanently restriced	0
Total Net Assets	<u>1,414,254</u>

Total Liabilities and Net Assets \$ 2,933,559