



United Way of Connecticut



2016

Annual Report

UWC: ROOTED IN THE COMMUNITY AND COMMITTED TO OUR SERVICE MISSION

For United Way of Connecticut, success is measured in how many people we serve and whether we have made a positive impact. With the help of dedicated employees and the latest technology, we work hard to empower people across Connecticut, giving them the tools and information they need in order to succeed in life. In carrying out our service mission, we are guided by our core values, including respect for the people we serve and integrity.

Our nonprofit service mission and values are rooted in our United Way tradition and kept alive by the volunteer community leaders who sit on our Board of Directors and guide our work. Our board members come from the community, business, religious life, and government and reflect the diversity of our state. They provide strategic guidance and fiduciary oversight geared toward serving Connecticut residents well and using state government and local United Way funding carefully and cost-effectively.

United Way of Connecticut serves by 1) connecting people to services; 2) supporting early childhood development and education; 3) responding to emergencies, whether they are personal/family crises or community-wide disasters; and 4) promoting strong communities in collaboration with local United Ways and many government and nonprofit partners.

With regard to our crisis intervention and emergency response work, UWC received its national re-accreditation in 2016 from the American Association of Suicidology (AAS). In awarding this re-accreditation, AAS described our 2-1-1 center as “a vibrant, passionate organization, staffed from top to bottom with caring and committed individuals, dedicated to offering the highest standard to its callers.” In 2016, we handled more than 100,000 crisis calls.



UNITED WAY OF CONNECTICUT SERVES BY:

- 1** connecting people to services;
- 2** supporting early childhood development and education;
- 3** responding to emergencies, whether they are personal/family crises or community-wide disasters; and
- 4** promoting strong communities in collaboration with local United Ways and many government and nonprofit partners.

LIVE UNITED®

Also during 2016, Connecticut United Ways released our second ALICE® Report (Asset Limited, Income Constrained, Employed) on financial hardship in Connecticut. Our report is intended to “shine a light” on the 38 percent of Connecticut households with incomes below a bare-bones budget called the Household Survival Budget. United Ways in Connecticut and fourteen other states seek to take a closer look at the causes of financial hardship to inform short-term and long-term strategies to help ALICE families achieve financial security. And we aim to “put a face on ALICE” so that people understand their important contributions to our communities and our economy. ALICE can be our friends, our neighbors, our co-workers, or family members.

Other significant accomplishments during 2016 include:

- United Way of Connecticut’s audit for FY 2016 marks the eighth consecutive year in which we’ve received a “clean audit”—an unmodified opinion with no findings.
- **Launch of the Care 4 Kids online invoice portal**, which has simplified and expedited the payment process for child care providers.
- **Modernization of the Care 4 Kids mailroom**, streamlining and digitizing document handling for parents and providers, thereby speeding up the eligibility and redetermination process, and reducing the potential for errors due to misplaced paperwork.
- **Registering and training more than 5,000 in-home child care providers**, with support from the Office of Early Childhood. The training focuses on child safety and early care and education best practices and includes a kit with curriculum and teaching materials, a smoke detector, and a fire extinguisher.
- **New service opportunities in 2-1-1** for: Suicide Prevention work with the Department of Mental Health and Addiction Services, Integrated Services and Diabetes Prevention with the Department of Public Health, Lifeline with the Department of Children and Families, New Haven Connect 2-1-1 portal, VITA appointments for the Connecticut Association of Human Services and the Village, and an API data portal for My Place CT – Connecticut’s Medicaid rebalancing initiative to enable seniors to remain in their home.
- **Launch of new Help Me Grow software** in 2-1-1 Child Development permits more interactive use of our Child Development website and more robust tracking of child development resources and referrals.
- **A year-long process with local United Ways aimed at building on United Ways’ strength responding to community challenges and promoting greater collaboration among United Ways in Connecticut.** The result is a commitment by United Ways to support ALICE families with more coordinated work on VITA tax preparation, claiming the Earned Income Tax Credit and Child Tax Credits and promoting saving and asset-building.

UNITED WAY OF CONNECTICUT

MISSION

The mission of United Way of Connecticut is to help meet the needs of Connecticut and its residents by providing information, education and connection to services.

United Way of Connecticut could never have the impact and reach in the services we provide without the strong partnerships we enjoy with state government and many great community partners. We value our partners and we take seriously our obligation to support them in the important work they do in order to provide real benefit to Connecticut residents every day of the year. THANK YOU.

SERVICES AT A GLANCE

2-1-1 Health and Human Services

950,381

SEARCHES USING 2-1-1'S ONLINE DATABASE

323,429

CALLS HANDLED

119,106

CRISIS CALLS

109,810

AFTER HOUR AND WEEKEND CALLS

Total calls:

603,875



Total website visits:

2,669,444



2-1-1 Child Development Infoline

9,096

BIRTH TO THREE REFERRALS

1,486

HELP ME GROW REFERRALS

1,620

NEW ASQ ENROLLMENTS

22,953

CALLS HANDLED

5,796

TOTAL ASQ ENROLLMENT

2-1-1 Child Care

47,193

SEARCHES USING 2-1-1 CHILD CARE'S ONLINE DATABASE

19,285

CALLS HANDLED

5,000+

PROVIDERS RECEIVED PROVIDER ORIENTATION TRAINING

Care 4 Kids

35,222

CHILDREN RECEIVING CARE

238,208

CALLS HANDLED

8,262

PROVIDERS IN PROGRAM

286,363

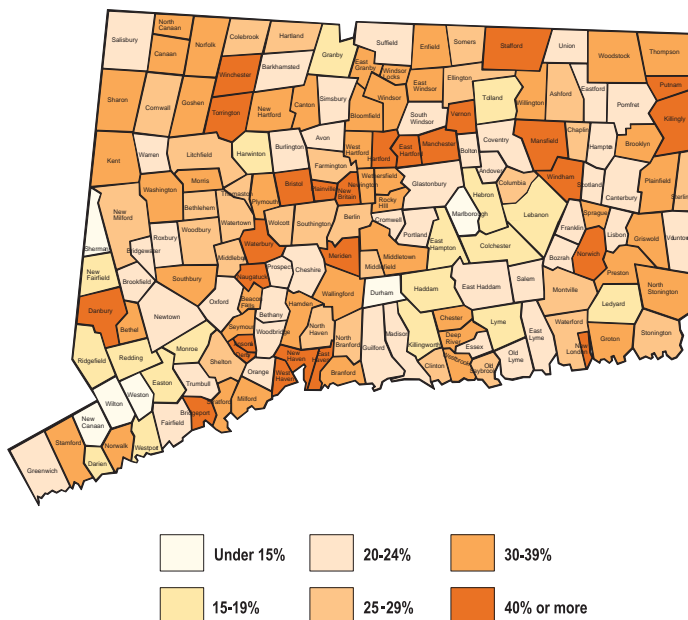
WEB VISITS

COMMUNITY RESULTS CENTER

The Community Results Center works closely with Connecticut’s 15 local United Ways to promote strong communities and to provide research and reports to help inform decision-making by community and government leaders.

- Supported the coordinated, statewide press launch of the 2016 ALICE® Update Report, Connecticut United Ways’ second report on the true scope of financial hardship in Connecticut.
- Managed and updated the Connecticut ALICE Website which provides more information on ALICE and how people can help ALICE achieve financial security. The website also includes local United Way service area ALICE data utilizing interactive graphs and maps (<http://alice.ctunitedway.org/>).
- Helped launch and promote “Making Tough Choices,” an online ALICE simulator that challenges site visitors (www.makingtoughchoices.org) to walk 30 days in ALICE’s shoes.
- Published monthly 2-1-1 Community Connection newsletters and issued press releases on topics that benefit individuals, families and communities throughout the year.
- Published and distributed a statewide United Way Policy Agenda and personalized Legislative Handout for each member of the General Assembly, with ALICE data for each municipality within their district.
- Supported the United Way Futures Process, an undertaking by the local United Ways to collaborate and optimize United Way impact on important community challenges.
- Supported the United Way Marketing Collaborative group in their statewide communications and marketing efforts around the ALICE Report and increased awareness of free tax preparation sites (VITA- Volunteer Income Tax Assistance) and federal and state tax credits.
- Contributed to United Way of Connecticut and Connecticut 2-1-1 outreach efforts including 2-1-1 website demonstration and ALICE presentations.

% OF ALICE AND POVERTY HOUSEHOLDS BY TOWN

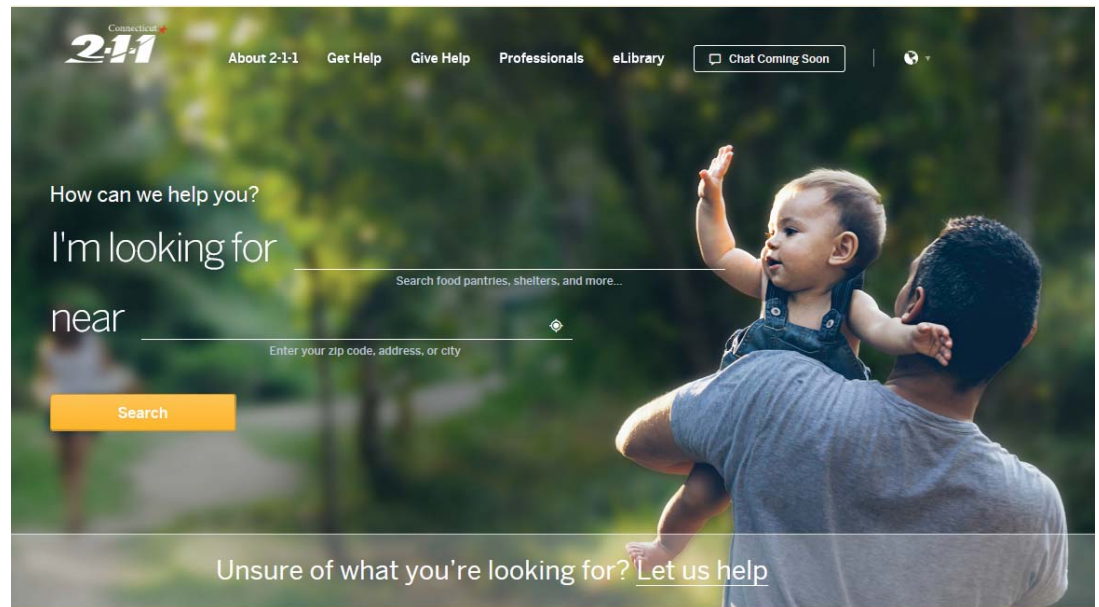


“MAKING TOUGH CHOICES” ALICE SIMULATOR

ALICE makes tough choices every day. Put yourself in the shoes of a typical ALICE household. Follow this link: www.makingtoughchoices.org to experience the tough choices that ALICE households face daily.

2-1-1 HEALTH AND HUMAN SERVICES

Every hour of every day, people in Connecticut turn to us for help finding training opportunities, employment resources, food pantries, services to assist an aging parent, affordable housing options, health and mental health resources, ways to give back in their communities, and much more. We enable people to find the help they need, and to give help to others.



- In FY 2016, 2-1-1 handled more than 365,076 requests for service and 323,429 phone calls, and recorded 950,381 visits to 211ct.org. 109,810 of these calls were handled after hours and on weekends.
- Responded to 119,106 crisis calls. These calls include situational, behavioral and emotional crises. (e.g. suicide prevention, emergency mobile psychiatric service, emergency response, homelessness, etc.)
- 2-1-1 received re-accreditation by the American Association of Suicidology (AAS) for five years through 2021. This accreditation ensures compliance with the AAS standards for crisis intervention services. The examiner noted that “2-1-1 Connecticut is an exceptional blended center”. The report also notes that “This (United Way of Connecticut) is a large, sophisticated organization that appears to have an excellent, invested Board and a superior administrative team of bright, experienced and dedicated individuals”.
- This year, 2-1-1 implemented InContact’s new Workforce Management tool. This tool is used to forecast future call volumes, determine appropriate staff levels and to set optimal staff schedules in order to meet business needs.
- This year 2-1-1 Counts (<http://ct.211counts.org/>) was implemented for Connecticut. 2-1-1 Counts is a tool that provides real-time, searchable and visual presentations of data from 2-1-1 call centers across the nation. Using 2-1-1 Counts allows the user to view a snapshot of community specific needs displayed by Zip Code, region or legislative district, as recently as yesterday. This data enables the user to easily check for trends in community needs, make comparisons and share information.
- Through a collaboration with the City of New Haven and United Way of Greater New Haven, 2-1-1 developed Getconnectednewhaven.org. This is the state’s first municipal information and referral site powered by 2-1-1. The site is currently in the process of being replicated for another municipality.
- In August 2016, a second round of 211ct.org website enhancements were released building on the previous year’s complete redesign. New features include: advanced filtering (by target population, radius, gender, age, day of week and open now), and a resource cart feature. The resource cart allows users to add multiple community resources to a cart that can be emailed or printed. These new features were added with support from the City of New Haven.

- 2-1-1 Connecticut assisted the state’s Division of Emergency Management and Homeland Security (DEMHS) during six extreme weather activations and connected callers to shelters, cooling and warming centers, and arranged hotel and transportation accommodations as needed. In addition, 2-1-1 participated in the annual Millstone Nuclear Plant Exercise and the Emergency Management Preparation Exercise, to prepare for future nuclear or weather emergencies.
- 2-1-1 Connecticut was selected to participate in United Way Worldwide’s special project to assist victims of human trafficking and modern day slavery in partnership with Polaris, the national human trafficking hotline.
- In 2016, we celebrated UWC’s 40th year anniversary of providing Connecticut residents with 24/7 information and referral and crisis intervention.
- 2-1-1 Connecticut created new E-library papers in emerging areas during 2016 on topics including: Zika, Connecticut’s Second Chance Society, Opioid substance abuse treatment options, and Connecticut’s Money Follows the Person program.
- Hartford Hospital System partnered with 2-1-1 Connecticut to include a link to the 2-1-1 database in the hospital system’s health record, EPIC. In addition, 2-1-1 Kiosks are in place in the Brownstone Clinic and Women’s Health Clinic.
- UCONN medical students, in the Urban Studies Track, and community health workers now have a module on 2-1-1 services integrated into their training curriculums.

TOP REQUESTS FOR SERVICES (FY16) FROM 2-1-1 COUNTS

	Housing and Shelter	95,020
	Employment and Income	69,307
	Mental Health Services	28,923
	Crisis Intervention and Suicide	28,387
	Health Care	27,956
	Agency and Contact Information	27,590
	Utilities	25,080
	Food	21,005
	Substance Abuse and Addiction	7,795
	Legal Services	6,279



2-1-1 counts



2-1-1 Counts is a tool that provides real-time, searchable and visual presentations of data from 2-1-1 call centers across the nation. Using 2-1-1 Counts allows the user to view a snapshot of community specific needs displayed by Zip Code, region or legislative district, as recently as yesterday. This data enables the user to easily check for call trends, make comparisons and share information.

The earliest years for children are the most critical to their long-term health and development. We assist parents and caregivers with finding the best child care for their family, empower them with tools and knowledge to promote healthy early childhood development, and make referrals to community providers that offer early intervention services, if needed.

2-1-1 CHILD DEVELOPMENT INFOLINE

- Handled 22,953 calls from parents, doctors and child care providers to help with child development monitoring, support and referrals.
- Made 9,096 referrals to Birth to Three, 1,486 referrals to Help Me Grow, as well as an additional 1,620 new enrollments into the Ages and Stages Child Monitoring program (5,796 total enrollment), 455 referrals to early childhood special education services, and 336 referrals to the Children and Youth with Special Health Care Needs program.
- Participated in an Integrated Services Initiative for Children and Youth with Special Health Care Needs led by the Department of Public Health. CDI is serving as the “Shared Resource” to enable integration of services and has provided training on CDI services and the new CDI and 2-1-1 websites. We have solicited feedback from stakeholders on ways to improve the “Shared Resource”.
- In partnership with the Office of Early Childhood, UWC coordinated the Early Childhood Comprehensive Systems (ECCS) grant focusing on improving developmental screenings in child care, health care and family settings, and coordinating service referrals when a need is identified. During this final year of the grant, a toolkit on “developmental promotion, developmental screening and connecting young children and their families to services” was created which was targeted to early care and education providers. This toolkit can be accessed at <http://www.eccsct.org/toolkit/>.
- In partnership with the Grossman Family Foundation, continued work on developing a coordinated system of early detection and intervention to ensure that Norwalk children are ready to enter Kindergarten. Through this initiative, the number of children receiving developmental screening has increased and a centralized home visiting system for Norwalk has been developed. As a pilot effort, the lessons learned from this initiative can be implemented in other communities across the state.

MILESTONES

From pregnancy to your child's teen years (<http://cdi.211ct.org/files/2015/11/milestones2.pdf>)



PREGNANCY



2 MONTHS



2 YEARS



6-8 YEARS

2-1-1 CHILD CARE

- Recorded 47,193 child care searches by parents and caregivers using 2-1-1 Child Care’s newly upgraded website and database, which includes listings of more than 4,400 child care providers with information on costs, locations, hours of operation, special needs accommodations and languages spoken.
- Handled 19,285 phone calls from parents and caregivers looking for help finding safe and good quality child care that meets the needs of the child and their families. The child care database/website and contact center are provided in our role as Connecticut’s statewide Child Care Resource and Referral agency.
- Began work as the operational partner for the state Office of Early Childhood in the implementation of a child care Quality Recognition and Improvement System. The goals of the state QRIS are to increase the variety of training offerings and training delivery options to serve many more providers in home, center-based and school settings. In particular, work during the first year addressed new federal CCDF requirements for training in First Aid/CPR and medication administration, training and technical assistance in a range of child care topics and help with licensing compliance.
- Developing QRIS system infrastructure, including the Thrive! website, which provides information on available training and enables providers to register online for specific times and locations for the training they select. The system manages all enrollment, tracks completion of training and provides reporting and verifications for completed training.
- Trained more than 5,000 in-home day care providers through our Provider Orientation Program (POP), which is now a state requirement for participation in the Care 4 Kids child care subsidy program. The training is designed to enhance quality of care, including practices geared toward children’s health and safety. As part of the POP training, participants receive orientation kits with teaching materials, smoke detectors and fire extinguishers.

**2-1-1 Child Care
Top Service Requests***
July 1, 2015 - June 30, 2016

Service Request	# of Referrals
Infant Child Care	25,987
Preschool Child Care	10,643
Toddler Child Care	8,906
School Age Child Care	6,953
Child Care Provider Training	5,711
Internet Information Resources	1,804
Licensing/Certification/Accreditation	1,572
Child Care Subsidies	1,313
General First Aid Instruction	593
Child Care Provider Recruitment	378
Small Business Development	367
Employment Related Fingerprinting	363

CARE 4 KIDS

- Served 35,222 children and 23,761 families who were able to secure child care subsidies through the Office of Early Childhood’s Care 4 Kids program. In addition, Care 4 Kids provided support to 8,262 providers with information and technical assistance online and by phone. Managed payment processing for providers that serve children eligible for Care 4 Kids.
- In carrying out this work, 238,208 phone calls were handled in the Care 4 Kids contact center, 286,363 visits were registered on the OEC/UWC website and 88,470 provider payments were processed. A federal audit of improper payments documented an error rate of 2.34% compared to the national average of 4.34%.
- New technological advances provided faster, more secure and more streamlined services for providers. These included a secure Provider Interactive Online Portal for case communications, the launch of the online invoice service and the launch of Electronic Document Submission functionality.
- Redesigned the OEC/UWC Care 4 Kids website to make available more online self-service opportunities for parents and caregivers and providers.

STATEMENT OF FINANCIAL POSITION

For the years ended June 30, 2016 and 2015

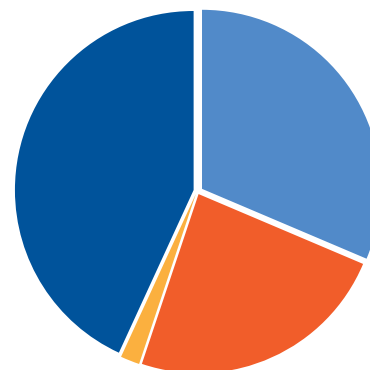
	FY 2016	FY 2015
Assets:		
Cash and cash equivalents	\$4,196,309	\$4,156,210
Prepaid expenses	108,114	142,549
Contracts receivable	460,750	196,554
Local United Way receivables	31,043	25,331
Other receivables	11,335	19,719
Office furniture and equipment (net of accumulated depreciation)	0	23,326
Total Assets	\$4,807,551	\$4,563,689
Liabilities and Net Assets:		
Accounts payable and accrued expenses	1,508,482	1,356,339
Refundable advances	1,142,312	1,156,302
Deferred revenue	83,135	99,647
Total Liabilities	\$2,733,929	\$2,612,288
Net Assets:		
Unrestricted net assets	2,073,622	1,951,401
Total Liabilities and Net Assets	\$4,807,551	\$4,563,689

FY16 TOTAL ASSETS - \$4,807,551



- Cash and cash equivalents
- Prepaid expenses
- Contracts receivable
- Local United Way receivables
- Other receivables

FY16 TOTAL LIABILITIES AND NET ASSETS - \$4,807,551



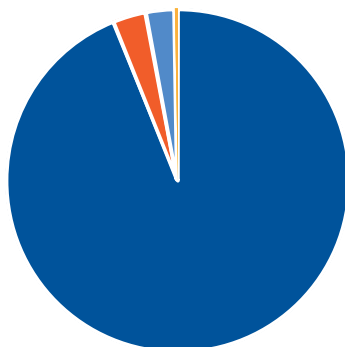
- Accounts payable and accrued expenses
- Refundable advances
- Deferred revenue
- Unrestricted net assets

STATEMENT OF ACTIVITIES

For the years ended June 30, 2016 and 2015

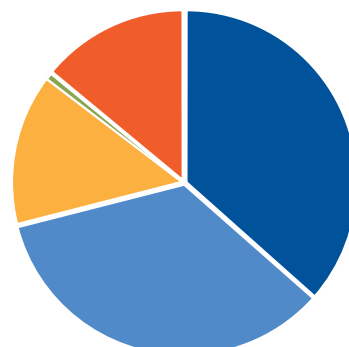
	FY 2016	FY 2015
Changes in Unrestricted Net Assets:		
Revenues, Gains, and Other Support:		
Grants & contracts, federal & state	\$16,501,295	\$15,571,535
Grants & contracts, other	546,896	498,502
Local United Way revenue	490,526	579,245
Miscellaneous	48,809	52,084
Total Revenues, Gains, and Other Support	\$17,587,526	\$16,701,366
Expenses:		
Program Services:		
2-1-1 Health and Human Services	6,382,647	6,249,249
Care 4 Kids	6,017,535	6,318,468
Child Care Services	2,511,567	1,570,456
CRC & other programs	105,926	102,236
Total Program Expenses	\$15,017,675	\$14,240,409
Supporting Services:		
Management and general	2,447,630	2,338,775
Total Expenses	\$17,465,305	\$16,579,184
Increase/(decrease) in unrestricted net assets	122,221	122,182
Net assets at beginning of year	1,951,401	1,829,219
Net Assets, End of Year	\$2,073,622	\$1,951,401

FY16 REVENUES, GAINS, AND OTHER SUPPORT - \$17,587,526



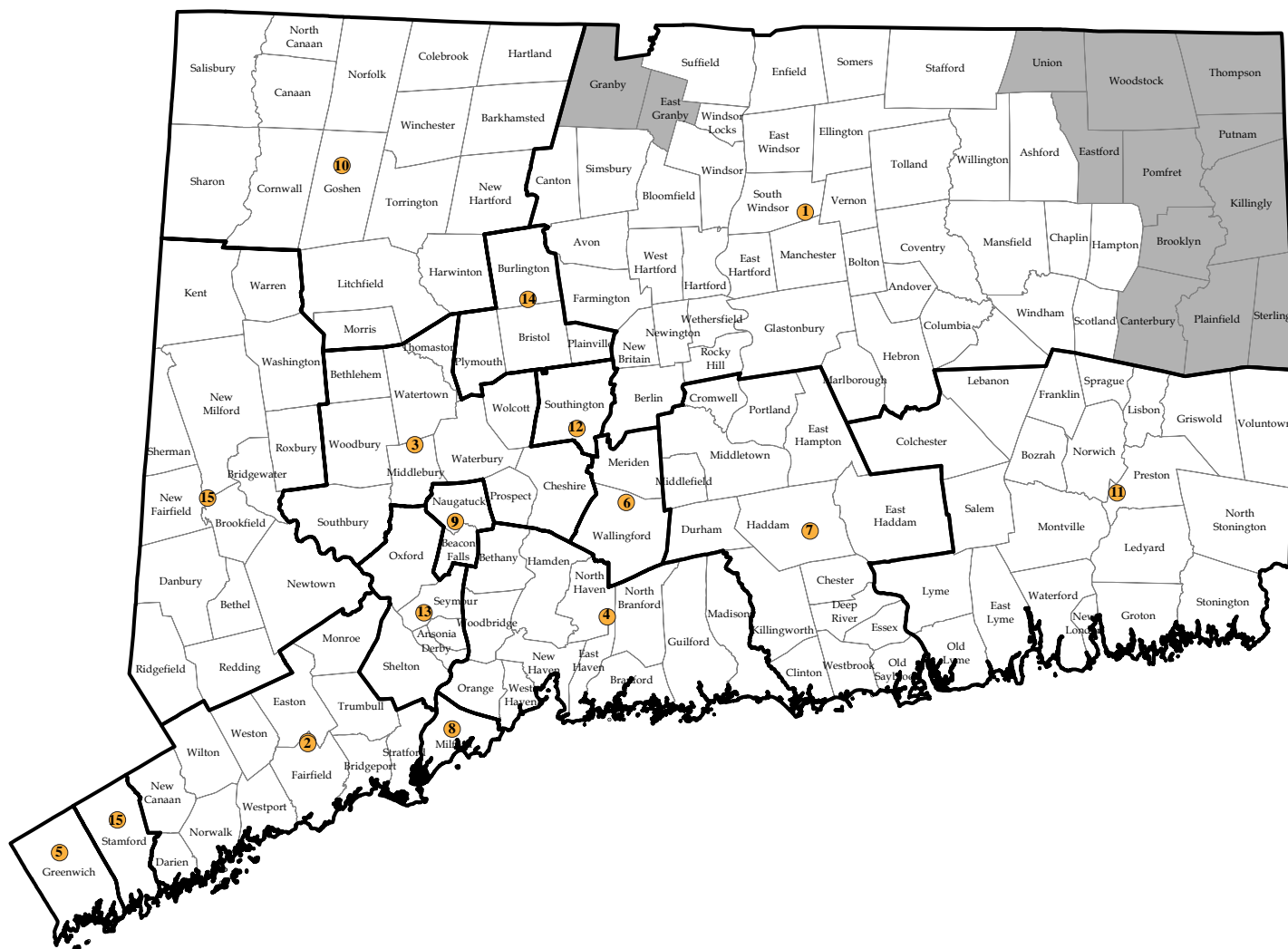
- Grants & contracts, federal & state
- Local United Way revenue
- Grants and contracts, other
- Miscellaneous

FY16 TOTAL EXPENSES - \$17,465,305



- 2-1-1 Health and Human Services
- Care 4 Kids
- Child Care Services
- CRC & other programs
- Management and general

CONNECTICUT UNITED WAYS



- | | |
|---|---|
| 1. United Way of Central and Northeastern Connecticut | 8. United Way of Milford |
| 2. United Way of Coastal Fairfield County | 9. United Way of Naugatuck and Beacon Falls |
| 3. United Way of Greater Waterbury | 10. United Way of Northwest Connecticut |
| 4. United Way of Greater New Haven | 11. United Way of Southeastern Connecticut |
| 5. United Way of Greenwich | 12. United Way of Southington |
| 6. United Way of Meriden and Wallingford | 13. Valley United Way |
| 7. Middlesex United Way | 14. United Way of West Central Connecticut |
| | 15. United Way of Western Connecticut |

■ Assigned to (1) UWCNCT but not active

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**Find your local United Way at
<http://www.ctunitedway.org/ctuways>**

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