Traditionally, United Way of Connecticut fulfilled its mission through our telephone call centers. In FY 2012, United Way of Connecticut handled more than 716,000 calls in United Way 2-1-1, Care 4 Kids, HUSKY Infoline, 2-1-1 Child Care and Child Development Infoline. That represents the highest number of calls in our 37+ year history. But consistent with technology trends throughout society, even more Connecticut residents are using United Way of Connecticut’s 2-1-1 and 2-1-1 Child Care websites to find and access the help they need. In FY12, we registered over 825,000 visits to 211ct.org and 211childcare.org. Details on how we work to create real, beneficial impact for thousands of Connecticut residents are provided in the pages that follow.

Connecticut residents will remember 2012 for years to come as the year we endured super-storm Hurricane Sandy and the tragedy at Sandy Hook Elementary School in Newtown. Working with state leaders through the state’s Emergency Operations Center after both events, United Way of Connecticut responded to the needs of our fellow citizens in Connecticut.

Leading up to and after Hurricane Sandy, UW/2-1-1 handled 17,500 storm-related calls and registered 6,000 searches on 211ct.org, most of which were on our Hurricane Sandy web page. People turned to UW/2-1-1 for help finding and accessing basic needs such as shelter and food, for learning about evacuation routes, locations of open gas stations and pharmacies, filing damage claims, and much more.

After the Newtown tragedy, UW/2-1-1 began to receive calls from people across the state and the nation seeking help coping with the awful event and offering volunteer help and donations to the people of Newtown. Within a day, we created a special Sandy Hook/Newtown Resources web page providing a range of resources for handling grief and trauma for both children and adults. In all, more than 1,600 people contacted us by phone and we registered nearly 14,000 inquiries on the Sandy Hook web page.

**MISSION:** The mission of the United Way of Connecticut is to help meet the needs of Connecticut and its residents by providing information, education and connection to services. UWC furthers its mission by providing 24/7 toll-free call center access to health and human services information through 2-1-1, as well as specialized services in child care, child development and disabilities and HUSKY health insurance; and by collaborating with local United Ways and Connecticut State agencies and elected officials.
2-1-1 Child Care also responded to the Newtown tragedy, reaching out by phone and e-Bulletin to approximately 4,500 child care providers in the state and providing them with a resource list geared toward early care providers.

United Way of Connecticut’s partnership with the state government is one of the oldest public-private partnerships in Connecticut. Today, we work with various state agencies, including the Department of Social Services, the Governor’s Office, the Departments of Children and Families, Developmental Services, Public Health, Emergency Management and Homeland Security, Education, Transportation, and more. This partnership is crucial in our work serving residents in every city and town in the state. United Way of Connecticut also works with numerous community partners across a wide spectrum of issue areas. Our work with our partners over the past year has focused on some priority areas, including: coordinated/unified shelter intake, financial stability, adult literacy, community re-entry for people leaving incarceration, and health care reform.

United Way of Connecticut and Connecticut’s fifteen local United Ways work together to create real community impact in the areas of Education, Income, Health, and Basic Needs. Over the past year, a particular area of focus has been Education. This was in response to the Governor’s call to action to improve education in our state and because United Ways have long invested in education initiatives, particularly early care and education. At a June conference of Connecticut United Ways, we focused on supporting educational achievement, drawing on United Way’s unique strengths: frontline knowledge of community needs, diverse state and local partners with expertise and tools for change, long-established relationships with community leaders, funding investments and communications and community engagement experience.

Our experience with recent storm emergencies reinforces the importance of a thoughtful business continuity plan and workable disaster recovery strategies. Over the past year, United Way of Connecticut management, with important help from our IT and Business Operations leaders, has upgraded our infrastructure and protocols to strengthen our resiliency and to enable support from remote/offsite locations as needs dictate. This work will continue to be a priority in the coming months.

United Way of Connecticut’s Board of Directors acknowledges the crucial contributions of our many partners, beginning with our partners in state government and local United Ways, and extending to the dozens of nonprofits and the business and civic leaders who support our work. We are stronger for that support. And, we are committed to employing their financial and other support responsibly and to the best effect for Connecticut residents looking for help for themselves and their families.
2-1-1 HEALTH AND HUMAN SERVICES

- Handled more than 553,000 requests for service and over 412,000 calls, and recorded more than 750,000 visits on 211ct.org.
- Assisted various state departments in the aftermath of the Newtown tragedy. 2-1-1 posted trauma and mental health resources on 211ct.org, provided crisis phone support and collected offers of volunteer assistance.
- Assisted the Department of Emergency Management and Homeland Security (DEMHS) in the aftermath of Hurricane Sandy. 2-1-1 maintained information on shelters, and other needed resources.
- Assisted the Department of Social Services (DSS) by mailing affidavits to SNAP recipients eligible for additional benefits due to food spoilage after Storm Sandy.
- Partnered with four homeless shelters in New London County to develop a unified intake system for families at imminent risk of homelessness.
- Assisted DEMHS during hot and cold weather events. 2-1-1 maintained information on cooling centers in the summer and connected callers to homeless shelters or arranged hotel accommodations and transportation during cold weather events.
- Received a $50,000 grant from CL&P to support and strengthen 2-1-1’s capacity to respond to disasters.
- Began assisting DSS with issuing Electronic Benefit Transfer (EBT) replacement cards. 2-1-1 now handles calls statewide for replacement cards.
- Created a specialized directory on veteran’s services and programs at the request of the Connecticut Department of Veterans Affairs.

TOP TEN REQUESTS FOR INFORMATION FY 2012

<table>
<thead>
<tr>
<th>Service</th>
<th>Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing/Shelter</td>
<td>52,494</td>
</tr>
<tr>
<td>Utilities/Heat</td>
<td>48,230</td>
</tr>
<tr>
<td>Financial Assistance</td>
<td>39,229</td>
</tr>
<tr>
<td>Outpatient Mental Health Care</td>
<td>38,358</td>
</tr>
<tr>
<td>Disaster Services</td>
<td>38,287</td>
</tr>
<tr>
<td>Public Assistance Programs</td>
<td></td>
</tr>
<tr>
<td>Holiday Assistance</td>
<td>22,770</td>
</tr>
<tr>
<td>Food</td>
<td>20,606</td>
</tr>
<tr>
<td>Legal Services</td>
<td>20,549</td>
</tr>
<tr>
<td>Substance Abuse Services</td>
<td></td>
</tr>
</tbody>
</table>

Total Requests for Services 553,718

Total Calls 412,784
At the request of the Department of Labor, 2-1-1 assisted over 1,700 state residents affected by the unexpected loss of unemployment benefits that occurred when the state’s unemployment rate dropped below 8 percent.

Provided trainings to DPH and local health department/district staff on call center operations during crises. The trainings covered basic telephone customer service skills and managing operator stress during high volume call periods.

**2-1-1 CHILD CARE**

Received over 18,500 contacts and 75,000 visits to the 211childcare.org, from parents seeking advice and referrals for quality child care and from early care professionals seeking technical assistance.

Engaged in 1,665 chats in the 2-1-1 Child Care Live Chat service. Clients chat via instant messaging with a Child Care Referral Specialist while searching the Child Care website.

Provided over 117 trainings to more than 1,325 participants from local organizations and child care sites on Child Development, Early Literacy, Healthy Young Children and Balancing Work and Family.

Conducted 54 technical assistance visits to newly licensed family child care providers to promote quality care.

Partnered with Save the Children and the Departments of Social Services, Public Health and Emergency Management and Homeland Security to establish the Connecticut Initiative for Emergency Preparedness and Child Care. The initiative developed a comprehensive plan to protect and support children in the child care community before, during and after emergencies and communicated with child care providers about the assistance available after Storm Sandy.

Continued participation in Operation Military Kids, an outreach effort aimed at educating professionals and volunteers about the impact of military deployment on children and youth.

Conducted the annual availability survey to provide a snapshot of the availability of child care in Connecticut and the number of children served.

Completed the Average Fee Report on the cost of child care centers and family child care providers in Connecticut.

Fielded a survey to parents of young children (birth to age 5) about the development of an early childhood education and care quality rating improvement system.
CARE 4 KIDS

- Handled 228,304 customer service calls from parents and child care providers for fiscal year 2012, to help implement the state’s program for child care subsidies for eligible working families. During this year, on average, more than 14,500 families and 8,000 providers received services monthly from Care 4 Kids.

- transitioned to electronic child care payments. Payments are now direct deposited into a checking or savings account or into a new debit card called the Care 4 Kids Card.

- Redesigned and enhanced www.ctcare4kids.com enabling easier access to program information and allowing providers access to payment information.

CHILD DEVELOPMENT INFOLINE

- Helped over 19,600 parents, doctors and child care providers with child development assistance and support.

- Made over 8,400 referrals to Birth to Three, 2,000 referrals to Help Me Grow as well as an additional 870 new referrals to the Ages and Stages Child Monitoring Program (a component of Help Me Grow) and 500 referrals to Early Childhood Special Education services. (The Birth to Three System focuses on children under 3 years of age with significant delays or disabilities and Early Childhood Special Education focuses on children between 3 and 5 years of age in need of special education services. The Help Me Grow program helps to find services for children under age 9, who are at risk for developmental or behavioral concerns.)

- Served as the access point for the Department of Public Health’s Medical Home Initiative for Children & Youth with Special Health Care Needs, making approximately 400 referrals to this program.

- Continued to serve on the technical assistance team for the National Help Me Grow Center. This project is being supported by the Kellogg Foundation and has expanded to 16 Help Me Grow affiliated states.
Began serving as the access point for the Learn the Signs Act Early Campaign, designed to enhance awareness of the early signs of autism and making timely referrals to services. To support this, CDI revised www.ctunitedway.org/cdi.html to include Developmental Milestones to help families monitor their baby’s learning, behavior, and development.

Continued to offer EPIC (Educating Practices in the Community) training modules at pediatric offices throughout the state highlighting the importance of early childhood developmental surveillance, screening and connecting to Help Me Grow/CDI. EPIC is a program of the Child Health and Development Institute (CHDI).

**HUSKY INFOLINE**

Expanded services to offer assistance to Connecticut residents enrolled in HUSKY C (formerly Medicaid for the Aged, Blind and Disabled) and HUSKY D (formerly Medicaid for Low Income Adults).

Handled over 31,900 incoming and 19,000 outgoing calls, helping over 36,400 families, approximately 30 percent of all HUSKY families, understand the HUSKY application process, eligibility requirements, benefits package and access to needed health care.

Mailed over 7,800 applications, an increase of 43% over the previous fiscal year. Requests for applications were highest in the first three months of 2012 when assistance to HUSKY C and D recipients began.

Helped HUSKY enrollees understand the HUSKY Health Care transition from a managed care model to an Administrative Services Organization (ASO) model.

Surveyed, in partnership with DSS and the CT Dental Health Partnership, the availability of appointments for dental care at participating HUSKY dental providers.

**COMMUNITY RESULTS CENTER**

Conducted 2-1-1 training sessions for United Ways, hospitals and local social service agencies.

Published 2-1-1 Barometer Reports on Older Adults, Military Resources, Child Care and Disaster Response and Recovery.

Published the monthly Community Connections newsletter and eBulletins.

Responded to media inquiries for UWC and its programs and published press releases.

Coordinated the Earned Income Tax Credit marketing campaign to increase visibility of federal tax credits.

Produced Community Asset Maps for the Buck Foundation, the Torrington Area Health District and the Western Connecticut Health Network.
1. United Way of Central and Northeastern Connecticut
2. United Way of Coastal Fairfield County
3. United Way of Greater Waterbury
4. United Way of Greater New Haven
5. United Way of Greenwich
6. United Way of Meriden and Wallingford
7. Middlesex United Way
8. United Way of Milford
9. United Way of Naugatuck and Beacon Falls
10. United Way of Northwest Connecticut
11. United Way of Southeastern Connecticut
12. United Way of Southington
13. Valley United Way
14. United Way of West Central Connecticut
15. United Way of Western Connecticut

Assigned to (1) UWCNCT but not active
Board of Directors

Theresa Hopkins-Staten, Chairman
Director, Connecticut Public Affairs
Northeast Utilities System

Estela Lopez, Vice Chair
Higher Education Consultant

Susan Dunn, Secretary
President and CEO
United Way of Central and Northeastern Connecticut

Laura Huren, Treasurer
Senior Vice President
United Way of Connecticut (not a board member)

Beth Bye
State Senator, 5th District

Karl Epple, Honorary Board Member

James Ieronimo
Executive Director, United Way of Meriden & Wallingford

Charles Mason
President, Mason, Inc.

Robert Metzler, Esq.,
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Local Initiatives Support Corporation

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State of Connecticut, Office of the Treasurer

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President and CEO, Bicron Electronics Company

William Stanley
VP, Development and Community Relations
Lawrence & Memorial Hospital

James Thomas
Former Commissioner, Connecticut Department of Public Safety and Department of Emergency Management and Homeland Security

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President and Chief Operating Officer, Valley United Way

Scott Wilderman
CEO, Career Resources

Richard J. Porth
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UWC Senior Management

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President & CEO

Tanya Barrett
Senior Vice President
2-1-1 Health and Human Services

Laura Huren
Senior Vice President, Business Operations

Leo Pellerin
Chief Information Officer

Sherri Sutera
Senior Vice President
Child Care Services
Statement of Financial Position

For the years ended June 30, 2012 and 2011

<table>
<thead>
<tr>
<th></th>
<th>FY 2012</th>
<th>FY 2011</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assets:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>$3,851,918</td>
<td>$3,794,541</td>
</tr>
<tr>
<td>Prepaid expenses</td>
<td>163,952</td>
<td>81,334</td>
</tr>
<tr>
<td>Contracts receivable</td>
<td>163,883</td>
<td>219,916</td>
</tr>
<tr>
<td>Local United Way receivables</td>
<td>21,957</td>
<td>21,404</td>
</tr>
<tr>
<td>Other receivables</td>
<td>23,988</td>
<td>30,601</td>
</tr>
<tr>
<td>Office furniture and equipment (net of accumulated depreciation)</td>
<td>165,232</td>
<td>215,773</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td><strong>$4,390,930</strong></td>
<td><strong>$4,363,569</strong></td>
</tr>
</tbody>
</table>

|                              |               |               |
| **Liabilities and Net Assets:** |               |               |
| Accounts payable and accrued expenses | 998,070 | 813,107 |
| Refundable advances           | 1,636,397     | 1,850,525     |
| Deferred revenue              | 229,208       | 282,115       |
| **Total Liabilities**         | **$2,863,675**| **$2,945,747**|

|                              |               |               |
| **Net Assets:**              |               |               |
| Unrestricted net assets      | 1,527,255     | 1,417,822     |
| **Total Liabilities and Net Assets** | **$4,390,930** | **$4,363,569** |
## Statement of Activities

For the years ended June 30, 2012 and 2011

<table>
<thead>
<tr>
<th>Changes in Unrestricted Net Assets:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenues, Gains, and Other Support:</strong></td>
</tr>
<tr>
<td>Grants &amp; contracts, federal &amp; state</td>
</tr>
<tr>
<td>Grants &amp; contracts, other</td>
</tr>
<tr>
<td>Local United Way revenue</td>
</tr>
<tr>
<td>Miscellaneous</td>
</tr>
<tr>
<td><strong>Total Revenues, Gains, and Other Support</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenses:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Program services:</strong></td>
</tr>
<tr>
<td>2-1-1 Health and Human Services</td>
</tr>
<tr>
<td>Care 4 Kids</td>
</tr>
<tr>
<td>Community Results Center</td>
</tr>
<tr>
<td>Other programs</td>
</tr>
<tr>
<td><strong>Total Program Expenses</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Supporting services:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management and general</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
</tr>
</tbody>
</table>

| Increase/(decrease) in unrestricted net assets | 109,433 | 265,467 |
| Net assets at beginning of year | 1,417,822 | 1,152,355 |
| **Net Assets, End of Year** | $1,527,255 | $1,417,822 |
United Way of Connecticut
1344 Silas Deane Highway
Rocky Hill, Connecticut 06067

(860) 571-7500
www.ctunitedway.org

UWC is supported by the State of Connecticut and Connecticut United Ways.