

Academic Counseling Adolescent Psychiatric Inpatient Units Adolescent/Youth Counseling Adult Basic Education Adult Day Programs Adult Protective Services Adult Respite Care Adult/Child Mentoring Programs Animal Adoption Animal Rescue Area Agencies on Aging Assisted Living Facilities Benefits Screening Bereavement Counseling Bullying Prevention Camperships Cancer Detection Career Awareness Career Counseling Charter Schools Child Abuse Prevention Child Care Child Guidance Child Guidance Hearing Loss Child Identification Programs Community Gardening Community Re-Entry Services For Ex-Offenders Congregate Living Facilities Congregate Meals/Nutrition Sites Consumer Education Consumer Services Continuing Care Retirement Communities Dating Violence Prevention Disabilities / Older Adults Disability Parking Permits Disaster Services Discounted Heating Fuel Disease/Disability Information Domestic Violence Shelters Donation Options Dropout Prevention EBT Card Services Education Emergency Services Employment Training Programs English as a Second Language Extreme Heat Cooling Centers Family Literacy Programs Family Services Family Support Centers Farmers Markets Financial Assistance Food Donation Programs Food Pantries Food Stamps Foster Homes for Dependent Children Gatekeeper Alert Programs Geriatric Assessment Grocery Delivery Group Homes for Children and Youth with Disabilities Health Care Health Care HIV Testing Holiday Assistance Holiday Gifts/Toys Home Health Care Home Schooling Homeless Shelter Hospice Care Housing HUD Approved Counseling Agencies Identity Theft Reporting/Recovery Programs In Home Child Care Inpatient Alcohol Detoxification Insurance Claims Assistance Funding Assistance Kinship Care Lead Poisoning Screening Legal Services Leisure Activities Licensing/Certification/Accreditation Literacy Programs Mass Care Shelter Mediation Medicaid Mental Health Care Mentoring Services Volunteer Opportunities Mortgage Foreclosure Assistance Neighborhood Multipurpose Centers Outpatient Mental Health Care Parent/Child Activity Groups Parenting Education Parenting Education Support Personal Homebased Foods Poison Control Prenatal Care Prescription Expense Assistance Recovery Homes/Halfway Houses Recreational Activities/Sports Rent Payment Assistance School Health Programs School Supplies Donation Programs Senior Centers Smoking Cessation Special Education Substance Abuse Substance Abuse Counseling Suicide Prevention Suicide Prevention Summer School Programs Support Groups Tax Organizations and Services Tax Preparation Assistance Teen Services Temporary Financial Assistance Transportation Tutoring Services Utilities/Heat Utility Assistance Vaccine Information Veteran Homes Veterans Services and Benefits Vocational Education Volunteer Opportunities WIC Winter Clothing Donation Programs Wish Foundations Child Abuse Prevention Dating Violence Prevention Domestic Violence Shelters Insurance Claims Assistance Animal Adoption Animal Rescue Adult/Child Mentoring Programs Parent/Child Activity Groups Parenting Education Recreational Activities/Sports Consumer Education Emergency Services Food Stamps Extreme Heat Cooling Centers Mass Care Shelter Food Donation Programs Mentoring Services Volunteer Opportunities School Supplies Donation Programs Volunteer Opportunities Winter Clothing Donation Programs Wish Foundations Academic Counseling Adult Basic Education Charter Schools Dropout Prevention English as a Second Language Family Literacy Programs Home Schooling Literacy Programs Special Education Summer School Programs Tutoring Adult Basic Education Cancer Detection Disease/Disability Information Health Care Home Health Care Earned Income Credit Information Healthy Start Medicare Savings Programs Hazardous materials sites

UNITED WAY OF CONNECTICUT

One call. Many services.



2012 ANNUAL REPORT

UWC's Reach and Impact in Connecticut

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.

Highlights of the Year

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

Housing/Shelter	52,494
Utilities/Heat	48,230
Financial Assistance	39,229
Outpatient Mental Health Care	38,358
Disaster Services	38,287

Total Requests for Services **553,718**



Public Assistance Programs	27,972
Holiday Assistance	22,770
Food	20,606
Legal Services	20,549
Substance Abuse Services	16,031

Total Calls **412,784**

Highlights of the Year

- 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.

Highlights of the Year

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.

Highlights of the Year

- 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).
- 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.

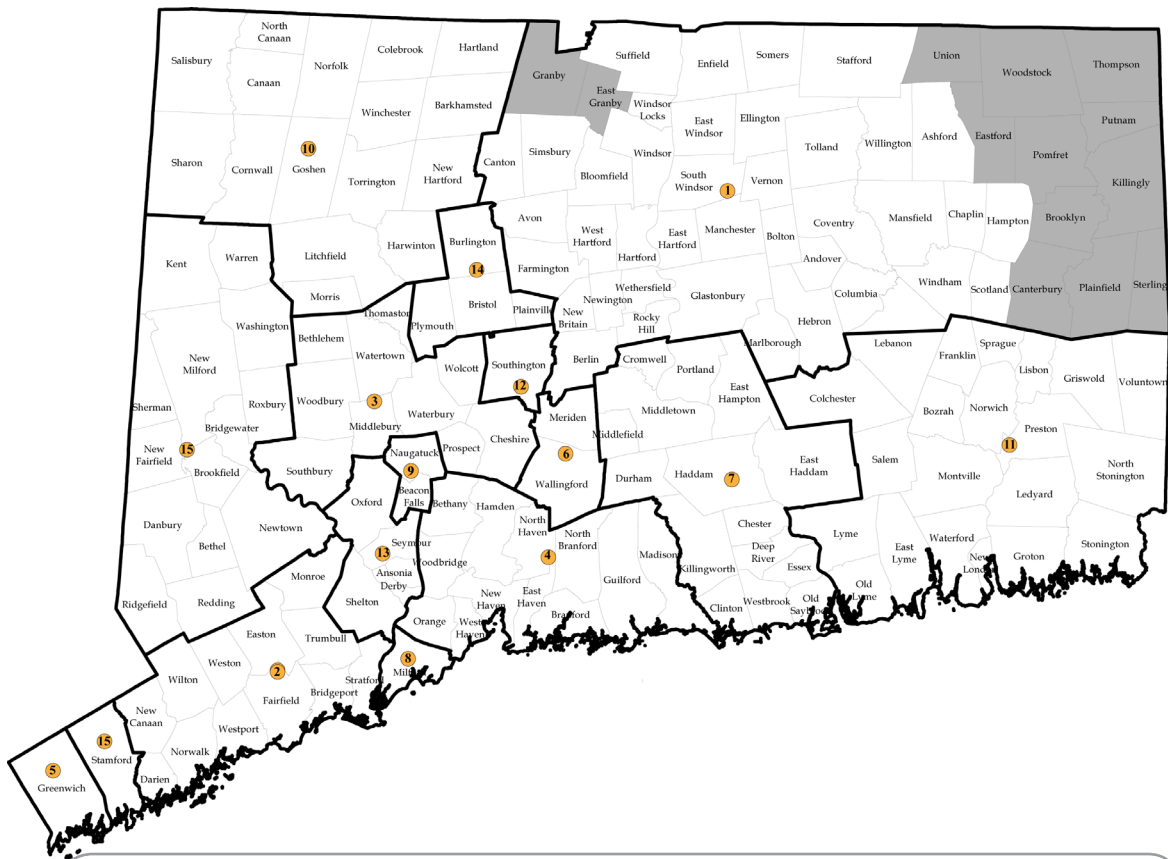
HUSKY INFOLINE

- 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.

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.

Connecticut United Ways



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

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Statement of Financial Position

For the years ended June 30, 2012 and 2011

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

	FY 2012	FY 2011
Changes in Unrestricted Net Assets:		
Revenues, Gains, and Other Support:		
Grants & contracts, federal & state	\$12,867,034	\$14,405,042
Grants & contracts, other	330,427	591,161
Local United Way revenue	623,651	596,334
Miscellaneous	68,643	35,887
Total Revenues, Gains, and Other Support	\$13,889,755	\$15,628,424
Expenses:		
Program services:		
2-1-1 Health and Human Services	5,570,458	6,277,260
Care 4 Kids	5,788,275	6,205,545
Community Results Center	86,130	94,207
Other programs	236,577	436,869
Total Program Expenses	\$11,681,440	\$13,013,881
Supporting services:		
Management and general	2,098,882	2,349,076
Total Expenses	\$13,780,322	\$15,362,957
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

**GIVE. ADVOCATE. VOLUNTEER.
LIVE UNITED.**



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