

**United Way
of Connecticut**



**2015
Annual
Report**

UNITED WAY OF CONNECTICUT MISSION

To help meet the needs of Connecticut and its residents by providing information, education and connection to services.

Did you know?

■ 2-1-1 Health and Human Services

- 652,338 searches using 2-1-1's online database
- 331,479 calls handled; of these there were
 - 84,736 crisis calls
 - 106,382 after hours and weekend calls

■ 2-1-1 Child Care

- 50,447 searches using 2-1-1 Child Care's online database
- 17,179 calls handled
- 3,000+ providers received provider orientation training

■ Care 4 Kids

- 35,233 children receiving care
- 9,051 providers in program
- 277,922 calls handled
- 291,026 web visits

■ 2-1-1 Child Development Infoline

- 8,876 Birth to Three referrals
- 2,314 new ASQ enrollments; 4,410 total ASQ enrollment
- 1,472 Help Me Grow referrals
- 22,486 calls handled

OUR REACH AND IMPACT IN CONNECTICUT

United Way of Connecticut works with the state government, local United Ways, and our many community partners to empower people to achieve progress by providing them access to the knowledge, tools, and supports that they need. United Way of Connecticut places a high priority on meeting people “where they are”— providing the knowledge and tools that meet their specific needs and helping them navigate a sometimes complex system which crosses multiple government and nonprofit agencies. In doing this work, one of our core values is respect for the people we serve and their privacy. We carry out our service mission in four ways:

1. Connecting people to services;
2. Early childhood development and education;
3. Responding to emergencies whether personal/family or community-wide, and;
4. Supporting strategies for strong communities through collaboration, leadership, and advocacy.

Because this work is carried out under one umbrella, we have been able to leverage earlier investments in our capacity and in our IT and telecommunications expertise to provide real synergy, real benefit, when new services are added. This would not be possible without the early and consistent support of the State of Connecticut and Connecticut's United Ways over the years. At United Way of Connecticut, the whole is greater than the sum of the parts.

Last year, United Way of Connecticut's staff handled more than 649,000 phone calls and registered more than 2,371,000 visits on our websites. Highlights of the work performed in 2-1-1, 2-1-1 Child Care, Care 4 Kids, 2-1-1 Child Development, and our Community Results Center are provided in this annual report, along with information on our finances/audit and our staff and board leadership.

A few of the most significant United Way of Connecticut achievements over the past year are summarized here:

- The volume and complexity of Coordinated Shelter Access calls proved challenging in 2015. We appreciate the work of the Coordinated Access Network partners, in particular the Connecticut Department of Housing, the Connecticut Coalition to End Homelessness, and the many shelter providers, all of whom have worked so hard to make this HUD-required initiative work to best effect for people facing homelessness.
- 2-1-1 Child Care's success in coordinating outreach, registration and training for more than 3,000 child care in-home providers helped many more providers to benefit from orientation training and materials/equipment.
- Working with Connecticut's local United Ways, we continued to shine a light on hard working families that still struggle financially (ALICE – Asset Limited, Income Constrained, Employed), with the goal of supporting strategies leading to financial security for these families.
- 2-1-1 launched its new website featuring a much more robust search engine that simplifies the process of finding help, a format that works on all screens (computers to smart phones), location aware searches, ability to email or text help information directly to users, and much more. This work was made possible by a grant from the state's Nonprofit Grant Program.
- Working with the state's Office of Early Childhood, Care 4 Kids implemented a number of measures to simplify paperwork requirements for clients and to make Care 4 Kids processes more efficient, thereby generating cost savings and reducing wait times.
- Connecticut's Early Childhood Comprehensive System initiative, aimed at increasing early childhood screening, made significant progress under the leadership of the state Office of Early Childhood and with the staff support of 2-1-1 Child Development Infoline. In addition, the new 2-1-1 Child Development Infoline website, which greatly improved content and allows for interactive use, was launched in November.
- Adopted and implemented a new Business Continuity/ Disaster Recovery Plan for United Way of Connecticut with the goal of maintaining essential services during emergencies or disasters.
- Received a "clean" audit of UWC's financial statements with an unmodified opinion and no material findings.



United Way of Connecticut's service mission traces back to our roots in the community and in the United Way system forty years ago. That commitment to serving the common good is sustained today by our leadership, and particularly the community volunteers who serve on our Board of Directors. They represent business, government, and civic leaders from across the state. Over the past year, our Board set a strategic direction aimed at real community impact and strengthened our governance by:

1. approving a substantial revamping of United Way of Connecticut's Corporate Policy Manual, during which a new Risk Management Policy was adopted;
2. adopting a new Integrated Emergency Management Plan for the agency, and;
3. overseeing the development and formal adoption of an Emergency Succession Plan for the CEO.

Once again, we express our true appreciation for the support of our partners in state government, Connecticut's United Ways, and the many community partners we work alongside. Without their leadership and support, United Way of Connecticut could never have the reach and the impact we strive for. Our pledge to them and to the people we serve is to support our partners to the best of our ability to provide real benefit for all the people we serve together.

HIGHLIGHTS OF THE YEAR

2-1-1 Health and Human Services

- FY15 handled more than 347,800 requests for service and 331,479 calls, and recorded 901,532 visits to 211ct.org.
- Responded to 84,736 crisis calls. These calls include situational, behavioral and emotional crises. (e.g. suicide prevention, emergency mobile psychiatric service, emergency response, homelessness, etc.)
- Assisted the state's Division of Emergency Management and Homeland Security (DEMHS) during extreme weather. 2-1-1 maintained updated information for the New London water main break, Ebola Activation, January Blizzard and three severe cold weather activations (most of the period between Jan 2015 – March 2015). Connected callers to shelters, cooling and warming centers, and arranged hotel and transportation accommodations as needed.
- Selected to participate in the National Centers for Disease Control's Flu on Call program which prepares poison control centers and 2-1-1 centers across the nation to be able to respond in the event of a pandemic flu outbreak.
- Launched the online EBT card request system and assisted the Department of Social Services by handling 47,795 Electronic Benefit Transfer replacement card requests statewide.
- Partnered with the CT Suicide Advisory Board, Department of Children and Families, Department of Public Health and Department of Mental Health and Addiction Services to publicize the 1 Word, 1 Voice, 1 Life suicide prevention campaign. This year the campaign centered around advertising with the UCONN Huskies athletic team materials and arena signage and targeted mailings to law enforcement agencies, school superintendents, and hair salons.
- 2-1-1 staff are active with both with the Alliance of Information and Referral Services and the American Association of Suicidology, and our 2-1-1 contact center is accredited by both organizations.
- Developed and launched a powerful new 2-1-1 search engine that can be accessed on any type of device. New features include common language search, location awareness, translation and an events calendar.
- Launched Live Chat feature for visitors to the My Place CT website for the State's system of long term services for older adults remaining in their homes.
- Launched online self-service appointment scheduling for Volunteer Income Tax Assistance. In FY 2015, there were 5,046 appointments scheduled with VITA sites. Of the 5,046 appointments, 91% were scheduled by phone and 9% were scheduled online.
- Developed 23 customized listings of community resources within 2-1-1's statewide human services database for a variety of state agencies, municipalities, United Ways and community based organizations.
- Maintained 450 eLibrary papers, detailed online subject guides on various topics. The eLibrary papers are viewed on average between 50,000 and 60,000 times each month, with some individual papers accessed over 10,000 times a month. Support for custodial grandparents, how to obtain a social security card, and information on the HUSKY program were the most visited e-library pages this year.



HIGHLIGHTS OF THE YEAR

2-1-1 Child Care



- FY 2015 was the first full year of operation for the Provider Orientation Program (POP). 2-1-1 Child Care employed its online booking platform to enable in-home child care providers to find and register for POP training sessions that fit their schedule and then to receive email reminders and updates or to cancel or reschedule their training online. Over 3,000 in-home providers participating in Care 4 Kids received orientation training aimed at enhancing, quality of care, health and safety practices as well as orientation kits with teaching materials and safety devices.
- Handled more than 17,000 calls from parents and caregivers seeking help with securing child care in our role as Connecticut's Child Care Resource and Referral agency.
- Recorded more than 50,000 child care searches by people using 2-1-1 Child Care's online child care database, which includes listing of 4,400 child care providers in Connecticut with information on costs, locations, hours of operation, special needs accommodations, and languages spoken.
- Recorded 1,638 web chat sessions/emails with caregivers looking for help finding the right child care. Clients chat via instant messaging with Child Care Referral Specialists.
- Recorded more than 107,000 online enrollments and related transactions on the Provider Orientation online booking platform.

Care 4 Kids



- Under the leadership of the state's Office of Early Childhood, United Way of Connecticut helped to implement a number of Care 4 Kids program enhancements which streamlined the application and eligibility process for families and saved money. These included: expedited verifications for vulnerable populations, simplified application materials and employer verification submissions, and more.
- Successfully launched Care 4 Kids mailroom automation introducing new mailroom platform for electronic review, collating, and indexing of eligibility documents received by fax and email. This will reduce costs and paper flow in the Care 4 Kids program.
- Served more than 35,000 children who qualified for Care 4 Kids child care subsidies, working with over 9,000 child care providers serving Care 4 Kids children/families on average each month.
- In order to provide these services, Care 4 Kids staff handled more than 277,000 calls in FY15 and recorded more than 290,000 visits to the OEC/UWC Care 4 Kids web portal.

2-1-1 Child Care Top Service Requests*

July 1, 2014 - June 30, 2015

Service Request	# of Referrals
Infant Child Care	21,814
Preschool Child Care	14,689
Toddler Child Care	10,945
School Age Child Care	9,125
Child Care Provider Training	8,950
Licensing/Certification/ Accreditation	1,618
Internet Information Resources	1,460
Child Care Subsidies	963
General First Aid Instruction	461
Employment Related Fingerprinting	378
Child Care Provider Recruitment	325
Small Business Development	312

*These service requests reported are from contact center (voice, chat, email) and online search engine requests.



Care 4 Kids Served more than 35,000 children who qualified for Care 4 Kids child care subsidies over the year.

HIGHLIGHTS OF THE YEAR

2-1-1 Child Development Infoline

- Handled 22,486 calls from and to parents, doctors and child care providers to help with child development monitoring and support.
- Made over 8,800 referrals to Birth to Three, 1,472 referrals to Help Me Grow as well as an additional 2,310 new referrals to the Ages and Stages Child Monitoring Program (4,410 total enrollment) and 482 referrals to Early Childhood Special Education services.
- In partnership with the Office of Community Child Health at the Connecticut Children’s Medical Center, 2-1-1 Child Development Infoline continued to facilitate the Hartford Care Coordination Collaborative, which has become an effective “hub” for maximizing care coordination, both medical and community based, for children and their families.
- Launched a new and interactive 2-1-1 Child Development Infoline website to help parents quickly determine the proper developmental stages for children and access services and supports from the programs that are available across Connecticut.
- In partnership with the Office of Early Childhood, UWC is coordinating the Early Childhood Comprehensive Systems (ECCS) grant, which is focusing on increasing early screenings in child care, health care, and family settings and coordinating service referrals when a need is identified. In collaboration with the ECCS Advisory Committee, interagency work continues and a process evaluation of screening efforts in child care settings and with health consultants has been completed. System-building recommendation based on what we learned from the process evaluation are now being implemented by work groups organized by OEC and the ECCS Advisory committee.
- In partnership with the Grossman Family Foundation, developed a coordinated system of early detection and intervention to ensure that Norwalk children are ready to enter Kindergarten. This initiative generates quality data on the developmental status of Norwalk’s young children in order to guide service offerings based on needs identified across the community. This initiative can serve as a pilot to be implemented in other communities across the state.

[HTTP://CDI.211CT.ORG](http://CDI.211CT.ORG)

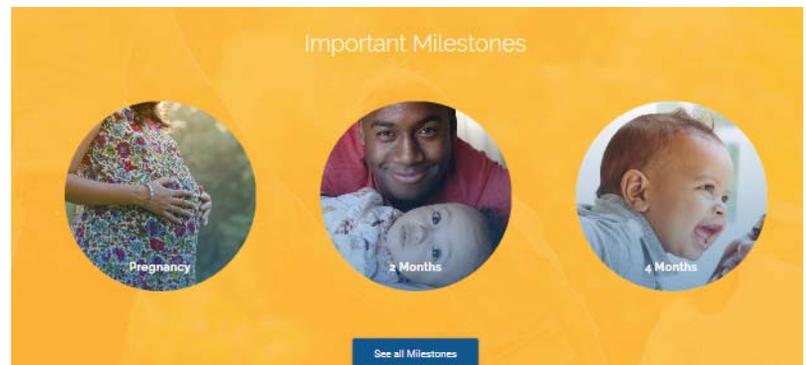


Do you have questions or concerns about your child's development or your pregnancy?

CDI supports families in finding resources and services for their pregnancy or child development in a special section of our site. Our Care Coordinators are available to help you through the process. We have a dedicated staff to help you with your questions and concerns. This service is available to all families in CT.

Find us here

Contact Us



Our Programs



HIGHLIGHTS OF THE YEAR

Community Results Center

UWC serves as the state organization for fifteen local United Ways in Connecticut. Most of our state organization work in support of local United Ways is carried out through our Community Results Center.

- Hosted 2-1-1 tours, trainings and information sessions for United Ways and other local groups and organizations.
- Supported communication through online newsletters, eBulletins and social media on the work of United Ways in Connecticut.
- Carried out multiple survey research projects to support the work of United Ways in Connecticut.
- Published statewide United Way Policy Agenda with ALICE focus, and distributed to all General Assembly members with ALICE data for the towns in their district.
- Worked with Commission on Children to co-host an ALICE Legislative Forum in March, 2015. Created a “virtual forum” section for the statewide ALICE website, as a follow up to the Legislative Forum and a repository for materials discussed at the event.
- Released first [ALICE Update](#), an issue brief about the high cost of child care and the burden it places on ALICE families.



ALICE TOOLKIT: WHAT YOU CAN DO TO HELP ALICE

GIVE

- Give to community efforts aimed at helping ALICE households to:
 - Pursue career advancement through job training, targeted occupational credentials and certifications, and post-secondary education.
 - Address short-term barriers to working, such as car repairs, the need for new tools and work clothes, and licensing/certification costs.
 - Handle basic needs emergencies involving food, shelter, utilities, and emergency funds.
- Give to your local United Way's Community Impact Fund to benefit ALICE families in your area.

ADVOCATE

- Advocate for strategies that improve long-term prospects for ALICE households by:
 - Making child care more affordable for families.
 - Increasing the supply of affordable housing.
 - Protecting and growing middle-skill and high-skill jobs in Connecticut and supporting career advancement into these jobs.
 - Supporting work for lower-income working families by addressing benefit cliffs and tax incentives.
- Reading the full ALICE Report for Connecticut at <http://alice.ctunitedway.org>.
- Attending events supporting ALICE families.
- Looking at issues in your community and at the state and federal level through a lens which focuses on what will help and what will hurt ALICE households.
- Engaging with your local and state leaders and sharing your thoughts about ALICE.
- Talking with your family, friends, and neighbors (some of whom may be dealing with financial hardship) about ALICE. Raise awareness about ALICE and share ALICE's story, and contribute to an informal discussion among residents and leaders about ALICE.

VOLUNTEER

- Contact your local United Way to find out how to volunteer your time to help ALICE households. This could include:
 - Helping ALICE households get a handle on family financing with the help of budget coaching, establishing bank accounts, and individual development accounts and tax preparation assistance.
 - Helping children in ALICE families succeed through reading/literacy programs, mentoring, and after-school academic supports.
 - Staffing food distribution centers, food pantries, and health outreach clinics.
- Listening to family, friends, and neighbors who are ALICE families and helping them when you can or referring them to places that can help such as United Way 2-1-1.

STATEMENT OF FINANCIAL POSITION

For the years ended June 30, 2015 and 2014

	FY 2015	FY 2014
Assets:		
Cash and cash equivalents	\$4,156,210	\$4,007,506
Prepaid expenses	142,549	173,985
Contracts receivable	196,554	178,980
Local United Way receivables	25,331	39,857
Other receivables	19,719	19,079
Office furniture and equipment (net of accumulated depreciation)	23,326	69,980
Total Assets	\$4,563,689	\$4,489,387

Liabilities and Net Assets:		
Accounts payable and accrued expenses	1,356,339	1,286,365
Refundable advances	1,156,302	1,221,263
Deferred revenue	99,647	152,540
Total Liabilities	\$2,612,288	\$2,660,168

Net Assets:		
Unrestricted net assets	1,951,401	1,829,219
Total Liabilities and Net Assets	\$4,563,689	\$4,489,387

FY15 TOTAL ASSETS - \$4,563,689



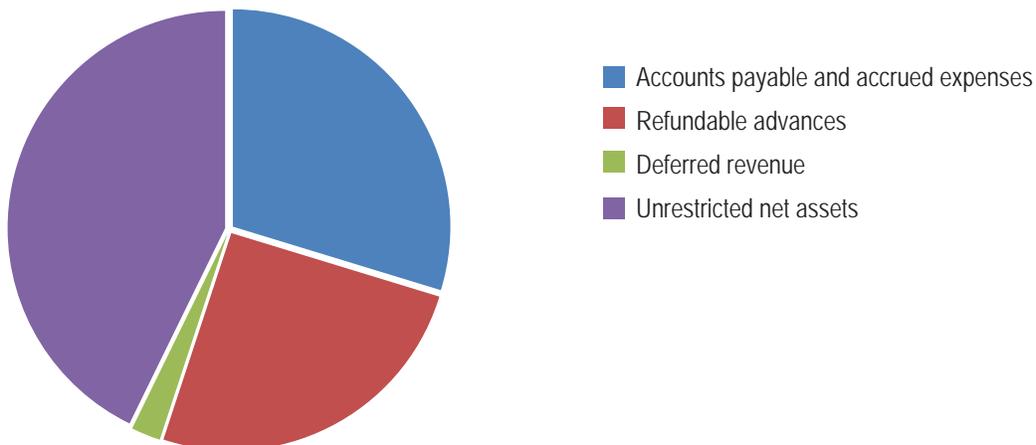
- Cash and cash equivalents
- Prepaid expenses
- Contracts receivable
- Local United Way receivables
- Other receivables
- Office furniture and equipment
(net of accumulated depreciation)

STATEMENT OF ACTIVITIES

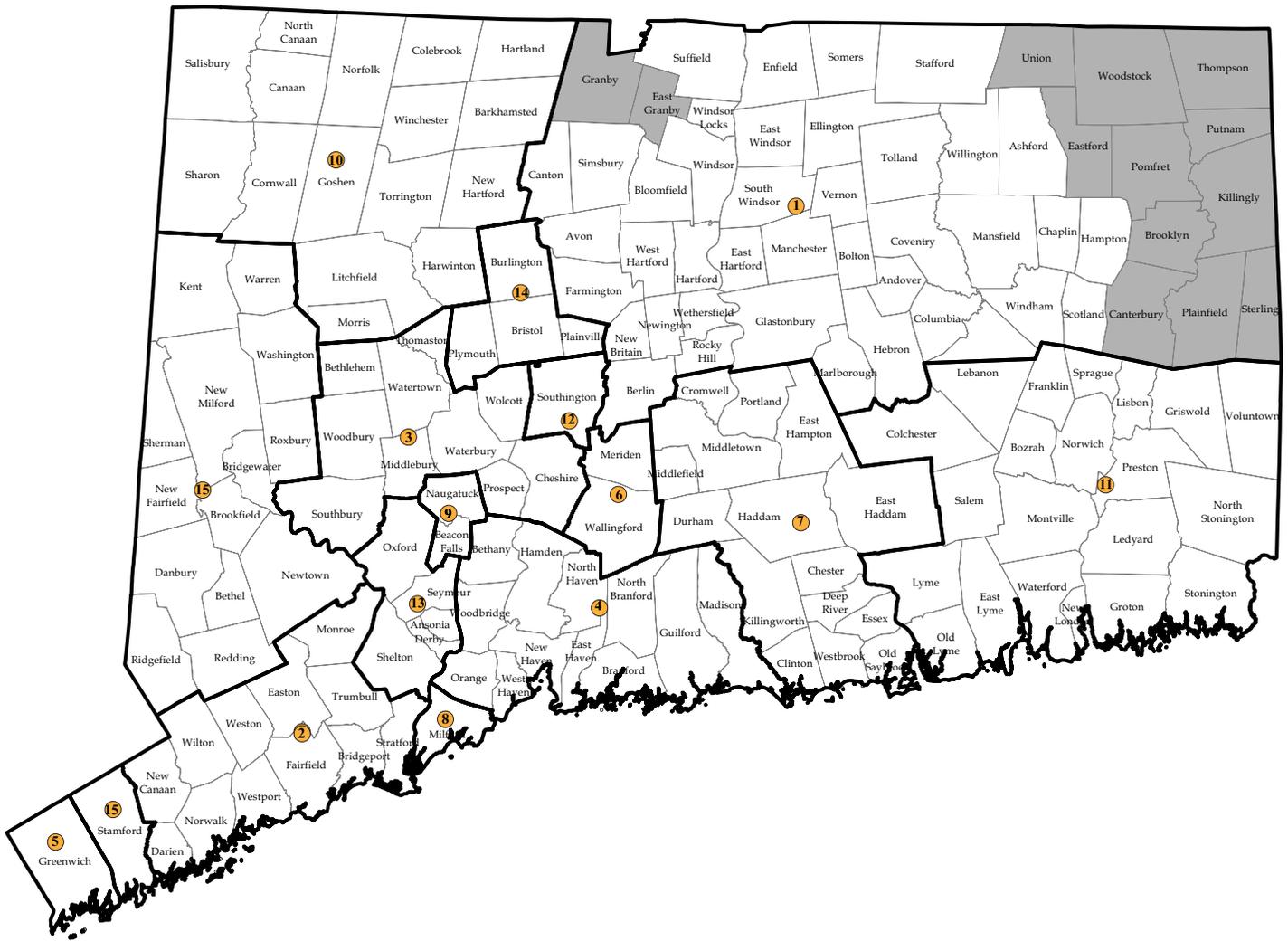
For the years ended June 30, 2015 and 2014

	FY 2015	FY 2014
Changes in Unrestricted Net Assets:		
Revenues, Gains, and Other Support:		
Grants & contracts, federal & state	\$15,571,535	\$13,297,579
Grants & contracts, other	498,502	566,560
Local United Way revenue	579,245	593,444
Miscellaneous	52,084	37,937
Total Revenues, Gains, and Other Support	\$16,701,366	\$14,495,520
Expenses:		
Program services:		
2-1-1 Health and Human Services	6,794,368	5,667,818
Care 4 Kids	7,343,647	6,360,649
Community Results Center	25,673	21,719
Other programs	76,721	47,782
Total Program Expenses	\$14,240,409	\$12,097,968
Supporting services:		
Management and general	2,338,775	2,163,843
Total Expenses	\$16,579,184	\$14,261,811
Increase/(decrease) in unrestricted net assets	122,182	233,709
Net assets at beginning of year	1,829,219	1,595,510
Net Assets, End of Year	\$1,951,401	\$1,829,219

FY15 TOTAL LIABILITIES AND NET ASSETS - \$4,563,689



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/Who/CTUWays.asp>**

*United Way of Connecticut is supported by the
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