

United Way of Connecticut



United Way

2003 Annual Report

In 2003, United Way of Connecticut reached several exciting milestones. Our telephone call centers responded to a record number of people (more than 605,000) seeking information about health and human services, substance abuse treatment, shelter, child care, health insurance, or help in a crisis. More than 485,000 others sought help through our web site, www.211infoline.org.

As the state association for local United Ways in Connecticut, we significantly increased the number, scope and depth of learning opportunities offered to our members. In addition, we created www.VolunteerConnecticut.org to link residents with volunteer opportunities as a result of our ongoing work with local United Way and independent volunteer centers to increase online access to volunteer opportunities. United Way of Connecticut also represented local United Ways on critical public policy issues affecting their communities.

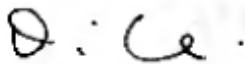
February 2004 marked the fifth anniversary of the use of the 2-1-1 telephone number for Infoline in Connecticut. Since we began operating the program 27 years ago, we have significantly enhanced and expanded the service. It has developed into a key resource during times of crisis, as a vehicle for increasing public awareness of critical programs, and for disaster preparedness.

Connecticut was the first state to provide statewide 2-1-1 service, and we are proud of leading the way to a national initiative for 2-1-1. Nationwide, 30% of the population can now access help by dialing 2-1-1, thanks to the strong support and leadership provided by United Way of America and the Alliance of Information and Referral Systems (AIRS).

We look forward to reaching additional milestones in improving the quality of life in Connecticut through our partnership with the State of Connecticut and local United Ways in delivering quality information and referral services, as well as through our association work to strengthen the United Way system across the state. Please read on to find out more about the many ways our work touches the lives of Connecticut residents and communities.



Robert J. Metzler
Chairman of the Board



Debi Colacrai
Interim President & COO



United Way of Connecticut

United Way of Connecticut carries out the mission and tradition of United Way at the state level. It works as a support system for the 24 local United Ways across the state and oversees programs and initiatives best managed on a statewide basis. United Way of Connecticut fulfills its mission by:

- Providing leadership on initiatives that Connecticut United Ways can best accomplish together.
- Promoting partnerships and advocating with government to maximize the quality of human services in the state.
- Providing 24-hour comprehensive information/referral/crisis intervention services using 2-1-1.
- Offering other direct membership services to United Ways of Connecticut.

United Way Services

United Way of Connecticut works with the 24 local United Ways across the State to help them fulfill their mission of improving lives in their communities. As their state association, we bring the independent, locally controlled United Ways together to work on common issues and projects that will have a national or statewide impact. We also monitor and advocate on policy issues that may affect the United Way movement, its funded programs and initiatives, and their communities.

Major accomplishments for United Way Services and Government Relations in 2003:

- Significantly increased the number, scope and depth of learning opportunities offered to our local United Way members and others.
- Created www.VolunteerConnecticut.org, a web site linking Connecticut residents to local volunteer opportunities or their area volunteer center online. We also continued to promote the use of an online volunteer matching service administered by local United Ways and volunteer centers that is now operational in most areas of the state.
- Strengthened our formal partnership with the Connecticut Department of Labor and CTE, Inc. by providing some of the Connecticut Individual Development Account (IDA) Initiative Clearinghouse services; such as convening the statewide IDA Affinity Group, and providing training for IDA program staff, funders, and other stakeholders. We also worked with local United Ways that are playing important roles in developing IDA programs in their communities.
- Convened and assisted in leading the Connecticut Voluntary Organizations Active in Disaster (VOAD) group as part of our broader organizational commitment to coordination with voluntary and government agencies around disaster preparedness, response and recovery.
- Created a Government Relations Committee of United Way of Connecticut's Board of Directors, United Way staff and community leaders to address four primary critical issue areas identified by local United Ways: permanent housing, family economic success, lifelong learning, and access to quality health care.
- Presented a forum for United Way staff and volunteer leaders featuring four key state government leaders and advocates presenting their perspectives and debating how limited tax dollars should be invested.
- Led the Non-Profit Cabinet that is working to streamline the State's contracting procedures for nonprofit agencies, and worked with the Commissioner of the Department of Social Services on strategies for allocating the Social Services Block Grant.
- Administered the State Set-Aside Committee for the Emergency Food and Shelter Program of FEMA, providing funds to programs in Windham, Tolland, Middlesex and Litchfield counties.
- Co-sponsored the program "Closing Connecticut's Preparation Gap: Access to Quality Pre-school for All Children" and will administer mini-grants to communities for universal preschool forums.

2-1-1 Infoline

2-1-1 Infoline is Connecticut's comprehensive help-by-telephone service that provides free information, community referrals and crisis intervention to anyone, anywhere in the state. 2-1-1 served more than 300,000 people in 2003.

Service Requests

2-1-1 Infoline responded to 462,838 service requests last year. The most frequently requested service needs include: financial assistance, protective services, legal assistance, utility assistance, substance abuse, mental health, food, child care and housing assistance.

Who calls 2-1-1?

Residents of all towns and income groups are represented in the 2-1-1 Infoline data. More than 50 percent of the calls come from the more vulnerable population groups such as elders, low-income, disabled, victims of violence, and families in crisis. Another 15 percent of the calls come from public and private service providers seeking services for their clients. In addition, more than 50 agencies, public and private depend on 2-1-1 Infoline for after-hours coverage.

What happens when I call 2-1-1?

2-1-1 Infoline maintains a computerized database of 4,500 health and human service agencies offering 42,500 services and 5,500 licensed child care facilities. The databases are available online at www.211infoline.org.

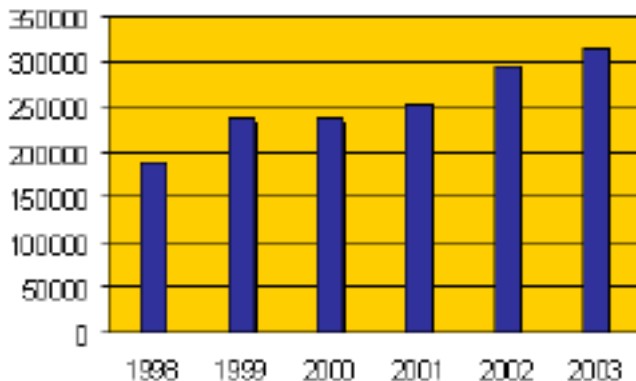
When a person calls 2-1-1 Infoline, a trained professional listens carefully, responds to questions or concerns, discusses options, and then refers the caller to services that best meet his/her needs. Referrals are given and follow-up takes place as needed.

2-1-1 Specialists handle calls on a wide range of issues including crisis calls, and work with community based crisis intervention programs to assist callers in need of help. 2-1-1 Infoline is certified by the American Association of Suicidology.

2-1-1 Child Care Counselors help families find quality care arrangements using a database of every licensed child care program in Connecticut. This service also provides information and business assistance to child care providers.

2-1-1 also serves as the federally funded Maternal and Child Health mandated access point for information and referrals to services for pregnant women and children with health care needs.

2-1-1 Infoline is a partnership established in 1976 between the State of Connecticut and the United Ways in Connecticut.



Calls to 2-1-1 Infoline 1998-2003

This simple, easy to remember three-digit number is making it possible for more people to use Infoline services. Calls have increased by 90% since 2-1-1 became the access number for health and human services in Connecticut.

Information & Referral Services

Staff Credentials

In 2003, the number of 2-1-1 Specialists recognized as Certified Information & Referral Specialists (CIRS) by the Alliance of Information & Referral Systems (AIRS) increased to 33.

Special Populations

At the request of the State Department of Social Services, 2-1-1 Specialists provided enhanced resource and referral service to Safety Net clients and to individuals whose cash assistance from the state ended due to time limits.

Community Relations

During 2003 the 2-1-1 Regional Directors engaged in over 400 community activities that included public education, training and publicity efforts to increase awareness of the services offered by 2-1-1.



Crisis Training

2-1-1 provides suicide prevention, teen depression and teen substance abuse training sessions. These training sessions reached out to parents, state employees, school personnel, college-age youth, college personnel and community service providers. This service was funded by the Connecticut Department of Children & Families and the Department of Public Health.

Public Awareness Access Points

2-1-1 Infoline is an access point for public awareness media campaigns:

- Project Safe Neighborhoods, a gun violence prevention program sponsored by the U.S. Attorney, District of Connecticut
- Recruiting volunteers for local health departments in the event of a small pox disaster
- For Department of Social Services programs such as energy assistance and food stamps.

The Role of 2-1-1 in Disaster Preparedness

2-1-1 Infoline plays an important role in statewide disaster preparedness and is included in the Department of Public Health's bioterrorism plan and the Office of Emergency Management's donations management plan.

Specialized Services in Partnership with the State of Connecticut



HUSKY Infoline **1-877-CT HUSKY**

HUSKY Infoline
is a statewide free

telephone information and assistance line that provides families with information on the HUSKY (Healthcare for Uninsured Kids and Youth) program and assists families in obtaining HUSKY coverage. Care Coordinators also provide assistance to families who are enrolled in the HUSKY program in accessing healthcare services.

Child Development Infoline **1-800-505-7000**



Child Development Infoline (CDI) serves as the single point of entry into Connecticut's Birth to Three System, which provides services for children from birth to 36 months of age with developmental delays or disabilities. In

addition, this unit provides resources for children from birth through age five, who are considered "at risk" for developmental or behavioral problems, through the Help Me Grow program. Referrals are also made to the Preschool Special Education programs for those children ages three through five who need special education services.

CDI is serving as an access point for the Children with Special Health Care Needs Program (CSHCN) administered by the Department of Public Health. CSHCN coordinates services for children under the age of 18 who have, or who are at an elevated risk for chronic physical, developmental, behavioral, or emotional conditions.



QuitLine **1-866-END-HABIT**

QuitLine is a free telephone service that offers resources for tobacco users, including information about tobacco use cessation, one-on-one telephone counseling, referrals to local cessation programs, and follow-up and support. QuitLine services are provided in partnership with Hartford Hospital.



Care 4 Kids **1-888-214-KIDS**

Care 4 Kids provides information about Connecticut's Child Care Subsidy Program, including eligibility requirements and how to apply.

Information & Referral Services Program Highlights

2-1-1 Child Care Infoline

In addition to calling 2-1-1 for child care referrals, more parents and other caregivers used our website child care database to find quality, affordable child care in increasing numbers in 2003. The internet database is always available and accessible to anyone with access to a computer making it easier than ever to get current information on local services.

Maternal and Child Health Infoline

Maternal and Child Health Specialists were active members of the Connecticut Breastfeeding Coalition (CBC), a group dedicated to promoting and supporting breastfeeding activities throughout the state of Connecticut. The MCH Specialists disseminated breastfeeding resources to families and created educational materials, including Infotapes on breastfeeding.

HUSKY Infoline

HUSKY Infoline saw a 6% increase in the incoming calls as compared to 2002 and a 56% increase in outgoing calls as compared to 2002. The significant increase in the outgoing call volume is partially due to the August 2002 expansion of the HUSKY Infoline unit to provide advocacy to families who are enrolled in HUSKY and need assistance in obtaining health care services. Typically, these calls are more complex and require several outgoing calls to resolve.

Other Programs



CT Parents Plus

CT Parents Plus is Connecticut's federally funded Parent Information and Resource Center. In partnership with the U.S. Department of Education, the State Department of Education, and Connecticut Parents as Teachers, CT Parents Plus works to increase the ability of schools and parents to work effectively as partners to support learning both at home and at school.

State Employees' Campaign



The Connecticut State Employees' Campaign for Charitable Giving is the once a year opportunity for Connecticut state employees to contribute to nonprofit charities at the workplace. The operation of the CSEC is overseen by a group of 15 state employees who are appointed to serve on the State Employees' Campaign Committee.

The 2003 campaign, chaired by Jim Byrnes, Commissioner of the Transportation Department raised over \$1.5 million. Despite thousands of early retirements and state layoffs in the early part of the year, state employees gave generously to support the programs and services of more than 900 charitable organizations.

United Way of Connecticut, Inc.

Statement of Financial Position

June 30, 2003

Assets:	2003
Cash and cash equivalents	\$ 1,983,057
Prepaid expenses	18,880
Grants receivable	603,810
Contracts receivable	77,619
Local United Way receivables	42,342
Other receivables	46,571
Office furniture and equipment (net of accumulated depreciation \$1,559,355)	329,485
Total assets	\$ <u><u>3,101,764</u></u>
Liabilities and net assets:	
Accounts payable and accrued expenses	457,654
Line of credit	0
Refundable advances	1,090,346
Deferred revenue	289,757
Security deposit liability	95,516
Total Liabilities	<u>1,933,273</u>
Net assets:	
Unrestricted	1,168,491
Temporarily restricted	0
Permanently restricted	0
Total Net Assets	<u>1,168,491</u>
Total Liabilities and Net Assets	\$ <u><u>3,101,764</u></u>

United Way of Connecticut, Inc.

Statement of Activities

June 30, 2003

	<u>2003</u>
Changes in unrestricted net assets:	
Revenues, gains, and other support:	
Grants & contracts, federal & state	\$ 10,122,134
Grants & contracts, other	569,527
Local United Way revenue	756,210
Directory sales	5,017
Database income	4,967
Miscellaneous	111,762
Investment income	6,327
	<u>11,575,944</u>
Net assets released from restrictions:	
Satisfaction of program restrictions	<u>0</u>
Total unrestricted revenues, gains, and other support	<u>11,575,944</u>
Expenses and losses:	
Program services:	
Statewide information and referral services	6,785,290
Worksteps and Basic Needs programs	2,445,080
United Way Services	729,137
State Employees' Campaign	209,619
Total program expenses	<u>10,169,126</u>
Management and general:	
Statewide information and referral services	1,020,729
Worksteps and Basic Needs programs	104,513
United Way Services	107,428
State Employees' Campaign	31,665
Total management and general expenses	<u>1,264,335</u>
Total expenses before depreciation expense	<u>11,433,461</u>
Increase in unrestricted net assets before depreciation expense	142,483
Depreciation expense	301,774
Decrease in unrestricted net assets after depreciation expense	(159,291)
Changes in temporarily restricted net assets:	0
Changes in permanently restricted net assets:	0
Decrease in net assets	(159,291)
Net assets at beginning of year	1,327,782
Net assets at end of year	<u>\$ 1,168,491</u>



Kay Campbell
Community Volunteer
At-Large Member

Hart D. Caparulo
Represents United Way of Greater
New Haven

Jay Carlson
President, G&R Manufacturing
Represents United Way of
Naugatuck & Beacon Falls

Debi Colacrai
United Way of Connecticut
Interim President & COO

George A. Coleman
State Department of Education
Represents United Way of Northern
Fairfield County

John Crum
Represents United Way of
New Canaan

Douglas R. Davies
Represents United Way of
Southeastern Connecticut

Robert Denhardt, Jr.
Represents United Way of Branford

Cary Dupont
United Way of West Central
Connecticut
Represents CPO Council

William Egan, III
United Way of Northwest Connecticut
Represents United Way of
Northwest Connecticut

Karl Epple
Chair Emeritus

Annie S. Finnie, Esq.
Rubenstein & Finnie
At-Large Member

Shelley Geballe
Connecticut Voices for Children
At-Large Member

Obie Harrington-Howes
Community Volunteer
Represents Darien United Way & Community
Council

Gary Johnson
United Way of Milford
Represents United Way of Milford

Mary Jo Kramer, Ph.D.
Superintendent of Darien Public Schools
At-Large Member

John E. Mattingly, Jr.
Community Volunteer
Represents United Way of Meriden &
Wallingford

Carlos Mello
Olson Mobeck Investment Advisors
At-Large Member

Robert Metzler, Esq., Chairman
Tyler, Cooper & Alcorn
Represents United Way of the Capital Area

Robert Monroe
Represents Housatonic-Shepaug
United Way

Steve Moran
Represents United Way of Greater
Waterbury

Brian O'Connor
Represents United Way of Stamford

The Rev. David C. Parachini
Grace Episcopal Church of Windsor
At-Large Member

John J. Shaw, DMD
Capitol Region Metropolitan
Medical Response System
At-Large Member

Kathi Sorey
Represents United Way of West
Central Connecticut

Kathryn Talbot
Community Volunteer
At-Large Member

Bunny Thompson
Community Volunteer
Represents United Way of Westport-
Weston

Victoria Triano
Southington Pastoral Care
Represents United Way of
Southington

Virginia Valkenburgh
Cannondale Associates
Represents United Way of Norwalk
& Wilton

Ron Villani
General Electric
Represents Valley United Way

Kevin Wilhelm
Represents Middlesex United Way &
CPO Council

Holly Woff
IGS Distribution Sector
At-Large Member



Connecticut United Ways

United Way of Branford

Barbara Melendez, Executive Director

United Way of the Capital Area

George Bahamonde, President & CEO

Darien United Way and Community Council

Kiki Karpen, Executive Director

United Way of Eastern Fairfield County

Merle Berke-Schlessel, Esq., President & CPO

United Way of Greater New Haven

Hart D. Caparulo, President & CPO

United Way of Greater Waterbury

Kristen M. Perrotti, President & CPO

United Way of Greenwich

Stuart D. Adelberg, President

Housatonic-Shepaug United Way

Joseph Speranzo, Executive Director

United Way of Meriden & Wallingford

Joseph Baker, Executive Director

Middlesex United Way

Kevin Wilhelm, Executive Director

United Way of Milford

Gary M. Johnson, Executive Director

United Way of Naugatuck & Beacon Falls

Lisa A. Shappy, CPO

United Way of New Britain & Berlin*

George Bahamonde, President & CEO

United Way of New Canaan

Brooke Manning-Hinds, President & CEO

United Way of Northern Fairfield County

June Renzulli, President/CPO

United Way of Northwest Connecticut, Inc.

William A. Egan III, Executive Director

United Way of Norwalk & Wilton

David R. Kennedy, President & CEO

United Way of Southeastern Connecticut

Janet Pearce, President/CPO

United Way of Southington

Richard M. Corcoran, Executive Director

United Way of Stamford

Ellen Isidro, President & CPO

United Way of West Central Connecticut

Cary Dupont, President/CPO

United Way of Westport-Weston

Bernice D. Corday, Executive Director

Valley United Way

John J. (Jack) Walsh, President & COO

Windham Region United Way*

George Bahamonde, President & CEO

United Way of Connecticut

Debi Colacrai, Interim President & COO

**Affiliated with United Way of the Capital Area*



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& Chief Operating Officer
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Information, Referral & Crisis Services
Melanie Loewenstein

Senior Vice President
United Way Services & Government Relations
Sherbie Worthen

Vice President
2-1-1 Health and Human Services
Mary Drexler

Vice President
Information and Data Services
Mary Hogan

Vice President
Maternal and Child Health Services
Dawn Grodzki

Vice President
Child Care Services
Sherri Sutera

Vice President
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Laura Taylor

Vice President
Information Systems
Paul Zocco



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