

United Way of Connecticut Annual Report 2008

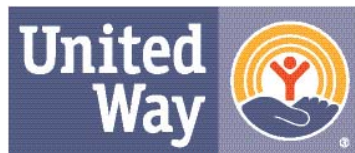


**Making a Difference
EVERY DAY**

United Way of Connecticut Board of Directors

- Holly C. Wolff, Chairperson, IBM, Retired
- Rev. David C. Parachini, Vice Chairperson, Grace Episcopal Church, Windsor
- Diane Randall, Secretary, Director of the Partnership for Strong Communities
- Laura Huren, Treasurer, United Way of Connecticut (not a board member)
- Timothy F. Bannon, President Connecticut Housing Finance Authority
- Susan Dunn, President and CEO,
United Way of the Central and Northeastern Connecticut
- Karl Epple, Honorary Board Member
- Kenneth Hinrichs, President, United Way of Southeastern Connecticut
- Chandler Howard, President and CEO, Liberty Bank
- Charles Mason, President, Mason, Inc.
- Robert Metzler, Esq. Hinckley, Allen and Snyder, LLP
- Elizabeth Levering Morgan, Director, Middlesex Coalition for Children
- Matthew Nemerson, President/CEO, Connecticut Technology Council
- Paul R. Pescatello, Pres./CEO, CURE
- June Renzulli, Nonprofit Consultant
- Joe Ragusa, CIGNA Relationship VP and Southbury Senior Location Executive IBM
- Althea Marshall Richardson, President/CEO, Empower New Haven, Inc.
- Richard J. Porth, President and CEO, United Way of Connecticut

GIVE. ADVOCATE. VOLUNTEER.
LIVE UNITED™



MISSION

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

PROGRESS

2008 was an eventful year for United Way of Connecticut. In March, President and CEO Michael Meotti left UWC to become Connecticut's Commissioner of Higher Education. Ann Thomas served as interim CEO and provided exceptional transitional leadership through September. After a national search, the Board of Directors appointed Richard Porth as the new President and CEO. Mr. Porth brings a wealth of experience to the organization and assumed leadership of UWC on October 1.

2-1-1 and all of UWC's specialized call centers handled over 720,000 calls between July 2007 and June 2008. Overall, call volume at UWC's call centers increased significantly in 2008. We believe this reflects the impact of the economic problems that began to be felt during 2008.

During the past year, UWC engaged in a strategic planning process which included setting a course aimed at universal awareness of 2-1-1 throughout Connecticut. The work on this strategy, as well as others, will keep UWC on a steady path to help meet the health and human services needs of the people of Connecticut.

As we enter an economically challenging time, UWC is poised to provide assistance in numerous ways to Connecticut's residents and we look forward to continuing our strong partnership with the state government and local United Ways.

United Way 2-1-1

- Handled more than 460,000 requests for service, an increase of 5% over fiscal year 2007.
- Maintained a comprehensive community resource database that contains over 5,000 agencies, 48,000 services and 16,000 service sites.
- Educated the public and service providers through participation in 200 community events.
- Collaborated with the National Library of Medicine to make state specific health resource information available on their www.medlineplus.org website.
- Supported the Department of Children and Families in the development of a search engine for use by DCF Social Workers. This engine gives DCF workers access to the 2-1-1 database via a specialized interface.
- Began a pilot program which employs 2-1-1 to enable children and youth under 18 who are experiencing a behavioral crisis to be connected with the state's Emergency Mobile Psychiatric Services (EMPS).
- Established the Financial Stability Project in greater Hartford together with the United Way of Central and Northeastern Connecticut. This program offers service coordination to 2-1-1 callers seeking to improve their financial position.

Top Ten Requests for Information	FY08	FY07
Utilities/Heat	42,528	35,231
Housing/Shelter	39,723	38,360
Information Services	36,714	36,427
Outpatient Mental Health Care	33,604	34,046
Substance Abuse Services	27,955	31,790
Financial Assistance	27,903	23,797
Legal Services	25,616	27,346
Public Assistance Programs	21,707	20,418
Food	17,662	14,656
Health Supportive Services	17,287	14,731
Total (all requests for information)	462,526	439,898

2-1-1 Child Care

- Received over 25,000 calls and over 78,000 hits to its web site.
- Launched a new web-based search engine, <http://search.211childcare.org/>, to help consumers find child care programs. This simple search engine was praised by users and state officials alike.
- Began the Family Child Care Support Project offering newly licensed family child care providers a free professional resource to help them start their child care business.
- Compiled town level information for the Child and Adult Care Food Program (CACFP). CACFP provides funding to help licensed day care homes provide nutritious meals to children.

Care 4 Kids

- Handled 278,066 customer service calls.
- Saw the number of families under case management increase by 1,000 from 2007.

Child Development Infoline

- Helped over 20,500 parents, doctors and child care providers with child development assistance and support, making over 48,000 outgoing calls.
- Made over 9,000 referrals to Birth to Three, 2,300 referrals to Help Me Grow and 1,100 referrals to the Ages and Stages Child Monitoring Program. (The Birth to Three System focuses on children under 3 years of age with significant delays or disabilities. The Help Me Grow program helps to find services for children under age 8, who are at risk for developmental or behavioral concerns.)
- Increased new enrollment in the Ages and Stages Child Monitoring Program by 42% from the previous year.
- Served as the access point for the Department of Public Health's Medical Home Initiative for Children & Youth with Special Health Care Needs.
- Co-sponsored the Maternal Child Health Summit which focused on the impact of race and ethnic health disparities on births in the state.

HUSKY Infoline

- Handled over 53,000 incoming and 37,000 outgoing calls, helping Connecticut residents understand the HUSKY application process, eligibility requirements and the benefit package. These call volumes represent an increase of 27% and 11% respectively over 2007.
- Expanded services and staffing to assist the Department of Social Services handle increased inquiries and requests for help generated by HUSKY program changes.
- Served as the Member Service department for HUSKY members on traditional Medicaid, providing the same type of care coordination and appointment scheduling assistance that managed care members can access through their health plan.

Community Results Center

- Held Early Childhood Listening Forums across Connecticut for the Early Childhood Cabinet to hear about the needs of families with infants and toddlers and about how the State can provide more support to families.
- Staffed and facilitated the planning process for the State's Youth Futures Committee, created by the state legislature to develop policies for a comprehensive system of youth services. CRC played an integral role in the development of the Committee's report, Connecticut's Framework for Positive Youth Development.
- Completed community needs assessments for the United Way of Milford, the United Way of Western Connecticut – Stamford and for the United Way of Meriden and Wallingford and MidState Medical Center. Also completed a senior needs assessment for the Valley United Way (Ansonia, Derby, Seymour, Shelton and Oxford).
- Established the 2-1-1 Barometer, a periodic report that utilizes 2-1-1 data and other information to explore issues affecting Connecticut residents.

STATEMENT OF FINANCIAL POSITION

For the years ended June 30, 2007 and 2008

	2008	2007
Assets:		
Cash and cash equivalents	\$2,800,658	\$2,374,760
Prepaid expenses	13,903	24,014
Contracts receivable	281,464	103,019
Local United Way receivables	54,336	24,032
Other receivables	60,881	83,596
Office furniture and equipment (net of accumulated depreciation)	290,992	684,525
Total Assets	\$3,502,234	\$3,293,946
Liabilities and net assets:		
Accounts payable and accrued expenses	889,623	480,358
Refundable advances	1,422,142	1,184,483
Deferred revenue	76,749	55,547
Total Liabilities	\$2,388,514	\$1,720,388
Net assets:		
Designated - Office furniture & equipment	290,992	684,525
Undesignated*	822,728	889,033
Total Unrestricted net assets:	1,113,720	1,573,558
Total Liabilities and Net Assets	3,502,234	3,293,946

*Decrease of \$66,305 in undesignated net assets in 2008 compared to 2007 reflects Accrued Vacation Expense of (\$136,349) offset by a net surplus of revenue over expenses from operations of \$70,043.

STATEMENT OF ACTIVITIES

For the years ended June 30, 2007 and 2008

	2008	2007
Changes in unrestricted net assets:		
Revenues, gains, and other support:		
Grants & contracts, federal & state	\$13,364,696	\$13,643,679
Grants & contracts, other	177,212	497,025
Local United Way revenue	644,714	668,914
Directory sales	1,728	1,835
Database income	2,332	2,429
Miscellaneous	52,349	60,724
Investment income	51,582	70,988
Total revenue	\$14,294,613	\$14,945,594
Expenses:		
Program services:		
2-1-1 HHS	\$ 5,653,944	\$ 5,991,680
Care 4 Kids	6,243,392	5,819,073
Basic needs programs	-	371,589
Connecticut Parents Plus program	-	322,925
Community Results Center	294,038	542,420
Other Programs	90,681	107,864
Total program expenses	\$12,282,054	\$13,155,551
Supporting services:		
Management and general	2,472,397	2,097,519
Fundraising	-	-
Total expenses	\$14,754,451	\$15,253,070
Increase/(decrease) in unrestricted net assets**	(459,838)	(307,476)
Net assets at beginning of year, as originally stated	1,573,558	2,105,800
Prior Year Adjustment	-	(224,766)
Net assets, beginning of year, as restated	-	1,881,034
Net assets, end of year	\$1,113,720	\$1,573,558

**Decrease of (\$459,838) in unrestricted net assets is due to non-cash expenses, primarily Depreciation (\$393,533). Revenues for this period actually exceed cash expenses by \$70,043.

Connecticut United Ways

- United Way of the Central and Northeastern Connecticut
- United Way of Coastal Fairfield County
- United Way of Greater New Haven
- United Way of Greater Waterbury
- United Way of Greenwich
- United Way of Meriden and Wallingford
- Middlesex United Way
- United Way of Milford
- United Way of Naugatuck and Beacon Falls
- United Way of New Canaan
- United Way of Northwest Connecticut, Inc.
- United Way of Southeastern Connecticut
- United Way of Southington
- United Way of West Central Connecticut
- United Way of Western Connecticut
- Valley United Way
- United Way of Connecticut

Senior Management

Richard Porth
President & CEO

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

Laura Huren
Vice President
Business Operations

Sean Jackson
Chief Information Officer

Sherri Sutera
Senior Vice President
Child Care Services

UWC is primarily funded by the State of Connecticut with crucial support from Connecticut United Ways.

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