



United Way of Connecticut

2010 ANNUAL REPORT



UWC's Reach and Impact in Connecticut

United Way of Connecticut (UWC) handled close to 762,000 calls in its 2-1-1, HUSKY Infoline, Child Development Infoline, 2-1-1 Child Care and Care 4 Kids operating centers in fiscal year 2010, a 5% increase from the previous fiscal year. There were over 530,000 searches on our 2-1-1 and child care databases, providing direct access to up-to-date information on community and human services in Connecticut from A to Z.



The increases in the number of people served in FY10 reflect the greater need among Connecticut residents which, in turn, is at least partly attributable to the slow economic recovery, the persistence of higher unemployment levels and the related need for help with housing, foreclosures, utility payments, basic needs, financial assistance and more. UWC's higher service levels in FY10 are also the result of our continuing commitment to the use of new technology and our staff's hard work. Beginning in FY10 and over the coming months, we will upgrade our telecommunication platform and services, including deployment of a new converged voice and data network, which will enhance our IT/telecom systems security, reduce the risk of downtime and enable more comprehensive reporting, among other things.

The partnership between UWC and the State of Connecticut dates back to the 1970s and has produced 2-1-1, Connecticut's comprehensive health and human services information and referral/access service. This partnership has grown over the years with the introduction of new services at UWC including 2-1-1 Child Care, Child Development Infoline, HUSKY Infoline and Care 4 Kids. And each time this growth occurred, we built on the synergy and coordination among these programs so that the whole is greater than the sum of the parts with each new investment leveraging earlier investments by each of the partners. The latest examples of this, both of which became fully operational in FY10, are the Emergency Mobile Psychiatric Service for children and youth in collaboration with the state's Department of Children and Families and the Homelessness Prevention and Rapid Re-housing program in collaboration with the State's Department of Social Services, the Connecticut Coalition to End Homelessness and many other partners. In both programs, UWC/2-1-1 serves as the statewide gateway for accessing services.

During FY10, UWC's Board of Directors continued its focus on governance and accountability. In particular, the Board exercised careful review and provided important feedback on the substantially enhanced IRS Form 990 and on the United Way Worldwide membership certification standards. Members also provided strategic guidance throughout the year for UWC and its programs.

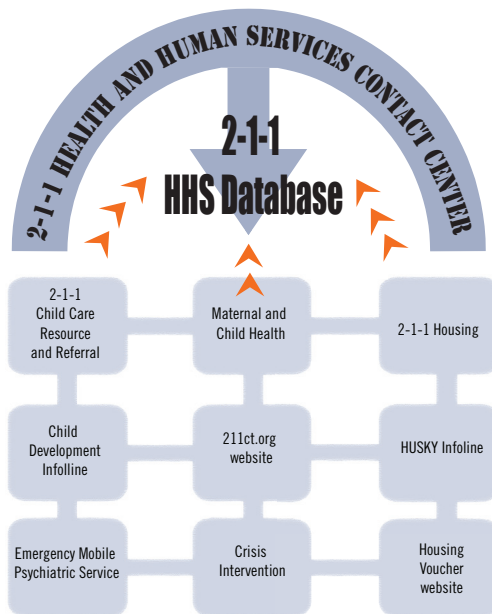
Once again, UWC helped Connecticut United Ways to speak with one voice at the State Capitol and in Washington by drafting state and federal policy agendas on issues for which our local United Ways have provided leadership and funding support in communities across the state. Especially during these tough times, United Way's work to build strong communities will work best in concert with good public policy and effective use of public resources. UWC also continued its contribution to informed public discourse with its 2-1-1 service reports and related research. In particular, UWC produced 2-1-1 Barometer Reports on Mortgage Foreclosure, Education, and Health Care.

Every day of the year, UWC handles calls and inquiries from Connecticut residents looking for help to solve a problem or make a better life. People from every walk of life and every town in Connecticut contact us. Now more than ever, during these tough times, UWC must be ready to answer the call.

The mission of the United Way of Connecticut is to help meet the needs

MISSION

of Connecticut 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, Connecticut State agencies and elected officials.



2-1-1 Health and Human Services

- Handled more than 480,000 requests for service and over 350,000 calls, more than any previous year in UWC's service to the community.
- Established the 2-1-1 Homeless/Housing unit, connecting 2-1-1 callers who are at risk of becoming homeless to the federally funded Homelessness Prevention and Rapid Re-Housing Program (HPRP). 2-1-1 has referred over 4,200 individuals to HPRP since November 2009.
- Completed the first full year as the statewide access point for the Emergency Mobile Psychiatric Service (EMPS). EMPS provides emergency services for children and youth under 18 who are experiencing an emotional or behavioral crisis.
- Assisted the Department of Emergency Management and Homeland Security (DEMHS) during cold snaps and heat waves by maintaining information about no freeze shelters in the winter and cooling centers in the summer.
- Assisted in the DEMHS appeal of the federal government's denial of assistance for residents affected by severe storms. 2-1-1 served as the access point for residents to report damages. 2-1-1 received approximately 1,500 calls and 1,500 visits to its web-based survey from individuals who experienced property damage.
- Established MED-Connect, a specialized service unit to assist callers who receive or are eligible for Medicaid for the Employed Disabled (MED).
- Assisted the Department of Public Health in distributing information on the H1N1 virus.
- Enrolled those eligible in the Medicare D Prescription Drug Program.

Top Ten Requests for Information	FY10
Utilities/Heat	55,360
Housing/Shelter	49,416
Information Services	49,025
Financial Assistance	38,791
Outpatient Mental Health Care	33,655
Public Assistance Programs	27,278
Legal Services	22,866
Substance Abuse Services	20,229
Food	17,841
Holiday Assistance	14,998
Total (all requests for information)	486,242

**When it's just too much to handle,
call us, we can help.**



DIAL 2-1-1

**To contact Emergency Mobile
Psychiatric Services**

When you call 2-1-1, you will be connected with the Emergency Mobile Psychiatric Service (EMPS).
The EMPS:

- Is an intervention service for children and youth in crisis.
- Is staffed with Counselors that are available immediately, 24 hours a day, 365 days a year, in person or by phone.
- Helps resolve behavioral or emotional crises, at home, in school, wherever help is needed.

2-1-1 is a toll-free, confidential service connecting people to the health and human services they need.



2-1-1 is supported by the State of Connecticut and Connecticut United Ways

**Is your child in crisis?
Do you need immediate
help with:**

- A child who is angry and out of control
- A child who is destroying property, breaking the law or doing things that are life threatening
- A child who is threatening to hurt his/herself or others
- Any behavioral crisis involving a youth?

Dial 2-1-1 to get help NOW!

2-1-1 Child Care

- Received over 20,000 calls and over 80,000 visits to the 2-1-1 Child Care web site from parents seeking advice and referrals on quality child care.
- Launched a Live Chat service. Clients can now chat directly via instant messaging with a Child Care Referral Specialist while they are searching the Child Care website.
- Provided over 160 trainings to various local organizations and child care providers focusing on child development and child care topics such as Early Literacy, Healthy Young Children and Guiding Young Children's Behavior.
- Provided technical assistance to 48 newly licensed family child care providers to promote quality care.
- 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.
- Received the *Making Middle School Cool* grant to provide training to expand and improve the quality of after-school programs for middle school students.
- 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 2-1-1 Child Care Average Fee Report on the cost of child care centers and family child care providers in Connecticut.
- Assisted the Department of Public Health in distributing information regarding the H1N1 virus to licensed child care programs.



Care 4 Kids

- Care 4 Kids handled 252,139 customer service calls from parents and child care providers for the fiscal year of 2010, to help implement the state's program for child care subsidies for eligible working families.

Child Development Infoline

- Helped over 19,200 parents, doctors and child care providers with child development assistance and support.
- Made over 8,500 referrals to Birth to Three, 1,900 referrals to Help Me Grow as well as an additional 980 new referrals to the Ages and Stages Child Monitoring Program (a component of Help Me Grow) and 590 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 over 360 referrals to this program.
- Continued to serve on the technical assistance team for the National Help Me Grow Replication project. This project was supported by the Commonwealth Fund and culminated in a National Forum bringing together the various states who had participated in the replication efforts.
- Began offering 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

- Handled over 44,000 incoming and 28,000 outgoing calls, helping over 37,000 families understand the HUSKY application process, eligibility requirements, benefits package and access needed health care. Call volume decreased compared to 2009 due to uncertain and ultimately reduced state funding.
- Completed a mystery shopper survey with over 400 dentists for the Connecticut Dental Health Partnership. The survey measured the availability of appointments for dental care at participating providers.
- Presented to the Medicaid Managed Care Council on call trends and barriers experienced by HUSKY plan members.

Community Results Center

- Completed Community Asset Maps for United Way of Greater Waterbury to assist with strategic planning initiatives surrounding youth and employment resources.
- Completed a Community Asset Map for the Norwalk Promise initiative aimed at helping youth understand the resources that are available to them.
- Completed three 2-1-1 Barometer Reports on Education, Access to Health Care and Access to Affordable Housing.
- Responded to media inquiries for UWC and its programs.
- Supported the public policy work of UWC and the local United Ways.
- Conducted research on the Alternate Route to Certification (ARC) teacher preparation program for the State's Commission for the Advancement of 21st Century Skills and Careers, referred to as the P-20 Council. The project is part of the Council's efforts to support collaboration between education sectors from early childhood through higher education and workforce training to create a system that maximizes the education and skill level of Connecticut residents.



Call Examples

A woman called requesting information and resources for breast cancer patients.

A 20 year old woman called for information on testing sites for the H1N1 Flu.

A dad called to get help finding a child care center for his two preschoolers.

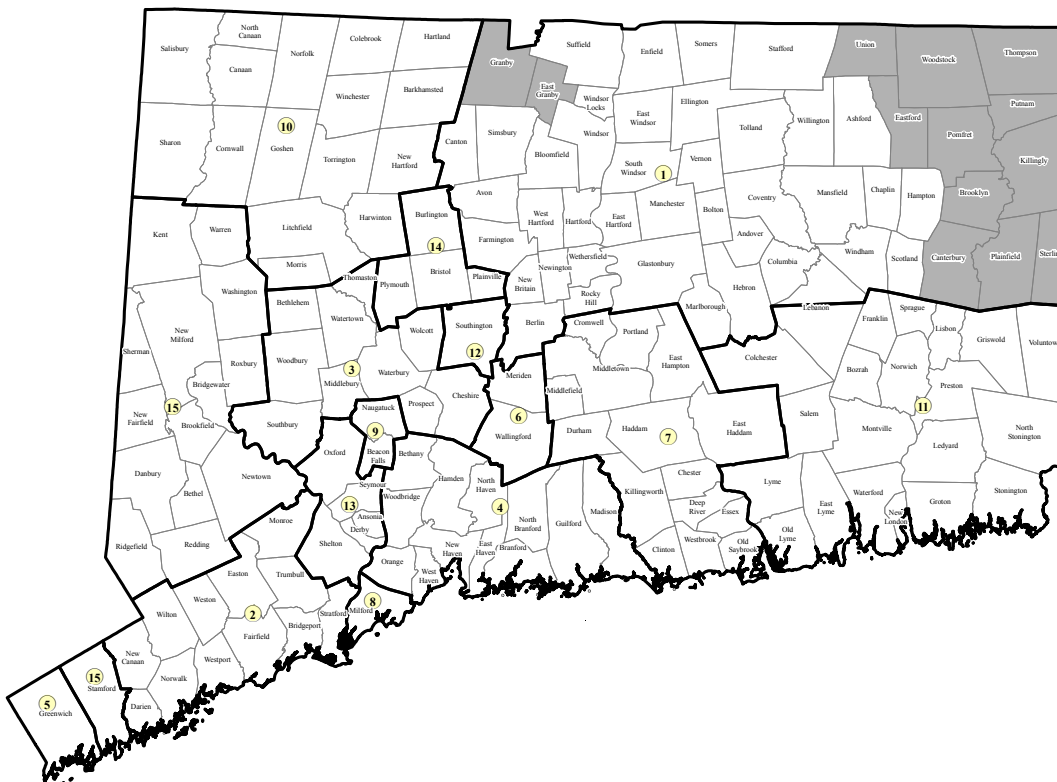
A mother called for help getting her child's prescription filled after their HUSKY coverage was cancelled.

A 50 year old woman called seeking medical transportation to a doctor's appointment.

The parents of a two year old called about concerns with their son's speech development.

A 25-year-old man called because he felt he had nowhere else to turn. Someone had stolen the cash he had set aside for rent. He was afraid he would be evicted.

Connecticut United Ways



1. United Way of the 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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Higher Education Consultant

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Senior Vice President
Child Care Services

STATEMENT OF FINANCIAL POSITION

For the years ended June 30, 2009 and 2010

	FY 2010	FY 2009
Assets:		
Cash and cash equivalents	\$3,549,920	\$3,590,100
Prepaid expenses	67,842	238,027
Contracts receivable	211,216	18,454
Local United Way receivables	9,670	41,951
Other receivables	31,310	20,425
Office furniture and equipment (net of accumulated depreciation)	9,720	61,792
Total Assets	\$3,879,678	\$3,970,749
Liabilities and net assets:		
Accounts payable and accrued expenses	1,084,113	1,188,419
Refundable advances	1,593,352	1,612,542
Deferred revenue	49,858	85,290
Total Liabilities	\$2,727,323	\$2,886,251
Net assets:		
Designated - Office furniture & equipment	9,720	61,792
Undesignated*	1,142,635	1,022,706
Unrestricted net assets:	1,152,355	1,084,498
Total Liabilities and Net Assets	\$3,879,678	\$3,970,749

STATEMENT OF ACTIVITIES

For the years ended June 30, 2009 and 2010

Changes in unrestricted net assets:

Revenues, gains, and other support:

	2010	2009
Grants & contracts, federal & state	\$13,708,635	\$14,036,526
Local United Way revenue	598,502	632,647
Grants & contracts, other	227,062	223,645
Miscellaneous	43,515	171,488
Interest income	1,265	21,013
Database income	--	500
	\$14,578,979	\$15,085,819

Expenses:

Program services:

2-1-1 HHS	5,275,645	5,688,255
Care 4 Kids	6,225,684	6,440,550
Community Results Center	143,278	136,622
Other Programs	554,858	315,769
Total program expenses	\$12,199,465	\$12,581,196

Support services:

Management and general	2,311,657	2,533,844
Total expenses	\$14,511,122	\$15,115,040

Increase/(decrease) in unrestricted net assets**	67,857	(29,221)
Net assets at beginning of year	1,084,498	1,113,719
Net assets, end of year	\$1,152,355	\$1,084,498

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



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www.ctunitedway.org**

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