Thousands of people in Connecticut turn to United Way of Connecticut every day for help finding housing/shelter, training opportunities, employment resources, services to assist aging parents, health and mental health services, food and basic needs, ways to give back in their communities and much more. We do this by empowering people, giving them the tools and information to meet life’s challenges and to succeed.

United Way of Connecticut also works to assist parents with finding the best child care for their family and providing the tools and knowledge to promote healthy development for their child and to find supports to address developmental needs, if needed. Working with the state Office of Early Childhood, we help make child care affordable for working parents through Care 4 Kids. And, we provide training and technical assistance for early care and education providers through the state’s child care quality improvement system (Thrive!).

United Way of Connecticut stands ready to respond 24/7 every day of the year in the event of weather emergencies, natural disasters and family and personal crises of any kind. As part of the State’s Emergency Response Framework, our 2-1-1 service works with the State’s Emergency Operations Center to communicate critical information to the public and to provide feedback on emerging needs before, during and after major emergency events.

And United Way of Connecticut works to build strong communities in collaboration with local United Ways and many government and nonprofit partners who support our work and help hold us accountable.

In all of this, United Way of Connecticut is guided by our service mission and rooted in Connecticut’s communities. Our Board of Directors includes representatives from community, business, religious and civic leaders and reflects the diversity of Connecticut. They provide governance oversight and insure that we use our government funding and local United Way and other funding carefully and cost-effectively.

United Way of Connecticut’s unique way of serving is made possible by: 1) our 24/7/365 service and easy to remember three digit call number (2-1-1); 2) our diverse array of services which creates cross-cutting connections that helps to integrate the work of multiple government and nonprofit agencies; 3) our strong technology and telecommunications capacity that enables us to serve people in every city and town in Connecticut in a coordinated and consistent way; and 4) our strong research and database management capacity which is employed to maintain Connecticut’s most comprehensive, continuously updated information on health and human services and child care services.
We strive to meet the highest national standards in our nonprofit work, which entails securing national accreditations and/or certifications from the American Association of Suicidology, the Alliance for Information and Referral Services (AIRS) and United Way Worldwide. During 2017, our 2-1-1 service went through a rigorous evaluation to secure re-accreditation from AIRS. In granting re-accreditation, the AIRS report described being “very impressed with the pride and professionalism of all of the staff at 2-1-1, and cited the staff’s passion for serving the community.”

Other significant milestones during 2017 include:

- United Way of Connecticut’s audit for FY 2017 marks the ninth consecutive year in which we have received a “clean audit”—an unmodified opinion with no findings.
- Working with the Office of Early Childhood, continued to achieve good progress in the rollout of the state’s child care quality improvement system, adding new training and technical assistance offerings for family and center-based child care providers across the state.
- The adoption of a Risk Management Plan and a Data Breach Response Plan, both based on national best practices.
- Upgrades to website functionality in 2-1-1 Child Care and in 2-1-1.
- Support for State Office of Early Childhood’s re-opening of Care 4 Kids for families on wait list.
- The launch of a new “Opioid Addiction Enhanced 2-1-1” service, made possible by a grant from the Connecticut Health and Education Facilities Authority (which helps with other forms of addiction as well).
- Leadership participation in the 2-1-1 National Operating Group initiative to strengthen the 2-1-1 network in states across the country.
- Tax preparation and asset-building work with local United Ways on the ALICE initiative (Asset Limited, Income Constrained, Employed) to promote more financial stability for hard working people that still struggle to make ends meet.

In all of this, United Way of Connecticut could never have the impact and reach in the services we provide without strong partnerships with state government and many great community partners. We are grateful for those partnerships and we are committed to support them in their crucial work so that together we can provide real impact, real benefit to Connecticut residents.
<table>
<thead>
<tr>
<th><strong>SERVICES AT A GLANCE</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2-1-1 Health and Human Services</strong></td>
</tr>
<tr>
<td>1,335,715 WEB VISITS</td>
</tr>
<tr>
<td>268,929 CALLS HANDLED</td>
</tr>
<tr>
<td>107,387 CRISIS CALLS</td>
</tr>
<tr>
<td>87,588 AFTER HOUR AND WEEKEND CALLS</td>
</tr>
<tr>
<td><strong>Care 4 Kids</strong></td>
</tr>
<tr>
<td>30,082 CHILDREN RECEIVING CARE</td>
</tr>
<tr>
<td>7,073 PROVIDERS IN PROGRAM</td>
</tr>
<tr>
<td>141,149 CALLS HANDLED</td>
</tr>
<tr>
<td>358,221 WEB VISITS</td>
</tr>
<tr>
<td><strong>2-1-1 Child Care</strong></td>
</tr>
<tr>
<td>38,970 SEARCHES USING 2-1-1 CHILD CARE’S ONLINE DATABASE</td>
</tr>
<tr>
<td>18,638 CALLS HANDLED</td>
</tr>
<tr>
<td>1,838 PROVIDERS RECEIVED PROVIDER ORIENTATION TRAINING</td>
</tr>
<tr>
<td>52,235 WEB VISITS TO THRIVECT.ORG (5 MONTHS)</td>
</tr>
<tr>
<td><strong>2-1-1 Child Development Infoline</strong></td>
</tr>
<tr>
<td>9,466 BIRTH TO THREE REFERRALS</td>
</tr>
<tr>
<td>2,300 NEW ASQ ENROLLMENTS</td>
</tr>
<tr>
<td>7,416 TOTAL ASQ ENROLLMENT</td>
</tr>
<tr>
<td>3,285 HELP ME GROW REFERRALS</td>
</tr>
<tr>
<td>21,524 CALLS HANDLED</td>
</tr>
</tbody>
</table>
The Community Results Center supports the collaborative work of Connecticut’s 15 local United Ways with the mission of improving community life by providing research and analysis to help increase communication and inform decision making among community and government leaders.

- Supported United Way of Connecticut and Connecticut 2-1-1 outreach and visibility efforts through 2-1-1 website demonstrations, ALICE presentations, community engagement and communication with media outlets.
- Published and distributed an ALICE focused Connecticut United Ways Policy Agenda, personalized Legislative Handout for members of the Connecticut General Assembly, and supported advocacy efforts that promoted health, education and financial stability.
- Supported Connecticut United Ways Chief Professional Officers’ collaborative work.
- Supported Connecticut United Way’s Marketing Collaborative group in their statewide communications and marketing efforts around the ALICE Report, asset building (EARN, EITC, etc.), free tax preparation sites (VITA- Volunteer Income Tax Assistance) and United Way brand awareness.
- Increased social media presence (Twitter and Facebook) to provide statewide association support for local United Ways and United Way Worldwide social media outreach.
- Published an ALICE Issue Brief on Access to Jobs and Financial Stability, 2-1-1 Barometer Report on Transportation, monthly 2-1-1 Community Connection newsletters with timely news and updates, and issued periodic eBulletins and press releases on special topics throughout the year.

EITC Impact 2017

- Connecticut United Ways worked to raise awareness about the EITC and encouraged filers to utilize free tax preparation services to secure valuable tax credits.
- In 2017, the EITC returned $478 million to 216,000 Connecticut workers, an average credit of $2,211 per recipient.
2-1-1 HEALTH AND HUMAN SERVICES

- 2-1-1 handled 268,929 phone calls and 312,076 requests for service. 87,588 of these calls were handled after hours and on weekends.
- Responded to 107,387 crisis calls (40% of total calls). These calls include situational, behavioral and emotional crises. (e.g. suicide prevention, emergency mobile psychiatric service, emergency response, homelessness, etc.)
- 211ct.org recorded 1,335,715 website visits in FY17. This represents a 41% increase from FY16 (950,381 visits) and 154% increase from FY14 (526,031).
- 2-1-1 Connecticut assisted the state’s Division of Emergency Management and Homeland Security (DEMHS) during seven extreme weather activations. Connected callers to shelters, cooling and warming centers, and arranged hotel and transportation accommodations as needed. In addition, 2-1-1 participated in the annual Millstone Nuclear Plant Exercise and Emergency Management Preparation Exercise, to prepare for future nuclear or weather emergencies.
- 2-1-1 Connecticut was selected to participate in the third round of United Way Worldwide’s special project to assist victims of Human Trafficking and modern day slavery in partnership with Polaris, the national human trafficking hotline.
- Hartford Hospital System and Charter Oak Health Center partnered with 2-1-1 Connecticut to implement the 2-1-1 on the go program. 2-1-1 on the go provides contact specialists for on-site information and referral to patients at Hartford Hospital System’s Brownstone Clinic and Charter Oak Health Center.

Hurricane Harvey
2-1-1 Connecticut handled more than 500 overflow calls from the Houston, Texas area and helped connect residents to disaster relief resources and information.

Hurricane Irma
At the request of United Way Worldwide, 2-1-1 Connecticut assumed the role of resource coordinator for those affected by Hurricane Irma and quickly created a website that was used by 2-1-1’s across the nation to connect hurricane victims to resources. The website was visited more than 8,000 times and served as a model for future disaster response.

Hurricane Maria
2-1-1 has handled more than 3,200 calls from Hurricane Maria victims and as part of the State of Connecticut’s Emergency Operations Center, helped those who have been evacuated or displaced as a result of Hurricane Maria access services, community resources and disaster case management.
• Received a grant from CHEFA to implement practices that help those seeking treatment for opioid use disorders to get connected to services. In partnership with DMHAS, 2-1-1 staff are able to access different types of treatment options and as a result provide better connectivity to services for users and their loved ones. Objectives include: intensive opioid resource training for 2-1-1 staff, enhanced substance abuse information and assistance service, 24/7 Narcan access information service, and development of a wellness website.

• 2-1-1 Connecticut created new E-library papers in emerging areas during 2017. Topics include:
  - Presidential Executive Orders and Memos
  - Community Care Teams and Related Care Coordination for Connecticut’s Vulnerable Populations
  - Opioid Substance Abuse Treatment Options in Connecticut
  - Information for Connecticut Homeowners with Crumbling Concrete Foundations
  - Benzodiazepine Drug Abuse Information
  - Hurricane Harvey – Information & Ways to Help
  - Syrian Humanitarian Refugee Crisis Resources
  - Hurricane Irma – Information & Ways to Help
  - Hurricane Maria – Information & Ways to Help

2-1-1 Top Service Requests
July 1, 2016 - June 30, 2017

<table>
<thead>
<tr>
<th>Service Requests</th>
<th>FY16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing &amp; Shelter</td>
<td>92,378</td>
</tr>
<tr>
<td>Mental Health Services</td>
<td>37,110</td>
</tr>
<tr>
<td>Employment &amp; Income</td>
<td>30,958</td>
</tr>
<tr>
<td>Crisis Intervention &amp; Suicide</td>
<td>29,173</td>
</tr>
<tr>
<td>Healthcare</td>
<td>28,913</td>
</tr>
<tr>
<td>Utilities</td>
<td>25,713</td>
</tr>
<tr>
<td>Food</td>
<td>15,072</td>
</tr>
<tr>
<td>Government &amp; Legal</td>
<td>12,659</td>
</tr>
<tr>
<td>Substance Abuse &amp; Addictions</td>
<td>7,352</td>
</tr>
<tr>
<td>Clothing &amp; Household</td>
<td>5,418</td>
</tr>
</tbody>
</table>

Web Visits to 211ct.org (FY14-17)

<table>
<thead>
<tr>
<th>Year</th>
<th>Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY14</td>
<td>526,031</td>
</tr>
<tr>
<td>FY15</td>
<td>901,532</td>
</tr>
<tr>
<td>FY16</td>
<td>950,381</td>
</tr>
<tr>
<td>FY17</td>
<td>1,335,715</td>
</tr>
</tbody>
</table>
2-1-1 CHILD CARE

- Working with the Office of Early Childhood, 2-1-1 Child Care continued to build out Connecticut’s child care quality improvement system, including the delivery of various training and technical assistance directly and through professional development providers. In FY17, more than 120 health and safety training sessions were provided across the state in CPR, and First Aid and Medication Administration to more than 800 providers. The Accreditation and Quality Improvement Support trainers provided individualized on-site support for over 150 child care providers pursuing national accreditation. Professional development courses were offered in the Program Leadership Initiative, Adult Learning Theory, Record Keeping, Nutrition, Pyramid and Early Learning and Development Standards, and more. Technical assistance was also provided through the QIS for licensing compliance for 21 providers.

- 2-1-1 Child Care serves as Connecticut’s Child Care Resource and Referral Agency, helping parents find and secure child care for their children that meets their needs, including location, cost, hours of operation, language, programming, or special needs. In FY17, almost 39,000 searches for child care were registered at 211childcare.org. In addition, 2-1-1 Child Care handled nearly 19,000 calls from parents and providers related to child care.

- 2-1-1 Child Care also provides provider orientation (POP) training for in-home child care providers, for providers that participate in the Care 4 Kids child care subsidy program. In FY17, 1,838 in-home providers received POP training in locations across the state. POP participants also receive child care kits that include a fire extinguisher, smoke detector, and teaching materials.

- Successfully launched 2-1-1 Child Care website upgrades, including new functionality and a feature that allows comparison of selected child care providers.

2-1-1 Child Care Top Service Requests
July 1, 2016 - June 30, 2017

<table>
<thead>
<tr>
<th>Service Requests</th>
<th>Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infant Child Care</td>
<td>22,363</td>
</tr>
<tr>
<td>Preschool Child Care</td>
<td>12,231</td>
</tr>
<tr>
<td>Toddler Child Care</td>
<td>10,952</td>
</tr>
<tr>
<td>School Age Child Care</td>
<td>6,883</td>
</tr>
<tr>
<td>Child Care Provider Training</td>
<td>5,208</td>
</tr>
<tr>
<td>Licensing/Certification/Accreditation</td>
<td>1,557</td>
</tr>
<tr>
<td>Quality Indicator Web Resources</td>
<td>1,450</td>
</tr>
<tr>
<td>Child Care Subsidies</td>
<td>1,401</td>
</tr>
<tr>
<td>General First Aid Instruction</td>
<td>483</td>
</tr>
</tbody>
</table>

2-1-1 Child Care provided the online infrastructure for the state’s child care quality improvement system and hosted and managed the Thrive! website. The Thrive! / QIS website registered more than 52,000 visits from people reviewing training offerings and locations, registering for training and technical assistance and more.
CARE 4 KIDS

- United Way of Connecticut supports the state Office of Early Childhood in the operation of Care 4 Kids – the state’s child care subsidy program for low-income working parents. In FY17, Care 4 Kids provided child care subsidies for 30,082 children. A total of 7,073 child care providers participated in Care 4 Kids.
- In serving Care 4 Kids families and child care providers, we handled 141,149 phone calls and registered 358,221 visits to the Care 4 Kids website.
- In FY17, a major new system enhancement was launched to change provider payment rates. This new functionality allows for more timely payment adjustments and more convenient customer service for providers.
- Supported the state Office of Early Childhood in its efforts to re-open Care 4 Kids to families on the current wait list.

30,082
Children who received child care subsidy.

7,073
Child care providers participated in Care 4 Kids.

358,221
Visits to www.ctcare4kids.com.

Making Child Care Affordable
2-1-1 CHILD DEVELOPMENT INFOLINE

- Handled 21,524 calls from parents, doctors and child care providers to help with child development, monitoring and support.
- Made 9,466 referrals to Birth to Three, 3,285 referrals to Help Me Grow, as well as an additional 2,300 new enrollments into the Ages and Stages Child Monitoring program (7,416 total enrollment), 399 referrals to early childhood special education services, and 264 referrals to the Children and Youth with Special Health Care Needs program.
- Implemented a pilot project with the Southeastern Coordinated Access Network in utilizing Help Me Grow ASQ monitoring system to support parents of young children in families experiencing homelessness by providing access to tools to monitor their child’s development and connect them to supports and services.
- In partnership with the Help Me Grow National Center, implemented a Books, Balls and Blocks project. Books, Balls and Blocks host events for parents to ensure effective developmental promotion, early detection and linkage to services. In addition, families are provided access to tools that monitor their child’s development and connect them to supports and services.
- In partnership with the Office of Early Childhood, moved the work of the Early Childhood Comprehensive Systems (ECCS) grant to a newly established Help Me Grow Advisory Committee. This group has expanded membership and is focusing on coordinating statewide efforts supporting Connecticut’s early childhood system to improve developmental promotion, developmental screenings and early identification, and linkage to services.
- In partnership with the Grossman Family Foundation, continued work on developing a coordinated system of early detection and intervention to ensure that Norwalk children are ready to enter kindergarten. We have begun discussions with Stamford and Bridgeport on possible expansion of this pilot to those communities.

Resources for families are there, but too often people aren’t aware of them.

My husband and I are much more confident. We are not calling the doctor a hundred times a day because we think something is wrong.

You know where your child should be and where they are in relation to other kids.

Learn about important milestones at https://cdi.211ct.org/
OUR LEADERSHIP STRUCTURE

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Higher Education Consultant

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Pratt & Whitney

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

Mitch Beauregard
Senior Vice President
Business Operations

Leo Pellerin
Chief Information Officer

Sherri Sutera
Senior Vice President
Child Care Services
**Statement of Financial Position**

For the years ended June 30, 2017 and 2016

<table>
<thead>
<tr>
<th>Assets:</th>
<th>FY 2017</th>
<th>FY 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and cash equivalents</td>
<td>$6,451,188</td>
<td>$4,196,309</td>
</tr>
<tr>
<td>Prepaid expenses</td>
<td>104,174</td>
<td>108,114</td>
</tr>
<tr>
<td>Contracts receivable</td>
<td>320,484</td>
<td>460,750</td>
</tr>
<tr>
<td>Local United Way receivables</td>
<td>13,510</td>
<td>31,043</td>
</tr>
<tr>
<td>Other receivables</td>
<td>43,929</td>
<td>11,335</td>
</tr>
<tr>
<td>Office furniture and equipment (net of accumulated depreciation)</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td><strong>$6,933,285</strong></td>
<td><strong>$4,807,551</strong></td>
</tr>
</tbody>
</table>

| Liabilities and Net Assets: | | |
| Accounts payable and accrued expenses | 1,777,891 | 1,508,482 |
| Refundable advances | 2,860,151 | 1,142,312 |
| Deferred revenue | 151,297 | 83,135 |
| **Total Liabilities** | **$4,789,339** | **$2,733,929** |

| Net Assets: | |
| Unrestricted net assets | 2,143,946 | 2,073,622 |
| **Total Liabilities and Net Assets** | **$6,933,285** | **$4,807,551** |

**FY17 TOTAL ASSETS - $6,933,285**

- **Cash and cash equivalents**
- **Prepaid expenses**
- **Contracts receivable**
- **Local United Way receivables**
- **Other receivables**

**FY17 TOTAL LIABILITIES AND NET ASSETS - $6,933,285**

- **Accounts payable and accrued expenses**
- **Refundable advances**
- **Deferred revenue**
- **Unrestricted net assets**
## Statement of Activities

For the years ended June 30, 2017 and 2016

### Changes in Unrestricted Net Assets:

**Revenues, Gains, and Other Support:**

<table>
<thead>
<tr>
<th></th>
<th>FY 2017</th>
<th>FY 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grants &amp; contracts, federal &amp; state</td>
<td>$17,155,318</td>
<td>$16,501,295</td>
</tr>
<tr>
<td>Grants &amp; contracts, other</td>
<td>345,618</td>
<td>546,896</td>
</tr>
<tr>
<td>Local United Way revenue</td>
<td>522,252</td>
<td>490,526</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>33,914</td>
<td>48,809</td>
</tr>
<tr>
<td><strong>Total Revenues, Gains, and Other Support</strong></td>
<td><strong>$18,057,102</strong></td>
<td><strong>$17,587,526</strong></td>
</tr>
</tbody>
</table>

### Expenses:

**Program Services:**

<table>
<thead>
<tr>
<th>Program Services</th>
<th>FY 2017</th>
<th>FY 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>2-1-1 Health and Human Services</td>
<td>6,478,030</td>
<td>6,382,647</td>
</tr>
<tr>
<td>Care 4 Kids</td>
<td>5,965,663</td>
<td>6,017,535</td>
</tr>
<tr>
<td>Child Care Services</td>
<td>3,008,524</td>
<td>2,511,567</td>
</tr>
<tr>
<td>CRC &amp; other programs</td>
<td>83,328</td>
<td>105,926</td>
</tr>
<tr>
<td><strong>Total Program Expenses</strong></td>
<td><strong>$15,535,545</strong></td>
<td><strong>$15,017,675</strong></td>
</tr>
</tbody>
</table>

**Supporting Services:**

<table>
<thead>
<tr>
<th>Supporting Services</th>
<th>FY 2017</th>
<th>FY 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management and general</td>
<td>2,451,233</td>
<td>2,447,630</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$17,986,778</strong></td>
<td><strong>$17,465,305</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Increase/(decrease) in unrestricted net assets</th>
<th>FY 2017</th>
<th>FY 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net assets at beginning of year</td>
<td>70,324</td>
<td>122,221</td>
</tr>
<tr>
<td><strong>Net Assets, End of Year</strong></td>
<td><strong>$2,143,946</strong></td>
<td><strong>$2,073,622</strong></td>
</tr>
</tbody>
</table>

---

**FY17 REVENUES, GAINS, AND OTHER SUPPORT - $18,057,102**

- Grants & contracts, federal & state
- Local United Way revenue
- Grants and contracts, other
- Miscellaneous

**FY17 TOTAL EXPENSES - $17,986,778**

- 2-1-1 Health and Human Services
- Care 4 Kids
- Child Care Services
- CRC & other programs
- Management and general
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