The mission of United Way of Connecticut is to help meet the needs of Connecticut and its residents by providing information, education, and connection to services.
United Way of Connecticut works for Connecticut and its people to be the place people turn to for information, education and connection to services. United Way of Connecticut is proud to partner with the State of Connecticut, local United Ways, and many community partners to carry out our service mission. Our partnership with the state government is one of the oldest, most successful public-private partnerships in Connecticut, without which we could never have the reach and beneficial impact we provide for the people of our state.

United Way of Connecticut’s unique way of helping is based on some simple, but powerful principles. We work to provide easier, more cost effective access – 24 hours a day, 365 days a year – to Connecticut residents to many services and supports. We work to provide cross-cutting connections that can help integrate services provided by multiple government and nonprofit agencies. We build on our long history of effectively using technology to provide nimble and innovative responses to partner agency needs and those of people across the state. We maintain strong research and database management to maintain Connecticut’s most comprehensive, up-to-date information on child care and health and human services. We serve as a gateway to services for programs such as Care 4 Kids, Birth to Three, Help Me Grow, Mobile Crisis Intervention for Youth, Coordinated Housing/Shelter Access, and more.

We are led in our nonprofit mission by a dedicated and diverse Board of Directors who come from different walks of life and different parts of the state. Under their guidance and that of our senior managers, we strive to operate in compliance with the highest national standards (Alliance for Information and Referral Services, Child Care Aware America, American Association of Suicidology, United Way Worldwide). And, we strive to use charitable dollars and taxpayer dollars responsibly and cost-effectively for the people we serve, as evidenced by the results of ten straight years in which we have received a “clean audit” with an unmodified opinion and no findings.
During 2018, our accomplishments included:

• United Way of Connecticut dedicated substantial time and effort as business lead, technical lead, and testing lead for the successful transition of the Care 4 Kids MIS into DSS’s ImpaCT eligibility platform.

• 2-1-1 played a key role in leading the statewide Disaster Case Management effort to help hurricane survivors relocating to Connecticut (mostly from Puerto Rico).

• United Way of Connecticut’s audit for FY2018 was once again a “clean audit” – an unmodified opinion with no findings. This represents our tenth consecutive clean audit.

• United Way 2-1-1 partnered with Eversource, the state’s largest utility, to make available a texting platform to facilitate access to programs and supports to avoid utility shut-offs especially during the cold months.

• The Care 4 Kids Customer Satisfaction Survey report was issued in April 2018 and documented high levels of overall satisfaction among families and providers (87% of families and 85% of providers giving C4K a rating of 7 to 10).

• Working with state leaders in DMHAS, 2-1-1 continues to strengthen its information and referral work for opioid and other addictions, and implemented a Recovery Coach pilot program in the Norwich area, which enables better service coordination and quicker response when someone needs help.

• Working with local United Ways, we built on our efforts to shine a light on and support working families that struggle financially. In 2018, Connecticut United Ways released the updated ALICE Report on Financial Hardship in the state (Asset Limited, Income Constrained, Employed). And, we continued our work together implementing new savings incentives and financial counseling.

• More and more people are visiting our 2-1-1, 2-1-1 Child Care, 2-1-1 Child Development, and Care 4 Kids websites to get information on and access to services and supports. This is the result of extensive work to make our websites easy to use with comprehensive, up-to-date information on health and human services and child care services. In 2018, we recorded nearly 2,500,000 visits to our various websites.

The nature of our mission and our work means that collaboration and mutually-supportive synergy is a pre-requisite for us in order to serve the people of Connecticut. So, we are grateful to our partners in state government and to our numerous community partners, without whom we could never have such broad beneficial impact or touch so many lives.

United Way of Connecticut serves by:

ONE
connecting people to services;

TWO
supporting early childhood development and education;

THREE
responding to emergencies, whether they are personal/family crises or community-wide disasters; and

FOUR
promoting strong communities in collaboration with local United Ways and many government and nonprofit partners.
## SERVICES AT A GLANCE FY18

### 2-1-1 HEALTH AND HUMAN SERVICES
- **1,914,730** WEB VISITS
- **251,449** CALLS HANDLED
- **114,456** CRISIS CALLS
- **87,075** AFTER HOUR AND WEEKEND CALLS

### CARE 4 KIDS
- **24,982** CHILDREN RECEIVING CARE
- **5,758** PROVIDERS IN PROGRAM
- **154,597** CALLS HANDLED
- **473,375** WEB VISITS

### 2-1-1 CHILD CARE
- **39,448** SEARCHES USING 2-1-1 CHILD CARE’S ONLINE DATABASE
- **19,706** CALLS HANDLED
- **1,601** PROVIDERS RECEIVED PROVIDER ORIENTATION TRAINING
- **101,611** WEB VISITS TO THRIVECT.ORG

### 2-1-1 CHILD DEVELOPMENT INFOLINE
- **21,810** CALLS HANDLED
- **9,709** BIRTH TO THREE REFERRALS
- **2,605** HELP ME GROW REFERRALS
- **8,123** TOTAL ASQ ENROLLMENTS
COMMUNITY RESULTS CENTER

The Community Results Center supports the collaborative work of Connecticut’s 15 local United Ways and works to further the mission of United Way of Connecticut in its service to Connecticut and its residents.

- Managed and updated the Connecticut ALICE website which provides local United Way service area ALICE data and utilizes interactive graphs and maps (http://alice.ctunitedway.org).
- 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.
- Continued to increase United Way of Connecticut social media presence (Twitter and Facebook) to provide statewide association support for local United Way and United Way Worldwide social media outreach.
- Supported United Way of Connecticut and Connecticut 2-1-1 outreach and visibility efforts through 2-1-1 website demonstrations, seasonal webinar series, ALICE presentations, community engagement and communication with media outlets.
- Published monthly 2-1-1 Community Connection and 2-1-1 Data-Glance newsletters, a 2-1-1 Barometer Report on Transportation and issued press releases and bulletins on special topics throughout the year.
- Supported the Connecticut local United Ways Chief Professional Officers’ collaborative work.
- Supported the Connecticut United Way’s Marketing Collaborative group in their statewide communications and marketing efforts around the ALICE Report, asset building (EARN), free tax preparation sites (VITA- Volunteer Income Tax Assistance).

WE STAND WITH ALICE
Financial Hardship in Connecticut

In 138 of Connecticut’s 169 towns and cities, at least 1 in 5 households are ALICE households.

EITC Impact 2018

- 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 2018, the EITC returned $475 million to 213,000 Connecticut workers, an average credit of $2,234 per recipient.

EITC returned $475 million to 213,000 Connecticut workers.
2-1-1 HEALTH AND HUMAN SERVICES

• In FY 2018, 2-1-1 CT handled 251,449 calls from Connecticut residents with more than 323,000 requests for service. 87,075 of these calls were handled after hours and on weekends. 211ct.org recorded 1,914,730 visits.

• Partnered with the CT Fatherhood Initiative to increase information and resources in the 2-1-1 database for fathers.

• Partnered with Microsoft to create a 2-1-1 bot utilizing their natural language processor, Louis, to provide automated resource information.

• Partnered with Eversource to connect more people to the Connecticut Energy Assistance Program (CEAP) this year via a new texting application. Individuals can text CTWARM to 898211 to find an application site in their area.

• 2-1-1 CT was awarded a grant from the Department of Public Health to extend the Norwich Coordinated Access for Recovery Services (CARS) pilot originally funded by CHEFA. This pilot is designed to increase timely access to more different types of treatment options and as a result provide better connectivity to services for individuals and their loved ones. In partnership with Reliance Health, the pilot offers recovery coach services and care coordination.

• 2-1-1 CT assisted the state's Division of Emergency Management and Homeland Security (DEMHS) during multiple extreme weather activations. Contact Specialists 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.

• Provided mutual aid support to 2-1-1 North Carolina after Hurricane Florence. 2-1-1 CT handled 1,914 calls from North Carolina.

• Hurricane Maria: Information and Ways to Help
• El huracán María: Información y formas de ayudar
• Hurricane Irma: Information and Ways to Help
• Syrian Humanitarian Refugee Crisis Resources
• Hurricane Harvey: Information and Ways to Help
• Information for Connecticut Homeowners with Crumbling Concrete Foundations

These calls include situational, behavioral and emotional crises. (e.g. suicide prevention, emergency mobile psychiatric service, emergency response, homelessness, etc.)
Starting in late September 2017, Governor Malloy activated an initiative to help Hurricane Maria survivors who were relocating to Connecticut. State agencies, community partners and FEMA worked creatively and collaboratively in order to meet the needs of Hurricane Maria self-evacuees arriving in Connecticut from Puerto Rico.

- 2-1-1 served as the front door for survivors in need of disaster case management.
- 2-1-1 handled 5,860 calls related to Hurricane Maria with 13,055 requests for services.
- 845 households were assigned for disaster case management provided by the Salvation Army, Catholic Charities, Community Action Agencies and immediate disaster case managers sponsored by FEMA.
- In partnership with the Connecticut Coalition to End Homelessness (CCEH) and others 2-1-1 led private fundraising efforts to fund additional disaster case managers and homeless diversion assistance.
- This collaboration which pooled resources and efforts amongst private and public agencies is seen as a model by FEMA and other states.
- A year later, although disaster case management services are no longer available, 2-1-1 continues to connect Hurricane Maria survivors seeking assistance to resources.

Website visits to 211ct.org continue to increase as new features and updates are made. Recent enhancements:

- Application Programming Interface (API) for the 211ct.org search engine so that the search can be integrated into other applications and sites like myplacect.org.
- My 2-1-1 Account feature for users to sign up for free accounts to create, save, and share customized resource lists.
- Community Comment feature that allows users with an account to make a real time update to the resource directory.
2-1-1 CHILD CARE

- 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. In FY 2018, just over 39,000 searches for child care were conducted from the 2-1-1 Child Care search engine www.search.211childcare.org. In addition, 2-1-1 Child Care handled over 19,000 transactions with clients that included phone, chat and email correspondence.

- 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 101,000 visits from ECE professionals reviewing training offerings and location, registering for training and technical assistance and more.

- 2-1-1 Child Care managed the delivery of various trainings and technical assistance through Connecticut’s child care quality improvement system (Thrive!).

- In FY 2018, 200 Office of Early Childhood Licensing approved Health and Safety trainings were provided across the state in CPR, First Aid, and Medication Administration to over 1,600 child care providers.

- In FY18, 2-1-1 Child Care offered 117 Provider Orientation Program trainings (POP) to home-based providers that participated in the Care 4 Kids child care subsidy program.

- Through Thrive!’s Accreditation and Quality Improvement Support, 136 programs, pursing national accreditation through the National Association for the Education of Young Children (NAEYC) were provided individualized, on-site support with 72 programs achieving accreditation during the time frame.

- Five credit bearing courses were offered through the Program Leadership Institute assisting 101 ECE professionals attain college credit.

- 2-1-1 Child Care managed the delivery of technical assistance to child care programs in need of support in order to be in compliance with Office of Early Childhood Licensing. Technical assistance was delivered to 28 programs during FY 2018.

- Professional development trainings were offered to ECE professionals on the topic of Trauma and Housing Insecurity, Social Emotional Development using the Pyramid Model, Introduction to Connecticut Early Learning Development Standards, Record Keeping, Nutrition and Physical Assessment and Creative Curriculum. A cohort of 17 licensed family child care providers received coaching and guidance on completing two credit bearing classes in order to meet requirements of attaining their Child Development Associate Credential (CDA).

2-1-1 Top Service Requests
July 1, 2017 - June 30, 2018

<table>
<thead>
<tr>
<th>Service Request</th>
<th>Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infant Child Care</td>
<td>27,695</td>
</tr>
<tr>
<td>Preschool Child Care</td>
<td>15,662</td>
</tr>
<tr>
<td>Toddler Child Care</td>
<td>13,994</td>
</tr>
<tr>
<td>School Age Child Care</td>
<td>9,195</td>
</tr>
<tr>
<td>Child Care Provider Training</td>
<td>6,284</td>
</tr>
<tr>
<td>Child Care Subsidies</td>
<td>1,587</td>
</tr>
<tr>
<td>Licensing/Certification/Accreditation</td>
<td>1,438</td>
</tr>
<tr>
<td>Quality Indicator Web Resources</td>
<td>1,271</td>
</tr>
<tr>
<td>Occupational/Professional Associations</td>
<td>812</td>
</tr>
</tbody>
</table>
CARE 4 KIDS

• Care 4 Kids is the state’s child care subsidy program for low-income working parents. United Way of Connecticut supports the state Office of Early Childhood in the operation of Care 4 Kids.
• In FY18, 5,758 child care providers participated in Care 4 Kids and Care 4 Kids provided child care subsidies for 24,982 children.
• In serving families and child care providers, Care 4 Kids handled 154,597 phone calls and registered 473,375 visits to the Care 4 Kids website.

---

16,406
Number of families receiving Care 4 Kids child care subsidy.

24,982
Number of children receiving Care 4 Kids child care subsidy.

5,758
Child care providers enrolled in Care 4 Kids.

---

Child care subsidies are designed to support both parental employment and child development by lowering the cost of child care, thus making high quality, reliable child care more affordable.

---

Transition to ImpaCT

Over the last year United Way of Connecticut was involved in the transition to a new eligibility and payment system for Care 4 Kids that made it part of the state’s ImpaCT system. This successful project was a shared services effort that allows a single system to share data between Care 4 Kids, SNAP and Medicaid. The project was a combined effort by the Office of Early Childhood, the Department of Social Services, and United Way of Connecticut. Over time these shared services systems will help to make all programs involved more efficient for parents and providers. The development and transition to the system was accomplished in less than a year and is being used as a model for future shared services projects.
Handed 21,810 calls from parents, doctors and child care providers to help with child development, monitoring and support.

Made 9,709 referrals to Birth to Three, 2,605 referrals to Help Me Grow, as well as an additional 2,220 new enrollments into the Ages and Stages Child Monitoring program (8,123 total enrollment).

In partnership with the Office of Early Childhood, the Help Me Grow Advisory Committee, Department of Public Health and Project LAUNCH, created new marketing materials with unified messaging around the importance of early development: “Healthy from Day One”, “Celebrate Your Child”, “Milestones Matter” and “Help Me Grow”, with a call to action to contact CDI for resources or to enroll in the Ages and Stages Program.

Began work with the Office of Early Childhood and the developer of the “Sparkler” APP on a pilot to engage families of young children in developmental screening and promotion using a mobile APP to complete an Ages and Stages Questionnaire (ASQ). When concerns are identified through the ASQ, CDI will reach out to families to help connect them to needed services.

Received a 5 year continuation grant from the Grossman Family Foundation to continue our work on developing a coordinated system of early detection and intervention to ensure that Norwalk children are ready to enter kindergarten. Our CDI/Norwalk CQI team received a technical assistance award to participate in a prenatal to 3 Impact Improvement Network, a project of Strive Together and the Pritzker Children’s Initiative. Norwalk was one of 6 communities nationally to receive this award.

Received funding from United Way of Western CT/Stamford Cradle to Career Initiative to pilot enrolling infants and toddlers from three Stamford programs into the CDI Ages and Stages Program. The goal is to provide information on the developmental status of Stamford children to assist with planning and resource allocation, and to work towards increasing developmental screening throughout the community.

The early months and years are so important in child development. Every parent needs all the support he or she can get during this period to raise healthy and happy children and give them the best chance of lifelong success.

**FY18 Referrals and Enrollments**

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls handled</td>
<td>21,180</td>
</tr>
<tr>
<td>Birth to Three Referrals</td>
<td>9,709</td>
</tr>
<tr>
<td>Help Me Grow Referrals</td>
<td>2,605</td>
</tr>
<tr>
<td>ASQ New Enrollments</td>
<td>2,220</td>
</tr>
<tr>
<td>ASQ Total Enrollments</td>
<td>8,123</td>
</tr>
</tbody>
</table>
OUR LEADERSHIP STRUCTURE

UWC Board of Directors

CHAIRMAN
Christopher Skomorowski
President / CEO
Bicron Electronics

SECRETARY
Kevin Wilhelm
Executive Director
Middlesex United Way

IMMEDIATE PAST CHAIRMAN
Estela Lopez
Higher Education Consultant

VICE CHAIR
Sulma Avenancio
Senior Vice President
Hartford/Springfield Markets
Entravision

TREASURER
Mitch Beauregard
Senior Vice President of Business Operations
United Way of Connecticut
(not a board member)

Glenn A. Cassis
Consultant

Donna Osuch
President and CPO
United Way of West Central CT

Tiffany Donelson
VP of Program
Connecticut Health Foundation

Rev. David C. Parachini
Community and Religious Leader

William Gammell, Ph.D.
Director, Research & System Effectiveness
Connecticut State Colleges & Universities

Robert Plant
SVP Quality & Innovation
ValueOptions, Inc.

Veronica Gomez-Hernandez
Communications Specialist
Eversource Energy

Richard J. Porth
President/CEO
United Way of Connecticut

Brian Gould
Chief of Police
Bristol Police Department

Pete Rosa
Sr. Comm. Investments Officer
Central Connecticut State University

Tracy Immerso
Dir. Academic Budgets & Operations
Fairfield University

Lauren St. Germain
Sr. Analyst
Pratt & Whitney

Tracy Michaud
Director, HR Business Partner
Sun Life Financial

Robert Metzler, Esq.
(Honorary)
Cohn, Birnbaum & Shea, PC

Kim Morgan
CEO
United Way of Western Connecticut

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

Leo Pellerin
Chief Information Officer

Richard J. Porth
President and CEO

Mitch Beauregard
Senior Vice President Business Operations

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

For the years ended June 30, 2018 and 2017

<table>
<thead>
<tr>
<th></th>
<th>FY 2018</th>
<th>FY 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assets:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>$7,798,734</td>
<td>$6,451,188</td>
</tr>
<tr>
<td>Prepaid expenses</td>
<td>70,591</td>
<td>104,174</td>
</tr>
<tr>
<td>Contracts receivable</td>
<td>66,175</td>
<td>320,484</td>
</tr>
<tr>
<td>Local United Way receivables</td>
<td>12,166</td>
<td>13,510</td>
</tr>
<tr>
<td>Other receivables</td>
<td>41,672</td>
<td>43,929</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>$7,989,338</strong></td>
<td><strong>$6,933,285</strong></td>
</tr>
</tbody>
</table>

| **Liabilities and Net Assets:** |              |               |
| Accounts payable and accrued expenses | $1,122,726   | $1,777,891    |
| Refundable advances               | 4,330,574    | 2,860,151     |
| Deferred revenue                  | 221,268      | 151,297       |
| **Total Liabilities**            | **5,674,568** | **$4,789,339** |

| **Net Assets:**                  |              |               |
| Unrestricted net assets          | 2,314,770    | 2,143,9462    |
| **Total Liabilities and Net Assets** | **$7,989,338** | **$6,933,285** |

### FY18 TOTAL ASSETS - $7,989,338

- Local United Way receivables
- Other receivables
- Contracts receivable
- Prepaid expenses
- Cash and cash equivalents
Statement of Activities

For the years ended June 30, 2018 and 2017

<table>
<thead>
<tr>
<th>Changes in Unrestricted Net Assets:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenues, Gains, and Other Support:</strong></td>
</tr>
<tr>
<td>Grants &amp; contracts, federal &amp; state</td>
</tr>
<tr>
<td>Grants &amp; contracts, other</td>
</tr>
<tr>
<td>Local United Way revenue</td>
</tr>
<tr>
<td>Miscellaneous</td>
</tr>
<tr>
<td><strong>Total Revenues, Gains, and Other Support</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenses:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Program Services:</strong></td>
</tr>
<tr>
<td>2-1-1 Health and Human Services</td>
</tr>
<tr>
<td>Care 4 Kids</td>
</tr>
<tr>
<td>Child Care Services</td>
</tr>
<tr>
<td>CRC &amp; other programs</td>
</tr>
<tr>
<td><strong>Total Program Expenses</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Supporting Services:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management and general</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
</tr>
</tbody>
</table>

| Increase/(decrease) in unrestricted net assets | 170,824 | 122,221 |
| Net assets at beginning of year                | 2,143,946 | 1,951,401 |
| **Net Assets, End of Year**                    | **$2,314,770** | **$2,073,622** |

**FY 2018 REVENUES, GAINS, AND OTHER SUPPORT - $18,098,473**

- Miscellaneous
- Local United Way revenue
- Grants & contracts, other
- Grants & contracts, federal & state
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
UWC CORE VALUES

Working together to serve all people with respect and integrity, using innovation to carry out our mission.

Respect
For each other and the people we serve.

Teamwork
Working together to achieve our goals.

Diversity/Inclusion
Intentionally employing, serving, and providing opportunities for people of all backgrounds.

Innovation
Seeking creative solutions and continuous quality improvement.

Integrity
We conduct our business in an ethical, accountable, transparent, & trustworthy manner.