
United Way of Connecticut 2020 Annual Report

*The need for help
didn't stop.
Neither did we.*



Our Impact in 2020

United Way of Connecticut's Mission

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.

211 HEALTH AND HUMAN SERVICES

2.1.1

Connecticut

- Web Searches: 2,736,494
- Calls Handled: 365,901
- Covid-19 Calls: 89,436

211 CHILD DEVELOPMENT

2.1.1

Child Development

- Calls Handled: 31,873
- Birth to Three referrals: 8,649
- Help Me Grow referrals: 2,565
- Ages and Stages Child Monitoring program new enrollments: 1,070 (8,222 total enrollment)
- Early Childhood Special Education referrals: 338
- Children and Youth with Special Health Care Needs referrals: 201

211 CHILD CARE

2.1.1

Child Care

- Web Searches: 39,403
- Calls Handled: 29,358
- Providers received Provider Health and Safety Orientation: 285 (January - March) Services were halted from March to December 2020 due to Covid.
- Providers received fingerprinting services for OEC Background Check: 581 (January - March & August - December) Services were halted March of 2020 due to Covid and resumed in August of 2020.

CARE 4 KIDS

- Calls handled: 157,362
- Children receiving care: 25,446
- Providers in program: 5,668

care4kids
MAKING CHILD CARE AFFORDABLE

Our unique way of helping includes

211 Child Care, a child care resource and referral system, assists parents and child care providers in locating appropriate resources and referrals; educates parents/providers on quality indicators of early childhood programs; maintains a database of 3,499 licensed programs and 466 license exempt programs in Connecticut; delivers provider orientation training and materials for in-home providers.



211 Health and Human Services is a statewide 24 hour telephone and Internet information and referral service that provides free health and human services and community referrals, as well as crisis intervention to anyone in Connecticut. 211 maintains a computerized database of 3,937 health and human service agencies offering 35,886 services. 211 operates 24 hours a day, 365 days a year, with multilingual call specialists and TDD access available.

Care 4 Kids is Connecticut's child care subsidy program that helps low to moderate income working families pay for child care. UWC's scope of responsibility includes call center, intake, eligibility, invoice processing, mailroom, grievance and mediation, and program outreach.

211 Child Development serves as the access point for the Connecticut Birth to Three System, the Help Me Grow program, Preschool Special Education Services, and Children and Youth with Special Health Care Needs program. Provides information about early intervention services, developmental concerns, managing challenging behaviors, parent education/family support, special education, disability and health related issues.

Working Amidst a Global Pandemic

211 Connecticut is part of the State of Connecticut's Emergency Response Framework and is the gateway to services for emergency/disaster response and recovery led by the Governor's office and the Connecticut Department of Public Protection's Division of Emergency Management and Homeland Security.

On March 7th, at the request of the Department of Public Health, United Way of Connecticut launched the COVID-19 Public Information Line. In 2020, 211 Connecticut responded to over 2,132,000 live-answer phone calls from residents with questions about the novel virus and those seeking connection to COVID testing or the COVID-19 Vaccine. 211 has also provided prerecorded answers to frequently asked questions about the virus and associated guidance. These recordings were continuously updated to reflect the most recent and relevant information about the virus and the State of Connecticut's response and recovery.

Other 211 COVID-19 Response & Recovery Roles

- 211 took on a leadership role in PPE donation management. 211 stood up a donation intake form and provides routine data exports to the Donation Management Team that is responsible for coordinating the collection of donations and distributing donations to hospitals, nursing homes, long term care facilities, and other agencies that have reported they are in need.
- 211 worked with CT Voluntary Organizations Active in Disaster (CT VOAD), and the Office of the Governor to launch a system for volunteer intake for homeless shelters and feeding programs. This system (Connecticut Disaster Assistance and Response Technology (DART) platform) allows volunteers to be matched with agency needs.
- 211 assisted the Department of Housing and the Coordinated Access Networks (CANs) to decompress shelters and transition individuals to hotels, when necessary, and to transition people in hotels to supportive housing.
- 211 helped the Department of Children and Families stand up their When it Build up, Talk it Out Line. This line provides caretakers and parents with non-clinical support and connection to resources.

- 211 coordinated the delivery of shelf stable food and prepared meals to homebound, older adults and COVID-19+ individuals through the United Way Worldwide Ride United Last Mile Delivery program.
- 211 worked closely with the State of Connecticut and Department of Public Health to create and maintain an updated list of public COVID-19 diagnostic testing locations.
- 211 worked closely with the State of Connecticut and Department of Public Health to create and maintain an updated list of COVID-19 Vaccine clinics.

Covid-19 Testing Requests: 2,082,170

Other COVID-19 related calls: 50,185

COVID-19 Immunization Clinics listed: 512

COVID-19 Diagnostic Tests listed : 589



89,436
Vaccines Scheduled

"Once again, on behalf of the Governor's Office, I would like to say thank you to you and your colleagues. Your assistance during this pandemic is truly appreciated."

-From staff at the Office of Governor Lamont

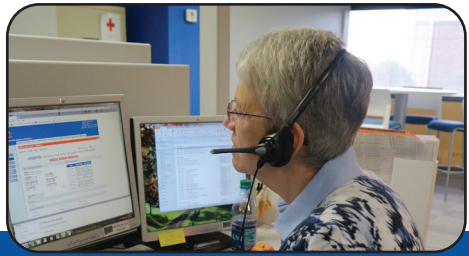


"The COVID Vaccine Appointment Assist Line is committed to helping Connecticut residents quickly and easily schedule their vaccine appointments. With more than 300 dedicated Vaccine Scheduling Specialists and direct access to schedule appointments at numerous locations across the state, we are ready to help busy Connecticut residents schedule their vaccination. Every shot brings Connecticut one step closer to the end of the pandemic." - Lisa Tepper Bates, President and CEO of United Way of Connecticut.

211 Child Care

In response to Covid-19, 211 Child Care assisted the Office of Early Childhood in providing administrative support in the roll out of short term CTCARES programs that aimed to help families and child care providers during COVID-19.

- 211 Child Care hosts and manages the Thrive website where providers can register for health and safety trainings being offered statewide to meet CCDF requirements. More than 15,500 ECE professionals visited the website to review the trainings that were offered. 211 Child Care managed the delivery of these trainings that allowed close to 300 child care providers the opportunity to take one of the offered trainings toward certification.
- 211 Child Care offered 17 Provider Health and Safety Orientation trainings to homebased providers for the Care 4 Kids subsidy program (January – March, in person trainings were halted due to COVID-19). 285 homebased providers completed this 3.5 hour training that covers topics on child development, health and safety and an overview of the Care 4 Kids subsidy program.
- 211 Child Care managed the delivery of 78 fingerprinting



CTCARES for Frontline Workers

A short term program to help essential workers pay for child care. Established dedicated phone lines that handled more than 7,700 calls from frontline workers seeking information on applying for child care assistance. 211 Child Care managed intake of over 2,000 frontline worker applications and verified income and employment documentation for eligibility.

CTCARE for Child Care

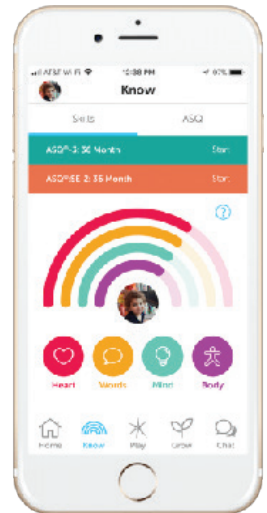
Businesses – A short term program to help child care providers through a number of subsidies to help reduce business expenses. 211 Child Care served as the help desk in providing information on the registration and enrollment processes. 211 child care managed intake of over 1,800 provider business attestations and managed supporting documentation that was used in determining final funding amount.

sessions that were held statewide. 211 Child Care worked with child care center directors and community action groups to serve as host sites for these sessions. These sessions allowed over 580 child care providers to have their fingerprints taken by 211 Child Care staff and securely transmitted to DESPP for the Office of Early Childhood background check requirements.

- 211 Child Care delivered 14 professional development trainings to ECE professionals on topics such as Positive Guidance, Caring for Infants and Toddlers, Music and Movement, and Emergent Literacy. These offerings helped child care staff meet professional development hours for OEC Licensing.
- 211 Child Care made enhancements to 211 Child Care search engine. Specific information about licensed child care provider's inspection and complaint history links from the provider profile. Families can view the dates inspections were last conducted, if any inspections resulted in violations and view inspection reports.

2-1-1 CHILD DEVELOPMENT

- Handled 14,872 calls from parents, doctors and child care providers to help with child development, monitoring and support.
- Integrated the "Sparkler" APP, which is a mobile device for developmental promotion and screening, within 71 programs in 8 communities. 1,075 families enrolled their children in Sparkler and 1,392 Ages and Stages questionnaires (ASQ) were completed during this period. 211 Child Development provides coaching through the Sparkler and reaches out to families to help connect them to needed services when concerns are identified through the ASQ.
- Continued our work on the Norwalk/CDI Early Childhood Initiative funded by the Grossman Family Foundation to ensure readiness for kindergarten by increasing the number of children who are developmentally on track in their early years
- Participated in the Bridging the Gap: Early Intervention for Children within the Medical Home pilot with Connecticut Children's Medical Center and Birth to Three. This model is looking at ways to support families in accepting early intervention services through better integration between Birth to Three and the medical home.



Statement of Financial Position

July 1, 2019 - June 30, 2020 and July 1, 2018 - June 30, 2019

	FY 2020	FY 2019
Current Assets:		
Cash	\$6,979,034	\$7,027,277
Contracts receivable	484,336	44,391
Local United Way receivables	12,671	13,151
Other receivables	21,383	-
Prepaid expenses	85,118	90,314
Total current assets	\$7,582,542	\$7,175,133
Office furniture and equipment	244,932	244,932
Less accumulated depreciation	(244,932)	(244,932)
Net office furniture and equipment	-	-
Total Assets	\$7,582,542	\$7,175,133
Liabilities and Net Assets:		
Accounts payable and accrued expenses	\$1,591,281	\$1,280,835
Refundable advances	2,919,418	3,168,672
Deferred revenue	582,159	253,772
Total Current Liabilities	\$5,092,858	\$4,703,279
Commitments and contingencies		
Net assets without donor restrictions	2,489,684	2,471,854
Total Liabilities and Net Assets	\$7,582,542	\$7,175,133

Statement of Activities

July 1, 2019 - June 30, 2020 and July 1, 2018 - June 30, 2019

	FY 2020	FY 2019
Changes in Net Assets Without Donor Restrictions:		
Revenues, Gains, and Other Support:		
Government grants and contracts	\$18,998,916	\$17,663,296
Local United Way revenue	463,415	482,795
Grants & contracts, other	476,397	512,394
Miscellaneous	53,462	81,464
Total Revenues, Gains, and Other Support	\$19,992,190	\$18,739,949
Expenses:		
Program Services:		
2-1-1 Health and Human Services	8,571,468	\$6,839,500
Care 4 Kids	7,620,082	7,026,866
Child Care Services	1,101,730	2,057,357
CRC & other programs	58,385	94,810
Total Program Expenses	\$17,351,665	\$16,018,533
Support Services:		
Management and general	2,622,695	2,564,432
Total Expenses	\$19,974,360	\$18,582,965
Change in net assets	17,830	156,934
Net assets, beginning	2,471,854	2,314,870
Net assets, end	\$2,489,684	\$2,471,854

Leadership Structure

UWC BOARD OF DIRECTORS

CHAIR

Christopher Skomorowski
President/CEO
Bicron Electronics Company

VICE CHAIRMAN

Sulma Avenancio
Senior Vice President
Hartford/Springfield Markets
Entravision

SECRETARY

Kevin Wilhelm
Executive Director
Middlesex United Way

TREASURER (not a Board member)

Mitch Beauregard
SVP Business Operations
United Way of Connecticut

Jonathan H. Beamon,
Sr. Assistant Corporation Counsel
Office of Corp. Counsel, City of Hartford

Glenn A. Cassis

Tiffany Donelson, VP of Program
Connecticut Health Foundation

Veronica Gomez-Hernandez
Communications Specialist
Eversource Energy

Brian Gould, Chief of Police
Bristol Police Department

Yvette Highsmith-Francis
VP, Eastern Region
Community Health Center, Inc.

Tracy Michaud
Director, HR Business Partner
Sun Life Financial

Kim Morgan, CEO
United Way of Western Connecticut

Donna Osuch, President and CPO
United Way of West Central CT

Rev. David C. Parachini
Folly Farm of Brooklyn

Charlene Russell-Tucker, COO
CT State Department of Education

Lauren St. Germain, Sr. Analyst
Pratt & Whitney

Lisa Tepper Bates, President/CEO
United Way of Connecticut

Honorary Board Members

Robert Metzler, Esq.
Cohn, Birnbaum & Shea, PC

UWC Senior Management

Lisa Tepper Bates
President and CEO

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

Connecticut United Ways

- Middlesex United Way
- United Way of 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 & Wallingford
- United Way of Milford
- United Way of Naugatuck & Beacon Falls
- 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

WE STAND WITH ALICE®

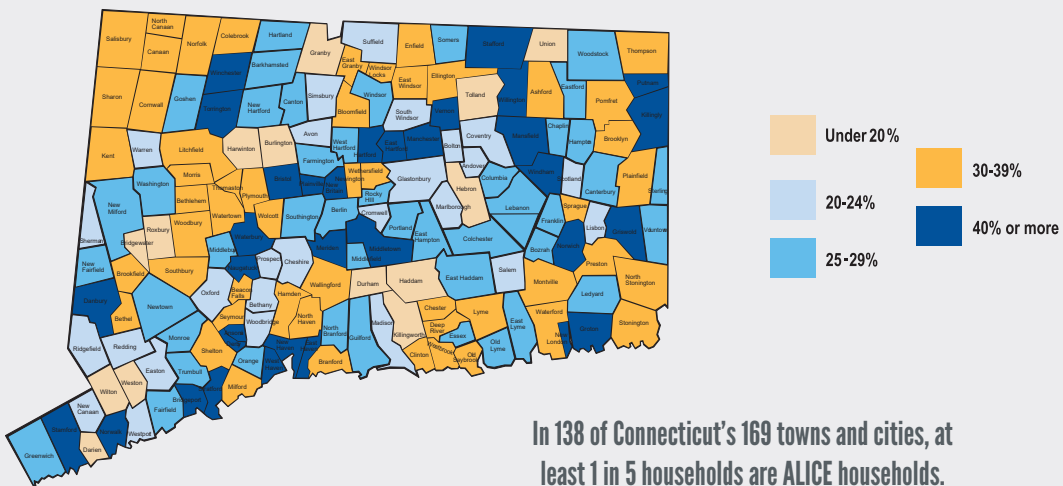
LIVE UNITED

ALICE is our friend, neighbor, coworker, and family member. ALICE cares for our children and aging parents, fixes our cars, works in our local grocery stores, retail stores and restaurants and much more. ALICE lives in every town and city in Connecticut.

Connecticut United Ways remain committed to supporting ALICE and fighting for the health, education and financial stability of all Connecticut residents.

ALICE LIVES AND WORKS IN EVERY TOWN

Percentage of households below the ALICE threshold by town, 2016



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



United Way of Connecticut

United Way of Connecticut
1344 Silas Deane Highway
Rocky Hill, Connecticut 06067

ctunitedway.org