

ANNUAL REPORT 2021

UNITED WAY OF CONNECTICUT

Connecting People to Services



LETTER FROM PRESIDENT

Every year, hundreds of thousands of residents of our state rely on United Way of Connecticut to access services, supports, and knowledge to meet their needs and achieve their fullest potential. We proudly stand ready 24 hours a day, seven days a week, 365 days a year to meet their needs.

In late 2020, I started as the President and CEO of United Way of Connecticut. I knew the organization well as a resource in my public service, a partner as a nonprofit leader, and the go-to resource for my own community. I joined the team when the global pandemic was well underway. I quickly experienced the strength of our services, the impressive expertise of our staff, the soundness of our operations, the depth of partner relationships, and the commitment across this organization to the people we serve. While times were challenging, our efforts during the height of COVID-19 allowed me to see the best of what we offer the people of Connecticut.

2021 brought new trials as our state continued to respond to the unfolding pandemic. From residents in need of COVID testing to working parents trying to find safe, affordable care for their little ones in the pandemic landscape of closed child care centers, United Way of Connecticut was there for them. We helped CT residents find COVID testing and vaccination sites, assisted people seeking resources to meet basic needs, offered those in crisis connection to services, provided guidance for parents seeking help with a young child's developmental issue, and assisted struggling families to secure much-needed child care subsidies. In 2021, our team handled nearly 900,000 telephone calls and nearly 5.5 million requests for services to 211CT.org and 211ChildCare.org.

Our extraordinary team provided free, confidential, and high-quality services to residents who connected with us on some of the most pressing issues in their lives. We excelled in being a trusted source of up-to-date and accurate information for people, a nimble partner to state agencies, and a collaborator with community-based providers.



Lisa Tepper Bates
President and CEO

Through all of this, our staff of dedicated and trained specialists provided assistance and support to our customers with respect, empathy, and kindness. We are grateful to them for all they do every day. Similarly, we are thankful to our Board of Directors – an outstanding and diverse set of leaders from a wide variety of professional disciplines. They are unfailing in their willingness to share their expertise, provide thoughts and counsel, and enthusiastically support our mission and our staff.

We are proud of the teamwork that has allowed United Way of Connecticut to provide exceptional service to the people and the communities of Connecticut through these extraordinary times of the global pandemic. We will be here for Connecticut when the next emergency, disaster, or storm comes our way. And we will continue our efforts, day in and day out, to improve our services, to innovate, to expand our impact to help every child, every family, every person in our state live their healthiest, safest and most productive and rewarding life.

Sincerely,
Lisa Tepper Bates



From residents in need of COVID testing to working parents trying to find safe, affordable care for their little ones in the pandemic landscape of closed child care centers, United Way of Connecticut was there for them. We helped CT residents find COVID testing and vaccination sites, assisted people seeking resources to meet basic needs, offered those in crisis connection to services, provided guidance for parents seeking help with a young child's developmental issue, and assisted struggling families to secure much-needed child care subsidies.

As our state continued to manage the impacts of COVID-19, UWC remained committed to helping all residents access COVID-19 information, testing sites and vaccine appointments.

COVID-19 has been our longest emergency activation on record, 211 CT has handled 5,049,153 requests related to COVID-19 since the start of the pandemic.

In partnership with the Governor's Office and the Department of Public Health, United Way of Connecticut opened Connecticut's COVID Vaccine Appointment Assist Line (VAAL). Vaccine Scheduling Specialists have since handled more than 535,000 calls and scheduled more than 185,000 Connecticut residents for their vaccinations.

"The team at United Way 211 has done incredible work to help combat the COVID-19 pandemic over the past nearly year and a half, and the VAAL is just one example of that work," said Governor Ned Lamont.

DoorDash/Ride United Last Mile Delivery: Free delivery was powered by DoorDash and was made possible through United Way of Connecticut's participation in the United Way Worldwide Ride United: Last Mile Delivery initiative. 211 CT coordinated the weekly delivery of shelf stable food boxes to residents in Hartford, Torrington, New Haven, Waterbury, Norwich, Bridgeport, and Danbury. 211 CT worked with Salvation Army, Department of Agriculture, Department of Social Services, Department of Housing, local food pantries and United Way of Greater New Haven to identify residents in need in each community. This program ran from September 2020 through June 2021. In 2021, 105 callers were referred to this program.

Vaccine Transportation through Lyft and Uber:

211 CT connected residents facing transportation barriers with free transportation to their COVID-19 vaccine appointment(s). The 211 Vaccine Transportation Team scheduled rides for callers through Lyft and Uber. Free Uber promotional codes were distributed to callers who wished to schedule their own transportation. Free transportation was made possible through United Way of Connecticut's participation in the Ride United: Vaccine Access Campaign and through a donation from Uber. In 2021, 462 callers were connected with this program.





AAS and AIRS Certified

In November 2021, 211 CT received a five-year reaccreditation from the American Association of Suicidology. We are also accredited as an agency through the Alliance of Information and Referral Systems (AIRS) and are currently in the process of reaccreditation for the next five years. In addition, 35 staff have received individual certification through AIRS as Community Resource Specialists and 19 have received their Crisis Worker Certification through AAS.

COVID-19 SERVICE REQUESTS WEB AND CALL

- COVID Testing:
2,171,370
- COVID Vaccination:
2,873,374
- All other COVID:
4,409

CONNECTIONS TO

- 512 Covid
Immunization
Clinics
- 615 Covid tests
(site info available
online at 211ct.org).

VITA EARN IT. KEEP IT.

Helping working families access tax credits.

United Way of Connecticut 211 collaborated with The Connecticut Association of Human Services (CAHS) for the 2021 Volunteer Income Tax Assistance (VITA) campaign to schedule low-and moderate-income taxpayers with free tax preparation services at 11 sites across the state – two in Bridgeport, one in Middletown, two in New London County, one in Stamford, and seven in the Waterbury area.

- The 211 tax help page, uwc.211ct.org/taxhelp, was accessed 30,063 times between January 1, 2021 and May 14, 2021.
- 2,079 appointments were booked using the online calendar.

211 CHILD CARE



211 Child Care assisted the Office of Early Childhood (OEC) in providing technical and administrative support in the roll out of federal relief funds to be used to support child care providers in Connecticut. The funds helped programs by providing funding for operational costs, including expenses during COVID-19 by providing aid so that programs remain in business.

Child Care Program Stabilization Funding

(May 2021 – September 2021)

211 Child Care Resource and Referral handled 4,400 calls from child care providers/programs seeking information on applying for these funds. Consumer education was provided on topics related to: how to become a vendor through the Office of State Comptroller, estimating funding amounts, determining eligibility criteria, disputing decisions, and inquiring on the status of payments. 211 Child Care established a dedicated e-mail to handle 2,600 e-mail transactions, worked to resolve 430 requests for review on calculated funding amounts, provided notification of resolution to provider/program, and documented changes in funding amounts to providers/programs with favorable resolution.



- Delivered the Care 4 Kids Provider Health and Safety Orientation trainings to 1,627 home based providers for the Care 4 Kids program.
- Managed the Thrive website that allowed 743 child care providers the opportunity to take one of the offered trainings towards CPR/ First Aid and/or Medication Administration certification.

Helped child care staff meet professional development hours for OEC licensing and improve their quality of care.

Delivered 58 professional development trainings to 834 Early Child Care Education professionals on a variety of training topics.



Managed the delivery of 288 off-site and 148 on-site fingerprinting sessions, allowing 4,970 child care providers to have their fingerprints taken and securely transmitted to Department of Emergency Services and Public Protection (DESPP) for the Office of Early Childhood to meet background check requirements.

211

CHILD DEVELOPMENT



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 looks at ways to support families receiving early intervention services through better integration between Birth to Three and the medical home.

Continued our work on the Norwalk/211 Child Development 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.

Handled 18,379 incoming calls from parents, doctors, and child care providers to help with child development, monitoring, and support.

Made 11,000 referrals to Birth to Three, 2,909 referrals to Help Me Grow, 810 new enrollments into the Ages and Stages Child Monitoring program (9,862 total enrollment), 526 referrals to early childhood special education services, and 235 referrals to the Children and Youth with Special Health Care Needs program.

- Partnered with Sparkler and the Office of Early Childhood to launch Sparkler, a mobile app for parents and caregivers that supports children's development from birth to age five by offering developmental screenings using the Ages and Stages Questionnaire, developmental promotion activities, and connections to resources and services through 211 Child Development.

- Integrated the Sparkler app in 221 programs in 67 communities in CT. 4,782 families enrolled their children in Sparkler, 2,615 Ages and Stages questionnaires (ASQ3) and 2,055 Ages and Stages Social Emotional questionnaires (ASQ-SE2) were completed. 211 Child Development provides coaching through the Sparkler app and reaches out to families to help connect them to needed services when concerns are identified through the ASQ.

CARE 4 KIDS

Helped low to moderate income families in Connecticut pay for child care costs.

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.

care4kids

MAKING CHILD CARE AFFORDABLE

In FY21

- Active Families enrolled: 17,845
- Active Providers: 5,729
- \$133M in benefits paid out on behalf of CT families



UNITED WAY OF CONNECTICUT BY THE NUMBERS

WEB

Request for services using
211CT.org online database

5,350,307

Request for services using
211ChildCare.org online
database

83,198

WEB VISITS

3,729,382

CALLS HANDLED

211

664,362

211 Child
Development

42,984

211 Child Care

35,131

Care 4 Kids

152,409

STATEMENT OF FINANCIAL POSITION

July 1, 2020- June 30, 2021 and July 1, 2019 - June 30, 2020

	FY 2021	FY 2020
Current Assets:		
Cash	\$7,402,981	\$7,253,859
Contracts receivable	1,460,253	484,336
Local United Way receivables	5,646	12,671
Other receivables	33,887	21,383
Prepaid expenses	74,414	85,118
Total current assets	\$8,977,181	\$7,857,367
Office furniture and equipment	425,080	244,932
Less accumulated depreciation	(257,800)	(244,932)
Net office furniture and equipment	167,280	-
Total Assets	\$9,144,461	\$7,857,367
Liabilities and Net Assets:		
Accounts payable and accrued expenses	\$1,951,386	\$1,591,281
Refundable advances	3,889,762	2,919,418
Deferred revenue	518,555	582,159
Total Current Liabilities	\$6,359,703	\$5,092,858
Net assets without donor restrictions	2,784,758	2,764,509
Total Liabilities and Net Assets	\$9,144,461	\$7,857,367

STATEMENT OF ACTIVITIES

July 1, 2020- June 30, 2021 and July 1, 2019 - June 30, 2020

	FY 2021	FY 2020
Changes in Net Assets Without Donor Restrictions:		
Revenues, Gains, and Other Support:		
Government grants and contracts	\$25,660,520	\$18,998,916
Local United Way revenue	447,683	463,415
Grants & contracts, other	531,568	476,397
Miscellaneous	68,210	53,462
Total Revenues, Gains, and Other Support	\$26,707,981	\$19,992,190
Expenses:		
Program Services:		
2-1-1 Health and Human Services	15,326,684	8,571,468
Care 4 Kids	6,825,748	7,620,082
Child Care Services	1,355,365	1,101,730
CRC & other programs	64,603	58,385
Total Program Expenses	\$23,572,400	\$17,351,665
Support Services:		
Management and general	2,840,507	2,622,695
Total Expenses	\$26,412,907	\$19,974,360
Change in net assets	295,074	17,830
Net assets, beginning	2,489,684	2,471,854
Net assets, end	\$2,784,758	\$2,489,684

LEADERSHIP

BOARD OF DIRECTORS

CHAIR

Sulma Avenancio
Entravision

Jennifer Heath
*United Way of
Greater New Haven*

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Sun Life Financial

Steven Hernandez
*Commission on Women
Children, Seniors,
Equity & Opportunity*

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Middlesex United Way

Yvette Highsmith-Francis
Community Health Center, Inc.

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(not a Board member)
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United Way of Connecticut

Jason Jakubowski
CT Foodshare

Jonathan H. Beamon,
City of Hartford

Abigail Jewett
AT&T

Tiffany Donelson
Connecticut Health Foundation

Charlene Russell-Tucker
*CT State Department
of Education*

Michael Duncan
Edgewell Personal Care

Lauren St. Germain
Lauren St. Germain Coaching

Lee Ann Gomes
City of Norwich

Lisa Tepper Bates
United Way of Connecticut

Brian Gould
Bristol Police Department

Robert Wiener
JDA Development

Maria Harlow
*United Way of
Meriden & Wallingford*

Honorary Board Members

Rev. David C. Parachini
Folly Farm of Brooklyn

UWC Senior Management

Lisa Tepper Bates
President and CEO

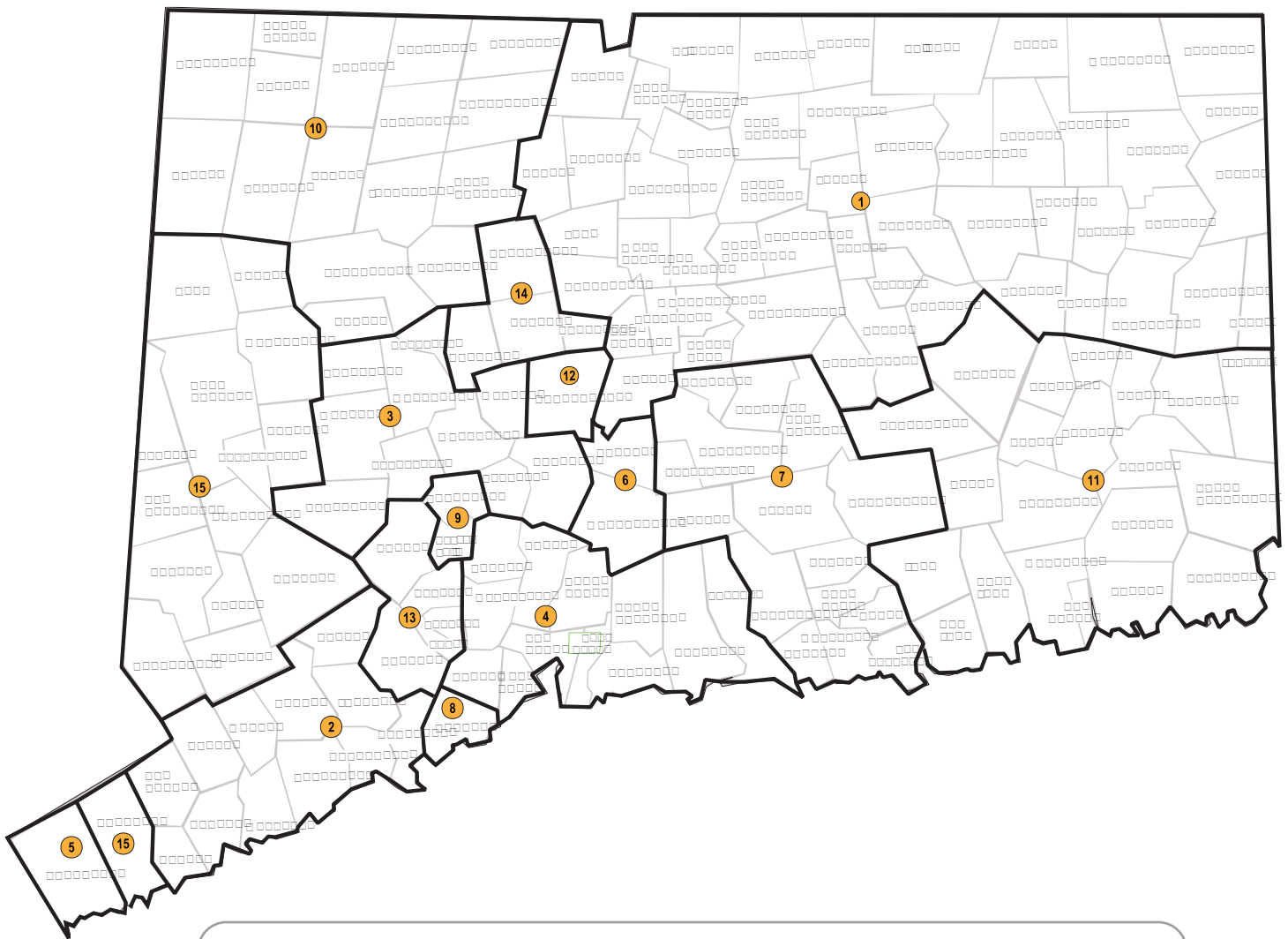
Tanya Barrett
Senior Vice President
2-1-1 Health and Human
Services

Mitch Beauregard
Senior Vice President
Business Operations

Leo Pellerin
Chief Information Officer

Sherri Sutera
Senior Vice President
Child Care Services

CONNECTICUT UNITED WAYS



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



United Way of Connecticut

ctunitedway.org

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