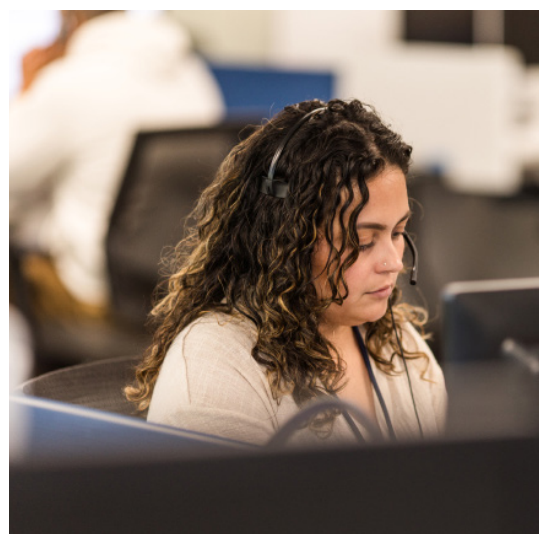
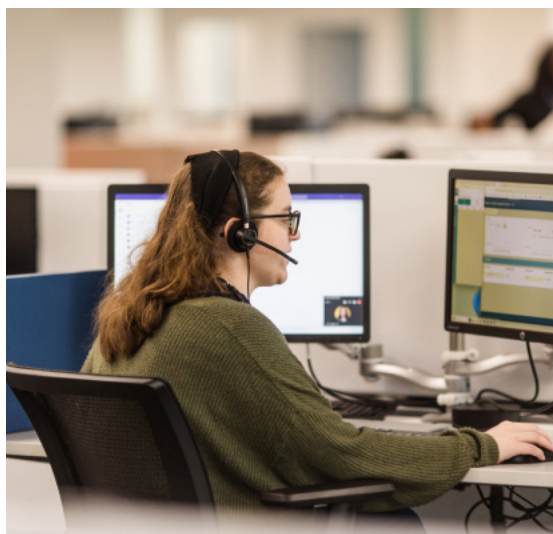


ANNUAL REPORT 2022



United Way of Connecticut
Helping You Thrive.



United Way of Connecticut President & CEO Celebrates 2nd Anniversary

Taking the helm at the height of the COVID pandemic, Lisa Tepper Bates reflects on leading during the height of the pandemic and shares hopes for the future.

Lisa joined United Way of Connecticut (UWCT) on October 1, 2020, bringing with her key insight and experience leading during the COVID-19 public health emergency as Chair of the Recovery and Immediate Needs Subgroup of the state's emergency management team. In that role, she worked with senior leadership from state and federal agencies alongside leaders from nonprofits, trade associations, advocacy organizations and philanthropy on a wide range of emergency response efforts, as well as on the development of a statewide framework to engage multi-sector partners in planning for recovery from the impacts of COVID.



Lisa shares, "United Way of Connecticut plays a critical role in connecting residents of our state with the services they need every day. I've had the privilege to lead UWCT during much of our pandemic response – which has stretched the organization and helped us find new ways to work creatively and to exercise new strengths. I think the pandemic helped us to become even bolder in thinking about what we can do, what our great team is capable of doing, to scale up, to pivot, to take on new challenges and maximize technology to problem-solve with partners and to provide needed support and assistance for the people of Connecticut."

As she enters her third year as the leader of United Way of Connecticut, her vision for the future includes a clear path to growth. She shares, "We have an incredibly strong basis on which to grow, to build new services and new ways to deliver those services for the people of Connecticut. I believe we can continue providing the support and assistance that people have come to expect, while leveraging our team skills and existing tools to deliver new solutions, and to partner even more effectively with state agencies, local governments and colleagues across the nonprofit sector."

Lisa brings more than 25 years of experience working in diplomacy and nonprofit leadership, formerly named by Governor Ned Lamont as Connecticut's Senior Coordinator for Housing and Transit Oriented Development, where she led an effort to enhance use of data-driven approaches and implement innovative solutions to meet the needs of people facing housing instability and to improve human outcomes and conserve government resources. This resulted in one of the most ambitious multi-agency data matches completed to date by any U.S. state.

“

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Child Care Services

UWCT PROGRAMS

211 Child Care serves as Connecticut's child care resource and referral system. We assist parents and child care providers in locating appropriate resources and referrals, educate parents/providers about quality indicators of early childhood programs, maintain a database of **5,000 licensed and license-exempt programs** in Connecticut, deliver provider orientation training and materials for in-home providers, and provide information to help unlicensed providers become licensed. In addition, 211 Child Care offers training programs, technical assistance and professional development opportunities to early care and education providers, as well as digital fingerprint collection services.

- 211 Child Care managed the delivery of **137 OEC approved Health and Safety trainings resulting in 740 child care providers receiving lifesaving training and certification.**
- 211 Child Care **delivered 95 Care 4 Kids Provider Health and Safety Orientation trainings to 1904 homebased providers** for the Care 4 Kids subsidy program.
- 211 Child Care managed the delivery of fingerprinting sessions that were held statewide. These sessions **allowed 9,760 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.

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

- Care 4 Kids reports **31,943 children receiving care and 5,829 providers in program in 2022.**

Calls Handled

**211:
340,433**

**211 Child Care:
39,331**

**Care 4 Kids:
162,292**

**211 Child
Development:
44,885**



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. The program provides information about early intervention services, developmental concerns, managing challenging behaviors, parent education/family support, special education, disability and health related issues.

211 Child Development provided:

- **11,760 Birth to Three referrals,**
- **3,572 referrals to Help Me Grow,**
- **308 referrals for Children/Youth with Special Health Care Needs,**
- **732 referrals for Early Childhood Special Education and**
- **475 new enrollments into ASQ (7,867 total enrollment).**

United Way of Connecticut 211 is the state's 24-hour information and referral service that provides free health and human services and community referrals, including mental health crisis intervention and the National Suicide Prevention Line (988), to anyone in Connecticut. Residents simply dial 2-1-1 or log into 211ct.org to get connected. 211 operates 24 hours a day, 365 days a year, with multilingual contact specialists and TDD access available. 211 maintains a computerized database of **3,843 health and human service agencies offering more than 40,000 services and more than 4,000 licensed childcare facilities.** 211CT has responded with excellence to the growing needs of Connecticut's residents.

- 211CT secured the AIRS stamp of approval again, **winning an award as one of the top three re-accreditation performers.**
- 211CT was part of the nationwide roll-out of 988, the new mental health crisis line, in July 2022. In response, 211CT expanded our crisis team by more than 60%.
- Our **988 service is consistently among the top three performers in the nation.**
- We were **honored to receive the American Association of Suicidology 2022 Crisis Center of Excellence award for the nation.**

**211:
1,598,807**

**211 Child Care:
105,960**

**Online Database
Searches**

Statement of Financial Position

July 1, 2021- June 30, 2022 and July 1, 2020 - June 30, 2021

	FY 2022	FY 2021
Current Assets:		
Cash	\$8,962,496	\$7,677,806
Contracts receivable	315,770	1,460,253
Local United Way receivables	4,384	5,646
Other receivables	1,140	33,887
Prepaid expenses	91,218	74,414
Total current assets	\$9,375,008	\$9,252,006
Office furniture and equipment	436,646	425,080
Less accumulated depreciation	(283,535)	(257,800)
Net office furniture and equipment	153,111	167,280
Total Assets	\$9,528,119	\$9,419,286
Current Liabilities:		
Accounts payable and accrued expenses	\$2,125,648	\$1,951,586
Refundable advances	3,308,196	3,889,762
Deferred revenue	610,475	518,555
Total Current Liabilities	\$6,044,319	\$6,359,903
Net assets without donor restrictions	3,483,800	3,059,383
Total Liabilities and Net Assets	\$9,528,119	\$9,419,286

Statement of Activities

July 1, 2021- June 30, 2022 and July 1, 2020 - June 30, 2021

	FY 2022	FY 2021
Changes in Net Assets Without Donor Restrictions:		
Revenues, Gains, and Other Support:		
Government grants and contracts	\$37,104,263	\$ 25,660,520
Local United Way revenue	375,523	447,683
Grants & contracts, other	751,895	531,568
Miscellaneous	75,559	68,210
Total Revenues, Gains, and Other Support	\$38,307,240	\$26,707,981
Expenses:		
Program Services:		
2-1-1 Health and Human Services	12,881,750	15,326,684
Care 4 Kids	8,424,998	6,825,748
Child Care Services	13,217,580	1,355,365
CRC & other programs	95,321	64,803
Total Program Expenses	\$34,619,649	\$23,572,600
Support Services:		
Management and general	3,263,174	2,840,507
Total Expenses	\$37,882,823	\$26,413,107
Change in net assets	424,417	294,874
Net assets, beginning	3,059,383	2,764,509
Net assets, end	\$3,483,800	\$3,059,383



United Way of Connecticut
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