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# United Way of Connecticut



## Annual Report



United Way of Connecticut  
*Helping You Thrive.*

**NEW ADDRESS.**

**NEW MISSION.**

**MORE UNITED THAN EVER.**



**United Way of Connecticut**  
*Helping You Thrive.*



# President's Message

A lot has changed over the past few years.

As a result, we've grown and focused on our mission in new ways. To reflect this, our new mission statement is **We help the people of Connecticut thrive through trusted partnerships and innovative solutions**. We also created a new tagline **Helping you thrive**.

In July 2022, the Suicide and Crisis Lifeline took on a higher profile with the roll-out of the new, national three-digit exchange — 988. We are proud to consistently be one of the top five 988 contact centers in the U.S. for speed to answer these urgent calls.

The national recognition continued with a feature on our 211 services in the [Washington Post](#). In 2023, 211 Connecticut compassionately and empathetically responded to more than 1.7 million inquiries.

Our core services to support our state's youngest residents — 211 Child Care, Care 4 Kids and 211 Child Development — each answered more than 20,000 inquiries in 2023.

Our advocacy to advance public policies that better support Connecticut families living paycheck to paycheck, the ALICE population, soared to new levels. We gained momentum by building partnerships, increasing understanding of the challenges facing ALICE families and passing state legislation to increase the financial resources available to families struggling to get by.

We continue to serve the state as a go-to source for the pulse of what Connecticut residents most need, when, where and why. In 2023, we doubled our reach and grew awareness of our organization, as evidenced by social and digital media metrics.

Last summer, United Way of Connecticut relocated to 55 Capital Boulevard in Rocky Hill. While we remain in the same centric zip code, we invested in new space that allows us to better serve our constituents, support continued growth and encourage collaboration.

I am so proud of the growth we've seen over the past fiscal year and am always inspired by the great work of our team. I am excited to share the 2023 results with you.

*Linn Hyman Bette*



**United Way of Connecticut**  
*Helping You Thrive.*



# 211 Child Care: Guiding Families. Supporting Quality.

## 2.1.1

**Child Care**

*Guiding Families. Supporting Quality.*

- Inquiries for assistance: **38,733**
- Website views: **130,000**
- Providers received health & safety services: **10,331**

211 Child Care helps families find child care to best meet their needs and maintains current listings of licensed and license exempt child care programs in Connecticut. We provide early care professionals with training, technical assistance and resources.

Here's one example. Daniela, a mom of three — two boys (12 and 10 years old) and one girl (7 years old) — found herself in a unique situation. Previously a stay-at-home mom with a husband who worked third shift, Daniela started working full time last summer. For the first time she needed child care to supervise her kids and provide enrichment for them during the day. Luckily for both Daniela and her children, 211 Child Care referred her to a list of summer camps. For further assistance, she applied to Care 4 Kids for help subsidizing the camp expense.

Daniela shared that in addition to ensuring that she could go to work to help support her family, camp was a growth experience for her children. "Summer camp is a win-win," says Daniela. "It kept my kids fully entertained and active. And it helped me focus on my full-time work knowing that my kids were in good hands, well taken care of and having fun."



*"United Way of Connecticut 211 Child Care provides that connection to providers and gives families the opportunity to achieve that for their children."*  
— Judy Goldberg, 211 Child Care Curriculum and Professional Development Coordinator

# Care 4 Kids: Making Child Care Affordable.



- Families enrolled in C4K: **22,973**
- Number of providers: **6,062**
- Benefits paid out on behalf of families: **\$186,919,236**

Care 4 Kids helps low to moderate income families in Connecticut pay for child care costs. Care 4 Kids also offers the required orientation, training and support that child care providers like Rachel Kirsch need.

Rachel's passion is children – she has five! And she has always been involved running youth programs at her synagogue and volunteering at her children's schools. Her dream was to open a licensed day care, with a hands-on Montessori approach in a small group setting, robust staffing and even more fun, creative learning activities. Thanks to Care 4 Kids, Metzuyan Day Care LLC is now a licensed child care.

In addition to her licensed day care, Rachel also worked with Shannon Briere, our Eligibility and Provider Service Supervisor, to receive the help she needed licensing her youth summer camp. "I give Shannon all the credit," shared Rachel. "She guided me to all the correct resources and helped answer parents' questions about eligibility to receive financial aid through the Office of Early Childhood's Care 4 Kids program. Shannon was incredible throughout the entire process."



*"The work I do provides an opportunity for parents to have the time to further their educations or maintain their employment while knowing their child/children are in a safe and healthy environment and learning the necessary skills for early childhood development."* — Shannon Briere, Care 4 Kids Eligibility and Provider Service Supervisor



# 211 Child Development

## 2.1.1

Child Development

- Birth to Three referrals: **14,336**
- Referrals to Help Me Grow: **3,592**
- Children participating with the Ages and Stages Questionnaires: **2,773**
- Referrals for Early Childhood Special Education: **719**
- Referrals for Children/Youth with Special Health Care Need: **322**

211 Child Development supports children's healthy growth and development starting from pregnancy. Our team of child development specialists 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. Here is just one example of the ways 211 Child Development works with and helps families.

Brittany is a Sparkler mom with three children. What is Sparkler? It's a mobile app that helps parents find out if their children are reaching key milestones as they grow - and provides activities parents can use to spark their early learning. Sparkler is an important partner with the 211 Child Development team, making it easier than ever before for parents to pro-actively foster and monitor their babies' and toddlers' development.

Brittany described the app as colorful and user-friendly and said she especially enjoys the milestone alerts and chat features.

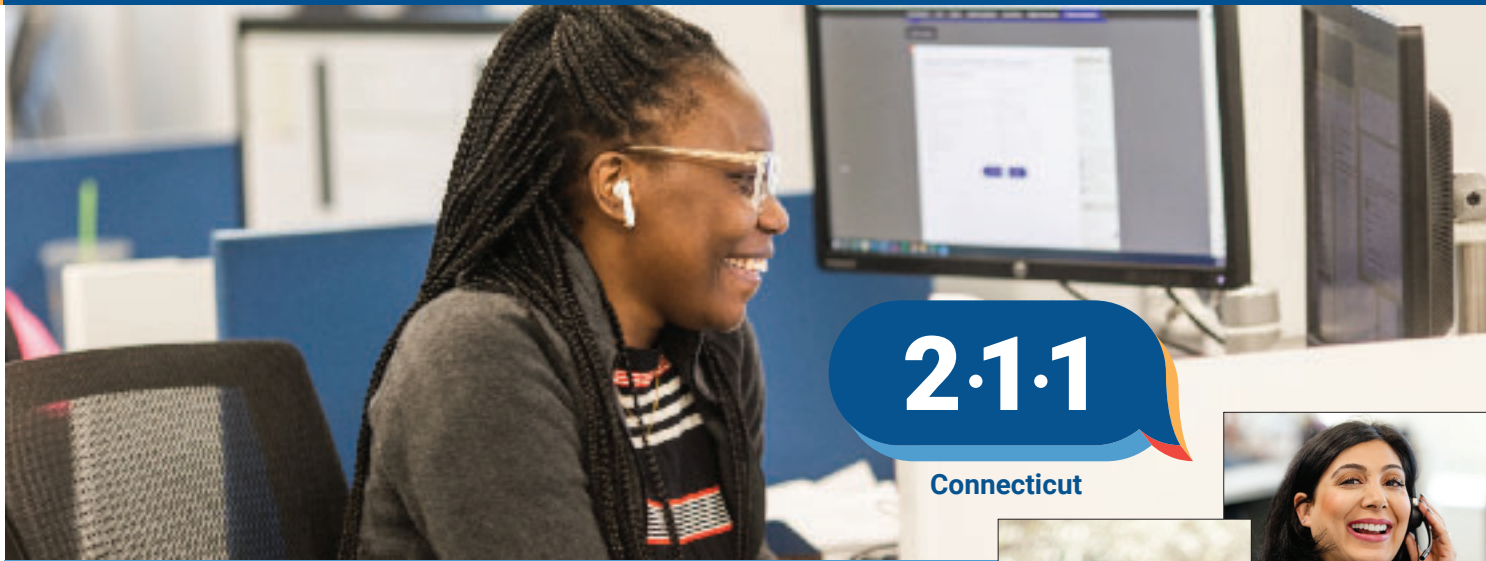
"As soon as I filled out the ASQ [Ages and Stages Social Emotional questionnaires], I immediately received a chat from a 211 Child Development care coordinator, who reviewed my results and suggested strategies. It was great to speak with a real person rather than receive an automated message."



“

*"The best part of my job is to see parents taking initiative to understand their children's growth and development, to see them wanting to support them the best ways they can." —Amanda Health, 211 Child Development Director*

# 211: Find The Help You Need.



- Total Calls: **311,827**
- Total Service Requests: **387,984**
- Web Requests: **1,036,930**

211 Information and Referral is a unique asset to our state partners and communities – serving as a “one stop shop” to connect people to services and benefits that meet their urgent needs and improve their lives.






We are proud that at the end of the phone line, there is a compassionate person saving a life, transforming a family, or changing a community...one phone call at a time, 24/7/365.

Since 2014, 211 is the front door to Connecticut’s Coordinated Access Networks for housing and homelessness resources.

We know from our ALICE data that families are increasingly struggling, and our 211 call data reflect this.



## Top 5 Requests FY23\*

	Housing & Shelter	422, 556
	Mental Health & Addiction	175,990
	Food	174,230
	Employment & Income	111,777
	Utilities	91,583

\*Call and web requests, COVID-related inquiries removed



*There is no better feeling of accomplishment than being able to connect an individual or family to a needed community service at the right time.*

—Tanya Barrett, Senior Vice President, 211 Health and Human Services

# 211 Crisis



- Total Crisis Calls: **186,901**
- Crisis State Diminished: **172,500**
- Active Rescues: **1,000**



Crisis intervention and Suicide prevention is a big part of the work we do at 211, last year 988, the national three digit dialing code for crisis and suicide intervention, was implemented.

Steve MacHattie, LCSW and Owner of the Charter Oak Family Center in Manchester, began experiencing suicidal thoughts and survived his first suicide attempt when he was six or seven years old.

Shortly after Steve's father passed away, he was struggling with suicidal thoughts while driving to a meeting. He pulled over and called 211 because "I needed to connect with someone who cared." In a moment when he thought no one cared, he said the contact specialist who answered his call was patient, not rushed, really listened and cared. "Being able to talk through it helped me feel less anxious and angry. Having someone listen decreased my suicidal urges. She reminded me that there were still things in my life I wanted to do – that I had a future with hope and goals."



Having experienced 211 as a lifeline, Steve, now a clinical social worker, pays it forward by sharing his experience, strength and hope with his clients and by referring them to 211 when in crisis.



*The crisis team at United Way of Connecticut 211 stands ready to respond with empathy and support to those struggling and serves as the front door to our state's mental health resources and mobile response teams, working in close coordination with DMHAS and DCF. — Lieutenant Governor Susan Bysiewicz*



# Gizmo's Pawesome Guide to Mental Health

Gizmo's Pawesome Guide to Mental Health® is a social-emotional learning curriculum, currently being used in 20 Connecticut schools, that gives kids the tools to manage their mental health. The Guide and Curriculum help kids learn:

- Mental health is as important as physical health.
- How to identify when mental health needs attention.
- Daily activities and healthy coping strategies that support mental health.
- How to identify and connect with trusted adults.

The curriculum was developed, with the support of federal grant funding, by United Way of Connecticut and key state agencies including the Departments of Mental Health and Addiction Services and Children and Families, the Suicide Advisory Board, and other dedicated partners.



We took some time to speak with Gizmo as he reflects on the impact of his work.

Gizmo shares that "I work in schools a lot. So, I see lots of kids and I love all those kids a lot! I bet I would love every kid in the whole wide world a lot! So that's why I've used my platform to advocate for mental health, especially for children."



*The key is to have a plan for when we meet challenges so we know what to do when the moment occurs versus trying to figure out what to do in the moment of distress.* — Andrea Duarte DMHAS

# ALICE: Securing Economic Equity.



39% of Connecticut families are working hard, but not getting by. These households live paycheck-to-paycheck and often lack the income to pay for necessities such as housing, food, child care, health care, technology and transportation. We call them “ALICE:” **A**sset **L**imited, **I**ncome **C**onstrained, **E**mployed. The total number of ALICE households in Connecticut rose by 11% between 2019 and 2021. In 2023 Connecticut United Ways supported three practical and proven policies to help build a bridge to stability for these Connecticut families.



## ■ Create a CT Child Tax Credit of \$600 Per Child

We are working with a growing coalition of allies to create a permanent, fully refundable child tax credit at \$600 per child to support Connecticut families and their kids. Families like Samantha Daley’s. Her family has health insurance and a combined annual income of \$95,000. “After we pay monthly expenses: rent, utilities, groceries and gas, there’s rarely anything left over.”

## ■ Increase the CT Earned Income Tax Credit (EITC) to 41.5%

We are pleased to report that in 2023, Connecticut passed legislation to set the EITC at 40%, further to the advocacy of Connecticut United Ways and our allies! This is a win for Connecticut residents and for the state: for every EITC dollar CT residents earn, they return \$1.24 to the economy – a 24% return on investment!

## ■ Provide Universal Access to No-Cost School Meals

Thanks to the advocacy of a broad coalition of partners -- including CT United Ways -- in 2023 the state invested \$16 million in federal pandemic relief funds to make universal school breakfast available for the 2023-2024 academic year. This makes fifth graders like Hadley very happy, “It made me feel bad when my friends didn’t have lunch and I know that it made them feel even worse. The cafeteria was the one place where all students felt equal in school.”



*The cost of living outpaces our wages. Being poor isn’t poor money management. Federal & state tax exemptions/credits benefit the wealthy. It’s time something is in there like the CT CTC that really helps. — Struggling parent, East Hampton*

# Executive Team



**Lisa Tepper Bates**  
President and CEO



**Leo Pellerin**  
Chief Information  
Officer



**Mitch Beauregard**  
Senior Vice President  
Business Operations  
*In Memoriam of Mitch*



**Tanya Barrett**  
Senior Vice President  
211 Health and  
Human Services



**Amy Casavina Hall**  
Senior Vice  
President  
Strategic  
Partnerships,  
Development &  
Communications



**Sherri Sutera**  
Senior Vice President  
Child Care Services



**WE HELP THE PEOPLE OF CONNECTICUT  
THRIVE THROUGH TRUSTED  
PARTNERSHIPS AND INNOVATIVE  
SOLUTIONS.**



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Director HR Business Partner  
Sun Life Financial

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VP East Region  
Community Health Center, Inc.

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Executive Director  
United Way of Meriden &  
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Sulma Avenancio  
SVP, Hfd/Spfd Markets  
Entravision

## TREASURER

Mitch Beauregard  
SVP Business Operations  
United Way of Connecticut

# LEADERSHIP IS ONE OF OUR GREATEST ASSETS

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Office of Corp. Counsel  
City of Hartford

## Greg Butler

EVP and General Counsel  
Eversource Energy

## Alberto Cota

COO  
Summit Trail Advisors

## Tiffany Donelson

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Connecticut Health Foundation

## Michael Duncan

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Edgewell Personal Care

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Norwich Human Services

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Bristol Police Department

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Commission on Women,  
Children, Seniors, Equity &  
Opportunity

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United Way of Greater  
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CT Food Bank/Foodshare

## Abigail Jewett

RVP External Affairs  
AT&T

## Lisa Teppa Bates

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United Way of Connecticut

## Robert Wiener

President  
JDA Development

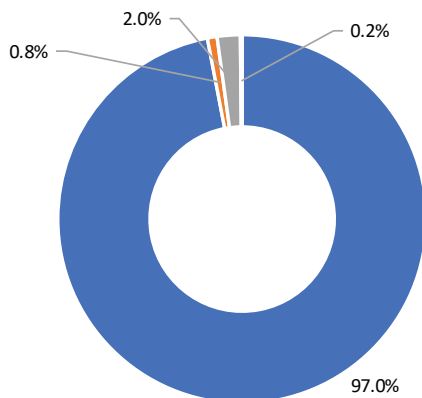
# FY23 & FY22 Balance Sheet

	FY 2023*	FY 2022*
<b>Assets:</b>		
Cash	\$ 9,346	\$8,962
Contract and Other Receivables	\$1,761	\$321
Prepaid Expenses	\$167	\$92
Furniture and Equipment, Net	\$1,191	\$153
Right-of-Use Assets	\$7,789	\$-
<b>Total Assets</b>	<b>\$20,292</b>	<b>\$9,528</b>
<b>Liabilities:</b>		
AP and Accrued Expenses	\$2,607	\$2,126
Refundable Advances	\$4,621	\$3,308
Deferred Revenue	\$886	\$610
Long-term Debt	\$844	\$-
Operating Lease Liabilities	\$7,789	\$-
<b>Total Liabilities</b>	<b>\$16,748</b>	<b>\$6,044</b>
<b>Net Assets Without Donor Restrictions</b>	<b>\$3,545</b>	<b>\$3,484</b>
<b>Total Liabilities and Net Assets</b>	<b>\$20,292</b>	<b>\$9,528</b>

\*(In Thousands)

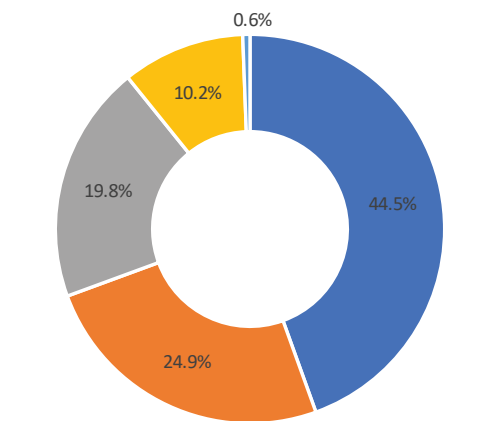
## FY23 Activities

### Income

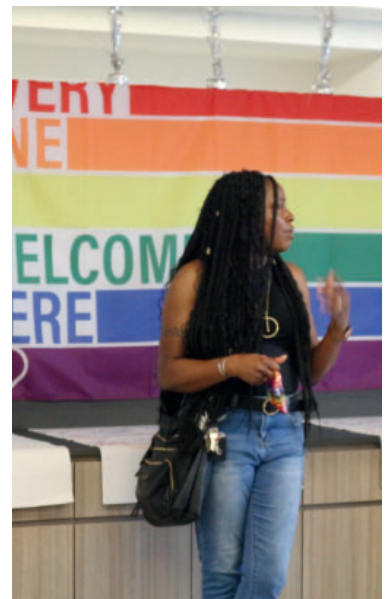


■ Governmental Grants and Contracts ■ Local United Way Revenue  
■ Other Grants and Contracts ■ Other Revenue

### Expenses by Functional Allocation



■ 211 Health ■ Care 4 Kids ■ Child Care Services  
■ Management and General ■ CRC and Other Programs





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[ctunitedway.org](http://ctunitedway.org)