

MISSION

The mission of the United Way of Connecticut is to help meet the needs of Connecticut residents by providing information, education and connection to services.

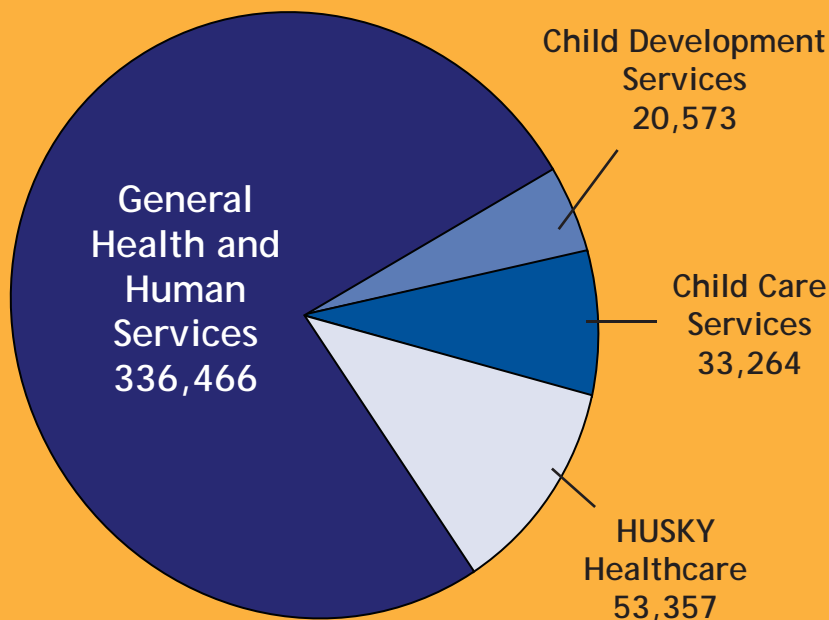
STATEWIDE CALL CENTER STATISTICS

Between July 1, 2007 and June 30, 2008, 2-1-1 handled more than 443,000 calls and saw more than 798,000 searches in our online databases. The number of referrals we provided was even greater, given that one caller may have multiple needs requiring multiple referrals. See the chart below for the number of calls 2-1-1 fielded this past fiscal year, and the table to the right for a listing of the top referrals provided.

Top 10 Referrals

	FY08	FY07
Utilities/Heat	42,528	35,231
Housing/Shelter	39,723	38,360
Information Services	36,714	36,427
Outpatient Mental Health Care	33,604	34,046
Substance Abuse Services	27,955	31,790
Financial Assistance	27,903	23,797
Legal Services	25,616	27,346
Public Assistance Programs	21,707	20,418
Food	17,662	14,656
Health Supportive Services	17,287	14,731

Number of Calls Received in FY08



Case Examples:

An East Hartford woman called because her utilities had been shut off and her 12-year-old granddaughter with asthma depends on an oxygen tank.

A mom from Stamford called with concerns about her 2 year old child's speech development.

A young mother from Waterbury was looking for a food pantry in the area so she could feed herself and her two children.

Parent calls for her child on HUSKY who needs an oral surgeon and transportation.

HOW WE CAN HELP

2-1-1



Simply by dialing 2-1-1, a toll-free number throughout Connecticut, callers can reach knowledgeable, multilingual staff with questions on health and human services information, specialized services in child care, child development and disabilities and HUSKY health insurance. All 2-1-1 services are confidential.

1 2-1-1 HEALTH AND HUMAN SERVICES

- Provides information and referrals to health and social service programs in your community and across Connecticut.
- Provides crisis intervention counseling to those in need.
- Available 24 hours a day, 7 days a week.
- Utilizes a computerized database of approximately 6,000 health and human service providers offering approximately 52,000 services and 4,433 licensed child care facilities.

2 2-1-1 CHILD CARE

- 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 all licensed and license exempt programs in Connecticut.

3 HUSKY INFOLINE

- Provides information on the HUSKY (Healthcare for Uninsured Kids and Youth and some parents too) program and assists families in obtaining HUSKY coverage.
- Assists families enrolled in the HUSKY program in obtaining healthcare services.

4 CHILD DEVELOPMENT INFOLINE

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

5 CARE 4 KIDS

- Offers financial assistance to help low/moderate income working parents pay for child care.

COMMUNITY RESULTS CENTER

- Provides research and analysis to inform local planning, measure community change, and increase citizen decision-making capacity to improve communities.
- Expertise in data collection, research, evaluation, and policy analysis
- Responsible for the overall marketing and outreach of 2-1-1.

Visit us on the web at
www.ctunitedway.org

2-1-1 is supported by the State of Connecticut and Connecticut United Ways.