

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.

UNITED WAY OF WESTERN CONNECTICUT (UWWCT)

Fiscal Year 2008 Report

Statewide, between 7/1/2007 and 6/30/2008, 2-1-1 handled more than 443,000 calls and saw more than 798,000 searches in our online databases.

From UWWCT towns, our general health and human services center handled 12,019 calls that produced 16,867 requests for services.* The tables to the right show the top 10 requests for services and the number of calls received from each town covered by UWWCT.

* Number of requests for services is more than the number of calls as one call may generate multiple requests.

Top Service Requests FY08	UWWCT Area	Statewide
Outpatient Mental Health Care	1,583	33,604
Utilities/Heat	1,448	42,528
Substance Abuse Services	1,243	27,955
Information Services	1,238	36,714
Housing/Shelter	1,189	39,723
Legal Services	956	25,661
Financial Assistance	941	27,903
Public Assistance Programs	881	21,707
Health Supportive Services	795	17,287
Individual and Family Support Services	721	14,607

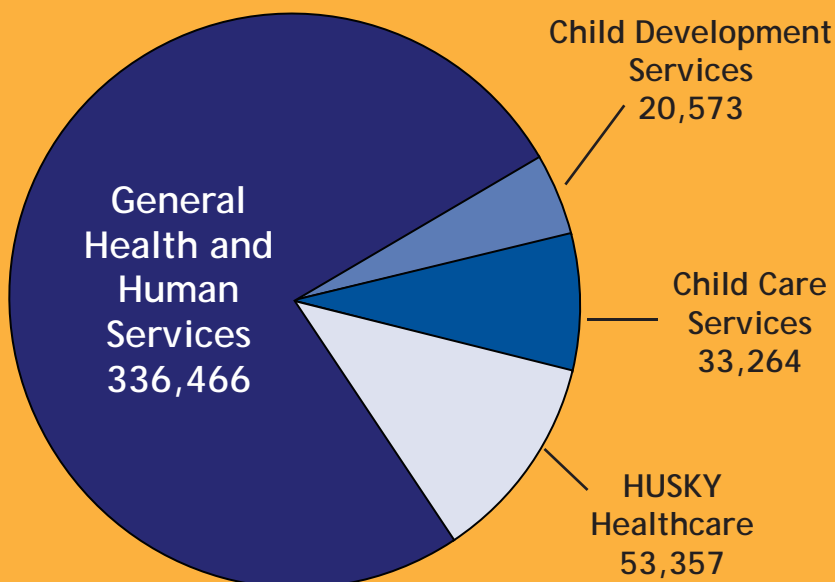
Calls by Town FY08

Town	Calls
Bethel	569
Bridgewater	45
Brookfield	379
Danbury	4,472
Kent	158

Town	Calls
New Fairfield	215
New Milford	1,038
Newtown	565
Redding	127
Ridgefield	288

Town	Calls
Roxbury	59
Sherman	45
Stamford	8,806
Warren	21
Washington	80

Number of Calls Received Statewide



Case Examples:

A 63-year-old woman who had just been diagnosed with cancer called looking for resources on financial assistance with Cancer Care.

A teenager called inquiring about Alateen, a program that helps children whose parents have a drinking problem.

A 77-year-old man who lives alone called inquiring about local programs that might bring a meal to his home.

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.

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.

2-1-1 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.

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.

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.

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.