

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.

## Fiscal Year 2008 Report

### UNITED WAY OF WEST CENTRAL CONNECTICUT (UWWCCT)

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 UWWCCT towns, our general health and human services center handled 6,780 calls that produced 9,812 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 UWWCCT.

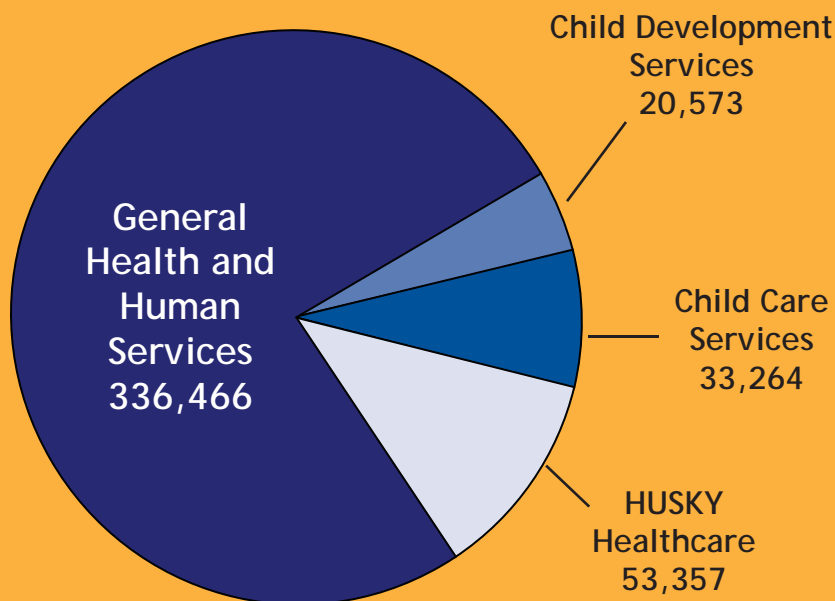
\* Number of requests for services is more than the number of calls as one call may generate multiple requests.

Top Service Requests FY08	UWWCCT Area	Statewide
Substance Abuse Services	931	27,955
Utilities/Heat	850	42,528
Outpatient Mental Health Care	749	33,604
Housing/Shelter	745	39,723
Legal Services	684	25,661
Information Services	635	36,714
Public Assistance Programs	597	21,707
Health Supportive Services	547	17,287
Financial Assistance	507	27,903
Individual and Family Support Services	400	14,607

### Calls by Town FY08

Town	Calls	Town	Calls
Bristol	7,073	Plainville	1,694
Burlington	214	Plymouth	831

### Number of Calls Received Statewide



### Case Examples:

A 53-year-old woman whose new car transmission had fallen completely out of the car while she was driving called to ask how to file a consumer complaint against her mechanic.

A woman in her early 20s wanted to know how she could regain full-custody of her 7-month-old daughter.

An 18-year-old who was three months pregnant called in crisis because she had been told to leave her home and had no health insurance for herself or her baby.

# 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](http://www.ctunitedway.org)

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