

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 CENTRAL AND NORTHEASTERN CONNECTICUT

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 UWCNC towns, our general health and human services center handled 110,874 calls that produced 155,294 requests for services.* The table below shows the top 10 requests for services and the table to the right shows the number of calls received from each town covered by UWCNC.

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

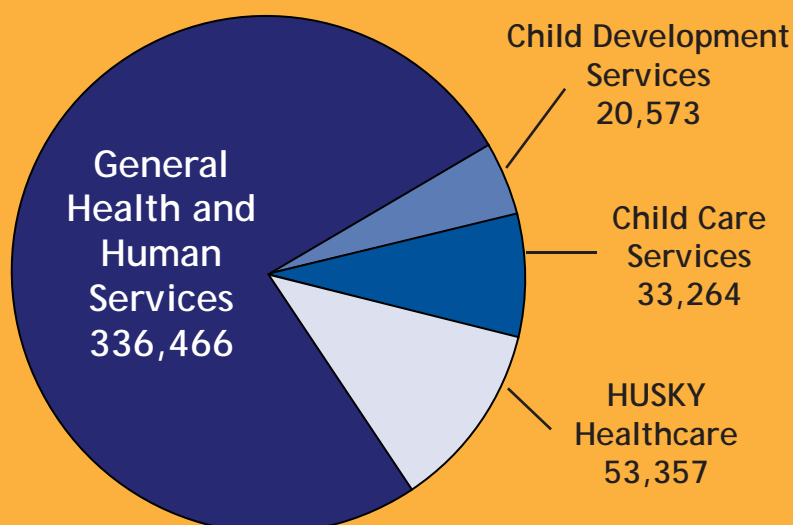
Top Service Requests FY08	UWCNC Area	Statewide
Housing/Shelter	15,935	39,723
Utilities/Heat	14,909	42,528
Information Services	12,052	36,714
Financial Assistance	10,687	27,903
Outpatient Mental Health Care	9,697	33,604
Legal Services	9,156	25,661
Substance Abuse Services	8,685	27,955
Public Assistance Programs	7,016	21,707
Food	5,617	17,662
Health Supportive Services	5,334	17,287

Calls by Town FY08

Town	Calls	Town	Calls
Andover	166	Manchester	10,893
Ashford	299	Mansfield	699
Avon	565	Marlborough	310
Berlin	841	New Britain	16,424
Bloomfield	3,090	Newington	2,094
Bolton	144	Rocky Hill	1,396
Canton	356	Scotland	96
Chaplin	151	Simsbury	832
Columbia	232	Somers	341
Coventry	552	South Windsor	1,001
East Hartford	13,559	Stafford	935
East Windsor	1,078	Suffield	470
Ellington	890	Tolland	461
Enfield	4,525	Vernon	4,948
Farmington	1,309	West Hartford	4,400
Glastonbury	1,543	Wethersfield	1,824
Hampton	130	Willington	330
Hartford	68,518	Windham	4,078
Hebron	344	Windsor	3,710
Lebanon	352	Windsor Locks	1,408

Fiscal Year 2008 Report

Number of Calls Received Statewide



Case Examples:

A mother called because her daughter had attempted suicide after being sexually assaulted at school.

A tenant called to complain that her landlord had not yet turned on the heat in October and her four children were cold.

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.