

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 NEW CANAAN

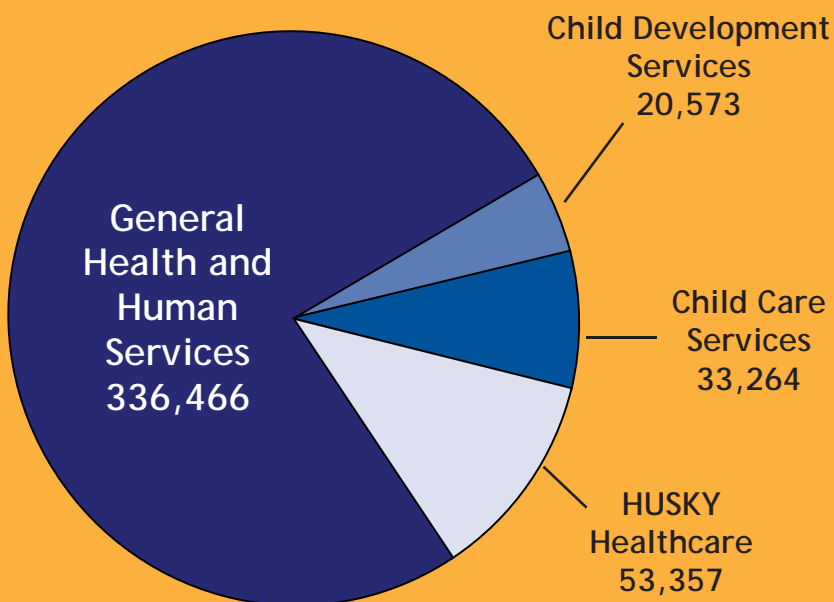
Statewide, between 7/1/2007 and 6/30/2008, 2-1-1 handled more than 443,000 calls and saw more than 798,000 searches in our online databases.

From New Canaan, our general health and human services center handled 203 calls that produced 300 requests for services.\* The table to the right shows the top 10 requests for services received from New Canaan.

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

| Top Service Requests FY08              | UWNC Area | Statewide |
|--|-----------|-----------|
| Housing/Shelter                        | 32        | 39,723    |
| Utilities/Heat                         | 29        | 42,528    |
| Substance Abuse Services               | 26        | 27,955    |
| Outpatient Mental Health Care          | 24        | 33,604    |
| Information Services                   | 23        | 36,714    |
| Financial Assistance                   | 19        | 27,903    |
| Legal Services                         | 17        | 25,661    |
| Health Supportive Services             | 13        | 17,287    |
| Individual and Family Support Services | 13        | 21,707    |
| Public Assistance Programs             | 11        | 17,662    |

## Number of Calls Received Statewide



### Case Examples:

An older couple called 2-1-1 after reading in a newspaper about a need for foster parents and wondered if they would be eligible. The couple also wanted to know about medical care available for a child, were they to be accepted and follow through with this commitment.

A woman leaving the area wanted to know where she could donate some household goods and toys.

A 43-year-old woman with teenage children seeking treatment for her alcohol abuse.

# 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.*