

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 NORWALK & WILTON (UWNW)

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 UWNW towns, our general health and human services center handled 5,357 calls that produced 7,444 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 UWNW.

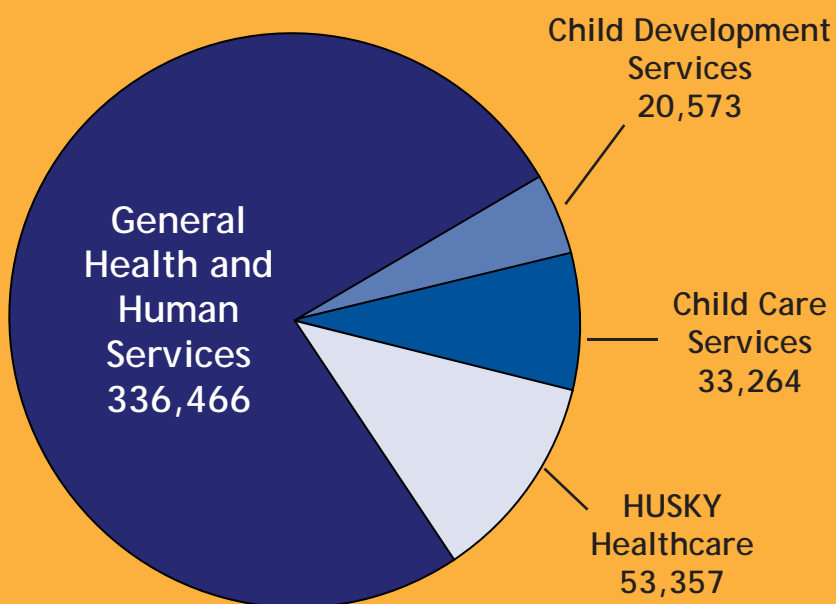
* Number of requests for services is more than the number of calls as one call may generate multiple requests.

Top Service Requests FY08	UWNW Area	Statewide
Outpatient Mental Health Care	611	33,604
Housing/Shelter	575	39,723
Utilities/Heat	533	42,528
Information Services	485	36,714
Substance Abuse Services	468	27,955
Financial Assistance	464	27,903
Legal Services	425	25,661
Public Assistance Programs	418	21,707
Health Supportive Services	319	17,287
Individual and Family Support Services	263	14,607

Calls by Town FY08

Town	Calls
Darien	219
Norwalk	7,003
Wilton	222

Number of Calls Received Statewide



Case Examples:

A caller wanted to donate money to an agency that works with individuals suffering from Bipolar Disorder.

A woman wanted information for her mother who was recently diagnosed with diabetes.

A man whose friend was suffering from Alzheimer's Disease was trying to find services in New York and Connecticut.

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.