

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 SOUTHTON

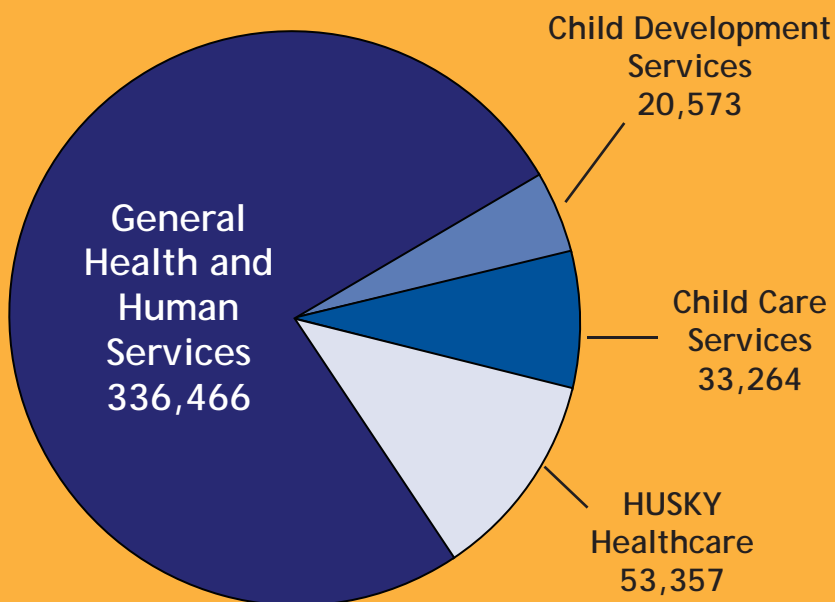
Statewide, between 7/1/2007 and 6/30/2008, 2-1-1 handled more than 443,000 calls and saw more than 798,000 searches in our online databases.

From Southington, our general health and human services center handled 1,625 calls that produced 2,399 requests for services.* The tables to the right shows the top 10 requests for services received from Southington.

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

Top Service Requests FY08	UWS Area	Statewide
Substance Abuse Services	359	27,955
Utilities/Heat	218	42,528
Public Assistance Programs	170	21,707
Outpatient Mental Health Care	167	33,604
Housing/Shelter	166	39,723
Financial Assistance	135	27,903
Legal Services	128	25,661
Health Supportive Services	126	17,287
Information Services	125	36,714
Individual and Family Support Services	86	14,607

Number of Calls Received Statewide



Case Examples:

A recently graduated teenager admitted having difficulty understanding job applications, newspaper ads and other written items.

A woman wanted to help her obese sister find an eating disorders support group.

A homeless woman called seeking shelter for herself and her children.

A 24-year-old woman called for help with anorexia and cutting behavior.

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.