

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 NORTHWEST CONNECTICUT (UWNWCT)

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 UWNWCT towns, our general health and human services center handled 5,370 calls that produced 7,943 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 UWNWCT.

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

Top Service Requests FY08	UWNWCT Area	Statewide
Utilities/Heat	1,188	42,528
Substance Abuse Services	738	27,955
Financial Assistance	665	27,903
Housing/Shelter	535	39,723
Information Services	515	36,714
Legal Services	497	25,661
Outpatient Mental Health Care	488	33,604
Health Supportive Services	400	17,287
Public Assistance Programs	393	21,707
Individual and Family Support Services	291	14,607

Fiscal Year 2008 Report

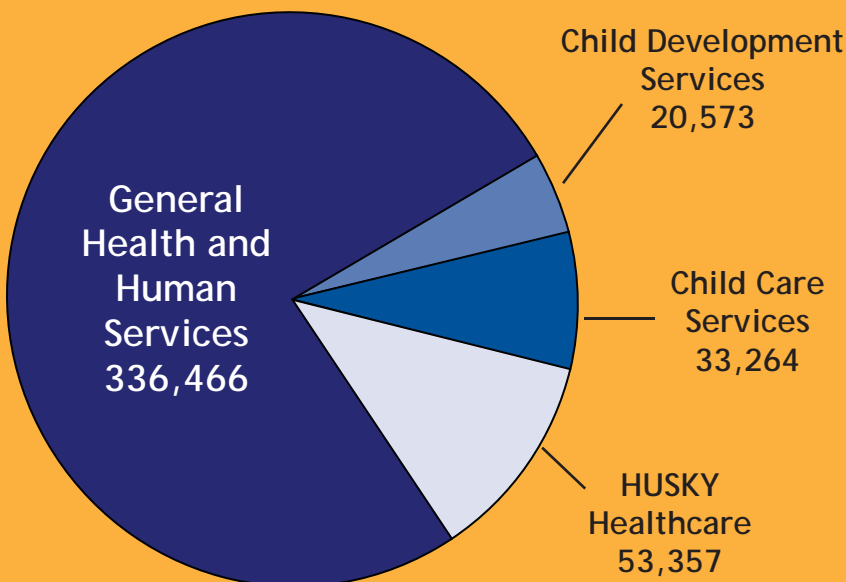
Calls by Town FY08

Town	Calls
Barkhamsted	130
Canaan	144
Colebrook	28
Cornwall	40
Goshen	96
Hartland	102

Town	Calls
Harwinton	159
Litchfield	424
Morris	85
New Hartford	302
Norfolk	68

Town	Calls
North Canaan	56
Salisbury	120
Sharon	184
Torrington	4,795
Winchester	1,210

Number of Calls Received Statewide



Case Examples:

A Spanish-speaking woman called seeking help with paying her rent and finding food.

A 20-year-old homeless woman called seeking shelter for herself and her 3-month-old baby.

A 38-year-old man diagnosed with HIV called for counseling and financial assistance.

A 30-year-old man called threatening suicide after drinking and taking illegal drugs.

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.