

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

VALLEY UNITED WAY (VUW)

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 VUW towns, our general health and human services center handled 6,069 calls that produced 8,696 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 VUW.

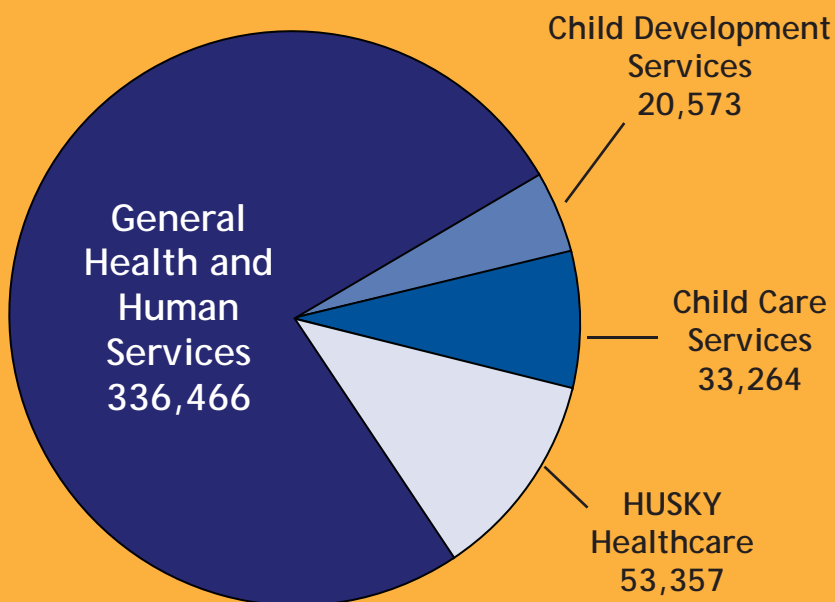
* Number of requests for services is more than the number of calls as one call may generate multiple requests.

Top Service Requests FY08	VUW Area	Statewide
Outpatient Mental Health Care	875	33,604
Utilities/Heat	719	42,528
Housing/Shelter	679	39,723
Substance Abuse Services	610	27,955
Information Services	593	36,714
Legal Services	541	25,661
Public Assistance Programs	496	21,707
Food	464	17,662
Health Supportive Services	424	17,287
Financial Assistance	384	27,903

Calls by Town FY08

Town	Calls	Town	Calls
Ansonia	3,331	Seymour	1,378
Shelton	2,042	Oxford	307
Derby	1,638		

Number of Calls Received Statewide



Case Examples:

A woman called because her utilities had been shut off and her 12-year-old granddaughter who has asthma depends on an oxygen tank.

A 68-year-old woman called in crisis because her husband was drinking heavily and physically and mentally abusing her.

A 51-year-old man living in a nursing home called to say he disliked the way he was treated by staff and wanted to know his rights as a patient.

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.