

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 GREATER WATERBURY (UWGW)

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 UWGW towns, our general health and human services center handled 23,960 calls that produced 32,669 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 UWGW.

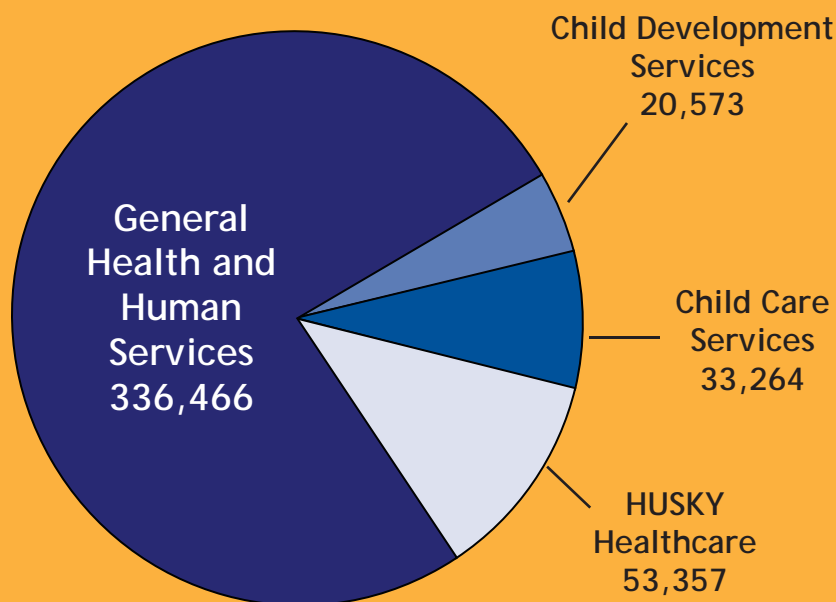
* Number of requests for services is more than the number of calls as one call may generate multiple requests.

Top Service Requests FY08	UWGW Area	Statewide
Utilities/Heat	2,861	42,528
Outpatient Mental Health Care	2,016	33,604
Housing/Shelter	2,184	39,723
Information Services	1,967	36,714
Substance Abuse Services	1,963	27,955
Legal Services	1,708	25,661
Financial Assistance	1,696	27,903
Public Assistance Programs	1,404	21,707
Health Supportive Services	1,174	11,751
Individual and Family Support Services	1,124	17,662

Calls by Town FY08

Town	Calls	Town	Calls
Bethlehem	207	Thomaston	378
Cheshire	921	Waterbury	28,131
Middlebury	143	Watertown	1,060
Prospect	313	Wolcott	689
Southbury	540	Woodbury	287

Number of Calls Received Statewide



Case Examples:

A 29-year-old woman who believed her boyfriend's ex-wife was asking for excessive child support called seeking information about guidelines used to determine alimony payments.

A 32-year-old father called seeking information that could help him to better manage his temper.

A health provider called on behalf of a client with an autistic child looking for a dentist who is sensitive to children with disabilities.

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.