

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

WINDHAM REGION

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 the Windham Region, our general health and human services center handled 4,596 calls that produced 6,567 requests for services.* The tables to the right show the top 10 requests for services and the number of calls received from each town.

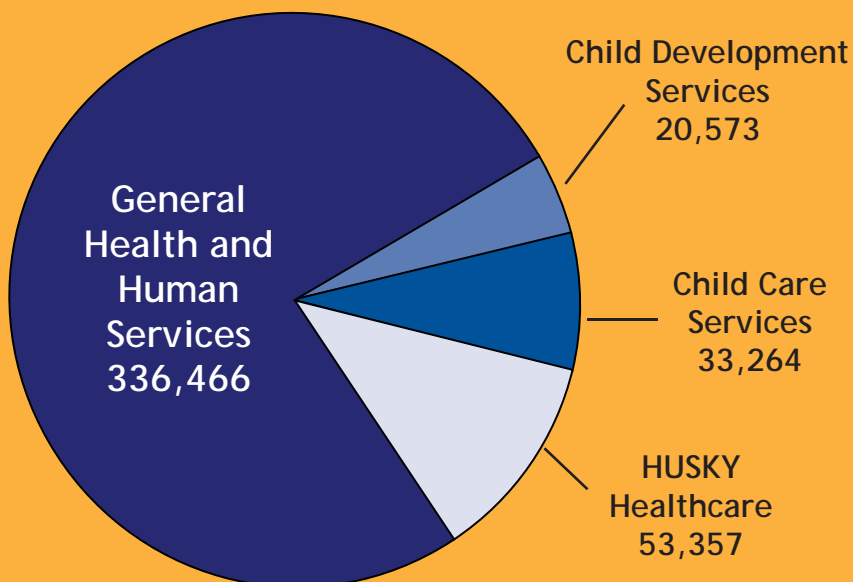
* Number of requests for services is more than the number of calls as one call may generate multiple requests.

Top Service Requests FY08	Windham Area	Statewide
Utilities/Heat	647	42,528
Housing/Shelter	606	39,723
Substance Abuse Services	587	27,955
Information Services	513	36,714
Financial Assistance	439	27,903
Outpatient Mental Health Care	396	33,604
Public Assistance Programs	391	21,707
Legal Services	377	25,661
Health Supportive Services	333	17,287
Individual and Family Support Services	284	14,607

Calls by Town FY08

Town	Calls	Town	Calls
Ashford	299	Mansfield	699
Chaplin	151	Scotland	96
Columbia	232	Willington	330
Coventry	552	Windham	4,078
Hampton	130		

Number of Calls Received Statewide



Case Examples:

A 32-year-old man whose electricity had been shut off was concerned about his daughter who suffered from cystic fibrosis and needed electricity to operate her medical equipment.

A 20-year-old woman called looking for a first aid class where she could become CPR certified.

A 48-year-old called to say she was finally ready to combat her addiction to nicotine but she did not know where to turn for help.

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.