

# United Way of Connecticut



The mission of United Way of Connecticut is to help meet the needs of Connecticut and its residents by providing information, education and connection to services.

## HOW WE CAN HELP

### 2-1-1 HEALTH AND HUMAN SERVICES (DIAL 2-1-1)

- Provides information and referrals to health and social service programs in your community and across Connecticut.
- Provides crisis intervention counseling to those in need.
- Serves as the access point for the children's Emergency Mobile Psychiatric Services program (EMPS).
- Serves as the access point for coordinated assessment of housing needs.
- Available 24 hours a day, 7 days a week.
- Utilizes a computerized database of approximately 4,100 health and human service providers offering approximately 47,000 services.

### 2-1-1 CHILD CARE (DIAL 2-1-1)

- 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 4,500 licensed and license-exempt programs in Connecticut.

### CHILD DEVELOPMENT INFOLINE (Direct Phone: 800-505-7000)

- 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.
- Pregnancy Support
- 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.
- Coordinates Early Childhood Comprehensive Systems federal grant which grant focuses on increasing developmental screening and needed services for young children statewide.

### CARE 4 KIDS (Direct Phone: 888-214-5437)

- Offers financial assistance to help low and moderate income working parents pay for child care.

### COMMUNITY RESULTS CENTER (Direct Phone: 860-571-7215)

- Provides research and analysis to inform local planning, measure community change and increase citizen decision-making capacity to improve communities.
- Provides expertise in data collection, research, evaluation and policy analysis.

In Fiscal Year 2015, United Way 2-1-1, and all of the specialized call centers, handled more than 639,000 calls and saw more than 901,000 visits to 211ct.org, connecting Connecticut residents to essential health and human services.

## NUMBER OF CALLS RECEIVED IN FY15



2-1-1 Health and Human Services  
331,479

Care 4 Kids  
277,922



Child Development Infoline  
22,486



2-1-1 Child Care  
7,750

## Top 2-1-1 Service Requests FY15

Request for Services	FY15
Housing/Shelter	49,649
Individual and Family Support Services	41,577
Utilities	26,789
Mental Health Evaluation and Treatment	26,530
Counseling Settings	21,822
Health Supportive Services	17,155
Legal Services	16,738
Food	13,674
Information Services	10,811
Temporary Financial Assistance	9,358
<b>Total Calls</b>	<b>331,479</b>
<b>Total Requests for Services</b>	<b>347,808</b>