

## Community Investment Report

April 2008

*"2-1-1 strives to connect people in need of health and human services with appropriate resources in their community to help them make positive changes in their lives."*

# 2-1-1

2-1-1 is the number to call in Connecticut when you need:  
Information on community services  
Referrals for human services  
Crisis intervention

#### Some 2-1-1 Facts:

- 2-1-1 can be accessed toll-free from anywhere in the state.
- Over 450,000 people in Connecticut called 2-1-1 last year.
- Help is available 24 hours a day, every day of the year.
- 2-1-1 has multilingual call specialists and is accessible to the hearing-impaired by TDD.

#### Background:

2-1-1 was established in 1976 as a partnership between the United Way and the State of Connecticut. By the mid-eighties, it had gained national recognition as a model system. In July 2000, the Federal Communications Commission designated 2-1-1 as the number to call nationally for information about health and human services. United Way of Connecticut was a leader in making the three-digit number accessible nationwide.

#### Local Examples of Calls Made:

A local teacher called looking for shelters on behalf of her students who wanted to organize a donation drive.

A 55 year-old woman from Bristol called seeking assistance with food and utility payments.

A Plainville father of two, who was laid off, called looking for help with paying utility bills.

A pregnant 24 year-old Burlington woman called because she was unemployed and had no insurance for prenatal care.

A woman from Plymouth called to find out where she could go for HIV/AIDS testing.

## Community Impact

Here at the United Way of West Central Connecticut, all investments are about *improving lives*. Local people, like yourself, invest in our United Way and your investment stays local.

You can be assured that when you invest in the United Way of West Central Connecticut, your money is being used in the best possible way to benefit your community. Through United Way's community impact model, careful analysis at the community-level identifies needs that are specific to the communities we serve – Bristol, Burlington, Plainville and Plymouth.

Resources, both monetary and human, invested in United Way get leveraged with resources from other community partners to create collaborative, lasting changes that one organization could not achieve by itself.

We are a local organization, governed on the local level, supported by local investors, trying to bring about real and lasting change, right here where you live and work, because that's *what matters*.

**community matters.™**

## The Problems Are Clear:

The citizens of Connecticut need information on health and human services. This is most evident when you look at the data gathered by 2-1-1:

**453,754** = number of service requests made by Connecticut residents in 2007

**10,291** = number of service requests made by residents in our four towns in 2007

Service Request by Town:

Bristol = 7361

Plainville = 1817

Plymouth = 878

Burlington = 235

Top 5 service requests:

1) Substance Abuse Services

2) Utilities/Heat

3) Outpatient Mental Health Care

4) Housing/Shelter

5) Legal Services

## The Return on Investment in 2-1-1 is High:

2-1-1 is a vital resource in the state of Connecticut. In its continuously updated, comprehensive database there are over 5,000 providers and 50,000 services. Without the trained specialists who match people with these services, many valuable programs would go unused and people would not get the help that they need. As a way to honor and call more attention to the valuable service 2-1-1 offers, Governor Rell declared February 11, 2008 as 2-1-1 Day in the State of Connecticut.

*"2-1-1 is such a great tool. There are so many resources and services out there that people don't know about and 2-1-1 can connect us to them." - Brandi Carey, First Bristol Federal Credit Union*

## We are Ensuring Success:

The United Way of West Central Connecticut provides funding to ensure that 2-1-1 continues to grow and develop. It takes quite a bit of time, energy, and resources to maintain the state's most comprehensive database of human service resources. 2-1-1 is continuously updated, providing the basis for mailing lists, a statewide directory available on CD, and a searchable database on their website ([www.infoline.org](http://www.infoline.org)). The collection of data on demographics and caller needs provides another useful resource by presenting a summary of the problems facing Connecticut residents. This data is used for many types of human-needs assessments in the state.

**Call 2-1-1  
for your  
connection to:**

- Alzheimer's resources
- basic needs - food, clothing, shelter
- child care services
- child health care
- consumer help
- counseling
- crisis intervention
- disability services
- drug & alcohol programs
- emergency shelter
- energy assistance
- financial assistance
- health care
- HIV/AIDS testing
- housing
- legal assistance
- parenting programs
- pre-natal care
- senior services
- suicide prevention
- transportation
- veterans' services
- volunteering
- and much more...

**BRISTOL** ◆

**BURLINGTON** ◆

**PLAINVILLE** ◆

**PLYMOUTH**

Upcoming Events and Programs: *Community Builders' Reception*  
*Thursday, May 8th*  
*The Lyceum, Terryville*

*Day of Caring 17*  
*Friday, May 16th*  
*Community-wide!*

For more information:

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### United Way's Community Sponsors

