

211 CONNECTICUT



We help the people of Connecticut thrive through trusted partnerships and innovative solutions.

Mission and Values

RESPECT

TEAMWORK

DIVERSITY
AND INCLUSION

INNOVATION

INTEGRITY

211 is here for you.

Every hour of every day, United Way of Connecticut's 211 is here to help.

Click on the image to watch the two-minute video, or click here to view:

https://www.youtube.com/watch?v=9_0e8TmvTV4



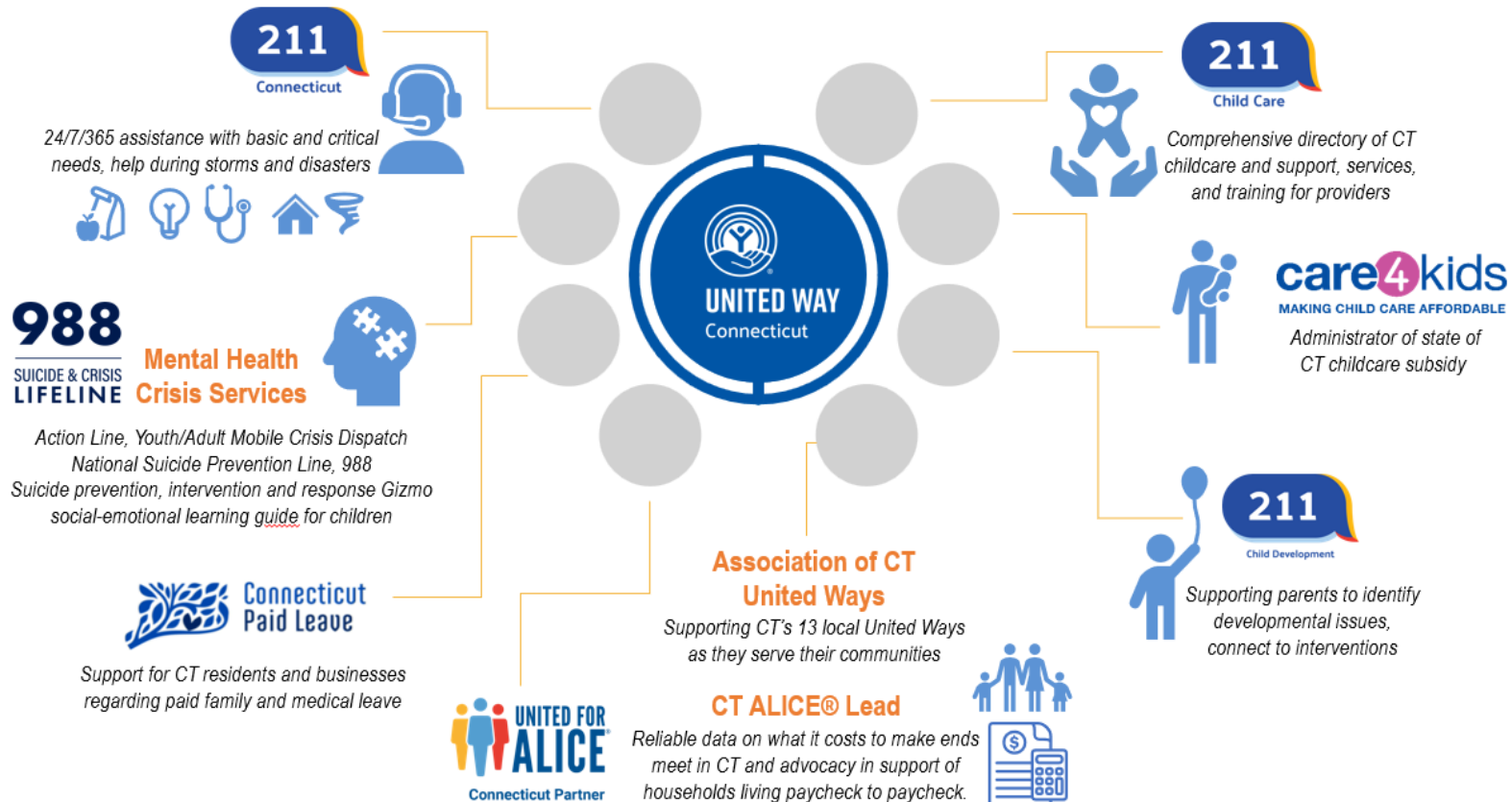
211 is here for Connecticut.

At the end of the phone line, there is a compassionate person saving a life, transforming a family, or changing a community...one phone call at a time.

211 is a unique asset to our state partners and communities – serving as a “one stop shop” to connect people to services and benefits that meet their urgent needs and improve their lives.



211 connects across our organization.



The 211 Information & Referral (I&R) contact center is at the core of our service to connect residents with **benefits and services** 24/7/365.

Complementary United Way-powered services (**Care 4 Kids**, **CTPL**, specialized **disaster and emergency resources**) allow 211 to connect people directly to additional important resources they need.

What is 211?



211 is a **free, confidential information + referral service** that connects people to essential health and human services **24 hours/day, 7 days/week, 365 days/year** – online and over the phone.

Information & Referral - connection to more than 40,000 programs and services

Crisis Intervention – dispatch for youth + adult mobile mental health crisis teams

Emergency/Disaster Response – as part of CT's Emergency response framework

211 Housing Program - central intake for coordinated homeless response system

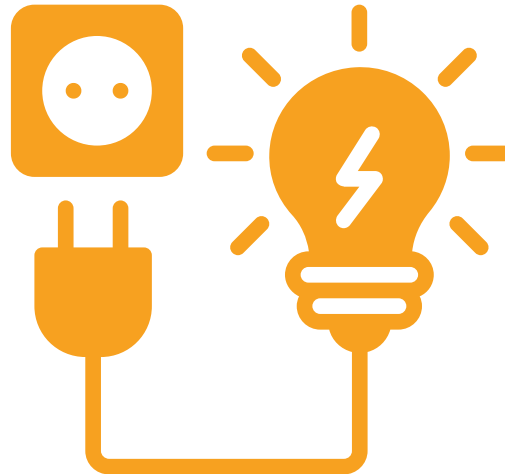
Additional Specialized Services – Free Tax Preparation Scheduling

211 – No Wrong Call



- Parenting supports
- Community clinics
- Substance use disorder assessment
- Winter clothing/general clothing

- Free tax preparation
- Budget coaching
- Utility bill assistance
- Diapers



- Food
- Medical expense assistance
- WIC
- Nutrition education
- Legal assistance
- Immigration services
- Furniture/household items
- Discounted internet/phone

Responding to the most pressing issues.

	Housing & Shelter	614,755
	Mental Health & Addiction	202,253
	Food	278,362
	Employment and Income	135,824
	Healthcare	77,506
	Utilities	73,379
	Government & Legal	54,780
	Clothing & Household	48,787
	Transportation Assistance	37,707
	Disaster	17,366
	Child Care & Parenting	16,937
	Education	11,131

July 1, 2025 – June 30, 2026

➤ **211 responded to 1,835,107 inquiries from people seeking help.***

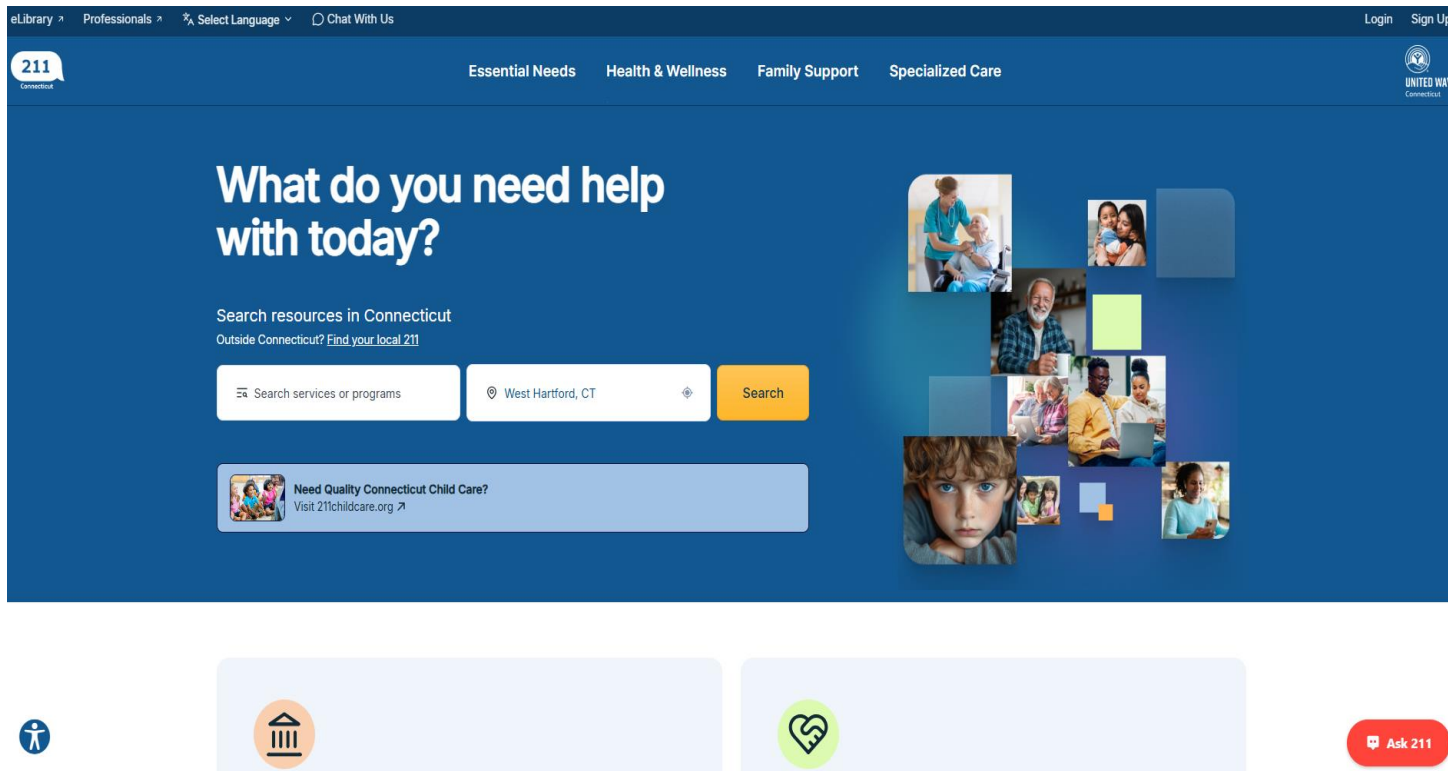
Anyone can access 211 data, updated daily, by zip code, legislative districts, region, school district, or service request.



ct.211counts.org

Helping CT residents, every day.

We connect residents to the resources they need through our curated database of resources.



211's database includes 40,000+ community resources, 23 state and federal benefits. Now, with natural language processing.

But programs change quickly. Hours and locations shift regularly. Updated information is essential. There are real costs – time, health, stress, and money – to inaccurate data.

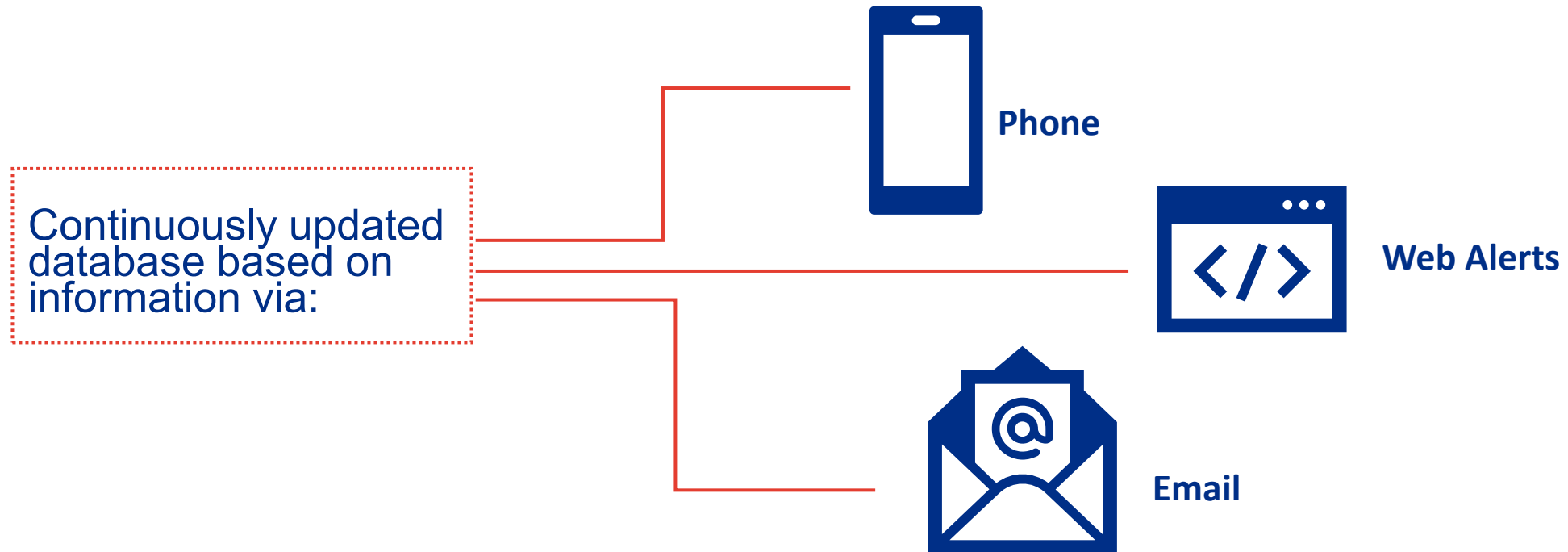
Government and community partners trust United Way. That's why they work closely with our team to ensure that the information we provide to our clients is updated and accurate.

211 – Working Together

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- **24/7** staffing
 - **4,000** agencies
 - **40,000** programs and locations
 - **380+** e-Library white papers
 - Data curated by **7** Resource Specialists

211 – Staying Current

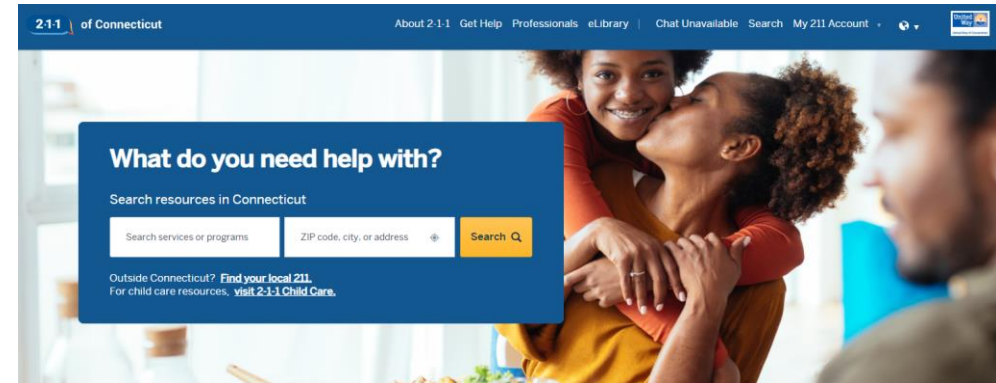
Agency reviews completed every 12 months for all agencies.
Continuous updates made daily to the database.



211 – Staying Current

Want your agency, program or service listed with 211?

1. Visit uwc.211ct.org/professionals
2. On left side of the page, you will see links to add a:
 - Food Pantry/Soup Kitchen
 - Home Care Program
 - Support Group
 - Nonprofit Agency with Multiple Programs or Services
3. Choose a link to complete and submit an online form.



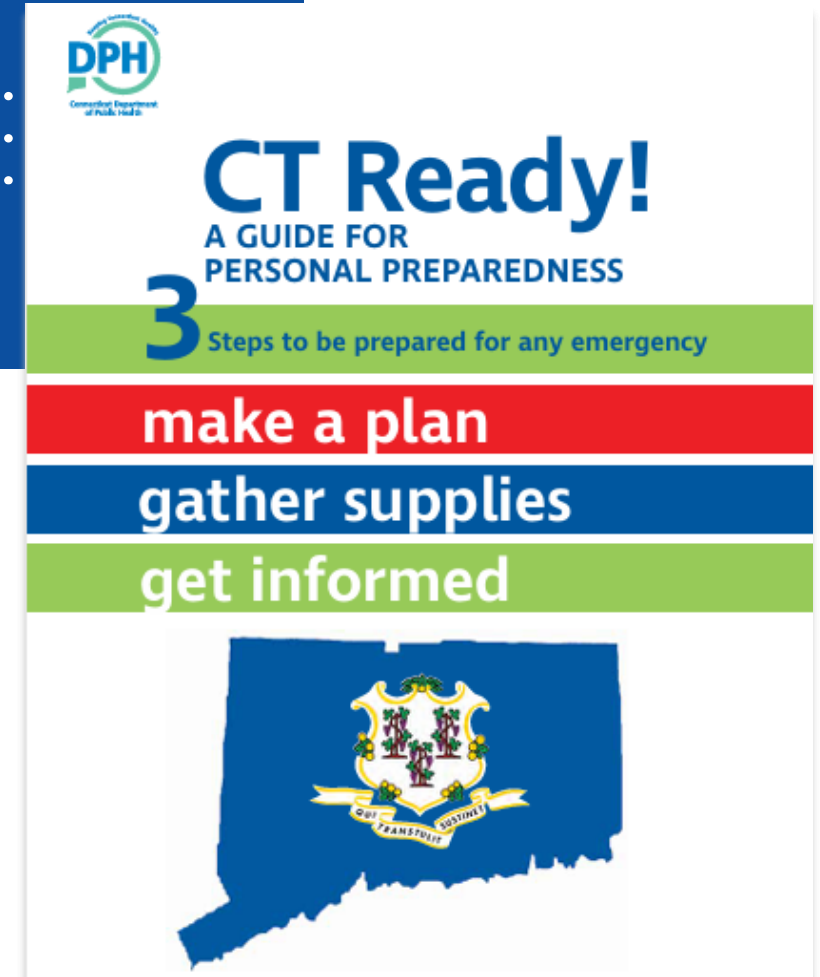
Need to update your organization's information?

- Use our search engine at 211ct.org and type in the name of your agency or program.
- Click on your agency/program and click the "more details" button.
- Click on the "Update this Listing" button to request updates through a pre-populated online form.

Emergency/Disaster Response

211 is part of the State's of Emergency Response Team

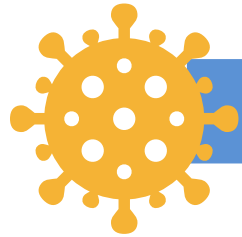
- Information dissemination and rumor control
- Connection to programs and services
- Call trend and situation reporting, data collection
- Temporary hotel placements, transportation coordination
- Case management coordination
- 211 staffs State Emergency Operations Center
- Volunteer and donation data



Emergency/Disaster Response



The 211 platform allows us to offer emergency contact center services in partnership with state agencies, often needed on an urgent basis.



COVID-19 ACTIVATION

- **530,000 COVID-related calls** handled from January 2020 – December 2020
- **6.5 million website hits** for COVID resources (general information, testing + vaccination sites)
- **185,000 residents scheduled for vaccinations**, 10% of CT's fully vaxxed population at that time



EXTREME COLD WEATHER ACTIVATION

- 211 contact specialists answered **6,782 calls** during **46 days** of FY26 Cold Weather activation.
- Arranged **emergency transportation for 2,828 CT residents; emergency hotels for 1,567**
- **26,903 searches of 211's warming center database**, updated throughout each activation

Statewide Mental Health Support for All Ages



Crisis support, referrals for mental health and basic needs supports, connection to youth/adult mobile mental health crisis service or 911 when needed.

- In FY2026, 211 Crisis Team handled **158,229 crisis calls**.

988 | SUICIDE & CRISIS
LIFELINE

988 National Suicide and Crisis Lifeline Results



988

SUICIDE & CRISIS
LIFELINE

- Our 988 service ranks in the **top three in the nation** for call responsiveness.
- UWCT recognized for **superior performance** by senior officials from HHS and SAMHSA in 2024.
- CT is among 10 states to see **18% drop in expected suicides among young people** in first three years of 988 (2026 JAMA analysis).

CT 988 Exceeds National Performance Standards

97% of calls answered in less than 5 seconds.

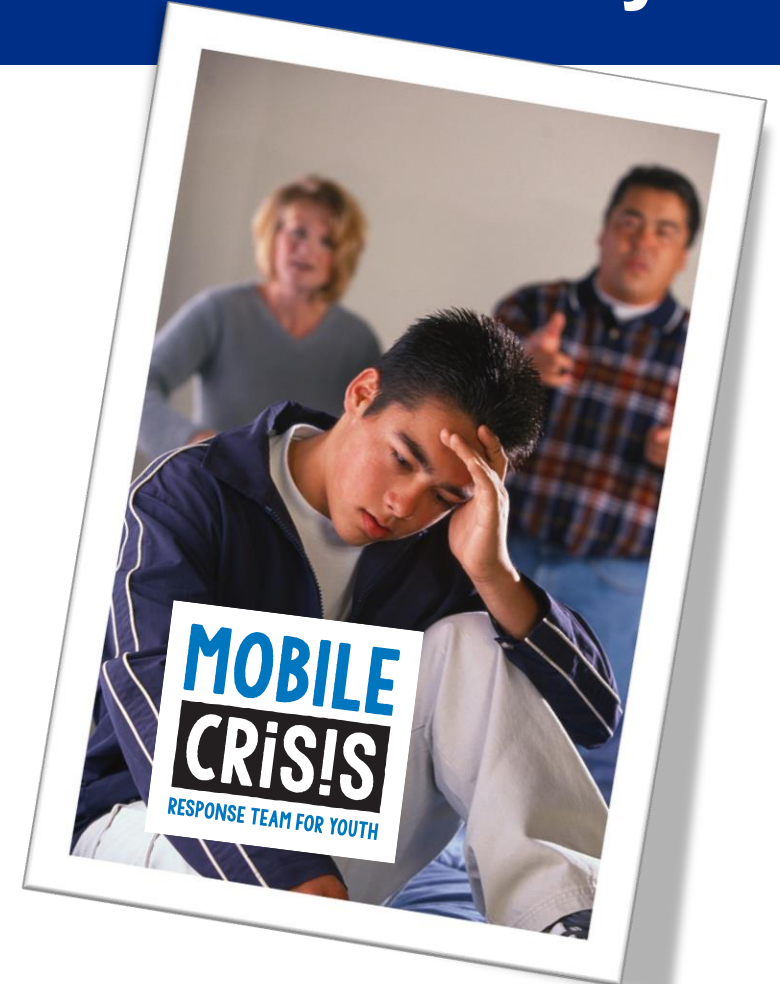
95% of callers reported that their state of crisis diminished while talking with a 211 contact.

Less than **1% of crisis calls require escalation** to 911 for Active Rescue or Medical Emergency Response.

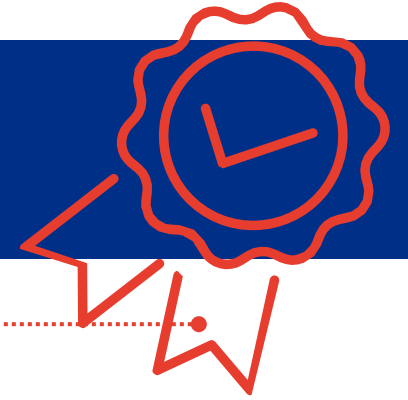
Youth Crisis Response - 24/7 in Your Community

- Funded by CT Department of Children and Families
- Statewide point-of-entry for Youth Mobile Services
- Available to youth up to age 18 (up to 21 if in school)
- Anybody can call 211 on behalf of a youth in need of assistance if the child is:
 - Acting out or out of control
 - In distress and uncommunicative
 - Depressed enough to cause concern
 - Threatens or appears at risk of suicide
 - Threatens or is at risk of violence

Mobile crisis workers are trained mental health professionals who visit youth in person.



Award Winning Services



- United Way of CT won the **2022 Crisis Center Excellence Award** for the nation.



- InformUSA recognized UWCT as one of the **top three 211 programs in the nation** recertified in 2022.



- Our 988 service ranks in the **top three in the nation for call responsiveness.**
- UWCT recognized for **superior performance** by senior officials of our federal funders, HHS and SAMHSA, in July 2024.

- NICE 2024 **Outstanding Cloud Realization Award**



211 Housing Crisis

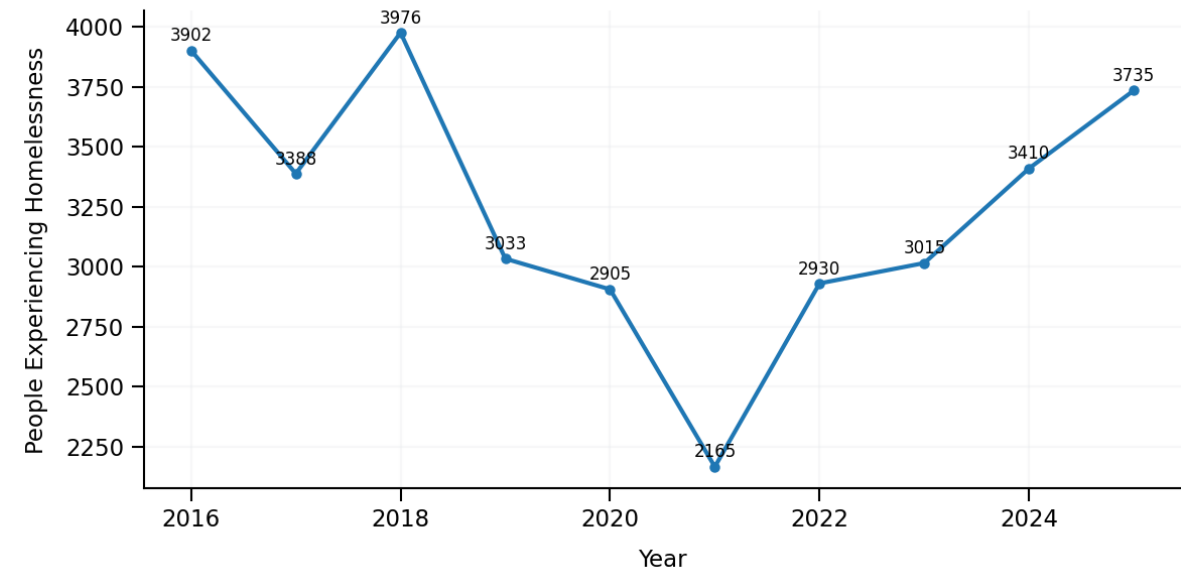


FY26: 109,000 housing calls, 56,000 seeking homelessness assistance



- **Assess** caller's needs and housing situation
- **Address** caller's crisis, if possible, with basic needs assistance (food, income, behavioral health)
- **Problem-solve** to identify next steps, access community resources and natural supports
- **Connect** the caller to local housing and homelessness services team if needed

Connecticut Homeless Population (Point-in-Time Count)



Note: 2021 count is not directly comparable due to COVID-era changes in unsheltered-count methodology.

211 Child Development

Not sure if your child is meeting developmental or behavioral milestones? 211 Child Development supports thousands of parents and caregivers every year.



- Parental supports for children's healthy growth and development starting from pregnancy.
- Birth to Three, Help Me Grow, Early Childhood Special Education + Children/Youth with Special Health Care Needs programs.
- Developmental and behavioral screening + follow up using the Ages & Stages Questionnaires® using the Sparkler app by mail, on-line.

United Way of CT Child Care Services

211 Child Care

Resource & Referral service maintains **comprehensive database** of regulated programs in CT.

Prioritizes referrals to **quality** licensed care programs including low-cost Early Start state-funded slots.

Tracks child care **open slots, program offerings and quality indicators**.

Technical Assistance to providers to **improve quality and obtain license to be C4K eligible**.

211

Child Care

Care 4 Kids

Connecticut's child care program that provides **21k child care subsidies** to CT families, **specialized services** for DCF foster/adoptive children

care4kids
MAKING CHILD CARE AFFORDABLE



THANK YOU.

Cheyenne Tillman

211 HHS Training Coordinator

Laura Robidoux

Director of Information Services and Training

Laura.Robidoux@ctunitedway.org