



United Way of Connecticut

**2-1-1**

**Appropriations Committee  
Public Hearing – February 17, 2012**

**Testimony Presented by United Way of Connecticut  
on  
Human Services Budget**

My name is Richard Porth. I serve as the CEO of United Way of Connecticut. Thank you for the opportunity to provide testimony today on Governor Malloy's proposed mid-term budget adjustments.

We want to thank the Governor and his Administration for their ongoing efforts to maintain Connecticut's health and human services safety net, as demonstrated again in the Governor's mid-term budget adjustments for SFY13. And, we want to acknowledge the legislature's efforts to do the same in the past and ask your help to maintain the safety net in SFY13 and beyond.

The one percent cost of living adjustment recommended in the Governor's mid-term budget adjustments for community health and human services providers is greatly appreciated. It marks the first cost of living adjustment for safety net providers in five years and will help many nonprofits and their employees.

**United Way of Connecticut's 2-1-1** service is an integral part of the state's safety net and enables Connecticut's service delivery infrastructure to operate more cost-effectively by saving time for people seeking help and for front line service workers. 2-1-1 has been built up over 35 plus years, adding new components and services such as 2-1-1 Child Care, HUSKY Infoline, and Child Development Infoline. These and other programs under the 2-1-1 umbrella are illustrated in Attachment A. They work together within 2-1-1 so that the whole is greater than the sum of the parts, and so that each new state investment leverages earlier investments by the state and others.

One of these specialized services is **HUSKY Infoline**, where our care coordinators:

- Educate people on covered services and program eligibility;
- Answer questions about health care needs;
- Help find participating providers that accept HUSKY insurance;
- Advocate for services when people are eligible; and
- Provide care coordination.

Recently, HUSKY Infoline, which has supported HUSKY families since 1998 (HUSKY A & B), began serving two new categories of HUSKY clients – aged and disabled (HUSKY C), and low income adults (HUSKY D). We are excited to serve these new Medicaid populations and ask that adequate support be provided to handle the increased call volumes.

The state's support coupled with local United Way support has also enabled 2-1-1 to build up and maintain the most comprehensive, up-to-date, **health and human services database** in Connecticut, including both government and nonprofit services for residents seeking help.

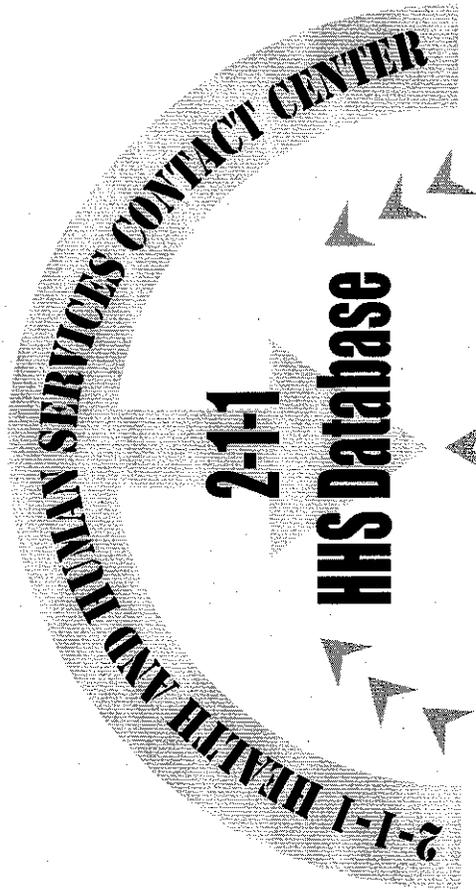
In 2011, 2-1-1's call centers handled over 464,000 calls originating in every city and town in Connecticut. 2-1-1 operates around the clock, providing a multilingual staff of call specialists with bachelor's degrees or higher. Our health and human service database is Connecticut's source for people seeking help and is also available online at [www.211ct.org](http://www.211ct.org). In 2011, 211ct.org registered 787,000 visits, the vast majority of which were inquiries for information and access to a range of safety net and other services.

2-1-1 services across the nation have long been involved in **emergency preparation, response and recovery** work. In 2011, Connecticut's 2-1-1 supported state leaders as they responded to Tropical Storm Irene and Winter Storm Alfred. 2-1-1 handled a record number of calls as the statewide point of access for residents to get information about the emergencies and how to access resources for basic human needs. We are working with state leaders to strengthen our capacity to respond the next time, based on lessons learned in the two recent storms.

2-1-1 has increasingly served as a **statewide gateway for accessing key services**, including the Department of Developmental Services' (DDS) Birth to Three Program, the Department of Children and Family's (DCF) Emergency Mobile Psychiatric Service, and the Department of Social Services' (DSS) Help Me Grow Program. (Illustrated in Attachment B.)

We are proud of our partnership with the state. And, we continue to work hard to employ state funding prudently and to the best effect for the state and Connecticut residents. Looking forward, the state can leverage its earlier investments in 2-1-1 by utilizing 2-1-1 as part of the solution in its renewed efforts to simplify and streamline access to services and supports, thus enhancing outcomes for a range of healthcare and human services provided in Connecticut.

# 2-1-1 PARTNERSHIP WITH STATE GOVERNMENT



2-1-1  
Child Care  
Resource  
and Referral

Maternal and  
Child Health

2-1-1 Housing

Child  
Development  
Infoline

211ct.org  
website

HUSKY Infoline

Emergency Mobile  
Psychiatric Service

Crisis  
Intervention

Housing  
Voucher  
website

## BUILDING BLOCKS

- 30+ years partnership with State of Connecticut and United Way system
- Nimble, innovative response to state agency needs
- Connecticut's most comprehensive, up-to-date health and human services database
- Cross-cutting connections that can help integrate services provided by multiple state agencies
- 2-1-1: Ultimate statewide access point for information about health and human services
- Strong IT and telecommunications capacity

## WORKING FEATURES

- Simple, easy to remember access: Dial 2-1-1
- 24 hours/365 days
- Multi-lingual, degreed call specialists
- Available to everyone in Connecticut
- Encouraging self-help
- Gateway to programs and services
- 2-1-1 Navigator benefits screener

## SPECIAL SERVICES

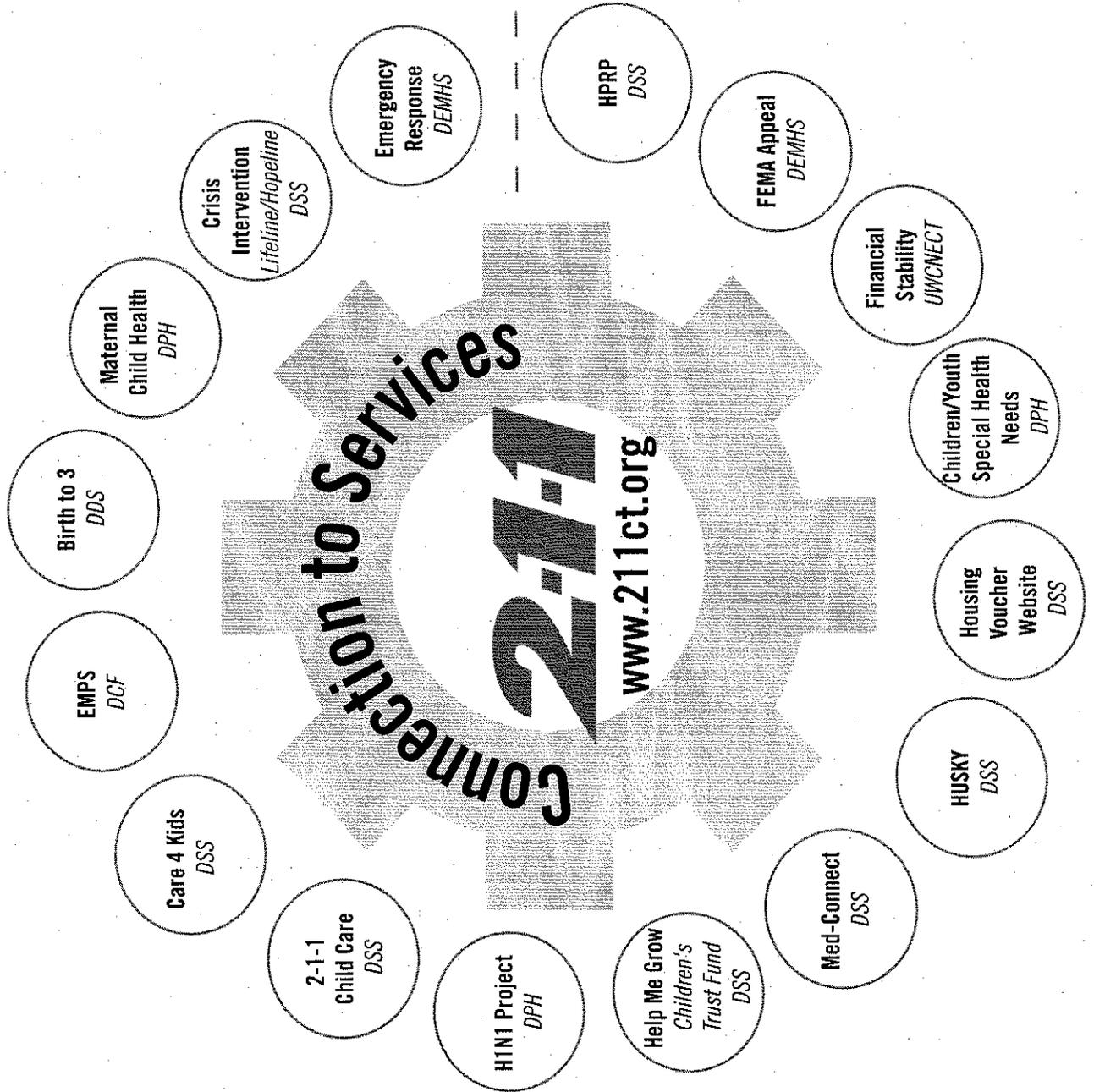
- Client outreach/information dissemination
- Agency after hours call handling
- Response point for public awareness campaigns
- Custom databases/directories
- 2-1-1 research and reports/needs assessments

## 2-1-1'S IMPACT

- All 2-1-1 call centers received over 464,000 calls in 2011 originating in every city and town in the state.
- 2-1-1 maintains a comprehensive database of approximately 4,500 health and human service providers offering approximately 48,000 services and 4,800 licensed and licensed-exempt child care facilities.
- 2-1-1's database of resources is available and searchable online at [www.211ct.org](http://www.211ct.org). In 2011, there were over 787,000 visits to the 211ct.org site.

2-1-1 is a service of the State of Connecticut and local United Ways.

# United Way of Connecticut



*I am concerned because my 2-year-old son is not yet walking.*

*My child is in crisis.*

*Can my family get Section 8 supported housing?*

*Where can I get help paying for child care?*

*Where can I get an H1N1 vaccination?*

*Where can I report storm damage?*

*We may soon be homeless, can you help?*

*We don't have health insurance, but my child needs to see a doctor.*

*Where can I go for a cancer screening?*

*What type of child care is available in my town?*

*Where can I find shelter for the night while my power is out?*



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## CONNECTICUT STATE POLICE UNION

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Good Evening, Senator Harp, Representative Walker, Senator Prague, and Distinguished Members of the Appropriations Committee.

My name is Andrew Matthews, and I am the President of the Connecticut State Police Union and a Sergeant of the Connecticut State Police. As the Union President, I represent approximately 1,028 State Troopers, Sergeants and Master Sergeants. The Connecticut State Police Union membership takes great pride in protecting all Connecticut citizens and visitors. We appreciate the opportunity to speak before you today. We are here today to speak **AGAINST** the budget reductions listed in the **Governor's Bill No. 5014** as they relate to the Department of Emergency Services and Public Protection.

**"AN ACT MAKING ADJUSTMENTS TO STATE EXPENDITURES AND REVENUES FOR  
FISCAL YEAR ENDING JUNE 30, 2013"**

The State Police Union understands these are difficult financial times and that local, State, and federal agencies are seeking ways to cut expenses. However, when considering cuts, we should pause and consider that the primary goal of government is to preserve life and property. Ensuring there are adequate staffing levels within the State Police, that Troopers receive proper training and that they have reliable and safe equipment to protect the public is critical. **The reality is that when agencies or local governments reduce public safety budgets, it not only increases the potential risk for injuries or deaths, it increases the potential for lawsuits against the State.**

In 2010, prior to the Department of Public Safety's merger with the Departments of Emergency Management and Homeland Security, the Department of Fire Prevention and Control, and the Police Officers Standards and Training Council, the Department of Public Safety requested a budget of approximately \$151,816,000 for "Personal Services." In the 2011-2012 budget for all three agencies, the budget for "personal services" was \$126,034,999. In fiscal year 2010-2011, the entire State budget was \$19,010,229,152. **Therefore, the State Police budget was (.66%) approximately one half of one percent of the overall State budget. This is a small price to pay for the safety, security, and preservation of life and property.** Bill #5014 now reduces another \$8,595,820 from "personal services," which we believe will affect the vital police services we provide to the public.

Bill #5014 also calls for a reduction of \$2,514,122 for our department's fleet purchases. In years past, once a cruiser reached 100,000 miles the agency replaced the vehicle to ensure reliability for calls for service. Unfortunately, due to the current financial situation, of the 727 patrol cruisers, nearly 166 cruisers are over 100,000 miles, with one at least with 147,285 miles. Of 250 unmarked vehicles, nearly 137 assigned vehicles are over 100,000 miles, with one as high as 211,317 miles. **The State Police fleet is critical to providing public safety.**

Currently, there is another Governor's Bill (No. 32) which is before the Public Safety Committee that would remove the mandate of 1,248 sworn Troopers, increase the voluntary auxiliary program, and requires the Commissioner to submit a staffing report every two years beginning in 2014. The 1,248 mandate became law after the brutal domestic violence murder of Heather Messenger of Chaplin, Connecticut. Mrs. Messenger called the State Police 9-1-1 and requested assistance, but due to the lack of