



# UCP of Eastern CT

## IMPACT AREA: Promoting Independence



United Way  
of Southeastern Connecticut

### IMPACT STORY: Meet Kira

Kira was diagnosed with Lissencephaly at 33 weeks gestation, a rare, gene-linked brain malformation characterized by the absence of normal convolutions (folds) in the cerebral cortex.

Kira has seizure disorder, is non-verbal, and a wheelchair user. About a year ago, Kira started using a feeding tube to ensure she was getting proper nutrition in her body. The family had difficulty getting the special formula that Kira uses, and they started getting low on their supply.

When they realized that they would run out before getting a new supply, they reached out to UCP's Inclusion and Advocacy Program for assistance. The staff understood the seriousness of the problem, without formula, Kira would be unable to eat.

UCP was able to locate several cases of formula and expedited shipping to the family. There was enough formula for Kira while waiting for another shipment, and there was a small amount left in case of emergencies.

*impact*

### FUNDED PROGRAM: Inclusion & Accessibility

The Inclusion & Accessibility Program offers free, vital services for individuals with disabilities and their families, including:



- Resources and services to sustain independence
- Financial assistance
- Assistance in obtaining housing
- Assistance with funding to support housing modifications that enables a person or family member to independently access their home
- Assistance with funding for Assistive Technology





# The Arc Eastern Connecticut

## IMPACT AREA: Promoting Independence



United Way  
of Southeastern Connecticut

### IMPACT STORY: Meet Jamie



*impact*

Jamie is The Arc Eastern Connecticut Self-Advocacy Coordinator. He's insightful, opinionated, and likes to be left alone to do things his own way. During the pandemic, Jamie learned many lessons about the the importance of asking for help in order to become more independent.

The Community Life & Advocacy program staff helped Jamie learn how to use all of the online supports required to conduct business during COVID. Gradually he helped everyone in the group transition to online meetings and encouraged his peers to stay connected.

With help from the CL&A staff, Jamie set up trainings on Board development, arranged an Arc presentation on Access, Equity, and Inclusion, developed voter registration training, and held a workshop on interacting with law enforcement.

Jamie is an enthusiastic participant in the Community Life & Advocacy program, which has helped him realize the power of group support and working together on goals that support and advocate for people with intellectual and developmental disabilities.



### FUNDED PROGRAM: Community Life & Advocacy

The Community Life & Advocacy Program provides opportunities for people with intellectual and developmental disabilities to independently and actively engage in the community in ways that serve personal choices and goals.



#### Activities include:

- Computer classes
- Films at local libraries
- Outdoor festivals and fairs
- Concerts
- Holiday parties
- Parades and musters
- Bowling



# Catholic Charities Diocese of Norwich Inc

## IMPACT AREA: Promoting Independence



United Way  
of Southeastern Connecticut

### IMPACT STORY: Meet Steven



*impact*

Steven came to Catholic Charities looking for help, he had been laid off from his job for months. He thought he would be called back to work, but when that did not happen he fell behind on his bills. Steven told his caseworker at Catholic Charities that he has a hard time asking for help and is usually the one helping others.

The caseworker sat with Steven and listened to his story. She gave him hope when told that Catholic Charities can help with rental assistance to prevent eviction. Steven was spending a significant portion of his budget on purchasing food. His situation caused him to become depressed and fearful for the future.

Steven was so relieved and grateful that the threat of eviction would no longer loom over him. Additionally, Catholic Charities helped him with food and applying for SNAP (Supplemental Nutritional Assistance Program).



### FUNDED PROGRAM: Intensive Case Management

Case managers help individuals and families prioritize their most urgent needs as a result of a crisis.



In the case of a more chronic situation, the Case Manager will provide referrals for job counseling, continued education, referrals to behavioral health services, and family support services. Services include:

- Crisis Intervention
- Information and Referral
- Financial Assistance (when available)
- Job Readiness and Development Classes



# Connecticut Legal Services Inc

## IMPACT AREA: Promoting Independence



United Way  
of Southeastern Connecticut

### IMPACT STORY: Meet Eddie

Eddie is a senior citizen who does not speak English, has a mental condition, and relies on his two best friends, his kittens, to help fight depression. Eddie rents an apartment with the help of a public housing program.

The property manager claimed that Eddie's kittens were disruptive to other neighbors and served Eddie with eviction papers. An eviction for Eddie would not only mean losing his rental assistance, it would ultimately result in homelessness and the possible loss of his beloved kittens.

Eddie came to his local Connecticut Legal Service (CLS) office for help. The agency helped Eddie request a reasonable medical accommodation, supported by a note from his doctor stating that the kittens were necessary for Eddie's personal well-being and management of his condition. Even though Eddie wasn't evicted, he wanted to move. The agency helped him receive a security deposit to find another place to live.

Eddie now resides in a pet-friendly apartment that he loves with his two kittens, and he is no longer at risk of homelessness.



*impact*

### FUNDED PROGRAM: Legal Services Income Support

Provides free assistance to low-income people with urgent civil/legal problems in such areas as housing, family, public benefits, and education.



The agency transforms the lives of low-income people facing issues such as homelessness, a lack of medical care, and domestic violence.

They provide client-centered individual legal representation and counsel to clients across a broad range of civil matters.



## Madonna Place

### IMPACT AREA: Promoting Independence



United Way  
of Southeastern Connecticut

#### IMPACT STORY: Meet Q

Q was referred to the Fatherhood Initiative for individualized case management and worked with a case manager to guide him towards meeting and exploring goals he had as a father.

The program gave him the skills to be more organized and helped him feel like he wasn't alone. He enrolled in their 24/7 Dad classes as an extension of his individual case management work and joined a support group of other fathers.

Q gained a deeper understanding of what it requires to parent effectively. He shared his experiences in a safe environment with different fathers which helped him gain perspectives.

The 24/7 Dad classes also helped Q to develop skills creating and keeping schedules. The program's ability to meet Q where he was at in life and help him build from there was key for staff to be able to consistently keep in contact with him and to deal with the many stressors in life.



*impact*

#### FUNDED PROGRAM: Fatherhood Initiative

This program was created to serve all fathers and father figures as they develop positive relationships with their children.



#### Services provided include:

- Individualized attention to meet the specific need of each father
- Peer groups
- Educational groups
- Childcare for group meetings
- Court advocacy
- Referrals for substance abuse, employment, legal assistance, and mediation



## Martin House Inc

### IMPACT AREA: Promoting Independence



United Way  
of Southeastern Connecticut

#### IMPACT STORY: Meet Donald

Donald is a resident at Martin House. He began experiencing auditory hallucinations at the age of fifteen. His family had trouble understanding him and what he was going through and could no longer support him. Donald left home at seventeen and spent several years incarcerated for various offenses. He then spent time in residential facilities that ultimately weren't the right fit.

Fortunately, he was able to land at Martin House for housing and comprehensive support services. He admits to being nervous before arriving, but that it felt like "home" once he did. "It's different than any other place," Donald says.

At Martin House, Donald has gained life skills, formed friendships, and a sense of positivity. The staff at Martin House allows each resident to go at their own pace and helps them each get to the next step in their lives.

Donald says he is happy at Martin House and has a better perspective on life. He appreciates the fact that he is a part of a community and has met other people with similar interests and who need similar supports.



*impact*

#### FUNDED PROGRAM: Housing Support Services

This program requires that residents be independent in all aspects of daily living skills and self-care. Many residents have community providers for case management, clinical treatment if needed, employment services, and medical treatment.

There is an expectation that each resident be involved in some area of personal or professional growth that will prepare them to obtain their own apartment.



# Safe Futures Inc

## IMPACT AREA: Promoting Independence



United Way  
of Southeastern Connecticut

### IMPACT STORY: Meet Diane



*impact*

Diane came into Phoenix House Transitional Housing program with very few tangible belongings. She and her children had spent the last several months running from a violent man who was controlling her. Diane wanted to create a safe home for herself and her children. They fled together and stayed at Safe Futures' emergency shelter until a space became available at Phoenix House.

Within a week of settling into Phoenix House, Diane enrolled her children in their new school and found a job. Diane scheduled counseling, so the family would have a space to process and heal. She enrolled her youngest child in Camp HOPE and Pathways, Safe Futures' camping and group mentoring programs for children impacted by family violence.

Diane received help enrolling in classes to complete her bachelor's degree. She continued to meet with her case manager for housing advocacy, and she and her children moved out of Phoenix House within two years and into permanent, stable housing.

She is in her final semester for her bachelor's degree.



### FUNDED PROGRAM: Phoenix House Transitional Living

The goal of Phoenix House Transitional Living Program is to transition homeless victims of domestic violence, sexual assault, stalking, and trafficking to independent living free of violence within 24 months by providing safe, affordable housing and supportive services.



#### The Phoenix House program also offers:

- Safety planning and risk assessment
- Individual case management
- Financial assistance for education and job training
- Educational workshops on topics such as budgeting, nutrition, and home maintenance
- Parenting education and support groups



# Thames River Community Service, Inc.

## IMPACT AREA: Promoting Independence



United Way  
of Southeastern Connecticut

### IMPACT STORY: Meet Regina

*impact*

Regina has two young children and was expecting a third. The family was homeless but fortunately entered Covenant Shelter of New London, another United Way Partner Program. Regina's first two children have special needs. Her oldest is on the Autism spectrum and the second has a perceived diagnosis of the same.

When an apartment opened at Thames River's transitional housing program, Regina left Covenant Shelter but felt very overwhelmed. She had no healthy or natural supports.

Regina went through her daily routine with determination, and with the assistance of her Case Manager and outside resources, secured the services her family needed.

Regina learned effective coping and parenting techniques to address the specific needs of her children. Within a year, the family transitioned to a permanent home. Regina is perusing a bachelor's degree in Accounting through online courses.



### FUNDED PROGRAM: Thames River Family Program

A transitional housing program for families headed by youth between 18-24 years of age. They are mothers, fathers, or couples who have been in the foster care system, have been victims of human trafficking, have been homeless or unstably housed, or with little or no healthy support system.



#### Services provided includes:

- Provision of safe housing in 1 of 24 apartment units
- A community promoting support and teaching responsibility
- Individual case management
- Individual and group trainings
- On-site child care center





# The Center: Drop-In Community Learning & Resource

**IMPACT AREA: Thriving Children**



United Way  
of Southeastern Connecticut

## IMPACT STORY: Meet Three Children



*impact*

Three siblings came to the Summer Enrichment program because of their mother's work hours and being displaced due to domestic violence. They needed added support as well as special education classes during the school day.

The children received academic support during Out of School Care through enrichment activities provided by The Drop-In Learning Center. The youngest loves listening to stories, another had an opportunity to experience playing a keyboard, while the third sibling loves making gifts for others.

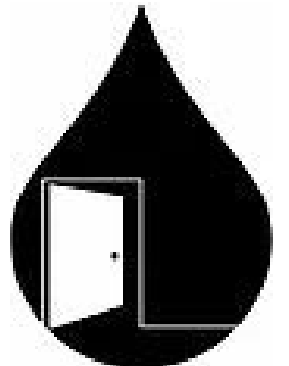
The Drop-In Learning Center has been a safe place for the children where they have a place for their arts, a place to dance, supplies, and a place to call home.

The children have participated in enrichment activities like the Connecticut Storytelling program, Black History Jeopardy, tennis, swimming lessons, drumming, art classes, and gardening.



## FUNDED PROGRAM: Out of School Care

It's where you go before you go home!  
Out of School Care offers a safe haven and supervision for students Pre-K-8th during out of school hours for working parents.



### The afterschool program offers:

- Supervision Monday through Friday
- Homework support
- Diverse enrichment activities



# The Drop-In Learning Center

## IMPACT AREA: Thriving Children



United Way  
of Southeastern Connecticut

### IMPACT STORY: Meet N

Like many of the youth at Drop-In Learning Center, N must relearn how to interact with peers. But now, she has found her voice as a young artist and is able to express herself. Art at The Drop is expressed in diverse ways - sewing, keyboard, writing classes, and spoken word.

Volunteering in our community is one of the components of the Teen Life Skills program. N has accrued ten hours of volunteering in the office, running classes for the younger children, and helping with food distribution for the community. N is building her employment experience with volunteering, and her artwork has been given as gifts to community partners and the volunteers.

United Way gave support to the older youth through Pfizer this year with a virtual back to school backpack collection. The Drop-In Learning Center was able to give support to both local middle schools for the influx of new students.

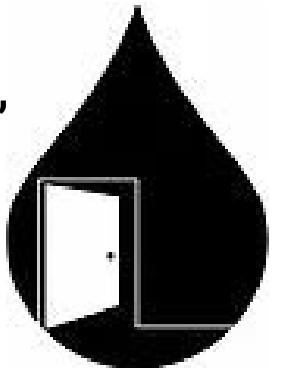
The students were able to set-up the bags for distribution, and it made a difference for families at The Drop-In Learning Center and the New London community.



*impact*

### FUNDED PROGRAM: Teen Life Skills

The goal is to support the improvement in academic and personal achievements, encourage students to pursue a high school and college education and career paths in the fields of math, science, technology and education.



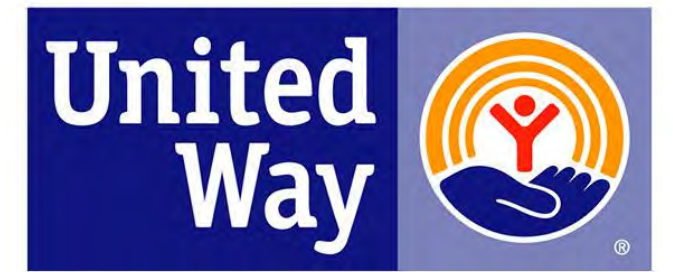
#### The program includes activities involving:

- Workshops on topics of health and hygiene
- Positive self-esteem and interpersonal development
- Conflict resolution skills
- Career development/employment training
- Physical fitness
- Recreational games



# Riverfront Children's Center, Inc.

**IMPACT AREA: Thriving Children**



United Way  
of Southeastern Connecticut

## IMPACT STORY: Meet A Teacher



*impact*

A teacher at Riverfront Children's Center had a little girl in class, and they developed a close bond. She remained connected with the girl and her twin brothers who were also at Riverfront.

One day she heard that the little girl and her brothers had been placed in foster care. About a year later, the teacher received a call asking if she would be interested in opening her home to the twin boys for foster care. Their sister had been adopted but the boys needed placement.

One of the reasons their prior foster care placement was disrupted was behavioral issues that resulted in them being removed from their childcare setting. Because of that, teachers were happy to have the boys back to Riverfront. It is a program that understands children who come from a variety of backgrounds who can struggle with self-control and emotional regulation due to prior experiences and trauma.

The family formally adopted the twins and admit they never could have faced all the challenges with work demands and supporting the boys' needs without help from the staff at Riverfront.



## FUNDED PROGRAM: Children's Center

Riverfront's goal is for all children to be prepared for kindergarten with positive social-emotional skills and a curiosity and excitement for learning. Care of children is provided for parents who are working, are in school, or participating in job-training that will lead to more sustainability.



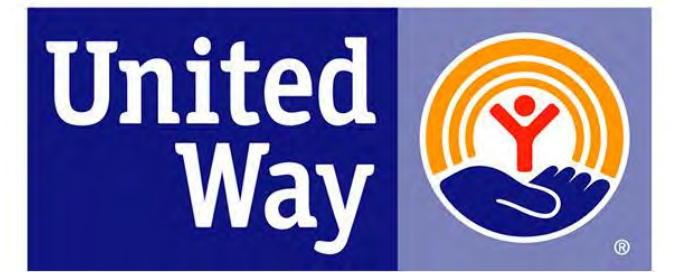
### Services provided include:

- Structured activities
- Small group learning activities
- Resting time
- Outdoor play
- Snacks and meals



# Thames Valley Council for Community Action, Inc.

## IMPACT AREA: Thriving Children



United Way  
of Southeastern Connecticut

### IMPACT STORY: Meet Arianna

*impact*

Arianna is a single mother to an active three-year-old boy, Amari. As a mother, Arianna does her best to provide all the necessities for her son. She also has been trying to stay ahead of her bills and has started working to become a Child Development Associate.

Recently, both Arianna and Amari were affected by COVID at different times, and Arianna missed numerous days of work. Shortly after that her car broke down, which resulted in more missed days of work and unexpected bills. Arianna fell behind in her rent and other bills and had no money to purchase clothes for her growing son including pull-ups.

Arianna spoke with the Groton Little Learners Family Liaison and Enrollment Manager seeking assistance with her rent, childcare fees, and pull-ups for Amari.

Little Learners provided pull-ups from their supply closets. Local agencies partnered to assist with her rent and childcare fees. This assistance has allowed Arianna to be current with her bills once more, feel confident again, and of course, be a great parent to Amari.



### FUNDED PROGRAM:

#### Little Learners



Thames Valley Council  
for Community Action, Inc.

Little Learners provides full day/full year, affordable, quality, comprehensive infant/toddler and preschool programs that serve children from ages six weeks to five years. The program is child-focused and increases school readiness skills. Children participate in activities that promote social/emotional, physical, cognitive, and language development.

Provided is also a range of individualized services in the areas of:

- Education
- Medical and Dental
- Nutrition
- Social services to children and their families



# Madonna Place

## IMPACT AREA: Thriving Children



United Way  
of Southeastern Connecticut

### IMPACT STORY: Meet A Mother in Need



*impact*

A mother of three started utilizing services at Madonna Place when her toddler was about one year old. Due to the inflated prices of food, her family has needed assistance. Madonna Place offers supplemental food boxes for families each week from the Gemma E. Moran United Way/Labor Food Center. She has also received diapers and other items.

The Family Support Center administers the Ages and Stages Questionnaire to families with children five and younger to assess possible developmental delays. While administering the questionnaire, the child scored below the cutoff for the Communication category. Agency staff referred the child to the Birth to Three program for further support.

Within a week of submitting the referral, the mother was contacted by Birth to Three because her child was eligible for services. She is grateful the referral was submitted and accepted so quickly, and that services were now in place for her child. She said, "I love this program. You all have been so helpful to me and my family."



### FUNDED PROGRAM: Family Support Center

The Family Support Center is a unique program providing a family friendly "one-stop," comprehensive center for at-risk families to increase their parenting skills, receive emotional support, stabilize their family, and access information and resources.



#### Center-based services include:

- A place for families to receive informal counseling and education from staff
- Information and referrals
- A place to prepare meals for their families
- Basic needs or emergency assistance



# Higher Edge, Inc.

## IMPACT AREA: Thriving Children



United Way  
of Southeastern Connecticut

### IMPACT STORY: Meet Samantha



*impact*

From day one, Samantha has made it known that she planned to honor her late grandmother who inspired her to follow her dreams of becoming a social worker. Her grandmother was a huge support to Samantha and inspired her to want to have as great of an impact on others' lives that her grandmother had on hers. Losing her grandmother had a profound effect, and she turned this immensely difficult time into a time of transformation.

Samantha has been on the honor roll every quarter of her high school career. Not only has she excelled academically during her time in high school, but she has also been a member of the Grasso Tech basketball and softball teams all four years of high school.

Samantha's positive attitude and drive to do whatever is required to make her dreams come true makes her the perfect candidate to further her education to become a social worker. The College Access program assisted Samantha by guiding her through the applications process and ensuring she had the proper requirements and classes scheduled for a career as a social worker.

Samantha always looks on the bright side of things and has an ability to make others feel good around her.



### FUNDED PROGRAM: College Access



The College Access Program guides high school seniors to apply to and enroll in college. High school seniors meet at least fourteen times with their staff advisor, and one-on-one sessions cover every step of the admission process including:

- Producing a resume and personal statement
- Submitting applications
- Making an informed college choice
- Completing enrollment steps
- Visiting college campuses
- Attending workshops about the scholarship application process
- Navigating the college the admission process



## Safe Futures Inc

**IMPACT AREA: Thriving Children**



United Way  
of Southeastern Connecticut

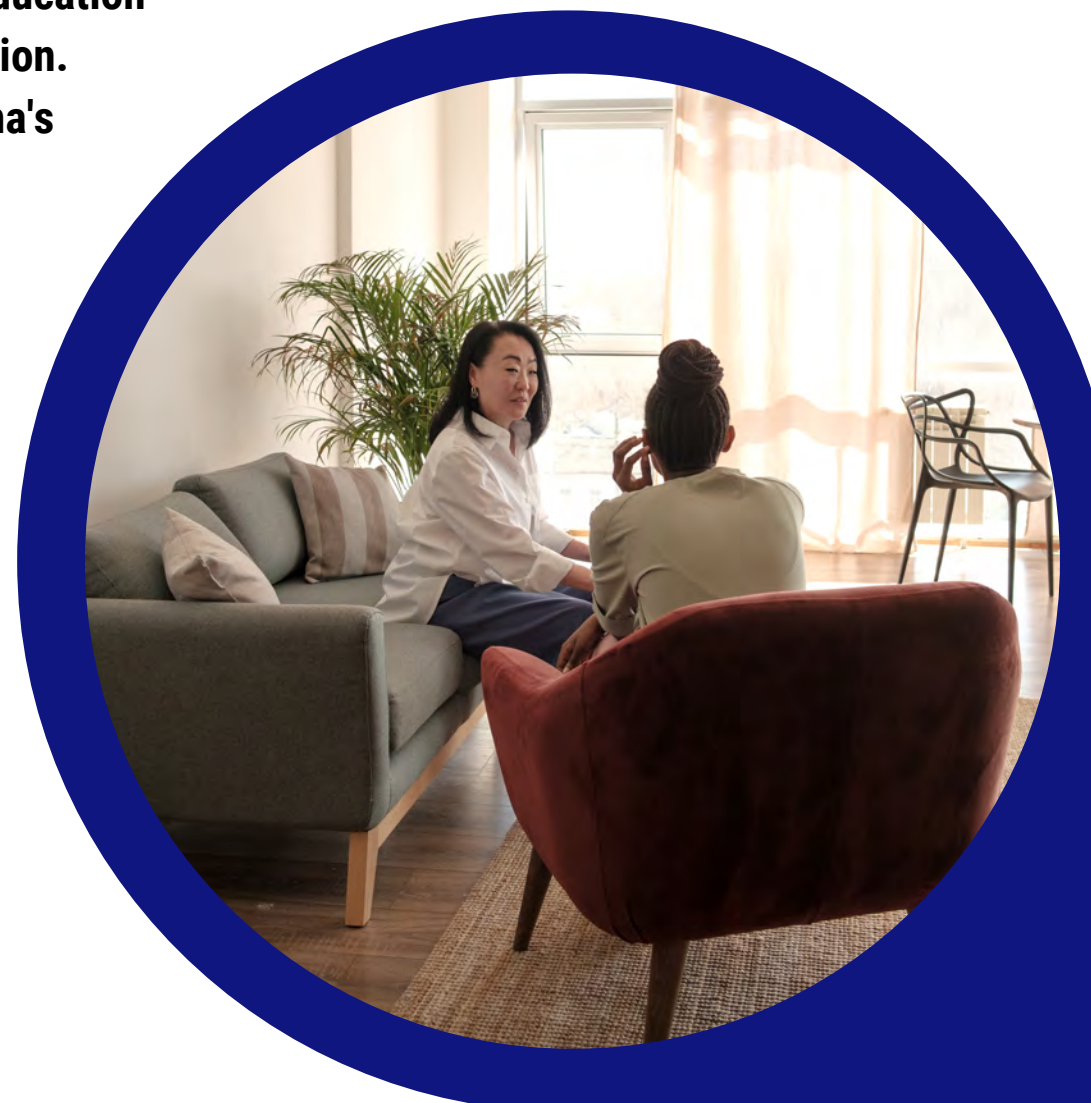
### IMPACT STORY: Meet Rayna

Rayna was a high school Senior who had a close circle of friends and was always looking out for her little brother. She carried her smile and her secrets well, with no one suspecting she was on the brink of giving up until one day she approached a teacher saying, "I need to talk to someone, I need help."

While waiting in the main office, the Safe Futures Prevention Education advocate placed at Rayna's school noticed her anxious disposition. The advocate asked a simple question about the music on Rayna's phone to break the ice. A conversation about music spread to chatting about family and friends, and Rayna opened up about her anxiety. Over the school year, one conversation became regular week-to-week check ins.

Together they created a plan that helped Rayna set boundaries and add balance in her life, offering her relief, and the push she needed to graduate.

Rayna invited the advocate to her Senior presentation during which she shared that she aspired to become a social worker. She wanted to show kids like herself that they can be whoever they want to be.



*impact*

### FUNDED PROGRAM: Prevention Education

The goal of violence-prevention programming is to enable students to develop healthy social and emotional skills. The program offers a variety of violence prevention programs and services to elementary, middle and high school students, and community groups.

Each program is designed to engage participants in conversations about violence and the norms that support its use, while equipping them with the skills to resolve conflict nonviolently.





# Child and Family Agency of Southeastern Connecticut Inc

## IMPACT AREA: Thriving Children



United Way  
of Southeastern Connecticut

### IMPACT STORY: Meet First-Time Parents



*impact*

First-time parents were anxious about sending their daughter to school, especially with the Covid-19 pandemic. They wanted a school that would follow CDC guidelines, where their daughter would be safe and protected. The stress of finding the right school that they could afford, was a daunting task.

Their decision on selecting a school was not clear until they saw the Early Childhood Development (ECDC) experience. ECDC added a personal touch the other schools did not, a virtual tour of their facility. The video shows ECDC's attention to detail and the staff their daughter would interact with and learn from on a daily basis.

During enrollment, the first-time parents instantly felt that their daughter would be protected, and their family would become a part of the ECDC family. Since starting at the ECDC, the parents say their daughter arrives home radiant every day and is thrilled to go back.



### FUNDED PROGRAM: Early Childhood Services

The primary services of early Childhood Services is to provide high quality affordable child care for children ages six weeks to five years in a safe, nurturing environment while also supporting families to be able to work, seek employment, or attend school or job training.



Also offered are family engagement opportunities, including parent education, family resource events, parent/teacher conferencing, and family social events.





# Child and Family Agency of Southeastern Connecticut Inc

## IMPACT AREA: Thriving Children



United Way  
of Southeastern Connecticut

### IMPACT STORY: Meet Robert



*impact*

Robert began working with Child & Family through its in-home family therapy program, after being referred by his school. Robert had struggled to attend virtual classes and in connecting with his family. The school had concerns about his risk-taking behavior and potential drug use. As the family worked with their in-home program, the therapist referred Robert to the New London outpatient clinic so he could have a space of his own to openly talk about his struggles.

Robert shared about feeling increasingly isolated, losing connections with peers, and becoming disinterested in learning. His therapist noticed he developed a great deal of anxiety.

At the onset of treatment, Robert noted that he sometimes utilized marijuana to stay calm or sleep. After completing treatment, he told his therapist that he didn't feel the need to use marijuana to calm down, and his sleep had returned to normal.

Robert and his family were able to successfully complete treatment in their family therapy program and individual services.



### FUNDED PROGRAM: Parent & Child Counseling

The primary service of Child & Parent Counseling is to provide office-based services to children, adolescents, and adults in need of mental health care. Services are focused on people face barriers to accessing this type of care.



Individual, family, or group therapy is provided. Interventions provided are:

- Level of care screening
- Evidence based treatment
- Psychiatric evaluation
- Medication management discharge planning



# The Light House

**IMPACT AREA: Thriving Children**



United Way  
of Southeastern Connecticut

## IMPACT STORY: Meet Logan

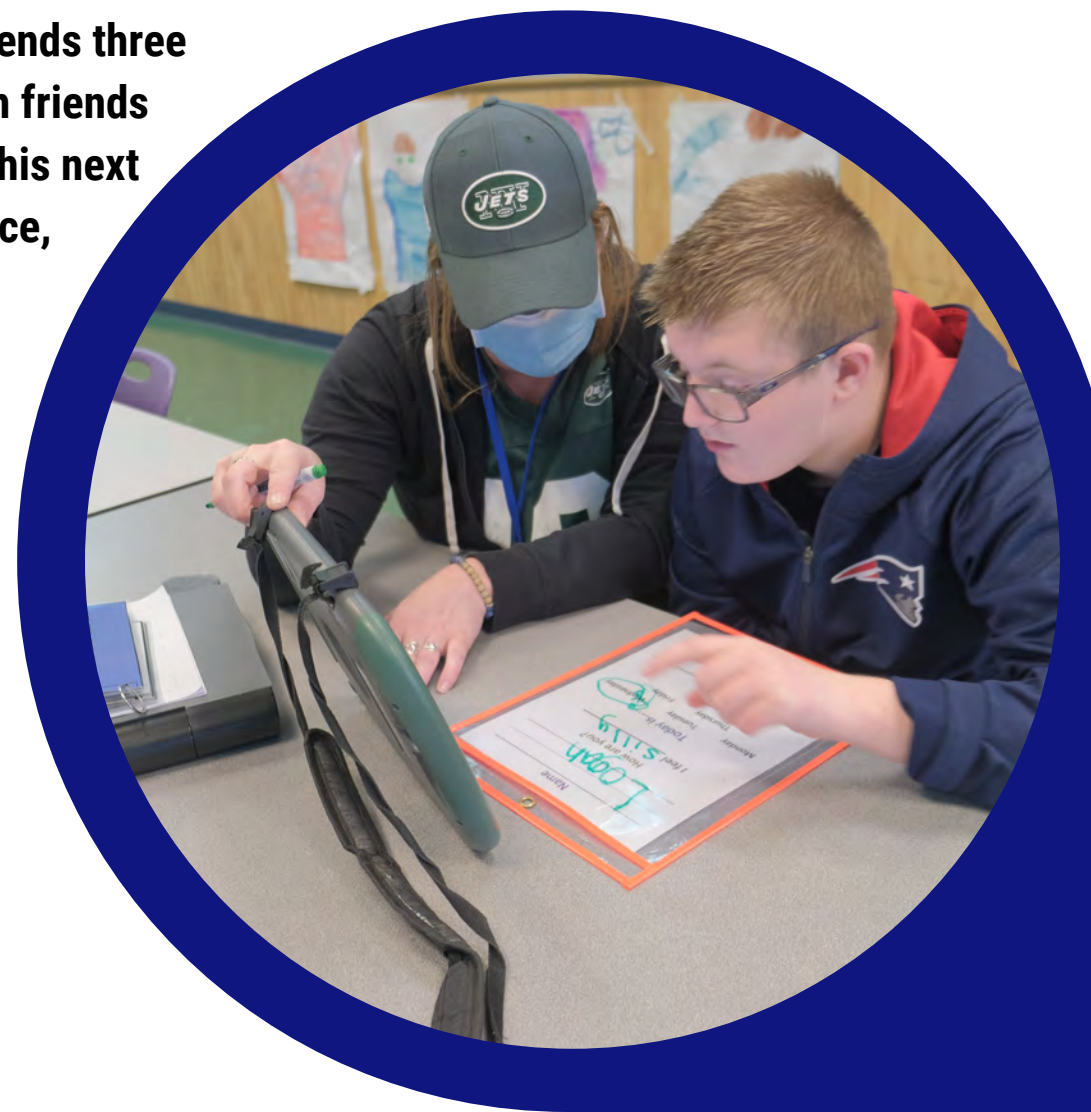


*impact*

Logan, a non-verbal but very social sixteen-year-old on the Autism Spectrum, and his parents searched for a safe place for Logan to meet friends and socialize after school. Without afterschool options for Logan, his parents struggled to balance their work with ensuring Logan's well being.

Since joining The Light House After-School Program, Logan spends three afternoons a week being a teenager who enjoys socializing with friends and culinary and musical activities. He now eagerly asks when his next day at the program will be and, with the help of a speaking device, tells his parents about afternoons with his friends.

His favorite part of the program is Music Therapy, which Logan refuses to leave if Mom happens to arrive a bit prematurely. For Logan's parents, it is wonderful to see him in that environment where he thrives. The program has helped Logan live his life as a teen and develop as a person.



## FUNDED PROGRAM: After-School Program

The program focuses on the application of pre-vocational, daily living, social skills, and community integration.



Learning occurs in the community to increase a student's ability to generalize the skills necessary for independence.



# Covenant Shelter of New London, Inc

## IMPACT AREA: Basic Needs



United Way  
of Southeastern Connecticut

### IMPACT STORY: Meet A Woman in Need



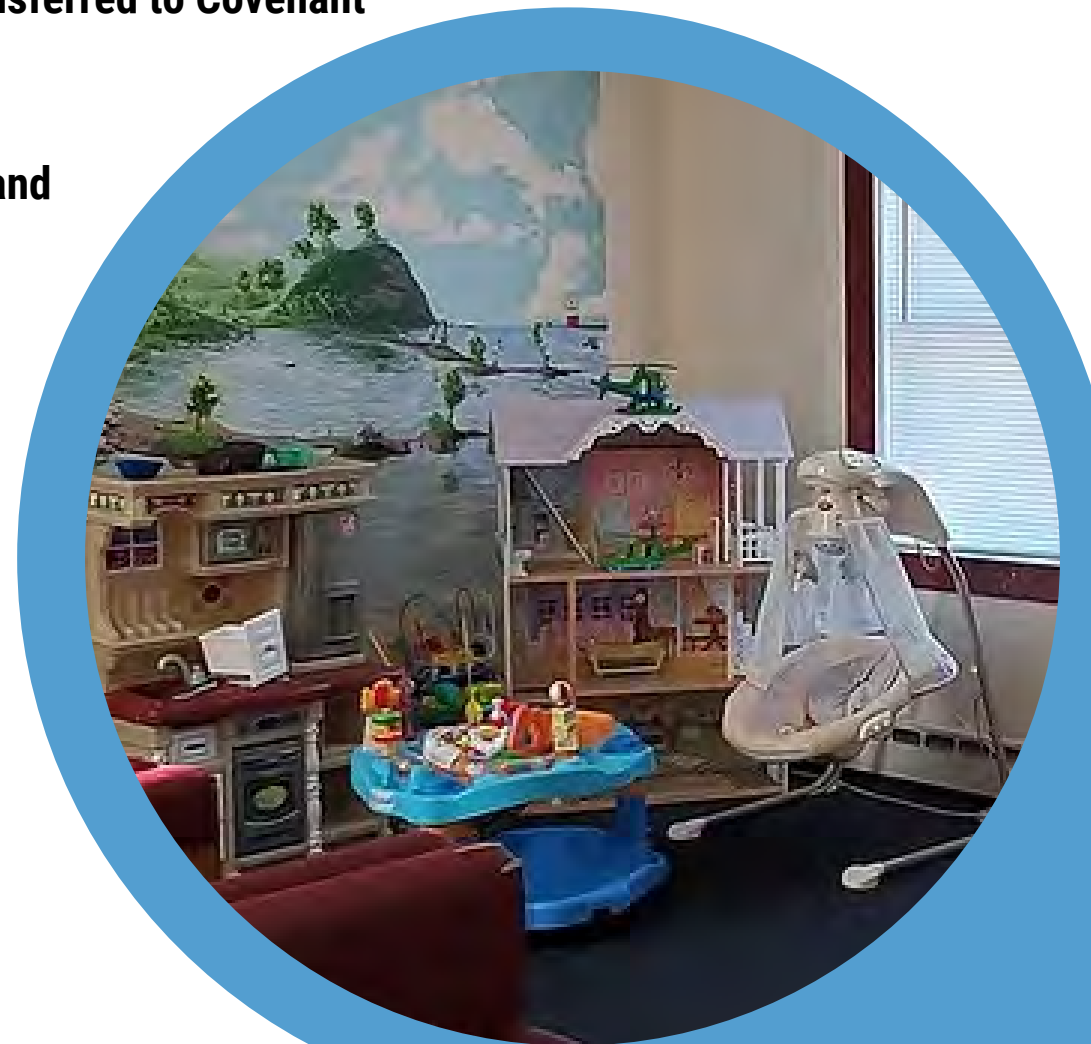
*impact*

Staff recently worked with a single woman who was without housing due to a domestic violence incident. She was facing many challenges, including being in the third trimester of a high-risk pregnancy, having mental health issues, and trying to find employment and housing. She spent five months at the New London Homeless Hospitality Center, another United Way Partner Program. Once she reached the third trimester of her pregnancy, she transferred to Covenant Shelter of New London.

Covenant Shelter staff assisted with her employment options, and she worked remotely to obtain a customer service certificate.

Covenant Shelter helped the client obtain a project-based permanent supportive housing voucher. This will provide safe, affordable housing as well as supportive social services to improve the client's ability to maintain housing long-term.

The family was provided with furniture, a security deposit, clothing, and equipment for her baby (in photo at right). The client gave birth to a healthy baby boy. When leaving the hospital, the family went directly to their new home.



### FUNDED PROGRAM: Emergency Shelter



The primary goal of the emergency shelter is to provide safe shelter for families and individuals experiencing homelessness. Participants are provided with a bedroom, meals, and basic hygiene products, and they meet with a housing coordinator.

#### The housing coordinator assists with:

- Creating a budget
- Health and employment referrals
- Assistance with locating housing
- Financial assistance
- Required paperwork

When housing is acquired, the coordinator regularly follows up with clients to ensure success.



# New London Homeless Hospitality Center

## IMPACT AREA: Promoting Independence



United Way  
of Southeastern Connecticut

### IMPACT STORY: Meet Michael



*impact*

Michael was a guest at the New London Homeless Hospitality Center. He had dreamed of owning his own insurance company. He lived with his parents until they became at great odds over his job and career choices, and it was impossible for them to continue to live together.

Michael lived in his car. While working on his business, he drove for a food delivery service to earn enough to buy his own food. When the alternator on his car went bad, he didn't have the money to fix it, and he wasn't able to go home. With no place else to go, Michael earned a bed at the Homeless Hospitality Center.

The agency offered Michael a safe place to stay at night. During the day, they helped him to write job applications, obtain a cell phone, and have a mailing address. The youth program provided transportation passes to get to job interviews and helped with clothing.

Within several weeks, Michael found a job and a shared apartment. He was gone from the shelter within a month and they haven't seen him back.



### FUNDED PROGRAM: Homeless Hospitality Center

The Homeless Hospitality Center is a place of safety and welcome to adults facing homelessness in southeastern Connecticut.



About 600 people will seek help this year. Every individual is welcomed as a guest.

The agency collaborates with dozens of public and private programs and agencies to address the underlying causes of homelessness for each person and help them find permanent housing.



# Alliance for Living

## IMPACT AREA: Community Wellness



United Way  
of Southeastern Connecticut

### IMPACT STORY: Meet Jeremy



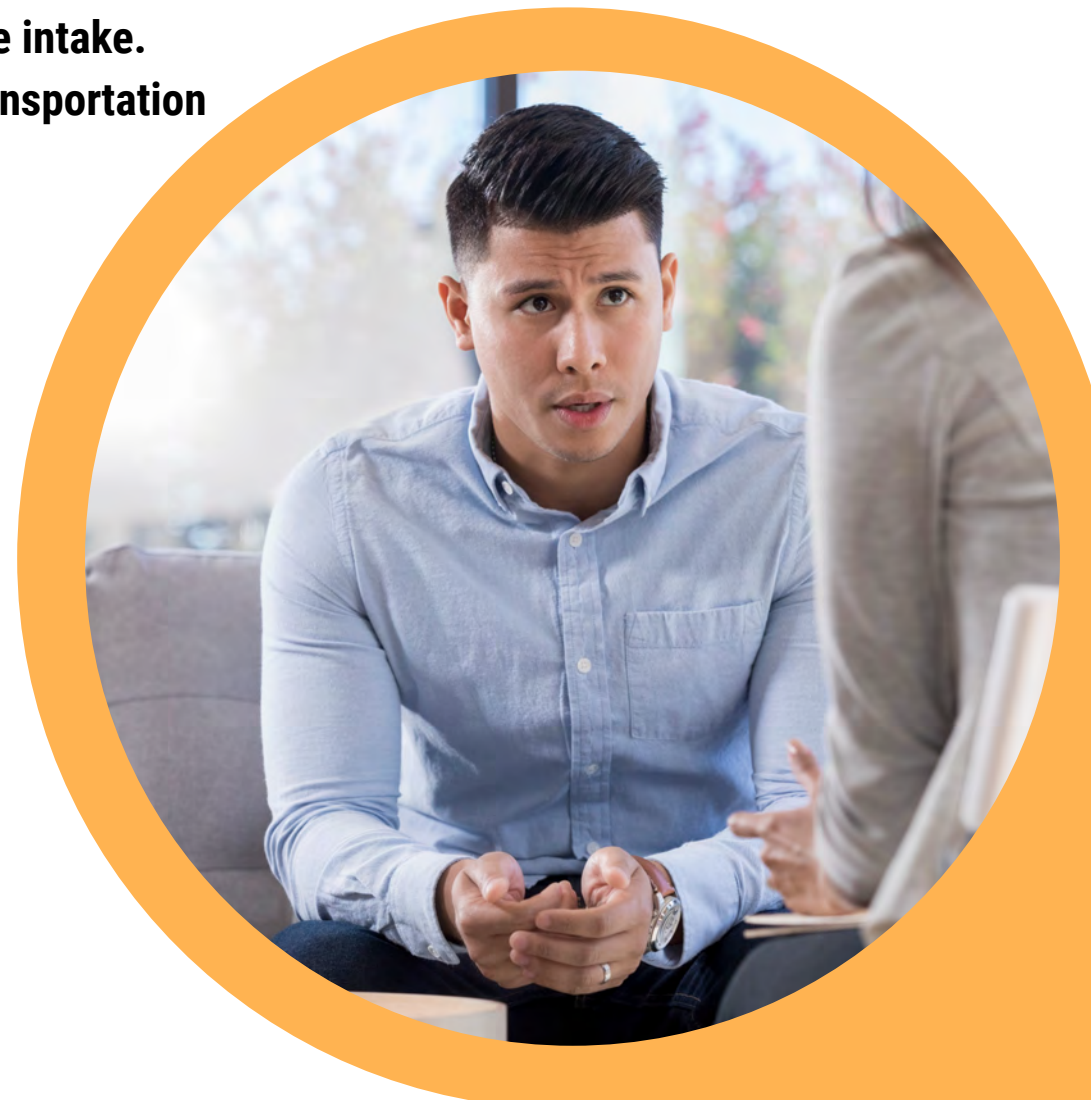
*impact*

Jeremy was in great despair with several pressing needs. He was recently diagnosed with HIV, just broke up with an abusive partner, and was living in a tent. He called Alliance for Living to access its HIV Medical Case Management services.

The Ryan White Coordinator met him that same day to complete intake. Jeremy was engaged in medical care and was provided with transportation to appointments.

The agency helped Micheal locate an apartment that fulfilled all of his needs. Within twenty days of the program intake, Jeremy signed the lease for an apartment he felt proud to call home. He has easy access to his providers and can take care of his basic needs.

Since he is safely housed, he can focus on employment, education, and his health.



### FUNDED PROGRAM: AFL HIV Comprehensive Services

Alliance for Living is the only HIV/AIDS service organization and resource center in southeastern Connecticut that also deals with homelessness and and assists people dealing with substance use disorder.



#### Services provided by the Living Center are:

- Medical/Housing management treatment
- Adherence medical nutrition therapy
- Housing program Essentials for Life program

All services are designed to support and empower clients.



# Jewish Federation of Eastern Connecticut

## IMPACT AREA: Basic Needs



United Way  
of Southeastern Connecticut

### IMPACT STORY: Meet Channa and Jane



*impact*

The Jewish Federation's Crisis Intervention program received a call from Channa, a desperate mom, who had just given birth to her third child. She was in week three of unpaid leave taking care of her children. Because she had no income, she was behind in her bills. She reached out to Jewish Federation with only one day to go before her electricity was to be shut off. The agency coordinated with the local utility company and agreed to pay the amount due keep Channa's lights on.

Jane, who was recovering from surgery, needed help with her rent but was unable to come to the Jewish Federation's office. The agency's Crisis Manager paid her a visit and together, they completed the requisite paperwork. Jane was able to receive the rent assistance she so desperately needed to stay in her apartment while recovering from surgery.



### FUNDED PROGRAM: Crisis Intervention



The Crisis Intervention Program provides assistance with acute and often unexpected problems that can develop into more severe challenges if left unresolved.

#### Services include:

- Financial assistance
- Food
- Assistance with obtaining clothing for employment
- Obtaining air conditioners, if medically necessary
- Information and referral
- Counseling for individuals and families



# Jewish Federation of Eastern Connecticut

## IMPACT AREA: Community Wellness



United Way  
of Southeastern Connecticut

### IMPACT STORY: Meet Brenda and Marilyn

The Senior Connections group enjoyed a special luncheon recently. Everyone was excited to be together in person. Brenda and Marilyn both became widows recently and were feeling alone and isolated.

As they chatted and shared their stories, they provided critical companionship and support to one another. Marilyn was delighted to be back in person at the Senior Connections lunch surrounded by old friends. She was finally able to grieve and mourn the loss of her husband with people who remembered the significant impact he had on this community. For Brenda, a spark in her eyes returned as she found comfort with the group.

Both Brenda and Marilyn had extremely difficult years filled with medical challenges and the loss of their husbands.

The Senior Connections lunch group provides them with a reason to get out of bed. They give each other strength to stay healthy and look forward to the future.



*impact*

### FUNDED PROGRAM: Senior Isolation Relief

#### The Senior Isolation Relief Program



provides seniors aging in place or in nursing homes with connections, by arranging group activities, so that they may have their social needs met.

#### Other services provided include:

- Kosher, hot lunch provided 10 months out of the year to Seniors in the Waterford community
- Transportation from Norwich and Colchester
- Nutrition, health, and current event programs
- Social events and celebrations



## Madonna Place

### IMPACT AREA: Community Wellness



United Way  
of Southeastern Connecticut

#### IMPACT STORY: Meet A Mother in Need



*impact*

A mother came into Madonna Place asking for help with diapers. She stated that she was struggling with substance abuse and untreated mental health and might be losing custody of her infant son. Staff gave her diapers and wipes and resources for mental health services. They encouraged her to join the Great Beginnings program.

As the Great Beginnings home visitor learned more about the mother, there were several areas in which she could use support. She had a difficult relationship with her mother resulting in childhood trauma. After several weeks, she shared that she wanted to stop using heroin. She described having severe anxiety and depression.

With the weekly encouragement from the home visitor, the mother made an appointment with a substance abuse and mental health provider. Her anxieties and depression began to decrease. The mother learned about child development and activities to increase positive parent-child interactions.

The mother was recently approved for a mortgage and purchased a home for the family.



#### FUNDED PROGRAM:

#### Great Beginnings Program

Great Beginnings is an intensive home visiting program that provides new and expectant parents with information, support, parent/child development education, and case management. The goal is to improve birth and health outcomes, supporting child development, and preventing child abuse and neglect.



#### Primary goals for the program are:

- Prenatal care and education to promote healthy birth outcomes
- Recommended developmental screenings, well-child care and immunizations to promote positive child-well-being, and early identification of any health, growth, or developmental concerns
- Prevention of child abuse and neglect





# Pawcatuck Neighborhood Center

## IMPACT AREA: Community Wellness



United Way  
of Southeastern Connecticut

### IMPACT STORY: Meet Mary

The Pawcatuck Neighborhood Center (PNC) provides community lunches for anyone over 54. Mary was new to the area and started to stop by for meals on a regular basis. She enjoyed talking with the staff and using the PNC library to read novels. The staff noticed that Mary would spend time in her car and fall asleep on the PNC couches.

By building trust over several months, Mary shared that she had a place to live, but not one piece of furniture. The staff explained that PNC had access to furniture and household items and would be happy to help her.

PNC bought a bed to be delivered to Mary's apartment, as well as blankets, sheets, and other household items. Mary said, "It's probably seems strange to you that someone my age would not have furniture, but these things happen."

Beyond the free lunches and furniture at PNC, Mary met people whom she could trust and share her story. She was treated as a valued and unique person, who was simply in need of a community.



*impact*

### FUNDED PROGRAM: Senior Center Activities

The Pawcatuck Neighborhood Center provides congregate lunches, exercise, yoga, self-defense, writing and art classes, holiday parties, trips, and educational speakers. In addition, the senior center offers a foot clinic each week, wellness clinic monthly, and seasonal flu clinics.



*Pawcatuck Neighborhood Center*

Unique to most senior centers, PNC is also the site of a social service agency, where senior volunteers work and manage the food pantry, intake desk, telephones, Unexpected Treasures thrift store, and programs that include the Pet Shoppe, Keeping Babies Warm and Well, and Daily Living Center.



# Pawcatuck Neighborhood Center

## IMPACT AREA: Community Wellness



United Way  
of Southeastern Connecticut

### IMPACT STORY: Meet Cathy



*impact*

Cathy is a mother of six children. On Fridays she participates in the Weekend Backpack program, which provides weekend food for school-aged children. At Christmas, Cathy participated in the Donor Angel program, where she received gift cards to buy Christmas gifts.

This year has been especially difficult for Cathy's family. Cathy faced cancer treatments and became quite ill. A family friend would come to PNC to pick up food because Cathy was too weak. During that time, PNC provided direct financial relief so that Cathy could continue to pay her housing bills. The PNC caseworker also helped her apply for heating assistance and provided direct financial relief to keep the heat running in the home.

Cathy shops upstairs at "Unexpected Treasures," the PNC thrift store, where she finds children's clothing, household items, books, and toys. Cathy knows that these are available at no cost if she does not have the funds to pay.



### FUNDED PROGRAM: Human Services

The program provides basic needs to residents of Stonington and North Stonington including:



*Pawcatuck  
Neighborhood Center*

- Food
- Case management
- Linens and clothing
- Diapers and wipes
- Children's car seats
- Information and referral
- Cooking classes
- Meals to children on the weekend who otherwise rely on institutional meals
- Case management for support in heating/utilities assistance programs



# Pawcatuck Neighborhood Center

## IMPACT AREA: Community Wellness



United Way  
of Southeastern Connecticut

### IMPACT STORY: Meet The Passengers



*impact*

Five days each week, the Pawcatuck Neighborhood Center's driver transports people over age 54 from their front door to their desired destination. A typical morning is described below:

At 8:30 a.m. a husband and wife are picked up at their home and brought to the Pawcatuck Neighborhood Center, where they participate in a chair yoga class.

At 9 a.m. a mother and daughter are picked up at their home. They complete various tasks, such as going to the grocery store and the bank. Although they do not own a car, they are able to live on their own with the assistance of the Senior Transportation program.

At 10 a.m. the driver picks up a cancer patient who will be dropped off for a chemotherapy appointment.

At 11 a.m. the driver picks up a man who will be visiting his wife at a nursing facility. He would not be able to see her at all if the Transportation Program did not exist.

At Noon, the driver picks up a woman for an appointment with the PNC caseworker, who will help her apply for heating assistance.



### FUNDED PROGRAM: Senior Transportation

The Senior  
Transportation  
Program provides



*Pawcatuck  
Neighborhood Center*

no-cost, door-to-door  
transportation for persons over age 54 who reside in  
Stonington and North Stonington.

Riders travel in a handicapped-accessible, twelve-  
passenger bus and are brought to the PNC Senior  
Center, PNC food pantry, medical appointments,  
shopping, banking, and beauty appointments.



## Safe Futures

### IMPACT AREA: Community Wellness



United Way  
of Southeastern Connecticut

#### IMPACT STORY: Meet Maria

Maria endured years of emotional, physical, and financial abuse, until one evening her next-door neighbors overheard Maria's abuser threaten her with a gun and contacted local police. When police arrived, they used the Lethality Assessment Program hotline at Safe Futures to connect Maria with an advocate to ease her anxiety about getting help.

Though she returned home, Maria had a safety plan and Safe Futures 24-hour hotline number. However, the abuser returned and verbally abused Maria.

She entered the Safe Futures emergency domestic violence shelter and worked with the Civil Family Violence Victim Advocate to file a Temporary Restraining Order. She was connected with an attorney from the Pro Bono Temporary Restraining Order Project to represent her. The judge granted Maria a Full No Contact Restraining Order, gifting her a true peace of mind.

Maria offset her growing medical debt from injuries caused by abuse by submitting an applications to the Office of Victim Services. She continues to work with Safe Futures and other agencies to secure her long-term safety.

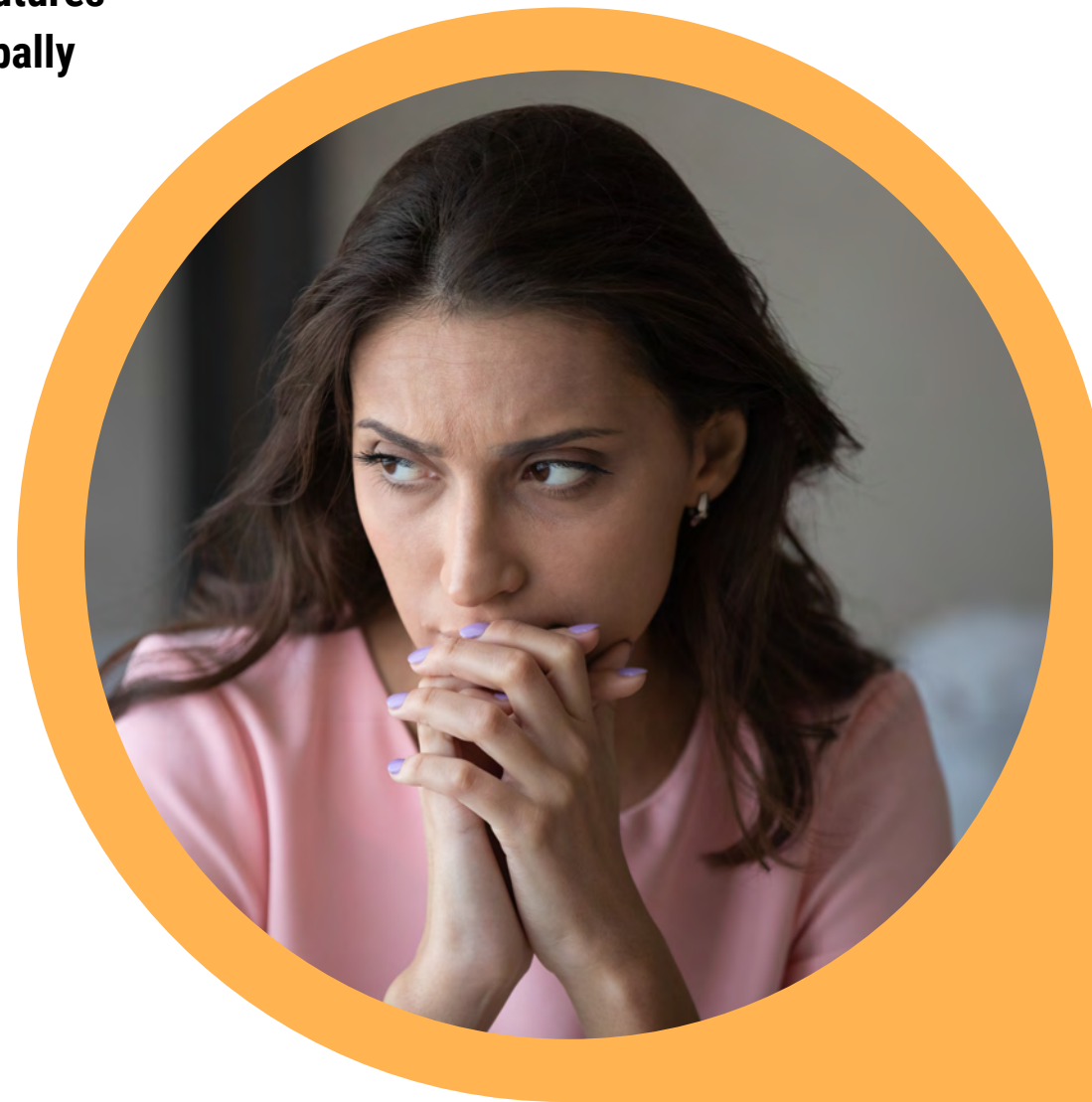
*impact*

#### FUNDED PROGRAM: Counseling and Advocacy

The primary goal of the Counseling & Advocacy program is to provide immediate assistance to victims and their children for domestic violence, sexual assault, stalking, and trafficking. The main objective is to assess the degree of danger, make a safety plan, and provide information and referrals to meet the victim's needs.

#### Services include:

- Hotlines
- Walk in services
- Court support services





## Safe Futures

### IMPACT AREA: Basic Needs



United Way  
of Southeastern Connecticut

#### IMPACT STORY: Meet Ann

Ann entered Genesis House with her three young children and faced several challenges including a cognitive disability that affects her memory and processing skills. She was in an abusive marriage with a man who manipulated and controlled her.

At Genesis House, Ann had goals to keep her and her children safe and together and to find them a stable place to live. Ann worked with advocates to apply for a restraining order from her husband. Safe Futures staff helped Ann make appointments for her family to receive dental and medical care, and arranged weekly family counseling.

Ann visited Safe Futures' Essential Donation Center, where she picked out clothing, shoes, toiletries, craft supplies, and household items for her family, free of charge.

Safe Futures rapid re-housing coordinator helped Ann find an apartment for herself and her children and the program paid for the first month's rent and security deposit.

The permanent supportive housing program continues to provide Ann with ongoing rental assistance.



*impact*

#### FUNDED PROGRAM: Emergency Shelter

Genesis House - Emergency Domestic Violence Shelter provides safe emergency shelter for survivors of domestic violence, sexual assault, stalking, and trafficking, with ongoing crisis counseling, active case management, and goal setting to victims and their families.



It is the only shelter serving the 21 towns of New London County. When the shelter is full, confidential hotels throughout New London County are used to house victims as well.



# Thames Valley Council for Community Action

## IMPACT AREA: Community Wellness



United Way  
of Southeastern Connecticut

### IMPACT STORY: Meet Neil



*impact*

Neil is a World War II veteran who attends TVCCA's RSVP (Retired Senior and Volunteer Program) Mystic and Pawcatuck Veteran Coffeehouses at least twice a month. Neil who is 97 years old and an Army and Navy veteran shares his military experiences with others during the gatherings.

Neil has been attending Veteran Coffeehouse for the past seven years, and was one of the original supporters. He said he found out about the program in the newspaper.

This past year Neil has had health issues and he was not able to drive himself any longer, so he attends the Coffeehouse with a caregiver who drives him and stays for coffee and conversation with the group of veterans.

Neil looks forward to attending the Coffeehouse with the camaraderie and social engagement they provide. "I am impressed with the efforts that the coffeehouse provides and the communication," says Neil. "It's good to recruit and invite veterans and set aside time to talk about funny times."



### FUNDED PROGRAM: RSVP



Thames Valley Council  
for Community Action, Inc.

RSVP recruits volunteers over age 55 to increase their community engagement and social connectedness.

Volunteers are placed in work plans which provide services to seniors over 65 and disabled individuals living independently. Volunteers are matched with clients for the following roles:

- Friendly Visitor
- Grocery Shopper
- Meals on Wheels Delivery
- Veteran's Coffeehouse or Senior Supper Club



# Southeastern Council on Alcoholism & Drug Dependence

## IMPACT AREA: Community Wellness



United Way  
of Southeastern Connecticut

### IMPACT STORY: Meet Elizabeth



*impact*

Elizabeth was referred to Outpatient Services through the Treatment Pathways Program (TPP), a partnership between treatment providers including SCADD and the Court system to expand options for pretrial diversion while also ensuring public safety. Elizabeth was referred as a low risk individual with a substance use disorder who was charged with a non-violent offense.

Elizabeth participated in individual and group counseling. In addition to clinical services, she also received recovery coach services. Her coach helped her to find women's meetings and access non-clinical services in the community. During her treatment Elizabeth was able to work on how she reacts to difficult life circumstances, including the loss of her husband.

Elizabeth has learned skills to adapt her approach and become more positive. She learned more effective communication skills and is making healthier decisions.

Elizabeth has completed her TPP required treatment and she continues to be engaged in voluntary treatment. She recently celebrated fifteen months of recovery.



### FUNDED PROGRAM: Outpatient Services

SCADD's Outpatient Services, The Treatment Pathways Program, is innovative and uniquely designed to divert nonviolent offenders living with substance abuse disorders. The intent of the program is to give the option of treatment rather than incarceration, making it more likely to have reduced prison sentences or probation from judges.



#### Services include:

- Counseling
- Recovery coaches
- Transitional Case Management Services
- Employment services



# Southeastern Council on Alcoholism & Drug Dependence

**IMPACT AREA: Community Wellness**



United Way  
of Southeastern Connecticut

## IMPACT STORY: Meet Donna



*impact*

The last time Donna used alcohol was in May 2020. She completed a detox treatment episode and immediately began attending a grief and loss group to help her cope with the unexpected death of her son thirteen years ago.

She had been cycling in and out of treatment programs for many years, but this time the connection was different.

Since engaging in Outpatient treatment, Donna has developed skills and coping strategies that helped her manage her grief without using alcohol.

Her recovery led her to take on a new purpose in life, working with families who have lost a loved one to homicide. This new mission is one that honors her son and helps her as much as it helps others.



## FUNDED PROGRAM: Detoxification

SCADD's Detox program is a medically monitored withdrawal management and evaluation program delivered by medical and nursing professionals and enhanced by skilled clinicians and technicians. Twenty-four-hour nursing observation, medical monitoring, and treatment are available on site.



### Services include:

- Safe and effective medically monitored detox
- Individualized assessment and treatment
- Comprehensive screening, evaluation, and referral
- Individual and group therapy
- Case management, including discharge planning
- Recovery coaching





# Southeastern Council on Alcoholism & Drug Dependence

**IMPACT AREA: Community Wellness**



United Way  
of Southeastern Connecticut

## IMPACT STORY: Meet Joe



*impact*

Joe is a veteran and tradesman who had been in a long-term relationship and has two children. Joe's addiction to alcohol was a gradual progression that began in high school and worsened during his military service.

Joe's journey to recovery began like it does for many, in a withdrawal management program. At the end of his detox episode, Joe accepted the clinical recommendation for further treatment. Joe spent the next three months in a residential setting where he focused on his treatment and his recovery.

Joe recently received his six-month medallion. He recognizes that his recovery is still very fragile, and it will take years to repair the damage he caused in his relationships. But he now has a community of support.

He has people that he can socialize with without alcohol and tools that he can call upon when he has difficult moments. Today, Joe has hope for the future.



## FUNDED PROGRAM: Halfway House

The program is medically monitored withdrawal management and evaluation delivered by medical and nursing professionals and enhanced by skilled clinicians and technicians.

The services are delivered under a defined set of physicians monitored protocols. Twenty-four-hour nursing observation, monitoring, and treatment are available on site. Counseling and case management services are available seven days per week.





# UCFS Healthcare

## IMPACT AREA: Community Wellness



United Way  
of Southeastern Connecticut

### IMPACT STORY: Meet Chris



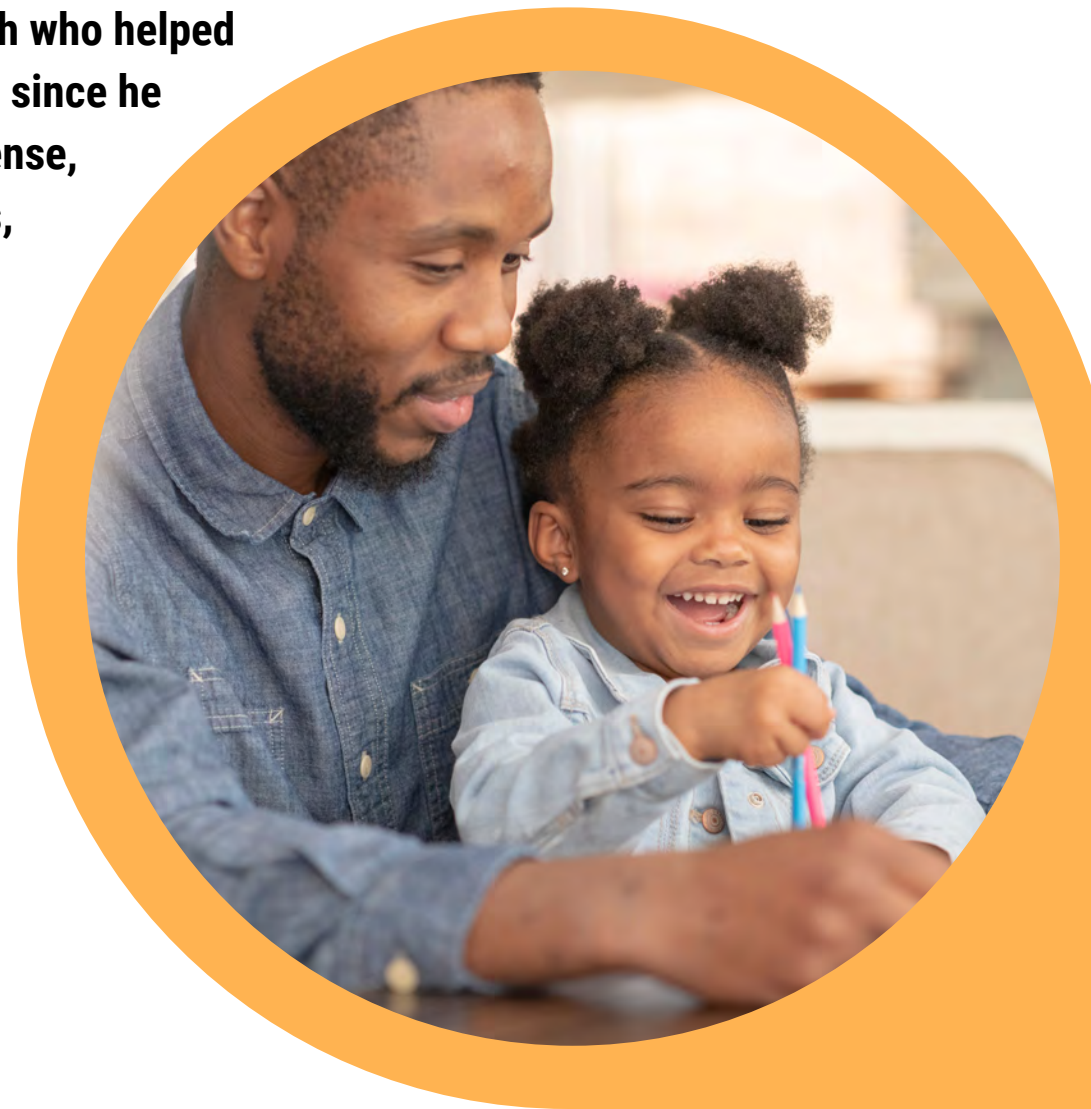
*impact*

Chris has a significant history of drug use and incarceration. He enrolled in the Medication Assisted Treatment (MAT) program at UCFS to obtain sobriety. This program provides medication to assist with detoxification as well as a dedicated recovery coach to help navigate all of the day-to-day life challenges.

When he entered MAT, Chris was connected to a recovery coach who helped him with the steps he needed to get his driving privileges back, since he had not had a license in fifteen years. After he received his license, his next goal was to save for a vehicle, and within eight months, he had saved enough to purchase one.

He is now able to visit with his daughter on a regular basis, and he has the freedom of not relying on public transportation to shop or dine.

Chris has repeatedly stated that he would not have been able to accomplish these goals without the support given to him by his therapists and recovery coaches at UCFS.



### FUNDED PROGRAM:

### Outpatient Behavioral Health Care

The program provides a wide range of services



**UCFS Healthcare**  
Well-Being Redefined.

(individual, couple, family, and group therapy) to help clients with issues such as grief, depression, anxiety, trauma, life crisis, parenting, divorce and separation, substance abuse, physical and sexual abuse, and emotional and behavioral problems of children, adolescents, and adults.

In conjunction with therapy services, UCFS also offers psychiatric evaluation and medication management.



**UCFS Healthcare**

**IMPACT AREA: Community Wellness**



**United Way  
of Southeastern Connecticut**

**IMPACT STORY: Meet John**



*impact*

John has multiple health problems including type 2 diabetes, hypertension, vascular issues, and gait issues. John's A1C and blood sugar were high, and his weight was 288 pounds. When John met Dr. Arhin at UCFS, they agreed on implementing small steps to get his health back on track.

At their initial visit, John admitted having difficulty with his glucometer and insulin pen. He met with the nurse educator to help him understand the importance of monitoring his diabetes. The goal of the first visit was to teach John to use the glucometer, take a finger blood sample, and how to use his insulin pens.

John's care team communicated with each other to keep the patient and the providers updated regarding his progress. Eventually, more goals were developed as he had concerns about his diet, weight, sleep patterns, and lack of exercise.

Over the past year, John has met many of his goals. His blood pressure is stabilized, his A1C and blood sugar are down, and he has lost weight.



**FUNDED PROGRAM:  
Primary Medical Care**

UCFS is a  
Federally  
Qualified Health



Center that offers primary medical care in Norwich, Griswold, and Plainfield. School based primary care health centers are at Norwich Technical High School, Norwich Free Academy, and Montville High School.

**The Health Centers offer care that focuses on:**

- Preventive care
- Early disease detection
- Developmental screenings
- Acute care service
- Chronic care management
- Dental exams



**UCFS Healthcare**

**IMPACT AREA: Community Wellness**



**United Way  
of Southeastern Connecticut**

**IMPACT STORY: Meet Kevin**



*impact*

Due to severe dental decay, it was necessary for Kevin to have all his teeth extracted. This left him without any teeth and made eating difficult. It also affected Kevin's self-confidence and his desire to socialize. To make matters worse, this occurred during the height of the pandemic when many dental practices limited access. Kevin was determined to restore his smile, and UCFS was equally determined to help him.

UCFS started the process of restoring his smile, and although it required multiple Covid tests and many visits, Kevin finally received his dentures and he could enjoy one of his favorite foods - corn on the cob.

Many patients are not able to obtain dentures. The negative impact of this is bone loss, lack of eating, and in many cases, depression. With United Way funding, UCFS Dental is able to provide many patients the opportunity to not only get their smiles back but avoid bones loss, eat better, and live happier lives.



**FUNDED PROGRAM:  
Dental Health Care**



The UCFS dental department offers services for people of all ages at the Griswold Health Center and The Edward & Mary Lord Family Health Center in Norwich. Both dental clinics are wheelchair-friendly.

The Norwich clinic offers two treatment rooms called the "Special Smiles" rooms. They offer a comfortable, calming dental suite for people with dental phobia, autism, or special needs.



# UCFS Healthcare

## IMPACT AREA: Community Wellness



United Way  
of Southeastern Connecticut

### IMPACT STORY: Meet Eric



*impact*

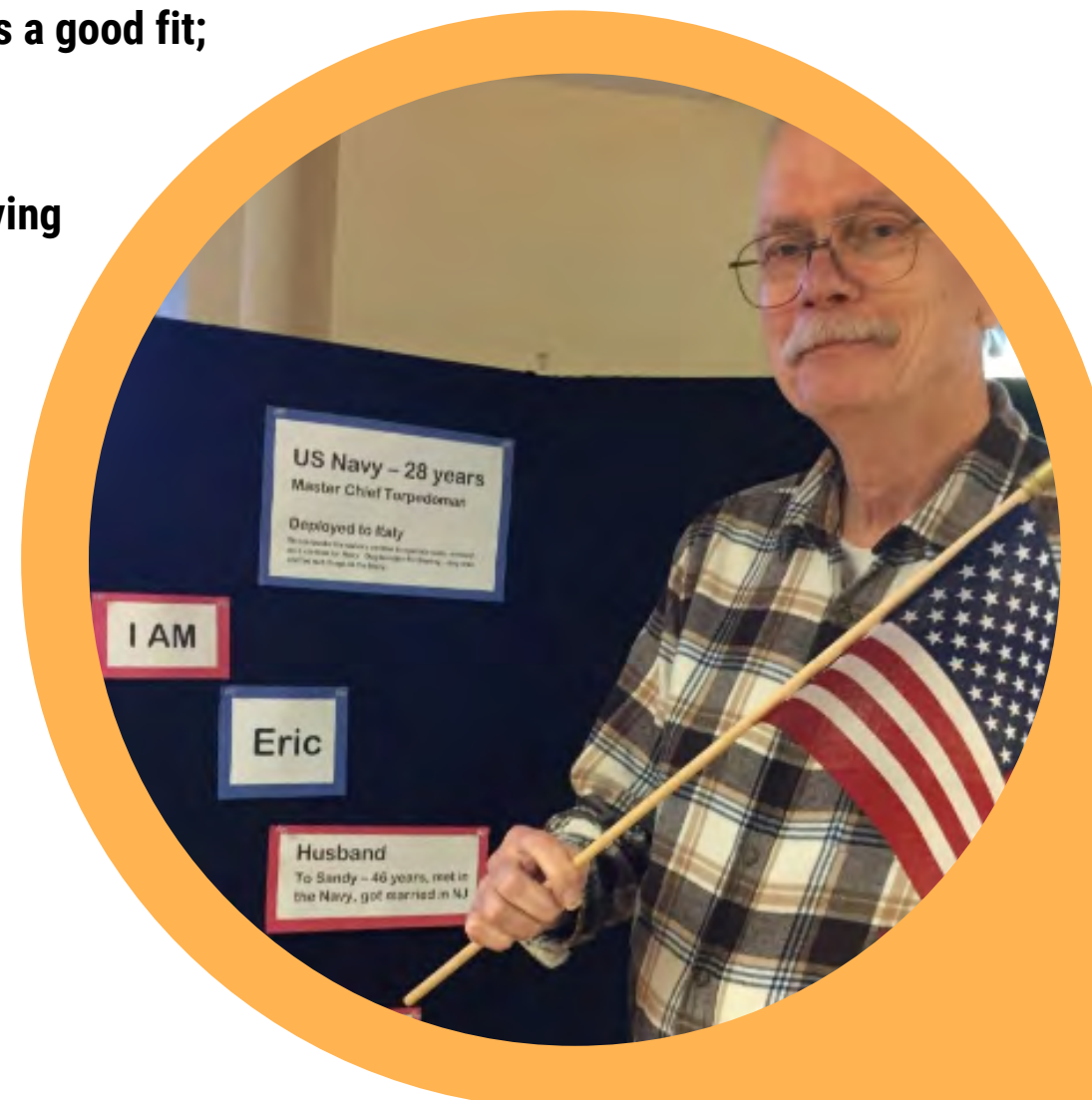
Eric and his wife Sandy have lived in Norwich over forty years. His wife recalls driving past the Ross Adult Day Center numerous times and never really paid it any mind until she began looking for a supportive and caring place for Eric to go to during the day. When she thinks back on this process, she referred to it as "the start of an amazing experience."

Eric started the program for three days per week to see if it was a good fit; he now attends five days per week.

Sandy knows her husband is safe and well. She shared that having her husband at Ross allows her to work and to have time to manage chores and errands. Ross provides a tremendous amount of stress relief for Sandy.

Ross has provided socialization and activities that are stimulating and engaging for Eric, and that him a sense of purpose.

The program provides an opportunity for Eric to be engaged and makes him feel successful.



### FUNDED PROGRAM: Adult Day Centers

At Ross Adult  
Day Center and  
Sheltering Arms, UCFS'



two adult day centers, participants enjoy the expertise of some of the most talented and dedicated health care professionals in Eastern Connecticut.

The agency has high standards and is proud of the reputation for excellence that they have achieved.

#### Activities may include:

- Cognitive stimulation
- Relaxation and socialization
- Daily tasks
- Health services
- Games and educational programs



# Visiting Nurse Association of Southeastern Connecticut

## IMPACT AREA: Community Wellness



United Way  
of Southeastern Connecticut

### IMPACT STORY: Meet Jane



*impact*

Jane was an active mother and grandmother until her life changed drastically five years ago when she was diagnosed with lung cancer with bone metastasis. The effects of her disease such as immobilizing pain, shortness of breath, confusion and pulmonary embolism, have led to multiple hospitalizations. Jane had been living with her daughter who is actively involved in her care.

The family was told that because she did not have a payment source, she would not be able to go to a skilled nursing facility or receive skilled care at home. Upon the last discharge from the hospital, the case manager reached out to VNA of Southeastern Connecticut.

The VNA team determined that Jane was an excellent candidate for Home Health. The VNA nurse worked with the patient's physician on the plan of care.

The nurse actively engaged Jane's daughter in education upon admission. They also sent in a social worker to help the family get insurance coverage for Jane. She has progressed well under the care of the VNA.



### FUNDED PROGRAM: Home Health Care

The program's goal is to get patients back on their feet in the safe and comfortable surroundings of home, under the supervision and superior care of visiting nurses, therapists, and aides.

The agency strives to reassure, respect, and understand the families and friends of its patients. The VNA plays a compassionate, vital role in the health care of those who rely on its services.

