

ISSUE THREE 2006

impact

Matters.

United
Way



UNITED WAY OF THE MIDLANDS

YOUR CONTRIBUTIONS AT WORK!

With your help, United Way of the Midlands supported more than 50 programs that served over 100,000 people during the last year. “Your contributions allowed us to provide basic needs, address priority issues and create partnerships that work to prevent problems from happening in the first place,” said Mac Bennett, president and CEO of United Way of the Midlands, “and we thank you! We believe it is important to share the stories of success and give an accounting of how your contributions make lasting change in the Midlands.”

These thousands of people benefit from your generosity in many ways.

More than 2,700 people received emergency assistance like shelter, transportation, or utility assistance. More than 700 of those people were women and children who were provided shelter and safety from domestic abuse and violence. Five new food pantries were established in rural areas of the Midlands. More than 8,400 people received bags of food or meals, resulting in the distribution of more than 65,000 pounds of food.

In addition to meeting basic needs, United Way of the Midlands supported other programs that address community priorities.

Mental illness is a stigmatizing and debilitating disorder. More than 850 people with mental illness received assistance and support services so they may lead more productive, independent lives.

More than 2,000 children had a safe place to go after school and during the summer, providing them with not only recreational opportunities, but also academic assistance and fun activities proven to reduce risky behaviors.

Another 11,000 children and youth were able to participate in programs like mentoring and scouting, which assure these young people have at least one caring adult available and accessible to them.

Too many children are at risk of being taken from their families due to abuse and neglect. Seven hundred parents and children learned new behaviors and ways of interacting that improve parenting skills and reduce the incidence of child maltreatment.

United Way of the Midlands understands it takes the whole community working together to help the most people. We thank our contributors, non-profits, faith groups, government and local volunteers for help in improving the quality of life right here in the Midlands.

Thousands of people
benefit from your
generosity in many
ways!



visit www.uway.org

COMMUNITY IMPACT UPDATE



contents

Your Contributions at Work | cover
With your help United Way of the Midlands supported...

Community Impact Update | page 2
Report outlines the priorities and grants...

Vital Connections Centers | page 3
Receive National Accreditation...

United Way of the Midlands | page 4
Statement of Financial Position...

United Way of the Midlands | page 5
Statements of Changes and Activities....

Program Outcomes | page 5
Certified agency program outcomes..

2005-2006 Fund Distribution | page 6
To partner agencies...

Midlands 2-1-1 | page 7
Receives Accreditation and Best Practice Award...

Community Assembly and Homelessness | page 8
Homeless — Need — Change...

We unite people and resources to improve the quality of life in the Midlands.

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United Way of the Midlands' Impact Report outlines the priorities and grants awarded through the Community Impact Fund by the four Community Councils. Competitive funding supports programs that target specific outcomes identified by Community Councils as important for improving quality of life in the Midlands. The following information summarizes the grants awarded during the annual report period of July 1, 2005-June 30, 2006.

Family, Individuals & Children Community Council

Prevent Child Abuse of South Carolina received \$70,000 for the Midlands Effective Parenting Partnership (MEPP). Collaborating partners, including DSS, LRADAC, Nurturing Center and Sistercare, provide comprehensive support to families with multiple risk factors. This program improves skills and service coordination among agency partners and conducts community workshops. Participating parents benefit from coordinated intervention and treatment plans that allow them to develop stronger parenting skills.

The **YWCA** received \$30,000 for Kinship Impacting Developmental Skills (KIDS). This program improves parenting skills of incarcerated mothers and caregivers. Partnering with **Lutheran Family Service** and staff of Alvin Glenn Detention Center, the YWCA served 43 incarcerated mothers, 16 caregivers and 20 children. Results from target groups include 75% of graduates improved knowledge of child development, 70% demonstrated ability to set and meet goals, 87% demonstrated increased awareness of social service support, 59% have utilized social networks and respite services and 65% of mothers participated in book taping. The project received the Community Service Award by the National Association of Blacks in Criminal Justice.

A three year Memorandum of Agreement was developed between United Way of the Midlands and **Vital Connections** providing \$150,000 annually in cash and in-kind support to three quality childcare centers, two of which were built through United Way support. Over 150 children attend the three centers.

Volunteers of America received \$50,000 to provide scholarships to 10 at-risk children served at Children's Garden, Arthurtown and Tender Years. In addition to the scholarships funds supported staff development, parent engagement and environment maintenance at the centers.

Sistercare received a \$90,000 grant to work with community partners including the Dickerson Center for Children, The Nurturing Center and Parenting Partners to serve up to 200 battered women seeking an Order of Protection (OP) from Lexington County Family Court by ensuring battered women and children receive court advocacy services, therapeutic treatment and counseling for children who have

been physically or sexually abused. These women also receive home-based parent education and skills development. Of the OPs requested in Lexington County court, 76% were granted, a significant increase over the preceding six months.

Education, Job & Life Skills Community Council

In 2004 EJLS awarded \$50,000 to the **Community Mediation Center** to implement a truancy mediation program in four schools in Richland School District Two. This program provides the students and their families an opportunity to identify the root cause of school absenteeism and help them develop solutions in a neutral, non-threatening environment. The goal is to decrease school absentee rates, academic failure and the dropout rate of participating students. The strategy leveraged funds for a total budget of \$200,750.

Boys & Girls Clubs of the Midlands received \$60,000 to implement a youth development program in the Greenview community at Reid Chapel A.M.E. church serving at-risk youth ages 10-15. The program is currently working to develop leadership skills, improve academic performance, decrease risky behavior and improve social skills.

Big Brothers Big Sisters of Greater Columbia Inc. received \$40,767 to provide one-on-one mentoring to 60 youth by matching adults with children in three middle schools in rural Lexington County. This program enriches and improves the social, emotional, and academic well-being of children through professionally supported, one-on-one relationships.

Family Service Center received \$45,000 to expand capacity to provide literacy services in Fairfield County with basic literacy, English as a Second Language, financial literacy and pre-GED classes. The program goals include improving the quality of life for the clients through new employment opportunities, attainment of a credential and improvement in reading and communication skills.

Greater Columbia Literacy Council, a Volunteers of America program, received \$30,000 to enhance service quality by focusing on recruitment and retention of adults in literacy programs. The goals of this program include preparing clients to obtain their GED, developing entry level employment skills and improving basic reading and writing skills.

Health and Recovery Community Council

Lexington Richland Alcohol and Drug Abuse Council (LRADAC) received \$100,000 to organize and implement a "system of care" for clients in crisis with substance abuse and with co-occurring (mental health and substance) disorders at Palmetto Richland Emergency Department and The Assessment Center (TAC). This system increases accessibility to alcohol and drug services and strengthens links with

. . . continued on page 4

Child Development Centers Receive National Accreditation

Arthurtown Child Development Center (CDC), Children's Garden and Tender Years CDC have become three of only 153 South Carolina early childhood centers to receive accreditation from the National Association for the Education of Young Children (NAEYC), the nation's leading organization of early childhood professionals.

Established 20 years ago and widely considered as the primary standard for high quality childcare, NAEYC accreditation gives the mark of quality to the childcare centers and the assurance of high standards to parents and families.

Research has shown that the first five years of life are critical in brain development. Contributions to United Way of the Midlands support these programs that make a positive difference in the lives of young children and help families in laying the foundation for their children's educational, social and emotional success by providing affordable, high quality early childhood education.

"We're proud to be accredited by NAEYC and recognized for our commitment to reaching the highest professional standards," said Vital Connections executive director, Penny Danielson.

Vital Connections manages three United Way of the Midlands-supported child development centers: Arthurtown CDC, Tender Years CDC and Columbia Federal CDC. All three centers are now nationally accredited.

Arthurtown CDC is located outside the Columbia city limits off Bluff Road in a community once identified as in need. The construction of the center helped anchor ongoing revitalization of that neighborhood which now has more than 40 Habitat for Humanity homes. This small, high quality program provides early care and parent education for approximately 30 families.

Tender Years CDC, in the rural area of Hopkins, serves approximately 60 families of young children from 6 weeks of age to age 6.

Children's Garden, a community service program of Volunteers of America of the Carolina's, Inc., which receives United Way of the Midlands support also achieved NAEYC accreditation recently. This program's clients include children ages six weeks to five years old and their families who are homeless, needy, in crisis, in transition and lacking a support system. Children's Garden is located in College Place United Methodist Church near Columbia College.

Sabine Lang, chair of Vital Connections of the Midlands Board of Directors, notes that the difference between state child care regulations and NAEYC qualifications is the individualized care and low teacher-to-child ratios that characterize the Vital Connections centers and other NAEYC-accredited programs. "Many parents do not realize that our state child care center regulations allow too many children per teacher and do not even regulate the group sizes. Many young children are in unsafe child care, their basic needs are not being met, and they are certainly not being prepared for school," Lang said. "Parents can know when they choose a NAEYC-accredited program that they are making a wise choice for their child."

United Way of the Midlands helped to build Arthurtown CDC and Tender Years CDC and continues to provide much needed funding for child care scholarships for low-income families at these facilities and

Children's Garden. "There is both a national and statewide movement to improve the quality of child care, and United Way of the Midlands is proud to be part of that movement locally by supporting these programs," said United Way of the Midlands President Mac Bennett. "NAEYC accreditation lets families in our community know that children in these programs are getting the best care and early learning experiences. There are only a handful of accredited childcare centers in the Midlands, and those that serve low-income or homeless families are even rarer. By earning accreditation for these centers, Vital Connections and Volunteers of America of the Carolinas have become leaders in the national effort to raise the quality of early childhood education and to help give all children a better start."

For more information about Vital Connections, contact Penny Danielson at 733-5418 or pdanielson@uway.org. For more information about Children's Garden contact Harriett Atkins at 333-0608 or childrengarden@sc.rr.com.



south carolina
great friend
to kids

Vital Connections of the Midlands received the 2006 Unsung Hero award at the first annual South Carolina Great Friend to Kids awards event on November 16. EdVenture, the South's largest children's museum, made this award to honor an organization that has worked quietly and tirelessly to create an environment that makes education a high priority.



Penny Danielson shows Paul Fant and Rodney Slater the Explorer computer stations donated by IBM.



Rodney Slater, Chair of the Board of United Way of America tours Arthurtown Child Development Center during his visit to Columbia in early November.

COMMUNITY IMPACT UPDATE

... continued from page 2

community programs to decrease emergency holds and inpatient admissions.

Fairfield Behavioral Health Services received \$100,000 to provide a variation of the evidence-based Assertive Community Treatment team model that focuses on intensive case management. The Fairfield Assertive Community Case-Management and Treatment Team (FACT) blends intensive case management with community-based assessment, motivational counseling and interventions to engage participants in outpatient services.

The Health and Recovery Council supported **Palmetto Health-Richland Care** and **Fairfield Behavioral Health Services** to address childhood obesity by developing programs to increase physical activity and healthy nutrition among children in elementary and middle schools located in geographical economically-depressed areas. Parents also learn about the positive impact of physical activity and healthy nutrition in their child's life.

Food, Shelter, Safety & Transportation Community Council

First funded in 2004, **Harvest Hope** received a grant to expand emergency food pantries in rural areas to address issues of food insecurity. To date, seven new food pantries have been established.

Mental Illness Recovery Center Inc. (MIRCI) received a grant to provide services to people who are homeless and mentally ill and who are in MIRCI permanent housing in 2005. The program provides housing as well as supportive services. United Way funding allowed the agency to access federal HUD funds for the housing.

In 2005 United Way of the Midlands awarded **The Family Shelter** a grant to provide services and support to homeless families and quickly move them into permanent housing. The program helps clients identify and address barriers to reentering housing such as bad credit or lack of security deposits and then helps the clients find a safe, affordable place to live.

United Way of the Midlands awarded **The Cooperative Ministry** a grant for a car repair program to assist the working poor who depend on transportation for employment. The program works with clients to provide a variety of car repairs such as transmission and engine work. Information on basic car maintenance is presented to participants.

UNITED WAY OF THE MIDLANDS

Statement of Financial Position as of June 30, 2006*

ASSETS

Current Assets:

Pledges Receivable Current Campaign (Net of Allowance for Uncollectible Accounts of Approximately \$810,000 in 2006) (1)	\$ 4,273,673
Grants Receivable	405,440
Other Receivable	130,068
Prepaid Expenses	18,831
Investments	314,708
Total Current Assets	5,142,720

Funds Held by Others

81,628

Property and Equipment, Net

1,401,403

Total Assets

\$ 6,625,751

LIABILITIES AND NET ASSETS

Current Liabilities:

Designations Payable (1)	\$ 2,047,457
CORE Service and RFP Funding Payable	1,565,239
Line of Credit	357,928
Note Payable (2)	374,837
Accounts Payable	345,479
Benefit Plan Liability	73,249
Special Funds Held for Agencies	291,142
Accrued Vacation Pay	54,080

Total Current Liabilities

5,109,411

Net Assets:

Unrestricted	1,496,340
Temporarily Restricted	20,000
Total Net Assets	1,516,340

Total Liabilities and Net Assets

\$ 6,625,751

(1) Figures include all Combined Federal Campaign pledges and designations.

(2) Includes accrued interest

* Figures taken from 18 month audit as of June 30, 2006.

To learn more about United Way of the Midlands programs it supports and certified partner agencies, visit us on the web at www.uway.org.

UNITED WAY OF THE MIDLANDS

Statement of Activities and Changes in Net Assets for the Eighteen-Month Period Ended June 30, 2006*

REVENUES AND OTHER SUPPORT	Unrestricted	Temporarily Restricted	Total
Gross Campaign Results Prior Year (1)	\$ 1,414,892	\$ —	\$1,414,892
Less Donor Designations	(118,500)	—	(118,500)
Designation Processing Income	237,153	—	237,153
Less Provision for Uncollectible Pledges	(80,909)	—	(80,909)
Net Campaign Revenue Prior Year	1,452,636	—	1,452,636
Gross Campaign Results 2005 (1)	—	10,341,662	10,341,662
Less Donor Designations	—	(2,993,139)	(2,993,139)
Designation Processing Income	—	165,790	165,790
Less Provision for Uncollectible Pledges	—	(763,017)	(763,017)
Net Campaign Revenue 2005	—	6,751,296	6,751,296
Grants	—	2,948,535	2,948,535
Contracts	138,219	—	138,219
Sponsorship	69,045	—	69,045
Investment Income	3,527	—	3,527
Unrealized Gains/(Losses)	12,839	—	12,839
Gains/(Losses) on Asset Disposal	500	—	500
Building Rent Income	167,154	—	157,154
Miscellaneous Income	1,471	—	1,471
Gifts in Kind	20,000	—	20,000
Campaign Income Released from Restriction	12,044,203	(12,044,203)	—
Grant Assets Released from Restrictions	3,073,031	(3,073,031)	—
Total Revenues and Other Support	16,972,625	(5,417,403)	11,555,222
EXPENSES			
Program Services:			
Gross Funds Awarded	11,227,341	—	11,227,341
Less Donor Designations	(3,111,639)	—	(3,111,639)
Net Funds Awarded	8,115,702	—	8,115,702
Grants	3,093,031	—	3,093,031
Other Program Services	1,798,341	—	1,798,341
Total Program Services	13,007,074	—	13,007,074
Supporting Services (2)	1,915,882	—	1,915,882
United Way of America Dues	176,707	—	176,707
Total Expenses	15,099,663	—	15,099,663
CHANGE IN NET ASSETS	1,872,962	(6,417,403)	(3,544,441)
Net Assets at Beginning of Year	(376,622)	5,437,403	5,060,781
Net Assets at End of Year	\$ 1,496,340	\$ 20,000	\$1,516,340

(1) Gross campaign results shown, which include the Combined Federal Campaign, include those pledges processed during the period January 1, 2005, through June 30, 2006.

(2) Includes Management and Building Departments

* Figures taken from 18 month audit for period ended June 30, 2006.

In 1997, United Way of the Midlands' Board of Directors made a commitment to measure program outcomes for all funded programs. The chart below lists United Way certified agency program outcomes as determined by United Way evaluation volunteers. Program reports are required from all agencies whose programs receive community impact dollars. Programs that receive only donor designations are not required to report and are not included in the following.

Exceeds Expectations

Harvest Hope Food Bank – Emergency Food Pantries in Underserved Areas of the Midlands
 American Red Cross-Central Carolina Chapter – Emergency Assistance
 Babcock Center Inc. – Phoenix Services
 Boys & Girls Clubs of the Midlands – Education and Career Life
 Florence Crittenton Programs of SC – Teen Parent Program
 Florence Crittenton Services – Teen Parent Program
 Free Medical Clinic – Access to Medical Care
 Mental Illness Recovery Center Inc. – Social Rehabilitation
 Senior Resources Inc. – Information and Referral
 Senior Resources Inc. – Senior Companion
 Senior Resources Inc. – Wellness Center
 YWCA of the Midlands – Out of School Programs

Meets Expectations

Community Mediation Center – Truancy Mediation
 Volunteers of America of the Carolinas – Reaching for the Stars for Our Children
 Fairfield County Behavioral Health Services – Childhood Obesity
 Richland Care-Palmetto Health Alliance – Childhood Obesity
 Alston Wilkes Society – Community Services
 American Red Cross-Central Carolina Chapter – Health and Safety Education
 Babcock Center Inc. – Three Fountains Work Activity Center
 Boy Scouts-Blue Ridge Council – Scouting
 Boy Scouts-Indian Waters Council – Scouting
 Easter Seals-R.M. Lowe Center – Comprehensive Services
 Fairfield County Board of Disabilities and Special Needs – Diversified Services/Employment
 Family Service Center of South Carolina – Traveler's Aid
 Family Service Center of South Carolina – Dental Clinic
 Fort Jackson Youth Services – Youth Development
 James R. Clark Memorial Sickle Cell Foundation – Case Management, Nursing and Social Work
 Mental Illness Recovery Center Inc. – Home Base/Housing & Services for Homeless Individuals and Families
 Newberry County Council on Aging – Adult Day Care
 Prevent Child Abuse South Carolina – Parent Aide Program
 Senior Resources Inc. – Foster Grandparenting
 Senior Resources Inc. – R.S.V.P.
 Sexual Trauma Services of the Midlands – Victim Advocacy Group Services
 Sistercare Inc. – Emergency Shelter
 The Family Shelter – Emergency Shelter
 Volunteers of America of the Carolinas – Greater Columbia Literacy Council

Needs Improvement

Family Service Center of South Carolina – Behavioral Health
 Federation Center of the Blind – Community Services
 Newberry County Literacy Council – Adult Literacy

Does Not Meet Expectations

None

For complete scoring detail, visit http://www.uway.org/community_impact/grants/annual_outcome_reports/.

2005-2006 Fund Distribution to Partner Agencies

Listed below are United Way of the Midlands' certified partner agencies. Community impact dollars are funds that are allocated to agency programs following review and evaluation by United Way volunteers. These programs are held strictly accountable and are rated annually for effectiveness. Grants are funds distributed to particular agencies from foundations, government entities and other sources. Donor designations are distributed to agencies at the request of the individual donors for unspecified use for which no reporting or assessment is required. The disbursement amounts shown in the 2005-06 Fund Distribution to Partner Agencies, and the Non-Partner Agencies Distributions are based on cash distributions made to the specified agencies from January 1, 2005, through June 30, 2006.

	COMMUNITY IMPACT DOLLARS	GRANTS	DONOR DESIGNATIONS	TOTAL
Alston Wilkes Society	\$108,072		\$4,925	\$112,997
American Cancer Society	107,558		119,357	226,915
American Heart Assoc-Mid.			43,922	43,922
American Red Cross	764,224		120,902	885,126
American Red Cross-Orangeburg	24,090		3,351	27,441
Babcock Center	116,154		41,950	158,104
Big Brothers & Big Sisters	162,415		21,257	183,672
Boy Scouts - Indian Waters	308,058		76,861	384,919
Boy Scouts-Blue Ridge	13,914		6,735	20,649
Boys & Girls Club of the Midlands	254,178		29,031	283,209
Capital Senior Center			19	19
City Year			622	622
Central SC Habitat for Humanity			45,475	45,475
Columbia Urban League	151,668		20,908	172,576
Communities In Schools of the Midlands			7,218	7,218
Community Mediation Center	65,997		415	66,412
Dickerson Center for Children			6,739	6,739
Easter Seals - Rose M. Lowe Center	115,902		7,830	123,732
Eau Claire Coop. Health Centers			5,797	5,797
Edisto Habitat for Humanity	2,502			2,502
Epilepsy Foundation of SC	10,992		11,099	22,091
Fairfield Cty Behavioral Health Services	137,494		1,428	138,922
Fairfield County Disabilities & Special Needs Boards	18,738		6,732	25,470
Family Connection of SC, Inc		10,000	12,762	22,762
Family Service Center	733,788	2,318,859	129,813	3,182,460
Family Shelter	197,724		20,183	217,907
Federation Center of the Blind	35,592		2,735	38,327
Florence Crittenton Programs	4,428		1,683	6,111
Florence Crittenton Services	5,796		1,112	6,908
Free Medical Clinic	44,514		26,478	70,992
Fort Jackson Youth Services	47,142		4,828	51,970
Girl Scout Council of the Congaree Area	44,442		28,694	73,136
Girl Scouts Council of the Lowcountry	8,232		22	8,254
Goodwill Industries, Inc.			3,312	3,312
Greater Santee Literacy Council	828			828
Harvest Hope Food Bank	75,004		101,571	176,575
Helping Hands, Inc.			4,591	4,591
Home Works			19,015	19,015
James R. Clark Sickle Cell Foundation	15,606		28,248	43,854
Interfaith Comm Services of SC			1,869	1,869
LRADAC	185,554		12,060	197,614
Lutheran Family Services	31,250		14,352	45,602
MIRCI	145,902		13,194	159,096
Newberry County Family YMCA	12,252		4,663	16,915
Newberry County Council on Aging	33,624		6,166	39,790
Newberry County Literacy Council	15,966		1,156	17,122
Orangeburg Boys & Girls Clubs	9,888		125	10,013
Orangeburg Citizens Against Sexual Assault	8,232		226	8,458

	COMMUNITY IMPACT DOLLARS	GRANTS	DONOR DESIGNATIONS	TOTAL
Orangeburg County Adult Literacy Council	3,576		7	3,583
Orangeburg County Disabilities & Special Needs Board	5,508		57	5,565
Orangeburg County Council on Aging	8,232		565	8,797
Orangeburg Salvation Army	21,930			21,930
Palmetto AIDS Life Support Services			16,562	16,562
Palmetto Health Alliance — Richland Care	37,494			37,494
Palmetto Citizens Against Sexual Assault			1,156	1,156
Palmetto Place Children's Emergency Shelter			141,796	141,796
Protection & Advocacy for People with Disabilities			6,164	6,164
Prevent Child Abuse SC	207,736		34,615	242,351
Project Life Positeen	3,294		75	3,369
Respite House, Inc			5,139	5,139
Ruth S. Pugh Foundation	43,164		847	44,011
Salvation Army	283,734		110,478	394,212
SC Campaign to Prevent Teen Pregnancy			3,212	3,212
SC Centers for Equal Justice			14	14
Senior Resources	159,792		12,731	172,523
Sexual Trauma Services	31,806		24,275	56,081
Sistercare	121,302		150,743	272,045
South Carolina Autism Society			10,506	10,506
South Carolina Victim Assis. Network			4,695	4,695
Sunlight Club	2,724		504	3,228
The Cooperative Ministry	75,000		65,291	140,291
The Nurturing Center			11,499	11,499
Trinity Housing Corporation			4,717	4,717
Volunteers of America of the Carolinas	171,139	19,656	15,407	206,203
Wateree Community Actions Inc			2,349	2,349
Work in Progress, Inc			3,328	3,328
YWCA of the Midlands	265,068		6,123	271,191
GRAND TOTAL	\$5,459,219	\$2,348,515	\$1,654,286	\$9,462,021
2005-06 FUND DISTRIBUTIONS TO NON-PARTNER AGENCIES				
Non-Partner Agencies	1,039,372		Vital Connections	254,096
Other United Ways	839,475		United Way 2-1-1	328,105
Total	\$1,878,846		Total	\$796,426
Combined Federal Campaign (1)				
United Way of the Midlands and Federation	146,368		Grand Total Other Distributions	\$3,655,772
Other Agencies	834,132		(1) Includes cash distributions made from the 2003, 2004, and 2005 CFC Campaign.	
Total	\$980,500		(2) Funded by government and foundation grants.	
Other Initiatives				
Success by Six Initiative	49,930			
Fast Forward Community Technology Center (2)	164,295			

MIDLANDS 2-1-1

Receives Accreditation and Best Practice Awards



United Way of the Midlands' 2-1-1 earned accreditation and a best practice award by the Alliance of Informational & Referral Systems (AIRS), the international organization for information and referral services, and joins a select group of organizations that have met the Standards for Professional Information & Referral.

Accreditation was earned through the hard work of our staff and the passion that each worker and volunteer has given since the call center opened five years ago," said Mel Favor, manager of 2-1-1. "We care about the people we serve, and we will continue to strive to provide the best service to citizens in the Midlands."

Of the 1,087 information and referral agencies that are members of AIRS, only 71 of these agencies are accredited, meeting the Standards for Professional Information & Referral. The Midlands area 2-1-1 is the first information and referral agency in South Carolina to be accredited and one of less than ten 2-1-1 call centers to be accredited in the Southeast.

In addition to the accreditation award, United Way of the Midlands' 2-1-1 also received a Best Practices award for a formal agreement with Midlands Technical College to assist with updating the agency referral database. The agreement will be posted in the AIRS Information & Referral Toolkit, and the practice has been recommended as a benchmark for other organizations to either adopt in its totality or to adapt to another environment. Database updating has been done by students from the Family Community Relations class at Midlands Technical College for the last two years.

"We are pleased to have our 2-1-1 Call Center recognized with accreditation by AIRS. With this accreditation, we will continue to build on those high standards and improve our service for Midlands citizens," said Mac Bennett, president of United Way of the Midlands.

Accreditation by AIRS ensures that an information and referral service meets 27 professional standards in the areas of service delivery, reports and measures, cooperative relationships, organizational requirements and disaster preparedness. The two-year process of accreditation included an application and consultation phase as well as an onsite review.

2-1-1 fields more than 20,000 calls annually, and more than 80% of those calls are about meeting basic needs through food banks, clothing closets, shelters, rent assistance and utility assistance. 2-1-1 also provides information about physical and mental health resources, employment support, and services for elderly and disabled citizens as well as children, youth and families. Information about volunteer opportunities and donations is also available through 2-1-1.

Because employees often use valuable work time to track help for themselves and their families, 2-1-1 can save money for employers and unnecessary frustration for employees. Resource directories and phonebooks often do not provide enough information to be helpful, whereas a trained 2-1-1 specialist can provide a tailored list of potential resources with information about service costs, eligibility requirements and application processes.

In the Midlands, 100 percent of the population can access the 2-1-1 hotline either by dialing 211, 1-866-892-9211 or 790-HELP.



The Midlands area 2-1-1 is the first information and referral agency in South Carolina to be accredited and one of less than ten 2-1-1 centers to be accredited in the Southeast.

United Way of the Midlands 2006-2007 BOARD OF DIRECTORS

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Community Assembly Agenda

December 12, 2006
Columbia Metropolitan
Convention Center

Registration: 7:30 a.m.

Presentation: 8:00 a.m.
Campaign Update
2007 Community Investment Plan

Keynote Speaker:
Dennis P. Culhane, Ph.D.

Panel Discussion: 9:45 a.m.

Moderator: Bret Kloos, Ph.D.
University of South Carolina

Panelists:

Julie Ann Avin
Mental Illness Recovery Center, Inc.
Dennis P. Culhane
University of Pennsylvania
Patricia Bradford
VA Medical Center
Gilbert Walker
Columbia Housing Authority

Reserved Corporate Table: \$250
Individual Breakfast Tickets: \$10
Panel: Open to the Public

For more information:

Call Delia Brooks—803-733-5413
Or email — info@uway.org
RSVP by December 1.

Community Assembly and Homelessness

For more information and to register visit www.uway.org

Homeless—Need—Change

Sitting near the exit of a local interstate highway, a worn-out man held a sign with these three words. Of course, the meaning is obvious: "I am looking for assistance—even your pocket change will do." But this increasingly familiar sight also raises a question: help change what?

Research and local experience confirm that change for people who have spent years on the street may require changing the approach to serving them. The old way allowed people in crisis to cycle in and out of emergency services until they could demonstrate an ability to live in housing on their own. For those who are disabled with mental health or substance abuse problems, chronic health conditions and a long experience of living in shelters or on the street, this way is costly and ineffective. The new way recognizes the need for intensive services for homeless people and offers them services with subsidized housing.

Research by Dennis Culhane, professor of social welfare policy and psychology at the University of Pennsylvania, demonstrates that while people who are chronically homeless may only represent 15% of the adult homeless population, they consume a substantial proportion of acute care services in health, public safety and corrections.

Anecdotal evidence suggests this research may be true for our

own community. A local program that serves chronically homeless people identified a small number of people who live on the street but have encountered the mental health system between 20 and 200 times and have sought substance abuse treatment 20 times in two years. Local hospital systems report a consistent use of the emergency room for behavioral health services and difficulty in releasing these people for lack of affordable housing.

Culhane's research in Philadelphia and New York found that the cost of placing people with these needs in supportive housing is often offset by reduced use of shelters, hospitals, emergency rooms and jails. Housing with comprehensive mobile or on-site services, including rent subsidies, is estimated to cost about \$33 per day in Columbia. A one-day stay at Palmetto Richland, costing \$1,300, represents almost 40 days in permanent housing with services. The cost of inpatient mental health treatment, \$323 per day, is nearly 10 times the cost of providing permanent housing with mental health services.

United Way of the Midlands supports the community's efforts to explore a better way of serving people who struggle on the street. Join us for a timely discussion with Professor Culhane at our Community Assembly on Dec. 12 at 8:00 a.m. at Columbia Metropolitan Convention Center.

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