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STATE OF MISSOURI



Jason Kander
Secretary of State

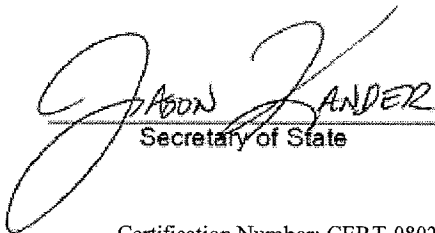
CORPORATION DIVISION
CERTIFICATE OF GOOD STANDING

I, JASON KANDER, Secretary of State of the State of Missouri, do hereby certify that the records in my office and in my care and custody reveal that

UNITED WAY OF GREATER KANSAS CITY, INC.
N00007521

was created under the laws of this State on the 3rd day of June, 1967, and is in good standing, having fully complied with all requirements of this office.

IN TESTIMONY WHEREOF, I hereunto set my hand and cause to be affixed the GREAT SEAL of the State of Missouri. Done at the City of Jefferson, this 2nd day of August, 2016.


Secretary of State

Certification Number: CERT-08022016-0102



Internal Revenue Service

Date: September 5, 2007

UNITED WAY OF GREATER KANSAS CITY
1080 WASHINGTON ST
KANSAS CITY MO 64105-2216

Department of the Treasury
P. O. Box 2508
Cincinnati, OH 45201

Person to Contact:
Paul Perry 17-57103
Customer Service Representative
Toll Free Telephone Number:
877-829-5500
Federal Identification Number:
44-0545812

Dear Sir or Madam:

This is in response to your request of September 5, 2007, regarding your organization's tax-exempt status.

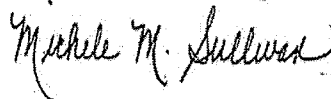
In December 1947 we issued a determination letter that recognized your organization as exempt from federal income tax. Our records indicate that your organization is currently exempt under section 501(c)(3) of the Internal Revenue Code.

Our records indicate that your organization is also classified as a public charity under sections 509(a)(1) and 170(b)(1)(A)(vi) of the Internal Revenue Code.

Our records indicate that contributions to your organization are deductible under section 170 of the Code, and that you are qualified to receive tax deductible bequests, devises, transfers or gifts under section 2055, 2106 or 2522 of the Internal Revenue Code.

If you have any questions, please call us at the telephone number shown in the heading of this letter.

Sincerely,



Michele M. Sullivan, Oper. Mgr.
Accounts Management Operations 1

Internal Revenue Service
Director, Exempt Organizations
Rulings and Agreements

Department of the Treasury
P.O. Box 2508
Cincinnati, Ohio 45201

Date: ~~Aug~~ 30 2007

United Way of Greater Kansas City, Inc.
1080 Washington St
Kansas City, MO 64105-2216

Person to Contact - ID#:
Dan Berry - 31-07846
Contact Telephone Numbers:
877-829-5500 Phone
Federal Identification Number:
44-0545812

Dear Sir or Madam:

By our determination dated December 1947, you were held to be exempt from Federal Income Tax under the provisions of section 501(c)(3) of the Internal Revenue Code.

You recently furnished us information that Bi-County United Way of Cass & Jackson, Inc. and United Way of Johnson County Inc. merged with Heart of America United Way, Inc. Based on the information submitted, we have determined that the merger does not affect your exempt status. The organization will continue using Employer Identification Number 44-0545812 and the organization has changed its name to United Way of Greater Kansas City, Inc.

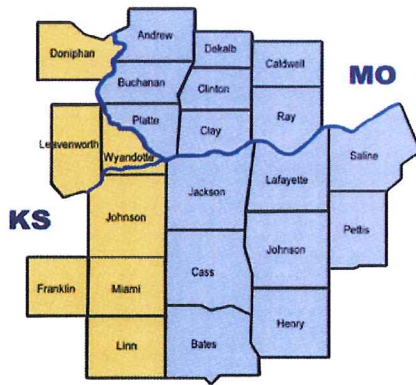
Please let us know about any further changes in the character, purposes, method of operation, name or address of your organization.

If you have any questions regarding this matter, please contact the person whose name and telephone number appear in the heading of this letter.

Sincerely,



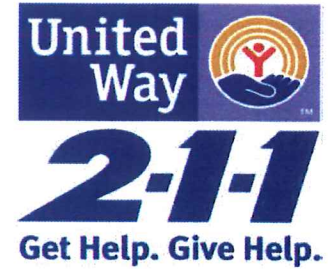
Robert Choi
Director, Exempt Organizations
Rulings and Agreements



2015 Snapshot

United Way 2-1-1 of Greater Kansas City is a free, confidential, nationally accredited information and referral service available 24 hours a day. By dialing 2-1-1, a single call connects people in the community with trained call specialists who will guide them to find resources for their specific situation.

The following report is a small snapshot of the data United Way 2-1-1 collects from calls, intended to show trends in needs and areas of our community.



	2015	2014	Δ%
Total Contacts	155,376	178,574	-13.0%
Total Local Contacts	134,615	161,432	-17%
Queue Calls	109,190	138,820	-21%
Non-queue Calls	577	649	-11%
Emails	56	82	-32%
Web Visitors	24,792	21,881	13%
Total Contract Calls	20,761	17,142	21%

Below is a comparison of total needs and unmet needs in four impact areas. Δ% refers to the "percent change" from 2014 to 2015, first for total needs, and second for unmet needs.

Top 10 Education Needs	2015 Total	Unmet	% Unmet	2014	Δ%	Unmet	Δ%
School Supplies	600	83	13.8%	689	-12.9%	105	-21.0%
GED Instruction	106	3	2.8%	203	-47.8%	1	200.0%
Parenting Skills Classes	71	0	0.0%	47	51.1%	2	-100.0%
School Districts	62	2	3.2%	69	-10.1%	0	
Scholarships	28	3	10.7%	25	12.0%	2	50.0%
Adult Basic Education	27	0	0.0%	31	-12.9%	0	
Adult Literacy Programs	25	0	0.0%	28	-10.7%	0	
Head Start	24	1	4.2%	15	60.0%	0	
Youth Enrichment Programs	23	3	13.0%	12	91.7%	0	
Education Fee Payment Asst.	21	7	33.3%	18	16.7%	17	-58.8%
Total Education Needs	1,284	159	12.4%	1,456	-11.8%	181	-12.2%

Top 10 Income Needs	2015 Total	Unmet	% Unmet	2014	Δ%	Unmet	Δ%
Electric Service Payment Assist.	22,547	1,298	5.8%	26,986	-16.4%	1,741	-25.4%
Gas Service Payment Assistance	8,982	510	5.7%	10,927	-17.8%	691	-26.2%
Rent Payment Assistance	8,559	745	8.7%	10,161	-15.8%	1,028	-27.5%
Food Pantries	6,185	196	3.2%	7,587	-18.5%	140	40.0%
Water Service Payment Assist.	5,778	375	6.5%	5,741	0.6%	385	-2.6%
Community Shelters	3,780	283	7.5%	4,302	-12.1%	289	-2.1%
Tax Preparation	2,468	155	6.3%	2,212	11.6%	93	66.7%
Holiday Gifts/Toys	1,703	101	5.9%	1,822	-6.5%	152	-33.6%
Rental Deposit Assistance	1,676	772	46.1%	1,491	12.4%	796	-3.0%
General Furniture Provision	1,045	130	12.4%	1,427	-26.8%	48	170.8%
Total Income Needs	85,449	7,688	9.0%	95,293	-10.3%	8,456	-9.1%

Top 10 Health Needs	2015 Total	Unmet	% Unmet	2014	Δ%	Unmet	Δ%
Prescription Assistance	1173	69	5.9%	1611	-27.2%	84	-17.9%
Certified Application Counselors	1009	33	3.3%	833	21.1%	18	83.3%
General Dentistry	650	27	4.2%	764	-14.9%	19	42.1%
Community Clinics	645	23	3.6%	1012	-36.3%	30	-23.3%
Medical Equipment/Supplies	483	8	1.7%	457	5.7%	10	-20.0%
Federal Health Ins Marketplace	418	0	0.0%	218	91.7%	0	
Glasses/Contacts	285	12	4.2%	330	-13.6%	3	300.0%
Hospitals	257	5	1.9%	198	29.8%	3	66.7%
Case/Care Management	251	4	1.6%	274	-8.4%	2	100.0%
Medical Care Expense Asst	195	42	21.5%	155	25.8%	91	-53.8%
Total Health Needs	11,150	790	7.1%	11,596	-3.8%	644	22.7%

Top 10 Other Needs	2015 Total	Unmet	% Unmet	2014	Δ%	Unmet	Δ%
Veterans Benefits Assistance	696	2	0.3%	111	527.0%	0	
City Government Info Lines	597	5	0.8%	284	110.2%	1	400.0%
Landlord/Tenant Assistance	384	5	1.3%	329	17%	3	66.7%
2-1-1 Systems	352	1	0.3%	451	-22.0%	3	-66.7%
Area Agencies on Aging	345	8	2.3%	451	-23.5%	3	166.7%
Legal Counseling	330	8	2.4%	410	-19.5%	7	14.3%
ID Card Fee Payment Assistance	298	11	3.7%	213	39.9%	92	-88.0%
Courts	292	6	2.1%	173	68.8%	2	200.0%
Specialized Information & Referral	291	1	0.3%	202	44.1%	0	
Medical Information Lines	277	1	0.4%	79	250.6%	0	
Total Other Needs	8,875	596	6.7%	8,421	5.4%	792	-24.7%

Callers by Top 10 Counties	Count	%
Jackson, MO	56,572	59.5%
Wyandotte, KS	7,508	7.9%
Johnson, KS	5,810	6.1%
Clay, MO	5,693	6.0%
Platte, MO	1,645	1.7%
Cass, MO	1,199	1.3%
Buchanan, MO	978	1.0%
Leavenworth, KS	497	0.5%
Lafayette, MO	296	0.3%
Pettis, MO	267	0.3%

Callers by Top 10 Zip Codes	Count	%
64130 (Kansas City, MO)	6,691	7.0%
64132 (Kansas City, MO)	4,323	4.5%
64128 (Kansas City, MO)	3,735	3.9%
64127 (Kansas City, MO)	3,614	3.8%
64134 (Kansas City, MO)	3,360	3.5%
64131 (Kansas City, MO)	2,604	2.7%
64133 (Kansas City/Raytown)	2,512	2.6%
64110 (Kansas City, MO)	2,393	2.5%
64109 (Kansas City, MO)	2,392	2.5%
64138 (Kansas City/Raytown)	2,274	2.4%

Callers by Age	Count	%
17 & Under	121	0.3%
18 - 39	22,058	48.7%
40-59	16,211	35.8%
60 and over	6,902	15.2%

Callers by Employment Status	Count	%
Full Time	10,707	24.5%
Part Time	7,383	16.9%
Unemployed (not retired)	23,119	52.9%
Retired (not employed)	2,527	5.8%

Callers by Ethnicity	Count	%
Black/African American	24,034	56.9%
White/Caucasian	15,072	35.7%
Hispanic/Latino	1,554	3.7%
Other/Multiracial	1,068	2.5%
American Indian/Alaskan Native	205	0.5%
Asian	197	0.5%
Hawaiian/Pacific Islander	119	0.3%

Callers by Marital Status	Count	%
Single	29,504	66.5%
Married	6,618	14.9%
Divorced	3,049	6.9%
Separated	2,115	4.8%
Living Together	1,587	3.6%
Widowed	1,503	3.4%

Other Demographics	Count	%
Veterans/Military	2,503	8.5%
Homeless or At-Risk	5,022	13.5%
Have Children	24,590	58.3%
First Time Callers	34,856	57.6%
Receiving Food Stamps	3,980	8.3%
Receiving Soc. Security/Disability	14,536	30.4%

United Way 2-1-1/United Way of Greater Kansas City Database Inclusion/Exclusion Criteria

United Way 2-1-1 of Greater Kansas City follows the standard practices established by the Alliance of Information and Referral Systems (AIRS) for inclusion/exclusion criteria. Criteria determine the organizations that will be included in or excluded from the resource database of United Way 2-1-1.

Requirements for Inclusion:

- 1) The agency/service provider must provide a human service to the public that can be referred to by 2-1-1; definition below

The activities of human services professionals which help people become more self-sufficient, sustain independence, strengthen family relationships, support personal and social development and ensure the well-being of individuals, families, groups and communities. Specific human services include ensuring that people have access to adequate food, shelter, clothing and transportation; financial resources to meet their needs; consumer education and decision support, criminal justice or legal services; education and employment; health and mental health care including substance abuse services; and environmental protection; both routinely and in times of disaster or other emergencies. Human services also facilitate the capabilities of people to care for children or other dependents; ensure that protective services are available to those who are vulnerable; provide for the support of older adults and individuals with disabilities; offer social, faith-based and leisure-time activities; provide for the cultural enrichment of the community; and ensure that people have the information they need to fully participate in community life.

NOTE: From the Alliance of Information and Referral Systems (AIRS), as adapted from the definition of "social work" in the Dictionary of Social Work published by the National Association of Social Work.

- 2) The agency/service provider must serve the residents of the United Way 2-1-1 23 county coverage region
- 3) The agency/service provider may be either government or non-profit 501-(C) 3. For-profit organizations and unincorporated groups meeting critical human service needs which are not covered by a governmental or nonprofit organization may also be included following review and determination that services are vital for inclusion.
- 4) Services consistently and systemically tracked by another organization that gives referrals to the public may be included or excluded at the option of United Way 2-1-1 (i.e. mental health practitioners in areas with a comprehensive mental health referral service)
- 5) The agency/service provider must have been in existence more than 6 months in order to indicate a degree of permanence, unless either of the following is the case: is an affiliate of an established service provider with multiple locations; or is the result of a community or coalition planning process

Inclusion Examples:

- Other agencies providing information and referral; including specialized I&R's
- Essential service agencies (food, shelter, clothing) such as congregate meal sites, food pantries, soup kitchens, community food banks, clothing closets, etc.
- Government agencies (local, state, federal)
- Agencies located in bordering states if they serve residents of the United Way 2-1-1 coverage region
- Advocacy organizations related to health and human service issues
- Self-help support groups (local, state, regional, national)
- Licensed for-profit and non-for-profit hospitals
- Nonprofit adult day services, and clinics
- Nonprofit home health and hospice providers (For profit home health providers may be included if they offer a service or cover an area not covered by nonprofits)
- Hotlines and other general and specialized information and referral services administered by not-for-profit organizations
- Consumer protection resources and basic business assistance services that are government designated or contracted or nonprofit
- Educational resources, including schools for special needs

- National organizations serving residents in the United Way 2-1-1 coverage region
- Housing referral organizations
- Organizations, such as faith-based and civic groups, that offer a service for the community at large which is not restricted to their members
- Social or fraternal organizations that perform a community service
- Local, state and federal emergency management agencies
- Jurisdictional health departments, clinics and community services
- For-profit organizations offering a service that is not easily accessible in the public-non-profit sector (such as summer camps)
- Websites or online only organizations that meet other inclusion criteria and have staff accessible for updating
- Others as determined appropriate after review

Exclusion Examples:

- Organizations which discriminate on the basis of ethnicity, age, gender, religion or sexual orientation
- Organizations engaged in illegal or fraudulent activities
- Agencies which misrepresent their services in any way, including non-delivery of listed services
- Individual practitioners
- Organizations and/or professionals which are not licensed, if service is in an area where licensing standards exist
- Political advocacy groups such as pro-choice and pro-life, pro-gun and anti-gun control groups
- Faith-based community programs that provide services only to their own members
- National organizations with local chapters that directly administer services. The local chapter can be listed, and their affiliation may be noted in their description. However, if the national organization also delivers services to the public, it will also be listed.
- Organizations that exist solely to serve the clients of another service provider. For example, if a counseling service only serves clients of MO FSD under a contract, the counseling service will not be included.
- For-profit organizations that offer and charge for hotlines, other general and specialized information and referral, group therapy, support groups, etc.
- Trade associations
- For-profit home care businesses that do not offer home health services such as nursing or home health aides
- Long term and continuing care facilities
- Professional associations
- Chambers of Commerce
- Programs that have continually changing hours or locations and do not have a public point of contact
- Insurance providers, for-profit transportation providers, faith-based organizations that don't offer a human service
- Others as determined after review

Disclaimer:

- Special conditions may apply for agencies and or programs that serve vulnerable populations, programs will be reviewed for inclusion.
- Inclusion of a program/service does not in any way represent or imply a determination or approval of the quality of those services; nor does it imply endorsement by United Way 2-1-1.
- Exclusion does not reflect on any organization's contribution to the community.
- United Way 2-1-1 may reserve the right to review an organization/program/service for inclusion based on additional criteria such as: Board of Directors oversight, number of hours the telephone number is answered, whether there is at least one paid employee, etc.)
- ***Inclusion/Exclusion Criteria will be reviewed at least once every 2 years to ensure that the resource database is addressing the changing needs of the community.

Technical Competency:

United Way of Greater Kansas City (UWGKC) maintains the technical competence to operate United Way 211. The technical support, primarily provided by the IT department, is complemented by the knowledge of the 211 management team.

Bowman Service Point is an Internet based SaaS application that provides ease and flexible methods in accessing the 211 software. Staff can utilize the flexibility of the application to make customizations. Found within the call center, a 40" high definition monitor displays pertinent information regarding in-call and in-queue statistics to all call specialists. UWGKC 211 maintains three fully equipped and functional training environments for coaching and monitoring and overflow as the need arise.

The UWGKC 211 building has a 100 KW generator capable of supplying all of the buildings electrical needs. The generator can run in excess of 72 hours without refueling and will auto transfers between utility and generator power as needed. An in-production maintenance and refueling plan is in place to ensure continuous readiness. In addition to the generator, a second contingency was designed and put in place. Using VPN, Soft Phones, and 14 specially configured laptops for remote operation, an additional level of contingency that prevents 211 service disruptions.

UWGKC 211 installed a new 5MBs wireless internet access for our guest users that is independent of our business network infrastructure. This provides an Internet capable environment for guests, but does not allow any access to the UWGKC network which would compromise the network

The 211 operation is connected to the 801 W 47th St Plaza office via MPLS connection. This design is to allow for built in redundancy for the VoIP system. Router – Cisco IAD 2400 series routers are used for MPLS connectivity. Fortinet Firewall was implemented to provide advanced security and intrusion prevention. The structured wiring solution has increased speed and reduced latency. The Infrastructure is designed to have an automatic fail-up to our 801 Plaza building. This tested solution minimizes lost calls and maximizes uptime for the 211 operation.

ShorTel VoIP implementation five years ago and was upgraded in May 2016 placing us on a digital platform for our telecom. Management is equipped with Unified Messaging. This bundle of services permits emails to be delivered to smart phones, voicemail to be delivered to e-mail via .wav, and faxes to be delivered to personal fax lines. Additionally, this feature rich solution has assisted the staff to be more effective and, efficient. The VoIP system has proved its worth by providing a high level of call queue handling and manageability, ensuring quality of service.

The IRIS application resides at the 211 facility in a near-line status allowing the appropriate staff the capability to review historical data for reporting and trends. In July 2011, UWGKC installed a sophisticated call recording and monitoring system by ShoreTel, recording all United Way 2-1-1 calls for quality assurance purposes.

ServicePoint information and referral software, recently upgraded to version 5.12.22, has been operational since March 2013; and aligns UWGKC to be fully compliant with Alliance of Information and Referral Systems (AIRS) standards required for call center accreditation. The ServicePoint software is supported through contract with its developer Bowman Systems and by a UWGKC internal IT staff of three.

Financial Competency:

United Way of Greater Kansas City is a 501(c) (3) not for Profit Corporation registered in the states of Missouri and Kansas. UWGKC has an annual budget of over \$34,709,000 with program services and distributions \$30,065,000 UWGKC has a financial staff of seven full-time individuals dedicated to complete and accurate financial management. UWGKC is audited on an annual basis and files an annual Form 990 with the Internal Revenue Service. UWGKC is governed by a Board of Trustees comprised of community volunteers and business leaders. In addition, a Finance Committee oversees financial management operations and processes, and provides the Board with recommendations.

Managerial and Operational Staff Competency:

Director, Gary Thurman has worked for United Way 2-1-1 for five years with 2 ½ years in management of the Call Center. Gary Thurman is a retired police captain with 30 years law enforcement experience of which 16 years was in supervisory and management positions. Two years of this was as supervisor in the 9-1-1 dispatch call center. Gary has a B.A in Sociology an M.S. in Administration of Justice, completed the Administrative Officers Course at the Southern Police Institute and has numerous emergency management certifications from FEMA resulting in an Advance Professional Development Certificate. Gary is a Certified Information and Referral Specialist (CIRS) through the Alliance of Information and Referral Systems and has completed the Certified Call Center Managers Course through the Resource Center for Customer Service Professionals.

Call Center Manager, Kristen Womack, has 3 years of assistant management experience. She has worked in the nonprofit sector for 6 years including 1 ½ years of experience serving as a therapist for a domestic violence shelter as well as 2 years serving as an AmeriCorps VISTA member serving veteran students then homeless individuals and families. In addition to this experience, she has over 10 years of customer service experience. Kristen is an AIRS Certified Information and Referral Specialist. She received a MA in Marriage and Family Therapy which has been utilized in her current position to help improve quality assurance and provide coaching to the team of Call Specialist.

Resource Center Manager, Jennifer Miller has 10 years of experience in development and maintenance of the UWGKC 2-1-1 resource database. In addition, she is an AIRS Certified Resource Specialist, has previously served as Call Center Manager at 2-1-1, and is currently attending UMKC. Jennifer Miller was promoted to Call Center Supervisor on July 1, 2011 and has been the Resource Center Manager since September of 2013.

United Way 2-1-1 is currently has 5 full-time and 15 part time Call Specialists of whom 8 are AIRS certified; 1 full time Resource Specialist, 1 Full-time Resource and Referral Specialist, 1 Quality Assurance Specialist (AIRS Certified), 1 full time Older Adult Specialist (AIRS Certified) , and 1 Veteran's Navigator. Most of the staff members have direct work experience in health and human service agencies. All Call Specialists are eligible to test for AIRS certification following 3 years of employment with a HS diploma or GED, 2 years with a Community College degree and 1 year with a Bachelor's degree or higher degree. Currently 50% of the eligible staff of United Way 2-1-1 is AIRS certified. AIRS requires 25 % of eligible staff to be certified.

SCHEDULE 1 TO REAPPLICATION

Andrew County:

Fillmore
Bolckow
Whitesville
Rosendale
Savannah
Amazonia
Avenue City
Helena
Cosby
Union Star
King City
Graham
Barnard

Jackson County:

Kansas City
Buckner
Grain Valley
Lake Lotawana
Greenwood
Lone Jack
Oak Grove
Pleasant Hill
Wellington

Buchanan County:

St. Joseph
San Antonio
Easton
Agency
Gower
Rushville
Atchison
DeKalb
Dearborn
Edgerton

DeKalb County:

Union Star
King City
Maysville
Clarksdale
San Antonio
Stewartsville

Osborn
Cameron
Pattonsburg
Darlington

Clinton County:

San Antonio
Easton
Stewartsville
Osborn
Cameron
Gower
Edgerton
Trimble
Plattsburg
Lathrop
Holt
Lawson
Turney

Caldwell County:

Cameron
Kidder
Hamilton
Lathrop
Kingston
Polo
Cowgill
Braymer
Breckenridge
Lock Springs

Lafayette County:

Oak Grove
Wellington
Lexington
Waverly
Alma
Blackburn
Concordia
Higginsville
Odessa

Platte County:

Atchison
DeKalb

Dearborn
Weston
Camden Point
Platte City
Smithville
Farley
Leavenworth
Ferrilview
Kansas City

Clay County:

Smithville
Kearney
Holt
Excelsior Springs
Lawson
Kansas City
Missouri City

Ray County:

Lawson
Polo
Cowgill
Stet
Hardin
Henrietta
Richmond
Orrick
Excelsior Springs
Knoxville

Cass County:

Kansas City
Greenwood
Pleasant Hill
Lone Jack
Cleveland
Peculiar
Freeman
Harrisonville
East Lynne
Drexel
Archie
Garden City
Creighton
Strasburg

Johnson County:

Lone Jack
Holden
Odessa
Warrensburg
Concordia
Knob Noster
Windsor
Centerview
Leeton
Chilhowee
Blairstown
Creighton
Kingsville

Saline County:

Waverly
Malta Bend
Miami
Slater Gilliam
Blackburn
Marshall
Sweet Springs
Concordia
Houstonia
Marshall Junction
Nelson
Blackwater
Arrow Rock
Alma

Pettis County:

Sweet Springs
Concordia
Houstonia
Marshall Junction
Knob Noster
Lamonte
Sedalia
Otterville
Smithton
Cole Camp
Florence
Green Ridge
Windsor
Ionia

Bates County:

Drexel
Amsterdam
Archie
Adrian
Creighton
Urich
Appleton City
Rockville
Butler
Rich Hill
Hume
Foster
Pleasanton
Amoret

Henry County:

Creighton
Urich
Chilhowee
Leeton
Windsor
Calhoun
Coal
Warsaw
Lowry City
Deepwater
Montrose
Appleton City
Clinton