

# STATE OF MISSOURI



**John R. Ashcroft**  
**Secretary of State**

**CORPORATION DIVISION**  
**CERTIFICATE OF GOOD STANDING**

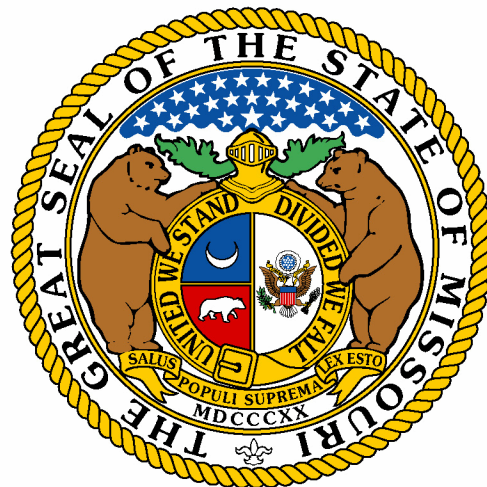
I, JOHN R. ASHCROFT, Secretary of State of the State of Missouri, do hereby certify that the records in my office and in my care and custody reveal that

***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 7th day of August, 2019.

  
Secretary of State



Certification Number: CERT-08072019-0112

**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.

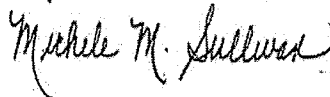
In December 1947 we issued a determination letter that recognized your organization as exempt from federal income tax. Our records indicate that your organization is currently exempt under section 501(c)(3) of the Internal Revenue Code.

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,



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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

# 2018 SNAPSHOT - UNITED WAY OF GREATER KANSAS CITY 2-1-1 ANNUAL CALLS & NEEDS REPORT

2-1-1 provides free, confidential access to community resources 24/7. This is a snapshot of voluntary data collected, intended to show trends in community needs. For more information, call 2-1-1 or visit 211kc.org.



	2017	2018
<b>Total Contacts</b>	<b>172,568</b>	<b>148,875</b>
<b>Total Local Contacts</b>	<b>142,351</b>	<b>125,049</b>
<b>Queue Calls</b>	<b>106,243</b>	<b>91,680</b>
Non-Queue Contacts	483	433
Emails	153	263
Web Visits	35,472	32,673
Total Contract Calls	30,217	23,826

Need Outcome	Need Count	%
Met	82,293	87.50%
Unmet	11,751	12.50%

Top Counties	Calls	%
Jackson	50,695	70.11%
Wyandotte	6,426	8.89%
Clay	5,306	7.34%
Johnson	5,097	7.05%
Platte	1,468	2.03%
Cass	1,207	1.67%
Buchanan	1,077	1.49%
Leavenworth	483	0.67%
Pettis	278	0.38%
Lafayette	270	0.37%

Callers by Age	Calls	%
Child 0-17	120	0.24%
Adult 18-39	22,019	44.86%
Adult 40-59	17,827	36.32%
Senior 60+	9,123	18.58%

Employment Status	Calls	%
Employed Full Time	13,124	26.59%
Employed Part Time	6,905	13.99%
Retired (not employed)	3,681	7.46%
Unemployed (not retired)	25,641	51.96%

Veteran/Military	Calls	%
US Military	346	0.71%
US Veteran	2,380	4.91%
Neither	45,742	94.38%

Housing Situation	Calls	%
Housed	44,686	81.93%
At Risk of Homelessness	3,972	7.28%
Homeless	5,881	10.78%

Children in Household	Calls	%
Yes	25,135	48.92%
No	26,243	51.08%

	Top Needs	Total Needs	Unmet #	Unmet %
1	Electric Service Payment Assistance	20,274	1,968	9.71%
2	Gas Service Payment Assistance	8,340	679	8.14%
3	Rent Payment Assistance	6,911	917	13.27%
4	Water Service Payment Assistance	5,169	383	7.41%
5	Food Pantries	4,652	192	4.13%
6	Community Shelters	3,905	649	16.62%
7	Tax Preparation Assistance	3,252	223	6.86%
8	Rental Deposit Assistance	1,590	1,037	65.22%
9	Low Cost Home Rental Listings	1,525	45	2.95%
10	Transitional Housing/Shelter	1,035	71	6.86%
11	Holiday Gifts/Toys	979	82	8.38%
12	311 Services	905	9	0.99%
13	General Clothing Provision	762	30	3.94%
14	Homeless Motel Vouchers	733	673	91.81%
15	Domestic Violence Shelters	708	38	5.37%
16	Gas Money	673	124	18.42%
17	Christmas Baskets	653	29	4.44%
18	Job Finding Assistance	634	29	4.57%
19	General Furniture Provision	625	186	29.76%
20	Soup Kitchens	602	79	13.12%

	Top Agency Referrals	Call Count
1	Bishop Sullivan Center	13,222
2	Redemptorist Social Services Center	11,044
3	Catholic Charities of Kansas City	6,914
4	Community Action Agency of Greater Kansas City	6,215
5	Catholic Charities of Northeast Kansas	4,863
6	Housing Information Center	4,617
7	Salvation Army - Blue Valley	3,829
8	Salvation Army - Independence, MO	3,590
9	City Union Mission	3,499
10	Salvation Army - Grandview-Southland	3,352
11	Next Step KC	2,951
12	Salvation Army - Westport	2,945
13	Reconciliation Services	2,782
14	Metro Lutheran Ministry	2,775
15	Salvation Army - Northland	2,658
16	Salvation Army - Eastside	2,597
17	Northland Assistance Center	2,588
18	reStart, Inc.	2,243
19	Economic Opportunity Foundation	2,165
20	Community Services League	2,139

## 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)
- Individual advocacy organizations related to health and human service issues (Citizen Assist Program, Centers for Independent Living, Area Agencies on Aging)
- Self-help support groups (local, state, regional, national)
- Licensed for-profit and non-for-profit hospitals
- Nonprofit adult day services
- 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 nonprofit organizations
- Consumer protection resources and basic business assistance services that are government designated/contracted or nonprofit

- Educational resources, including schools for special needs
- National organizations serving residents in the United Way 2-1-1 coverage region
- 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 needed social service that is not easily accessible in the public-non-profit sector (such as paternity testing)
- 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 control 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 social service, and the worship services of included faith organizations
- 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 year 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 2-1-1. The technical support, primarily provided by contacted IT companies, Galis Technology and C&C Group, is complemented by the knowledge of the 2-1-1 management team.

WellSky f/k/a Bowman ServicePoint is an internet based SaaS application that provides ease and flexible methods in accessing the 2-1-1 database. 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 updated resources, disaster-related updates and additional critical information to all call specialists. UWGKC 211 maintains two fully equipped and functional training environments for coaching and monitoring and overflow as the need arises.

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. As of October 2017, afterhours staff work remotely using VPN, soft phones, and 14 specially configured laptops for remote operation, an additional level of contingency is in place that prevents 2-1-1 service disruptions. Management also have remote capabilities to ensure continuity of services.

UWGKC 211 installed a 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 2-1-1 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 2-1-1 operation. ShorTel VoIP was upgraded in May 2016 placing us on a digital platform for our telecom. Management is setup to receive emails 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 ServicePoint application resides at the 2-1-1 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 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 5.12.69, 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 WellSky.



**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 \$21,254,373 with program services and distributions \$11,659,692. UWGKC has a financial staff of six full-time individuals and two part-time employees 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, Kristen Womack, has worked for United Way 2-1-1 for five years and has 4 years of management experience. She has worked in the nonprofit sector for 9 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(CIRS) through the Alliance of Information and Referral Systems. 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 members. She has completed the Certified Call Center Managers Course through the Resource Center for Customer Service Professionals in 2018.

Contact Center Manager, Lenetta Warren, has 2 years of management experience. She has worked for several call centers and held lead positions with each. During her call center experience, she worked for the Department of Treasury in the Identity Theft and Accounts Management departments for 3 years. She has also worked in the social services field where she worked for the Children's Division for 4 years. In addition to her over 15 years of customer service experience, she has years of experience of being a certified trainer and coach for the customer service industry; these skills have been utilized in her current role to help provide coaching and training of the call specialists. Since her time with UWGKC, she has been able to obtain her AIRS Certification for Information and Referral Specialist(CIRS).

Resource Center Manager, Jennifer Miller has 12 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. 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 7 are AIRS certified, 1 full-time Call Specialist Team Lead, 2 full-time Resource Specialists (AIRS Certified), 1 Quality Assurance Specialist (AIRS Certified), 1 full-time Quality Assurance & Training Coordinator, 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 61% 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

**Saline County:**

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

**Bates County:**

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

**Johnson County:**

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

**Pettis County:**

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

**Henry County:**

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