

United Way of Greater Kansas City 211 Annual Report
Telecommunications Manager, Missouri Public Service Commission
April 7th, 2021

Manager
Telecommunications Department
Missouri Public Service Commission
Governor Office Building
200 Madison St.
Jefferson City, MO 65102-0362

Re: Annual Report for Fiscal Year April 1st, 2020 through March 31st, 2020

Greetings:

On January 13, 2013, The United Way of Greater Kansas City, Inc., (UWGKC) f/k/a The Heart of America United Way, Inc. was re-authorized by the Commission in Case No. AO-2014-0093 to serve as a Missouri Information and Referral (I&R) Provider. The provisions of 4 CSR 240-32.200 require the filing of an annual report with your office. Pursuant to that rule we submit the following and trust that this form will be acceptable. As noted in the report submitted for FY July 1, 2009 through June 30, 2010, HAUW merged with three other metropolitan United Ways to become the United Way of Greater Kansas City (UWGKC) in July 2007.

Operational Statistics

The following is a summary of operational statistics between April 1, 2020 and March 31, 2021:

- Service provided 24 hours per day, 7 days a week.
- Optimal Interpreter Services is available in 170 languages 24 hours a day.
- Deaf relay service is available in Missouri by dialing 7-1-1.
- United Way 211, as of October 2019, transitioned to a cloud-based telephony system called NICE inContact. United Way 211 currently records 100% of its phone calls for monitoring for proper protocols and proper service delivery. All calls are confidential and NICE inContact system has secure servers where call data is stored. NICE inContact allows real time metrics to monitor, document and report performance. United Way 211 has established the following service levels:
 - 1) Grade of service: 75% of calls will be answered within 90 seconds.
 - 2) Abandoned calls will be 10% or less.
 - 3) The average wait time will be less than 90 seconds.
- Although data varies hour to hour, week to week based on call volume; an example of a weekly data report would show the following:

Week of Sunday, March 28th – Saturday, April 3rd, 2021

Calls offered in: 1664

Calls answered: 1536

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Calls answered live:	92%
Average answer time:	:57
Average call time (M:S):	6:13
Calls abandoned:	24
Percent abandoned:	7.7%
Grade of service:	74.4%

- The 211 UWGKC service area data for the fiscal year of April 1, 2020 – March 31, 2021:

Total calls:	77,754
Calls answered:	68,611
Percent answered:	88%
Calls abandoned:	9143
Percent abandoned:	11.76%
Average answer time:	1:43
Grade of service:	63.8%

- UWGKC 211 has afterhours contracts with United Way of The Plains in Wichita, United Way of Greater Saint Louis, and United Way of Utah to provide call handling services during evening, overnight, holiday and weekend hours. Contract calls do on average minimally impacts UWGKC 211 service level due to the lower call volume in the later evenings and weekends.

Total after-hours contract calls for April 1st, 2020 – March 31st, 2021

Wichita	25,423
St. Louis	17,862
Utah	13,403
Total Contract Calls	56,688

- Calls were received from Missouri and Kansas. Callers by geographic area, top 10 counties:

1. Jackson, MO
2. Wyandotte, KS
3. Clay, MO
4. Johnson, KS
5. Platte, MO
6. Buchanan, MO
7. Cass, MO
8. Leavenworth, KS
9. Pettis, MO
10. Lafayette, MO

- Top 10 Needs/Requests:

1. Electric bill assistance
2. Rent payment assistance
3. Gas bill assistance

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4. Food pantries
 5. Water bill assistance
 6. Community shelters
 7. Tax preparation assistance
 8. Low cost home rental listings
 9. Rental deposit assistance
 10. Transitional housing/shelter
-
- Top 10 Unmet Needs/Requests:
 1. Community Shelters
 2. Homeless motel vouchers
 3. Electric bill assistance
 4. Rent payment assistance
 5. Tax preparation assistance
 6. Gas bill assistance
 7. Rental deposit assistance
 8. Water bill assistance
 9. Gas Money
 10. Food Pantries

Note: The United Way 211 definition of “unmet need” is that no referral was available to the caller at the time of the actual call. This could be for several reasons such as: funds currently not available, requested service was not available in the caller’s service area, agency suspended the needed program or service for that time period, and other reasons. United Way 211 always attempts to assist the caller with any other need that may have an available resource.

- United Way 211 conducts follow-up calls to more than 15% of calls where at least one referral was provided. Of successful follow-up calls made, data indicates that 83% of callers contacted the referral point. 98% were satisfied with the United Way 211 service and 98% of callers would recommend 211 to others. Of interest is that follow up data indicates that 95% of all referral information provided by United Way 211 to callers about available services is accurate.

Operational Updates

- Staffing: 1 Director, 1 Contact Center Manager, 1 Community Resource Navigator Team Lead, 1 Resource Center Manager, 1 full-time Resource Specialist, 1 QA & Training Coordinator, 2 Older Adult Specialists, 7 full-time and 16 part-time Community Resource Navigators as of March 31, 2021. The total average of call center staff during reporting period was 31.

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- Note: Call Specialists staff received a title change to Community Resource Navigators effective February 2021.
- The four Community Resource Navigators and the Resource Center Manager were AIRS recertified this year.
- The Director oversees the entire operation of United Way 211 which includes the Contact Center, the Resource Center and Quality Assurance.
- The Contact Center Manager supervises the 24/7 operation of the Contact Center and is responsible for employee selection, training, coaching and counseling, work force management and the operations of the Contact Center.
- The Contact Center Manager and the QA & Training Coordinator can monitor calls and review call records in order to provide ongoing coaching and training to Community Resource Navigators. As part of United Way's 211 quality assurance program, a random selection of call recordings are reviewed on a monthly basis. Each of these calls are evaluated monthly for accuracy and for meeting service delivery standards. Community Resource Navigators are provided feedback related to the results of this continuous review.
- The Quality Assurance(QA) & Training Coordinator position was established to increase consistency and scope of call monitoring and coaching for the Community Resource Navigators to improve customer service. The QA program continues the evaluation of call recordings and call record evaluation.
- In response to COVID-19 and to meet recommended safety guidelines, 100% of the 211 team moved to working remotely since mid-March 2021. Because of the cloud-based NICE inContact telephony system, call and service quality have been maintained.
- The Resource Center Manager supervises the Resource Center. The Resource Center maintains the resource database through building relationships with service providers, annual formal updates, indexing services and maintenance of agency and program information. The Resource Center Manager also manages the technical aspects of the internal resource database and the public online searchable database (211KC.org). In February 2019, we began working on an upgraded version of the online database website which was completed in July 2019. This upgraded version provides a more user-friendly interface and easier, common language searching.
- The Director and Resource Center Manager additionally collaborates with communities and organizations in the 211 service area to facilitate system change and more efficient access to services. The Resource Center Manager provides reports on community needs and demographics to assist with grant applications, determining gaps in services, implementation of new programs and other requests to organizations such as Mid-America Assistance Coalition, CoverKC health clinics, Mid-America Regional Council, Evergy (formerly known as Kansas City Power & Light), Church of the Resurrection, local school districts, libraries and many others.

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- The Resource Center team has been working on training partner agencies interested in creating resource lists or new resource databases on how to use the Resource Groups feature on 211KC.org. The resource team has also created a specialized PowerPoint presentation for self-paced learning and plans to create a tutorial video as well.
- United Way of Greater Kansas City 211 team continues ongoing community outreach and search for resources. Team members attend community information sharing meetings such as the local county Caseworker Resource Collaboration and Independence Community Connect, as well as Information and Referral specific groups such as the Greater Kansas City Coalition to End Homelessness committee meetings, Safe Havens Coalition and the Cover KC Health Insurance Marketplace Coalition. We also provide presentations, information at resource fairs (outside of COVID-related cancellation of such events) and training around accessing resources through 211.
- The Director is responsible for several facets of the 211 operations relating to emergency and disaster response, including: identifying and updating emergency resources in the database, planning for and managing emergency operations of the 211 contact center and developing continuity of operations plan. Additionally, the Director is responsible for communicating and coordinating with emergency management agencies in emergency and disaster response, attending emergency management agency meetings and engaging in community outreach and education in emergency preparedness.

Keeping the 211 Contact Center operational under emergency conditions of COVID-19 pandemic has been another aspect of operation where the Director and Contact Center Manager are involved. For example, the Contact Center now operates from remote locations. The number of remote terminals was increased from fourteen to twenty-three to increase capacity. Contingency plans are also developed to relocate Contact Center staff to a back-up location if necessary. The 211 Contact Center has several layers of resiliency and the Director is responsible for maintaining the plans.

- UWGKC 211, working under a grant with the Mid America Regional Council and the Health Care Foundation for the last six open enrollment periods, facilitated signups for the Health Insurance Marketplace through the Affordable Health Care Act. All callers during enrollment periods are informed about open enrollment and the marketplace; 424 referrals were made to Certified Application Counselors at non-profit agencies this last enrollment period.
- UWGKC 211 is the phone contact for the centralized intake and referral system for the Promise 1000 initiative, a collective impact program in partnership with Children's Mercy Hospital and local home visiting providers. The centralized intake process ensures that eligible families are connected with the most appropriate home visiting program to meet their individual needs. The Contact Center Manager is trained to use the web-based data system, housed through Children's Mercy Hospital REDCap, which contains all eligibility requirements of the participating programs. This centralized system establishes an equitable intake and referral process, with a decision tree, including sequential referrals if families are eligible for concurrent programs.

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- UWGKC 211 continues to be involved in community collaborations in the Metro area concerning homelessness coordinated entry, assessment and diversion. The Greater Kansas City Coalition to End Homelessness (GKCCEH) is currently working to form a more effective committee and communication structure so that they can move toward community coordinated entry. Also, due to the impacts of COVID-19 and the new health guidelines, United Way 211 is working with GKCCEH to prescreen individuals and families who are at-risk or actively homeless to identify those who are eligible for the Vulnerability Index - Service Prioritization Decision Assistance Tool (VI-SPDAT). This tool is utilized by the coalition to identify those most vulnerable and triage them for permanent housing services. Since the partnership was established in March 2020, we have completed 2,038 pre-screenings.
- UWGKC 211 continues to promote the online searchable database, United Way 211 Online at www.211KC.org, as a centralized place to find resources. This site is available to the public and averages over 5,000 hits per month. Part of our outreach strategy is to work on quality of content, such as seasonal resource pages and more frequent updates, as well as growing traffic on the website through increased awareness, partnerships and trainings. When COVID-19 began to impact the greater Kansas City area, 211kc.org quickly became one of the reliable resource pages the community, local government and our partners utilized for navigating the ever changing landscape of community resources.
- Since March 2016, UWGKC 211 has worked with the Kansas City Metropolitan Bar Foundation (KCMBF) through its Military Matters program to provide legal assistance to veterans unable to afford legal counsel but not eligible for other programs such as Legal Aid. Dedicated staff complete an initial screening then KCMBF searches for a lawyer pro bono for those who are eligible. The Contact Center Manager and Director have been trained to complete the initial screening as well.
- 211KC.org is linked on partner agency websites and resource sites like moneysmartkc.org as an option to find resources. Our website is also used as an alternative to agency's creating and updating their own resource lists. The banner icons and "Common Searches" links on the front page provide suggested searches, upcoming events and seasonally relevant links to resources. This is part of our mission to "Connect people to resources, identify the needs of the greater KC region and aid in the development of additional community services."
- United Way of Wyandotte merged with United Way of Greater Kansas City in July 2020. This merger did not affect the 211 service area as Wyandotte was already included in service area.

Operational Requirements in Progress

- UWGKC 211 received its full AIRS Accreditation in November 2011 and completed reaccreditation in May 2018. We began the process of reaccreditation in September 2016 and were awarded reaccreditation in May 2018 after submitting extensive documentation to AIRS, a resource database review, 4 secret shopper calls and a full day site visit. We were recognized during the June 2018 AIRS Conference in Dallas for achieving reaccreditation which is now valid till April 2023.

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- UWGKC 211 is an affiliate member of the bi-state regional Metropolitan Emergency Managers Committee (MEMC).
- UWGKC 211 is a member of the regional AIRS affiliate MAK-AIRS (Missouri, Arkansas, and Kansas – AIRS). The current United Way 211 Director serves on the board for MAK-AIRS.
- UWGKC 211 currently has MOUs with: State of Missouri Emergency Management, The Family Conservancy Child Care Source, City of Kansas City Missouri Office of Emergency Management, AFL-CIO Community Services in St. Joseph, Missouri Association of Community Action, 3-1-1 Action Center in Kansas City, Missouri, The Whole Person, The Coalition of Independence, Mid America Regional Council Department of Aging and Adult Services, Greater Kansas City Coalition to End Homelessness, Northwest Missouri Area Agency on Aging, District III Area Agency on Aging, Kansas City Metropolitan Crime Commission, ReDiscover Mental Health Care, Comprehensive Mental Health Services, Community Network for Behavioral Healthcare, Tri-County Mental Health Care, KC Common Good and many in the Kansas counties served by United Way 211.

Opportunities for Statewide Missouri I&R Provider Efficiencies

In collaboration with the active leadership of Missouri 211 by the United Way of Greater St. Louis, opportunities for statewide operating efficiencies are bulleted below. We are actively working to identify areas for improved operational efficiencies.

- Jointly, Missouri 211 of United Way of Greater St. Louis and UWGKC 211 have a memorandum of understanding with the State Emergency Management Agency (SEMA). This agreement is currently active.
- United Way of Greater Kansas City 211 and Missouri 211 have been operating a single state-wide database for over seven years now. ServicePoint is the software from WellSky, formerly Bowman Systems, a leader in the I&R software industry. This partnership provides a seamless experience to 211 callers in the state of Missouri. 211 can pull statewide reports when needed, including data for State Emergency Management on the number of people calling to donate, volunteer, seek shelter, find congregate meal locations, animal sheltering, find missing relatives, etc. during times of disaster. Both call centers now use standard disaster intake forms to report residential damage, volunteer to assist or provide donations that adds uniformity to the information provided government and non-profit disaster agencies.
- Missouri 211 and UWGKC 211 also utilize the same phone platform, NICE inContact, which will allow for more seamless transition between the two contact centers and expanded capabilities for the UWGKC 211 Contact Center, including a callback feature which allows callers to save their place in line without using up minutes.
- Missouri 211 and UWGKC 211 have completed a memorandum of understanding and mutual aid agreement which outlines processes and procedures for call overflow and call switch-over in time of emergency or disaster. NICE inContact disaster routing is active for

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use when necessary. This is possible because both organizations share one database and since October 2019, utilize the same NICE inContact cloud based telephony system. UWGKC 211 also is the contracted after-hours service for 211 Missouri.

- Both 211s collect data per AIRS standards and provide service to the community according to the AIRS Standards of Information & Referral. Both 211s can easily combine statistical caller and resource data for statewide or national reports. Using the same software brings many benefits. Both organizations also follow AIRS service delivery standards and collect needs data utilizing the AIRS/211 LA Taxonomy, and thus produce matching data for reporting and metrics. Note: Personal Caller information such as name, address, phone, etc. are protected and never released in reports; reports are all aggregate data.
- Missouri 211 and UWGKC 211 continue to compare operational functions such as reporting, outcomes measurements, statewide marketing and communication messages as well as common service delivery standards for a “seamless” delivery of 211 service to Missouri residents.
- In collaboration with Missouri 211 in St. Louis and Washington University, an online reporting dashboard was developed that gives a visual representation of current community needs over time. This information can be viewed by specific geographical areas and for specified time periods such as the previous day, week, month, year or a custom date range. The information is accessed through a website (211mo.211counts.org) and is available to government agencies, non-profit organizations and the public at large. The data is obtained daily through an interface with the ServicePoint database. This dashboard continues to be promoted as organizations show interest in the needs data that 211 collects from the community.

External Partnerships and Collaborations

UWGKC 211 has increasingly been asked by a variety of organizations and initiatives about partnering to become the point of contact for information and action. Some examples include:

- Volunteer Income Tax Assistance (VITA) partnership to direct individuals to no-cost tax preparation sites and access to the Earned Income Tax Credit (EITC). 211 made 1,555 referrals for tax assistance the 2019 tax year. Many of the VITA sites closed early last year due to COVID-19 and safety guidelines. Since tax seasons is currently ongoing, report of tax assistance referrals for 2020 tax year will be provided during the next reporting season.
- The Heat Task Force partnership through the Kansas City metropolitan area health departments to compile and maintain the listing of Cooling Centers and direct callers to those centers during periods of extreme heat.
- Kansas City Regional COAD (KCR COAD) partnership to direct callers to appropriate resources in a time of emergency or disaster. United Way of Greater Kansas City is a lead agency in KCR COAD and participates in two sub-committees: Long Term Recovery and Volunteer Reception Center Planning.

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- United Way 211 continues to collaborate with the Safe Havens for Abandoned Newborns Coalition after a decade to provide information and direction to callers on the proper Safe Haven locations (hospitals, fire departments, maternity homes, pregnancy resource centers, and police departments in Missouri). UWGKC 211 is prominently featured on all Safe Haven signs affixed on Fire Stations, Hospitals and Police Departments in the Kansas City metro area. Without the support of UWGKC 211, there would be no central phone number for Safe Haven information in the Metro KC area. Community Resource Navigators explain to inquirers that they do not have to abandon their babies but can hand them over to a staff member at any Safe Haven location according to the statutes of the law.
- United Way of Greater Kansas City is working to ensure that people in the Greater Kansas City area have all the building blocks to be successful in the cycle of life, from healthy beginnings, to prepared youth, and to becoming thriving adults and families. To accomplish this work, UWGKC uses multiple approaches, including direct funding for well-aligned programs at partner agencies, partnering with stakeholders on initiatives with demonstrated outcomes, and advancing systems-level change strategies where needed. UWGKC 211 supports this work by providing information on needs requested and referrals given to callers as well as demographic information to assist in identifying needs and underserved areas.
- UWGKC 211 has expanded our partnership with the AFL-CIO Community Services Help-line in St Joseph, Missouri to share our WellSky ServicePoint user licenses. This has created efficiencies and cost savings to the organization while providing better service to the community they serve in Northwest Missouri through joint responsibility of updating the resource database.
- In partnership with Missouri 211, UWGKC 211 joined Washington University St Louis to connect current smokers in Missouri who wish to quit with Washington University's smoking cessation study. Eligible candidates receive support, tools to quit and an incentive to participate in the study. 211's role is to randomly select callers to complete an initial screening and collect contact information of individuals interested in participating in the study.

Barriers to Service

- There continues to be a need for PBX re-programming in certain corporations, hospitals or other commercial entities. UWGKC 211 continues to educate callers from these organizations on this need.
- A significant percentage of callers continue to present financial assistance needs. The non-profit and faith-based assistance programs often have limited funds or run out prior to the end of a month.
- Transportation to services following referral continues to be a barrier for urban core low-income callers as well as those in outer areas of Greater Kansas City, such as Independence.

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- During this reporting period, 0.43% of callers were Spanish Speaking (non-English speaking). UWGKC 211 conducts outreach when possible to the Spanish-speaking community through resource fairs and partnerships. It is difficult to determine how many Spanish-speaking households call United Way 211, since many times an English-speaking member of the family places the call. UWGKC currently has 4 bilingual English/Spanish speakers at 211. We also utilize Optimal Phone Interpreters for Community Resource Navigators who do not speak Spanish and for over 150 other languages.
- An unfortunate trend is a continued increase in unmet needs for rent, utility and shelter requests. These remain a significant percentage of all calls and continue to be beyond the reach of the organizations offering that type of assistance.
- Allowing time away from the office in order to be able to do outreach activities is a significant barrier. Many 211s are seeing a saturation of populations that are familiar with the 211 service. There is a growing need to find and connect with new populations which is difficult with staff and budget limitations.

Please find enclosed reports, flyers, marketing materials and some examples of collaboration between United Way 211 and community organizations.

UWGKC 211 is pleased to be authorized as a Missouri 211 Comprehensive I&R Provider. Please do not hesitate to contact me if you have any questions or need additional information.

Sincerely,

United Way 211
United Way of Greater Kansas City, Inc.

By: *Kristen Womack*
[Kristen Womack \(Apr 23, 2021 14:35 CDT\)](#)
Kristen Womack
Director

2020 Snapshot - United way of Greater Kansas City 211 Annual Calls & Needs Report

211 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.



	2019	2020
Total Contacts	148,875	194,781
Total Local Contacts	132,126	139,571
Queue Calls	78,453	75,699
Non-Queue Contacts	469	266
Emails	267	664
Web Visits	52,937	62,942
Total Contract Calls	19,961	55,210

Need Outcome		%
Met		87.28%
Unmet		12.72%
Total Needs:		

Top Counties	Calls	%
Jackson	42,632	70.06%
Wyandotte	4,774	7.85%
Clay	4,578	7.52%
Johnson	4,244	6.97%
Platte	1,341	2.20%
Buchanan	1,335	2.19%
Cass	1,046	1.72%
Leavenworth	401	0.66%
Pettis	255	0.42%
Lafayette	246	0.40%

Callers by Age	Calls	%
Child 0-17	79	0.20%
Adult 18-39	15,833	40.92%
Adult 40-59	14,890	38.48%
Senior 60+	7,893	20.40%

Employment Status	Calls	%
Employed Full Time	7,806	19.57%
Employed Part Time	4,782	11.99%
Retired (not employed)	2,991	7.50%
Unemployed (not retire	24,316	60.95%

Veteran/Military	Calls	%
US Military	189	0.47%
US Veteran	1,954	4.88%
Neither	37,915	94.65%

Housing Situation	Calls	%
Housed	31,995	77.28%
Risk of Homelessness	3,720	8.98%
Homeless	5,688	13.74%

Children in Househo	Calls	%
Yes	18,046	44.73%
No	22,296	55.27%

Top Needs	Total Needs	Unmet #	Unmet %
1 Electric Service Payment Assistance	14,767	967	6.55%
2 Rent Payment Assistance	8,251	805	9.76%
3 Gas Service Payment Assistance	6,437	436	6.77%
4 Food Pantries	4,743	244	5.14%
5 Water Service Payment Assistance	4,307	297	6.90%
6 Community Shelters	3,623	912	25.17%
7 Tax Preparation Assistance	1,792	344	19.20%
8 Low Cost Home Rental Listings	1,566	61	3.90%
9 Rental Deposit Assistance	1,155	471	40.78%
10 Transitional Housing/Shelter	981	115	11.72%
11 311 Services	888	3	0.34%
12 Holiday Gifts/Toys	815	114	13.99%
13 Homeless Motel Vouchers	794	694	87.41%
14 Domestic Violence Shelters	771	64	8.30%
15 Housing Related Coordinated Entry	660	23	3.48%
16 General Clothing Provision	539	17	3.15%
17 Food Stamps/SNAP Applications	474	8	1.69%
18 211 Systems	473	5	1.06%
19 Thanksgiving Baskets	457	37	8.10%
20 General Furniture Provision	432	145	33.56%

Top Referrals	Call Count
1 Bishop Sullivan Center - Troost - Emergency Assistance	6,829
2 Mid-America Assistance Coalition - LIHEAP	5,558
3 Catholic Charities KCSJ - Emergency Assistance	3,965
4 Bishop Sullivan Center - Truman Road - Emergency Assistance	3,281
5 Salvation Army - Blue Valley	3,069
6 Metro Lutheran Ministry - Central - Emergency Assistance	2,860
7 Salvation Army - Grandview	2,512
8 Redemptorist - Utility Assistance	2,330
9 Salvation Army - Westport - Emergency Assistance	2,252
10 Salvation Army - Eastside - Emergency Assistance	2,233
11 Salvation Army - Northland	2,121
12 Metro Lutheran Ministry - Northland - Emergency Assistance	2,083
13 Northland Assistance Center	1,847
14 Reconciliation Services - Water Assistance Program	1,593
15 City Union Mission - Family & Youth Center	1,586
16 Community Assistance Council - Utility And Rent Assistance	1,580
17 Housing Information Center - Rent	1,574
18 Housing Information Center - Utilities	1,222
19 Love INC - Emergency Assistance	1,162
20 True Light Family Resource Center	1,154

NEED HELP?

DIAL 211

OR GO TO WWW.211KC.ORG

FIND HELP FOR: Housing, food and utilities •
Tax preparation • Mental health • Employment •
Health and dental services • Health insurance
enrollment • Disaster relief • Services for veterans •
Prescription payment assistance • **and more**

It's free. It's confidential.
It's available 24 hours a day,
365 days a year.

Also available at (816) 474-5112 or toll-free (866) 320-5764.
Email 211@uwgkc.org or follow us on Facebook @211gkc.
Interpreters available.



United Way
of Greater Kansas City



Get Connected. Get Help.™

NEW RESIDENT? LAID OFF? FAMILY CRISIS?

Don't know where to go for resources that may help?

DIAL 211
OR GO TO 211KC.ORG

FOR 24 HOUR ACCESS TO COMMUNITY RESOURCES INFORMATION

Also available at **(816) 474-5112** or toll-free **(866) 320-5764**,
and by emailing **211KC@uwgkc.org**. Hablamos, español.



United Way
of Greater Kansas City



Get Connected. Get Help.™

DIAL 211 OR GO TO 211KC.ORG



UNITED WAY 211 CAN HELP YOU FIND RESOURCES FOR
A WIDE VARIETY OF LIFE SITUATIONS AND NEEDS

VETERANS/MILITARY

Benefits Assistance
Advocacy
Family Support
PTSD Screening

EMPLOYMENT

Job Training
Resume Preparation
Interview Preparation
Job Finding Centers & Events

SEASONAL PROGRAMS

Tax Preparation
Holiday Assistance
School Supplies
Winter Heating

HOUSING

Rent & Utility Assistance
Shelter & Drop-In Centers
Foreclosure Prevention

LEGAL SERVICES

Landlord/Tenant
Counseling & Advice
Representation
Mediation

HEALTHCARE

Health & Dental Clinics
Health Insurance Counseling
Medical Supplies
Prescription Assistance

EDUCATION

Return to College Support
GED Classes/Testing
Financial Literacy
Tutoring

MENTAL HEALTH

Counseling/Treatment
Substance Use Services
Inpatient & Crisis
Youth Services
Caregiver Support

PARENTING SUPPORT

Parents of Children
w/Disabilities Mentoring
Parenting Classes & Groups

FOOD

SNAP/Food Stamps/WIC
Food Pantries
Soup Kitchens

IN CRISIS RIGHT NOW? CONTACT THESE HOTLINES 24 HOURS.

MENTAL HEALTH NEEDS

CRISIS TEXT LINE |

Have a personal crisis & need someone to talk to? **Text UNITE to 741741** to text 24/7 with a Crisis Text Line counselor
National Suicide Prevention Lifeline
800-273-8255

SEXUAL ASSAULT/ABUSE

MOCSA - Sexual Assault Crisis Lines
MO: **816-531-0233** KS: **913-642-0233**
Abuse Reporting Hotlines
• MO Child: **800-392-3738**
• MO Elder/Adult: **800-392-0210**
• KS Child & Elder/Adult: **800-922-533**

VETERANS

Veterans Crisis Line - National
800-273-8255, x1 or text 838255

ALCOHOL/DRUG ADDICTION

First Call - Addiction Assessment & Referral
816-361-5900

DOMESTIC VIOLENCE

KC Metro Domestic Violence Hotline
816-468-5463
Kansas City Anti-Violence Project (LGBTQ)
816-561-0550

FREE
CONFIDENTIAL
24HRS



United Way
of Greater Kansas City

