

## July 2013-June 2014 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. All demographic information is provided by callers voluntarily and is not required to receive resource information from United Way 2-1-1.

<b>Total Contacts</b>	<b>199,643</b>
Total Local Contacts	183,432
Calls	160,067
Emails	113
Web Visitors	23,252
Total Contract Calls	16,211

Top 10 Education Needs	Total	Unmet	% Unmet
School Supplies	735	102	13.9%
GED Instruction/Testing	568	6	1.1%
School Districts	106	0	0.0%
Parenting Skills Classes	45	0	0.0%
English As A Second Language	25	0	0.0%
Disability Awareness Programs	23	0	0.0%
Head Start	22	0	0.0%
Adult Literacy Programs	19	0	0.0%
Subject Tutoring	17	0	0.0%
Adult Basic Education	16	0	0.0%
<b>Total Education Needs</b>	<b>1,844</b>	<b>167</b>	<b>9.1%</b>

Top 10 Income Needs	Total	Unmet	% Unmet
Electric Service Payment Assist.	33,196	2,883	8.7%
Gas Service Payment Assistance	10,636	718	6.8%
Rent Payment Assistance	10,327	1,261	12.2%
Food Pantries	8,380	146	1.7%
Water Service Payment Assist.	5,769	515	8.9%
Community Shelters	3,567	234	6.6%
Holiday Gifts/Toys	2,195	171	7.8%
Tax Preparation Assistance	2,193	85	3.9%
General Furniture Provision	1,403	63	4.5%
Rental Deposit Assistance	1,375	651	47.3%
<b>Total Income Needs</b>	<b>101,839</b>	<b>9,456</b>	<b>9.3%</b>

Top 10 Health Needs	Total	Unmet	% Unmet
Prescription Assistance	1616	60	3.7%
Community Clinics	1094	21	1.9%
Dental Care	840	20	2.4%
Medical Equipment/Supplies	438	5	1.1%
Glasses/Contacts	354	5	1.4%
Hospitals	222	3	1.4%
Individual Counseling	186	9	4.8%
Mental Health Hotlines	183	2	1.1%
Child Passenger Safety Seats	182	1	0.5%
Case/Care Management	180	2	1.1%
<b>Total Health Needs</b>	<b>10,213</b>	<b>513</b>	<b>5.0%</b>

Top 10 Other Needs	Total	Unmet	% Unmet
City Government Info Lines/311	689	9	1.3%
Area Agencies on Aging	451	1	0.2%
Landlord/Tenant Assistance	334	3	0.9%
Legal Counseling	326	4	1.2%
ID Card Fee Payment Assist.	233	122	52.4%
General Legal Aid	206	13	6.3%
Birth Certificate Fee Payment	196	110	56.1%
Municipal Police	163	3	1.8%
Legal Representation	150	3	2.0%
Courts	145	1	0.7%
<b>Total Other Needs</b>	<b>8,265</b>	<b>783</b>	<b>9.5%</b>

Top Referrals	Total
1 Metro Lutheran Ministry	12728
2 United Services CAA	11233
3 Redemptorist Ctr	9328
4 Salv Army - Blue Valley	6319
5 Catholic Charities NEKS	6205
6 Saint James Social Services	5996
7 Salv Army - Bellefontaine	5540
8 Salvation Army - Westport	5268
9 City Union Mission	5225
10 Bishop Sullivan Center	5182
11 Salv Army - Grandview	4585
12 Northland Assistance Ctr	3530
13 Housing Information Ctr	3461
14 Johnson Co Multi-Service	3181
15 Community Serv League	3145
16 Salv Army - Wyandotte	2926
17 Next Step KC	2898
18 Salv Army - Northland	2738
19 Mount Carmel	2706
20 Community Asst Council	2321

Callers by Gender	Total
Female	71,438 79.3%
Male	18,619 20.7%

Callers by Military Status	Total
Military	168 1.2%
Veteran	1,206 8.5%
Neither	12,879 90.4%

Callers by Housing Status	Total
Housed	15,344 85.8%
At-Risk	764 4.3%
Homeless	1,779 9.9%

Callers by Income Source	Total
Earned Wages	13091 29.9%
Social Security	8988 20.5%
None	8105 18.5%
SSDI	5851 13.4%
Food Stamps	4035 9.2%
Unemployment	2096 4.8%
TANF	1978 4.5%
Child Support	1489 3.4%
Other	1068 2.4%
Pension/Retire	1036 2.4%
WIC	177 0.4%



### Callers by Top 10 Counties

Jackson, MO	68,377	69.1%
Wyandotte, KS	8,258	8.3%
Clay, MO	7,221	7.3%
Johnson, KS	6,835	6.9%
Platte, MO	1,909	1.9%
Cass, MO	1,475	1.5%
Buchanan, MO	961	1.0%
Leavenworth, KS	480	0.5%
Lafayette, MO	387	0.4%
Johnson, MO	381	0.4%

### Callers by Top 10 Zip Codes

64130 (Kansas City, MO)	6,701	6.7%
64132 (Kansas City, MO)	4,605	4.6%
64134 (Kansas City, MO)	3,924	3.9%
64127 (Kansas City, MO)	3,864	3.9%
64128 (Kansas City, MO)	3,652	3.7%
64131 (Kansas City, MO)	2,978	3.0%
64133 (Kansas City/Raytown)	2,848	2.9%
64110 (Kansas City, MO)	2,611	2.6%
64138 (Kansas City/Raytown)	2,493	2.5%
64030 (Grandview, MO)	2,334	2.3%

### Callers by Age

17 & Under	205	0.5%
18 - 39	22,103	48.8%
40-59	17,089	37.8%
60 and over	5,871	13.0%

### Callers by Employment Status

Full Time	11,161	24.2%
Part Time	7,230	15.7%
Unemployed (not retired)	26,094	56.6%
Retired (not employed)	1,578	3.4%
	46,063	

### Callers by Ethnicity

Black/African American	23,167	52.7%
White/Caucasian	17,243	39.3%
Hispanic/Latino	1,652	3.8%
Other/Multiracial	1,210	2.8%
American Indian/Alaskan Native	314	0.7%
Asian	199	0.5%
Hawaiian/Pacific Islander	137	0.3%

### Callers by Marital Status

Single	32,562	67.7%
Married	7,332	15.3%
Divorced	3,026	6.3%
Separated	2,113	4.4%
Widowed	1,658	3.4%
Living Together	1,379	2.9%

### Callers by # of Children

0	18,207	41.2%
1	9,255	20.9%
2	8,220	18.6%
3	4,864	11.0%
4	2,205	5.0%
5	859	1.9%
6	317	0.7%
7	110	0.2%
More Than 7	169	0.4%



# United Way 2-1-1

An easy-to-remember central phone number and online database connecting people to available community resources and volunteer opportunities. By dialing 2-1-1, you can make one call to find or give help.

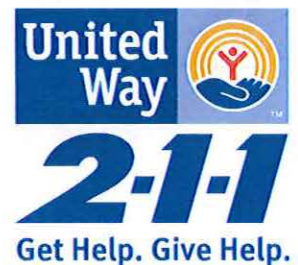
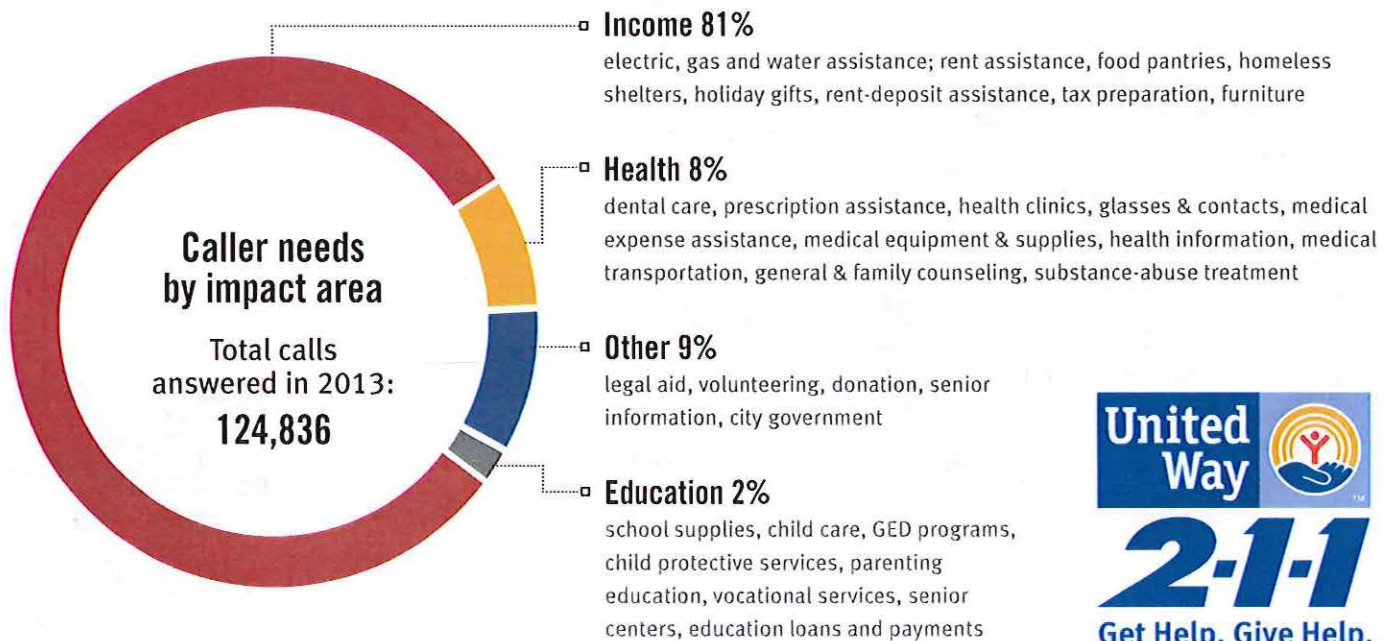
United Way 2-1-1 spans a 23-county area around Kansas City - seven counties in Kansas and 16 counties in Missouri - which provides you with access to thousands of resources. A trained, caring professional is available to you 24 hours a day, seven days a week, 365 days a year. Translators are also available.

## It's free, fast and confidential.

United Way 2-1-1 also offers a "one-stop" option for military veterans who are interested in reaching a wide variety of services in the areas of employment, education, housing, health care and mental-health services, access to government benefits or transitioning to civilian life. Call or go online to learn more about resources for veterans.

Simply dial 2-1-1 or call (816) 474-5112 or toll-free at (866) 320-5764. Access our online database at [www.unitedwaygkc.org/211](http://www.unitedwaygkc.org/211)

## Counties served by United Way 2-1-1







**The Citizen Assist Program (C.A.P.) is an innovative program that provides non-emergency social services and health care to individuals and families in their environment.**

- The Citizen Assist Program (C.A.P.), works by obtaining referrals for clients who access the emergency response system for non-emergency medical, mental health and social service needs. These referrals are made by emergency responders who feel a client requires further assistance.
- Once a referral is made, a C.A.P. staff member schedules an initial home assessment with the client; then draws from a resource pool of over 150 medical and community agencies in order to be sure appropriate connections are made. Throughout this process C.A.P. remains in contact with the client, while working as their advocate within the system.
- The misuse of the emergency response system costs approximately \$750 - \$1,000 per event, and many such events progress to become multiple episodes. Non-emergent situations also contribute rapidly to overcrowding in hospital emergency departments, which may compromise and delay care for true emergencies.
- Often emergency responders are unable to help because the resident's needs exceeds the scope of their position. Contacting C.A.P. allows them the opportunity to get the resident the assistance they need.
- C.A.P. relies on active participation by emergency responders in order to fulfill its mission. For each call, whether emergency or non-emergency, responders are urged to "THINK C.A.P." by evaluating whether or not the resident's situation needs further attention. Then it is as simple as making a phone call.
- C.A.P. is a program of United Way of Greater Kansas City, in partnership with many local emergency response agencies. It is supported by the Robert Wood Johnson Foundation, REACH Healthcare Foundation, Health Care Foundation of Greater Kansas City and other local funding partners.



# DO YOU NEED HELP GETTING THROUGH THE MAZE OF HEALTH CARE?

- What are my options for care?
- What about health insurance?
- Am I eligible for help?
- What is a safety net clinic?

The Health Care Advocate at United Way 2-1-1 can help you through that maze. Are you newly diagnosed? Do you have chronic medical issues? Are you under- or uninsured? Do you need connections to prescription expense assistance, free or low-cost immunizations, medical equipment, medical transportation or support groups?

Call United Way 2-1-1 and ask to speak to the Health Care Advocate. It's free and confidential.

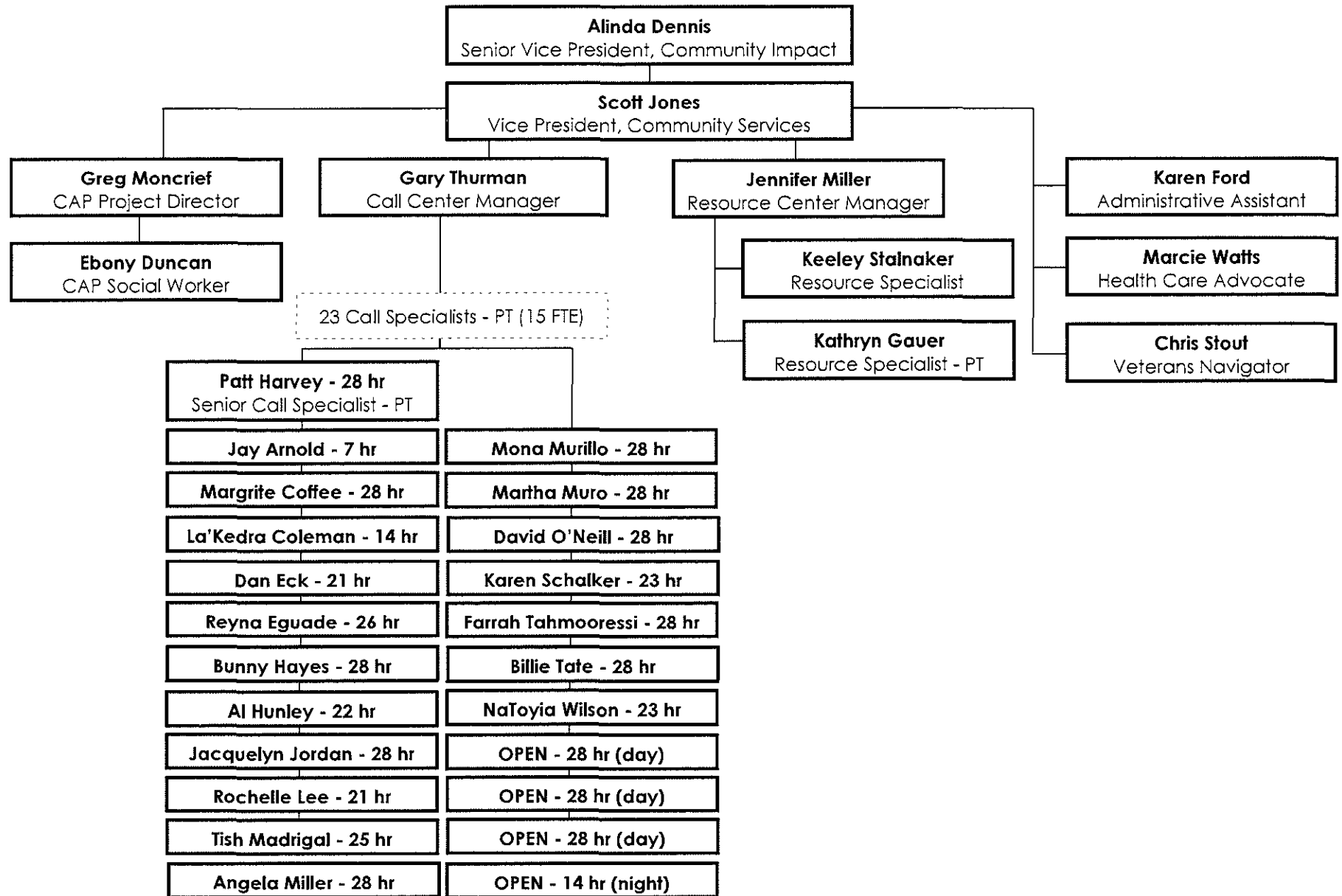
Simply dial 2-1-1, (816) 474-5112 or  
call the toll free number at (866) 320-5764.  
For more information, please visit [www.unitedwaygkc.org/211](http://www.unitedwaygkc.org/211).



		Call Specialist:						
	Call Date Call #	Point Value Options	Call 1	Call 2	Call 3	Call 4	Call 5	Monthly Score Average
CUSTOMER SERVICE								
Proper greeting: identified United Way 2-1-1 and used own first name.	10	Yes						
Voicetone was appropriate to particular call. Warm, inviting, friendly, concerned. Spoke clearly.	8	No						
Explained the role of UW211 effectively, assured confidentiality when necessary.	10	NA						
Effectively used active listening skills to assess caller's needs, did not drive call.	8							
Paraphrased & retained information provided, did not interrupt or ask to repeat info unnecessarily.	6	Use						
Used courtesy words (please, thank you, may I), explained reasons for holds & silence while searching.	6	y						
Asked open-ended questions as needed to encourage caller to present need.	8	n						
Advocated on behalf of caller as necessary.	8	a						
Maintained professional objectivity, kept I&R main objective. Avoided personal advice & points of view.	8							
Demonstrated problem-solving skills, went the extra mile with caller.	12							
Demonstrated ability to assist callers from special populations, in crisis situations and difficult callers.	7							
If used, process with the interpreter/Spanish-speaking specialist was smooth.	5							
Managed call within acceptable time limits, demonstrated call management skills.	7							
Points Scored			0	0	0	0	0	0
Points Missed			0	0	0	0	0	0
Customer Service Score out of 5			#####	#####	#####	#####	#####	#DIV/0!

<b>TECHNICAL SKILLS</b>								
Were proper referrals given based on the caller's request?	10	Yes						
Were the proper boundaries/service areas used for the referrals?	10	Part						
Did the call specialist ask for zip code, town, etc. as applicable, and problem-solve if unavailable?	10	No						
Were at least 3 referrals given if available or applicable?	7	NA						
Was intake & eligibility information conveyed to caller per the UW211 database?	12							
Was only information approved by UW211 used for the referral?	6	Use						
Did the call specialist address all needs identified?	10	y						
Were alternatives offered, personal options explored, unmet need situations explained empathetically?	15	p						
Did the call specialist ask the caller demographic questions on appropriate calls?	10	n						
Did call specialist ask follow up on appropriate calls? If yes, preferred time asked?	10	a						
Points Scored			0	0	0	0	0	0
Points Partial			0	0	0	0	0	0
Points Missed			0	0	0	0	0	0
Technical Skills Score out of 5			#####	#####	#####	#####	#####	#DIV/0!

## United Way 2-1-1 Organizational Chart







## Cooling Center Relief

United Way of Greater Kansas City 2-1-1 provides service during Heat Emergencies by maintaining a comprehensive listing of Cooling Centers in the KC Metro Area.

People can call 24 hours a day to find out where the nearest cooling center is to them by simply dialing 2-1-1 from land lines and most cell phones. Alternate numbers are (816) 474-5112 or toll free at (866) 320-5764. Our information can also be found on the Missouri Health and Senior Services website that has an interactive map of cooling centers throughout the state at: <http://gis.dhss.mo.gov/Website/coolingCenter/coolingCenter.html>. We would request that your agency post this information on your websites to better inform the public.

Emergency Management agencies and Non-profit organizations can contact Gary Thurman, Emergency Management Coordinator, at (816) 559-4716 or [garythurman@uwgkc.org](mailto:garythurman@uwgkc.org) to provide information about new cooling centers opening or other heat related services that can be put into the database.

United Way of Greater Kansas City is always available to help the residents of your community to find assistance in basic needs, health needs, employment, youth and senior services, volunteering and much more.

