

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service
Commission held at its office in
Jefferson City on the 9th day of
October, 2025.

In the Matter of the Reapplication of United)
Way of Greater Kansas City, Inc. f/k/a The)
Heart of America United Way, Inc. for an)
Order of the Commission Granting It)
Continuing Authority as an Information and)
Referral Provider for Purposes of 2-1-1)
Service)

Case No. OO-2026-0039

**ORDER GRANTING AUTHORITY TO CONTINUE SERVING AS AN
INFORMATION AND REFERRAL PROVIDER**

Issue Date: October 9, 2025

Effective Date: November 12, 2025

In Case No. AO-2004-0036, the Commission authorized United Way of Greater Kansas City, Inc. (United Way KC) to serve as a Missouri Information and Referral Provider for a period of three years. The Commission extended that authority in Case Nos. TO-2007-0338, AO-2011-0025, AO-2017-0059, AO-2020-0037, and AO-2023-0069. On August 11, 2025, United Way KC filed an application pursuant to Commission Rule 20 CSR 4240-28.015(2) for continuing authority as an Information and Referral Provider for purposes of 211 service. The Commission issued an order directing that notice be sent, set an intervention deadline, and directed the Staff of the Commission (Staff) to file a recommendation about the application. No intervention requests were received.

On September 22, 2025, Staff recommended that the Commission renew the authority of United Way KC as an Information and Referral Provider. No responses to Staff's recommendation were received.

The Commission has reviewed the application and Staff's recommendation and determines that the requested authority should be granted.

THE COMMISSION ORDERS THAT:

1. The United Way KC's application for continuing authorization to serve as a 211 Information and Referral Provider for the exchanges listed in its application is granted.
2. The authorization as a 211 Information and Referral Provider is granted for a period of three years.
3. This order shall be effective on November 12, 2025.
4. This case shall be closed on November 13, 2025.



BY THE COMMISSION

A handwritten signature in black ink that reads "Nancy Dippell".

Nancy Dippell
Secretary

Hahn, Ch., Coleman, Kolkmeier,
and Mitchell CC., concur.

Seyer, Regulatory Law Judge

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 9th day of October 2025.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

October 9, 2025

File/Case No. OO-2026-0039

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Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).

Sincerely,



**Nancy Dippell
Secretary**

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.