

## 2022 Snapshot - United Way of Greater Kansas City 211 Annual Calls & Needs Report

	2021	2022
<b>Total Contacts</b>	233,785	300,719
Total Local Contacts	192,824	269,460
Queue Calls	103,024	107,196
Non-Queue Contacts	341	279
Emails	110	200
Web Visits	89,349	161,785
Total Contract Calls	40,961	31,259

Need Outcome	Count	%
Met	87,645	87.67%
Unmet	12,323	12.33%
<b>Total Needs:</b>	<b>99,968</b>	

Top Counties	Calls	%
Jackson	57,617	70.79%
Clay	6,723	8.26%
Wyandotte	5,990	7.36%
Johnson	4,873	5.99%
Platte	2,096	2.58%
Buchanan	1,807	2.22%
Cass	1,216	1.49%
Leavenworth	591	0.73%
Pettis	240	0.29%
Lafayette	233	0.29%

Callers by Age	Calls	%
Child 0-17	113	0.24%
Adult 18-39	18,200	38.82%
Adult 40-59	16,875	35.99%
Senior 60+	11,694	24.94%

Employment Status	Calls	%
Employed Full Time	12,124	25.58%
Employed Part Time	5,675	11.97%
Retired	4,861	10.26%
Unemployed	24,731	52.19%

Veteran/Military	Calls	%
US Military	227	0.45%
US Veteran	2,416	4.78%
Neither	47,927	94.77%

Housing Situation	Calls	%
Housed	43,191	76.71%
Risk of Homelessness	5,337	9.48%
Homeless	7,776	13.81%

Kids in Household	Calls	%
Yes	20,879	40.80%
No	30,300	59.20%

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 211 or visit [www.211kc.org](http://www.211kc.org).



	Top Needs	Total Needs	Unmet #	Unmet %
1	Electric Service Payment Assistance	17,707	891	5.03%
2	Rent Payment Assistance	9,355	597	6.38%
3	Gas Service Payment Assistance	8,204	365	4.45%
4	Water Service Payment Assistance	5,369	222	4.13%
5	Community Shelters	5,318	1,128	21.21%
6	Tax Preparation Assistance	3,457	887	25.66%
7	Food Pantries	3,375	186	5.51%
8	Low Cost Home Rental Listings	2,983	142	4.76%
9	Rental Deposit Assistance	2,227	316	14.19%
10	Landlord/Tenant Assistance	1,750	82	4.69%
11	Transitional Housing/Shelter	1,685	186	11.04%
12	Homeless Motel Vouchers	1,271	1,217	95.75%
13	Housing Related Coordinated Entry	1,266	71	5.61%
14	Ride App Services	1,070	170	15.89%
15	Legal Representation	901	29	3.22%
16	311 Services	841	12	1.43%
17	Domestic Violence Shelters	811	85	10.48%
18	General Legal Aid	810	46	5.68%
19	Holiday Gifts/Toys	715	107	14.97%
20	General Clothing Provision	585	28	4.79%

	Top Referrals	Call Count
1	Metro Lutheran Ministry - Central - Emergency Assistance	10,751
2	Mid-America Assistance Coalition - LIHEAP	9,561
3	Bishop Sullivan Center - Troost - Emergency Assistance	6,217
4	Redemptorist - Utility Assistance	5,005
5	reStart - Emergency Shelter & Transitional Housing	3,418
6	Bishop Sullivan Center - Truman Rd - Emergency Assistance	2,882
7	Catholic Charities KCSJ - Emergency Assistance	2,832
8	Emergency Rental Assistance Program (ERAP) - KCMO	2,741
8	Metro Lutheran Ministry - Northland - Emergency Assistance	2,696
10	Mid-America Assistance Coalition - LIHWAP	2,455
11	Salvation Army - Blue Valley	2,351
12	City Union Mission - Family & Youth Center	2,231
13	Salvation Army - Northland	2,220
14	True Light Family Resource Center	2,192
15	Salvation Army - Eastside - Emergency Assistance	2,182
16	Community Assistance Council - Utility And Rent Assistance	2,093
17	Salvation Army - Grandview	2,066
18	Redemptorist - Rent Assistance/Mortgage	2,042
19	Northland Assistance Center	1,925
20	Missouri Housing Development Commission - Kansas City	1,875