



Get Connected. Get Help.™

# UNITED WAY 211 2025 ANNUAL REPORT

If you need help or know of someone who does, DIAL 2-1-1 OR VISIT [211KC.ORG](https://211kc.org).  
Available toll free at (866) 320-5764, locally at (816) 474-5112.

# 211

Get Connected. Get Help.™

Every hour of every day, residents in 23 counties surrounding Kansas City call United Way 211 in search of essential human services. United Way 211 is available to everyone.

Each United Way 211 call is answered by Community Resource Specialists who navigate a database of 7,000+ local services, connecting you to the support you need. 211 is the only nationally accredited information and referral service in our region.

**211 IS FREE, CONFIDENTIAL, AVAILABLE 24 HOURS A DAY, 365 DAYS A YEAR.**

## A MESSAGE FROM OUR 211 EXECUTIVE DIRECTOR

Twenty years ago, United Way of Greater Kansas City launched our local 211 service. While our annual call volume has grown every year—from 57,977 when we began in 2006, to over 100,000 last year, a few key things about the system have remain unchanged.

- We service 23 counties in Missouri & Kansas.
- 211 is free & confidential, available 24 hours a day, 365 days a year.
- Support is available in 150 languages.
- Caring Community Resource Specialists can connect individuals to thousands of local services.

We meet community members where they are—serving as the front door to our community's health and human services.

You call 911 when you're facing a life or death emergency, 988 for mental health crises and 211 is there for the everyday life crises you might face and simply don't know where to turn. Maybe that's finding a place to sleep tonight, navigating a health diagnosis, finding a ride to a food pantry, getting support for an aging loved one, keeping the lights on, getting a tax prep appointment, or accessing free legal services if you're facing eviction. No matter the circumstance, 211 is here for you.

We're exceptionally thankful to every member of our team who makes this service come to life day in, day out. And we're proud to provide impactful connections by following the highest standards in the Information and Referral (I & R) industry, through accreditation by Inform USA (the gold standard for I&R).

By reducing barriers, creating community partnerships and innovating to meet needs, 211 makes Kansas City a place where all can thrive.



**Todd Jordan, PhD**  
Vice President of Community Impact  
& 211 Executive Director

## CONTACTS TO 211

# 211

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# 347,839

**Total 211 contacts in 2025**

(combination of phone calls, emails, and unique website visits to 211kc.org)

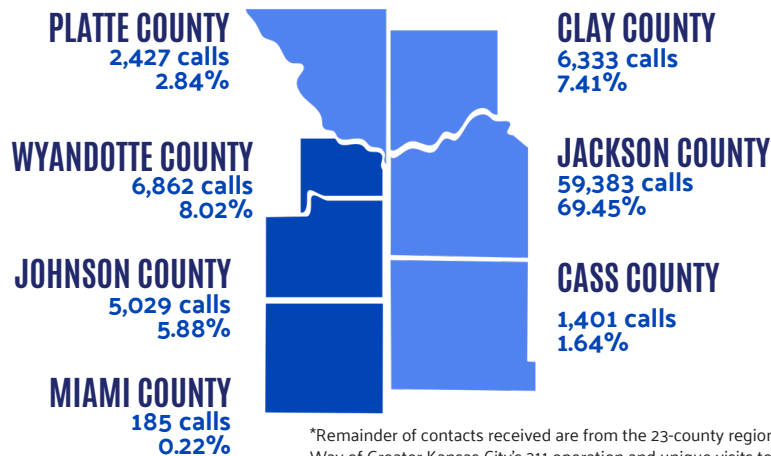
# 112,082

**Total calls answered in 2025**

# 90%

**of needs met**

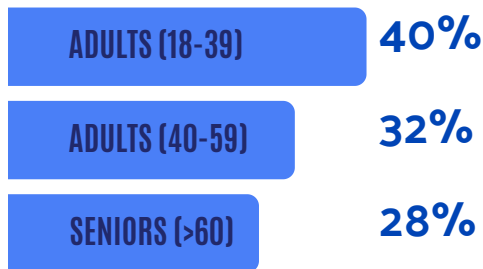
# CONTACT DEMOGRAPHICS



\*Remainder of contacts received are from the 23-county region served by United Way of Greater Kansas City's 211 operation and unique visits to 211KC.org.

# WHO'S CALLING 211?

## AGE:



## HOUSING STATUS:



# KEY COMMUNITY INITIATIVES

In partnership with Lyft, this program works to fill the unmet needs gap for transportation assistance. United Way 211 scheduled transportation to appointments, services, and organizations at no charge.

TOTAL REFERRALS: 2,288

TOP TRANSPORTATION BARRIER:  
No personal vehicle - 89%

## TOP TRANSIT NEEDS:

- 🏠 Healthcare - 932
- 💼 Employment/Economic Stability - 872
- 🍷 Food - 308
- 🎓 Education - 69
- ⚖️ Legal Services - 52
- 🏠 Housing - 49

# TOP FIVE NEEDS



**HOUSING**  
35%

Including housing stabilization (rent, mortgage), unhoused services (shelters, drop-in centers), new housing services (deposit, housing search).



**UTILITY ASSISTANCE**  
26%

A total of 30,256 contacts inquired about assistance in paying for gas, electricity, water bills, and other essential services.



**TAX PREPARATION**  
6%

United Way partners with Volunteer Income Tax Assistance (VITA) program that offers free, in-person, and secure tax filing services.



**TRANSPORTATION**  
5%

Transportation barriers across Kansas City impacted 20K+ callers. Transportation access affects employment, education, medical care, food, and more.



**LEGAL SERVICES**  
5%

Top services include legal representation, legal counseling, general legal aid, housing discrimination assistance, advocacy, and veteran's benefits assistance.

## IF YOU OR SOMEONE YOU KNOW NEEDS HELP:



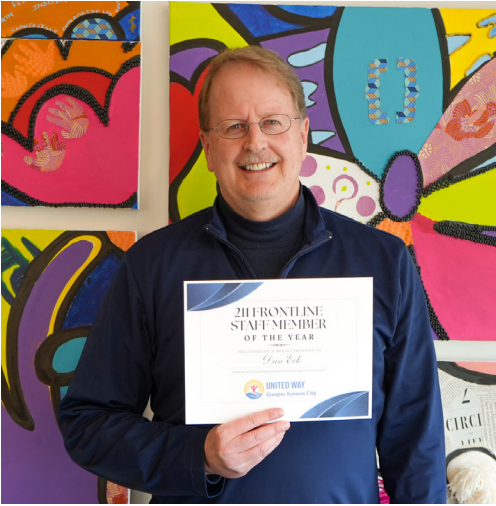
VISIT 211KC.ORG



DIAL 2-1-1



# HONORED TO SERVE KANSAS CITY THROUGH 211 FOR 20 YEARS.



**Dan Eck**

2026 211 Frontline Worker of the Year

## STAY CONNECTED WITH UNITED WAY

Follow us on socials @UnitedWayGKC and subscribe to our newsletters at [www.unitedwaygkc.org](http://www.unitedwaygkc.org).

