

211 INFORMATION & REFERRAL

ANNUAL SUMMARY 2023

2-1-1

Kansas

Every day, people in our community face crisis and uncertainty. They struggle to buy food, pay their rent and utilities, find healthcare, or secure a job.

United Way 211 is an unmatched, critical service here to help.

211 connects people to the best resources and services in their community – food pantries, utilities and rent assistance, disability services, senior resources, shelter, healthcare, workforce services and more. It's free and confidential.

HOW MANY TIMES DID 211 CONNECT KANSANS TO HELP IN 2023?

51,060 + 103,702 + 3,862 + 465 = 159,089

Calls

Online Sessions

Text Sessions

Online Chats

TOTAL TIMES

WHAT WERE THE TOP FIVE REQUESTED NEEDS?



Utility Assistance



Tax Prep Assistance



Rent Assistance

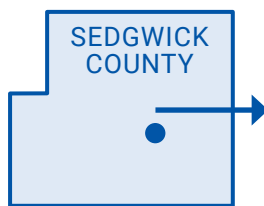


Food Pantries



Shelter

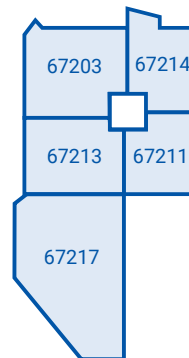
WHERE DID CALLS COME FROM?



SEDGWICK COUNTY

59% of calls came from Sedgwick County

56% of calls came from Wichita



The **TOP 5 ZIP Codes** requesting help were in the center of Wichita.

Questions? Contact Abel Frederic, United Way Vice President of Community Impact, at afrederic@unitedwayplains.org or (316) 267-1321 ext. 4211. Learn more at unitedwayplains.org/211.

FOUR EASY WAYS TO CONTACT 211:



Dial 2-1-1 to talk with a referral specialist. Available 24/7/365 in 240+ languages.



Text your ZIP code to 898-211. Available Monday – Friday, 7 a.m. – 7 p.m.



Search online, anytime at 211Kansas.org.



Chat online at unitedwayplains.org/211. Available Monday – Friday, 7 a.m. – 7 p.m.

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(316) 267-1321 • unitedwayplains.org

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