

# 211 INFORMATION & REFERRAL

DECEMBER 2024

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.

## HOW MANY TIMES DID 211 CONNECT KANSANS TO HELP THIS MONTH?

2,967 + 7,241 + 199 + 27 = 10,343

Calls	Web Search Sessions	Text Sessions	Online Chats	TOTAL TIMES
-------	---------------------	---------------	--------------	-------------

## WHAT WERE THE TOP FIVE REQUESTED NEEDS?



Rent Assistance



Utility Assistance



Holiday Programs

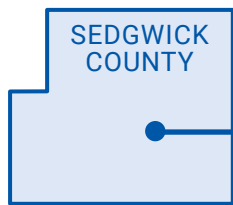


Food Pantries



Shelter

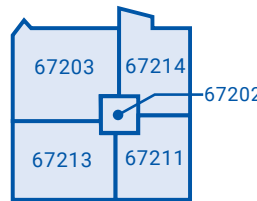
## WHERE DID CALLS COME FROM?



SEDGWICK COUNTY

**51%** of calls came from Sedgwick County

**49%** 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](mailto:afrederic@unitedwayplains.org) or (316) 267-1321 ext. 4211. Learn more at [unitedwayplains.org/211](http://unitedwayplains.org/211).

## FOUR EASY WAYS TO CONTACT 211:



**Dial 2-1-1** to talk with a referral specialist. Available M – F, 7 a.m. – 7 p.m. in multiple languages.

After hours, a recorded message will direct you to resources.



**Text** your ZIP code to 898-211. Available M – F, 7 a.m. – 7 p.m.



**Search online**, anytime at [211Kansas.org](http://211Kansas.org).



**Chat online** at [unitedwayplains.org/211](http://unitedwayplains.org/211). Available M – F, 7 a.m. – 7 p.m.

245 N. Water St., Wichita, KS 67202  
(316) 267-1321 • [unitedwayplains.org](http://unitedwayplains.org)

 @unitedwayplains



United Way  
of the Plains