

# 211 INFORMATION & REFERRAL

## 2024 ANNUAL SUMMARY

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?

46,650 + 102,590 + 3,275 + 486 = 153,001

Calls

Web Search  
Sessions

Text  
Sessions

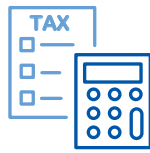
Online  
Chats

TOTAL TIMES

### WHAT WERE THE TOP FIVE REQUESTED NEEDS?



Utility Assistance



Tax Prep  
Assistance



Rent Assistance

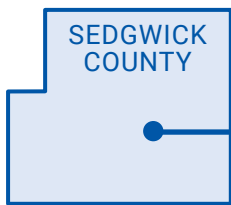


Food Pantries



Shelter

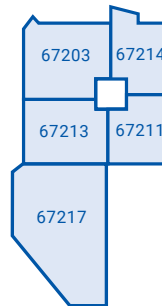
### WHERE DID CALLS COME FROM?



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](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.

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