

211 INFORMATION & REFERRAL

2025 ANNUAL SUMMARY

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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 YEAR?

48,848 + 62,241 + 3,663 + 961 = 115,713

Calls

Web Search Sessions

Text Sessions

Online Chats

TOTAL TIMES

WHAT WERE THE TOP FIVE REQUESTED NEEDS?



Food Pantries



Homeless Shelter



Low Income/
Subsidized
Housing

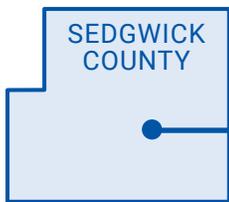


Rent Assistance



Tax Prep
Assistance

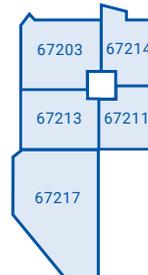
WHERE DID CALLS COME FROM?



SEDGWICK COUNTY

59% of calls came from Sedgwick County

54% 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 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.



Chat online at unitedwayplains.org/211. Available M – F, 7 a.m. – 7 p.m.

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United Way
of the Plains