

# 211 INFORMATION & REFERRAL

## JANUARY 2025

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?

**4,062 + 9,068 + 291 + 53 = 13,474**

Calls	Web Search Sessions	Text Sessions	Online Chats	TOTAL TIMES
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### WHAT WERE THE TOP FIVE REQUESTED NEEDS?



Tax Prep Assistance



Utility Assistance



Rent Assistance

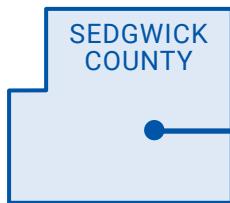


Food Pantries

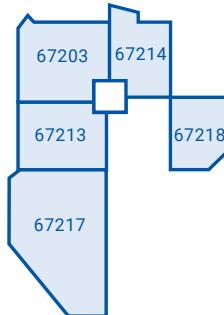


Shelter

### WHERE DID CALLS COME FROM?



**66%** of calls came from Sedgwick County  
**62%** 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 [afreric@unitedwayplains.org](mailto:afreric@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.