



## Q & A for United Way 2-1-1

### What is United Way 2-1-1?

United Way 2-1-1 helps people find and give help. It is an easy-to-remember central phone number connecting people with available community resources and volunteer opportunities.

- It's convenient. You'll reach a trained, caring professional 7 days a week, 24 hours a day.
- It's effective. No more wasted time trying to find the right resource. And, the comprehensive database is constantly being updated so the information is accurate.
- It's free and confidential.

United Way 2-1-1 is also available online at [www.unitedwaygkc.org](http://www.unitedwaygkc.org).

### Who does United Way 2-1-1 serve?

United Way 2-1-1 serves a 23-county area. The 7 counties in Kansas are Doniphan, Franklin, Johnson, Leavenworth, Linn, Miami, and Wyandotte. There are 16 counties in Missouri - Andrew, Bates, Buchanan, Caldwell, Cass, Clay, Clinton, DeKalb, Henry, Jackson, Johnson, Lafayette, Platte, Pettis, Ray, and Saline.

### How does United Way work with 9-1-1?

United Way 2-1-1 saves the 9-1-1 system for life and death emergencies. Plus, United Way 2-1-1 will be especially critical during times of natural disaster, as it was last year when hurricanes ravaged the Gulf Coast and evacuees relocated to Kansas City.

### Who is involved with United Way 2-1-1?

Funders for United Way 2-1-1 are Ewing Marion Kauffman Foundation; Hall Family Foundation; Miller Nichols Charitable Foundation; H & R Block Foundation; Health Care Foundation of Greater Kansas City; John W. and Effie E. Speas Memorial Trust; Bank of America Trustee; and KCP&L.

### What if United Way 2-1-1 doesn't work on my phone?

If dialing 2-1-1 doesn't work on your phone for any reason, you may call (816) 474-5112 or the toll free number (866) 320-5764.

### Is 2-1-1 only available locally?

No. More than half of the people in the United States now have access to a 2-1-1 service, including the entire state of Kansas and the entire state of Missouri.

### Has United Way 2-1-1 been successful?

Yes! In the first six months of 2009 United Way 2-1-1 has received over 50,000 calls.

*Note: The official name of the program is United Way 2-1-1. Please, do NOT shorten to 2-1-1 for brevity, even on second reference. In addition, 2-1-1 is always hyphenated. The official tagline for United Way 2-1-1 is "Get Help. Give Help."*