In 2019, MAACLink agencies in the Kansas City area provided nearly 550,000 services for 52K households with a value of over $22 million.

**Top 5 Services Provided (by dollar amount)**

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>DOLLAR VALUE</th>
<th>ENTRIES</th>
<th>INDIVIDUALS</th>
<th>HOUSEHOLDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food Pantry/Groceries</td>
<td>$7,353,197</td>
<td>111,229</td>
<td>259,947</td>
<td>29,133</td>
</tr>
<tr>
<td>Commodities (food)</td>
<td>$2,620,549</td>
<td>69,608</td>
<td>155,458</td>
<td>19,999</td>
</tr>
<tr>
<td>Utility—Electric</td>
<td>$1,586,825</td>
<td>9,125</td>
<td>23,366</td>
<td>6,115</td>
</tr>
<tr>
<td>Housing—Rent</td>
<td>$950,523</td>
<td>2,339</td>
<td>5,646</td>
<td>1,760</td>
</tr>
<tr>
<td>Clothing</td>
<td>$717,924</td>
<td>30,118</td>
<td>61,242</td>
<td>10,666</td>
</tr>
</tbody>
</table>

United Way 2-1-1 reported a total of 68,407 calls for assistance in 2019 in the 5 county metropolitan area.

**Top 5 Needs**

- Utility assistance: 35,758
- Rent assistance: 6,377
- Food pantry: 4,181
- Shelter: 4,056
- Tax prep: 3,201

26% of callers needing assistance are employed full-time; 14% employed part-time.

**Number of Calls by County**

- Jackson (MO): 51,470
- Clay (MO): 5,299
- Johnson (KS): 5,113
- Wyandotte (KS): 4,918
- Platte (MO): 1,607
In 2019, 10,541 Households were assisted with $2,641,108 in Electric, Gas, and/or Water Utilities. This included 16,460 children in those households and 4,216 older adults for a total of 38,854 unduplicated individuals who received utility assistance.

Reminder
MAAC places the highest priority on the privacy and security of every client's personal information, and one of the ways we help to ensure that their data is kept secure is through training users. Please remember that only individuals who have received the proper training and have been issued their own login information are permitted to access MAACLink.

If you have new employees, interns, or volunteers who need a MAACLink user account, first complete a Statement of Confidentiality Form (found on our website—maaclink.org) and submit the completed form to us. We will then contact you/your trainee to coordinate training once we've received their form. Email to jgillespie@maaclink.org  Fax 816-571-7277  Mail to: Mid America Assistance Coalition, 1 W Armour Blvd, Ste 301, Kansas City, MO 64111