

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of the Reapplication of the United)
Way of Greater Kansas City, Inc. f/k/a The Heart of)
Commission Granting it Continuing Authority as an)
Information and Referral Provider for Purposes of)
211 Service)

File No. OO-2026-0039

STAFF RECOMMENDATION

COMES NOW the Staff of the Missouri Public Service Commission (“Staff”) and for its *Recommendation* recommends that the Commission renew the authority of the United Way of Greater Kansas City, Inc., as a Missouri Information and Referral Provider in the counties requested in its Reapplication, specifically to provide information and referral through “211” telecommunications service.

1. On August 11, 2025, the United Way of Greater Kansas City filed a Reapplication for 211 Authority, pursuant to 20 CSR 4240-28.015(2). On August 12, 2025, Commission set an intervention deadline of September 11, 2025 and ordered Staff to file a recommendation regarding the application no later than September 25, 2025.

2. Staff has reviewed the Reapplication and has found that it meets all of the requirements of 20 CSR 4240-28.015.

3. 211 service is an abbreviated dialing to an entity that can provide the caller with relevant information and refer the caller to the appropriate provider of human services. Human services are services which include, but are not limited to, activities that help people to become more self-sufficient, sustain independence, strengthen family relationships, support personal and social development and ensure the well-being of individuals, families, groups and communities. Specific kinds of human services include

ensuring that people have access to adequate food, shelter, clothing and transportation; financial resources to meet their needs, consumer education and decision support; legal services; training and employment; health and mental care including substance abuse services; both routinely and in times of disaster or other emergencies.

4. Staff supports renewing the authority because the United Way of Greater Kansas City is an entity able to provide comprehensive 211 service and that has committed to complying with all applicable statutes and Commission rules. Staff is unaware of any objection to the request for renewal of its authority.

WHEREFORE, Staff requests that the Commission renew the authority of United Way of Kansas City, Inc., as a Missouri Information and Referral Provider in the counties requested in its Reapplication, specifically for the provision of 211 telecommunications service, and grant such other and further relief as the Commission considers just in the circumstances.

Respectfully submitted,

/s/ Mark Johnson

MARK JOHNSON

Missouri Bar No. 64940

Chief Staff Counsel

Missouri Public Service Commission

P.O. Box 360

Jefferson City, MO 65102

573-751-7431 (Voice)

573-751-9285 (Fax)

mark.johnson@psc.mo.gov

/s/ Netanya Buban

NETANYA BUBAN

Rule 13 Certified Law Student

Missouri Public Service Commission

P.O. Box 360

Jefferson City, MO 65102

Netanya.Buban@psc.mo.gov

Attorney for the Staff of the

Missouri Public Service Commission

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was served by electronic mail, or First Class United States Postal Mail, postage prepaid, on this 22nd day of September, 2025, to all counsel of record.

/s/ Mark Johnson