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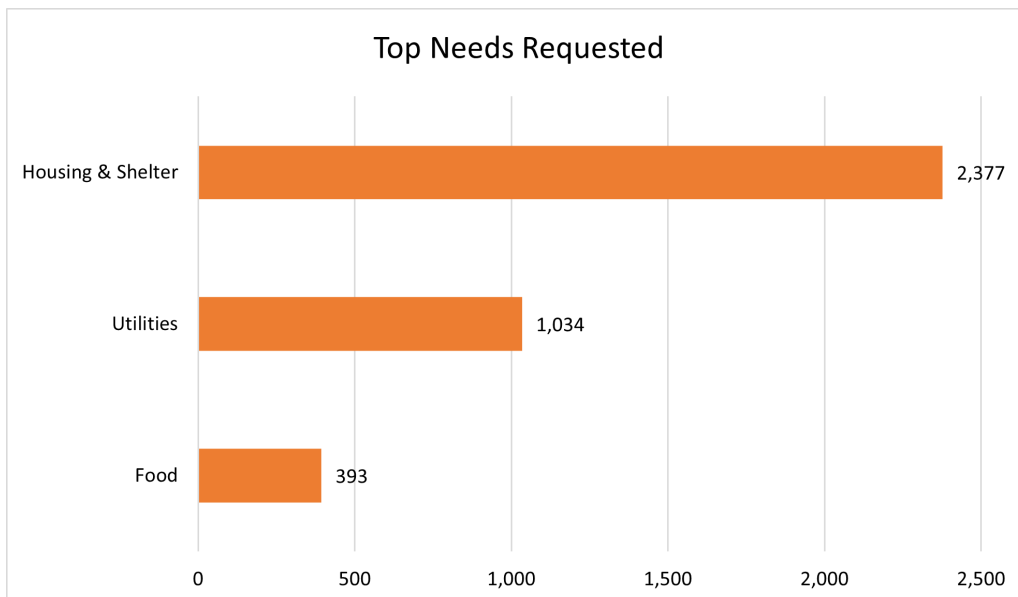
Welcome to the 25th edition of our 211 newsletter, where we share information on 211 services and benefits, funding updates, and opportunities for you to become an advocate for 211.

211 Third Quarter 2020 Results

United Way of Lake County's third quarter (Q3) 2020 report for 211 is [now available for download](#). The report provides a snapshot of the demographic data and top needs individuals requested from 211 between July 1, 2020 and September 30, 2020. The goal of this report is to share a quarterly overview of 211 data on top community needs and the populations we serve in Lake County.

During this time, 211 received 2,492 calls and texts, with 5,136 needs requested. This was a 90% increase in calls and texts compared to the second quarter. Thirty-two percent of calls and texts came in outside of normal business hours. In addition, 7,755 users visited the 211LakeCounty.org website with 9,782 web sessions.

The top reasons people contacted 211 were:



COVID-19 Special Report

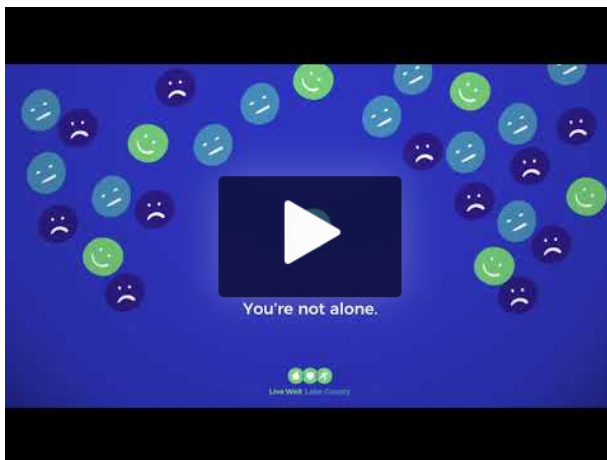
The COVID-19 Special Report for September is [now available for download](#). The number of calls and texts to 211 have increased 143% since February. In addition, the need for mortgage payment assistance surged 883% since the pandemic began, and requests for rent payment assistance increased 675%, gas service payment assistance 400%, electric service payment assistance 334%, and food pantries 368%.

Reports are compiled using anonymous data provided by the 211 Contact Center at Interface Children & Family Services and the 211 Lake County database, as well as website analytics. The reports are intended to assist with proactive community planning and informed decision-making.

Take Care with Wellness Resources

We are all feeling stressed and overwhelmed right now. Taking care of yourself can be hard. Everyone has times when they need emotional support. Even if you can handle what you're going through alone, you don't have to. Lake County has many free and convenient opportunities to get help during these difficult times:

- Locations for safe telehealth visits
- Grief support
- Harm reduction training
- and much more



Visit LiveWellLC.org/TakeCare to learn more. To connect with available resources, call 211 or text your zip code to 898211.

Act Now to Apply for Rent and Utility Assistance

The Lake County COVID Housing Relief Program (CHRP) provides rent and utility assistance for eligible households financially impacted by the pandemic.

If you live in Lake County and you've lost your job due to the pandemic or have large unexpected medical bills, you may be eligible. If you qualify and are a renter, you can get help paying your rent, gas and electric bills for up to six months. If you own your home, you can get help with utility bills.

For more information, [click here](#). To apply for the program, call 211. Be sure to act now as the program expires at the end of December 2020.

Thankful for 211

Watch as a Lake County Sheriff's deputy talks about how 211 helped connect a victim of domestic violence to critical resources. See how 211 is making a difference in our Lake County community every day.



Reminder 211 Service Providers

Community services and hours of operation continue to change in response to the pandemic. Thank you to all the service providers who have been sharing regular updates with our 211 Resource Team to ensure the most complete and accurate 211 information and referrals.

Service providers are reminded to send regular updates to 211LakeCounty@icfs.org so that together we can keep Lake County informed of available resources.

Supporter Spotlight



Now through December 24, **Healthcare Foundation of Northern Lake County** is matching all new or increased individual gifts up to \$7,500. Give today and DOUBLE YOUR IMPACT! Your support of our 211 helpline helps improve and save lives right here in Lake County.

Make a Gift

Our Community of 211 Donors

Thank you to our community partners and individual donors for their generous financial support in bringing 211 to our community. [View our full list of funding partners here.](#)

How Can You Help?

1. Share this email and encourage your network to [opt-in to 211 communications](#).
2. [Help to sustain 211 in its second year!](#)
3. Follow United Way of Lake County on social media to receive more timely 211 updates.



Best regards,

Deanna Olmem

Manager, 211 and Safe & Stable Families

Welcome New Subscribers

A big welcome to our new subscribers this month!
Find links to previous newsletters so you don't miss out, [here](#).