



Hello,

Welcome to the 24th 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.

## Need Help Paying Rent or Utility Bills?

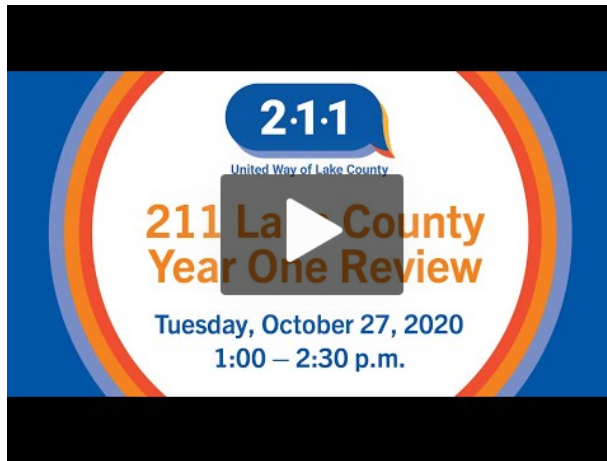
The Lake County COVID Housing Relief Program (CHRP) provides rent and utility assistance for eligible households financially impacted by the pandemic. Lake County residents who need help paying rent or utility bills can [click here](#) to view more information on the county's website, including who's eligible.

If you've lost your job due to COVID-19 or have large medical bills, and live in Lake County, 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.

**To apply for the program, call 211 or text your zip code to 898211.** An expert navigator will conduct an initial intake and eligibility assessment. Eligible applicants will be guided to organizations that can best meet their needs. This new centralized process prevents duplication of services, drives efficiencies, and makes it easier for people to connect with available and appropriate resources and get help. Don't wait, apply today!

## 211 Lake County: One Year Later

Earlier this week, United Way of Lake County marked the first anniversary of 211 services for Lake County with a 90-minute virtual event targeted to key stakeholders, partners and community leaders. The event highlighted 211's measurable year-one results and impact, including how the system has transformed the way individuals and families from all across Lake County are connecting to essential health and human services.



Marc Jones, Executive Director of Waukegan Township's Eddie Washington Center, served as host and moderated a panel of Lake County human services experts discussing how 211 more efficiently connects people in need to a wide range of available resources. The panel included Demar Harris of Lake County Workforce Development, Sam Johnson-Maurello of the Lake County Health Department, Brenda O'Connell of Lake County Community Development, Dulce Ortiz of Mano a Mano Family Resource Center, and Carmen Patlan of the Highwood Public Library.

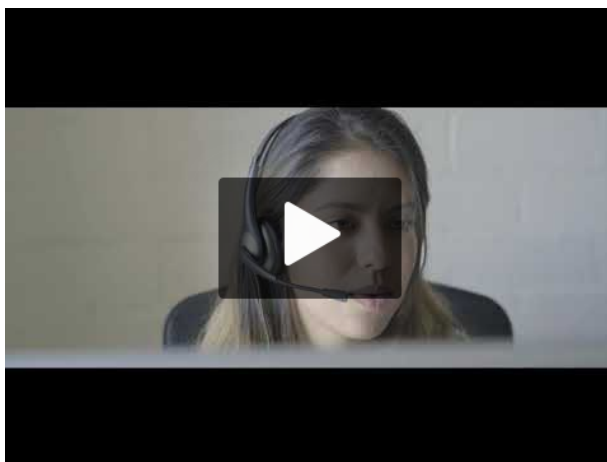
In its first year of service, 211 has made a combined total of 56,423 connections to help, including 6,760 calls and texts to the 211 contact center and 49,663 visits to the **211LakeCounty.org** website. Calls and texts to 211 have been received from every zip code in the county.

211 could not have come to Lake County at a better time. When the pandemic hit, the number of calls and texts to 211 nearly doubled. Since March, more than half of the calls and texts to 211 are related to COVID-19.

"Now our community knows what 211 is. Now they can access the help they need. Now they have hope when times are tough," said Kristi Long, President & CEO, United Way of Lake County.

## Caller Impact Story

Watch this re-enactment of a real story of how United Way of Lake County's 211 is connecting people to the help they need:



## 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.](#)