



Hello,

Welcome to the 38th 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.

Lake County's 211 Earns #1 Ranking!

Recently, as part of the planning process to expand 211 services across the entire state, existing 211 centers serving Illinois were evaluated on their operational delivery and best practices. Secret shoppers were deployed to review each center based on the quality of interactions with resource specialists, consistency of procedures, average wait times and other criteria. We're thrilled to share that **Lake County's 211 earned the highest score overall at 92% and the highest score of any individual call at 99%!**

Secret shoppers had the most positive comments about Lake County's 211, including that the resource specialist was kind and helpful with a personality that fit the role, the specialist exhibited empathy and was genuine in their concern for the situation, the specialist had a good pace, and the process was not intimidating or overwhelming. Resource specialists at Lake County's 211 also exhibited an understanding of a standard process and tended to adhere to this process. The intake process was considered smooth and secret shoppers were treated professionally when they refused to disclose information. Calls ended in a respectful and supportive manner and specialists encouraged future calls if needed.



Coming Soon: 211 Billboards

We're excited to announce that soon you'll see ten billboards across the county promoting 211 thanks to a generous grant from the Outdoor Advertising Association of Illinois. The billboards will feature the new Guiding Light public service advertising campaign from United Way and the Ad Council designed to spotlight the many benefits of 211.

Whether you lost your job during the pandemic or you're experiencing another financial or emotional hardship, you don't have to go through it alone. The 211 team is here to help. From food assistance and help paying bills to health care answers and mental health resources, 211 can be the guiding light when you don't know where to turn. Call **211**, text your zip code to **898211**, or visit **211LakeCounty.org** to learn more.

Did You Hear Our Radio Ads?

Throughout the month of November, our media partners at 102.3 WXLC, 95.1 WIIL ROCK, 1220 WRKS and 98.3 WRLR ran 211 radio spots in English and Spanish on their stations. Our goal is to continue to connect more people in need to local available resources through 211. Thank you to our media partners for helping us raise awareness of 211 as the guiding light in our community.

Listen to one of the [English :30 radio spots](#).

New 211 Multilingual Flyer

We're pleased to add a new [211 multilingual flyer](#) to our 211 Toolkit! The 8-1/2" x 11" flyer can be downloaded from the promotional toolkit and features information in eight languages on the back, including Hindi, Korean, Malayalam, Mandarin, Polish, Russian, Spanish, and Tagalog.

211 is free, confidential, 24/7 and available in multiple languages. Speak to a live person in your language for personalized information and assistance by calling 2-1-1 and pushing 1 to access an interpreter. Once connected, say "Language Name." Help us get the word out so that more people in Lake County who need resources get connected.

HINDI
क्या आपको या आपके किसी पहचान वाले को मदद की जरूरत है?

यूनाइटेड वे ऑफ लेक काउंटी का 211 उपलब्ध संसाधनों के बारे में आपका स्थानीय व उदार मार्गदर्शक है, जिसमें भोजन, करिया, उपयोगिता सहायता, मानसिक स्वास्थ्य सेवाएं, स्वास्थ्य देखभाल और बहुत कुछ शामिल हैं। 211 हमेशा खुला है, गोपनीय है व मुफ्त सेवा देता है। लाइव व्यक्ति से अपनी स्थानीय भाषा में 2-1-1 पर फोन लगा कर बात करें अन्यथा 1 दबाएं और भाषांतरकार तक पहुंचें। कनेक्ट होने के बाद **“हंदी”**।

KOREAN
도움이 필요하신가요? 아니면, 주변에 도움을 기다리는 분이 계신가요?

도움이 필요하신가요? 아니면, 주변에 도움을 기다리는 분이 계신가요? 레이크 카운티 유나이티드웨이 211번은 음식, 렌트, 전기세 지원, 정신 건강 서비스, 의료 지원 등을 포함한 다양한 서비스를 제공하는 친절함 지역 안내 서비스입니다. 211번을 상시 운영 중입니다. 무료 지원 서비스이며, 비밀을 보장합니다. 2-1-1번으로 전화하신 후 1번을 선택하면 담당자와 직접 상담하실 수 있으며, 통역 서비스를 지원합니다. 전화가 연결되면 **“한국어”**를 말씀해 주십시오.

MALAYALAM
താങ്ക്ൾക്കുതോ താങ്ക്ൾക്കറിയവുനന്ന മറ്റ്റ്ളുവർക്കുതോ സഹായം ആവശ്യമുണ്ടുതോ?

യൂണൈറ്റ്ഡ് വേ ഓഫ് ലേക് കൗണ്ടിയുടെ 211 ഭക്ഷണം, വാടക, യൂട്ടിലിറ്റി അസിസ്റ്റൻസ്, മാനസികാരോഗ്യ സേവനങ്ങൾ, ആരോഗ്യ പരിചരണം എന്നിങ്ങനെയുള്ളവ ഉൾപ്പെടെയുള്ള ലഭ്യമായ വിഭവങ്ങളിലേക്കുള്ള താല്പരതകളുടെ പരാമർശവും ഉദാരവുമായ വഴികാട്ടിയാണ്. 211 എപ്ലോഴും തുറന്നിരിക്കുന്നതും, എപ്ലോഴും റഹസ്യാത്മകവും, എപ്ലോഴും സൗജന്യവുമാണ്. 2-1-1 ലേക് വിളിക്കുകയും ഒരു ദ്വിഭാഷിയ പരാമർശകൻ്റെതിനായി 1 അമർത്തുകയും ചെയ്ത് ജീവനുള്ള ഒരു വയക്തിയോടു സംസാരിക്കുക. കണക്ടായികഴിഞ്ഞാൽ, **“മലയാളം”** പറയുക.

MANDARIN
您或您认识的 是否需要帮助?

莱克县联合之路的 211 服务电话可指导您获得当地的可用资源,其中包括食品、租赁和公用事业援助、心理健康服务和医疗保健等。211 始终为您免费开放,并始终为您的信息保密。请拨打 2-1-1 并按下1键用您的语言与在线服务人员说话,以便获取翻译。连线后,请讲 **“中文”**。

POLISH
Czy Ty lub ktoś, kogo znasz, potrzebujecie pomocy?

Numer 211 organizacji United Way of Lake County to Twój lokalny przewodnik po dostępnych zasobach takich jak pomoc w zakresie żywności, czynszu i mediów, usług dotyczących zdrowia psychicznego, opieki zdrowotnej i nie tylko. Numer 211 jest zawsze czynny, poufny i darmowy. Porozmawiaj z osobą na żywo w swoim języku, dzwoniąc pod numer 211 i wybierając 1, aby uzyskać dostęp do tłumacza. Po połączeniu powiedz **„polski”**.

RUSSIAN
Вам или кому-то из ваших знакомых требуется помощь?

Служба 211 организации United Way округа Лейк является местным справочником полезной информации по имеющимся в округе ресурсам, в том числе о продуктах питания, аренде жилья, помощи в оплате коммунальных услуг, услугах психологов и психиатров, медицинской помощи и т. д. Служба 211 — всегда доступна, конфиденциальна и бесплатна! Хотите поговорить с оператором-человеком на родном языке, наберите 2-1-1 и нажмите 1, чтобы получить помощь переводчика. После установления связи скажите: **«Русский»**.

SPANISH
¿Usted o alguien que conoce necesita ayuda?

El 211 de United Way of Lake County es su generosa guía local con recursos disponibles incluyendo comida, asistencia de renta y utilidades, servicios de salud mental, de salud y más. El 211 esta siempre disponible, es confidencial y es gratis. Hable con una persona en su idioma marcando el 211 y presionando el numero 1 para hablar con un interprete. Una vez conectado, diga **“Español”**.

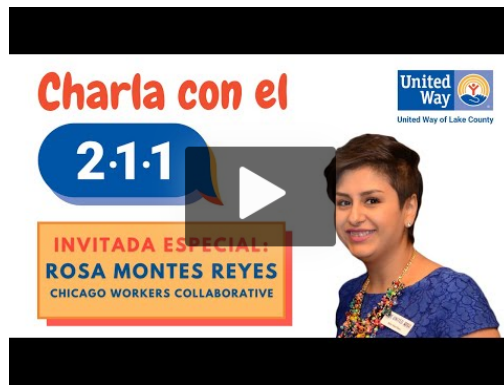
TAGALOG
Ikaw ba o sinuang kilala mo ay nangangailangan ng tulong?

Ang 211 ng United Way of Lake County ay ang iyong lokal, mapagkaloob na gabay sa magagamit na mga mapagkukunan, kabilang ang pagkain, renta at tulong sa yutilidad, mga serbisyo sa kalusugan ng pag-iisip, pangangalagang pangkalusugan at marami pa. Ang 211 ay laging bukas, laging kumpidensiyal, at laging libre. Makipag-usap ng personal sa tao sa iyong wika sa pamamagitan ng pagtawag sa 2-1-1 at pagpindut ng 1 para iakses ang isang tagapagsalin. Sa sandaling nakakonekta, sabihin ang **“Tagalog”**.

Chat with 211: “Charla con el 211”

The sixth episode of our talk show series, [Charla con el 211](#) (a.k.a. “Chat with 211”), will premiere on December 21 at 7:00 p.m. on Facebook. Our 211 ambassador, Sara Martinez, was joined by special guest Rosa Montes Reyes of the Chicago Workers Collaborative.

The show is aimed at raising awareness of 211 in the Latinx community. 211 is a free, confidential service with English and Spanish-speaking staff. It’s open 24/7 and accessible for everyone in Lake County, regardless of immigration status. When you call or text 211, you’ll be connected to a real person who can answer your questions and guide you to the right place. Watch to learn more about this vital, trusted community resource.



Need Help Paying Rent or Utility Bills?

The Lake County Federal Emergency Rental Assistance Program (FERA) provides rent and utility assistance for eligible households financially impacted by the pandemic. To learn more about the program and who's eligible, [click here](#).

If you have questions or need help filling out an application, call **211** or text your zip code to **898211**. 211 is here to help!



Thankful for 211

Your support of United Way of Lake County's 211 helps improve and save lives right here in our very own community. **Now through December 23, you can DOUBLE YOUR IMPACT for our neighbors and children who need help now more than ever.**

Watch Bruce Johnson, CEO of Nicasa Behavioral Health Services, share more about how we are improving and saving lives in Lake County through our 211 helpline. 211, Lake County's one-stop shop for help has guided more than 100,000 people to essential health and human services by phone, text and online in just its first two years of existence. Throughout the pandemic, our neighbors have been increasingly relying on 211 to meet growing and more complex needs including behavioral health concerns.



A gift to United Way of Lake County will make it possible for us to sustain 211 for years to come. This year, your gift goes further thanks to Healthcare Foundation of Northern Lake County who is **matching all new or increased gifts up to \$10K** through December 23.

Make a Gift

Our Community of 211 Donors

Thank you to our community partners and many individuals for their generous financial support to help us sustain 211 for Lake County. [View our 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 sustain 211 with an online donation](#).
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