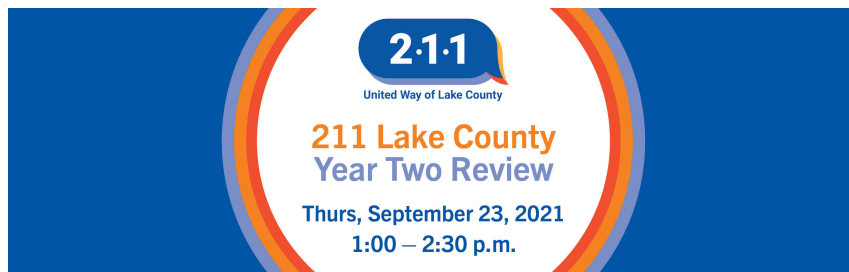




Hello Jennifer,

Welcome to the 35th 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 Turns 2!

Last week, we celebrated the second anniversary of 211 services for Lake County with a 90-minute virtual event highlighting 211's measurable year-two results and impact. We are thrilled with the number of community members who joined us to learn more about 211 and how it is benefiting Lake County.

Thank you to our host/moderator, Marc L. Jones, our expert panel including Kelly Brown, Mayor Billy McKinney, Brenda O'Connell, Mary Lockhart White and Anna Yankelev, and our 211 leadership team who shared data, insights and real-life stories of how 211 is making a difference every day.

In case you missed it, you can watch a recording of the event on YouTube by clicking below.





ANNUAL REPORT

Year Two: 7/1/2020–6/30/2021
FY 2020-2021



211 Annual Report

We are pleased to share United Way of Lake County's second annual report for 211 that summarizes the tremendous impact 211 continues to make, including another **50,350** connections to critical services and help!

The report is [now available for download](#) and provides a snapshot of the demographic data and top needs requested from 211 between July 1, 2020 and June 30, 2021. The goal of this report is to share an overview of 211 data on top community needs and the populations we serve in Lake County, as well as trends and highlights throughout the year.

During this time, 211 received 10,780 calls and texts, with 18,423 needs requested. The top needs presented were housing and shelter, utilities, food, health care, mental health and addictions, and employment and income support. On average, 62% of calls and texts have been related to the pandemic. Twenty-seven percent of calls and texts came in outside of normal business hours. In addition, 39,570 connections were made to the 211LakeCounty.org website.

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.



211 Featured on WRLR

Our very own Kristi Long has been a regular guest on the CERTS Presents Show on WRLR 98.3FM. Last week she was invited back to share an update on 211. Listen in as Kristi speaks with Lou Bruno and the gang about the latest results, including how 211 is connecting people to answers and hope.



Charla con el



PRESENTADO POR
SARA MARTINEZ



Chat with 211: “Charla con el 211”

We recently launched a new Facebook talk show series, *Charla con el 211*, featuring our 211 ambassador Sara Martinez and special guests from the Latino community talking about 211.

Our third special guest was Oscar Zepeda, Editor in Chief of *Puro Futbol Newspaper*, talking about how everyone in Lake County regardless of immigration status can benefit from this trusted community resource. If you missed the episode, you can watch it here with English subtitles.



Tune in again next week on **Thursday, October 7 at 7:00 p.m.** for our fourth episode of *Charla con el 211* featuring Maria Colunga, Parent Liaison at Round Lake Area School District.



Suicide Prevention Month

September is National Suicide Prevention and Awareness Month. Together with our partners, United Way of Lake County is committed to raising awareness about important mental health and suicide prevention resources.

If you or someone you love is looking for help, information, or access to mental health resources, call 211 to speak with someone who can help. Our 211 Lake County team is available 24/7. 211 conversations are completely confidential, can be made anonymously, and are available in more than 150 languages. If you prefer to text, you can text your zip code to 898211 and a real person will respond.

Remember, if you or a loved one is struggling, know that you are not alone. Call 211 or text your zip code to 898211 any time, day or night, to talk with someone who cares about your safety and wellbeing and is ready to listen and help.

There are also dedicated helplines available:

- Lake County Crisis Care Program: 847-377-8088
- National Suicide Prevention Lifeline: 1-800-273-8255
- Veterans Crisis Line: call 1-800-273-TALK (8255) and press 1; or text 838255
- Crisis Text Line: text the word "Home" to 741-741
- The Trevor Lifeline for LGBTQ Youth: call 1-866-488-7386
- The Trans Lifeline: call 1-877-565-8860

Always call 911 first if you or someone you love is experiencing a life-threatening medical emergency or may be a danger to someone else.

Become a 211 Ambassador

211 is looking for volunteers to help spread the word about 211 throughout our community. For information about this volunteer opportunity and how to get involved, [click here](#).

Attention Service Providers

Reminder to service providers offering Thanksgiving and holiday food baskets, turkey certificates, winter coats, or toys and gifts for families in need, please be sure to submit information to 211 by emailing 211LakeCounty@icfs.org with details.

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