



Hello,

Welcome to the 40th 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 Recognizes February 11 as ‘211 Day’


United Way of Lake County joined United Ways and 211 contact centers across the country in celebrating National “211 Day” and bringing awareness of this critical service. Day and night, the team at 211 talks to people who are experiencing hardship, feeling concerned about a family member or simply need help finding resources in their area. Throughout the pandemic, they have served as essential workers, answering calls around the clock and helping more people than ever before.

In special recognition of our 211 helpline, the Lake County Board proclaimed February 11, 2022, as “211 Day” in Lake County, Illinois. We are grateful to Lake County government for their partnership and generous support of our 211 service, as well as the many partners and individuals who have contributed to help make 211 a reality for our community.

Since its launch in 2019, Lake County’s 211 has made more than 125,000 connections from every zip code across the county mostly for help with housing and shelter, rent and utility assistance, food, mental health and addictions, and health care, including more than 20,000 calls and texts and more than 105,000 website sessions.

Watch the Lake County Board’s special recognition of 211!





SPECIAL RECOGNITION OF 211 DAY IN LAKE COUNTY, ILLINOIS

WHEREAS, United Way of Lake County has been dedicated to serving children and families in our communities since it began in 1947; and

WHEREAS, the critical service 211 Lake County, which was launched by United Way of Lake County on September 24, 2019, is open and available for everyone in Lake County, Illinois; and

WHEREAS, 211 is a free, confidential, easy-to-remember, one-stop helpline that connects people in need to a wide range of essential health and human services and reduces non-emergency calls to 911; and

WHEREAS, 211 enables the people of Lake County to get connected to help 24 hours a day, every day of the year, by phone, text and online, regardless of the language they speak or where they live; and

WHEREAS, 211 expert navigators are trained specialists who will listen, identify underlying problems, and guide people to available resources; and

WHEREAS, since launch, 211 has made more than 125,000 connections from every zip code in Lake County, mostly for help with housing and shelter, rent and utility assistance, food, mental health and addictions, and healthcare, including more than 20,000 calls and texts, and more than 105,000 website sessions; and

WHEREAS, 211 team members have compassionately answered an increased number of calls with more complex needs since the pandemic started; and 211 has partnered with the county to facilitate rental assistance screenings and COVID-19 response through vaccine promotion, education and referrals; and

WHEREAS, 211 is available to nearly 96 percent of America's population and, Lake County is the largest county in Illinois to make 211 available to its community members; and


WHEREAS, Lake County is leading the way as a model to bring 211 services to all Illinois communities so that every person in Illinois has access to quality information, resources and assistance for addressing health and human service needs; and

WHEREAS, Lake County government is a key community partner committed to raising awareness of 211 and has provided financial support to ensure this service can be used by Lake County residents and visitors for years to come; and

WHEREAS, daily, 211 provides vital information and referrals to individuals and families in Lake County to improve and save lives;

NOW, THEREFORE, BE IT RECOGNIZED, that the Lake County Board does hereby proclaim February 11, 2022 as 211 Day in Lake County and encourages everyone to become aware of the services provided by 211.

DATED at Waukegan, Illinois on February 8, 2022.



Supporter Spotlight

"The stressful times that hit our community, especially over the last two years with the pandemic, have brought a greater need for resources. Since the launch of 211 in 2019, Lake County residents have received aid in finding those resources. People who are struggling financially or in need of supplementing the cost of food, finding mental health assistance to cope with daily life challenges and many other needs, have been able to find that help using Lake County's 211 helpline.



We are able to help many more residents because of this program, and we couldn't be happier. The website is a great tool for our caseworkers because of the ease of navigation and plethora of information. 211 is a 'one-stop-shop' for finding the resources you need in Lake County. We are proud to be a community partner with 211!"

–Michele Bauman, Avon Township Supervisor

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