



Hello,

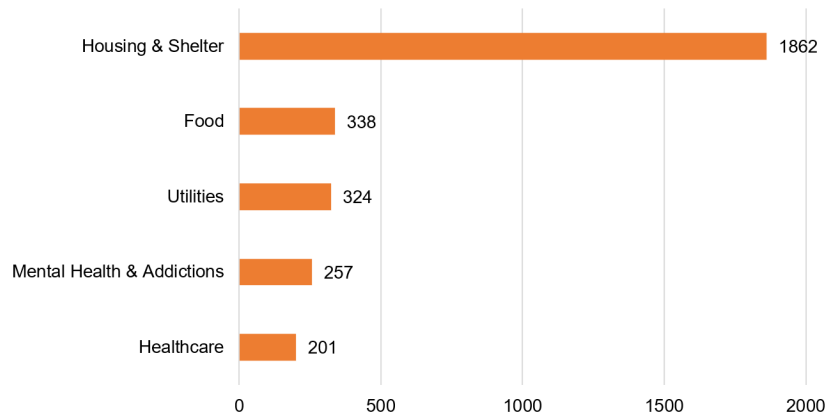
Welcome to the 39th edition of our 211 newsletter, where we share information on 211 services and benefits, funding updates, and opportunities for you to become an advocate for 211.

211 Fourth Quarter 2021 Results

United Way of Lake County's fourth quarter (Q4) 2021 report is [now available for download](#). The report provides a snapshot of the demographic data and top needs requested from Lake County's 211 between October 1, 2021 and December 31, 2021. The goal of this report is to share a quarterly overview of 211 data on top community needs and the populations we serve here in Lake County.

During this time, 211 received a total of 2,434 calls and texts with 3,875 needs requested. As compared with the prior quarter, the total number of calls/texts and requested needs is fairly consistent. Calls/texts are up a modest 1.6% and needs are up 0.3%. In addition, 10,132 users visited the 211LakeCounty.org website, a 12% increase over prior quarter, with 12,298 web sessions.

The top reasons people contacted 211 were:



"Housing & Shelter" remains the top requested need category which increased 1.6% over prior quarter. "Rent Payment Assistance" continued to be the highest individual need within this category with 963 specific requests, up 16% over prior quarter. The second largest category of need requested was "Food" which jumped 33% from the third quarter. The number of requests for "Utilities" dropped 29%.

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.



Celebrating 211 Day 2022!

211 Day is just over two weeks away on February 11th and we'll be celebrating all the great work and impact of 211 in Lake County and across the nation. In a crisis, in a disaster, in a pandemic, 211 is here to help every person in our community find food, pay bills, and connect to other essential services.

During the month of February, we will be posting on social media the many ways 211 is providing hope and help every day. Will you share this information with your network so we can continue to spread the word about this vital community service and offer life-changing support to even more people in need? Check out the [211 toolkit](#) on our website for a comprehensive source of print and digital promotional assets.



Need Help Paying Rent or Utility Bills?

If you are a renter in Lake County and need financial support due to a pandemic-related financial hardship, Lake County's Federal Emergency Rental Assistance Program (FERA) may be able to help. To learn more about the program and who's eligible, [click here](#).

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

Supporter Spotlight

A BIG thank you to Healthcare Foundation of Northern Lake County (HFNLC) for supporting our year-end giving campaign! Their generous matching gift of \$10K directly supports our 211 helpline and helped us to raise more than double our goal for United Way of Lake County's education programs and 211. We are grateful to HFNLC and all our supporters for making it possible for us to have an even bigger impact on our local community to improve and save lives.



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