



Hello,

Welcome to the 44th 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 Reaches 150,000 Contacts Milestone!**

This month, United Way of Lake County's 211 reached a major milestone of 150,000 contacts by phone and online, reinforcing its vital role as Lake County's one-stop shop for help. Since its launch in September 2019, 211 has made more than 150,000 connections to help from every zip code in Lake County, mostly for help with housing and shelter, rent and utility assistance, food, health care, mental health resources and addictions.

211 is an easy to remember, three-digit number that connects people to expert, caring help, including the best local resources. The information and referral service accesses a database of more than 1,500 health and human service organizations serving our community, as well as federal, state and local aid.

211 is multilingual with English and Spanish speaking staff, and a professional 24-hour phone interpretation service for over 150 languages. Two-way texting is available in English and Spanish. 211 is always open, always confidential, and always free.

Anyone needing help in Lake County can connect to 211 by dialing **2-1-1**, texting their zip code to **898211** or visiting [211LakeCounty.org](https://211LakeCounty.org).



## 988 Suicide & Crisis Lifeline

On July 16, 2022, the U.S. will transition to using 988—the three-digit dialing code for the National Suicide Prevention Lifeline—a first step toward strengthening and transforming crisis care in this country. It serves as a universal entry point so that no matter where you live, you can reach a trained crisis counselor who can help.

988 is a direct connection to compassionate, accessible care and support for anyone experiencing mental health-related distress—whether that is thoughts of suicide, mental health or substance use crisis, or any other kind of emotional distress. People can also dial 988 if they are worried about a loved one who may need crisis support.

988 is confidential, free and available 24/7 in English and Spanish, along with interpretation services in over 150 languages.

**How is 988 different than 211?** 211 provides information and referrals for a wide range of health and human services. 988 crisis counselors provide support for people in suicidal or mental health-related distress in the very moments they need it most. While different in scope, these systems will work to align and coordinate to provide an all-inclusive approach regardless of which number a person may use first.

## مدد کی ضرورت ہے؟ 211 پر کال کریں۔

اگر آپ لیک کاؤنٹی IL میں مدد تلاش کر رہے ہیں، تو ایک خیال رکھنے والا، ماہر نیویگیٹر آپ کی مطلوبہ مدد کے حصول میں آپ کو رہنمائی فراہم کرے گا:

رہائش | یوٹیٹیٹیز | فوڈ | بحران میں مدد | دماغی صحت اور نشے کی لت | صحت نگہداشت

## New 211 Flyer in Urdu

We are pleased to announce that in addition to offering 211 flyers in Hindi, Korean, Malayalam, Mandarin, Polish, Spanish, Russian, and Tagalog, we now have a 211 flyer in Urdu! The flyers provide an easy reference to 211 and how to reach out for help. Visit the [211 Toolkit](#) on the [211LakeCounty.org](#) website where you'll find these flyers alongside a wide range of promotional materials at your fingertips. You are welcome to download and share any of the materials in the toolkit to help raise awareness of this valuable resource for everyone in our community.



## A Life-Changing Call to 211

When you call or text 211, there's a real person on the other end of the phone—a caring expert who offers comfort, hope and solutions—from the first hello to the final connection to help. Here's a personal story of a caller to 211 in Greater Atlanta. Casmine, a young mother with three young children, was struggling financially and without a home. Watch to see how Casmine's life-changing call to 211 has come full circle. Her story is a true testament to the power of 211!



### Supporter Spotlight

*"Libertyville Township has seen first-hand how 211 has been a lifeline for many in Lake County. We are proud to financially support a service that connects families to much needed resources. We are grateful for United Way of Lake County's leadership and passion as they've played a significant role in the future expansion of 211 state-wide!"*

—Kathleen M. O'Connor, Libertyville 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