



Hello,

Welcome to the 41st 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.



## Homeowner Assistance Fund Launches in April

Illinois homeowners who have struggled to pay their mortgage due to the pandemic can apply for a housing assistance grant of up to \$30K starting in April 2022. The program is administered by the Illinois Housing Development Authority (IHDA), which will begin accepting applications from homeowners to eliminate or reduce past-due mortgage and property tax payments through the Illinois Homeowner Assistance Fund (ILHAF).

The ILHAF program was established by the American Rescue Plan Act to help homeowners who have been financially impacted by the pandemic with certain housing-related costs. The goal is to help stabilize Illinois families while they regain their financial footing.

To qualify, applicants must have experienced a financial hardship due to the pandemic after January 1, 2020 and must currently own and occupy their home in Illinois as their primary residence. Homeowner household incomes must be less than 150% of the Area Median Income. A list of other requirements can be found [here](#). Proof of citizenship is not required.

Assistance will be paid directly to the mortgage servicer, taxing body, or other approved entity on behalf of the homeowner.

To learn more about program eligibility and how to apply, visit [illinoishousinghelp.org](http://illinoishousinghelp.org) or call 866-454-3571.



The graphic features a blue background with a white circular frame on the left containing five diverse children. Above the frame, the text "Lake County Children's Advocacy Center" is written in a white arc. Below the frame is a logo for "BLUE KIDS Program of the LCCAC" featuring a tree and two figures. To the right, the text "BLUE KIDS" is written in large, bold, yellow letters. Below this, a message reads: "April is Child Abuse Prevention Month. Help create awareness and keep every child safe with the Lake County Children's Advocacy Center!". A small circular inset on the right shows a close-up of a smiling child holding a small plant. Decorative blue and yellow teardrop shapes are scattered around the text.

Lake County Children's Advocacy Center

# BLUE KIDS

April is Child Abuse Prevention Month.  
Help create awareness and keep every  
child safe with the Lake County  
Children's Advocacy Center!

BLUE KIDS  
Program of the LCCAC

## Spread Awareness – Stop Child Abuse

April is Child Abuse Prevention Month and an opportunity to learn about [ways to engage your children in a discussion on this topic](#), the [signs of child abuse](#) and [how to prevent it](#). United Way of Lake County's 211 helpline is proud to partner with the [Lake County Children's Advocacy Center \(LCCAC\)](#) and participate in the [Blue Kids](#) child abuse awareness program.

For more than 30 years, the LCCAC has been protecting and advocating for the children of Lake County. The LCCAC provides a safe, child-focused environment and helps to investigate and prosecute abuse of young people. Each year, the center interacts with about 1,000 children who are victims of abuse or neglect.

All children deserve a chance at a safe childhood. To report suspected child abuse call 1-800-25-ABUSE. If you or someone you know needs information or referrals for child abuse resources, call 211 or text your zip code to 898211.



## 211 Provider Feedback Survey

**Attention Service Providers!** Please be on the lookout for the bi-annual 211 Provider Feedback Survey that will be sent out in April. We solicit regular feedback from 211 service providers to assess and continuously improve United Way of Lake County's 211. Your participation is important and helps us improve our 211 services.

## 211 Advisory Council Meeting

The 211 Advisory Council met February 25 for its quarterly meeting to review 211 program results for the fourth quarter of 2021, including key metrics by goal, trend information on 211 contacts and needs presented, and specific 211 project results.

During the fourth quarter, food needs grew 33% from prior quarter while utilities dropped 29%. Utility needs are expected to grow this Spring. Rent payment assistance continues to be the most requested need.

211 follow-up results have exceeded expectations. The number of people noting in follow up that they contacted a service provider increased to 94% from 82% in the prior quarter.

ComEd shared an update on a variety of assistance options and [energy efficiency programs](#) available, as well as warned of [mobile payment app scams](#) on the rise. Lake County Community Development shared a comprehensive update on housing and Lake County Community Action Partnership shared an update on utilities and food services. There was a review of recent happenings, including quarterly marketing results and continued advocacy for state funding.

The council will reconvene on May 6.



## Become a 211 Volunteer Ambassador

Join our corps of 211 ambassadors to help us spread awareness of Lake County's 211 helpline so that anyone who needs help gets connected to available resources. If you're interested in making a difference in Lake County by building awareness of this amazing resource, engaging with the community through outreach and helping build and maintain relationships with community partners and local businesses, this opportunity is for you!

For more information, [click here](#).



# ZION TOWNSHIP

LEADERSHIP • ADVOCACY • RESOURCES

## Supporter Spotlight

*“The Zion Township Team is grateful to partner with United Way of Lake County’s 211. While we do all we can to assist residents 5 days a week, 211 is here to assist 24 hours a day every day of the year, often times directing Zion residents to Zion Township for help. Especially with the pandemic, residents have struggled more and more to know how to connect with resources, services and solutions. Zion Township appreciates the efforts of United Way to help us meet our goal by implementing and sustaining 211, connecting residents to us and so many other agencies to address the needs of our community.”*

–Cheri Neal, Zion 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