



Hello,

Welcome to the 49th 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.



Mortgage Assistance for Homeowners Affected by Pandemic

The Illinois Housing Development Authority (IHDA) reopened a mortgage assistance program designed to assist homeowners financially impacted by the pandemic. The Illinois Homeowner Assistance Fund (ILHAF) provides up to \$30K in mortgage assistance to eligible homeowners—paid directly to the servicer, taxing body or other approved entity—while homeowners work to regain their financial footing. Whether homeowners have a mortgage, a reverse mortgage or are mortgage free, the program can fund past due housing payments and up to three months of prospective mortgage payments.

The program is free and funds do not need to be repaid. To learn more about who is eligible and for a link to the application, visit illinoishousinghelp.org. Applications will be accepted until 11:59 p.m. on Tuesday, January 31, 2023.

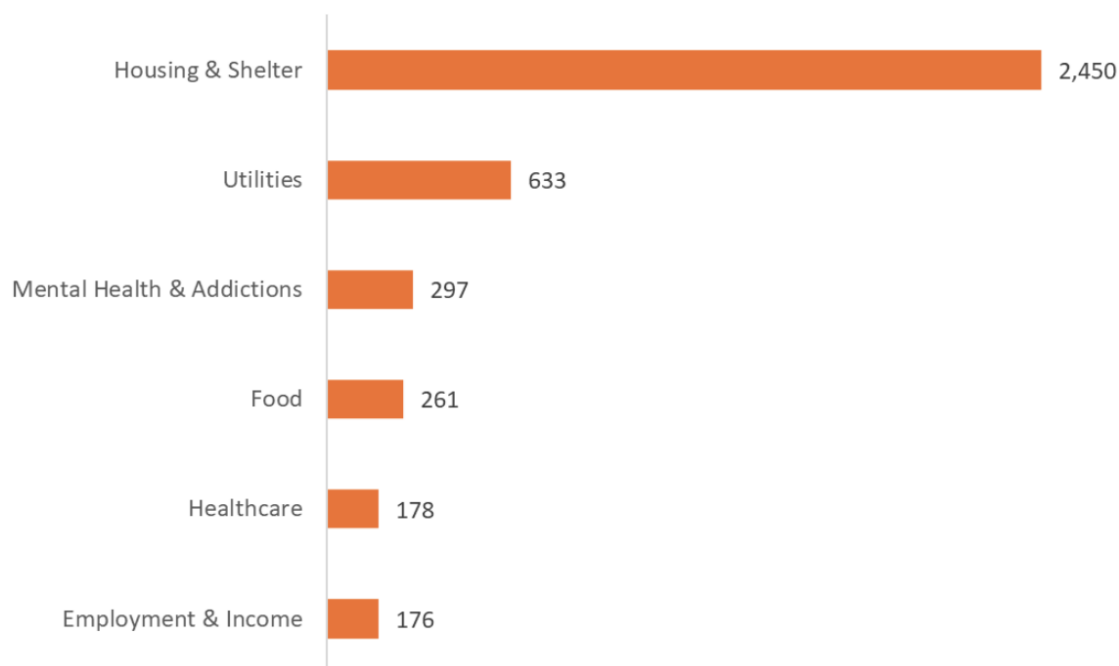
If you have questions or need help filling out the application, IHDA is offering **free webinars** in English and Spanish.

211 Results for Third Quarter 2022

United Way of Lake County's third quarter (Q3) report is **now available for download**. The report provides a quarterly snapshot of the demographic data and top community needs requested from Lake County's 211 between July 1 and September 30, 2022. 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 **2,538** calls and texts with **4,749** needs requested. Additionally, **11,829** users visited the 211LakeCounty.org website with **14,522** web sessions. As compared to prior quarter, calls and texts increased 5.5% with a 20% increase in needs, and website visits increased 22%.

The top reasons people contacted 211 were:



“Housing & Shelter” remains the biggest category of need which increased 19% over the prior quarter. The top specific need within that category—Rent Payment Assistance—increased by 53%. The most significant increase in needs requested was for “Utilities” which grew more than 55% over the prior quarter.

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.

Watch below to hear from Mary, a single mother with a young child, who was experiencing homelessness and then received support through our 211 helpline.



211 Advisory Council Meeting

The **211 Advisory Council** met on November 16th for its quarterly meeting to review 211 program results from the previous quarter, including key metrics by goal, and trend information on 211 contacts and needs presented. There was an update on disaster response planning, as well as a discussion on what's next for 211 community engagement and marketing.

Welcome to our newest advisory council members, Natalie Arriola – Northwestern Medicine Lake Forest Hospital, Anshul Bindal – Vernon Hills Indian Association and Ashley Styx – Catholic Charities of Lake County. We look forward to their involvement. The council will reconvene on February 8, 2023.

Charla con el



PRESENTADO POR
SARA MARTINEZ



'Charla con el 211' is a Wrap!

Our talk show series, Charla con el 211, just wrapped up its second season in a 5-part series featuring our 211 Ambassador Sara Martinez talking about 211 with the Latino community. Sara was joined by co-hosts José Rodríguez with TUDN and Oscar Zepeda with Puro Futbol Newspaper. The weekly series was broadcast on TUDN Radio WKRS 1220-AM and livestreamed on Facebook.

In case you missed it, you can watch episodes on our YouTube channel to learn more about this vital, trusted community resource. Please like, share and subscribe!

[View YouTube Playlist](#)

New 211 Flyer in Ukrainian

We are pleased to announce that in addition to offering 211 flyers in Hindi, Korean, Malayalam, Mandarin, Polish, Spanish, Russian, Tagalog and Urdu, we now have a **211 flyer in Ukrainian!** 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.



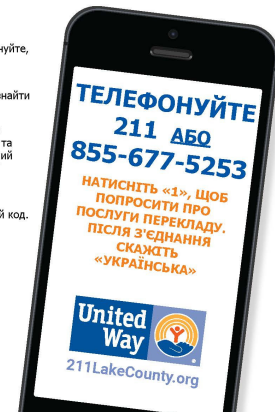
Потребуєте допомоги? Зателефонуйте 211.

**ЯКЩО ВАМ ПОТРІБНА ДОПОМОГА В ОКРУЗІ ЛЕЙК (ІЛЛІНОЙС),
НАШІ ТУРБОТЛИВІ СПЕЦІАЛІСТИ ПІДКАЖУТЬ ВАМ, ДЕ І ЯК ЇЇ ОТРИМАТИ:**

Житло | Комунальні послуги | Продукти харчування | Допомога в кризовій ситуації |
Психічне здоров'я та залежність | Медичні послуги | Фінансова підтримка |
Допомога психолога доросли, дітям і сім'ям | Освіта | Транспортні перевезення |
Працевлаштування | Юридична допомога і проблеми імміграції | Органи державного
управління | Волонтерство | Інформація про стихійні лиха

ЧОМУ 211?

- **ЦЕ БЕЗКОШТОВНО** - Просто зателефонуйте, щоб поговорити з нашим працівником, який надасть вам справді корисну інформацію.
- **ЦЕ ШВИДКО** - Вам допоможуть швидко знайти необхідні ресурси, з тих, які є в наявності.
- **ЦЕ УНІВЕРСАЛЬНО** - Служба 211 — це найповніше джерело інформації про ресурси та послуги округу Лейк. Це єдиний інформаційний центр в окрузі Лейк для отримання всебічної допомоги.
- **ЦЕ КОНФІДЕНЦІЙНО** - Вас ніколи не попросять називати своє ім'я, лише поштовий код.





211 Sponsoring World Cup Coverage

United Way of Lake County's 211 is proud to sponsor TUDN radio coverage of the 2022 FIFA World Cup! This is the biggest sporting event in the world with the top 32 nations competing in an event that occurs every 4 years. The matches run through December 18. Listen to 1220-AM for live coverage of the games and hear our 211 radio ads too!



Help Improve Lives and Build a Stronger Lake County

Your support of United Way of Lake County's 211 helps improve lives right here in our very own community! **Now through December 20, you can **DOUBLE YOUR IMPACT** for neighbors and children who are struggling more than ever.**

211, Lake County's one-stop shop for help, has been a lifeline for so many in our community. 211 has guided more than 150,000 people and families to critical health and human services by phone and online in just its first three years of existence.

This year your gift goes further thanks to Healthcare Foundation of Northern Lake County who is **matching all new or increased gifts up to \$10K.**

DONATE

Attention Service Providers

Reminder to service providers offering holiday food baskets or meals, turkeys, winter clothing, or toys and gifts for families in, please be sure to submit information to 211 by sending an email to 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 timelier 211 updates.



Best regards,

Deanna Olmem

Manager, 211 and Safe & Stable Families