



Hello,

Welcome to the 52nd 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 Day Celebrated Across Lake County

February 11th marked "211 Day" here in Lake County and across the nation. United Way of Lake County and our many partners joined in the celebration again this year to encourage community members to learn more about this vital service and share information so that friends, family members and others who need help can find it.

The Lake County Board, City of Waukegan, Village of Gurnee and City of Zion all proclaimed February 11, 2023 as "211 Day"! We are grateful to our local government partners for their incredible support of 211, as well as the many generous funders, service providers and our dedicated staff who make it possible to deliver 211 to Lake County.

It's also a time to thank our amazing 211 team members who answer the call every day. All year long, our trained expert navigators at Lake County's 211 compassionately answer the call and connect people to locally available resources, including help with rent, food, utility bills, employment and job training, childcare and after-school programs, legal services, health and mental health assistance, and so much more. 211 Lake County has already had a tremendous impact making **more than 200,000 connections** to help since its launch.

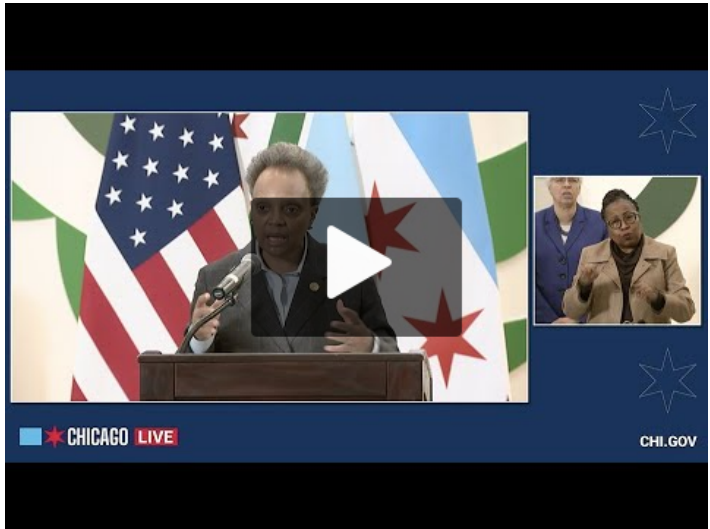
Throughout the month of February, we have been posting on social media the many ways 211 provides hope and help every day. We invite you to join us and spread the word about 211. Check out our social media channels for posts to share and visit [211LakeCounty.org](https://www.211LakeCounty.org) for more information and materials.



Cook County Launches 211

211 services in Chicago and suburban Cook County officially launched on January 27, 2023, which means another 5.3 million people have access to 211 in Illinois! "With Chicago and Cook County now part of the 211 network, all Cook County residents are just one text, chat, or phone call away from an expansive database of incredible social services," said Sean Garrett, President & CEO, United Way of Metro Chicago.

To view the announcement, including remarks from Mayor Lori Lightfoot praising the launch of 211 in Chicago, watch this video.

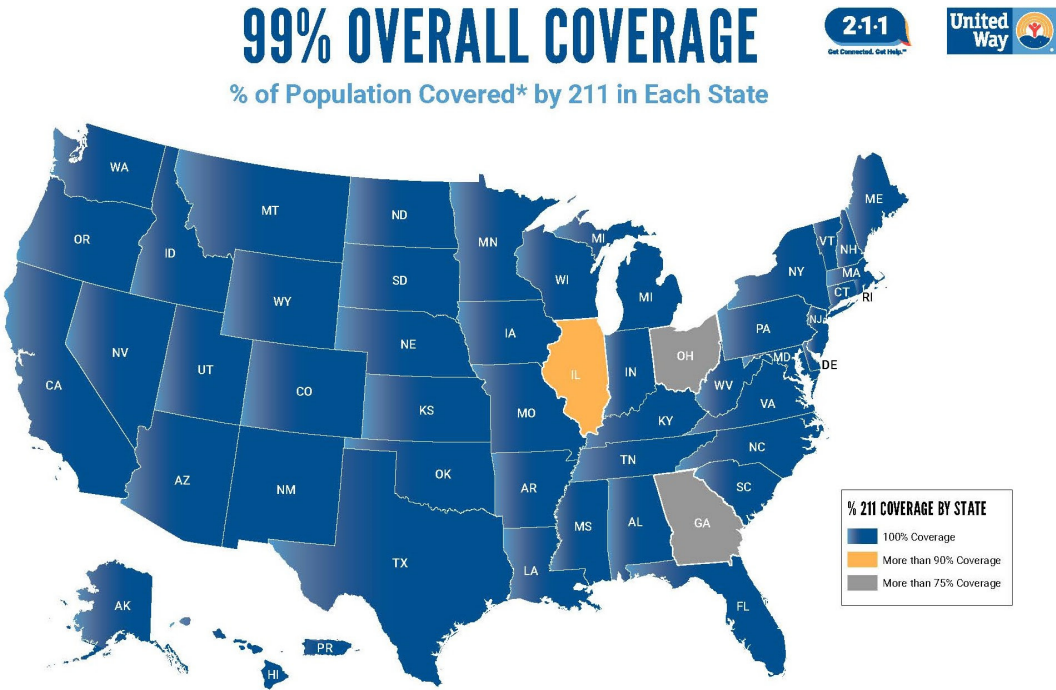


We are thrilled to see 211 access continue to grow across Illinois which also means more seamless access for people living in our border communities and for those who live or work in neighboring counties.

Please join us in celebrating our colleagues in Cook County!

New Coverage Map

Check out the new coverage map which shows 99% access to 211 in the United States! 211 is the go-to resource that helps people across the U.S. and Canada find the resources they need. Click the image for a larger view.





Ride Lake County

Ride Lake County is a borderless countywide paratransit service that provides seniors age 60+ and people with disabilities transportation to any area of Lake County for work, shopping, medical appointments and more. As a reservation-based program, vehicles do not travel on a fixed route each day. Riders schedule their trips in advance and the vehicles provide curb-to-curb service from the rider's desired pick-up and drop-off destinations.

Registration

Before scheduling their first ride, residents must register through Pace by calling their call center at 1-800-201-6446. Residents can register as either a senior (60+) or as an individual with a disability. The Pace Call Center will ask for birthdate information for residents registering as seniors. The Pace Call Center will ask for an *RTA Reduced Fare Permit number for residents registering as an individual with a disability. Learn more about this at lakecountyil.gov/RLC.

Booking a Trip

Residents can call the Pace Call Center at **1-800-201-6446** daily between 5:30 a.m. to 6 p.m. to book a trip.

Riders can schedule a trip any day of the week from 6 a.m. to 6 p.m. except for certain holidays. Riders can reserve a trip as far as seven days in advance or as little as two hours in advance.

For more information, including the service area and fare structure, [click here](#). Call 211 or text your zip code to 898211 to find information on other local transportation options that may be available through your township.

211 Is a Guiding Light

When times get dark, we can't always see the help that's all around us. Let 211 be a guiding light for help with food, healthcare, and many other resources. Call 211, text your zip code to 898211 or visit 211LakeCounty.org.

211 is here to help!



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