



Hello,

Welcome to the 57th 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.



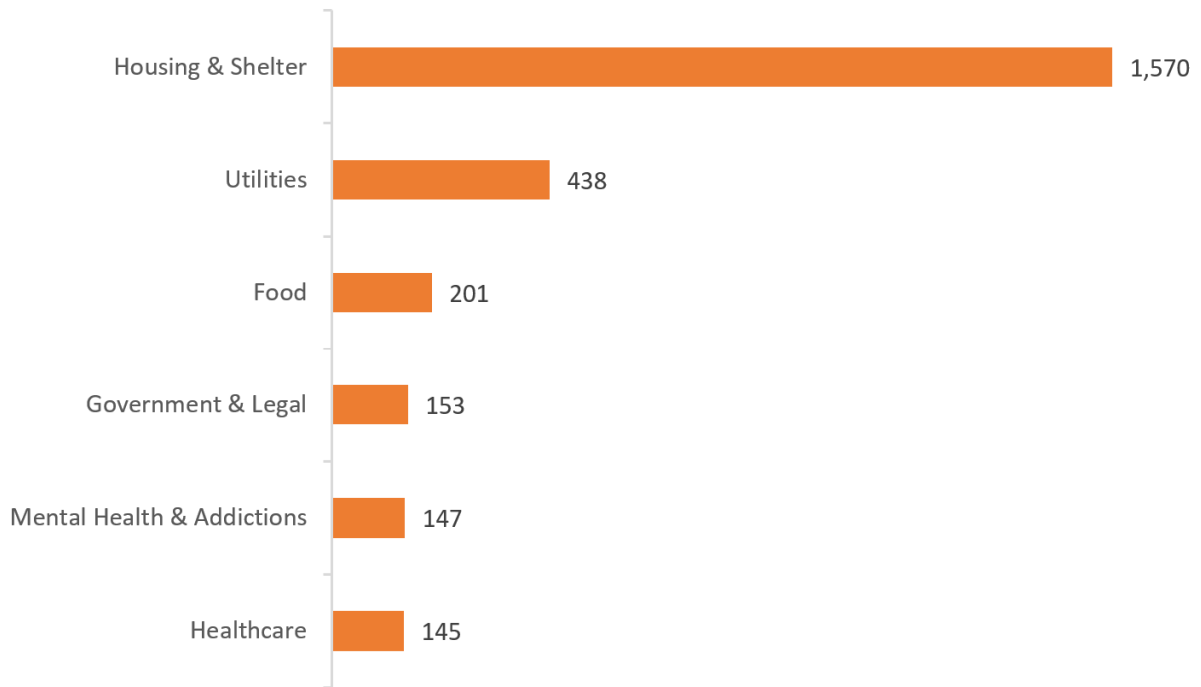
211 Results for Fourth Quarter FY2023

United Way of Lake County's fourth quarter (Q4) 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 April 1 and June 30, 2023. 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 **2,880** calls and texts with **3,285** unique needs requested and **4,435** referrals made. Additionally, **14,961** users visited 211LakeCounty.org with **19,140** web sessions.

As compared to the prior quarter, calls and texts increased by **22%**, with a **14%** increase in unique needs and a **9%** increase in referrals. Website usage rose slightly during this period, with users and web sessions up **2%**.

The top reasons people contacted 211 were:



Most need categories increased with Housing & Shelter seeing a **16%** increase in unique needs and Utilities seeing a significant **51%** increase in unique needs. In contrast, Employment & Income saw a **44%** decline in unique needs.

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.



Lake County's 211 in the News

Earlier this month, CBS Chicago interviewed our very own Gale Graves, Vice President of Community Impact, about our 211 helpline. They highlighted 211 as a critical service that connects people to information and a wide range of available resources in times of crisis, disaster and every day. Thank you to CBS Chicago for helping us raise awareness so everyone who needs help gets connected. Call 211, text your zip code to 898-211, or visit 211LakeCounty.org.



Charla con el



PRESENTADO POR
SARA MARTINEZ



Coming Soon on 'Charla con el 211'

Tune in to **TUDN 1220 AM** on August 8 at 9:00 a.m. to learn about immunizations and why they keep you and your family protected. Our 211 Ambassador Sara Martinez and TUDN radio host Jose Rodriguez will be speaking with Vadira Lozaro Marquina, Immunization Specialist with the Lake County Health Department and Community Health Center, about the importance of immunizations and how they work, back-to-school immunization requirements, as well as addressing myths and concerns. After the segment airs, the video recording will be available on our [Facebook page](#).

If you or someone you know is looking for information or access to healthcare resources, call 211 or text your zip code to 898-211 to speak with a caring, expert navigator who will guide you. 211 is free, confidential and available 24/7 with English and Spanish-speaking support and interpretation to more than 150 languages.



Introducing Sophia Cotton, 211 Manager

Please welcome Sophia Cotton, our new 211 Manager! Sophia brings a background of both direct service delivery and program management in nonprofits and is familiar with the health and human service landscape within Lake County. Over the next few weeks, Sophia will be concentrating on building a foundation of understanding of how 211 works, program goals and measurement, community needs and gaps in resources, and of course, digging into our comprehensive data. She has already started meeting with key partners and volunteers.

Our priorities continue to be on increasing awareness and utilization of 211 while expanding the many health and human service providers and resources within the database. We are currently focused on identifying key 2023 initiatives.



Supporter Spotlight

“While many people have already shifted to the mindset that the pandemic is over, we can’t forget those critical pieces of support and caring needs people faced that not only arose during the pandemic but continue to challenge day-to-day living. The vulnerabilities of our residents are still very evident—sustained into life as it is, only to be more of a challenge whether a pandemic or now our inflationary climate. But, within the term ‘sustainability’ are those programs that shoulder these challenges, providing hope and focus for people seeking support for themselves, their families and friends. Three simple numbers, 211 is one of those critical service

foundations that has grown through these recent experiences in effectiveness. It developed energy, understanding and overall notoriety through the successes it created no matter what the needs were.

Our mission for the Lake County Health Department and our partners is 'Promoting the health and well-being of all who live, work, and play in Lake County.' This means we are all stakeholders in our future and without partnerships with United Way of Lake County and 211 providing access to critical services and outreach, our mission becomes futile. Thank you to our great team of dedicated volunteers, staff and support agencies for creating a network of care that works!"

–T.E. Sashko, President, Lake County Board of Health

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,

United Way of Lake County's 211 team