



Hello,

Welcome to the 60th 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.

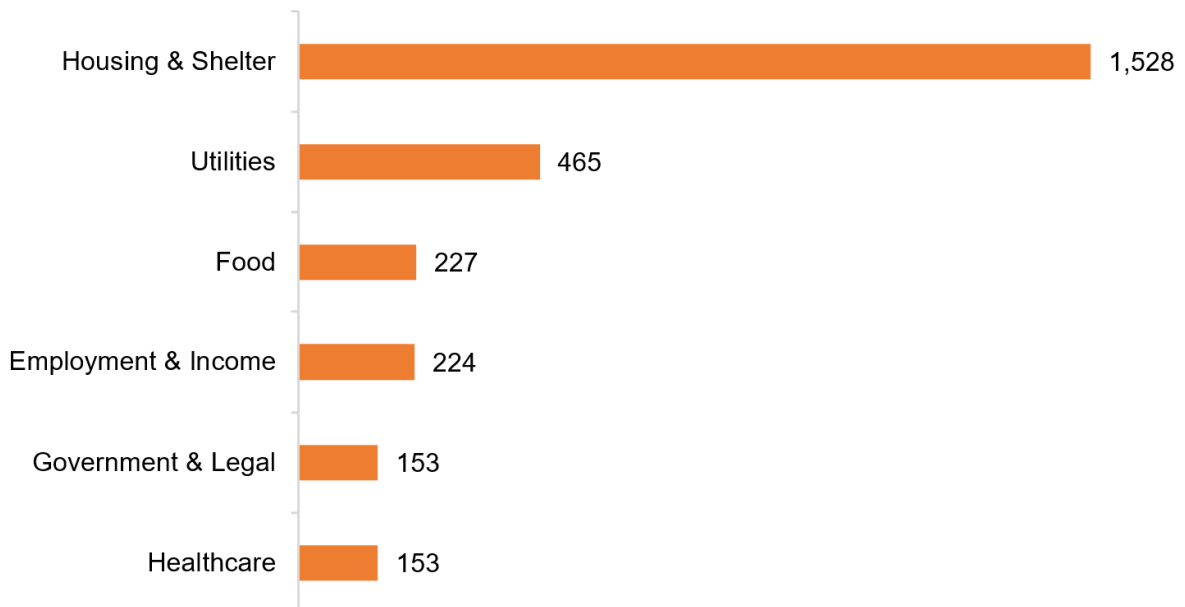
211 Results for First Quarter FY2024

United Way of Lake County's 211 first quarter (Q1) 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, 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 **2,702** calls and texts with **3,421** unique needs requested and **4,060** referrals made. Additionally, **16,580** users visited the 211LakeCounty.org with **20,745** web sessions.

As compared to the prior quarter, calls and texts decreased by **6%**, with a **4%** increase in needs and an **8.5%** decrease in referrals. Website usage increased during this period with **11%** more users and **8%** more web sessions.

The top reasons people contacted 211 were:



During this period, there was a **40%** increase in unique needs for Employment & Income, an **11%** increase for Food and a **6%** increase in Utilities.

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.



Domestic Violence Awareness Month

October is Domestic Violence Awareness Month and a time to encourage community members to recognize the signs of domestic violence and know there are free confidential resources in Lake County to get help.

One of our key community partners is A Safe Place, which provides services exclusively addressing domestic violence and human trafficking here in Lake County.

211 is the number to call when you don't know where to turn. Our caring, expert navigators will guide you to the best available resources, 24/7. You are not alone. 211 is here to help.

<h3>지원 문의는 211번</h3> <p>일리노이 주 레이크 카운티 지역에서 도움이 필요한 경우, 관련 링크에서 필요한 정보를 확인하실 수 있습니다.</p> <p>주거 전기세 음식 위기 지원 정신 건강 및 중독 의료 지원 재정 지원 개인, 자녀, 가족 지원 교육 이동수단 고용 법률 및 이민 정부 자원봉사 재난 정보</p> <p>211번 서비스는...</p> <ul style="list-style-type: none"> • 무료 서비스 - 담당자와 직접 상담하실 수 있습니다. • 신속한 서비스 - 신속하게 필요한 지원 서비스를 받으실 수 있습니다. • 광범위한 서비스 - 211번 서비스는 레이크 카운티 지역의 관련 정보 및 서비스를 포함한 광범위한 정보를 제공합니다. 레이크 카운티 웹사이트 지원 서비스. • 비밀 보장 - 본인의 이름은 공개하지 않고 우편번호만 알려주시면 됩니다. <p>통역 서비스는 "1"번을 누르십시오. 연결되면 "한국어"라고 말씀하십시오.</p>	<h3>Potrzebujesz pomocy? Zadzwoń pod 211.</h3> <p>JĘZYKI SZUKASZ POMOCY W HRABSTWIE LAKE. W STANIE ILLINOIS. TROSKLIWY SPECJALISTA POMOCZ CI UZYSKAĆ POMOC, KTÓREJ POTRZEBUJESZ:</p> <p>Mieszkalnictwo Media Żywność Pomoc kryzysowa Zdrowie psychiczne i uzależnienia Opieka zdrowotna Wsparcie finansowe Wsparcie osobiste, dzieci i rodziny Edukacja Transport Zatrudnienie Pomoc prawna i imigracyjna Rząd Wolontariat Informacje o katastrofach</p> <p>DLACZEGO 211?</p> <ul style="list-style-type: none"> • BEZ OPŁAT – wystarczy zadzwonić, aby skontaktować się z przeszkolonym, kłopotliwym specjalistą C. odpowiedzi. • SZYBKO – zostaniesz szybko połączony(-a) z dostępnym zasobem, których potrzebujesz. • KOMPLEKSOWO – 211 to najbardziej kompleksowe źródło informacji na temat zasobów i usług w hrabstwie Lake. To kompleksowy sposób realizacji Lake na uzyskanie pomocy. • POUFNIE – nigdy nie musimy podawać swojego nazwiska... wystarczy kod pocztowy! <p>NACISNIJ "1" ABY POPROSIĆ O TŁUMACZĄ. PO POLACZENIU POWIEDZ "POLSKI".</p>	<h3>مدد کی ضرورت ہے؟ 211 پر کال کریں۔</h3> <p>اگر آپ ایک کال کرنے 11 میں مدد تلاش کر رہے ہیں، تو ایک خیال رکھیں والا مایٹر نیویگیٹر آپ کی مطلوبہ مدد کے حصول میں آپ کو رہنمائی فراہم کرے گا۔</p> <p>رہائش ٹولٹولڈ غذا پران میں مدد مالی صحت اور نیکوئی کی تلاش صحت نگہداشت مالی معاونت ڈاؤن چین اور فیوژن کی معاونت تعلیم ٹرانسپورٹ ملازمت قانون اور ایگریکیشن کامیونٹی ہسٹوریکل خدمات اذیت کی معاونت</p> <p>211 میں کیوں؟</p> <ul style="list-style-type: none"> • بے محنت ہے - ایک طرف سے کسی بھی رقم کی کوئی رقم نہیں لگاتی ہے۔ • تیز ہے - آپ کو کسی صورت کے مسائل سے جلد سے جلد مدد ملے گی۔ • بہت وسیع ہے - 211 خدمات آپ کے علاقے میں دستیاب تمام خدمات کے بارے میں معلومات فراہم کرتا ہے۔ یہ ایک کال میں موجود ہونے کی وجہ سے ہے۔ • رازدار ہے - آپ کو صرف اپنا نام، اور مدد کی ضرورت بتانیے گا۔ <p>ایک ترجمان آپ کو "1" دبائیں مربوط ہو جائیں اور توجہ کریں۔</p>
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Find Help in Your Language

Did you know United Way of Lake County's 211 has English and Spanish-speaking navigators, and interpreters to more than 150 languages? 211 connects you to expert caring help in your preferred language. Every call is completely confidential.

Our [211 toolkit](#) offers a range of promotional materials to help spread the word about 211 so that anyone who needs help gets connected to accurate information and available local resources. You'll find downloadable flyers and social graphics in multiple languages including English, Hindi, Korean, Malayalam, Mandarin, Polish, Russian, Spanish, Tagalog, Ukrainian and Urdu.

Join us in continuing to raise awareness of this valuable resource available to everyone in our community!



'Charla con el 211' Wrap Up

Our 211 talk show series, Charla con el 211, wrapped up its third season on October 10. Special guest Dulce Ortiz, Executive Director at Mano a Mano Family Resource Center, joined us to talk about services and support for newly arrived asylum-seeking families. She shared how these families are facing food and housing insecurity, and a range of mental health issues, many of which are related to the traumatic experiences they have endured in their home countries. Thank you to Dulce for highlighting important information and available resources for these families, and to TUDN radio host Jose Rodriguez for helping us spread the word. In case you missed it, you can [watch the episode on Facebook](#).

If you or someone you know is looking for information or access to local available 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.

Attention Service Providers

Reminder to 211 service providers to add newly funded programs, program updates and any contact information changes to ensure accurate referrals and help address community needs, please send an email to 211LakeCounty@icfs.org.

If you know of an organization that should be added to the 211 database, please share with them the process to request to have their organization, programs and services added to the 211 resource database. They need to complete the [211 Service Provider Application Form](#).

If you're offering holiday food baskets or meals, turkeys, winter clothing, or toys and gifts for families in need, please be sure to submit information (including flyers in English and Spanish) to 211 by sending an email with details to 211LakeCounty@uwlakeco.org.



LIBERTYVILLE TOWNSHIP

Supporter Spotlight

“United Way of Lake County’s 211 service continues to be a critical resource for families in need. Libertyville Township is proud to be a financial partner as we work collaboratively with our private and public service providers in connecting our community to important resources. The beauty of 211 is that the service is available 24 hours a day, seven days a week; an individual does not need to wait for “regular business hours” to receive help. All residents in Lake County benefit from this critical resource.”

–Kathleen O’Connor, Supervisor, Libertyville Township

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

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