



Hello,

Welcome to the 63rd 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.



Celebrating 211 Day 2024

211 Day is coming up soon! On Sunday, **February 11** (2/11), we'll not only be watching Super Bowl 58 but also celebrating the tremendous impact 211 has made in Lake County, including responding to more than 250,000 requests for help since its launch.

211 is the go-to, 24/7 three-digit resource that helps millions of people in North America get connected to information about available local resources and services. Last year, our 211 team compassionately answered 8,644 calls and texts from Lake County community members, with 12,493 needs requested and 16,744 referrals made, mostly for help with housing and shelter, utilities, food, employment and income support, and healthcare.

Starting next week, we will be posting on social media the many ways 211 provides help and hope every day. Will you share this information with your network? Let's continue to spread awareness of this vital community service and offer life-changing support to even more neighbors in their moments of need! Visit the [211 toolkit](#) on our website for a wide range of print and digital promotional materials, including newsletter copy. Help spread the word! 211 is just a call, text or click away!

Thank you to Lake County Government, Village of Antioch, Village of Gurnee, Village of Mundelein, City of North Chicago, City of Waukegan and City of Zion for each proclaiming February 11, 2024 as 211 Day with an official resolution!

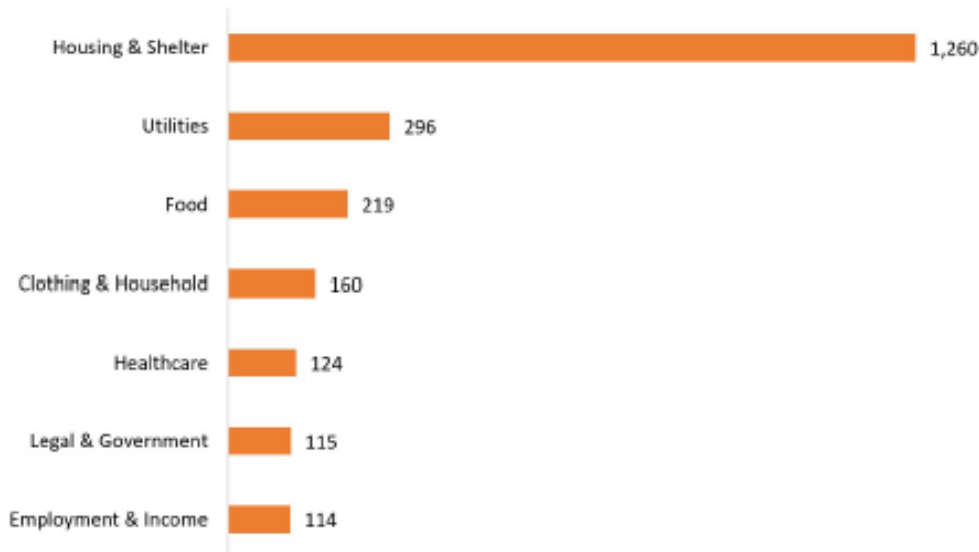
211 Results for Second Quarter FY2024

We are pleased to share highlights from our new and improved second quarter (Q2) report which will soon be posted on our website under “Reports”. The report provides a quarterly snapshot of the demographic data and top community needs requested from 211 Lake County between October 1 and December 31, 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 **2,137** calls and texts with **2,727** unique needs requested and **3,413** referrals made. Additionally, **16,283** users visited the 211LakeCounty.org website with **20,737** web sessions.

As compared to the prior quarter, calls and texts decreased by **21%**, with a **20%** needs decrease and a **16%** decrease in referrals. Website usage remained consistent during this period with a slight **1%** decrease in visitors and no real change in web sessions.

The top reasons people contacted 211 were:



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.



Why Should You Call 211?

211 team members from around the country, including our very own Gale Graves, share why 211 is more than a number— it's a lifeline, a connection, a beacon of hope. From feeding communities to keeping the lights on, 211 is here to help.

Call **2-1-1**, text your zip code to **898-211** or visit 211LakeCounty.org.



JANUARY
**HUMAN
TRAFFICKING** 
PREVENTION MONTH

Human Trafficking Prevention

Human trafficking is the act of compelling someone to work, for little or no pay, through force, fraud or coercion. Human trafficking can happen to anyone but some people are more vulnerable than others. Significant risk factors include recent migration or relocation, substance use, mental health concerns, involvement with the child welfare system and being a runaway or homeless youth.

If you or someone you know is in danger, always call 911. If you believe you may have information about a trafficking situation, call the National Human Trafficking Hotline toll free at 888-373-7888. A Safe Place Lake County's Hotline is reachable 24/7 at 800-600-SAFE.

To get connected to nonemergency resources, United Way of Lake County's 211 helpline is here for you. Dial 2-1-1 or text your zip code to 898-211 to speak with a caring person who will guide you to local support and resources. 211 is free and available 24/7 in your



WE ARE
HIRING

Position:
211 Manager

2·1·1
United Way of Lake County

Now Hiring: Manager, 211 Lake County

United Way of Lake County is seeking an innovative individual passionate about serving others to develop and lead a team in ensuring that 211 Lake County excels in the delivery of information and referral services to the people of Lake County. Join our amazing team!

[Learn More](#)



Supporter Spotlight

"Since its launch in September 2019, United Way of Lake County 211 has proven itself a huge success, tirelessly linking those in need with vital services and resources. In the face of adversity it has emerged as a guiding light, showcasing the power that unity, compassion and collaboration can have in helping create a stronger Lake County community. We greatly appreciate our continued partnership with 211 and the transformative impact of this invaluable resource."

-Mayor Tom Hood, Village of Gurnee

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

Welcome New Subscribers

A big welcome to our new subscribers this month!
Find links to previous newsletters so you don't miss out, [here](#).

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