



Hello,

Welcome to the 21st 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.

COVID-19 Special Report

United Way of Lake County’s COVID-19 special reports for [April](#) and [May](#) are now available for download. The reports provide a snapshot of the top needs requested from 211 each month.

The number of calls and texts to 211 increased 45% from February to April and 15% from February to May. These numbers are trending downward from March’s peak volume of calls and texts. The number of website visits increased 141% from February to April and 16% from February to May.

Total Counts	March		April		May	
	#	% Increase*	#	% Increase*	#	% Increase*
Web Visits	5,838	66%	8,480	141%	4,090	16%
Calls/Texts	692	92%	525	45%	413	15%

*Represents percentage increase from February 2020.

The top needs identified during this timeframe are rent payment assistance, food pantries, electric service payment assistance and homeless shelters.

Top Three COVID-19 Needs	March		April		May	
	#	% Increase*	#	% Increase*	#	% Increase*
Rent Payment Assistance	155	223%	165	244%	82	71%
Food Pantries	109	395%	92	318%	52	136%
Electric Service Payment Assistance	72	148%	73	152%	47	62%
Homeless Shelter	45	80%	27	8%	29	16%

*Represents percentage increase from February 2020.

211 Lake County added additional content and functionality in response to COVID-19, including implementing a text message campaign to provide general COVID-19 information to community members texting "COVID19" to 211211, as well as adding additional IVR content for callers to 211.

COVID Counts	March	April	May
Calls/Texts for COVID	216 (31%)	288 (55%)	2017 (50%)
Text Campaign	NA	107	122
IVR Messages	NA	443	218

The 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. Our goal in providing these reports is to assist with proactive community planning, informed decision-making and funding allocations.



LAKE COUNTY, IL
**COVID-19 Community
 Response Fund**

Support Lake County's COVID-19 Response

Since March 20, the [Lake County COVID-19 Community Response Fund](#) has granted \$863,262 to 38 local nonprofits providing critical resources for our most at-risk neighbors. Established by United Way of Lake County, the fund is aimed at meeting the most pressing needs in our community as identified real time through 211.



Give today and join the many corporations, philanthropies and more than 550 individuals who have already donated. Together, we can ensure local nonprofits have the resources to address critical needs right here in our community.

[DONATE NOW](#)



Find Volunteer Opportunities

We have teamed up with Lake County Government to coordinate local COVID-19 response volunteer efforts. Volunteers are needed to pack and prep meal boxes, deliver meals to homebound seniors, contribute homemade masks, make assurance calls and write letters of encouragement, and more. You'll find a list of current volunteer opportunities on the 211LakeCounty.org website.



It's Time! Complete the 2020 Census Today

You can help create a more equitable future for everyone in our community. Help bring a decade of funding to Lake County for roads, schools, healthcare, education, school lunch programs and much more. Your answers will be kept confidential.

Need help responding? Call 211 or text your zip code to 898211.

WAYS TO RESPOND:



Online:
my2020census.gov



By Phone:
(844) 330-2020



By Mail

Supporter Spotlight

NORTH SHORE GAS[®]
Community Fund

“COVID-19 has led to serious health issues and financial hardship for so many across the northern suburbs. 211 Lake County has been an essential resource addressing the needs of our communities. We are proud of the work we do year-round to support 211 Lake County and will continue to ensure that our community partners on the front lines have the resources they need to make their work possible.” – Polly Eldringhoff, Director at North Shore Gas

Our Community of 211 Donors

Thank you to our community partners and individual donors for their generous financial support in bringing 211 to our community. [View our full 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 to sustain 211 in its second year!](#)
3. Follow United Way of Lake County on social media to receive more timely 211 updates.



Best regards,

Deanna Olmem

Manager, 211 and Safe & Stable Families

Welcome New Subscribers

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