



Hello,

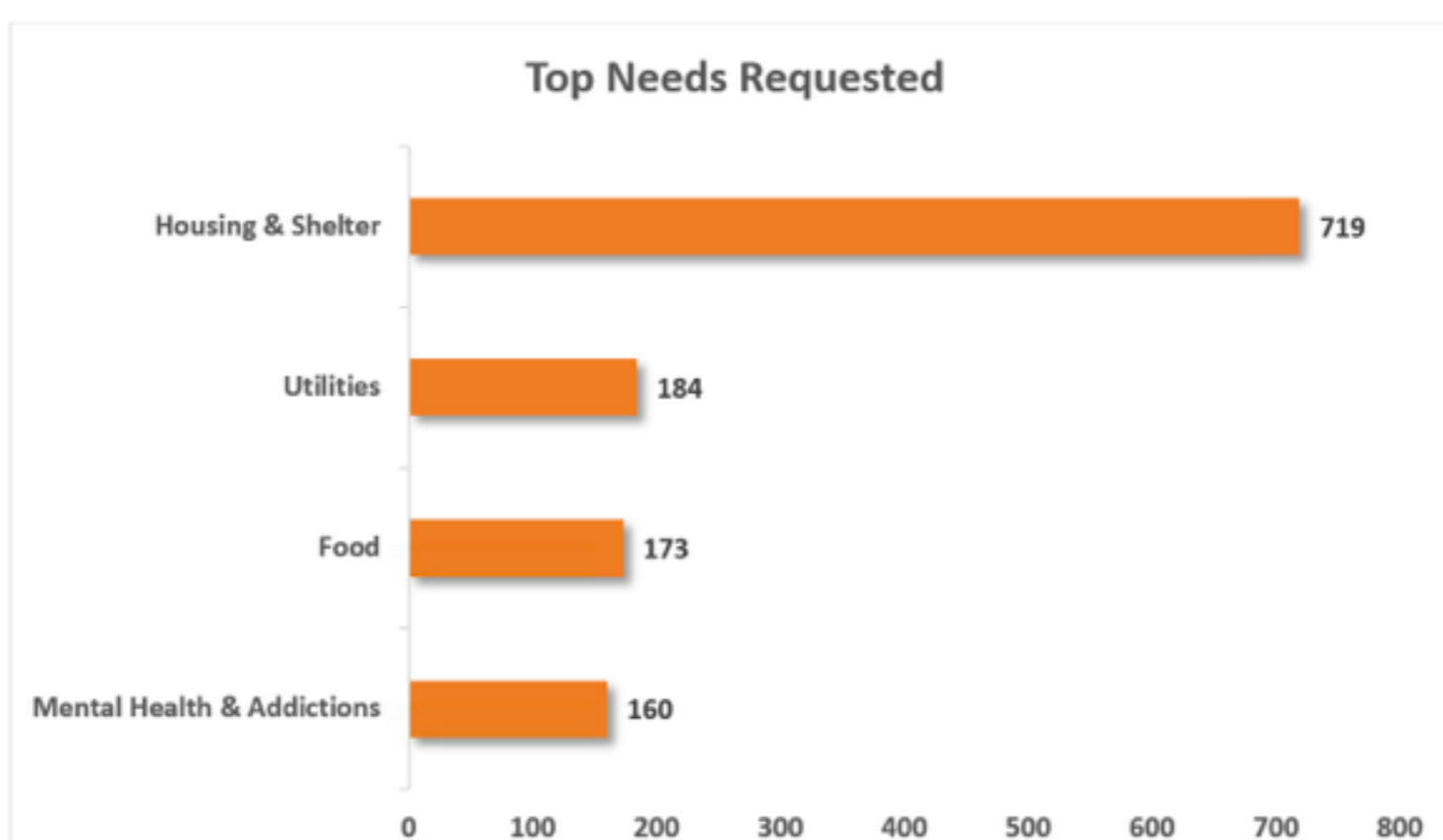
Welcome to the 20th edition of our 211 newsletter, where we share information on 211 services and benefits, funding updates, and opportunities for you to become an advocate for 211.

211 First Quarter 2020 Results

United Way of Lake County's first quarter (Q1) 2020 report for 211 is [now available for download](#). The report provides a snapshot of the demographic data and top needs individuals requested from 211 since January 1, 2020 through March 31, 2020. The goal of this report is to share a quarterly overview of 211 data on top community needs and the populations we serve in Lake County.

During this time, 211 received 1,510 calls and texts, with 2,524 needs requested. Twenty-eight percent of calls and texts came in outside of normal business hours. In addition, 9,649 users visited the [211LakeCounty.org](#) website with 12,052 sessions.

The top reasons people contacted 211 were:



COVID-19 SPECIAL REPORT

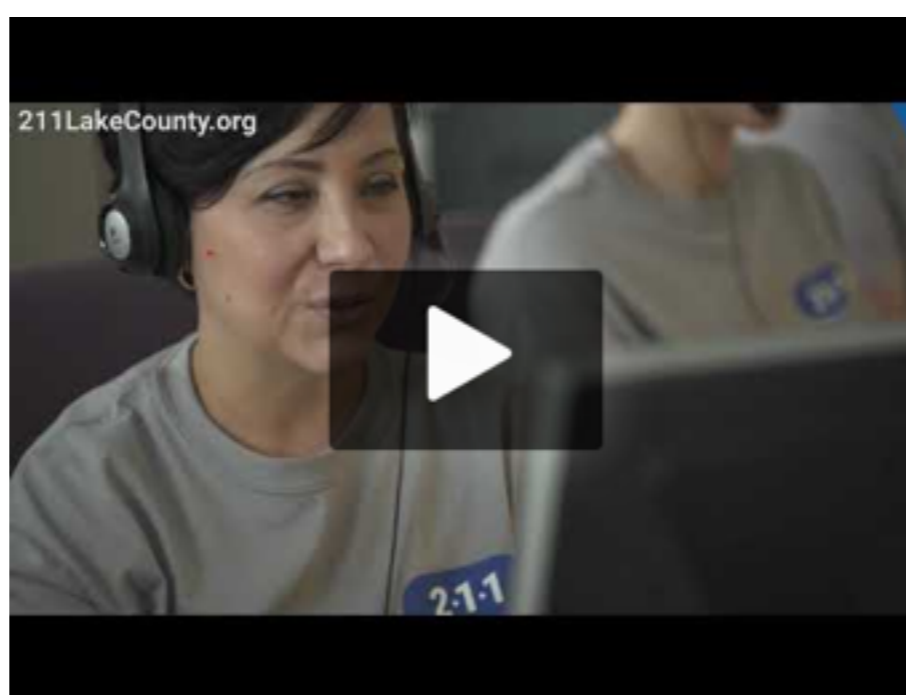
We have also compiled a **COVID-19 Special Report** [now available for download](#). The number of calls and texts to 211 increased 92% from February to March, and the number of website users increased 66%. There were also notable increases in top needs, particularly in the areas of food, rent and mortgage assistance, shelters, utility assistance, and childcare and parenting.

These reports were 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. We hope these reports will assist with proactive community planning and informed decision-making.

Get Connected. Get Help.

United Way of Lake County's 211 is here to help. Call 211 or text your zip code to 898211 to speak with someone who can guide you to a wide range of available resources, including food, shelter, rent or utility assistance, and more. It's free, it's confidential, it's multi-lingual and it's available 24/7. For more information, visit [211LakeCounty.org](#).

To receive general COVID-19 information via text message, text "COVID19" to 211211.



Check out our new 211 videos—available in both English and Spanish—located in the [211 Toolkit](#) and on our social media pages. Share them with your friends, colleagues and neighbors so everyone who needs help can get connected to available resources.

Support Local Nonprofits Serving Our Most At-Risk Neighbors

United Way of Lake County established the Lake County COVID-19 Community Response Fund to support local nonprofits providing urgent resources for our most at-risk neighbors. The fund is aimed at meeting critical needs, such as emergency food and shelter, rental and utility assistance, essential basic needs for children and families, behavioral and mental health services, and other emerging needs identified in real time through Lake County's 211 helpline.



Please join us and support local nonprofits through the [Lake County COVID-19 Community Response Fund](#). Together, we can ensure they have the vital resources needed to address critical needs in this time of crisis.

[DONATE NOW](#)



Looking for 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, write letters of encouragement, provide general office support, and more. You'll find a list of volunteer opportunities on the [211LakeCounty.org](#) website along with an online form to sign up.

Share Your 211 Story

Did you or someone you know reach out to 211 Lake County to find the services or support you needed? We are collecting success stories to add to our outreach materials. We want to know if the information and referrals you received from 211 really made a difference. Please share your success with us!

[FEEDBACK](#)

Reminder 211 Service Providers

Community services and hours of operation are rapidly changing in response to COVID-19. Thank you to all the service providers who have been providing regular updates with our 211 Resource Team to ensure accurate 211 information and referrals.

As a reminder, providers are encouraged to send regular updates to 211LakeCounty@icfs.org so that together we can keep Lake County informed of available services.

Complete the 2020 Census Today!

It's not too late to complete the 2020 Census. Help bring a decade of funding to Lake County for roads, schools, healthcare, unemployment, education, and much more. You can respond one of three ways: by phone, online, or with a mail-in paper questionnaire. It's fast, easy and 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



"As a large employer in Lake County, Alight Solutions is pleased to support United Way of Lake County and its 211 initiative. The services provided by 211 are critical for supporting the health and wellbeing of our employees, their families, and the broader community we're proud to call home." – Rob Sturuss, Executive Vice President, Alight Solutions

Our Community of 211 Donors

Thank you to our community partners 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