



Hello,

Welcome to the 30th 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.

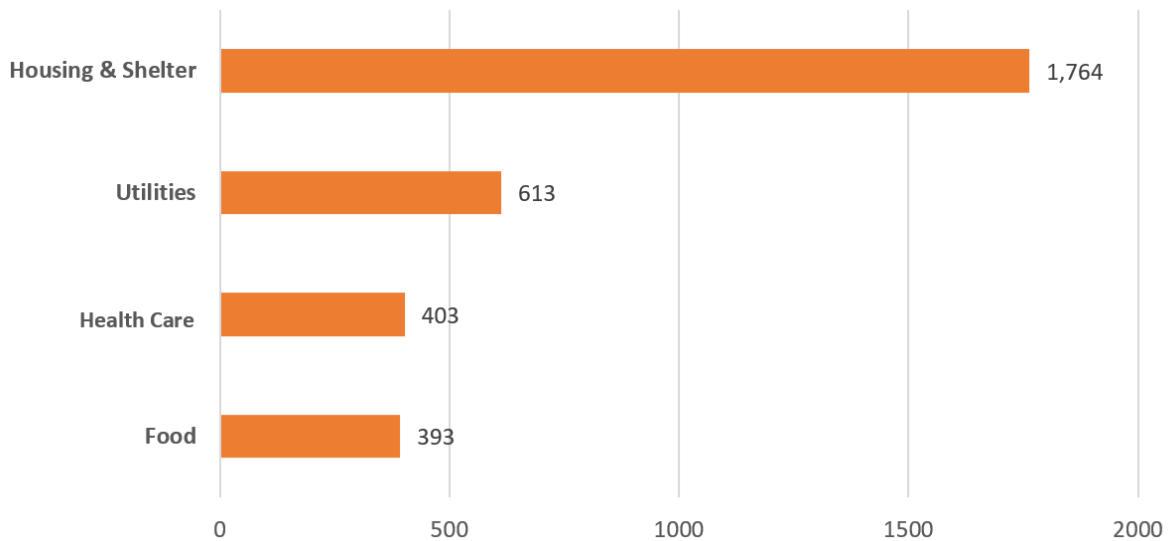
211 First Quarter 2021 Results

United Way of Lake County's first quarter (Q1) 2021 report is **now available for download**. The report provides snapshot of the demographic data and top needs requested from 211 between January 1, 2021 and March 31, 2021. 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 a total of 2,753 calls and texts with 4,531 needs requested. This was a 9% decrease in calls and texts compared to the fourth quarter, and a 17% decrease in needs. In addition, 8,792 users visited the 211LakeCounty.org website with 10,552 web sessions, a 5% increase over prior quarter.

The top reasons people contacted 211 were:

Top Needs Requested



As compared with the prior quarter, Housing & Shelter and Utilities remain the top two needs, while Health Care has shifted to #3 and Food to #4.

By municipality, calls were more dispersed across the county. Waukegan was 27% of total contacts, down from 32% in the prior quarter. The top ten municipalities accounted for 70.5% of calls, down from 78.1% last quarter.

There was also a significant increase in the number of calls from people age 55+, 34% of total calls versus 22% in the prior quarter. Calls from people age 55+ were consistently higher in every category, especially in Health Care, Aging Population and Transportation Assistance categories.

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.



First Responders Partner with 211

United Way of Lake County 211 is proud to partner with first responders across the county. Police and fire departments have been provided with 211 trainings and informational materials which can be given to residents needing additional services. While 211 has been a valuable resource for first responders assisting residents with non-law enforcement needs, it also helps reduce nonemergency calls to 911.

The Highland Park Police Department recently reached out to share that their officers have been providing more and more residents with the 211 cards. During a recent staff meeting, they were talking about how great the program is and what a helpful resource it is for residents since many have multiple needs. They even had a resident send a thank you email for providing 211 information to them.

If your police or fire department is interested in 211 trainings and/or materials, please contact Sara Martinez at Sara.Martinez@uwlakeco.org.



The Lake County Federal Emergency Assistance Program

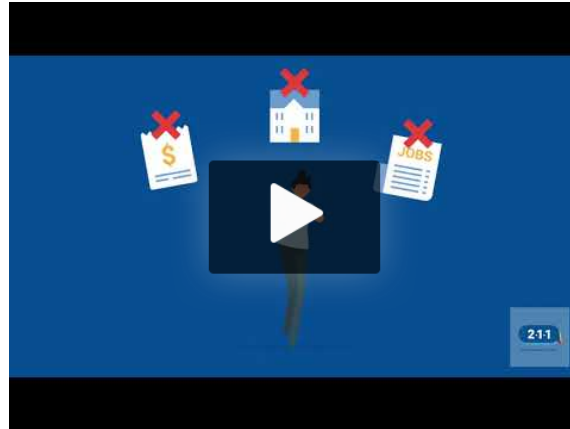
Earlier this month, Lake County government launched a new program called the Federal Emergency Rental Assistance (FERA) Program, which provides residents in need with help paying rent and/or utility bills. Eligible households may receive up to 12 months of past due rent and up to three months assistance with future rent, with a maximum of 12 months of assistance total. Payments from the program are made directly to the landlords and/or utility companies.

To learn more about the FERA program, including who is eligible, [click here](#). If you have questions or need help filling out the online application, call 211 or text your zip code to 898211. 211 is here to help!



Get Connected. Get Help.

Life can get on top of you quickly. Missed bills. Housing troubles. Employment issues. It can be overwhelming. It only takes one step to get connected to the help you need. 211 is Lake County's one-stop shop for help. Its free, confidential, multi-lingual, and always available 24/7. Get in touch today! Call 211, text your zip code to 898211 or visit 211LakeCounty.org.



Farewell and Thank You to Our Intern

We wanted to take a moment to thank our intern, [David Astudillo](#), for all his help supporting 211 these past few months, including capturing 211 caller stories, drafting tips for callers and blog stories, collecting monthly report data, and enhancing our presence on social media. David is wrapping up his internship with us this week as he prepares to graduate from University of Illinois at Chicago. We wish him all the best in his future professional endeavors. Farewell and keep in touch!

Supporter Spotlight

"Even before the onset of the pandemic, many of our residents were faced with situations that left them feeling helpless and often hopeless, in many cases because they simply didn't know where to turn. The implementation of United Way of Lake County's 211 service has changed that. Those in need of resources may easily and discreetly seek and find services to alleviate some of the hardships they (or a loved one) may be faced with. Waukegan Township is proud to be a partner with United Way, and commend the leadership team for having the vision and insight to provide this essential service to the residents of Lake County."



Marc L. Jones,
Waukegan Township Supervisor

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