



Hello,

Welcome to the 26th 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.



ANNUAL REPORT

Year One: 9/24/2019–9/30/2020



211 Annual Report

We are pleased to share United Way of Lake County's first annual report for 211 which summarizes the tremendous impact 211 has already made in our first year of operation, including making **56,423** connections to help!

The report is **now available for download** and provides a snapshot of the demographic data and top needs individuals requested from 211 between September 24, 2019 when the service went live and September 30, 2020. The goal of this report is to share an overview of 211 data on top community needs, the populations we serve in Lake County, as well as trends and highlights throughout the year.

This year, 211 received 6,760 calls and texts, with 12,241 needs requested. Since the pandemic started, on average 53% of calls and texts have been related to COVID-19. Thirty-one percent of calls and texts came in outside of normal business hours. In addition, 41,805 users visited the **211LakeCounty.org** website with 49,663 web sessions.

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.

You can view a presentation of this annual report data made at our 211 Lake County: One Year Later event, including additional insights from a panel of Lake County human services experts, by clicking [here](#).

While we will continue to grow and improve 211, we are proud of what we have accomplished together to transform how our Lake County neighbors connect with essential health and human services to improve and save lives.

[View 211 Annual Report](#)



Live Well
Lake County



To connect with
resources, call **211**

Wellness Resources Are Available

Taking care of yourself can be hard. Everyone has times when they need emotional support. Even if you can handle what you're going through alone, you don't have to. Lake County has many free and convenient opportunities to get help during these difficult times:

- Locations for safe telehealth visits
- Grief support
- Harm reduction training

Visit [LiveWellLC.org/TakeCare](https://www.livewelllc.org/takecare) to learn more. To connect with available resources, call 211 or text your zip code to 898211.

LAKE COUNTY COVID-19 HOUSING RELIEF PROGRAM

Need Help with Rent and Utilities?

The Lake County COVID Housing Relief Program (CHRP) provides rent and utility assistance for eligible households financially impacted by the pandemic.

If you live in Lake County and you've lost your job due to COVID-19 or have large unexpected medical bills, you may be eligible. If you qualify and are a renter, you can get help paying your rent, gas and electric bills for up to six months. If you own your home, you can get help with utility bills.

For more information, [click here](#). To apply for the program, call 211 or text your zip code to 898211. Be sure to act now as the program expires at the end of December 2020.

Reminder 211 Service Providers

Community services and hours of operation continue to change in response to COVID-19. Thank you to all the service providers who have been sharing regular updates with our 211 Resource Team to ensure the most complete and accurate 211 information and referrals.

Service providers are reminded to send regular updates to 211LakeCounty@icfs.org so that together we can keep Lake County informed of available resources.

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