



Hello,

Welcome to the 22nd 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 Makes It Easier to Connect with Rental Assistance

United Way of Lake County's 211 is expanding its services to make it easier for people in need to connect with available rental assistance. Since the COVID-19 pandemic began, 211 has seen a significant increase in the number of people calling or texting for rent payment assistance and this need has consistently ranked in the top three needs requested.

While the county has increased funding for rental assistance, these funds can be hard to reach. Working closely with Lake County government, United Way of Lake County has responded by coordinating a centralized and streamlined rental assistance fund screening process utilizing 211. Beginning in August, individuals and families facing financial hardship can simply contact 211 and an expert navigator will conduct an initial intake and eligibility assessment. Eligible applicants will be guided to organizations that can best meet their needs. This new centralized process prevents duplication of services, drives efficiencies, and makes it easier for people to connect with available and appropriate resources.



Thankful for 211

Watch as Lake County Board of Health President, Tim Sashko, talks about the importance of 211 for Lake County, especially during the COVID-19 pandemic.

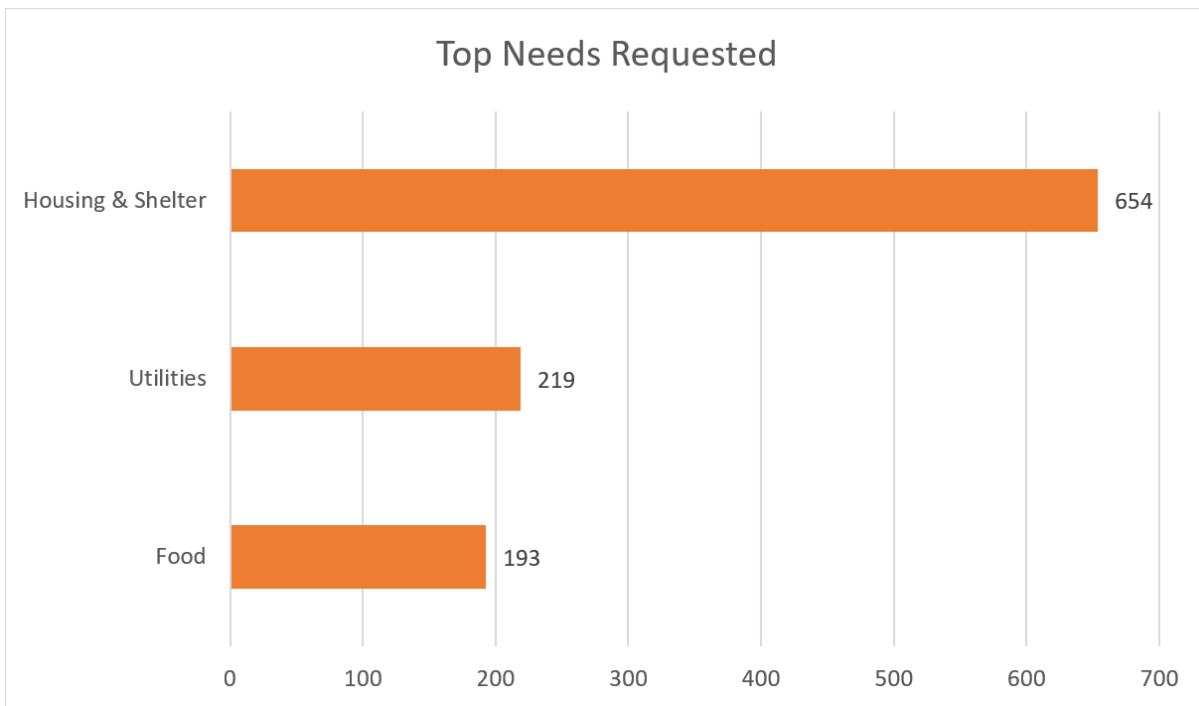


211 Second Quarter 2020 Results

United Way of Lake County's second quarter (Q2) 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 between April 1, 2020 and June 30, 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 1,311 calls and texts, with 2,111 needs requested. Thirty-two percent of calls and texts came in outside of normal business hours. In addition, 12,206 users visited the 211LakeCounty.org website with 15,241 sessions.

The top reasons people contacted 211 were:



COVID-19 Special Report

The COVID-19 Special Report for June is [now available for download](#). The number of calls and texts to 211 have been trending downward from March's peak volume returning to near February levels; however the needs for rent and utility payment assistance, employment and income support, as well as childcare and parenting resources were greater. The top COVID-19 related needs identified were rent payment assistance, electric payment assistance, and food pantries.

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.

How You Can Get Involved

Here are some ways to get involved and make a difference during this unprecedented time:

- **GIVE** to the **Lake County COVID-19 Community Response Fund**. Together, we have raised more than more than \$1.1 million to support our most vulnerable neighbors in Lake County impacted by the COVID-19 crisis. The needs are still growing every day. You can still help by donating today at LIVEUNITEDlakecounty.org/covid19.
- **VOLUNTEER** to pack and prep meal boxes, deliver meals to homebound seniors, contribute homemade masks, make assurance calls and write letters of encouragement, and more. Find volunteer opportunities on the 211 website at 211LakeCounty.org.
- **BE COUNTED** by responding to the 2020 Census. You can 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 or have questions? Call 211 or text your zip code to 898211.

Supporter Spotlight



“Access to health and human services is essential for building strong, resilient communities. We’re proud to support the critical information sharing and connections United Way of Lake County and the 211 system are making possible for residents.”

– Veronica Arroyave, executive director of the Baxter International Foundation

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