



211 is Here to Help

United Way of Lake County's 211 connects people to available health and human services in our community, including food, shelter, rent and utility assistance, and other essential services. To access 211, simply call 211 or text your zip code to 898211 to speak with someone who can help. For more information, visit 211LakeCounty.org.

Please note that 211 is an information and referral helpline and does not provide direct services or financial assistance.

WE ARE HERE FOR YOU

Call 2-1-1 or text your zip code to 898-211



Responding to Increased Community Needs

211 provides a real-time snapshot of the increased challenges that families across Lake County are facing every day. During the COVID-19 health crisis, we have already seen a significant increase in the volume of calls and texts to 211, as well as website visits, and the need for services continues to grow. Calls and texts have nearly doubled in the month of March.

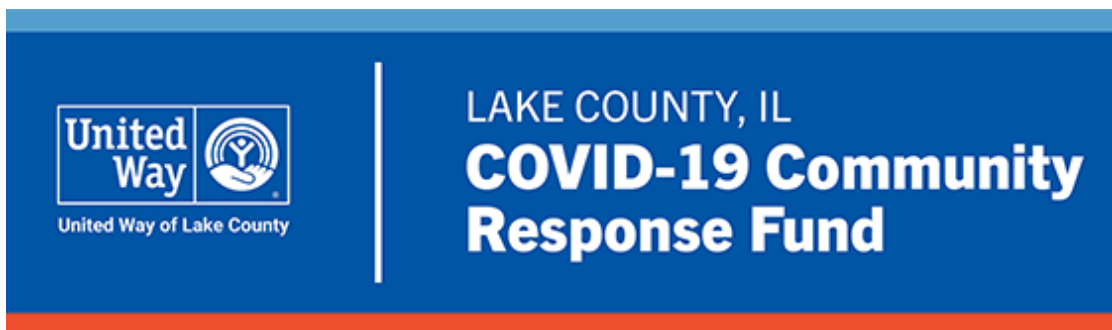
In response, our 211 Contact Center has increased staffing and has been recruiting and onboarding trained volunteers to assist.

We have also added [COVID-19 information and community resources](#) to our 211 website and scripts, as well as highlighted [current volunteer opportunities](#).

Questions about COVID-19?

Here's where you can get accurate, reliable and up-to-date information:

- Visit the [Centers for Disease Control and Prevention website](#) and the [Illinois Department of Public Health website](#).
- The Illinois Department of Public Health has also established a COVID-19 hotline and email address to answer questions from the public:
Hotline: 1 (800) 889-3931
Email: DPH.SICK@ILLINOIS.GOV
- Visit the [Lake County Health Department website](#) for local updates and to sign up for email alerts.
- To receive general information about coronavirus via text message, you can now text "COVID19" to 211211.



Help 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 nonprofit organizations serving Lake County's most at-risk neighbors. The fund unites monies raised by Lake County philanthropies, corporations and individuals to be disbursed to nonprofit organizations across the county.

Funds will support providers responding to growing requests for assistance with:

- Increased access to emergency food, shelter and basic supplies
- Rent and mortgage assistance
- Utility assistance
- Emerging emergency needs identified through the 211 information and referral helpline

Please join us and support our local nonprofit partners 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](#)

ATTENTION 211 Partner Agencies



In response to COVID-19, many service providers have had to make changes to their in-person availability, hours of operation and services. Thank you to all the providers who have been sharing regular updates with our 211 Resource Team so that we can ensure accurate 211 information and referrals. Let's keep working together to keep Lake County well-informed of available services especially during this critical time. We encourage service providers to send all updates to 211LakeCounty@icfs.org.

FEMA Funding Under the Public Assistance (PA) Program

The President declared an emergency declaration for Illinois as a result of the COVID-19 pandemic response. The Federal Emergency Management Agency (FEMA) has designated all counties in Illinois as eligible for funding under the Public Assistance (PA) Program. Certain costs directly related to the COVID-19 response are eligible for FEMA Public Assistance reimbursement at a 75% federal cost share. Per the Illinois Emergency Management Agency (IEMA), the eligible organizations for this program may include state governments, local governments, private non-profit organizations and Native American tribes and tribal organizations.

LEARN MORE



Need Help with the Census?

Remember, everyone counts! Your response can help bring a decade of funding to our community for roads, schools, healthcare, unemployment, education, and much more. Completing the 2020 Census is easy. You can respond by phone, online, or with a mail-in paper questionnaire.

If you need help responding to the census or have questions, call 211 or text your zip code to 898211. You can also contact United Way of Lake County at (847) 775-1000. We are here to help.

WAYS TO RESPOND:



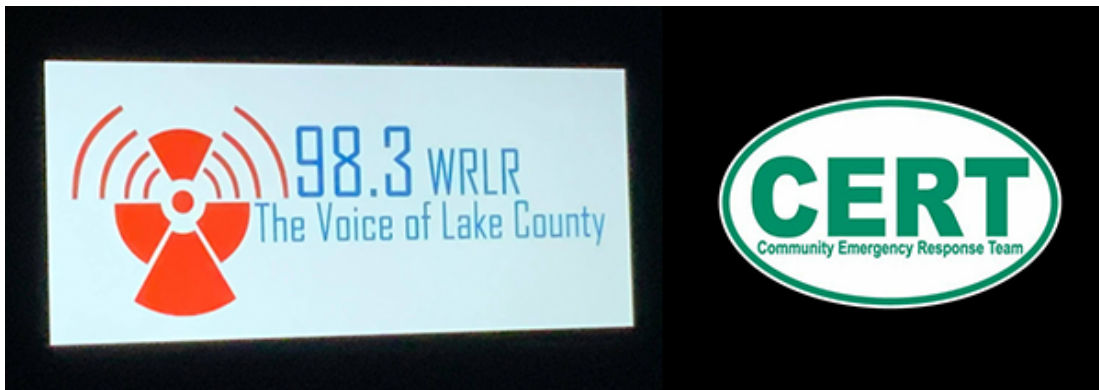
Online:
my2020census.gov



By Phone:
(844) 330-2020



By Mail



211 on WRLR

Our very own Kristi Long was invited to join The CERT Presents Show on WRLR 98.3FM. Listen in as she talks about 211 and how 211 is connecting people to help.

[LISTEN IN](#)

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. Follow United Way of Lake County on social media to receive more timely 211 updates. (Click the social icons below.)
3. [Help to sustain 211 in its second year!](#)