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United Way of Lake County

JOIN IN! IT'S TIME FOR 211

All across Lake County, health and human service providers are joining with United Way of Lake County to deliver 211.

211 is an easy -to-remember, 24-hour helpline designed to reduce time and frustration because it is the central access point to the health and human services in our community.

Without 211, people are often faced with finding services on their own. The result is two-fold:

1. Residents in need spend a lot of time calling around trying to find answers, and
2. Many service providers get misdirected calls that force them to redirect already-distressed callers, preventing the providers from focusing on their missions.

211 aims to change all that. Together we:

- **Give everyone in Lake County easy, direct access** to immediately-useful information and resources, regardless of the time of day, language they speak, or where they live.
- **Reduce the burden on service providers** by helping people find the right solution in one call. 211 creates efficiencies like more accurate referrals to service providers. Less time spent redirecting calls to other agencies. More time available for your clients and their needs. Lower cost of services. Higher impact of program funding.
- **Make life better** for our friends and neighbors by sharing a simple, high-touch approach to getting help exactly when it's needed.

Please join us!

United
Way



United Way of Lake County

ABOUT 211

211 is a service United Way developed years ago to help people find resources in times of great need. It has emerged nationally as an important innovation in providing Information and Referral (I&R) services.

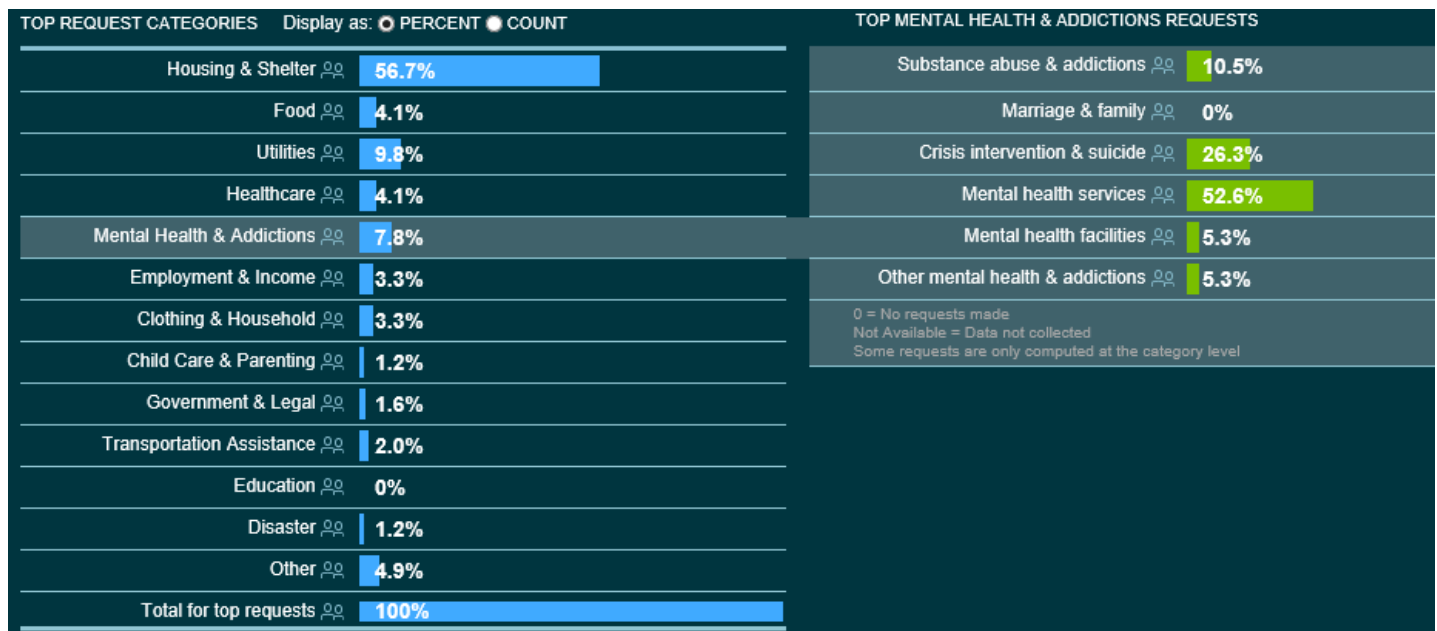
United Way of Lake County determined it was time to bring 211 to our own community so we've been working with teams of community partners to do just that. Together we've developed a mission and vision for what 211 can be here at home.

Mission: UWLC's 211 helps individuals, families, and providers navigate and connect with local health and human services, 24 hours a day, every day of the year.

Vision: UWLC's 211 serves as a vital, trusted community resource, making it easier for individuals, families and providers in Lake County, Illinois to connect with a comprehensive array of health and human services that improves lives.

Fully implemented 211 systems integrate information about a wide variety of social services through a single information network—providing crucial data for agencies like yours to use in strategic planning.

For example, 211 provides real-time, searchable and visualized data on community-specific needs not only here in Lake County, but across the country. Through 211 Counts, you can find an up-to-date snapshot of needs by zip code, as well as legislative district or school district. It's easy to identify trends, make comparisons, and share information.



HOW IT WORKS

United Way of Lake County 211 is a free, confidential information and referral helpline accessible to anyone in Lake County.

211 is:

- Accessible 24 hours a day, every day of the week.
- Multi-lingual with English and Spanish speaking staff and a professional 24-hour interpretation service for other languages.
- Available for phone calls or texts.
- Staffed by certified, trained operators to guide callers in their time of need.
- A partner with the ServicePoint referral network to aid in the countywide goal of reducing barriers to service for clients accessing services at multiple agencies.
- Acting as a Lake County advocate and makes follow-up calls to people who are endangered, vulnerable, are likely to experience barriers to service, or are experiencing a crisis or safety issue.
- A resource with data on both met and unmet needs in our community.



Call 211



Text your zip code
to 898211



211LakeCounty.org

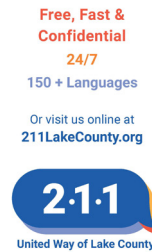
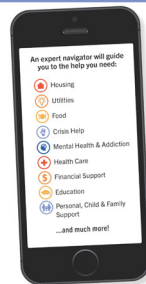
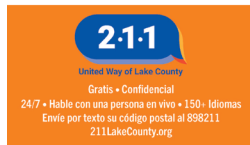
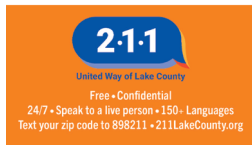
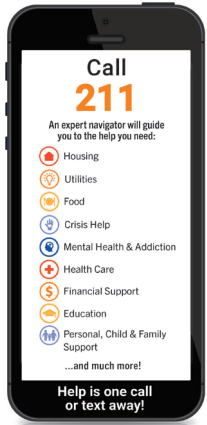


THE 211 TOOLKIT...FOR LAKE COUNTY SERVICE PROVIDERS...YOU!

As a key partner in our mutual goal of improving the lives of individuals and families in Lake County, UWLC needs your help to make 211 the go-to resource for people in need.

The 211 Toolkit is *your* go-to resource for promoting 211 to your staff and clients. Please take a look at 211LakeCounty.org/partners/211toolkit. You'll find flyers to print, social media to post, FAQs and a lot more.

UWLC has printed posters in English and Spanish as well as bilingual rack cards and wallet cards that can sit on the reception desk at your agency office. If you'd like some, please request online through the 211 Toolkit.



The experience of the other 211 programs across the U.S. shows that success depends on all the service providers in a given area working together to do two important things: Get the word out and make sure 211 information is always current! Updates can be made at any time throughout the year by sending an email to 211LakeCounty@icfs.org.

As always, thank you for all you do day in and day out to serve our mutual clients. We at United Way of Lake County are so fortunate to join with you in aiming to meet the ever-changing needs of our community.

Visit 211LakeCounty.org, or contact Deanna Olmem at United Way Lake County, 847-775-1018 or Deanna.Olmem@uwlakeco.org to ask any question on your mind.