



**GET CONNECTED.
GET HELP.**

211

Introducing 211



United Way of Lake County



**GET CONNECTED.
GET HELP.**

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“Get Connected. Get Help.”





[Watch this video](#)



What is 211?

- 211 is Lake County's free one-stop shop for help
 - Easy to remember information and referral helpline
 - Reduces time and frustration by acting as a central access point to the health and human services in Lake County
 - Speak to a live person in English or Spanish
 - Always open
 - Always confidential
 - Always free

How it works

- Open to everyone in Lake County
- Completely free
- Staffed by accredited, trained navigators to guide callers in time of need
 - Access to over a thousand programs and services
- Multi-lingual: English and Spanish, plus interprets to 150+ languages
- Confidential
- Accessible 24/7/365

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Purpose of 211



Examples of how 211 can help

- Electricity was turned off because you couldn't pay the bill
- Grandmother can't live alone anymore
- My apartment building was sold and I need a new place to live
- My basement flooded and I need help getting rid of mold
- I need daycare for my baby
- I'm looking for volunteer opportunities
- My car broke down and I need to get to my job

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Caller stories



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Connecting with 211

Call **211** from any phone



Text your zip code to **898211**



Visit **211LakeCounty.org**

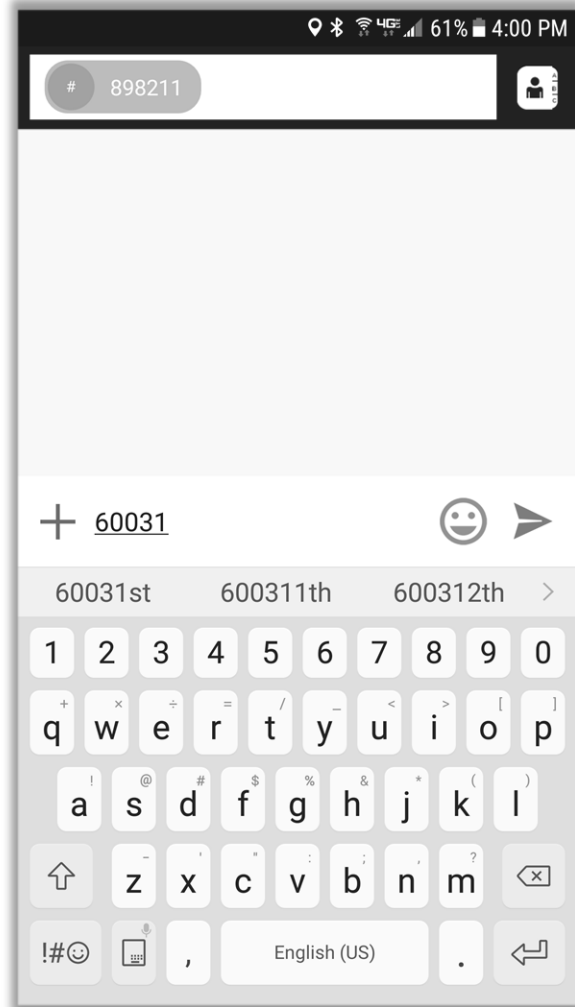
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Texting with 211

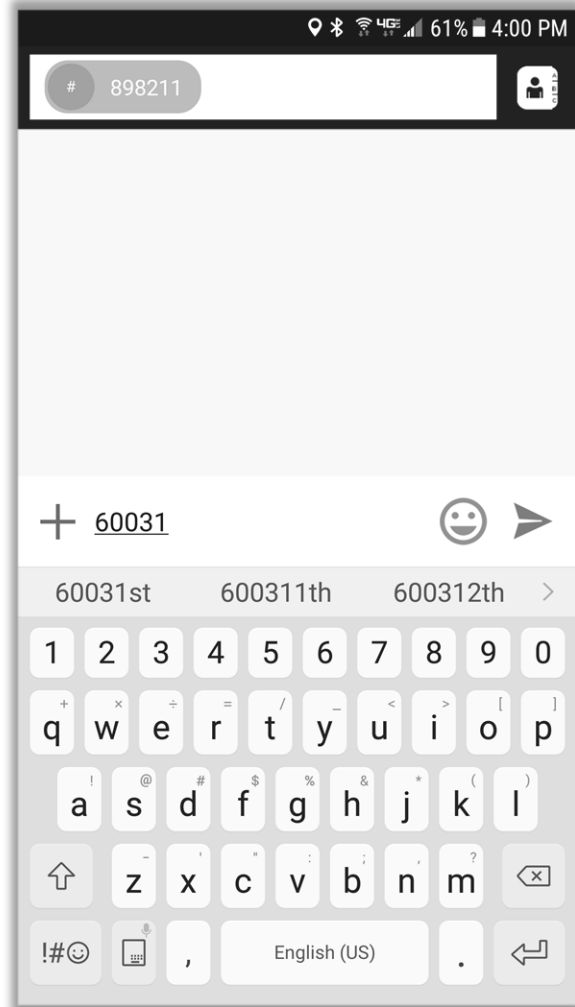
STEP 1

Type only “898211”
in the “To:” box



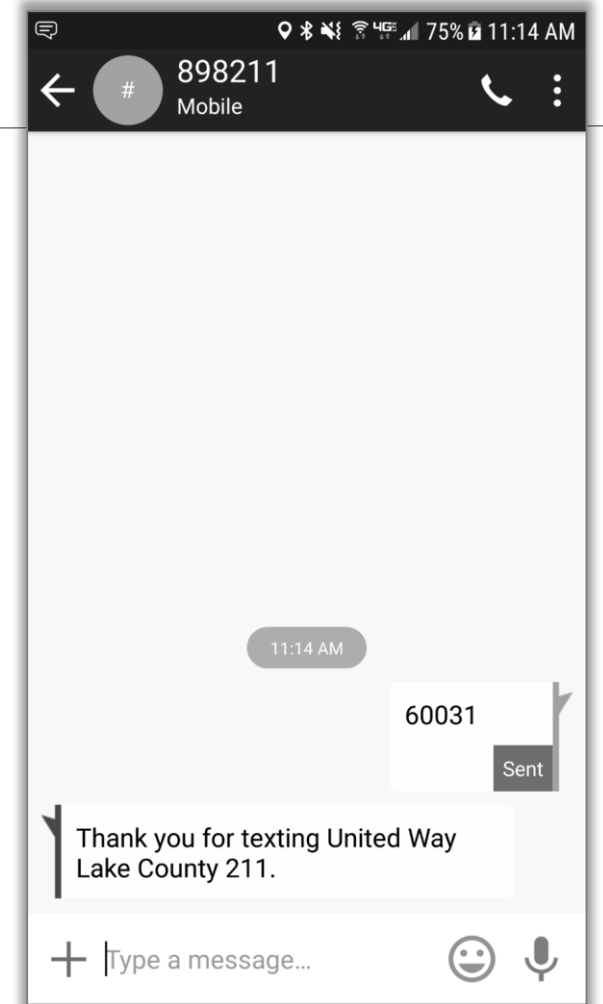
STEP 2

Type only your
zip code in the
message area



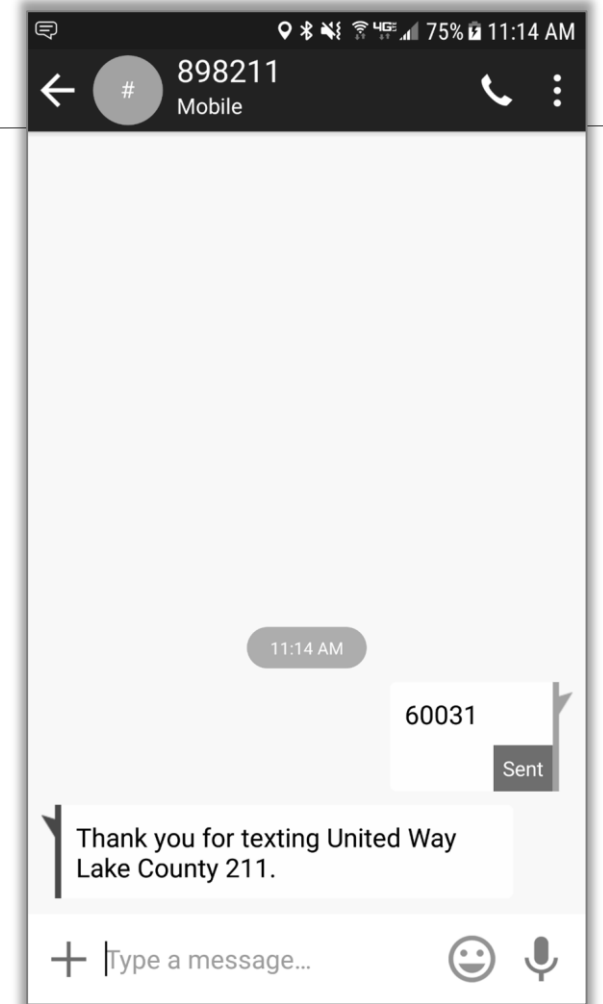
STEP 3

Receive confirmation
your message
was received



STEP 4

Type your question
in the message area



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211LakeCounty.org website

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Home About 211 Partners News Feedback LANGUAGE AA

TEXT

CALL

HOT TOPICS

- FLOOD RESOURCES
- Flu Vaccines
- Prepare for Disasters
- Ethylene Oxide in Lake County

COMMUNITY EVENTS

- Mobile Food Pantries
- Early Childhood Essentials
- Mental Health First Aid Training
- Section 8 Wait List is Open
- A Safer Lake County
- Senior Events
- Race to End Overdose
- Tax Assessment Help Center
- Passport Event
- Marijuana Workplace Policy workshop

VIEW MORE

HELP STARTS HERE

IN LAKE COUNTY, ILLINOIS

CHOOSE A ZIP OR CHOOSE A CITY

Not sure where to turn? We are here for you.



Housing



Utilities



Food



Real-time, searchable data



Spread the word!

- Visit **211LakeCounty.org**
 - 211 Toolkit:
 - Request printed materials: bilingual rack cards, wallet cards, posters
 - Download videos, presentation, flyers, logos, FAQs, etc.
 - View newsletters and news
- Recommend 211 to family, friends, neighbors, coworkers
- Share on social media
- Include in newsletters
- Talk about at meetings or events



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Questions?



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