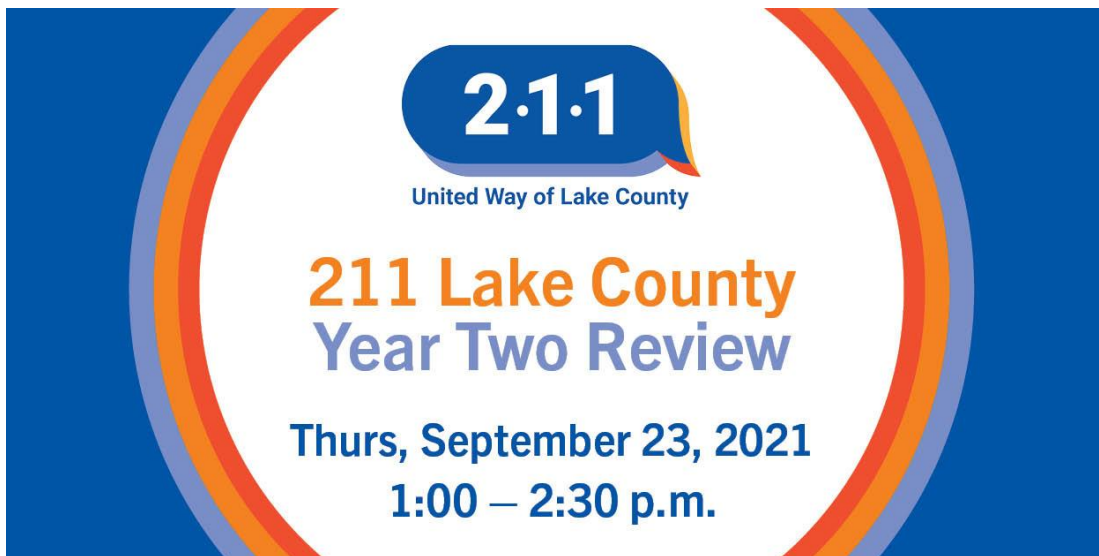


MEDIA ADVISORY

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211 Lake County: Two Year Review
Lake County celebrates second year results of United Way 211 helpline



WHO:

- Kristi Long, President and CEO – United Way of Lake County
- Irene Hrusovsky, Chair 211 Advisory Council; Board Member – United Way of Lake County
- Deanna Olmem, Manager, 211 and Safe & Stable Families – United Way of Lake County
- Julie Gordon, Board Member – United Way of Lake County
- Marc L. Jones, Supervisor – Waukegan Township
- Kelly Brown, Community Impact Officer – Interface Children & Family Services (operates 211 Contact Center)
- Billy McKinney, Mayor – City of Zion
- Brenda O'Connell, Community Development Director – Lake County Government
- Mary Lockhart White, Executive Director/CEO – Community Action Partnership of Lake County
- Anna Yankelev, Strategic Planning and Partnerships Manager – Lake County Health Department and Community Health Center

WHAT: United Way of Lake County celebrates the second anniversary of 211 services for Lake County, Illinois. 211 has transformed the way individuals and families from across the county are connecting with essential health and human services. The measurable impact of 211, data on community-specific needs, and the results from year two during this critical time of the pandemic will be presented. More than 100,000 connections to help have been made since the service was launched just two years ago.

Stories of how 211 has made a real difference in Lake County for community members, employers, agencies and local government will also be shared.

Marc L. Jones, Waukegan Township Supervisor, will moderate a panel discussion with local government and social service leaders about how 211 more efficiently connects people in need to a wide range of available resources to improve and save lives, including a more in-depth discussion on top needs and solutions. The audience are an estimated 250 individuals and community stakeholders representing government, business and nonprofit sectors, as well as interested community members.

WHEN: Thursday, September 23, 2021, 1:00 p.m. – 2:30 p.m.

Note: Media are invited to cover the entire event.

United Way of Lake County leadership will be available for post-event interviews.

WHERE: [Register now](#) to attend on Zoom.

ABOUT 211

United Way of Lake County's 211 helpline has transformed the way thousands of individuals and families get connected with essential health and human services.

Following a decades-long vision and multi-year project in partnership with Lake County Government and many, many community partners, United Way of Lake County is proud to celebrate the second anniversary of 211—a free, confidential, 24-hour information and referral helpline to provide a one-stop shop for help. It's designed to reduce time and frustration by acting as a central access point to the health and human services in Lake County, Illinois. 211 is available to everyone in our community and connects people in need to a wide range of available resources by phone, text and



online, including housing and shelter, food, rent and utility assistance, mental health services, addiction support and rehabilitation, crisis counseling, employment and education support, financial support, disaster information and relief...and more. Resource navigators at our 211 Contact Center, who are experienced, trained, caring specialists, guide people to the help they need. The comprehensive 211 service is multilingual with English and Spanish speaking staff, and interpreters to more than 150 languages.

211 is a vital service and proven solution leveraged by millions of people across North America to improve and save lives. The 211 network in the United States made more than 27.8 million connections to help, resources, and services for people in 2020. Through 2019, more than 95.6% of the United States had access to 211 with Illinois having the lowest coverage in the nation. United Way of Lake County is proud to deliver a best-in-class, robust 211 solution for Lake County—the largest county in Illinois to implement 211.

To learn more about United Way of Lake County's 211, visit 211LakeCounty.org.

If you have any questions, please contact Lori Nerheim, Marketing Director, by [email](#), or call 847-775-1038.