Lake County, IL—United Way of Lake County is proud to announce the launch of 211 services for Lake County, Illinois. 211 is a free, confidential, 24-hour information and referral helpline that provides a central access point to health and human services in Lake County.

"Through 211, the people of Lake County will get the help they need, when they need it," said Kristi Long, President and CEO of United Way of Lake County. “United Way of Lake County is proud to fulfill this decades-long vision, joining with the Lake County government and our many community partners to deliver a best-in-class, robust solution for Lake County—the largest county in Illinois to implement 211.”

211 is available to everyone in the community and connects people in need to resources by phone, text and online, including mental health services, addiction support and rehabilitation, crisis counseling, supplemental food programs, shelter and affordable housing options, employment and education support, financial support, and more.

To access 211, simply call 211 or text your zip code to 898211. Resource navigators at the 211 contact center, who are experienced, trained specialists, will guide people to the help they need. The comprehensive 211 service is multi-lingual with English and Spanish speaking staff, as well as interpretations to more than 150 languages.

“United Way of Lake County’s new 211 service is a huge asset for Lake County, offering an efficient, safe, and confidential place where community members can instantly get access to the resources and information they need," said Megan McKenna, Director of Strategy & Development at Mano a Mano Family Resource Center.

“Mano a Mano is honored to have been part of the planning process and grateful to United Way of Lake County for its leadership on this project.”

“Over the last year, North Shore Gas has helped United Way of Lake County achieve several key milestones,” said Polly Eldringhoff, Director of North Shore Gas. “Today we stand proud in support of the launch of 211 Lake County, which will improve lives and enhance the future of many residents. Together we are working to grow a stronger Lake County community.”

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