



Hello,

Welcome to the 29th edition of our 211 newsletter, where we share information on 211 services and benefits, funding updates, and opportunities for you to become an advocate for 211.



Need Help Paying Rent or Utility Bills?

Are you unable to afford your housing costs in Lake County because of the pandemic? If so, you may qualify to get help paying your rent and utility bills.

Lake County government is launching a new rent and utility assistance program on Monday, April 5. The program, Lake County Federal Emergency Rental Assistance (FERA), provides rent and utility assistance for eligible households financially impacted by the pandemic.

To learn more about the program, including who is eligible, [click here](#). You can fill out the application online beginning April 5.

If you have questions or need help filling out an application, call 211 or text your zip code to 898211.



THE ALLVAX PORTAL IS OPEN

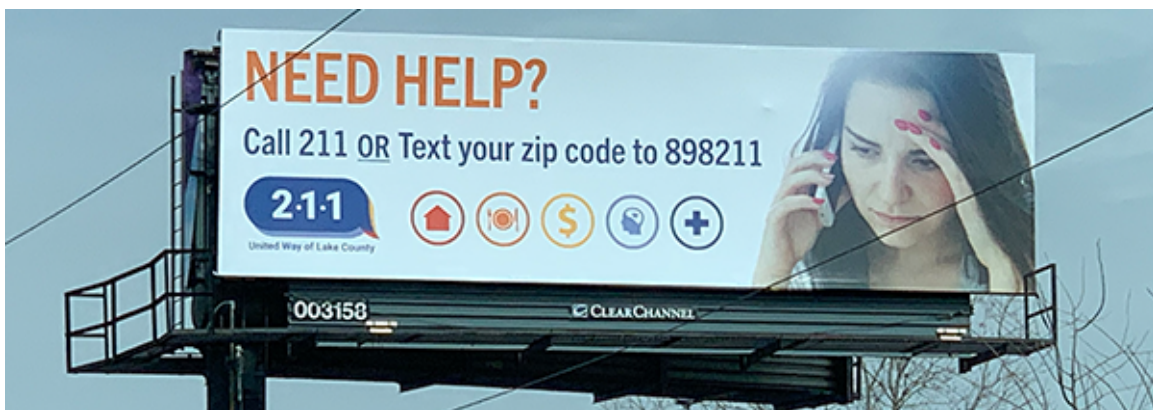
211 Amplifies Vaccination Efforts

In February, United Way of Lake County's 211 and the Lake County Health Department (LCHD) partnered together to increase distribution of messaging about AllVax to 211 contacts.

211 utilized our texting platform to send educational messages about vaccines that were created by the LCHD to 211 contacts. Messages included information on how to register on AllVax, where to go for questions about the vaccine, how to determine if you were eligible, and how to access a vaccine. Five messages were sent through the campaign from February 9 to March 15 resulting in 20,846 successful texts.

Information was also added to 211 hold messaging about the AllVax registration and which groups were eligible for the vaccine. Over 700 individuals heard the educational hold messaging in February alone.

In late February, callers to 211 also began being asked about their registration status. 211 provided 44 referrals for AllVax registration in the last week and a half of February alone. These results will continue to grow over time.



Look Up! Have You Seen the Signs?

Thanks to a generous grant from the Outdoor Advertising Association of Illinois, we are once again advertising 211 in both English and Spanish on billboards throughout Lake County. Earlier this month, nine billboards were installed across the county, including locations in Fox Lake, Grayslake, Lake Villa, North Chicago, Waukegan, and Zion.

Our goal is to continue to increase awareness of 211 so that everyone in Lake County who needs help gets connected to resources. Let us know if you have seen the signs!



Announcing 211 Latino Community Advisory Committee

We recently formed a Latino Community Advisory Committee with the goal to continue building collaborations with community leaders to strengthen trust and use of 211 within the Latino community. Members include:

- Sol Cabachuela, Mundelein Schools District 120
- Dulce Dominguez, Highwood Public Library
- Celeste Flores, Mano a Mano
- Dr. Myra Gaytan-Morales, University Center of Lake County
- Carla Gutierrez, Catholic Charities
- Sandra Lopez, Round Lake Public Library
- Carmen Patlan, Highwood Public Library

The committee is evaluating 211 contact data to help inform 211 service delivery, community engagement, and marketing efforts.

While United Way of Lake County's 211 call statistics for Hispanics/Latinos exceed the national AIRS standards by 11.6%, and we consistently rank in the top two counties for Spanish language calls amongst 25 counties served by our contact center, we aim to continue to raise awareness and increase use of 211 in communities of color and this is a first step. We welcome your input and suggestions!

Supporter Spotlight



"Warren Township does whatever it can to support and help its residents with unexpected needs and emergencies. 211 helps us in our mission. We work hand in glove with charities and government agencies, and United Way of Lake County's 211 is the perfect solution to guide our constituents to a wide range of available local resources, 24/7. We are proud to support 211."

Suzanne Simpson,
Warren Township Supervisor

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



Best regards,

Deanna Olmem

Manager, 211 and Safe & Stable Families