



Hello,

Welcome to the 56th 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.



United Way of Lake County's 211 Celebrates Community

United Way of Lake County believes all people deserve fairness, justice and security.

This month we were proud to gather with our community members to celebrate Pride at the LGBTQ+ Center's PrideFest in Round Lake Beach and Waukegan's Pride Drive hosted by Waukegan Friends, as well as celebrate Freedom on Juneteenth at the Juneteenth Festival of Lake County in North Chicago.

We had the pleasure of taking part in these events to connect with community members and share resources available through 211 to help close gaps and open opportunities so everyone can thrive.



211 Provider Survey Results

Every six months, United Way of Lake County conducts a survey of 211 service providers to gather feedback on what they think about our services. Here are some things we learned from the 103 providers who responded to the most recent survey conducted in April:

- **86%** strongly agree/agree 211 is a trusted resource. This is an increase from 82% in the prior survey.
- **84%** of agencies that have received referrals from 211 report referrals are always/usually appropriate. This is a slight increase from 83% in the previous survey.
- **80%** of agency/staff regularly refer clients to 211 for information and referral services. This is slightly higher than 78% in the prior survey.
- **78%** of agency staff knows always/usually when to appropriately refer clients to 211. This is an increase from 75% in the previous survey.
- **77%** of agencies have promoted 211 via newsletters, social media, literature or other approaches. This is a slight increase from 76% in the prior survey.

Thank you to the providers who responded to the survey! We appreciate your feedback and are committed to delivering a best-in-class 211 service for our Lake County community.



Help Spread the Word about 211

We want everyone in Lake County to know about 211 so that when they need help, they can get connected to accurate information and available local resources. You can help spread the word about 211 by sharing promotional materials in our [211 toolkit](#). Here you'll find bilingual printed materials including rack cards, wallet cards, posters, table tents, as well as a wide range of digital materials such as videos, flyers in multiple languages, social graphics and much more.

Join us in continuing to raise awareness of this vital public service for everyone in our community. It's free, confidential and available 24/7 in more than 150 languages.

Charla con el



PRESENTADO POR
SARA MARTINEZ



Que Pasa con 'Charla con el 211'

Earlier this month, we were pleased to have Veronica Vervilos, counselor with the New Horizons therapy program, join our 211 Ambassador Sara Martinez and TUDN radio host Jose Rodriguez to talk about mental health resources for youth. [Watch the episode on Facebook here.](#)

If you or someone you know is looking for information, support or access to mental health resources, call 211 or text your zip code to 898-211 to speak with a caring person who will guide you. 211 is free, confidential and available 24/7 with English and Spanish-speaking support and interpretation to more than 150 languages.



Supporter Spotlight

"Lake County Workforce Development and The Job Center of Lake County support 211. 211 is a valuable resource that connects individuals with the assistance they need to navigate various challenges they may face in their everyday lives. Whether it's addressing basic needs or dealing with emergencies within the community, 211 can provide crucial support.

By aligning with the core mission and vision of Workforce Development, which aims to create a highly skilled workforce and foster economic vitality, 211 recognizes the importance of addressing the quality of life of residents. The resources provided through 211 can have a direct impact on an individual's career journey. When individuals have their basic needs met, such as access to food, housing, healthcare, childcare, and other essential services, they are better able to focus on their personal and professional development.

By supporting 211, Workforce Development and The Job Center of Lake County recognize that a holistic approach is needed to empower individuals to thrive in their careers. By ensuring that

residents have access to the resources they need to enhance their quality of life, they are ultimately contributing to the development of a skilled and prosperous workforce in the region.”

-Demar Harris, Director of Programs and EEO Officer, Lake County Workforce Development

Reminder Service Providers

If you are a 211 health and human services partner offering summer programs and opportunities for community members, please be sure to submit information to 211 by emailing 211LakeCounty@icfs.org with details.

Our Community of 211 Donors

Thank you to our community partners and many individuals for their generous financial support to help us sustain 211 for Lake County. [View our 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 sustain 211 with an online donation.](#)
3. Follow United Way of Lake County on social media to receive timelier 211 updates.



Best regards,

United Way of Lake County's 211 team