



Hello,

Welcome to the 61st 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.

211 Provider Survey Results

Twice a year, United Way of Lake County surveys 211 service providers to gather feedback on what they think about our services. Here are some things we learned from the 101 providers who responded to the most recent survey conducted in October:

- **91%** strongly agree/agree that 211 is a trusted resource—an increase from 86% in the prior survey.
- **84%** of agencies that have received referrals from 211 report referrals are always/usually appropriate—the same as 84% in the prior quarter.
- **82%** of agencies that have received referrals from 211 report referrals are always/usually appropriate. This is consistent with 82% reported in the previous survey.
- **79%** of agencies report that 211 has helped their staff's efficiency and effectiveness. This is slightly higher than 77% in the prior survey.
- **79%** of agency staff always/usually knows when to appropriately refer clients to 211. This is a slight increase from 78% in the previous quarter.

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

211 Advisory Council Meeting

The 211 Advisory Council met on November 8 for its quarterly meeting to review 211 program results from the previous quarter, including key metrics by goal, and trend information on 211 contacts and needs presented.

Nelly Guzman shared an agency spotlight on Catholic Charities and provided an overview of several programs,

including the Lake County Emergency Assistance Program which provides homeless prevention services for rental payments, shelter and other types of assistance, and the Family Self-Sufficiency Program which assists single head of household individuals with case management, employment placement and supportive counseling. Kristi Long, Chair of 211 Illinois, shared an update on the 211 state grant. Allen Swilley, the new Executive Director at PADS Lake County, discussed the growing number of individuals they are serving with half being children, how the face of homelessness is shifting to larger families and opportunities to increase housing through fixed shelters. The council also talked about the next steps for 211 marketing, community engagement and resource development.

Welcome to our newest advisory council members: Lake County Board Member J. Kevin Hunter, Mathew Rizzie with the GLCU Foundation for Financial Empowerment, and Allen Swilley with PADS Lake County. We look forward to their involvement. The council will reconvene on February 14.



Engaging with the Community

We were thrilled to connect with more than 600 community members at Family First Center's Health Fair on November 19 at Greenbelt Cultural Center in North Chicago. The event raised awareness of health and wellness resources, and featured health screenings and education on healthy habits. United Way of Lake County's 211 team staffed a resource table and shared 211 materials to help guide people to a wide range of local available resources.

Photo credit: K. Foster Photography

Attention Service Providers

Reminder to 211 service providers to add newly funded programs, program updates and any contact information changes to ensure accurate referrals and help address community needs. If you're offering holiday food baskets or meals, turkeys, winter clothing, or toys and gifts for families in need, please be sure to submit information to 211 by sending an email with details to 211LakeCounty@icfs.org.

Now Hiring: 211 Community Engagement Coordinator

United Way of Lake County is looking for an innovative individual enthusiastic about serving others to help ensure that 211 Lake County excels in delivering information and referral services to the people of Lake County. The 211 Community Engagement Coordinator is a key team member responsible for ensuring that 211 Lake County helps provide a positive experience and value to Lake County community members and stakeholders.

[Learn More](#)



Be a Community Hero for Lake County Children and Families

United Way of Lake County is on a mission to close gaps and open opportunities, building a strong community where everyone can thrive. Together, we can create a community where heroes abound. **Can we count on your support this holiday season?**

Your support of our 211 helpline, a beacon for those in need, helps improve lives right here in our very own community. Since its launch, 211 has guided more than 250,000 people and families to essential services—a lifeline made possible by heroes like you!

Through December 19, you can double your impact! Healthcare Foundation of Northern Lake County is matching all new or increased gifts up to \$10K!

[Make a Gift](#)





Highland Park
community foundation

Supporter Spotlight

“The Highland Park Community Foundation is delighted to be able to support United Way of Lake County’s 211 with a 2023 annual grant. 211 has proven to be a valuable resource for Highland Park and Highwood residents who are searching for help with a variety of needs. Having access to a 24/7 multilingual and confidential helpline can not only help people, it can save lives. We are most grateful to United Way Lake County for providing this resource for our community.”

–Terri Olian, Executive Director at Highland Park Community Foundation

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

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