



Hello,

Welcome to the 65th 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.

## **Problem Gambling: Help Is Available**

March is Problem Gambling Awareness Month (PGAM) and a time to increase public awareness of problem gambling and the availability of prevention, treatment and recovery services.

Some warning signs of problem gambling include:

- Thinking about gambling all the time.
- Feeling the need to bet more money and more often.
- Going back to try to win your money back (“chasing losses”).
- Feeling restless or irritable when trying to stop or cut down.
- Gambling despite negative consequences.
- In extreme cases, problem gambling can cause bankruptcy, legal problems, job loss, family harms and thinking about suicide.

For anyone struggling with problem gambling, seeking help is the first step toward recovery. United Way of Lake County's 211 is a free, confidential, 24/7 information and referral helpline that can guide you to the best available resources and support. For example, **Nicasa** provides counseling for problem gambling, including consultation appointment, individual, family, group and tele-counseling, access to 12-step support, and assistance signing up for Voluntary Self-Exclusion Program.

Call **2-1-1** or text your zip code to **898-211** to get connected to services. There's no shame in asking for help. 211 is here for you.



## PROBLEM GAMBLING AWARENESS MONTH



### Join Forces Against Child Abuse

United Way of Lake County's 211 is joining forces again this year with the Lake County Children's Advocacy Center and many community partners to create awareness of child abuse prevention and keep every child safe.

Learn more about child abuse prevention and how you can help spread awareness by visiting [LCCAC's website](#). You'll find resources for youth, schools, parents, law enforcement, businesses and more.

Here are some [facts and resources](#) about child abuse. If you or someone you know needs information or referrals for child abuse resources, call 2-1-1 or text your zip code to 211. 211 is always open to provide free, confidential support in your preferred language.



## 211 Promotional Materials

United Way of Lake County provides free 211 promotional materials to promote 211 in your community and with your network. Visit our comprehensive [211 toolkit](#) where you'll find downloadable flyers and social graphics in multiple languages including English, Hindi, Korean, Malayalam, Mandarin, Polish, Russian, Spanish, Tagalog, Ukrainian and Urdu, as well as videos, presentations, newsletter copy, and more. You can also request bilingual printed materials such as rack cards, wallet cards and posters.

Help us continue to spread the word about this valuable resource available to everyone in our community. Help is just a call, text or click away!

## Attention Service Providers

If you are a 211 health and human services provider, please make sure your information is up to date and any new programs or services are added to the 211 database. If you know of a service provider that should be considered for inclusion in the 211 database, send us an email at [211LakeCounty@icfs.org](mailto:211LakeCounty@icfs.org) with details.

## 211 Provider Feedback Survey

Please be on the lookout for the bi-annual 211 Provider Feedback Survey that will be sent out in April. We solicit regular feedback from 211 service providers to assess and continuously improve United Way of Lake County's 211. Your participation is important and helps us improve our 211 services.

## Introducing Yajaira Balderas, 211 Community Engagement Coordinator

Please welcome Yajaira Balderas (pronounced Ya-hy-ruh Bahl-Dair-es), our new 211 Community Engagement Coordinator! Yajaira brings a background in healthcare management and training. She engages in volunteerism with a passion for supporting young adults, pursuing careers, and helping families break through language barriers. She also volunteers as an Adult ESL (English as a Second Language) Teaching Assistant.



In the coming weeks, Yajaira will be meeting with community-based organizations and engaging community members to continue to raise awareness of 211. Our priorities continue to be on increasing awareness and utilization of 211 while expanding service providers and resources within the 211 database.

## 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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## Welcome New Subscribers

A big welcome to our new subscribers this month! Find links to previous newsletters so you don't miss out, [here](#).

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