



Hello,

Welcome to the 66th 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.

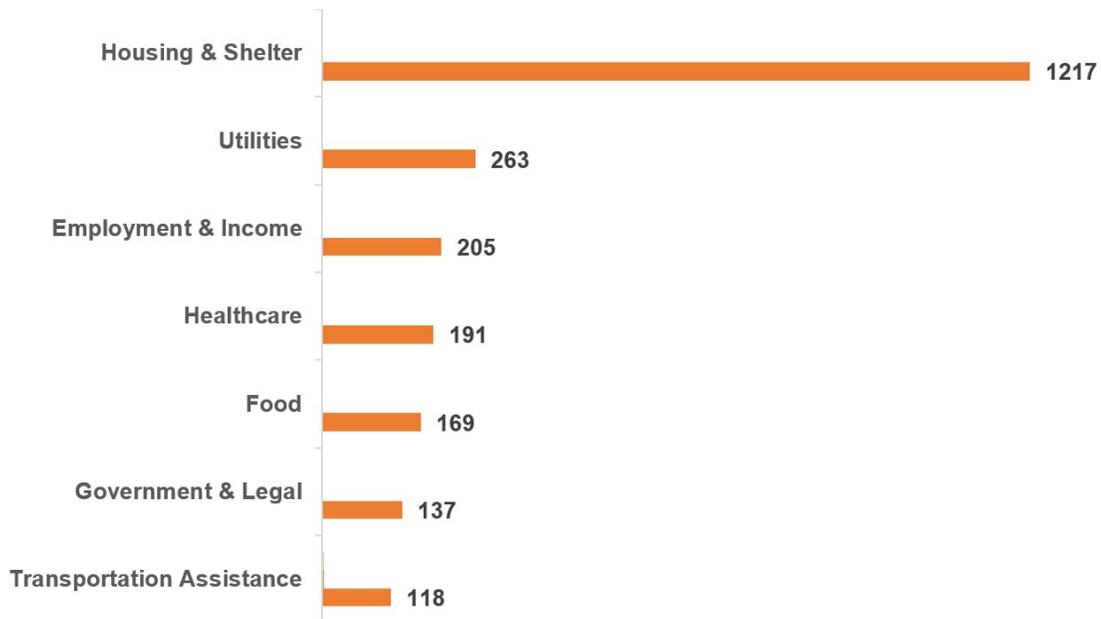
## 211 Results for Third Quarter FY2024

We are pleased to share highlights from our third quarter (Q3) report which provides a quarterly snapshot of the demographic data and top community needs requested from 211 Lake County between January 1 and March 31, 2024. The goal of this report is to share a quarterly overview of 211 data on top community needs and the populations we serve here in Lake County.

During this time, 211 received **1,942** calls and texts with **2,764** needs requested and **3,485** referrals made. Additionally, **17,180** users visited the [211LakeCounty.org](https://211LakeCounty.org) website with **21,029** web sessions.

As compared to the prior quarter, calls and texts decreased by **9%** with an increase in the number of needs requested by more than **1%** and an increase in referrals made by **2%**. During this period, website usage increased by **6%** with a **1%** increase in web sessions.

The top reasons people contacted 211 were:



During this period, there was a 80% increase in unique needs for Employment & Income supports, a 54% increase for Healthcare, and a 22% decrease in Food requests.

Reports are compiled using anonymous data provided by the 211 Contact Center at Interface Children & Family Services and the 211 Lake County database, as well as website analytics. The reports are intended to assist with proactive community planning and informed decision-making.



## Research Highlights Struggles of Working Families

United Way’s innovative research project called ALICE provides financial insights into the struggles many working families and individuals face across the nation, in Illinois and right here in Lake County.

ALICE stands for **A**sset **L**imited, **I**ncome **C**onstrained, **E**mployed, and makes up many members of our essential workforce. ALICE earns just above the Federal Poverty Level but not enough to afford the basics where they live. These struggling households are forced to make impossible choices every day.

In Lake County, 77,781 households (30%) are struggling, with 23,018 households (9%) living below the Federal Poverty Level and 54,563 (21%) falling into the ALICE population.

Based on the household survival budget, it takes 78,252 dollars for a family of two adults, an infant and a toddler to afford the basics in Lake County, which is more than triple the Federal Poverty Rate.

211 helps support ALICE households by making thousands of referrals to essential health and human services every month. Learn more about [ALICE](#) and join us to build a community where everyone can rise.

## Gun Safety Lock Initiative

Lake County has a Gun Safety Lock Initiative that distributes free gun locks to residents through libraries, the Veterans Administration, and the Illinois Department of Public Health.

Residents can pick up gun locks and educational materials in English and Spanish free and anonymously. The goal of this project is to make it accessible for Lake County residents to receive gun locks and information about safe firearm storage to reduce firearm suicide and unintentional injuries, especially among children.

## Introducing Maria Nava, 211 Manager

Please welcome Maria Nava, our new Manager of 211 Lake County!

Maria brings a wealth of experience in community engagement and identifying services and resources to address community needs. Prior to joining United Way of Lake County, she worked within a local school district to streamline student management systems and improve data accuracy and reporting. This work fueled her passion to aid parents to better navigate the education process, particularly for new immigrant and first-generation students.



Maria has extensive leadership and volunteer experience, including engaging in Diversity, Equity and Inclusion work, being a cohort member of the Latino Policy Forum's Multicultural Leadership Academy, completing Lake County Liderazgo and serving on the boards of Hispanic American Community Education and Services (HACES) and the Coalición Latinos

Unidos de Lake County (CLULC). She also serves as a volunteer providing mentorship to help parents and students navigate the educational process.

Maria 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 use of 211 while expanding service providers and resources within the 211 database.



## Supporter Spotlight

*"BMO is committed to empowering communities through accessible resources and support. By supporting United Way of Lake County's 211 helpline, we ensure that individuals facing challenges can easily connect with vital services and assistance, fostering a stronger, more resilient society where everyone can make real financial progress."*

-Miles Warren III, Head, US Community Giving, BMO

## 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](#).