



Hello,

Welcome to the 80th edition of our 211 newsletter—your source for updates on services, impact, and ways to help more people connect to the support they need.

211 Results for Fourth Quarter FY2025

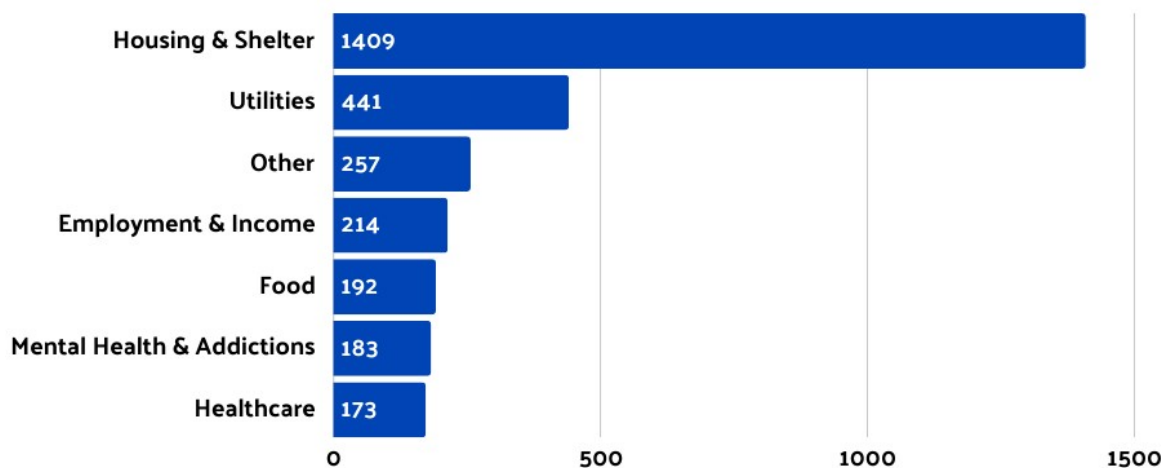
We're pleased to share highlights of our fourth quarter report. This report offers a snapshot of the demographic data and top community needs captured through 211 Lake County from April 1 to June 30, 2025. Our goal is to provide a quarterly overview of the critical needs identified and the populations we serve here in Lake County.

In Q4, 211 Lake County continued connecting thousands of people with the help they needed most:

- **2,334** calls and texts
- **17,299** website sessions
- **19,633** total contacts
- **3,881** needs requested
- **82%** of all needs received a referral

We are seeing a continued increase in needs across the county, with more community members turning to 211 for help. Given the higher call volume, the average wait time for a 211 Call Specialist is now about five minutes. To make it easier, callers can select an option for a callback in their preferred language so they don't have to wait on hold. We value every call and remain committed to ensuring that everyone receives help in a timely manner.

Top Reasons People Contacted 211:



The 211 reports are generated from nonidentifying data from the calls, texts, website, and referrals.

[Download Q4 Report](#)

Know Your Rights

Understanding your rights and how to act if you encounter immigration enforcement is essential. Thanks to HACES (Hispanic American Community Education and Services), community members and organizations can access a free, multilingual guide to support them during uncertain moments.

The Know Your Rights page offers direct, practical guidance on:

- What to do if ICE shows up in public
- How to prepare before interactions occur
- Concrete steps you can take if detained or questioned

The site includes easy-to-print rights cards, video tutorials, and emergency family planning tools—available in multiple languages for accessibility and clarity.

Visit HACES's Know Your Rights page to explore the toolkit, and feel empowered to protect yourself and your loved ones. [Explore the Know Your Rights guide](#)



Resource Spotlight: Food & Community Resources

Looking for food support near you or fresh ways to restock your pantry? This month, check out these upcoming opportunities and resources:

COMMUNITY ACTION PARTNERSHIP RESOURCE FAIR

Wednesday, September 10 | 9:00 a.m.-1:00 p.m.

2424 Washington St. (parking lot), Waukegan

Enjoy free backpacks for students, connect with community resources, and learn about programs that promote health and wellbeing—all in one place.

[Learn more](#)

UMMA HARVEST MARKET IN WAUKEGAN

221 Washington St, Waukegan

Each week, the market is stocked with fresh produce, dairy, baked goods, and more. Every community member is welcome to take home 25 free items to replenish their pantry.

[Learn more](#)

FARMERS MARKETS & FRESH PRODUCE WITH SNAP/WIC

Many farmers markets across Lake County accept SNAP/WIC vouchers for fresh, locally grown produce. It's a great way to stretch your grocery budget while supporting local farmers.

[Learn more](#)

ADDITIONAL FOOD SUPPORT

- Visit 211LakeCounty.org: Click the Food icon and select “Food Pantries” find locations across Lake County.
- Explore the [Northern Illinois Food Bank's mobile markets and online pantry](#).



Back-to-School Reminder: School Bus Safety

Back-to-school season means more buses on the road and more children crossing streets. It's a great time to refresh your knowledge of school bus safety. Illinois law requires drivers to stop in *both directions* when a bus has flashing red lights—no exceptions. Following these rules helps protect kids and ensures a safe start to the school year. [Click here to review important school bus safety laws and tips.](#)

211 in the Community

Outreach Highlight: Back-to-School Health & Wellness Fair – North Chicago

On July 30, United Way of Lake County's 211 joined State Senator Adriane Johnson and State Representative Rita Mayfield at their Back-to-School Health & Wellness Fair in North Chicago.

Alongside partners such as UChicago Medicine, Lake County Health Department, and RFU Clinic, 211 serves as a bridge to connect families with services beyond the event. With organizations like NIRCO, CYN Counseling Center, and Youth and Family Services also present, the fair underscored the importance of collaboration in supporting student success and community wellbeing.

Training Highlight: Community Resource & Job Fair – Waukegan

On August 15, United Way of Lake County's 211 participated in the Community Resource & Job Fair hosted by the Asociación Cultural de Lake County in Waukegan.

211 highlighted its role in helping job seekers overcome barriers like housing, childcare, transportation, and mental health by connecting them to local nonprofits. Through referrals to job training, resume support, financial coaching, and career development services, 211 empowers individuals to build lasting success.

By being part of the conversation, 211 reinforces a collaborative approach—where nonprofits, employers, and support services work together to strengthen our community.

Help Us Keep 211 Information Current

Accurate listings help community members find the services they need—and ensure your programs reach those who need them most. We rely on our partner agencies to keep their 211 profiles up-to-date.

If you've recently:

- Added a new program
- Changed office hours or locations
- Updated eligibility or contact info
- Discontinued a service

Please review and **submit updates to 211LakeCounty@icfs.org**.

Thank you for helping us keep Lake County connected to vital resources!

Need Training or Materials?

We can provide 211 training and promotional materials for your organization! To schedule a training session, contact us at **211LakeCounty@uwlakeco.org**.

You can easily **order free printed materials**—like bilingual rack cards, wallet cards, posters, and table tents—through our online 211 toolkit. The toolkit also offers **downloadable resources**, including multilingual videos, flyers, graphics, and more.

Visit our **211 toolkit** to explore available materials and place your order. Thank you for helping us spread the word so that more people can find the support they need!

Get 211 Materials

Promote Your Event on the 211 Website

Nonprofits serving Lake County are invited to submit upcoming community events for promotion on the 211 website. Please email event details to **211LakeCounty@uwlakeco.org**.

How to Support 211

1. **Spread the Word:** Share this email and invite your network to **[sign up for 211 updates](#)**.
2. **Donate:** Make an **[online gift](#)** to help connect more people to essential services.
3. **Stay Connected:** Follow us on social media and help amplify our message.



Best regards,

United Way of Lake County's 211 team

Welcome New Subscribers

A big welcome to our new subscribers this month!

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