



Hello,

Welcome to the 84th 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 is Here for You**

The holidays can be a stressful time for many people. If you or a loved one is struggling, please know you're not alone.

**211 is available 24/7** to help with needs such as rent and utility assistance, food, mental health support, and other health and human services. Call **211** or text your

zip code to **898-211** to connect with a highly trained, caring specialist. Support is available in English and Spanish, with interpretation in more than 150 languages. All services are free and confidential.

**If you or someone you know is experiencing a mental health or emotional crisis, please call or text 9-8-8 for immediate support.**

*Please note: During the holiday season, our 211 helpline is experiencing higher-than-normal call and text volume. We appreciate your patience.*



## **Partner Spotlight: Family First Center of Lake County**

### **Supporting Mental Health and Community Well-Being**

Winter can take a toll on mental and emotional health. Family First Center of Lake County provides a wide range of supports to help individuals and families stay connected, resilient, and well.

#### **Services include:**

- Counseling for individuals and families
- Support groups for shared experiences
- Workshops on stress, parenting, and healthy relationships
- Wellness Circle for personal growth and goal setting
- Yoga classes focused on relaxation and well-being
- Serenity Sanctuary Plant Hospital
- Case management to connect families to health services and other resources

#### **Get Connected:**

Call **211** or visit **[familyfirstcenter.org](http://familyfirstcenter.org)** to learn more.

#### **Support Their Work:**

Family First strengthens local families—and you can, too. Volunteer or donate at **[familyfirstcenter.org](http://familyfirstcenter.org)**



## 211 Outreach Updates

### Connecting with Families in Antioch

In partnership with School District 34, 211 had the opportunity to meet with families during Parent–Teacher Conferences in Antioch. These conversations help strengthen community ties and ensure families know where to turn when they need support.

### Learning and Partner Engagement

On December 6, 211 joined the Lake County Health Department's NEED2KNOW Team at the World AIDS Day event. A key takeaway was the discussion about how overlapping stigmas—related to race, gender, sexual orientation, and health—can create barriers to care. Understanding these challenges helps us better support all members of our community.

We were grateful to be part of a day that honored the resilience and contributions of people living with HIV and reaffirmed the importance of access to care without stigma.

### United Is the Way to a Stronger, More Connected Lake County

Since launching in 2019, 211 Lake County has made more than 407,000 connections to help and continues to transform how our community accesses

essential resources. It strengthens the entire network of health and human service providers by helping people reach the right support at the right time.

As we look ahead, we invite you to join us in this work. **Your support helps ensure that every person in Lake County can access help when they need it most.**

**United is the Way to a stronger, more resilient community.**

**DONATE TODAY**

## **Find Winter Resources**

As the weather gets colder, 211 Lake County's **Hot Topics & Community Events** page is updated with helpful seasonal resources. Visit **211LakeCounty.org** to find:

- **Food resources**, including holiday meal programs and food banks
- **Warming Centers** across Lake County
- **Clothing drives, wish lists, toy drives**, and other winter support

Check back often—new resources are added throughout the season to help keep our community safe and supported.

## **For Our Community Partners**

### **Keep Your 211 Listing Up to Date**

Help us make sure community members find accurate, reliable information. If your organization has updated programs, hours, locations, eligibility, or contact details, please email changes to **211LakeCounty@icfs.org**.

## Request Training or Materials

We offer free 211 trainings and promotional materials—including bilingual rack cards, wallet cards, posters, table tents, downloadable flyers, graphics, and more.

Contact [211LakeCounty@uwlakeco.org](mailto:211LakeCounty@uwlakeco.org) or visit our [online toolkit](#) to order materials.

## Share Your Community Events

Nonprofits serving Lake County can submit upcoming events for promotion on the 211 website. Email event details to [211LakeCounty@uwlakeco.org](mailto:211LakeCounty@uwlakeco.org).

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## Other Ways to Support 211

- **Spread the Word:** Share this email and invite your network to [sign up for 211 updates](#).
- **Stay Connected:** Follow us on social media and help amplify our message.



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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!

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