



Hello,

Welcome to the 75th 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.



Lake County Celebrates 211 Day

We were thrilled to celebrate 211 Day together with our many partners across the county! Thank you to Lake County Government, Village of Antioch, Village of Fox Lake, Village of Gurnee, City of Highland Park, Village of Mundelein, City of North Chicago, City of Waukegan, and City of Zion for proclaiming February 11 as 211 Day and recognizing this vital resource that has connected more than 375,000 community members to critical services since its launch.

By simply dialing 2-1-1 or texting your zip code to 898-211, you can connect with compassionate, expert navigators who will guide you in your preferred language to the help you need, including food, housing and shelter, utility assistance, mental health and healthcare resources, employment support, and much more.

“Help is just one phone call or text away,” said Lake County Board Chair Sandy Hart. “211 is here, 24/7, for residents who are facing life’s challenges. Whether it’s putting food on the table, finding a safe place to live or accessing critical health services, 211 is there to guide and support our community.”



“We deeply appreciate the unwavering partnership and generous support from Lake County since the launch of 211 in 2019,” said Kristi Long, President and CEO of United Way of Lake County. “211 Day serves as an excellent opportunity to spotlight this essential resource that uplifts individuals, enhances lives and fosters a stronger, more connected Lake County.”

We have been posting on social media the many ways 211 provides help and hope every day. Please share this information with your network and help us continue to raise awareness of this one-stop resource available to everyone in our community.



211 Advocacy Day

On February 19, United Way of Lake County joined other 211's across the state on Capitol Hill in Springfield to champion 211 services and advocate for statewide coverage. Support for 211 is more important now than ever.

You can help participate by:

- **Spreading the word** – Tell three people about 211 services.
- **Sharing your story** – Tell us your personal stories of 211's impact.
- **Engaging legislators** – Contact your state representative to advocate for 211 expansion and funding.



Your voice can help ensure everyone in Illinois has access to critical health and human services information 24/7. Together, we can make a difference.

211 Advisory Council Meeting

The 211 Advisory Council held its quarterly meeting on February 15 to review 211 program results from the previous quarter, including key metrics by goal and trend information on contacts and needs presented.

Dr. Mary Roberson, CEO of Northern Illinois Recovery Community Organization (NIRCO), shared an agency spotlight. NIRCO, established to support individuals affected by substance use and mental health issues, highlighted its initiatives aimed at reducing stigma and promoting recovery resources.

Kristi Long, Chair of 211 Illinois, shared an update on 211 statewide expansion efforts and urged council members to continue to advocate for increased state funding. Maria Nava, 211 Manager, provided insights into the rising demand for 211 services, particularly in the areas of housing and financial assistance, while Gale Graves, VP of Community Impact, reviewed 211 performance metrics, highlighting improvements in wait times and referral appropriateness. The council also discussed the next steps for marketing, community engagement and resource development.

Waukegan Township Supervisor, Marc L. Jones, discussed the G.I.V.E initiative (Growth Impact Visibility & Expansion) aimed at supporting residents, particularly those aged 50+, by providing resources to navigate poverty, disability, incarceration, or advanced age. He highlighted additional township services, including lawn care and snow removal, free notary services, senior services like transportation, passport assistance, prescription discounts, and voter registration assistance. Youth services were also covered, such as scholarships, the Artis Yancey HBCU Tour, Children's Fun Fest, Art Mobile, and the Summer Youth

Workforce Development program. Transitional housing services include Staben House for women with children experiencing homelessness and the Eddie Washington Center for single adult men. Lastly, the Coalition to Reduce Recidivism was mentioned, focusing on helping individuals with criminal records through employment assistance, supportive services, and motivation/self-esteem building programs.

The council will reconvene on May 14.

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. Please send an email to 211LakeCounty@icfs.org.

If you know of an organization that should be added to the 211 database, please share with them the process to request to have their organization, programs, and services added to the 211 resource database. They need to complete the 211 Service Provider Application Form available on the 211LakeCounty.org website.

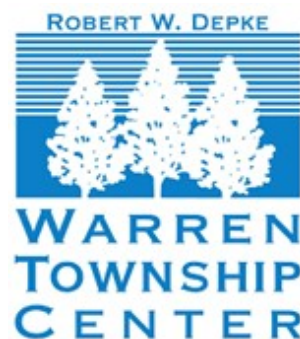
Need Training or Promotional Materials?

We can provide 211 training and promotional materials for your organization. To schedule a training session, contact us at 211lakecounty@uwlakeco.org. Our 211 toolkit offers free promotional materials, including printed bilingual rack cards, wallet cards, posters and table tents, as well as downloadable materials such as videos, flyers and social media graphics in multiple languages, logos and more. Use our 211 toolkit to help spread the word and ensure that everyone in need gets connected to available resources.

Supporter Spotlight

“Warren Township is proud to have been a founding supporter in establishing United Way of Lake County’s 211 service in 2019, recognizing early on the critical need for this centralized resource. Since then, 211 has become an invaluable lifeline for our residents, providing assistance with housing, utilities, food security, and more—ensuring help is available 24/7. We remain committed to supporting this vital service, which strengthens our community and ensures no resident has to navigate challenges alone.”

- Elmer Fallos, Warren Township
Supervisor



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.](#)

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

Welcome New Subscribers

A big welcome to our new subscribers this month!
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