



Hello,

Welcome to the 86th edition of our 211 newsletter—your source for updates on services, impact, and ways to help more people connect to the support they need.

Action Requested: Keep Your 211 Listing Current

Accurate profiles ensure that 211 Navigators can provide accurate referrals and community members can find the help they need when they need it.

If your organization has recently updated **programs, hours, locations, eligibility, or contact details**, please send changes to: 211LakeCounty@icfs.org

Thank you for helping us maintain reliable, up-to-date resources for Lake County residents.

Now Available: 211 Lake County 2025 Annual Report

The **211 Lake County 2025 Annual Report** highlights the helpline's impact in its sixth year—showcasing how 211 continues to connect residents to essential support through strong partnerships across Lake County.

[View Annual Report](#)

211 Advisory Council Meeting Highlights

At our most recent 211 Advisory Council meeting, members heard from local leaders working to support older adults and individuals impacted by crime. These discussions help strengthen our shared understanding of community needs and the resources available across Lake County.

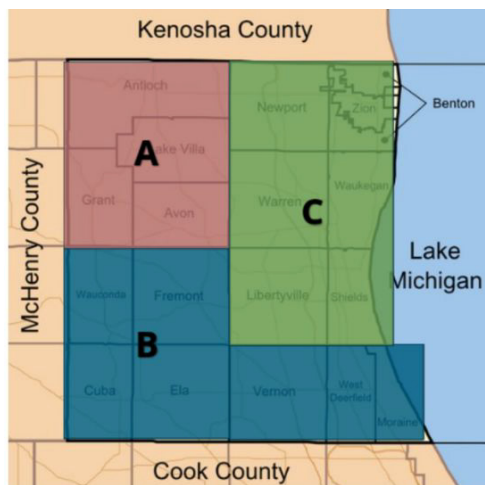
Supporting Older Adults: AgeGuide & ElderCARE

Kim Cundari-Sosa from [AgeGuide Northeastern Illinois](#) shared an overview of services available to older adults and caregivers in Lake County. AgeGuide provides personalized guidance and connects residents to services that support aging well in the community.

Services include:

- Information & Assistance
- Benefits Access Application Assistance
- Senior Health Insurance Program (SHIP)
- Public Education & Awareness
- Flexible Community Services (financial assistance)

AgeGuide works alongside local partners to deliver services across Lake County through the Aging & Disability Resource Network.



Aging & Disability Resource Network service regions in Lake County

*Region A: **Antioch Area Healthcare Accessibility Alliance (AAHAA)***

*Region B: **AgeGuide Northeastern Illinois***

*Region C: **Waukegan Township/Patricia Jones Center***

We also want to highlight [ElderCARE](#), which supports older adults through programs designed to promote safety, independence, and quality of life.

Services include:

- Medical transportation assistance
- Grocery shopping assistance
- Friendly visits & reassurance calls
- Technology assistance

Safety & Victim Support: Resources and Collaboration

The meeting also featured a panel discussion on strengthening the safety net for victims of crime. Lake County State's Attorney Office panelists shared insights on victim services, gun violence prevention, and human trafficking response.

Panelists included:

Jackie Herrera Giron, Chief of Victim Services
Tierra Lemon, Director of Gun Violence Prevention Initiative
Jennifer Couty, [Human Trafficking Task Force](#) Director

211 continues to work collaboratively with the [Lake County State's Attorney's Office](#) and community partners to raise awareness and increase access to safety and victim support resources.

Partner Spotlight: Community Action Partnership of Lake County

Volunteer Opportunities to Support Local Families

Community Action Partnership of Lake County (CAPLC) offers meaningful ways for individuals and corporate teams to make a real difference across Lake County. Volunteers help advance CAPLC's mission to reduce poverty and promote self-sufficiency by supporting housing stability, food security, and program operations.

Volunteer opportunities include:

Affordable Housing Rehabilitation

Assist with preparing vacant properties that are converted into safe, affordable homes for local families. Activities may include painting, landscaping, and light project support.

Program Office Support

Provide administrative or clerical assistance such as filing, data entry, and general office help. Youth volunteers are welcome.

Food Pantry & Food Giveaway Support

Help stock shelves, organize inventory, prepare food distributions, and assist during giveaway events.

Why Volunteer?

Volunteers play a vital role in helping Lake County families achieve housing stability, food security, and access to essential services. Every hour of service creates meaningful, measurable impact.

Get Involved

To volunteer with CAPLC, [complete the volunteer application](#) and submit it to Marsha.Belcher@caplakecounty.org.

For food pantry opportunities, call 847-249-4330

SNAP Work Requirement Updates

Recent changes to SNAP work requirements and eligibility may affect benefits for some individuals and families.

Whether you currently receive SNAP, plan to apply, or support clients who rely on these benefits, it's important to stay informed about updated guidelines, exemptions, and reporting requirements.

- ✓ Review what's changing
- ✓ Learn who may be impacted
- ✓ Find help with applications or questions

[View Northern Illinois Food Bank's SNAP resource page.](#)

Need assistance? Call 211 or text your ZIP code to 898-211 for free, confidential support.

211 Outreach and Training Highlights

Outreach: 211 in the Community — Uplifting Women

211 Lake County proudly supported women's wellness at the Cervical Health & Wellness Summit, helping make vital health education more accessible by providing live interpretation during a nutrition presentation.

We also connected women to essential resources at the Lake County Rising Resource Fair, alongside partners committed to safety, stability, and well-being. A special thank you to the Lake County State's Attorney's Office for their leadership in supporting survivors and strengthening resources for women across Lake County.

To find free community events, visit our **[Hot Topics & Community Events](#)** page.

Training & Presentations

211 Lake County presented to Mundelein High School's Adult ESL students, sharing local resources and helping families navigate services with confidence in their preferred language.

We also trained Client Service Specialists at Youth & Family Counseling, equipping frontline staff with referral tools and pathways to better support community members.

Year-to-Date Impact

So far this fiscal year, 211 has made 12,596 community contacts through outreach and engagement, and 660 individuals have been trained to leverage 211 resources.

Reminders for Community Partners

Request Training or Materials

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

How to Support 211

Spread the Word: Share this email and invite your network to [sign up for 211 updates](#).

Donate: Make an [online gift](#) to help connect more people to essential services.

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!
Find links to previous newsletters so you don't miss out, [here](#).

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