



Hello,

Welcome to the 74th 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.



## Celebrating 211 Day on February 11

United Way of Lake County is looking forward to celebrating 211 Day together with our many partners across the county! Celebrated annually on February 11th, 211 Day is an awareness campaign that highlights the invaluable service 211 provides to communities across North America.

211 makes the social services infrastructure more efficient by ensuring people in need are connected to agencies that can help them in the area in which they live. Since its launch in 2019, 211 Lake County has continued to make a tremendous impact with more than 375,000 connections to help from every zip code in the county.

Starting next week, we'll be posting on social media the many ways 211 provides help and hope every day. Will you share this information with your network? Visit the [211 toolkit](#) on our website for a wide range of print and digital promotional materials, including newsletter copy. Help us continue to raise awareness of this critical service available to everyone in our community. 211 is just a call, text or click away!

Thank you to Lake County Government, Village of Antioch, Village of Fox Lake, City of Highland Park, Village of Mundelein, City of North Chicago and City of Waukegan for proclaiming February 11 as 211 Day with an official resolution!

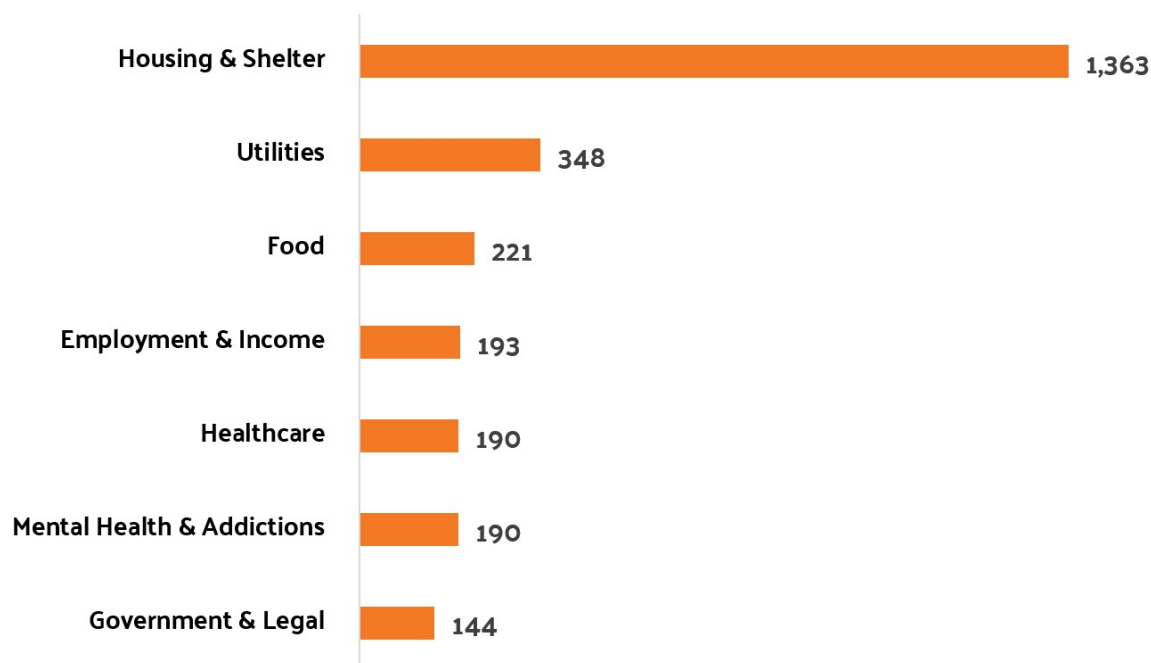
## 211 Results for Second Quarter FY2025

Here are highlights of our [second quarter \(Q2\) report](#) — now available for download. The report provides a snapshot of the demographic data and top community needs requested from 211 Lake County **between October 1 and December 31, 2024**. The goal of the 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 **2,233** calls and texts with **3,191** needs requested and **3,241** referrals made. Additionally, **17,781** users visited the 211LakeCounty.org website with **21,088** web sessions.

As compared to the prior quarter in which 211 experienced an unusually high volume of calls, texts and online visits, during the second quarter calls and texts decreased by **9.5%** with a **20%** decrease in the number of need requests and referrals made. During this same period, website usage decreased by **38%** with a **35%** decrease in web sessions.

### The top reasons people contacted 211 were:



This quarter, 211 experienced a **26%** decrease in unique needs for Housing & Shelter and a **25%** decrease in Utilities, while responding to a **73%** increase in Mental Health & Addiction needs and a **26%** increase in Healthcare 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.



## Register to Vote

No matter what issues you care about, registering to vote and voting shows you want your voice heard. Even if you're not sure when or how you'll vote, registering now ensures you are prepared.

To register to vote you must:

- Be a United States citizen,
- Be at least 18 years of age on or before the next election (17-year-olds may register for the primary if they will be 18 by the next general or consolidated election),
- Live in your election precinct at least 30 days prior to the next election,
- Not be convicted and in jail, and
- Not claim the right to vote anywhere else.

Two forms of identification are required to register through a deputy registrar, both showing current name and one showing current physical Lake County street address.

While voter registration is open, you can register in person, online or by mail. In addition to the Lake County Clerk's Office, most municipalities, township offices and libraries are available for in-person registration. Here is a list of [official places of voter registration](#).

Mano a Mano Family Resource Center is another local resource available to assist community members with voter registration. To request a time, [complete this form](#) or contact [cdietz@mamfrc.org](mailto:cdietz@mamfrc.org).

For more information about voter registration, visit the [Lake County Clerk's website](#) or call 847-377-2410. Remember, the consolidated primary election for the Cities of Waukegan and North Chicago is February 25, 2025, and the consolidated election is April 1, 2025.

## Need Training?

We can provide 211 training and promotional materials for your organization. To schedule a training session, contact us at [211lakecounty@uwlakeco.org](mailto:211lakecounty@uwlakeco.org). Our [211 toolkit](#) offers 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.

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

---

[Contact Us](#) | [About](#) | [Update/Unsubscribe](#)