



Hello,

Welcome to the 85th edition of our 211 newsletter—your source for updates on services, impact, and ways to help more people connect to the support they need.

Quarterly Results: October-December 2025

From October through December, 211 Lake County made **19,755 connections to essential services**, including **2,438 calls and texts** and **17,317 web sessions**. Housing and shelter remained the top need, followed by utility assistance, food, healthcare, and mental health support.

211 Lake County saw a decline in completed referrals during this period—not because needs decreased, but because the local safety net was under increased strain. Several key housing, utility, and emergency assistance programs reached capacity or exhausted funding, which reduced available referral options. At the same time, system workflow transitions created challenges with saving and closing referrals, which contributed to some referral activity being undercounted.

External factors also shifted the referral landscape. Increased concerns about immigration enforcement led some partners to provide more localized, off-the-grid support to help protect immigrant families, reducing reliance on centralized referral systems. In addition, public benefits disruptions during government shutdowns delayed or limited access to programs such as SNAP, Medicaid, and energy assistance. 211 continues to work closely with local partners to respond to evolving community needs and connect residents to the best available resources and support.

[Read the full Quarterly Report \(PDF\).](#)

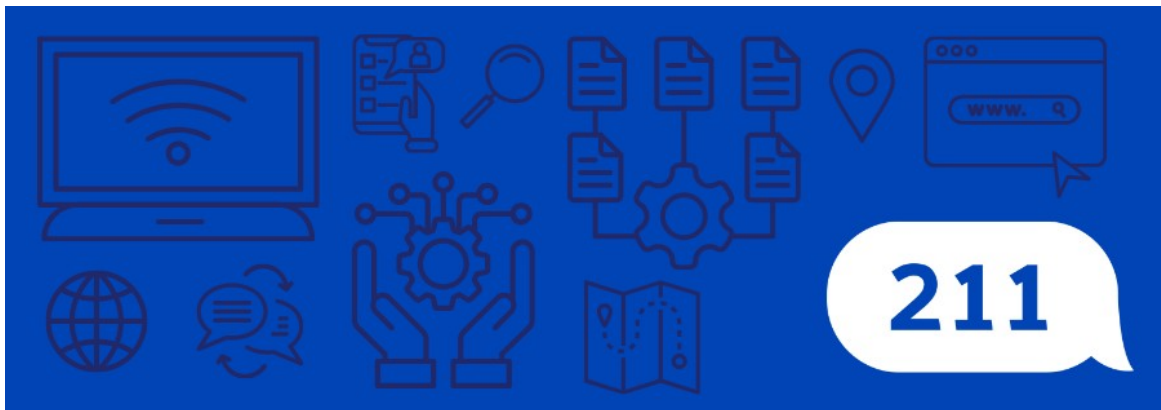


Human Trafficking Awareness Month: Support is Available

January is **Human Trafficking Awareness Month**, a time to raise awareness, strengthen prevention efforts, and support individuals impacted by trafficking. 211 Lake County provides free, confidential support 24/7 by connecting individuals to local resources such as counseling, legal services, and victim advocacy. If you or someone you know needs help, call **211**, text your ZIP code to **898-211**, or visit **211LakeCounty.org**.

211 is also committed to supporting Lake County's coordinated response to trafficking through partnerships such as the [Lake County Human Trafficking Task](#)

[Force](#) and the [Lake County Coalition Against Human Trafficking](#). These collaborations help strengthen a community safety net by connecting investigators, prosecutors, service providers, and community partners in a shared mission to prevent trafficking and support survivors.



Coming Soon: An Improved Way to Search for Local Resources

We're excited to share a reminder that 211's online resource directory will soon be getting a major upgrade. This update will make it even easier for residents, providers, and partners to find and share local services across Lake County.

What to expect:

- **Improved search** with better keywords and “search by question/need”
- **Mobile-friendly** browsing on any device
- **Print or share results** by email or text
- **Enhanced mapping** with improved location accuracy and driving directions
- **Built-in language translation** for greater accessibility
- **Improved website banners** to highlight emergency updates or important announcements

Agency Partners: Your existing agency profiles and resource listings will automatically transition into the updated platform—**no IT work or web development required.**

We look forward to launching these improvements and expanding the ways our community can access help—quickly, reliably, and with fewer barriers. More details and timing will be shared soon.

211 Outreach and Training Highlights

Outreach Highlight: Keys to Home Resource Fair

211 participated in the Keys to Home Resource Fair hosted by Connections for the Homeless, gaining valuable insights on local housing needs and community-driven solutions. We were especially grateful for Sue Loellbach's session on how housing policy is shaped and how every voice can help drive change.

Being at the table is essential for 211. Our real-time community insight helps elevate residents' experiences, strengthen partnerships, and support more responsive solutions across Lake County.

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

Training Highlight: Lake County Sheriff's Office Senior Advocate Program

On January 5, 2026, 211 delivered its first presentation of the year to the Lake County **Sheriff's Office Senior Advocate Program**, a public outreach initiative where trained senior volunteers serve as liaisons between older adults and law enforcement to support safety, crime prevention, and community connection.

During the session, 211 shared current senior needs and local resources, reinforcing the importance of collaboration to ensure older adults in our community can access timely, trusted support.

Year-to-Date Impact (FY26)

So far this fiscal year, 211 has made 12,206 community contacts through outreach and engagement, and 493 individuals have been trained to leverage 211 resources—helping more residents connect to the essential services they need.

Keeping 211 Lake County Strong, Local, and Reliable

When Lake County residents contact 211, they're often facing urgent challenges—struggling to pay rent or utilities, looking for food, or navigating a family crisis. That's why United Way of Lake County is committed to making sure every call, text, or chat connects people quickly to accurate, compassionate support.

While our call center partner is located in California, 211 Lake County is local in every way that matters. Navigators are trained on Lake County services and systems, use a Lake County-specific resource database, and connect residents to programs and providers right here in our community. UWLC provides local oversight and works closely with community partners to ensure the information stays current and aligned with local needs.

This model allows 211 Lake County to provide reliable, high-quality support 24/7 while focusing resources where they matter most: helping our neighbors get connected to the support they need, when they need it.

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 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

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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