

Hello,

Welcome to the 72nd 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.

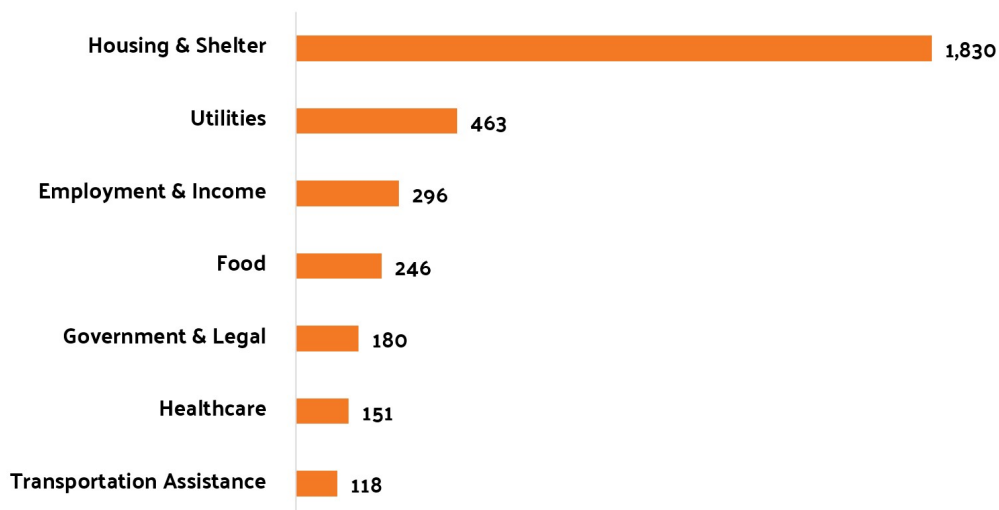
211 Results for First Quarter FY2025

We're pleased to share highlights of our first quarter (Q1) report which is [now available for download](#). The report provides a snapshot of the demographic data and top community needs requested from 211 Lake County between July 1 and September 30, 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 **2,467** calls and texts with **3,979** needs requested and **4,054** referrals made. Additionally, **28,648** users visited the 211LakeCounty.org website with **32,317** web sessions.

As compared to the prior quarter, calls and texts increased by **16%** with an increase in the number of needs requested by **31%** and an increase in the number of referrals made by **17%**. During this period, website usage increased by **74%** with a **63%** increase in web sessions.

The top reasons people contacted 211 were:



This quarter, there was a **68%** increase in unique needs for Utilities, a **63%** increase in Employment & Income, **38%** increase in Housing & Shelter and a **23%** increase in Food 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.

211 Advisory Council Meeting

The 211 Advisory Council held its quarterly meeting on November 13 to review 211 program results from the previous quarter, including key metrics by goal and trend information on 211 contacts and needs presented.

Laura Olvera Yarza, Director of Counseling and Education with Community Partners for Affordable Housing (CPAH) in Lake County presented an agency spotlight, discussing the agency's services and programs. These include counseling and education for first-time homebuyers, post-purchase education, foreclosure prevention counseling, rental housing programs, and down payment assistance. Laura also mentioned new construction projects, including 8 townhomes in Highland Park and 12 cottages in Lake Forest. She emphasized the importance of affordability and the need for community-based organizations to adapt to changing needs. The discussion also touched on the possibility of offering units to housing choice voucher holders and the stipulations for holding onto a home before reselling it.

Kristi Long, Chair of 211 Illinois, shared an update on 211 statewide expansion efforts. There are 12 counties remaining to be covered where 211 Illinois is focused on getting those services up and running in the year ahead. The council also talked about the next steps for 211 marketing, community engagement and resource development.

Lake County Community Development Administrator, Dominic Strezio, also presented an update. He highlighted the role of the Housing & Community Development Commission and the county's oversight structure. He shared an overview of different funding sources and goals. The discussion also touched on the county's affordable housing needs, including the need for more family units

Welcome to our newest **211 Advisory Council** members: Nina Chalmers, Director of the North Chicago Housing Authority; Charles Chambers, Director of the Waukegan Housing Authority; Maggie Dudzinska, Global Supply Chain Manager at Dickson and United Way of Lake County Board Member; and Yeshwant Sanzgiri, Retired Senior Director at AbbVie and United Way of Lake County Board Member. The council will reconvene on February 12.



211 Promotional Toolkit

Check out our [211 toolkit](#) on the 211LakeCounty.org website for a range of promotional materials, including downloadable flyers and social graphics in multiple languages, videos, monitor slides, logos and newsletter copy, as well as printed materials such as rack cards, wallet cards, posters and table tents which are available upon request.

Join us in continuing to spread the word about 211 so that anyone in Lake County needing help 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!
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