



Hello,

Welcome to the 83rd edition of our 211 newsletter—your source for updates on services, impact, and ways to help more people connect to the support they need.

211 Quarterly Results: July–September 2025

From July through September, 211 Lake County made more than **21,600 connections** to essential services across our community, including **2,900 calls and texts** and **18,700 web sessions**. Housing and shelter remained the top need, followed by utility assistance, food, healthcare, and mental health support. More than 70% of all needs received a direct referral to a local provider. [Read the full Quarterly Report \(PDF\).](#)

In the Community

This quarter, 211 met our community members where they are—at events and gatherings across Lake County. Highlights included:

- Trick-or-Treating for Children with Special Needs (Round Lake Beach)
- Día de los Muertos Celebration (Diamond Lake School District)
- Fox Lake Annual Senior Fair

Partner Engagement & Training

- At Waukegan Township's **Employee Enrichment Day**, 51 staff members from programs such as Staben House and Eddie Washington House explored new ways to support residents.
- 211 also provided presentations and staff trainings for **Provida Family Health** and **NorthShore Gas**, helping teams connect clients to resources for housing, food, mental health, and more.

Together with our partners, 211 continues to strengthen access to services and build a more connected, resilient Lake County.

Coming Soon: An Update to 211

A New Way to Search for Local Resources

We're excited to share that 211 is getting a significant upgrade—**our online search tools for Lake County's resources will soon be easier, faster, and more accessible**. These improvements will help residents, providers, and partners quickly find and share local services on our website.

What's New:

- **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** using native language technology
- **Improved website banners** to highlight emergency updates or important announcements

For Our Agency Partners

Your existing agency profiles and resource listings will automatically transition into the updated platform—**no IT work or web development is required**. These improvements will make your programs easier to find, easier to share, and more accessible across websites, social media, and community outreach tools.

We look forward to launching these updates and strengthening how our community connects to local support. More details and launch timing will be shared soon.

Free Lyft Rides and Partnership with Family First Center

Transportation is one of the biggest unmet needs in Lake County and often a major barrier to accessing essential services. In response, 211 Lake County is launching a **pilot program** through United Way Worldwide's Ride United initiative to help remove this obstacle.

Through a partnership with **Family First Center of Lake County**, 211 will coordinate **free Lyft rides** to vetted appointments such as intake, case management, and mental and behavioral health services.

This pilot aims to reduce barriers and help more residents reach the support they need.

Find Winter Resources

As the weather gets colder, 211 Lake County's [Hot Topics & Community Events](#) page is updated with helpful seasonal resources. Visit 211LakeCounty.org to find:

- **Food resources**, including holiday meal programs and food banks
- **Warming Centers** across Lake County
- **Clothing drives, wish lists, toy drives**, and other winter support

Check back often—new resources are added throughout the season to help keep our community safe and supported.

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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