



Hello,

Welcome to the 71st 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 Lake County Celebrates Five Years of Impact

United Way of Lake County, in partnership with Lake County Government and local health and human service providers, celebrated the fifth anniversary of 211 services for Lake County and the **more than 350,000 connections** made since its launch.

On October 24, nearly 200 community leaders and other stakeholders representing government, business and nonprofits filled Audubon Hall at the Independence Grove Visitors Center in Libertyville for a 2-hour program to discuss 211's measurable impact and results and hear powerful real-life stories. The event was emceed and moderated by CBS News Chicago anchor, Dana Kozlov, and featured a panel of local government and human services experts discussing how 211 has made finding help easier and transformed the way people get connected to essential health and human services.

The panel included Kathleen O'Connor—Supervisor of Libertyville Township, Jesus Ruiz—Dean of the College of Lake County's Lakeshore Campus, Tim Sashko—President of the Lake County Board of Health, Allen Swilley—Executive Director of PADS Lake County, and Kelly Brown—Community Information Officer at Interface Children & Family Services who manages the 211 Contact Center.



We also heard from United Way of Lake County leadership, including Glenda Abbott—Vice Chair of the Board, Kristi Long—President & CEO, Irene Hrusovsky—211 Advisory Council Chair, Gale Graves—VP Community Impact and Maria Nava—211 Manager, who highlighted the measurable year-five results, key accomplishments and plans for the future.

Sandy Hart—Lake County Board Chair and J. Kevin Hunter—Lake County Board Member, District 5, reinforced the county's continued support for 211 and called on local leaders and community members to help keep this vital resource strong and growing.

Thank you to everyone who joined us last week to celebrate our fifth anniversary of 211 services for Lake County. If you were unable to join us or would like to view a recording of the event, you can [watch it on YouTube](#).

## **A Message from Lt. Governor Juliana Stratton**

We were honored to receive this congratulatory message from Lieutenant Governor Juliana Stratton on our fifth year of service to Lake County and for our leadership helping to bring 211 to all Illinois communities.





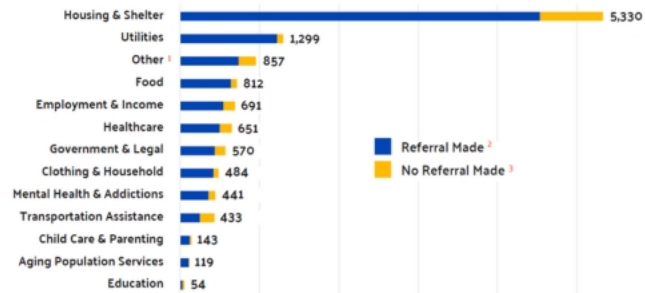
## Lake County's 211 Recognized by the Illinois State Senate

State Senator Adriane Johnson presented 211 Lake County with a certificate of recognition from the Illinois State Senate. During the presentation, she highlighted 211's impact citing "the incredible leadership Lake County has devoted to improving lives in our state." Thank you, Senator Johnson and the Illinois State Senate, for recognizing 211 Lake County's fifth year anniversary and continued commitment to serving our community.



### Why are people contacting 211?

#### TOP NEEDS PRESENTED TO 211



## Our 211 Annual Report

Check out our new 211 Annual Report for FY2024 which highlights the tremendous impact 211 continues to make in its fifth year of operation, including more than 90,000 connections to help! This year, we answered 8,903 calls and texts through the 211 Contact Center. In addition, 64,677 users visited the [211LakeCounty.org](https://www.211LakeCounty.org) website with 82,061 web sessions.

The top five needs requested from 211 were housing and shelter, utilities, food, employment and income, and healthcare. Housing and shelter remains the top category of need since 211's launch, with rent payment assistance ranking as the top housing need. 211 reporting shows that calls and texts have been received from every zip code in Lake County, with the top ten communities contacting 211 being Waukegan, Zion, Round Lake area, North Chicago, Gurnee, Grayslake, Mundelein, Vernon Hills, Lake Villa and Antioch.

The report is [now available for download](#) and provides a snapshot of the demographic data and top needs requested of 211 between July 1, 2023 and June 30, 2024. You can also find a real-time snapshot of top community needs by visiting [211 Counts](#). See how United Way of Lake County is working together with our many partners to improve access to critical information and resources.



## 211 Promotional Materials

Help us spread the word about 211 so everyone in Lake County who needs help gets connected to resources. United Way of Lake County provides free promotional materials to promote 211 in your community and with your network. Visit our comprehensive [211 toolkit](#) where you'll find downloadable flyers and social graphics in multiple languages including English, Hindi, Korean, Malayalam, Mandarin, Polish, Russian, Spanish, Tagalog, Ukrainian and Urdu, as well as videos, presentations, newsletter copy and more. You can also request printed materials such as rack cards, wallet cards, posters and table tents.

We can also provide 211 training for your organization. Contact us at [211lakecounty@uwlakeco.org](mailto:211lakecounty@uwlakeco.org) to schedule a training session.

Help us continue to spread awareness of this valuable resource available to everyone in our community. Help is just a call, text or click away!

## 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 here.](#)

## 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**

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### Welcome New Subscribers

A big welcome to our new subscribers this month!  
Find links to previous newsletters so you don't miss out, [here.](#)