Hello,

As the network of 211 expands, the needs in this time of crisis continue to evolve. Together, we can ensure that Lake County has the vital resources needed to address critical emerging needs identified in real time through Lake County's 211 helpline.

Support Local Nonprofits Serving Our Most At-Risk Neighbors

United Way of Lake County's 211 is here to help. Call 211 or text your zip code to 898211 to speak with someone who can guide you to a wide range of available resources, including food, shelter, education, and much more. You can also respond one of three ways: by phone, online, or with a mail-in paper questionnaire. It's fast, easy and available 24/7.

Get Connected. Get Help.

Over the last two months, calls and texts to 211 increased 92% from February to March, and the number of website users during this time, 211 received 1,510 calls and texts, with 2,524 needs requested. Twenty-eight percent of calls and texts came in outside of normal business hours. In addition, 9,649 users visited the United Way of Lake County's 211 website to find the resources they need. Lake County's 211 helpline has been a trusted source of information for the local community.

Looking for Volunteer Opportunities?

We have also compiled a list of volunteer opportunities for roads, schools, healthcare, unemployment, and much more. You can respond one of three ways: by phone, online, or with a mail-in paper questionnaire. It's fast, easy and available 24/7. You'll find a list of volunteer opportunities on the 211LakeCounty.org website along with an online form to sign up.

The report provides a snapshot of the demographic data and top needs individuals requested from United Way of Lake County's 211 since January 1, 2020 through March 31, 2020. The goal of this report is to share a quarterly overview of 211 data on top community needs and the populations we serve in Lake County. These reports were 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. We hope these reports will assist with proactive community planning and informed decision-making.

Reminder 211 Service Providers

Did you or someone you know reach out to 211 Lake County to find the services or support you need? Please share your information and referrals you received from 211 really made a difference. Please share your feedback with us!

We have teamed up with Lake County Government to coordinate local COVID-19 response efforts. Volunteers are needed to pack and prep meal boxes, deliver meals to homebound seniors, write letters of encouragement, provide general office support, and more. Please join us and support local nonprofits through the United Way of Lake County's Community Response Fund. We want to make sure that everyone who needs help can get connected to available resources.

United Way of Lake County established the Lake County COVID-19 Community Response Fund to support local nonprofits providing urgent resources for our most at-risk neighbors. The fund is aimed at meeting critical needs, such as emergency food and shelter, rental and utility assistance, and much more. It's free, it's confidential, it's multi-lingual and it's available 24/7. Our goal is to bring a decade of funding to Lake County and keep it on our Community of 211 Donors.

Rob Sturrus, Executive Vice President, Alight Solutions

From the Lake County community member you are reaching out to 211 for help... the most important message you can deliver is that everyone who needs help can get connected to available resources.

Best regards,

Deanna Olmem
Manager, 211 and Safe & Stable Families

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Share Your 211 Story

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