



Hello,

Welcome to the thirteenth 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.

## Preparing for the Launch of 211 in Lake County

United Way of Lake County staff, along with our partners and volunteers, have been hard at work preparing for the **September 24** launch of 211 services for Lake County.

Since July, we have been working with a number of key community partners who have been given special access to test 211 in advance of launching to the general public in late September. These early adopters have provided valuable feedback to help us fine-tune the service, processes, and supporting materials, including testing connectivity with different telephone providers, reviewing accuracy of provider information in the 211 database, refining processes for updating information, assessing accuracy of 211 referrals, providing input on additional training needs for agency staff, as well as promotional materials needed for use with clients.

To date, over 200 agency staff members have been trained on 211 and how to make appropriate referrals! Here's just some of their feedback about why they value 211 and the benefits to individuals and families in Lake County:

***“This is going to be an amazing service for us to direct people to and connect them to what they need.”***

***“My community has a high immigrant population and not many social services. The 211 referral resource will be very beneficial to families in need.”***

***“It’s another option for our clients to not only utilize while they’re in a shelter or at risk of homelessness, but will be there to support them in their next housing arrangement.”***

***“Most layman people are not aware of resources and 211 will help equip them with the tools***

*they need.”*

*“211 will help those who are not as tech-savvy or do not have regular access to the internet.”*

*“It provides us with a well of knowledgeable resources to refer clients to when in need of any type of service. We also hope that it might reduce the number of calls we get on our intake line for services we do not provide, as 211 will be able to field these calls instead.”*

United Way of Lake County is proud to bring 211 to our community next month. The 24-hour information and referral helpline is designed to reduce time and frustration, acting as a central access point to the health and human services in Lake County. Ensuring every person in Lake County has access to this critical resource exemplifies United Way’s fight for the health, education and financial stability of every person in every community. By connecting people in need with the best resources and services available to them, 211 helps make the social services ecosystem more efficient and effective so resources can go further.

Stay tuned for an update on our 211 marketing and rollout plans in the next edition!



## **Join Us September 24 to Celebrate the 211 Launch!**

United Way of Lake County is excited to celebrate the official launch of 211 services for Lake County on September 24!

Join us over breakfast at Independence Grove in Libertyville to learn how 211 is transforming the way United Way of Lake County helps thousands of individuals and families connect with essential health and human services.

Jackie Bange with WGN-TV will moderate a panel of local leaders discussing how 211 more efficiently connects people in need to a wide range of available resources to improve and save lives.



Jackie Bange is an award-winning journalist, reporter and weekend anchor for WGN News at Nine in Chicago, IL.

Help us recognize the incredible support and collaboration of so many individuals, employers, community leaders and partners who have joined with us to bring this vital service to our community.

**Register today, space is limited!**

**REGISTER**



## Our Community of 211 Donors

United Way of Lake County is grateful to the following community partners and individuals for their generous financial support in bringing 211 to Lake County:

- Advocate Aurora Health
- Astellas USA Foundation
- AT&T
- Avon Township
- Benton Township
- BMO Harris Bank
- Comcast
- First Midwest Bank
- Healthcare Foundation of Northern Lake County
- Lake County Government
- Lake County Workforce Development
- Libertyville Township
- Lundbeck
- MacLean-Fogg Component Solutions
- Moraine Township
- NorthShore Highland Park Hospital
- Northwestern Medicine Lake Forest
- Chuck and Teresa Bartels
- Judy and Larry Berliant
- Monica Burmeister
- Nancy Coolley
- Irene Hrusovsky
- Joe and Sherry Pray
- Mark and Sarah Schweitzer
- Karen and Andrew Warrington
- Mike Zafirovski

- Hospital
- Peoples Gas and North Shore Gas Community Fund
  - Sysmex America, Inc.
  - Trustmark Companies
  - United Way of Lake County
  - Vernon Township
  - Village of Gurnee
  - Warren Township
  - Wauconda Township
  - Waukegan Township
  - West Deerfield Township
  - Zion Township

## Supporter Spotlight



*“Sysmex is very proud to sponsor United Way of Lake County’s 211 initiative. As we light the way with diagnostics, this important 211 service will continue to help ensure people have access to needed healthcare and other services when faced with a personal emergency or need.”*

-Karen Stoneman, Vice President Human Resources, Sysmex America, Inc.

## Join the 211 Club!



Join the growing team of individuals whose support is helping to ensure everyone in Lake County who needs help gets connected to resources. Become a United Way of Lake County **211 Club** member. Donating \$211 helps us to ensure that all Lake County residents are aware of 211 and the benefits.

Thank you **new** 211 Club members!

**211 Club Members**

- Stephen Carlson
- Nancy Coolley
- Cameron Crombie
- Julie and Richard Gordon
- Patrice Maloney-Knauff
- Peyton and Mary Metzel
- Karen Nordgren
- Mary Sue Welch

- Wajiha Azher
- Molly Brennan
- Dennis Burke
- Monica Burmeister
- Carissa Casbon
- Ann and Michael Douma
- Heather Gandy
- Dru Garcia
- Judy Kotsiopoulos
- Sandra Lara
- Kristi Long
- Shel and Lisa McGee
- Marilyn Mines
- Sonia Munoz
- Lori Nerheim
- Diana Nielander
- Kathleen O'Connor
- Sami Porter
- Terry and Cindy Simmons
- Tejal Vakharia
- Carla and Rudy Zuniga

Join the Club

## How Can You Help?

1. Share this email and encourage your network to [opt-in to 211 communications](#).
2. Follow United Way of Lake County on social media to receive more timely 211 updates.  
(Click the social icons below.)
3. [Help to sustain 211 in its second year!](#)
4. **Invite us to present 211 to your company.** [Click here to submit a request.](#)



Best regards,

**Deanna Olmem**

Manager, Safe & Stable Families

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