



Hello,

Welcome to the 69th 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 Is Turning 5!

United Way of Lake County is celebrating the fifth anniversary of 211 services for Lake County. **Join us over breakfast on Thursday, October 24, 7:30 – 9:30am at Independence Grove in Libertyville to celebrate this milestone anniversary.**

Learn how 211 makes finding help easier and has transformed the way people in Lake County get connected to essential health and human services. 211 has grown to become Lake County's one-stop resource for help.

Help us recognize the incredible support from so many organizations, businesses, government agencies, and individuals who have partnered to help sustain this critical service and make Lake County a better place to live and work.

**REGISTER**



## 211 Provider Survey Results

Twice a year, United Way of Lake County surveys 211 service providers to gather feedback on what they think about our services. Here are some things we learned from the 112 providers who responded to the most recent survey conducted in April 2024:

- **91%** strongly agree/agree that 211 is a trusted resource.
- **84%** of agencies that have received referrals from 211 indicate referrals are always/usually appropriate.
- **82%** of agencies report that when contacting 211 on behalf of clients, the interactions with a 211 specialist always/usually provided appropriate referrals.
- **79%** of agencies strongly agree/agree that 211 has increased their staff's efficiency and effectiveness.
- **79%** of agency staff always/usually know when to appropriately refer clients to 211.
- **78%** of agencies strongly agree/agree that the data from 211 is valued and/or utilized by their agency.

These results are consistent with the prior survey.

Thank you to the providers who responded to the survey! We appreciate your feedback and remain committed to delivering a best-in-class 211 service for our Lake County community members.

## 211 Advisory Council Meeting

The 211 Advisory Council met on August 14 for its quarterly meeting to review 211 program results from the previous quarter, including key metrics by goal and trend information on 211 contacts and needs presented.

Noah Hull, Community Resource Specialist with Prairie State Legal Services (PSLS), shared an agency spotlight. PSLS offers free legal services to individuals with limited income and those age 60+ who have serious civil legal problems. Their staff and volunteers are dedicated to working with individuals and families who have depleted resources for basic human needs to secure safe housing, food, income and personal safety. PSLS assists with orders of protection, civil no contact orders, elder abuse, financial exploitation, guardianship, evictions, discrimination and fair housing, illegal lockouts and utility shutoffs, negotiation with landlords, sealing and expunging criminal records, school discipline/IEPs, powers of attorney and other advance directives, and much more. For telephone counseling call 800-942-3940 Monday – Thursday, 9am – 1pm, or visit [pslegal.org](https://pslegal.org) or [illinoislegalaid.org](https://illinoislegalaid.org) for helpful online resources.

Kristi Long, Chair of 211 Illinois, shared an update on the state's expansion efforts and highlighted the goal of achieving 100% coverage across the state which will help enable additional funding opportunities and improved services. The council also talked about the next steps for 211 marketing, community engagement and resource development.

There was a panel discussion on the topics of housing and homelessness prevention with Nina Huley-Chalmers and Leisa Mitchell of the North Chicago Housing Authority and Charles Chambers and Lupe Navarrete of the Waukegan Housing Authority. The housing authorities discussed their housing assistance programs like mainstream vouchers, veteran vouchers and family unification, and noted challenges like lack of referrals, voucher holders unable to find housing, and mental health issues. The pandemic has exacerbated the housing shortage. The housing authorities are collaborating to expand jurisdictions and are considering mandating counseling programs to change mindsets about accepting assistance. There is an urgent need for more affordable housing units in the area.

Welcome to our newest [\*\*211 Advisory Council\*\*](#) member, Dominic Strezo, Lake County's Community Development Administrator. The council will reconvene on November 13.

## Need Training?

We can provide 211 training and promotional materials for your organization. To schedule a training session, contact us at [\*\*211lakecounty@uwlakeco.org\*\*](mailto:211lakecounty@uwlakeco.org). Our 211 toolkit offers a wide range of free promotional materials, including printed bilingual rack cards, wallet cards, posters and table tents, as well as downloadable materials such as videos, flyers in multiple languages, social graphics, logos and more. Visit our [\*\*211 toolkit\*\*](#) to request or download materials!



## 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](#).

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