



Hello,

Welcome to the 68th 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.



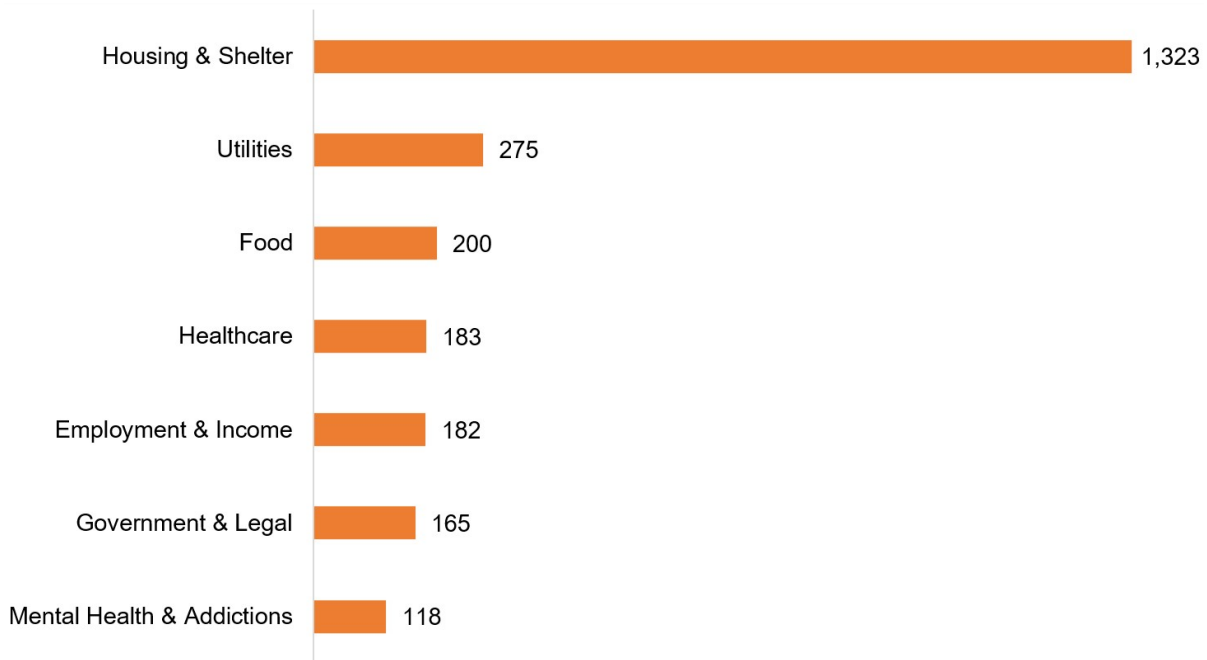
211 Results for Fourth Quarter FY2024

United Way of Lake County is pleased to share highlights from our fourth quarter (Q4) report which is [now available for download](#). The report provides a snapshot of the demographic data and top community needs requested from 211 Lake County between April 1 and June 30, 2024. The goal of this report is to share a quarterly overview of 211 data on top community needs and the populations we serve here in Lake County.

During this time, 211 received **2,126** calls and texts with **3,038** needs requested and **3,540** referrals made. Additionally, **16,446** users visited the 211LakeCounty.org website with **19,849** web sessions.

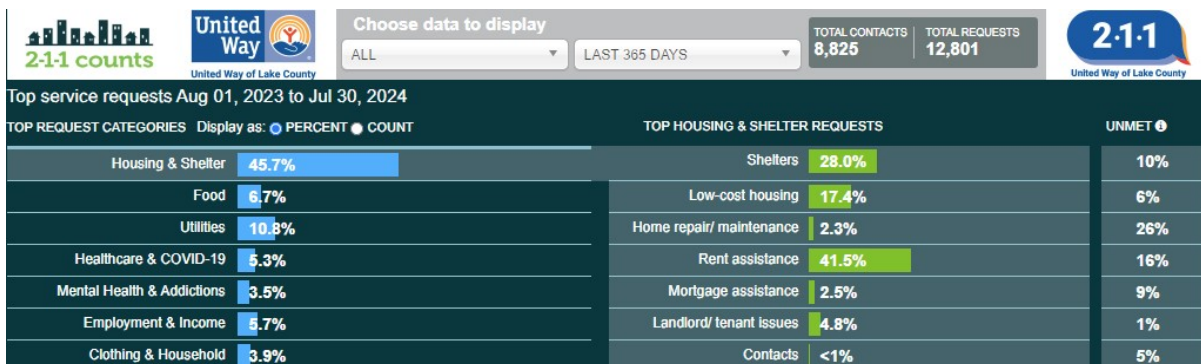
As compared to the prior quarter, calls and texts increased by more than **9%** with an increase in the number of needs requested of **10%** and an increase in referrals made of **2%**. During this period, website usage decreased by **4%** with a **6%** decrease in web sessions.

The top reasons people contacted 211 were:



This quarter, there was a **29%** increase in unique needs for Mental Health & Addictions, a **20%** increase for Government & Legal assistance, an **18%** increase in Food and a **9%** increase in Housing & Shelter requests.

Reports are 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. The reports are intended to assist with proactive community planning and informed decision-making.



Find Real-Time Data on Community Needs

In addition to United Way of Lake County's [211 quarterly and annual reports](#), you can learn about the most pressing needs in Lake County online through **211 Counts**. The dashboard provides real-time, searchable and visual presentations of data in an easy-to-use format. The data offers valuable insights into the challenges faced by our Lake County neighbors and can help inform local programs and policies. Data is searchable by zip code and time period, as well as by legislative district and school district. You can easily check trends, make comparisons and share information.

[Access 211 Counts](#)

Save the Date! 211 5-Year Celebration

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.

More information to come!

211 in the Community

One of our key goals for United Way of Lake County's 211 is to continue to increase awareness of this vital service available to everyone in our community. Our 211 team has been out in the community talking about 211 and sharing promotional materials, including at resource fairs, back to school events, community block parties, and more.

This year, we engaged with more than 6,000 community members about 211. If you have an upcoming event that you would like us to attend, please contact us at 211LakeCounty@uwlakeco.org.



Find Help in Your Language

Did you know United Way of Lake County's 211 has English and Spanish-speaking navigators, and interpreters to more than 150 languages? 211 connects you to expert caring help in your preferred language. Every call is completely confidential.

Our 211 toolkit offers a range of promotional materials to help spread the word about 211 so that anyone who needs help gets connected to accurate information and available local resources. You'll find downloadable flyers and social graphics in multiple languages including English, Hindi, Korean, Malayalam, Mandarin, Polish, Russian, Spanish, Tagalog, Ukrainian and Urdu. Let's continue to raise awareness of this valuable resource available to everyone in our community!

[View Toolkit](#)



Supporter Spotlight

"We appreciate how valuable of a resource 211 is for individuals living in Lake County. We know that when we provide information about 211 to patients needing assistance with housing, utilities, or many other issues, they will be able to get help."

—Anne King, Director, Northwestern Medicine

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

Welcome New Subscribers

A big welcome to our new subscribers this month!
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