



Hello,

Welcome to the sixteenth 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 Helps Make it Easier to Access Available Resources**

The vast network of health and human service agencies can be a complex system to navigate. In Lake County alone, there are more than 1,000 health and human service providers.

The challenge is, when people need help, they almost never know which one of these agencies to call. They may not even know there are agencies out there that can help. And, certain issues can be hard to navigate.

Sometimes you need more than an internet search. You need a conversation. That's where 211 comes in. By simply calling 211 or texting your zip code to 898211, trained expert navigators can guide you to the help you need.

Whether that's connecting to food and shelter, finding childcare or elder care, getting help with addiction or depression, or knowing where to turn in a family crisis, 211 is Lake County's one-stop shop for help.

Listen in as Kelly Brown, who leads our 211 contact center, shares a story about how 211 makes accessing available resources easier for those in need.



## Tell us your story!

If you or someone you know would like to share how our 211 navigators made a difference, please share your story on the feedback form below. Our 211 staff pride themselves on providing caring, quality service.

[Submit Feedback](#)

## Help Improve and Save Lives in Lake County this GivingTuesday!



All of the funds raised this **GivingTuesday**, between **November 26 - December 10**, will help sustain United Way of Lake County's new [211](#) program.

[211](#) is a powerful information and referral service that helps people in need connect to a wide

range of available community resources to improve and save lives. 211 provides access to critical services like shelter and affordable housing options, utility assistance, supplemental food programs, addiction support and rehabilitation, crisis counseling, employment and education support, health care and mental health, and more!

Thanks to the support of Lake County government and many local partners and individuals, United Way of Lake County launched 211 for everyone in Lake County on September 24, 2019!

**211 is a vital community service and your support will help sustain it for many years to come so that all 703,000 residents have access to critical information and resources.**

Together, we can ensure that United Way of Lake County's 211 transforms the way our residents find help.

**The Healthcare Foundation of Northern Lake County will be matching 100% of all new or increased GivingTuesday donations up to \$5,000.**

**Please consider making a gift between November 26 and December 10 to help improve and save lives in Lake County, IL.**

**(Be sure to check if your company will match your donation to TRIPLE your impact.)**

Click below to learn more.

[Learn More](#)

## Reflecting Excellence Award for 211

United Way of Lake County is honored to have been recognized at the 8th Annual Reflejos Reflecting Excellence Awards ceremony on November 13th for our leadership and collaboration in bringing 211 to Lake County. Thank you to the readers of Reflejos Bilingual Newspaper for nominating us for "Making a Community Difference" to improve and save lives in our community.

Accepting the award on behalf of United Way of Lake County were Karla Medina Alamar and Susan Mendoza.



## Lake County Help Mobile App

## Now Includes 211

The Lake County Help mobile app developed by Linking Efforts Against Drugs (LEAD) now includes information about 211! Lake County Help is primarily youth focused and intended for community members to use when they need immediate mental health assistance or have a drug/alcohol abuse concern for themselves or a friend. The Lake County Help app provides access to a 24/7 anonymous text crisis line staffed by licensed clinicians, and is available for free download in the Google Play Store and Apple App Store. Thank you to LEAD for partnering with us to include 211 in their widely used app.



Click the image to download the app.

## Our Community of 211 Donors

Thank you to the following community partners and individuals for their generous financial support in bringing 211 to our community:

- 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 Health Department
- Lake County Workforce Development
- Libertyville Township
- Lundbeck
- MacLean-Fogg Component Solutions
- Metra
- Moraine Township
- NorthShore Highland Park Hospital
- Northwestern Lake Forest Hospital
- 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\*

*\*211 Club Members*

- 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

**211 Club Members - [View the full list here](#)**

## 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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