



Hello,

Welcome to the fifteenth 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.

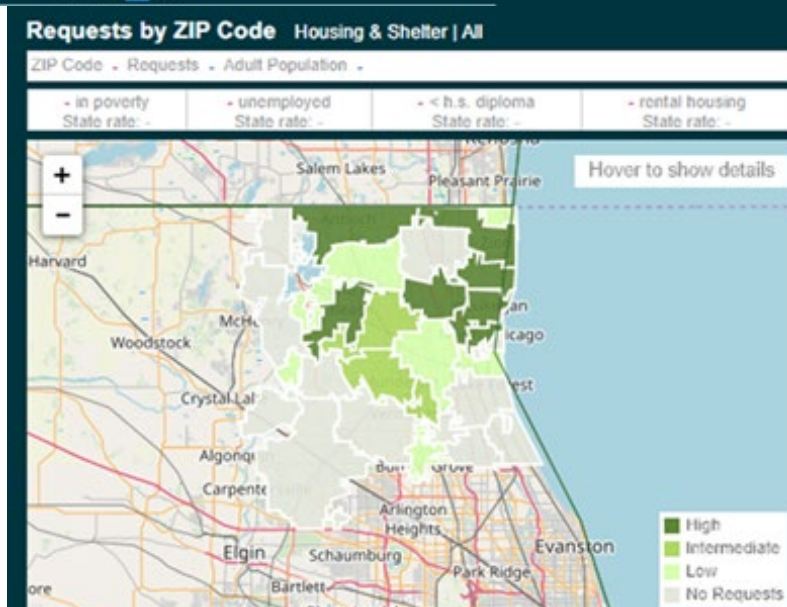
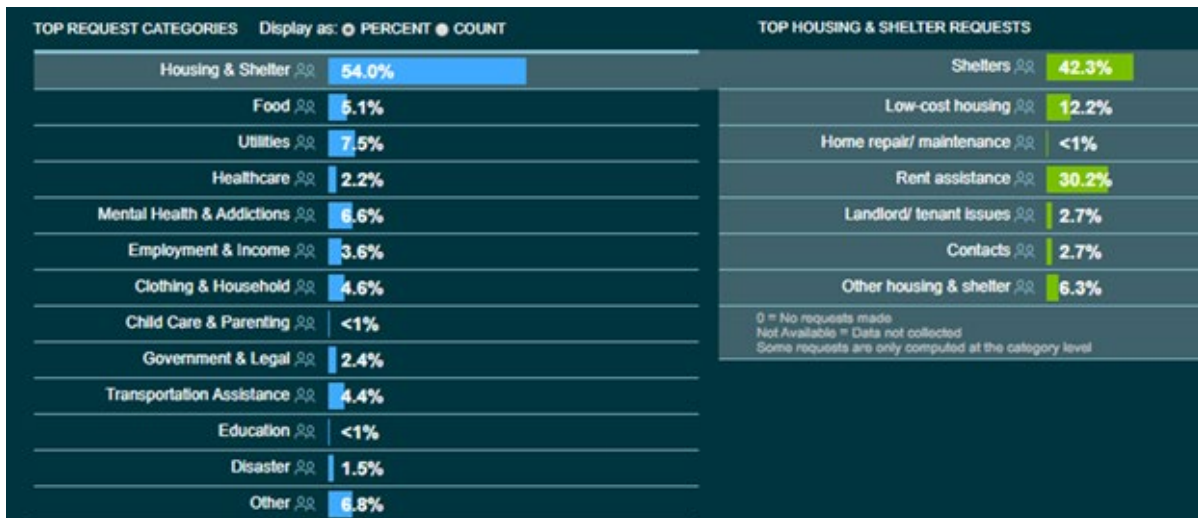
## Early Results for 211 Lake County

We are thrilled to see how many people in Lake County are already utilizing 211 to get connected to available resources!

From July 8 through September 23, we conducted a soft launch of the service with 40 different partners across the county to thoroughly test 211 before our official public launch on September 24. During that time, there were 298 contacts by phone and text to 211 with 537 needs requested from individuals in Lake County. The top needs were housing and shelter, food, and utility assistance. The top community requests were from Waukegan, Zion and Antioch.

Since the official launch on September 24, utilization has nearly doubled! Approximately 20% of the people contacting 211 are connecting via text which is higher than the national average. The top needs during this time were housing and shelter, utility assistance, and mental health & addictions.

The 211 Counts dashboard provides a real-time snapshot of community-specific needs in Lake County, as well as across the United States, by zip code, legislative district or school district. While this data is preliminary, we will continue to monitor the most common requests and trends to better understand the most pressing needs in Lake County. Visit [UWLC.211Counts.org](https://www.uwlc.org/211Counts) to take a closer look.



## 211 Toolkit

Help us promote 211 so that everyone in Lake County who needs help gets connected to resources. Visit the [211LakeCounty.org](https://www.211LakeCounty.org) website where you'll find the [211 Toolkit](#) featuring printed materials that you can request, as well as materials you can download, to help spread the word about 211 with your organization, clients, and network. We are continuing to add new materials as they are developed so be sure to check back to see what's new.

**Need Help?**  
 Call 211 **OR**  
 Text your zip code to **898211**

Free, Fast & Confidential  
 24/7  
 150+ Languages

Or visit us online at  
[211LakeCounty.org](http://211LakeCounty.org)

**2-1-1**  
 United Way of Lake County

**HELP IS ONE CALL  
 OR TEXT AWAY!**

Call 211 **or**  
 Text your zip code to **898211**

**2-1-1**  
 United Way of Lake County

## Update Your Agency or Services

211 works with a wide range of health and human services providers all across Lake County to provide the most accurate, concise information and referrals for anyone looking to get connected to critical resources.

Service providers are reminded to keep their information up-to-date so that together we can provide the most complete and accurate information and referrals. Updates can be provided to 211 by sending an email to [211LakeCounty@icfs.org](mailto:211LakeCounty@icfs.org). For more information, visit [211LakeCounty.org](http://211LakeCounty.org).

## Holiday Assistance Program

United Way of Lake County's 211 will help residents connect to holiday assistance programs in our area. If your organization has a holiday basket or gift program that is offered to the community, please send an email to our 211 Resource Team at [211LakeCounty@icfs.org](mailto:211LakeCounty@icfs.org).

## Save the Date: GivingTuesday Match for 211

# #GIVINGTUESDAY

NOVEMBER 26 - DECEMBER 10, 2019

GivingTuesday is a global day of giving back to the community in which you live. This year, your GivingTuesday gift to United Way of Lake County will help sustain our new 211 program, which connects individuals and families in Lake County to essential health and human services.



Our matching gift sponsor, **Healthcare Foundation of Northern Lake County**, will be matching **100% of GivingTuesday donations up to \$5,000**. This means double the impact of your gift and our impact when it comes to improving and saving lives in Lake County.

We hope you will consider making a gift between **November 26 and December 10, 2019**. Click below to learn how to get involved with GivingTuesday.

[Learn More](#)

## 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
- 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\*

- 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
- 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

- Mike Zafirovski\*

*\*211 Club Members*

**211 Club Members**

- Wajiha Azher
- Molly Brennan
- Steven Bugg
- Dennis Burke
- Monica Burmeister
- Steve Carlson
- Carissa Casbon
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- Cameron Crombie
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- Sami Porter
- Justice Mary Schostok
- Terry and Cindy Simmons
- Tejal Vakharia
- Mary Sue Welch
- Carla and Rudy Zuniga

## 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