



Hello!

Welcome to the eighth 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.

Kane County Launches 211

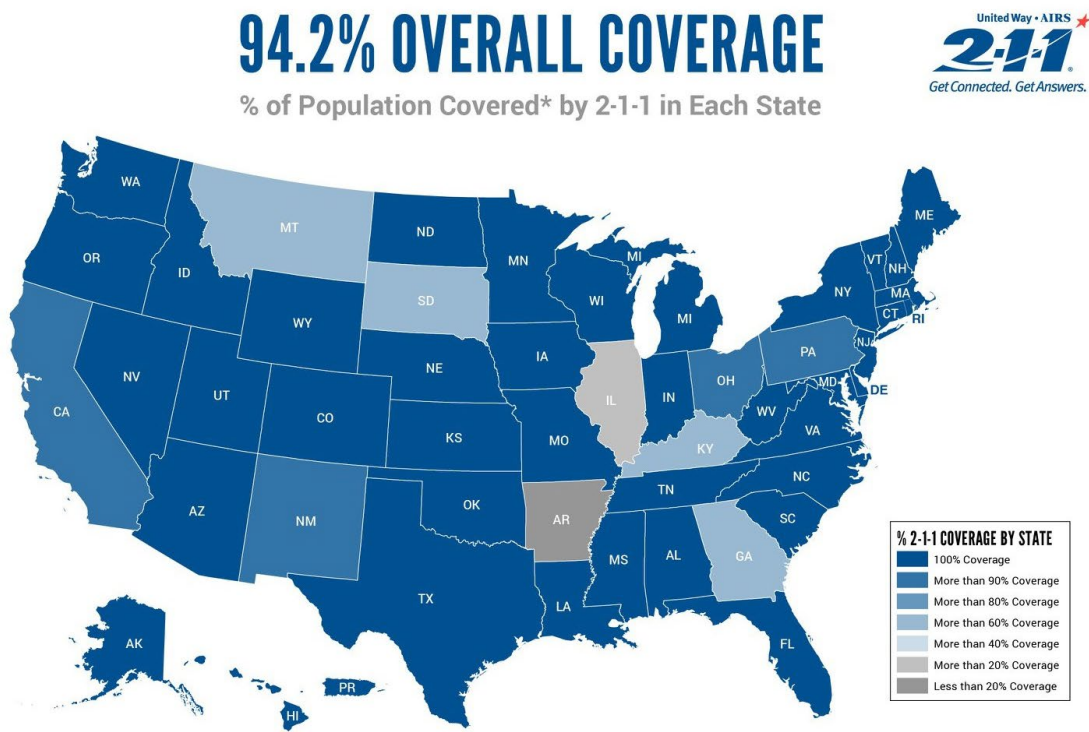
Did you hear the news? We are excited that another Illinois county recently launched 211 services. Kane County, the fifth-most populated county in Illinois, went live with 211 this past November 1. The service offers residents free and confidential assistance with needs such as emergency shelter, food, utility assistance, counseling, senior services, employment and health care.



With more than 3,000 organizations offering over 14,000 social services, Kane County recognized that it can be overwhelming and confusing for residents to know who does what and exactly where to get help when needed. 211 is a free, centralized, anonymous place to start, with specialists on hand to help sort out the options.

Batavia United Way officials say they first considered the need for 211 after an unverified gun threat at Batavia High School last year resulted in a flood of non-urgent calls to the school and police. As demonstrated in many other communities across the country, 211 is not only available to support everyday challenges, but also can be instrumental during times of crisis and disaster to provide up-to-date information and connect those in need with available services.

As they say, 211 is the number to call when you don't know who to call.



**Coverage is calculated by U.S. Census data. Data produced by UWW and AIRS: June 2018.(Click the image for a larger view.)*

According to United Way Worldwide, 211 is available to 94.2% of the U.S. population with most states having 100% coverage yet Illinois has only 29% coverage. In 2018 alone, 211 made more than 12.6 million connections to help.

While Chicago's 311 service differs from 211 in that it allows residents to request, track and explore non-emergency city services, such as requesting garbage carts and pothole repairs, 311 does assist with some health and human services focused on homelessness prevention.

United Way of Lake County is looking forward to joining nearby Kane and McHenry counties to implement 211 services and expand coverage in Illinois. Later this year, Lake County residents will simply be able to call 2-1-1 for personal assistance connecting to a variety of resources such as shelter and housing options, supplemental food programs, financial assistance, mental health and

addiction counseling, and many other critical services. Thanks to the collaboration of so many wonderful partners and individuals, we continue to make good progress in bringing this essential resource to Lake County residents.

Stay tuned for another update soon!

211 Gains Support of Local Hospitals

United Way has continued to gain support from local partners and individuals to help bring 211 to Lake County. Most recently, Advocate Aurora Health, NorthShore Highland Park Hospital, and Northwestern Medicine Lake Forest Hospital joined our amazing list of 211 partners. Once launched, 211 will connect residents to resources including health care and other critical services to improve and save lives, so we are proud to have the support of local medical institutions.

Thank You, 211 Partners!

Thank you to our amazing partners and the individuals who have helped bring 211 to Lake County:

- Advocate Aurora Health
- Astellas
- AT&T
- Benton Township
- BMO Harris Bank
- Comcast
- Healthcare Foundation of Northern Lake County
- Lake County Government
- Lake County Workforce Development
- Libertyville Township
- MacLean-Fogg Component Solutions
- Moraine Township
- NorthShore Highland Park Hospital
- Northwestern Medicine Lake Forest Hospital
- Peoples Gas and North Shore Gas Community Fund
- Trustmark Companies
- United Way of Lake County
- Vernon Township
- Village of Gurnee
- Warren Township
- Waukegan Township
- West Deerfield Township
- Zion Township
- Chuck and Teresa Bartels
- Judy and Larry Berliant
- Irene Hrusovsky
- Joe and Sherry Pray
- Mark and Sarah Schweitzer
- Karen and Andrew Warrington
- Mike Zafirovski

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, Community Investments and Safe & Stable Families

P.S.

“The 211 service is a much welcomed and long-overdue resource in Lake County. Residents will be able to reach a trained operator in a time of crisis and quickly become connected to important services. It doesn’t force families to wait for office hours to start searching for support. Libertyville Township is proud to be a partner in this important initiative as it supports one of township government’s primary responsibilities – to provide for those in need in our community. I’m grateful for United Way of Lake County’s leadership on this initiative.”

– Kathleen M. O’Connor, Supervisor, Libertyville Township
