



Hello!

Welcome to the tenth 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.

## Lake County 211 Partners with Interface Children & Family Services

United Way of Lake County is pleased to announce we have contracted with Interface Children & Family Services (ICFS), a leading nonprofit, to be our 211 contact center.



Established in 1973, ICFS's mission is strengthening children, families, and communities to be safe, healthy, and thriving. In 2005, ICFS launched the first 211 Information and Referral program in California. Today, ICFS serves 21 counties across California and assists more than 150,000 callers annually.

In selecting ICFS to partner with our Lake County community, the evaluation team recognized their extensive experience, in-depth training, compassionate and caring specialists, bilingual staff, and innovative two-way texting capabilities to reach young adults. "Our team will provide the best possible assistance to Lake County community members in need contacting 211," says Lohanna Almanza, Interface 211 Contact Center Supervisor.

"We are so excited to be part of United Way of Lake County's plan to bring 211 services to the community," adds Kelly Brown, Director of Interface 211 and the 211 Partnership of California. "They are amazing partners."

## How 211 Connects People to Needed Services

211 is an easy to remember, 24-hour information and referral helpline designed to reduce time and frustration by acting as a central access point to health and human services. Take a closer look at how United Way connects people to needed services in Monterey County.



## 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
- First Midwest Bank
- Healthcare Foundation of Northern Lake County
- Lake County Government
- Lake County Workforce Development
- Libertyville Township
- Lundbeck
- MacLean-Fogg Component Solutions
- Moraine Township
- NorthShore Highland Park Hospital
- Northwestern Medicine Lake Forest
- Chuck and Teresa Bartels
- Judy and Larry Berliant
- Irene Hrusovsky
- Joe and Sherry Pray
- Mark and Sarah Schweitzer
- Karen and Andrew Warrington
- Mike Zafirovski

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
- Waukegan Township
- West Deerfield Township
- Zion Township

## Supporter Spotlight



*“As an organization dedicated to restoring brain health, meeting the mental health needs of our own Lake County community is especially important to us. 211 will improve the way behavioral health services are offered in Lake County and increase access for people in critical need of support services. We’re proud to support this important program and the work of United Way of Lake County.”*

– Peter Anastasiou, Executive Vice President & Head of North America, Lundbeck

## 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