



Hello!

Welcome to the third 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.

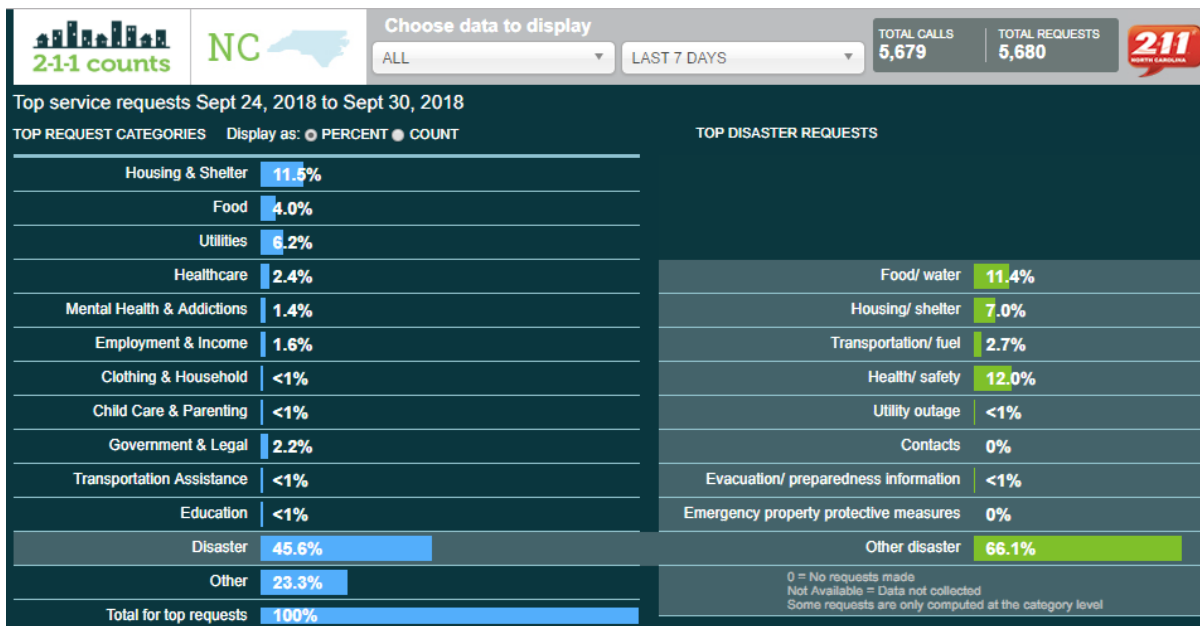
Why do we need 211 in Lake County?

Without 211, people often call multiple agencies before they find the agency that can best assist them with their need. **211 centralizes, information in one easy to find place.** With **more accurate and timely client referrals** from 211, individuals will save time and transportation costs in order to address needs more efficiently. More accurate and timely referrals also enables providers to **spend more time with clients** to address needs and potentially **prevent additional issues** and less time redirecting clients to other agencies.



Not only does 211 help communities understand emerging needs, both met and unmet, but it also provides access to real-time data on needs in our community. 211 data will be available via a public dashboard called 211counts.org. This dashboard will provide real-time, searchable and visual presentations of data from 211. Data will be searchable and displayable by date, zip code, congressional district, school district, and more. **211 Counts** is just one way that 211 tracks emerging trends in communities across the country.

For example, below is a screenshot of North Carolina's 211 Counts dashboard. You can see that, in the last 7 days, there has been a huge spike in disaster-related requests due to Hurricane Florence. This is the type of data that Lake County's 211 will be able to collect in the future. Click the image to view NC's full 211 Counts dashboard.



Next up, listen to stakeholders in southwest Pennsylvania talk about **why their community benefits from 211**:



United Way has almost reached our goal to launch 211 thanks to our following partners:

- Astellas
- AT&T
- Benton Township
- BMO Harris Bank
- Comcast
- Lake County Workforce Development
- Libertyville Township
- MacLean-Fogg Component Solutions
- Peoples Gas and North Shore Gas Community Fund
- Trustmark Companies
- United Way of Lake County
- Vernon Township
- Warren Township
- Waukegan Township
- West Deerfield Township
- Zion Township

A huge thank you to the following individuals who have also contributed to 211:

- Chuck and Teresa Bartels
- Judy and Larry Berliant
- Irene Hrusovsky
- Joe and Sherry Pray
- Mark and Sarah Schweitzer
- Karen and Andrew Warrington
- Mike Zafirovski

Bringing 211 to Lake County starts with you! Working together, we can bring this vital service to our community and transform the way our residents access critical information and resources in time of need.

Here's how you can 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.



Best regards,

Deanna Olmem

Manager, Community Investments and Safe & Stable Families

P.S.

“The Partnership for A Safer Lake County and A Safe Place, along with our 24-hour hotline, volunteers, crisis responders, counselors and therapists, legal advocates, family visitation facilitators, shelter and housing coordinators, teen mentors and educators, and our office staff is anxiously awaiting the new 211 non-emergency dispatch phone number.

We know how difficult it can be for our Lake County families to find and access the services and programs that they need the most. We are proud to work with the United Way of Lake County and our partner agencies to ensure that all of our neighbors, regardless of income, location, or ethnicity, have the resources to live safe and healthy lives. Thank you to the generous funders for their financial support in this project.”

– Pat Davenport, CEO/Executive Director, A Safe Place Lake County and Co-Chair of The Partnership for a Safer Lake County
