



211

United Way of Lake County



211 LAKE COUNTY, IL
ANNUAL REPORT

YEAR 5
7/1/2023-6/30/2024 (FY2024)



Call 211



Text your
zip code to
898-211



211LakeCounty.org

A MESSAGE FROM OUR PRESIDENT

It has been very rewarding to see the value 211 has brought to Lake County these first five years. I am proud to say that 211 is a key component of the mission of United Way of Lake County. Our dedicated board of directors and our excellent staff truly focus tirelessly on how to unite leadership and resources to create lasting change that will improve and save lives. 211 is one crucial way we do that.

Here are some highlights of the impact 211 has made:

- 211 could not have come to Lake County at a better time. After our launch on September 24, 2019, we were thrilled with the number of calls and texts the service received in the first six months, proving that the need we knew was out there truly was there. We were feeling great about how we were addressing that need, when suddenly COVID hit. You can imagine the giant pivot necessary!
- During the first year of the pandemic, the 211 Contact Center responded to not only a three-fold increase in call volume, but also longer call times. Many callers were feeling anxious, with more complex needs than ever before...they were looking for answers and someone to talk to.
- At that same time, we had the 2020 Census. People could call 211 to ask questions about how to fill it out; in turn, our navigators could encourage people to submit the census, improving our county's participation rate.
- As the pandemic wore on, we truly strengthened our partnerships for the benefit of our neighbors. For example, we teamed up with the Lake County Health Department to use 211 to spread wellness resources and promote vaccination efforts.
- And we created a centralized and streamlined screening process with Lake County government to make it easier for people to connect with rental assistance through 211.
- When tragedy hit Highland Park on July 4, 2022, our 211 team quickly mobilized to bring best practices in crisis response from experienced 211s nationwide.
- All along we've been working to make sure everyone knows about 211. Maybe you've seen the billboards and Pace Bus ads all around the county?!
- Of course, people in need don't only call or text 211. They also log in to our deeply rich 211LakeCounty.org website. Thank you to all of you who've worked with our team constantly to keep the information in our comprehensive database current over these last five years.
- Finally, we're proud to have led the way to bring 211 services to all Illinois communities and serve as a model program for the rest of the state.

Together, we are dramatically improving the health and human services in this county.



Kristi Long
President & CEO, United Way of Lake County

CONTACTS TO 211



CALLS AND TEXTS

8,903

+



WEBSITE SESSIONS

82,061

=

90,964
CONNECTIONS

HELPING A FAMILY IN A TIME OF NEED

Adam W. had lost his regular job and was feeling desperate. When he called 211 on August 5th, several things had come together to cause him to truly need some help. He had lost his job a few months ago and told us he had been searching for construction work but was coming up empty; his vehicle had been stolen just a few days earlier, and now he had received a “pay or quit” notice from his landlord. He also mentioned that he was a single parent and would need childcare help when he found his next job. He was very frustrated and just uncertain about what to do next to get out of this bind.

Our navigator listened carefully and provided a specific list of resources, including emergency assistance through Benton Township, rental assistance through Community Action Partnership, and daycare info through the Illinois Department of Children and Family Services. She and Adam agreed she would follow up a week later, and when she did, he told her the referrals had worked out for him and he was pleased! He was able to stay in his apartment, and he was on track to meet his other needs. When we asked if he wanted to provide feedback about his 211 experience, he said “It’s a great program. People who are in need should definitely take advantage...”



When are people calling?

14% of contacts made outside of normal business hours.

Average wait time for callers to connect with a 211 specialist: **2:12**

Average time caller speaks with a 211 specialist: **9:55**

Who's contacting 211?

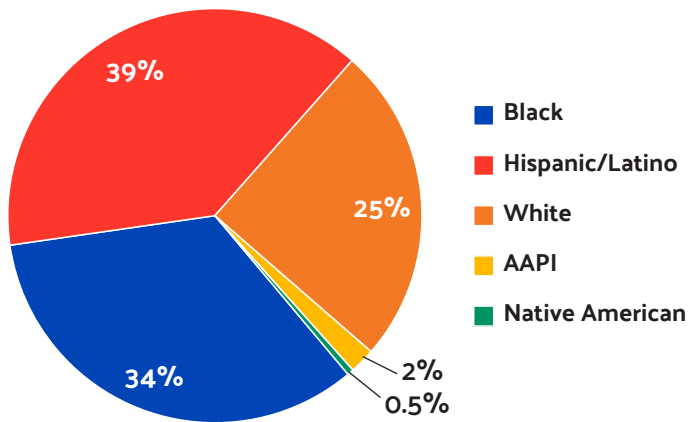
GENDER

FEMALE	MALE	OTHER
73%	27%	0.2%

AGE

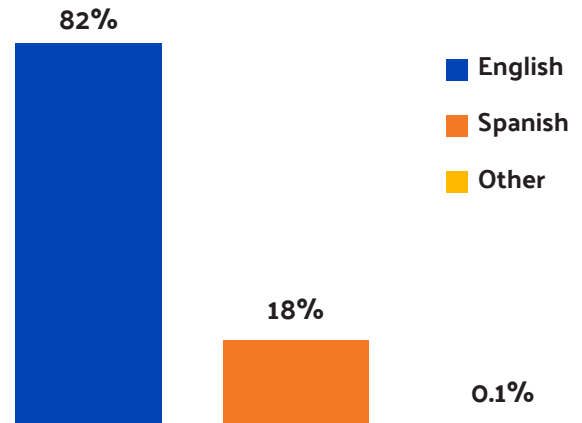
YOUTH <18	ADULT 18-54	SENIOR 55+
0.4%	73%	26%

RACE AND ETHNICITY



Includes all individuals who report their ethnicity as Hispanic/Latino, regardless of race. Race/ethnicity data is self-reported.

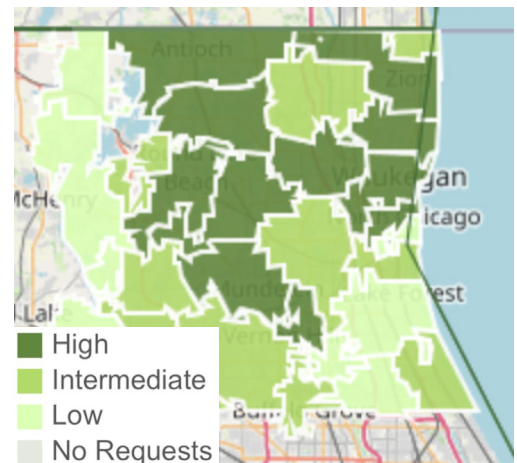
LANGUAGE



TOP 10 COMMUNITIES

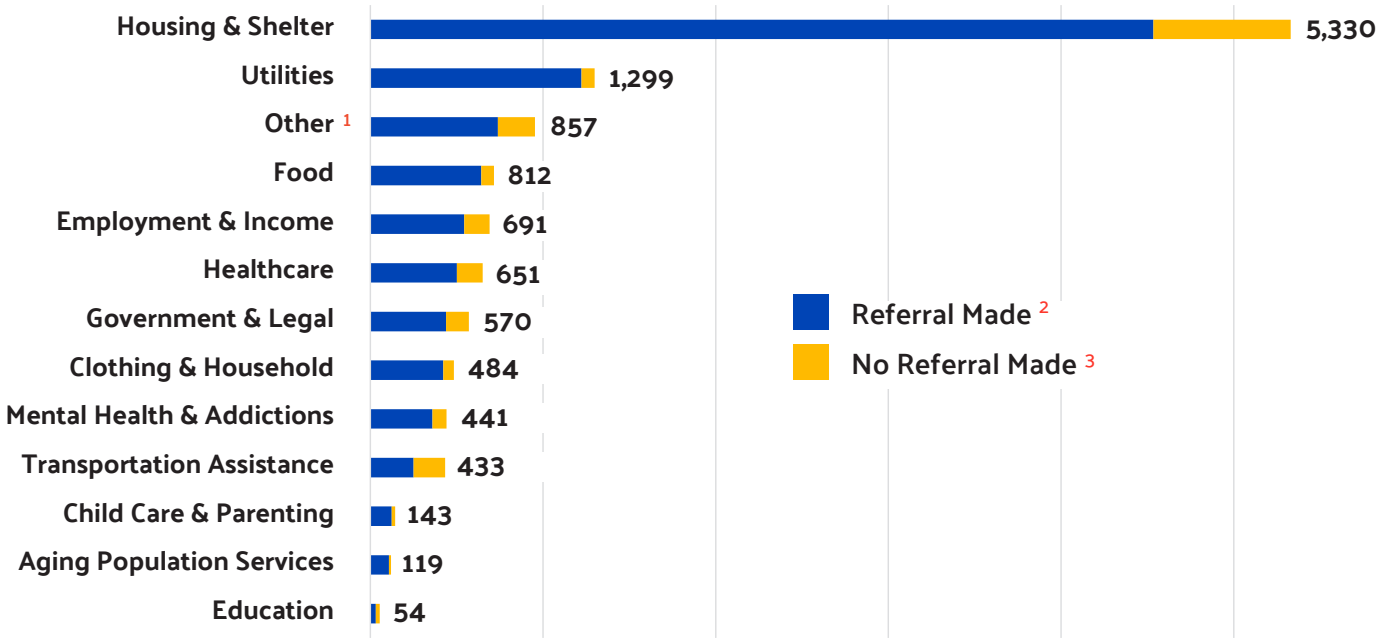
- | | |
|--------------------|-----------------|
| 1. Waukegan | 6. Grayslake |
| 2. Zion | 7. Mundelein |
| 3. Round Lake Area | 8. Vernon Hills |
| 4. North Chicago | 9. Lake Villa |
| 5. Gurnee | 10. Antioch |

Contacts from every zip code in Lake County.



Why are people contacting 211?

TOP NEEDS PRESENTED TO 211

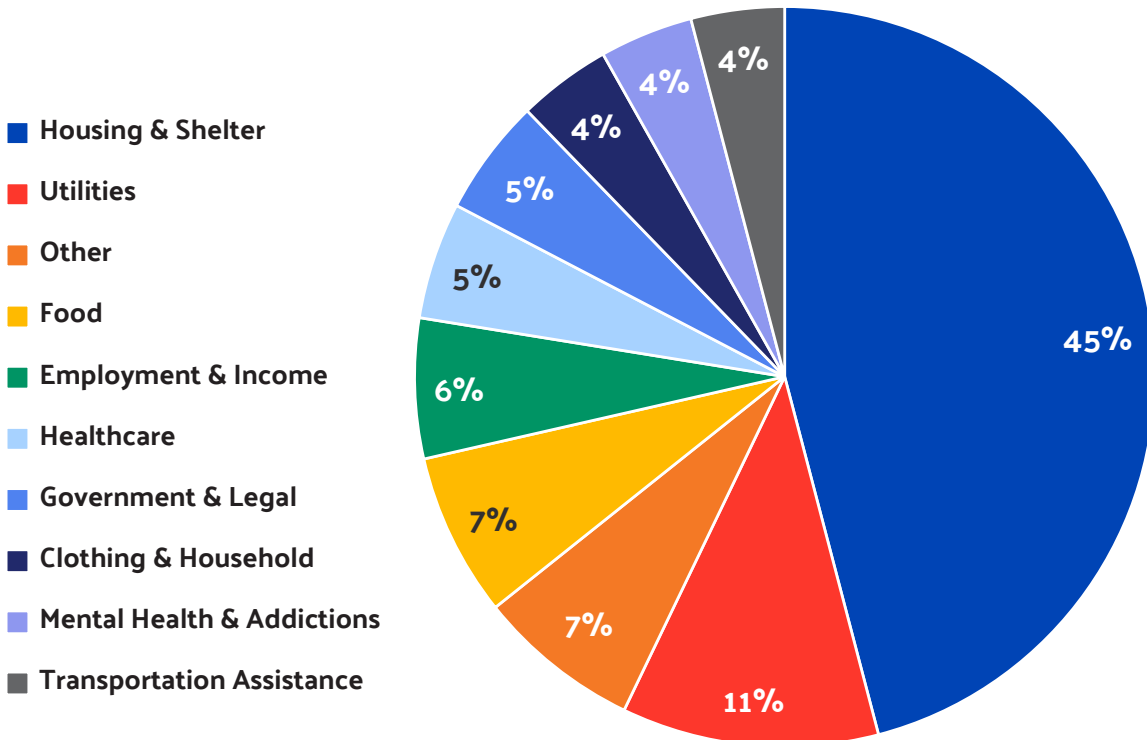


Other¹ - Miscellaneous needs requested, including general information and referral, donations, volunteering, animal control, etc.

Referral Made² - Indicates 211 was able to make a referral for the individual's need.

No Referral Made³ - Reasons include caller doesn't meet program eligibility, service is unavailable, or referral is refused.

SHARE OF NEEDS BY PERCENTAGE



Why are people contacting 211? (cont.)

TOP 5 NEEDS



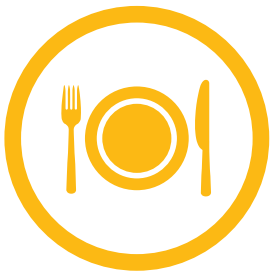
Housing & Shelter

1. Rent Assistance (2,167)
2. Shelters (1,513)
3. Low-Cost Housing (989)
4. Landlord/Tenant Issues (250)
5. Mortgage Assistance (134)



Utilities

1. Electric (783)
2. Gas (284)
3. Water (154)
4. Phone/Internet (53)
5. Utility Payment Plans (14)



Food

1. Food Pantries (547)
2. Help Buying Food (145)
3. Soup Kitchens & Meals To-Go (39)
4. Home-Delivered Meals (33)
5. Holiday Meals (29)



Employment & Income

1. Financial Assistance (378)
2. Job Search (198)
3. Contracts (31)
4. Money Management (30)
5. Tax Preparation (30)

What contacts say about 211

SATISFACTION WITH 211

98% Believe staff are polite and professional	91% Would recommend to friends/family
85% Report their expectations of 211 were met	55% Learned about a new resource

FOLLOW-UP FEEDBACK

"211 is very helpful, staff are knowledgeable, I'm happy with the service."

"Staff are very kind, I'm happy about follow-up and feel like I can trust 211."

"Try to advertise more because a lot of people don't know about 211."

"You guys are great!"

"I felt respected."

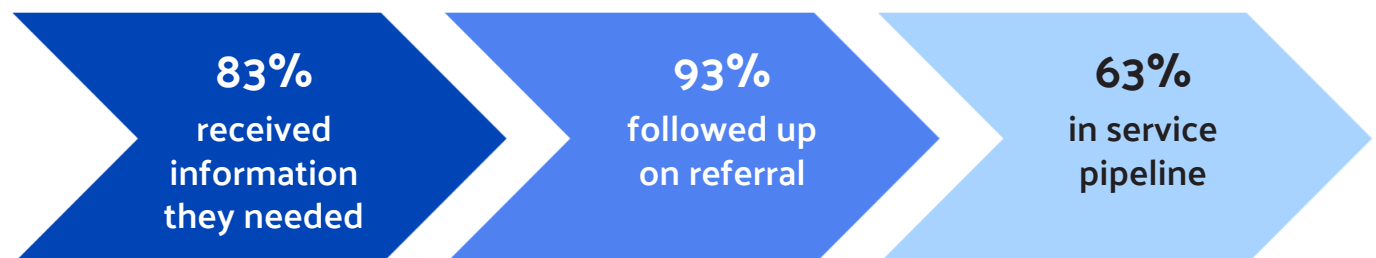
"211 has a lot of information to offer!"

"211 is wonderful!"

"The 211 specialist was very kind, very helpful."

"211 is fast and is very helpful."

"211 is very professional."



*Those not in service pipeline either were not eligible, program was not accepting new applications/waitlist closed, funding wasn't available, could not obtain necessary documentation, referral information was inaccurate, transportation issues or unable to pay fees.

What service providers say about 211

PROVIDER FEEDBACK TO 211

91% Consider 211 a trusted resource	84% Report referrals from 211 are appropriate
79% Agree 211 increased staff's efficiency and effectiveness	78% Value and utilize data from 211

“United Way of Lake County’s 211 service continues to be a critical resource for families in need. Libertyville Township is proud to be a financial partner as we work collaboratively with our private and public service providers in connecting our community to important resources. The beauty of 211 is that the service is available 24 hours a day, seven days a week; an individual does not need to wait for ‘regular business hours’ to receive help. All residents in Lake County benefit from this critical resource.”

–Kathleen O’Connor, Supervisor Libertyville Township

“Since its launch in September 2019, United Way of Lake County 211 has proven itself a huge success, tirelessly linking those in need with vital services and resources. In the face of adversity it has emerged as a guiding light, showcasing the power that unity, compassion and collaboration can have in helping create a stronger Lake County community. We greatly appreciate our continued partnership with 211 and the transformative impact of this invaluable resource.”

–Mayor Tom Hood, Village of Gurnee

“We appreciate how valuable of a resource 211 is for individuals living in Lake County. We know that when we provide information about 211 to patients needing assistance with housing, utilities, or many other issues, they will be able to get help.”

–Anne King, Director, Northwestern Medicine

211 FUNDING PARTNERS

Contributing \$50,000+

United Way of Lake County
Lake County Government

211 PARTNERS

Contributing \$10,000 - \$49,999

Healthcare Foundation of Northern Lake County
Libertyville Township
North Shore Gas Community Fund
Northwestern Medicine Lake Forest Hospital
Trustmark

211 SPONSORS

Contributing \$5,000 - \$9,999

Aetna Better Health
Allstate
BMO
Village of Gurnee
Lake County Workforce Development
The Medline Foundation
NorthShore University HealthSystem
Old National Bank

211 COMMUNITY SUPPORTERS

Contributing \$1,000 - \$4,999

Benton Township
Steven Bugg
Nancy Coolley
Comcast
Kelly and Jason Desino
Joe Garnett
Phil Goss
Highland Park Community Foundation
Dr. Irene Hrusovsky
Leslie Kischer
Loreen Merschimer
Moraine Township
Dr. Yeshwant Sanzgiri
Dr. Mark and Sarah Schweitzer
James Stolzenbach
Waukegan Township
Zion Township

211 ADVISORY COUNCIL

Irene Hrusovsky MD, Chair – United Way of Lake County Board
Natalie Arriola – Northwestern Medicine Lake Forest Hospital
Yajaira Balderas – United Way of Lake County
Betzy Berganza – YWCA of Metropolitan Chicago
Anshul Bindal – Vernon Hills Indian Association
Kelly Brown – Interface Children & Family Services
Sol Cabachuela – Mundelein High School; Village of Mundelein
Steve Carlson – United Way of Lake County Board
Alex Carr – Lake County Government
Germain Castellanos – Boys & Girls Club of Lake County
Andrea Danks – North Shore Gas
Celeste Flores – Mano a Mano Family Resource Center
Eric Foote – PADS of Lake County
Julie Gordon – United Way of Lake County Board
Gale Graves – United Way of Lake County
Mary Harris Reese – Retired Nurse/Health Care Quality Professional
Barbara Heischberg – University Center of Lake County
J. Kevin Hunter – Lake County Board
Bruce Johnson – Nicasa Behavioral Health Services
Marc L. Jones – Waukegan Township
Laura Josephon-Bernat – Josephson Bernat
Holly Kim – Lake County Treasurer’s Office
Anne King – Northwestern Medicine Lake Forest Hospital
Natasha Kopystynsky – Heart of the City
Rena Lee – Heart of the City
Mary Lockhart White – Community Action Partnership
Kristi Long – United Way of Lake County
Billy McKinney – City of Zion
Lori Nerheim – United Way of Lake County
Quin O’Brien – Village of Gurnee
Brenda O’Connell – Lake County Community Development
Kathleen M. O’Connor – Libertyville Township
Jennifer Ptak – Heart of the City
Matthew Rizzie – GLCU Foundation for Financial Empowerment
Edith Ruiz – ComEd, An Exelon Company
Chief Tim E. Sashko – Lake County Board of Health
Quinton Snodgrass – United Way of Lake County
Ashley Styx – Catholic Charities of Lake County
Tania Surane – Boys & Girls Club of Lake County
Allen Swilley – PADS of Lake County



UNITED WAY
Lake County

