



UNITED WAY
Lake County



211 LAKE COUNTY, IL ANNUAL REPORT

Year 5

7/1/2024 - 6/30/2025 (FY 2025)



Call 211



Text your
zip code to
898-211



211LakeCounty.org

A MESSAGE FROM OUR PRESIDENT & CEO

During my years at United Way of Lake County, I've had the opportunity to see firsthand how deeply 211 impacts our community. Whether someone is facing a sudden crisis or navigating a long-term challenge, 211 serves as a trusted, compassionate connection to help, day or night, in any language.

Six years into this critical service, 211 continued to be a vital lifeline for Lake County residents. Through phone, text, and online support, highly trained navigators helped people access housing and utility assistance, food, healthcare, mental health services, and more. Behind every connection is a team committed to ensuring no one has to navigate complex systems alone.

What has always set 211 apart is the strength of the network behind it. This work is possible because of strong partnerships with nonprofit organizations, healthcare providers, school districts, municipalities, and community leaders. Together, we are building a coordinated system of care that responds to real needs and adapts as our community evolves.

As President & CEO, I remain deeply committed to strengthening and expanding the impact of 211. That means continuing to invest in innovation, accessibility, and collaboration—so that support is easier to find, barriers are reduced, and help reaches people when they need it most.

I am grateful to the dedicated 211 team, to our partners across Lake County, and to the supporters who make this work possible. Your commitment ensures that every person in our community has a place to turn for help.

United is the Way to a stronger, more resilient Lake County—and 211 is a vital part of that promise.



A stylized, handwritten signature in black ink.

Quinton Snodgrass
President & CEO, United Way of Lake County

CONTACTS TO 211



CALLS AND TEXTS

9,299

+



WEBSITE SESSIONS

88,734

=

98,033
CONNECTIONS

HELPING A FAMILY IN A TIME OF NEED

When a Lake County mother experienced a sudden reduction in work hours, her family's financial stability quickly unraveled. Within weeks, she was behind on rent and utilities and feared eviction. Unsure where to turn, she contacted 211 Lake County.

A 211 Navigator took the time to listen, understand her situation, and respond with care. Through one call, she was connected to local rental assistance programs, food resources to help stretch her household budget, and financial counseling to plan next steps. With timely support and clear guidance, she was able to stabilize her family's housing and begin moving forward with renewed confidence.



WHEN ARE PEOPLE CALLING?



19%

of contacts were made outside of normal business hours.

5:06

was the average wait time for callers to connect with a 211 specialist.

10:55

was the average time callers speak with a 211 specialist.

WHO IS CONTACTING 211?

GENDER

71%
Female

29%
Male

0.2%
All Other

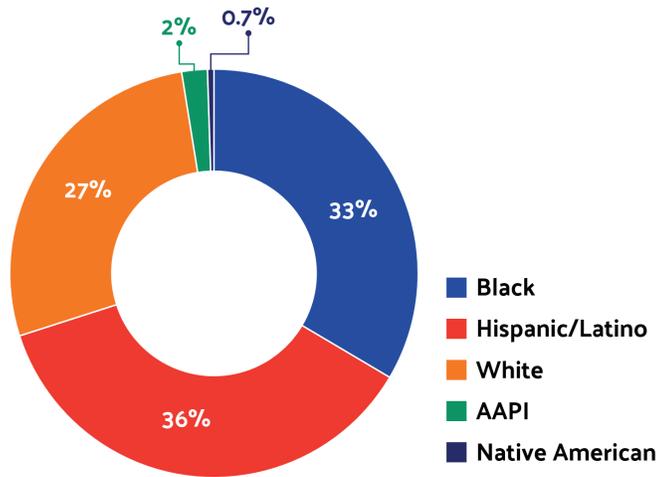
AGE

0.6%
Youth <18

72%
Adult 18-54

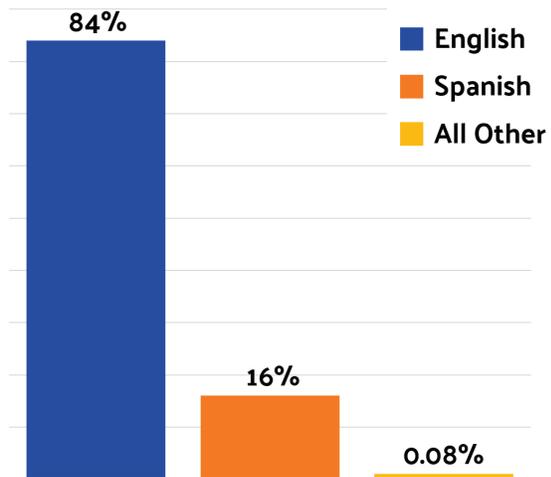
27%
Senior 55+

RACE AND IDENTITY



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

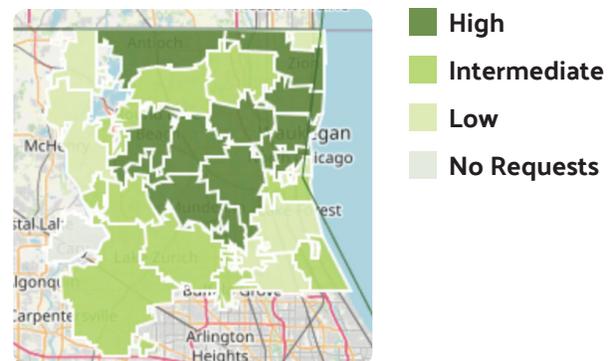
LANGUAGE



TOP 10 COMMUNITIES

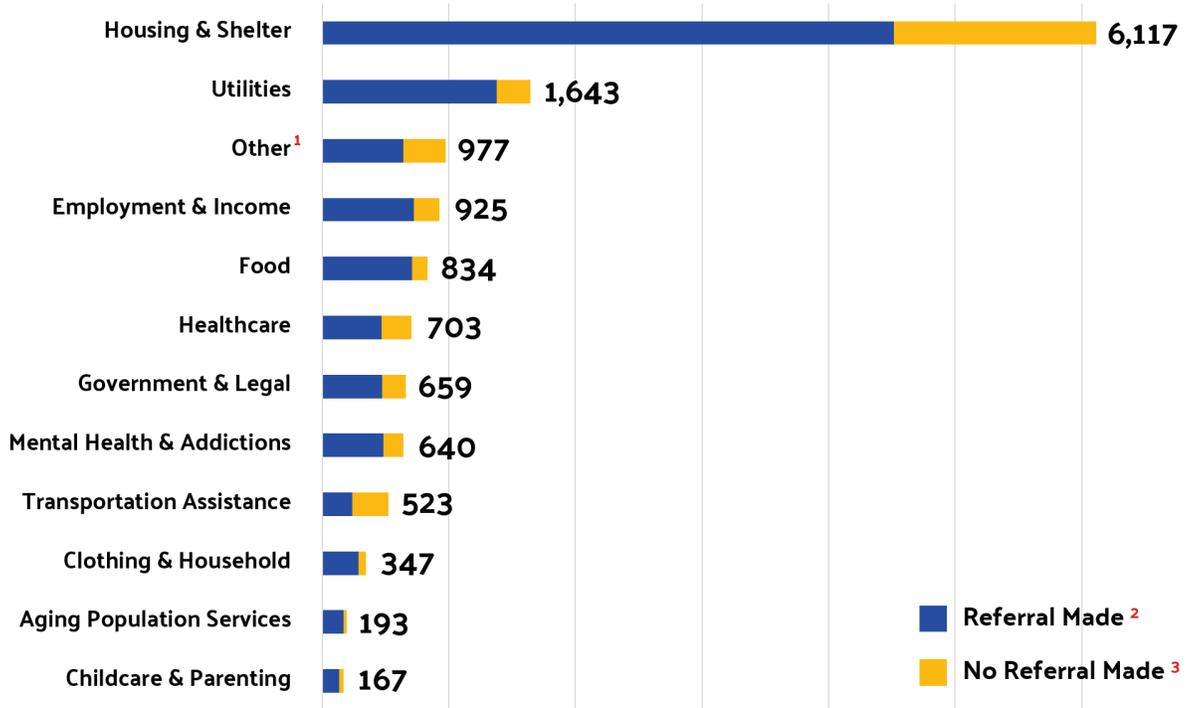
1. Waukegan
2. Zion
3. Round Lake Area
4. North Chicago
5. Gurnee
6. Grayslake
7. Mundelein
8. Vernon Hills
9. Lake Villa
10. Antioch

Contacts from every zip code in Lake County.



WHY ARE PEOPLE CONTACTING 211?

TOP NEEDS PRESENTED TO 211

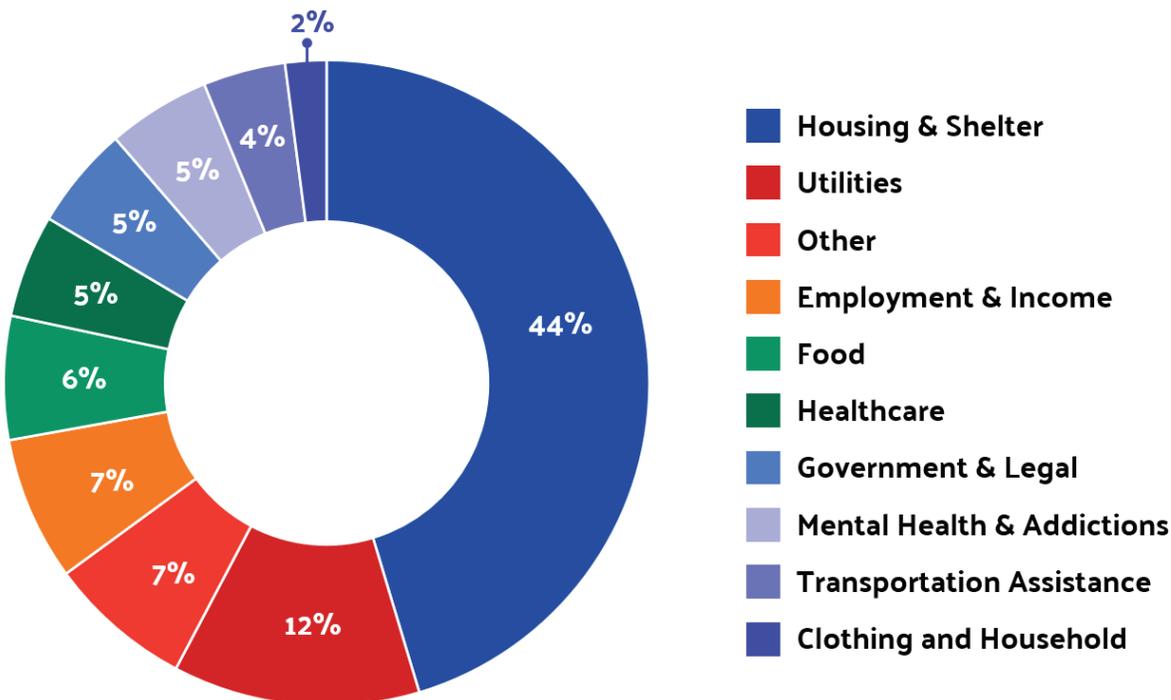


Other¹ - Needs requested including general information and referral, donations, volunteering, animal control, etc.

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?

CONTINUED



TOP 5 NEEDS:



HOUSING & SHELTER

1. Rent Payment Assistance **1,718**
2. Homeless Shelters **850**
3. Low-Cost Housing **763**
4. Transitional Housing **555**
5. Rental Deposit Assistance **246**



FOOD

1. Food Pantries **438**
2. Food Stamps/SNAP **146**
3. Soup Kitchens **67**
4. Home-Delivered Meals **45**
5. Formula/Baby Food **33**



UTILITIES

1. Electric **1,040**
2. Gas **311**
3. Water **161**
4. Phone **42**
5. Internet **21**



EMPLOYMENT & INCOME

1. General Relief **266**
2. Job Search **142**
3. Financial Assistance **99**
4. Job Assistance Centers **90**
5. TANF **75**

WHAT CONTACTS SAY ABOUT 211

98%

Believe staff are polite and professional

92%

Would recommend to friends/family

87%

Report their expectations of 211 were met

70%

Learned about a new resource



FOLLOW-UP FEEDBACK

“We are very grateful, and would share 211 with a friend or family member.”

“They have people that speak spanish to the resources we referred them to.”

“Everyone at 211 is excellent and very helpful.”

“Contact specialist was very attentive to her needs and polite.”

“Very good service and she can notice we do want to help people.”

“[They] are a big help and very kind.”

“They were able to assist her, service was good, and I am very thankful.”

“The person I spoke with was very kind.”

“She was very professional, nice, and heart warming.”

“I was very happy and surprised from all the information they had.”

“[211] provided great services and were very nice, helpful and professional.”

“I am glad and happy with [211’s] service.”

“Everyone was kind and understanding.”

“I am thankful that they conducted a follow-up.”

“Everyone is polite and helpful.”

SERVICE PROVIDER FEEDBACK TO 211

79%

Consider 211 a trusted resource

79%

Report referrals from 211 are appropriate

73%

Agree 211 increased staff’s efficiency & effectiveness

78%

Value and utilize data from 211

86%

received information they needed

92%

followed up on referral

67%

in service pipeline

*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.

211 FUNDING PARTNERS

CONTRIBUTING \$100,000+

- United Way of Lake County
- Lake County Government Community Development

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

- Healthcare Foundation of Northern Lake County
- Libertyville Township
- Northshore Gas Company
- Northwestern Medicine Lake Forest Hospital
- Trustmark Companies

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

- Aetna subsidiary of CVS Health
- Allstate Insurance Company
- BMO Harris Call Center
- Highland Park Community Foundation
- Lake County Workforce Development
- Nicor Gas Company
- Old National Bank
- The Medline Foundation
- Village of Gurnee
- Warren Township

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

- Benton Township
- Comcast - Libertyville
- Endeavor Health
- Dr. Irene G. Hrusovskly
- James C. Stolzenbach
- Jeff Babinski
- Kristin Bartolucci
- Kelly Desino
- Michael Abbott
- Mike S. Zafirovski
- Moraine Township
- Nancy Coolley
- Phil A. Goss
- Waukegan Township
- Yeshwant D. Sanzgiri Ph.D.
- Zion Township

A special thanks to the 100+ members who have joined our 211 Club!

Become a member today at uwlakeco.org/support211

211 ADVISORY COUNCIL

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Yajaira Balderas

United Way of Lake County

Irma Barrientos

Mano a Mano Family Resources

Betzy Berganza

YWCA of Metropolitan Chicago

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Interface Children & Family Services

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Community Member

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Waukegan Housing Authority

Andrea Danks

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PADS Lake County

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Heart of the City

Rena Lee

Heart of the City

Mary Lockhart White

Community Action Partnership of Lake County

Kristi Long

United Way of Lake County

Billy McKinney

City of Zion

Alina Mozo

United Way of Lake County

Maria Nava

United Way of Lake County

Quin O'Brien

Village of Gurnee

Kathleen M. O'Connor

Libertyville Township

Matthew Rizzie

Great Lakes Credit Union Foundation

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ComEd, An Exelon Company

Yeshwant Sanzgiri, PhD

Retired, AbbVie

Tim E. Sashko

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PADS Lake County



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