

**GET CONNECTED.
GET HELP.**

211

LIVE UNITED

Lake County Government Board

October 8, 2019





**GET CONNECTED.
GET HELP.**

211

“Get Connected. Get Help.”

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 the health and human services in Lake County.

Launched September 24th!

GET CONNECTED.
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Implementation Team



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How it works

- Open to everyone in Lake County.
- Completely free.
- Staffed by accredited, trained operators to guide callers in time of need.
- Multi-lingual: English and Spanish, plus translation service 150+ languages.
- Confidential
- Accessible 24/7/365.



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Connecting with 211

Call **211** from any phone



Text your zip code to **898211**



Visit **211LakeCounty.org**

Speaking with a 211 expert navigator

- **Understands needs**—asks questions, anticipates broader needs and connects to available resources.
- **Data Collection** - Clients decide how much information they share.
- **Develops a plan** - works with individual to identify agencies, personal resources to solve needs.
- **Provides referrals** according to client choice.
- **Advocates** for individual to overcome barriers and/or **follows up** with higher-risk individuals, as needed.

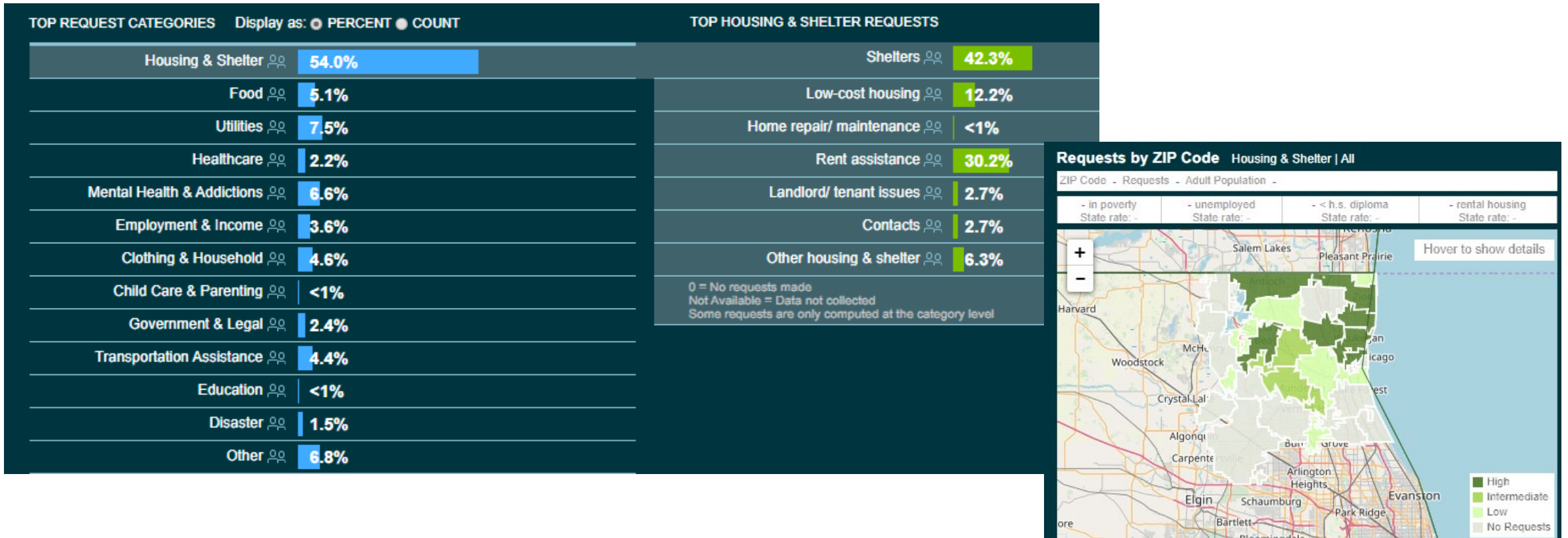
Soft Launch Results

- **289** calls/texts with **411** total needs requested July 8 – September 19
- Top needs:
 1. Housing and Shelter
 - Rent Payment Assistance
 - Emergency Shelter
 - Homeless Shelter
 - Domestic Violence Shelter
 2. Food
 3. Utility Assistance
- Top community requests:
 - Waukegan
 - Zion
 - Antioch
- Approximately **20%** contact via text

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211 Counts



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Help us spread the word!



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Website and Toolkit 211LakeCounty.org

2-1-1 United Way United Way of Lake County

Home About 211 Partners News Feedback LANGUAGE AA

TEXT

CALL

HOT TOPICS

- COOLING CENTERS
- MEASLES ALERT
- Flu Vaccines
- Free English Classes
- IMMIGRATION ENFORCEMENT
- Prepare for Disasters
- Find Summer Meal Programs
- Free Summer Meals-Waukegan

COMMUNITY EVENTS

- Mobile Food Pantries
- Love Thy Neighbor
- Recruitment Fair
- Human Trafficking Seminar
- Ruck March of Lake County
- Senior Events
- Back to School Resource Fair
- Trauma & Pharma Workshops
- Mental Health First Aid Training
- A Safer Lake County

[VIEW MORE](#)

HELP STARTS HERE

IN LAKE COUNTY, ILLINOIS

OR

**GET CONNECTED.
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Marketing Materials



Need Help?
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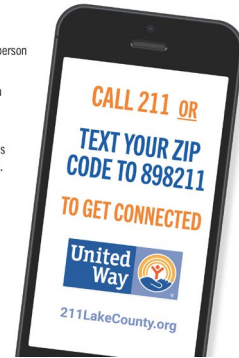
Need Help? Call 211.

AN EXPERT NAVIGATOR WILL GUIDE YOU TO THE HELP YOU NEED:

Housing | Utilities | Food | Crisis Help | Mental Health & Addiction | Health Care
Financial Support | Personal, Child & Family Support | Education | Transportation
Employment | Legal & Immigration | Government | Volunteering | Disaster Information

WHY 211?

- **IT'S FREE** - Just call or text to reach a real person who will connect you to real answers.
- **IT'S FAST** - You'll be quickly connected with available resources you need.
- **IT'S COMPREHENSIVE** - 211 is a central access point to the health and human services in Lake County...so you get the help you need.
- **IT'S CONFIDENTIAL** - You never have to provide your name...just your zip code.



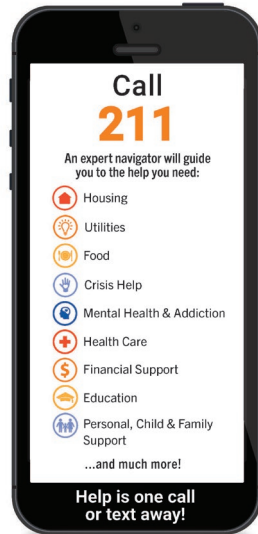
¡La ayuda está al alcance de una llamada o un mensaje de texto!

Llame al 211

Gratis • Confidencial
24/7 • Hable con una persona en vivo • 150+ Idiomas
Envíe por texto su código postal al 898211 • 211LakeCounty.org

Un navegador experto lo guiará con la ayuda que necesita:

- | | |
|---------------------|---|
| Vivienda | Salud Mental y Adicciones |
| Utilidades | Cuidado de Salud |
| Comida | Ayuda Financiera |
| Servicios de Crisis | Apoyo Personal, de Niños y Familia (y mucho más!) |



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Or visit us online at
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Thank you.