



**GET CONNECTED.
GET HELP.**

211

“Get Connected. Get Help.”

UWLC 211

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UWLC 211



211lakecounty.org
*Lake County's
most comprehensive
health and human
services database and
centralized access point
to information.*

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Purpose of 211

**To connect community members
(individuals, clients, patients, students, parents, agency/school staff)
to essential community services
through information and referral.**

"I need food for my family"

"I need mental health support"

"I can't pay my rent and utilities"

"I need healthcare"

"I need job assistance"



We can't help with that.

Please call back when we're open.



Why did you call us?

I don't know, please hold.

I'll transfer you to another agency.

We only serve Round Lake.

I'm not sure who you can call.



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211 is a call, text or click away



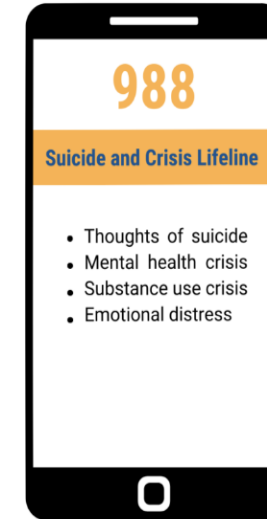
Call **211** from any phone



Text your zip code to **898-211**



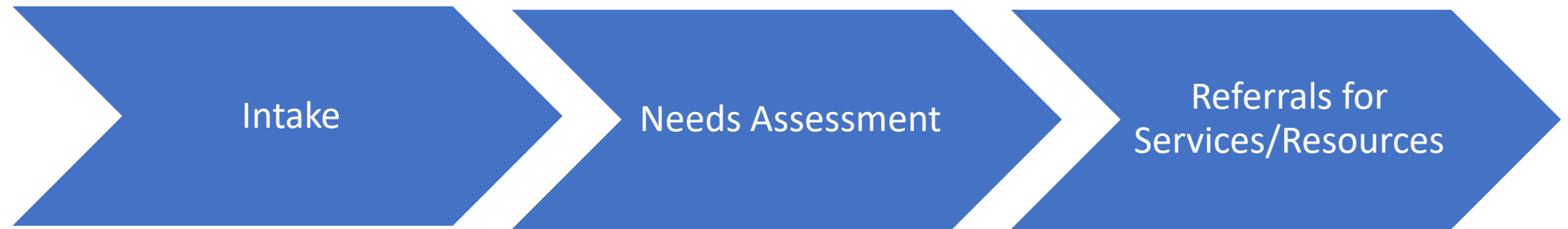
Visit **211LakeCounty.org**



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211 Navigation Process



Location/Demographics:

- Age
- Gender
- Impacted by Highland Park Shooting
- Needs related to COVID
- Source of Primary Income
- Veteran Status
- Ethnicity
- Race



HOUSING & SHELTER

- Rental Payment Assistance
- Low Income/Subsidized Rental Housing
- Homeless Shelters
- Mortgage Payment Assistance
- Transitional Housing/Shelter

Connections

FY2024 Contacts

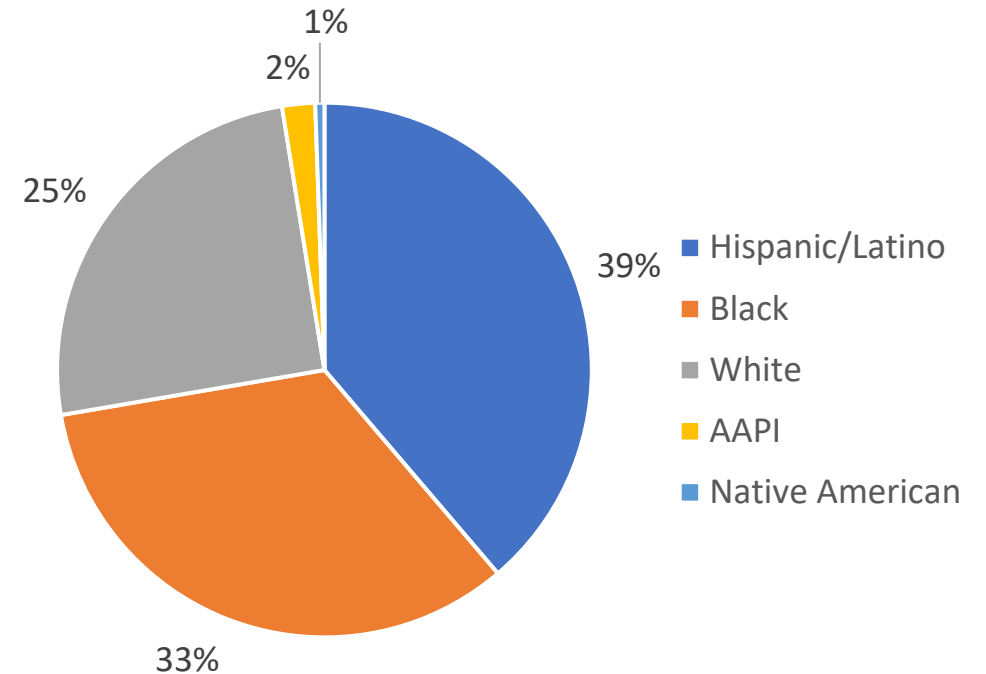
FY2024
Calls/Text
9,449

FY2024 Needs
12,210

FY2024 Referrals
15,161

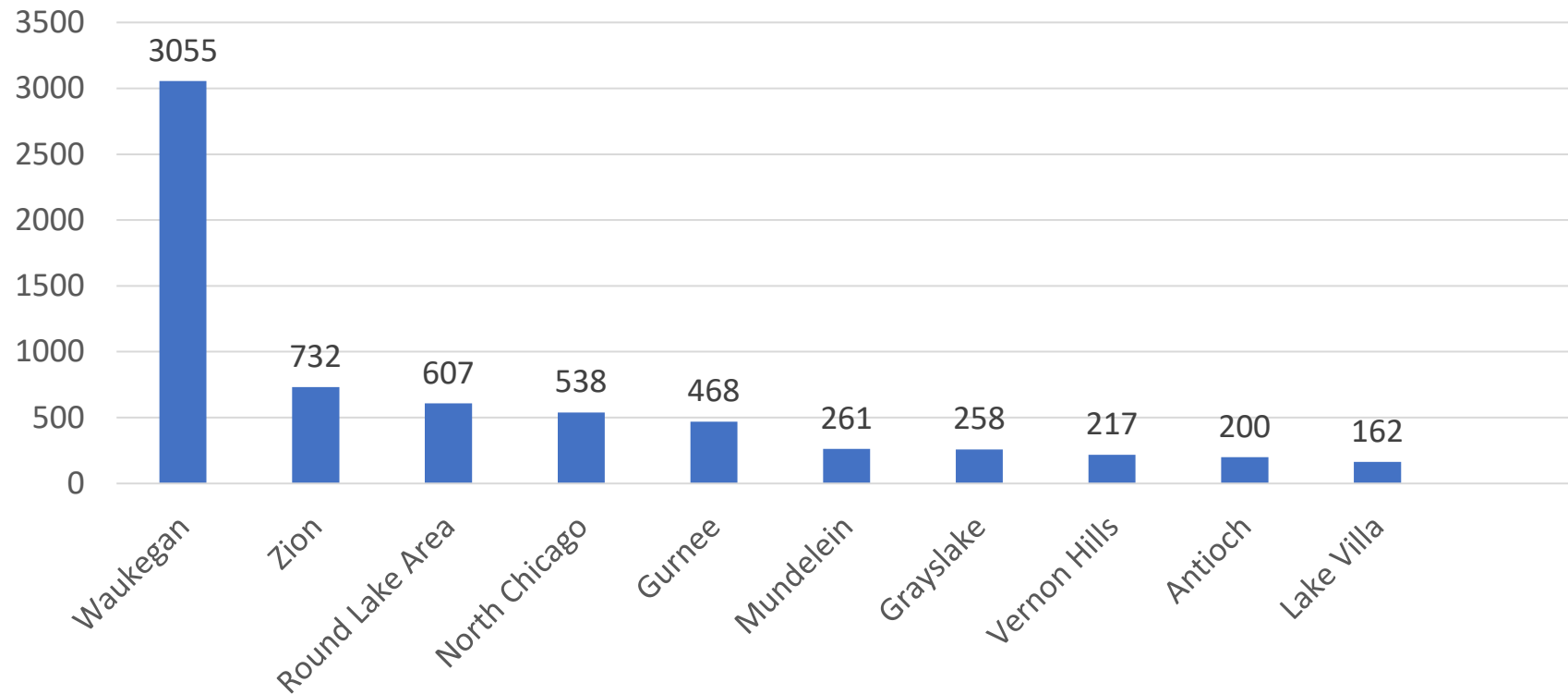
Top Callers FY 2024

- Race Ethnicity
 - Focus on reaching those with higher barriers to access
 - Note 39% Latino callers
 - 17% needing Spanish speaking navigators
- First time callers
 - 75% are people of color which has been on the rise since 11/2024
- Age
 - Majority are between 25 and 54
 - 18% over the age of 55
- Gender
 - 61% identify as female
 - 22% identify as male
 - 17% refused to answer and/or identified as transgender or non-binary



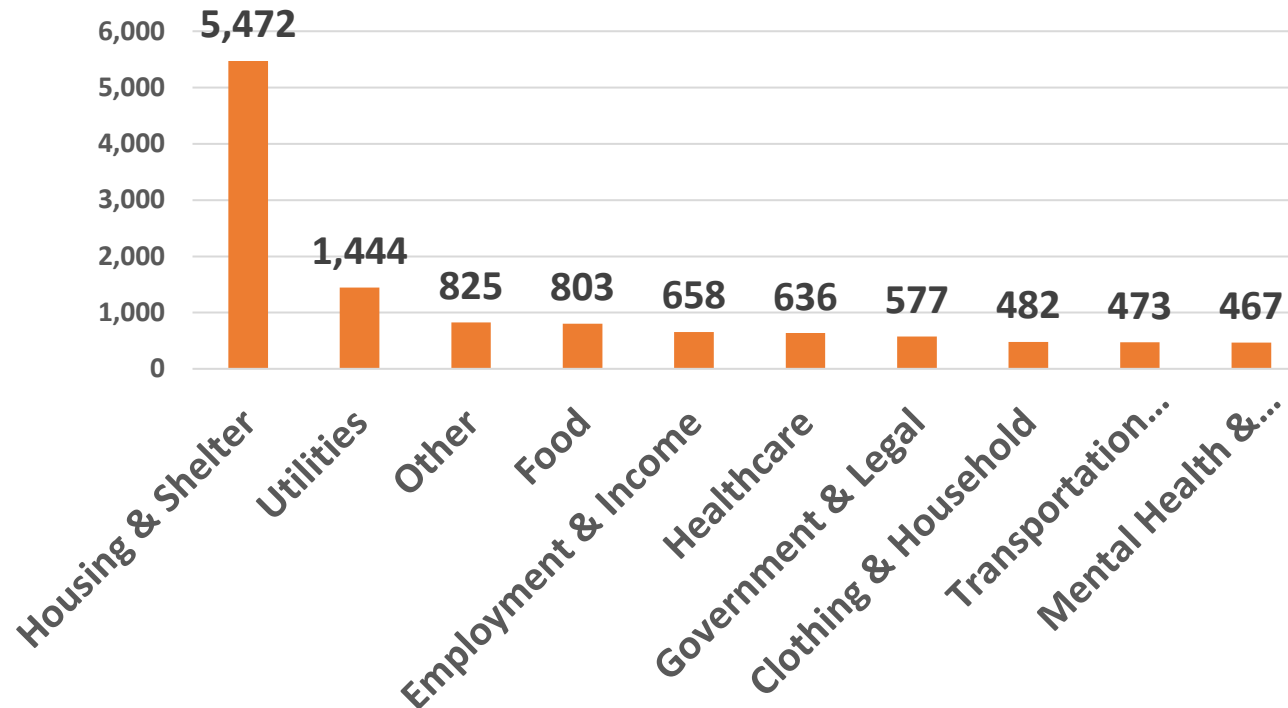
Top Cities – FY2024

Top 10 Cities Where Calls Originate

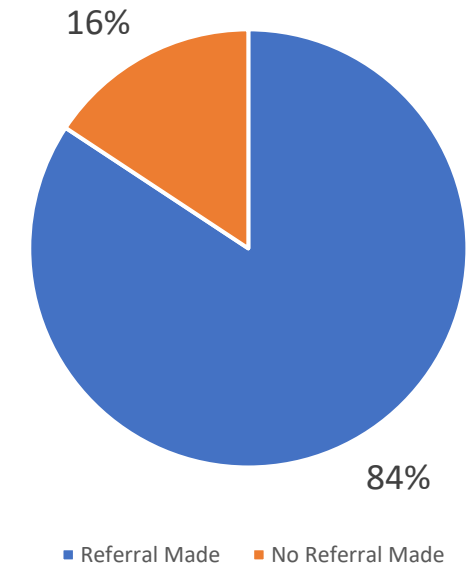


Top Needs FY2024

Top 10 Need Categories

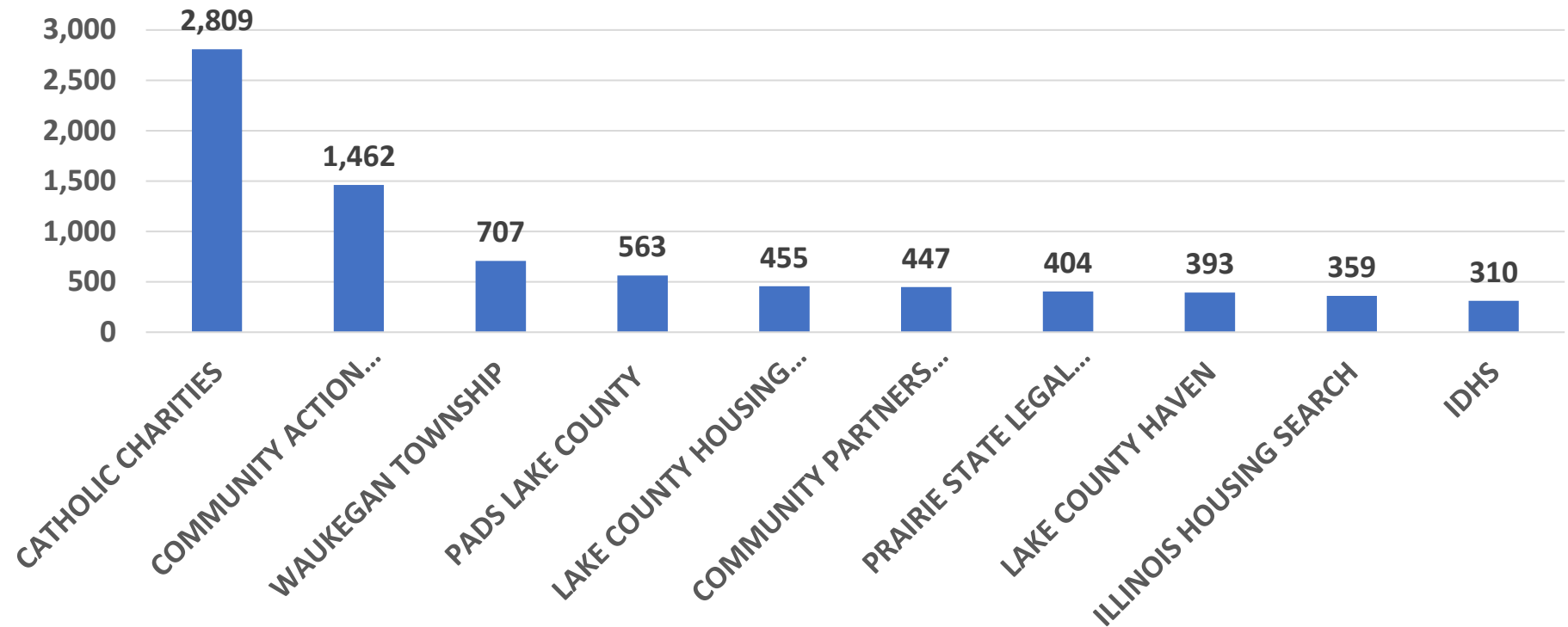


Total Referrals Made – 12,210



Top Agencies- FY2024

Top 10 Agencies Receiving Referrals from 211



2023/2024 PROJECTED 211 FUNDING

