

### Get Connected. Get Help.™



### **Connecting with 211**



Call 211 from any phone



Text your zip code to 898211



### Visit 211LakeCounty.org

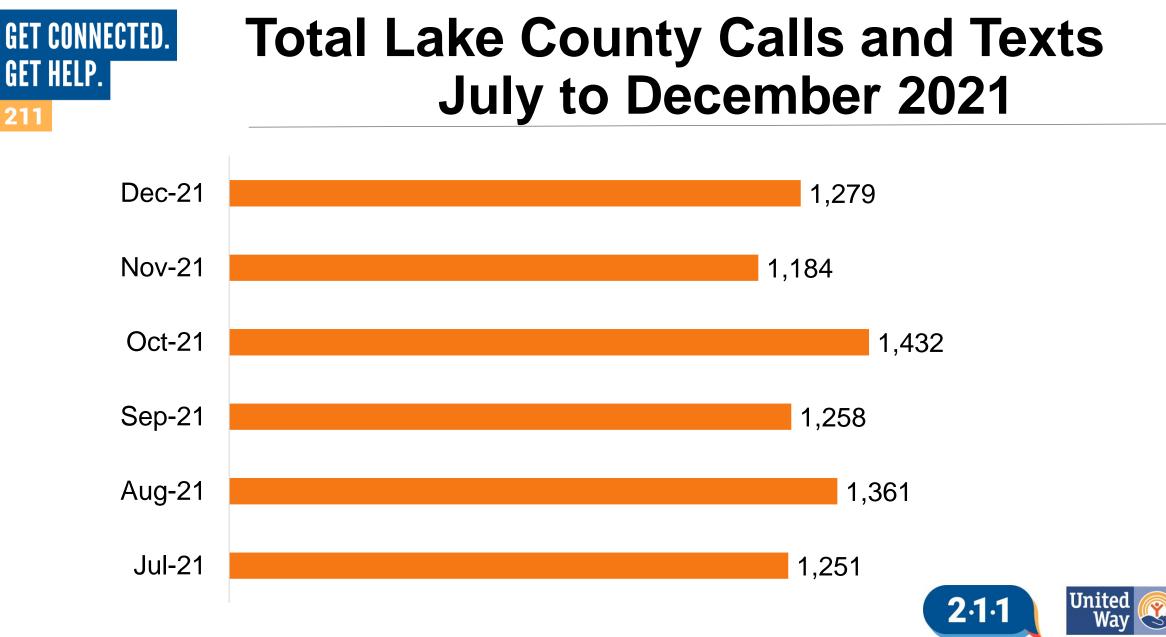
If you are outside of Illinois looking for help in Lake County or having an issue reaching 211, call 1-855-677-5253 toll free





# 7,765 Needs Requested in Lake County July to December 2021





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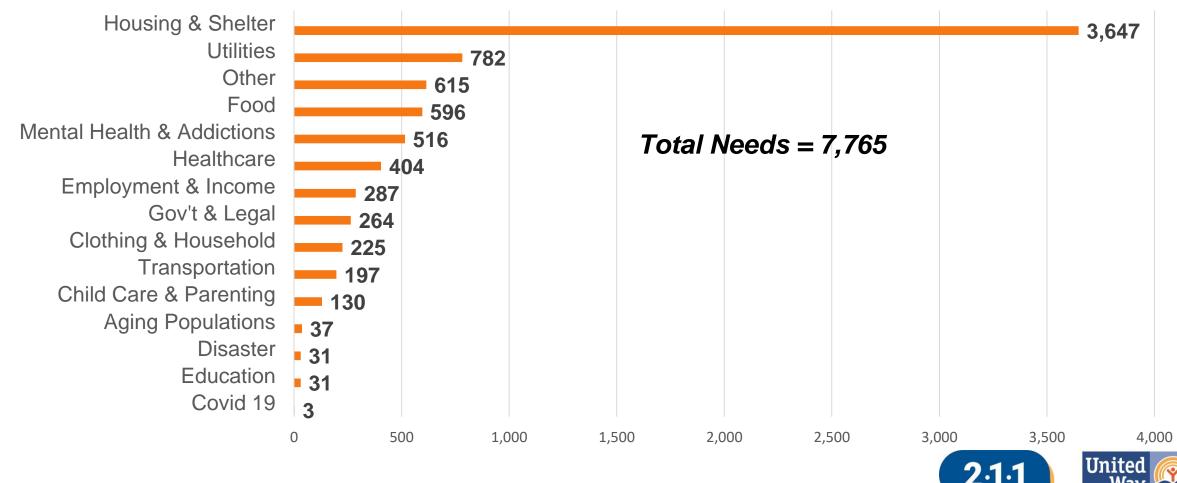


### Total Needs in Lake County July – December 2021

Way

United Way of Lake County

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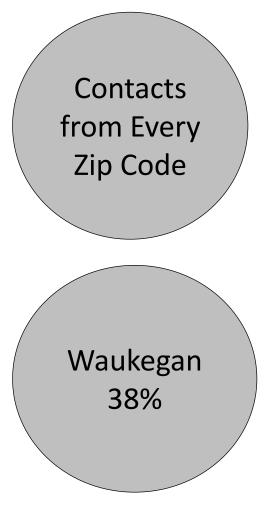
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### Communities Contacting 211 uwlc.211counts.org

#### **Top 10 Communities**

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





HighIntermediateLowNo Requests



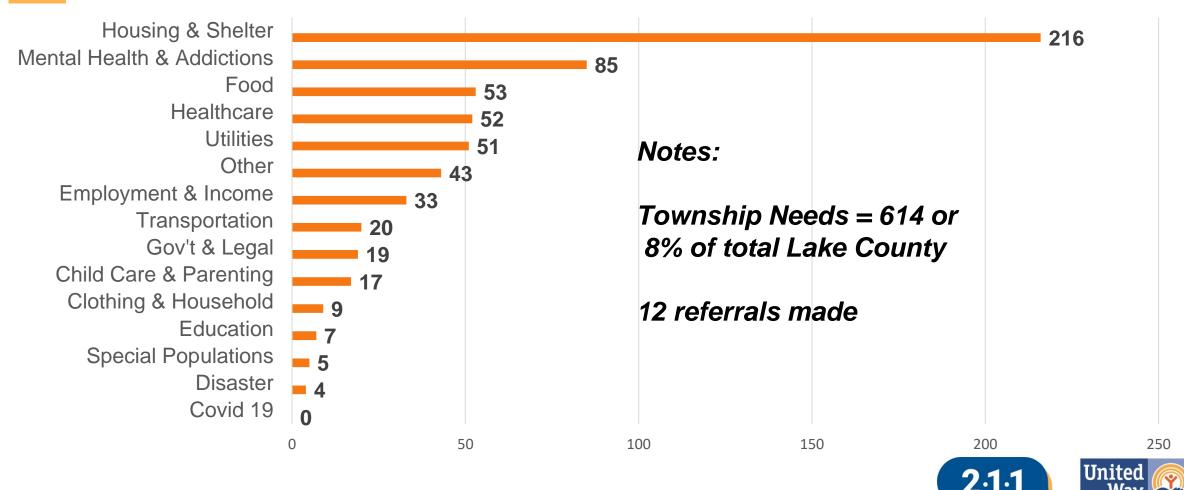


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### Total Needs in 60048,60,61 July – December 2021

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United Way of Lake County



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Top service requests Jul 1, 2	2021 To Dec 31, 2021 🔿			
TOP REQUEST CATEGORIES Displa	ay as: O PERCENT O COUNT	TOP HOUSING & SHELTER	REQUESTS	UNMET 🕄
Housing & Shelter	41.5%	Shelters	<mark>15.</mark> 0%	20%
Food	5.2%	Low-cost housing	13.5%	4%
Utilities	8.3%	Home repair/ maintenance	1.0%	50%
Healthcare & COVID-19	<mark>8.5</mark> %	Rent assistance	59.5%	7%
Mental Health & Addictions	10.4%	Mortgage assistance	4.5%	22%
Employment & Income	<mark>6</mark> .4%	Landlord/ tenant issues	4.5%	0%
Clothing & Household	1.7%	Contacts	1.0%	0%
Child Care & Parenting	2.5%	Other housing & shelter	1.0%	0%
Government & Legal	4.6%	0 = No requests made Not Available = Data not collec	ted	Requests > AND > 50%
Transportation Assistance	2.7%	Some requests are only computed at the category level		
Education	1.5%			
Disaster	<1%			
Other	<b>6</b> .2%			
Total for top requests	100%			

#### Top Housing and Shelter Requests:

- *Rent Assistance 59.5%*
- Shelters 15%
- Low Cost Housing 13.5%

#### Requests by ZIP Code Housing & Shelter | All

ZIP Code - Requests - Adult Population -

<ul> <li>in poverty</li> <li>State rate: -</li> </ul>	<ul> <li>unemployed State rate: -</li> </ul>	<ul> <li>&lt; h.s. diploma State rate: -</li> </ul>	rental housing     State rate: -
Beach +	NS3/	10 duniec	Hover to show details
und Lake		1	
	Grayslake		
· · · ·		- ///	North Chicago
1	120	1.21	1 ALIA
	4		A GIT
		Libertyville A	
2		T	N/
Fore Ave	Mundelein		Lake Forest
			High
N: K=		4	Intermediate
A	Ve		No Request
2/1/2		Leaflet   ©	OpenStreetMap contributor

#### TOP 10: Highest rates of requests for Housing & Shelter by ZIP Code

S			710.0-4-	
Rank	ZIP Code	Rank	ZIP Code	
1	60064	6	60020	
2	60085		60073	
3	60099	8	60096	
4	60087	9	60002	
5	60031	10	60061	

#### Request by time

Housing & Shelter requests in the last year and prior year





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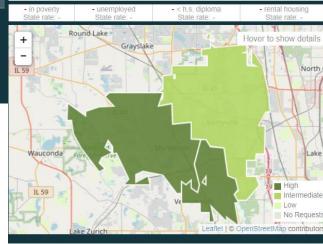
### Go To: 211LakeCounty.org

P REQUEST CATEGORIES Display as: O PERCENT O COUNT	TOP MENTAL HEALTH & ADDICTIONS REQUESTS	UNMET 🚯
Housing & Shetter 41.5%	Substance abuse & addictions 24.0%	17%
Food <b>5.2%</b>	Marriage & family 0%	0%
Utilities <b>8.</b> 3%	Crisis intervention & suicide 24.0%	0%
Healthcare & COVID-19 8.5%	Mental health services 50.0%	0%
Mental Health & Addictions 10.4%	Mental health facilities 2.0%	0%
Employment & Income 6,4%	Other mental health & 0% addictions	0%
Clothing & Household 1.7%	0 = No requests made	Requests >100
Child Care & Parenting 2.5%	Not Available = Data not collected Some requests are only computed at the category level	AND > 50%
Government & Legal 4.6%		
Transportation Assistance 2.7%		
Education <b>1.5%</b>		
Disaster <1%		

#### Top Mental Health Requests

- Mental Health Services 50%
- Crisis Prevention & Suicide 24%
- Substance Abuse & Addiction 24%

#### equests by ZIP Code Mental Health & Addictions | All



ank	ZIP Code	Rank	ZIP Code
	60064	6	60099
2	60044	7	60042
3	60085	8	60031
4	60087	9	60041
5	60061	10	60096

#### Request by time

Mental Health & Addictions requests in the last year and prior year





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# 211 Two Year Review and Panel https://www.youtube.com/watch?v=wdFec5kCMDU



Kelly Brown Interface Children & Family Services Billy McKinney City of Zion Brenda O'Connell Lake County Government Mary Lockhart White

Community Action Partnership of Lake County Anna Yankelev Lake County Health Department

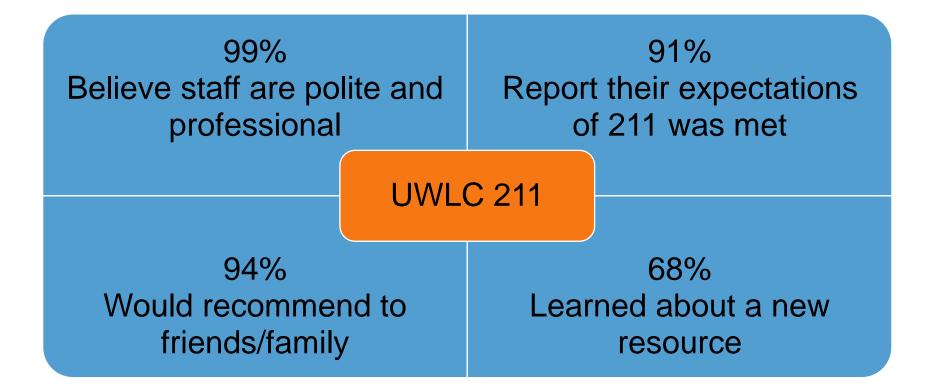




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### Satisfaction with 211\*





\*211Lake County – 2 year review





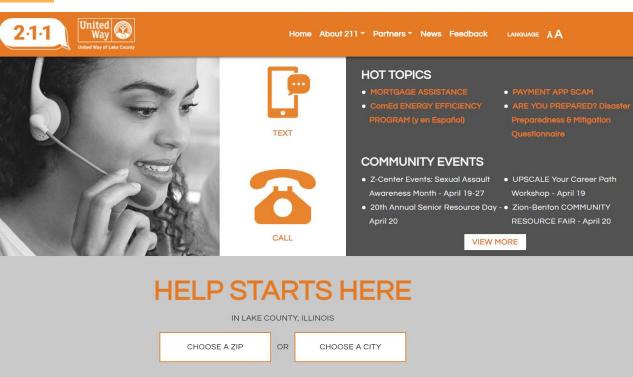


\*211Lake County – 2 year review

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#### Rack Card for Brochure Display Stand

This rack card fits in most brochure display stands and is bilingual (English/Spanish).

The bottom portion tears off to a business card size to fit in wallets.

Double-sided, 3.5 in x 8.5 in.



Home About 211 - Partners - News Feedback LANGUAGE & A

#### First Responder Card/Wallet Card

The front-line responders can only do so much.

This card was produced so they can easily direct those who require additional assistance to 211.

Card is bilingual (English and Spanish).

Double-sided, 3.5 in x 2 in



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## Thank you

