



**Get Connected. Get Help.™**

GET CONNECTED.  
GET HELP.

211



# 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



211

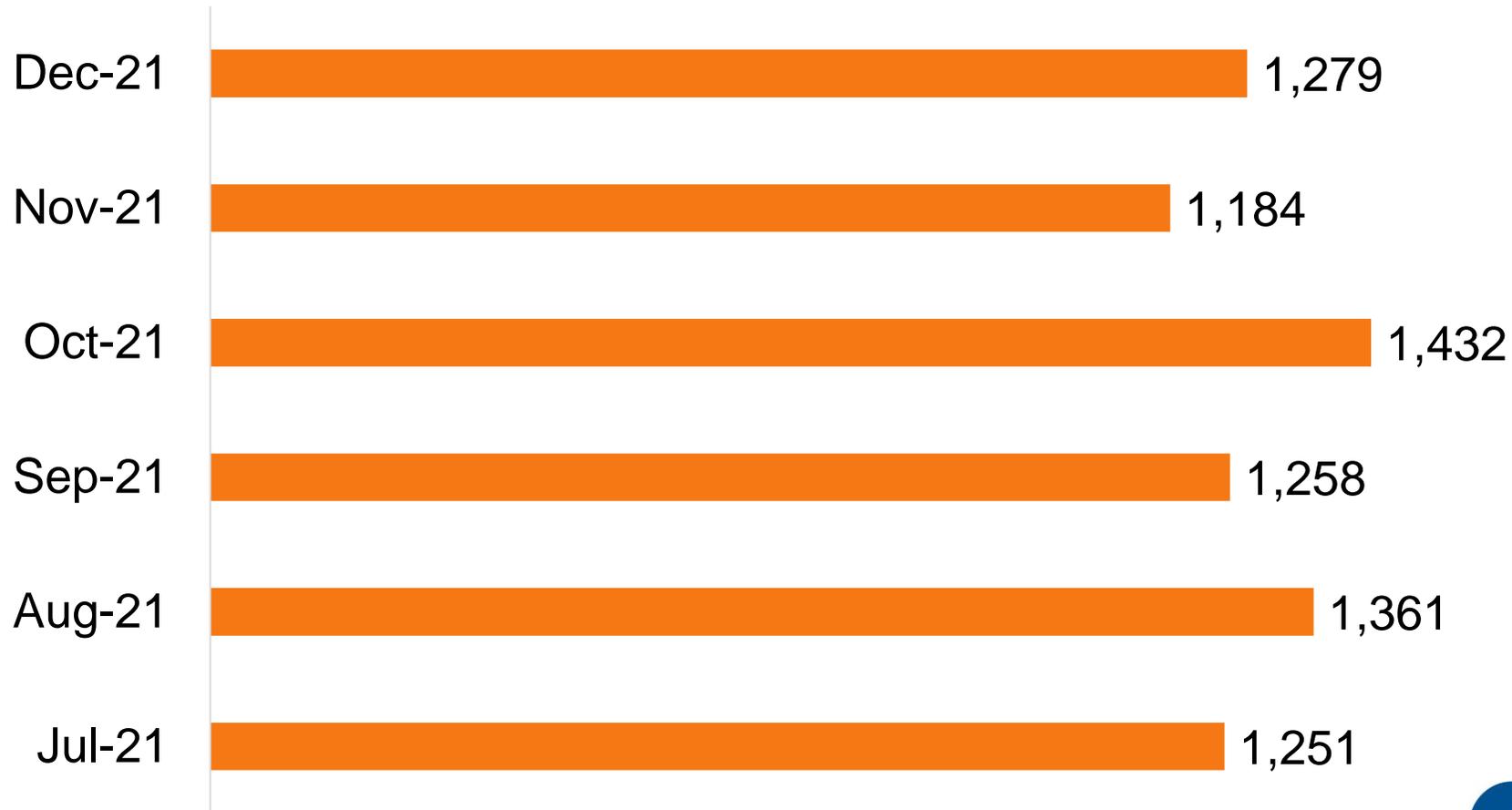
# 7,765 Needs Requested in Lake County July to December 2021



GET CONNECTED.  
GET HELP.

211

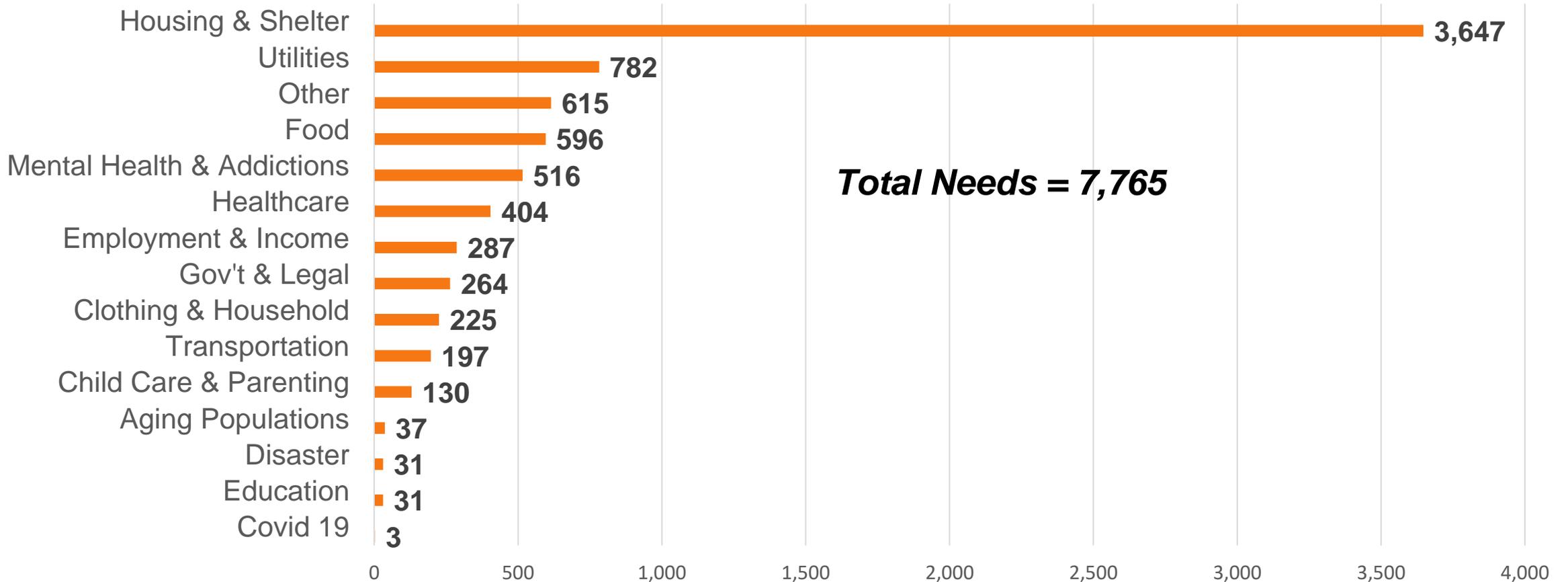
# Total Lake County Calls and Texts July to December 2021



GET CONNECTED.  
GET HELP.

211

# Total Needs in Lake County July – December 2021



GET CONNECTED.  
GET HELP.

211

# Communities Contacting 211

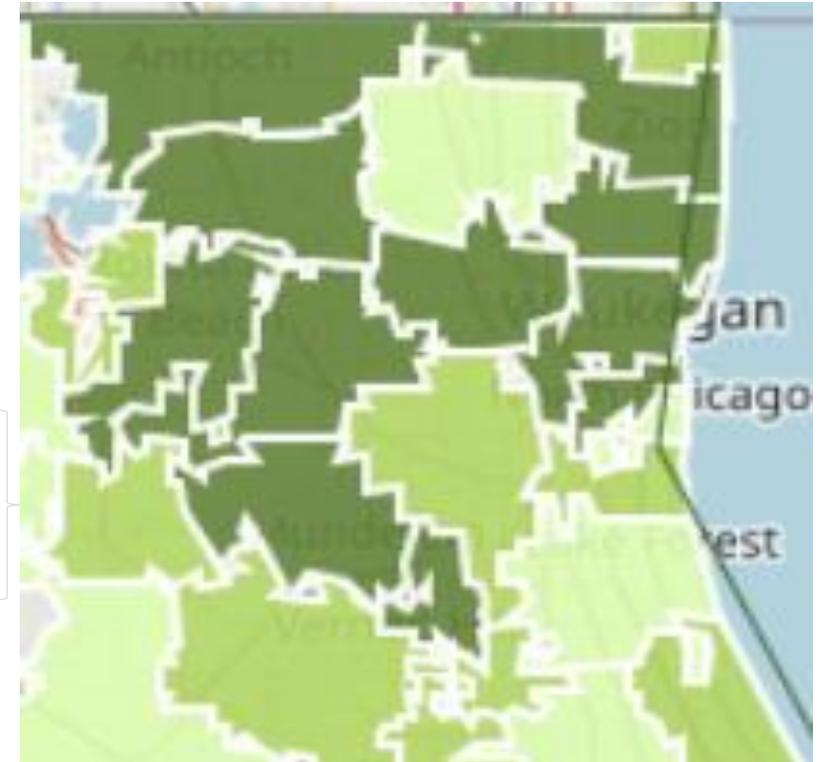
[uwlc.211counts.org](http://uwlc.211counts.org)

## 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

Contacts  
from Every  
Zip Code

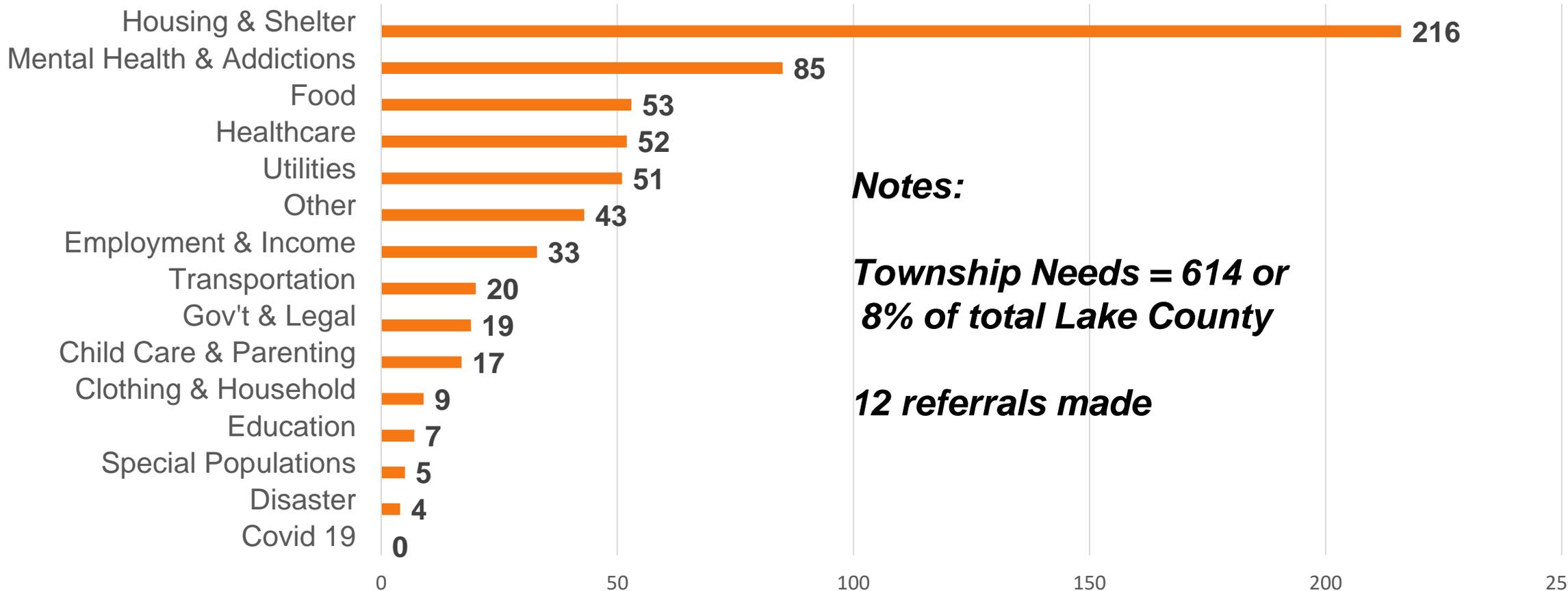
Waukegan  
38%



GET CONNECTED.  
GET HELP.

211

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



**Notes:**

**Township Needs = 614 or  
8% of total Lake County**

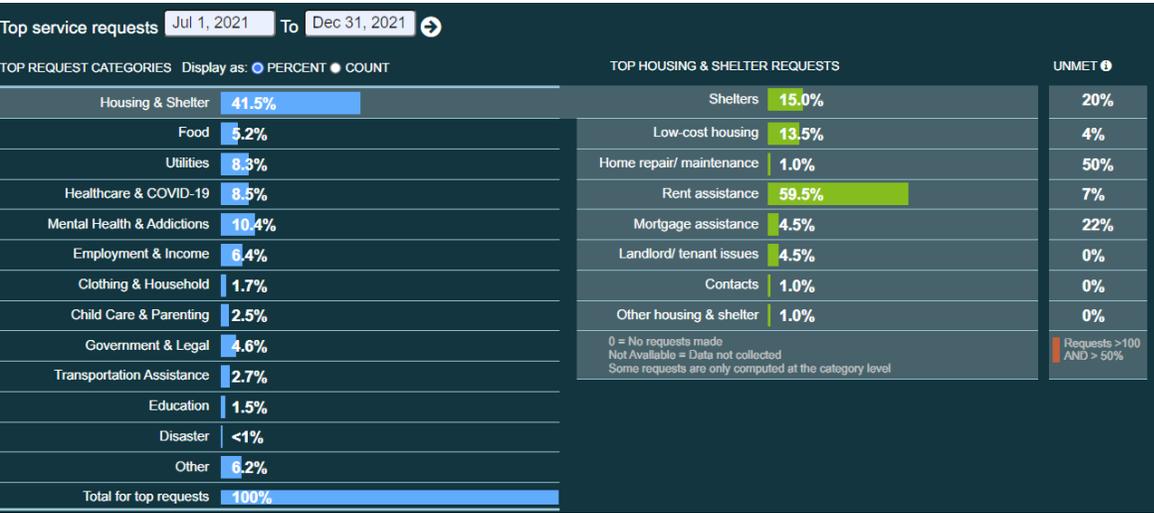
**12 referrals made**



**GET CONNECTED.  
GET HELP.**

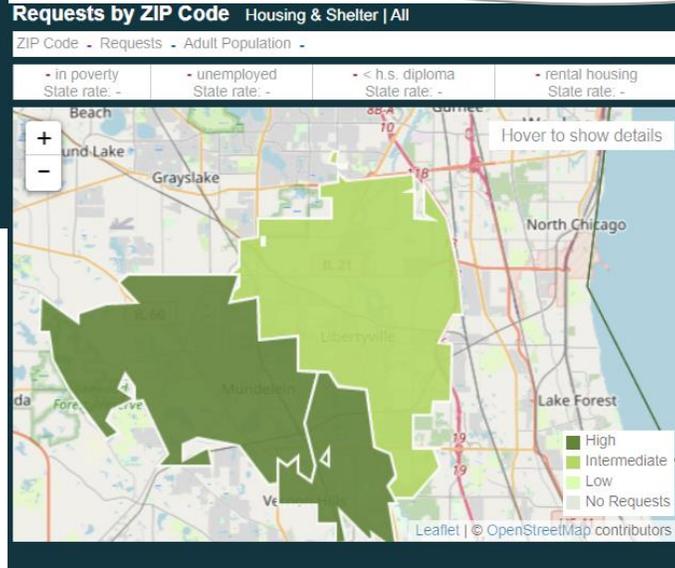
**211**

# Go To: [211LakeCounty.org](https://211LakeCounty.org)



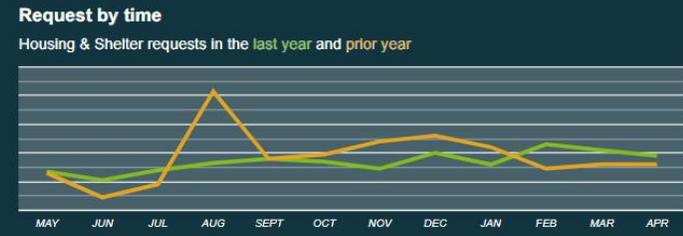
**Top Housing and Shelter Requests:**

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



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

Rank	ZIP Code	Rank	ZIP Code
1	60064	6	60020
2	60085	7	60073
3	60099	8	60096
4	60087	9	60002
5	60031	10	60061



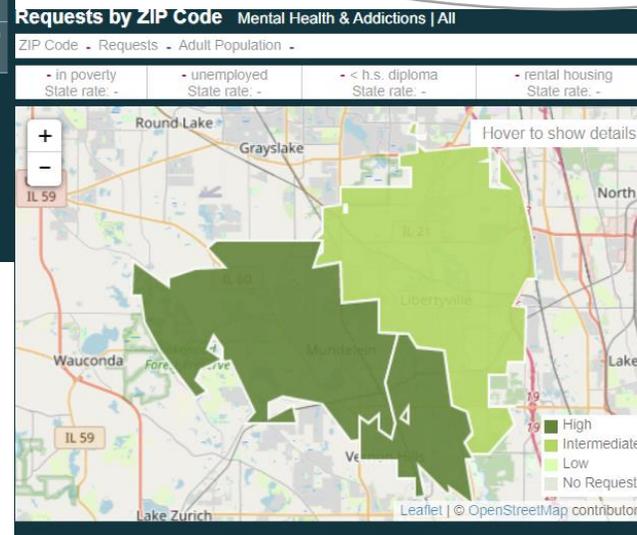
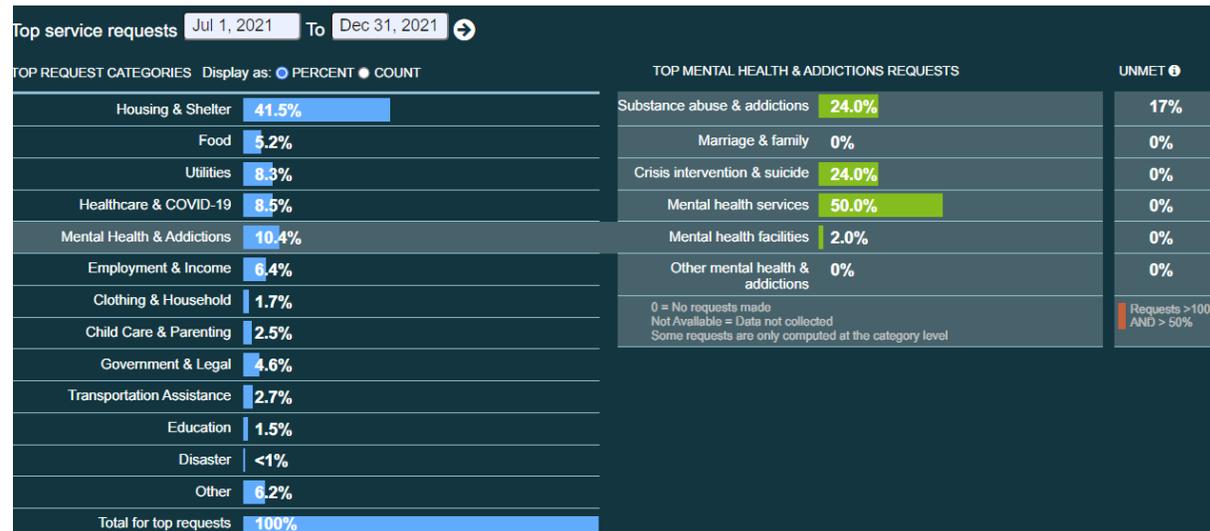
**GET CONNECTED.  
GET HELP.**

**211**

# Go To: [211LakeCounty.org](http://211LakeCounty.org)

## Top Mental Health Requests

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



TOP 10: Highest rates of requests for **Mental Health & Addictions** by ZIP Code

Rank	ZIP Code	Rank	ZIP Code
1	60064	6	60099
2	60044	7	60042
3	60085	8	60031
4	60087	9	60041
5	60061	10	60096



**GET CONNECTED.  
GET HELP.**

**211**

# 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

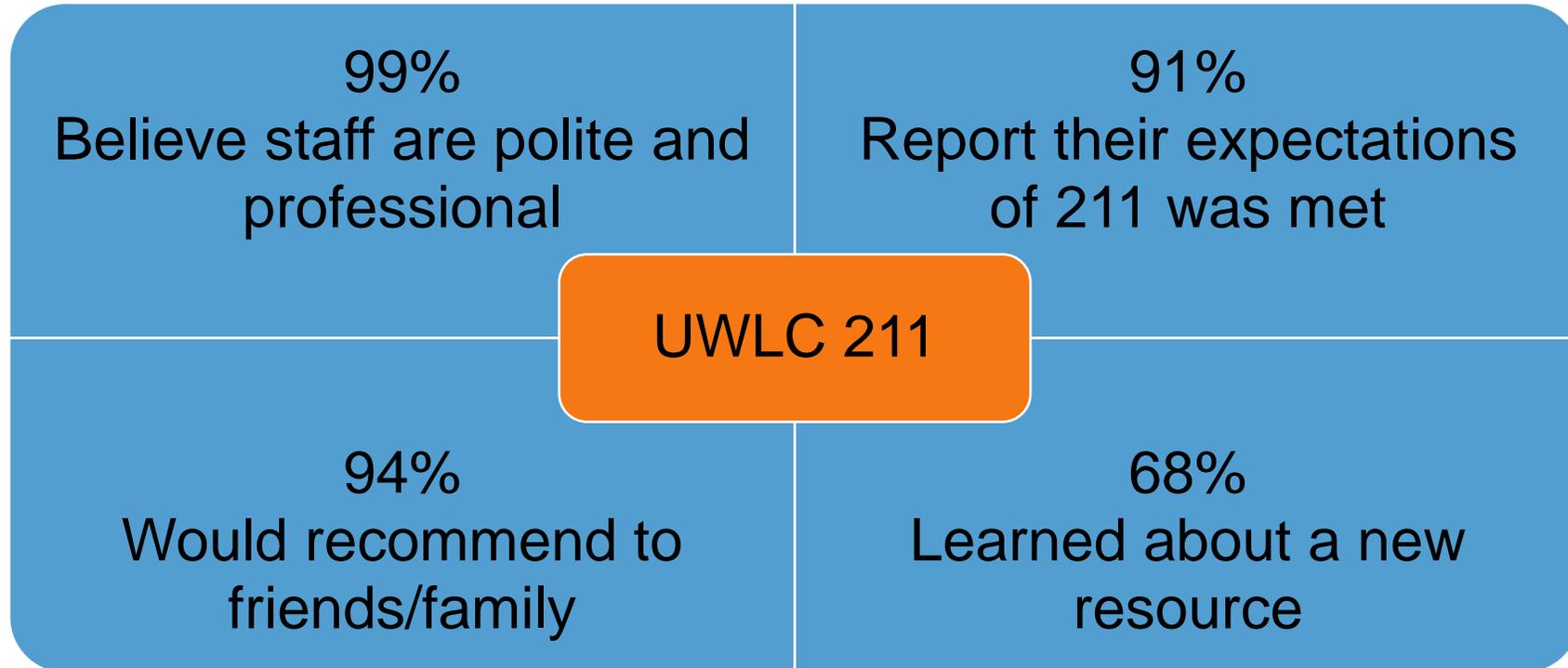


**Mary Lockhart White**  
Community Action  
Partnership of  
Lake County



**Anna Yankelev**  
Lake County Health  
Department

# Satisfaction with 211\*



\*211Lake County – 2 year review

GET CONNECTED.  
GET HELP.

211

# Accessing Services\*

87% received  
information  
they needed

67%  
followed up  
on a referral

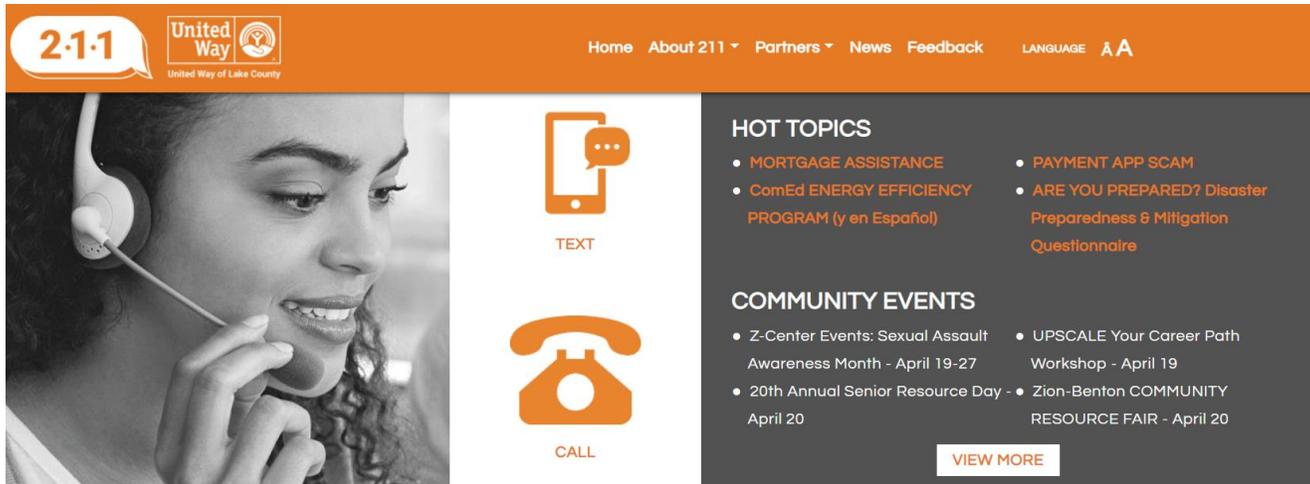
51% in  
service  
pipeline

\*211Lake County – 2 year review

GET CONNECTED.  
GET HELP.

211

# Go To: 211LakeCounty.org



## HELP STARTS HERE

IN LAKE COUNTY, ILLINOIS

CHOOSE A ZIP

OR

CHOOSE A CITY



### 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.



### 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



211

Thank you

