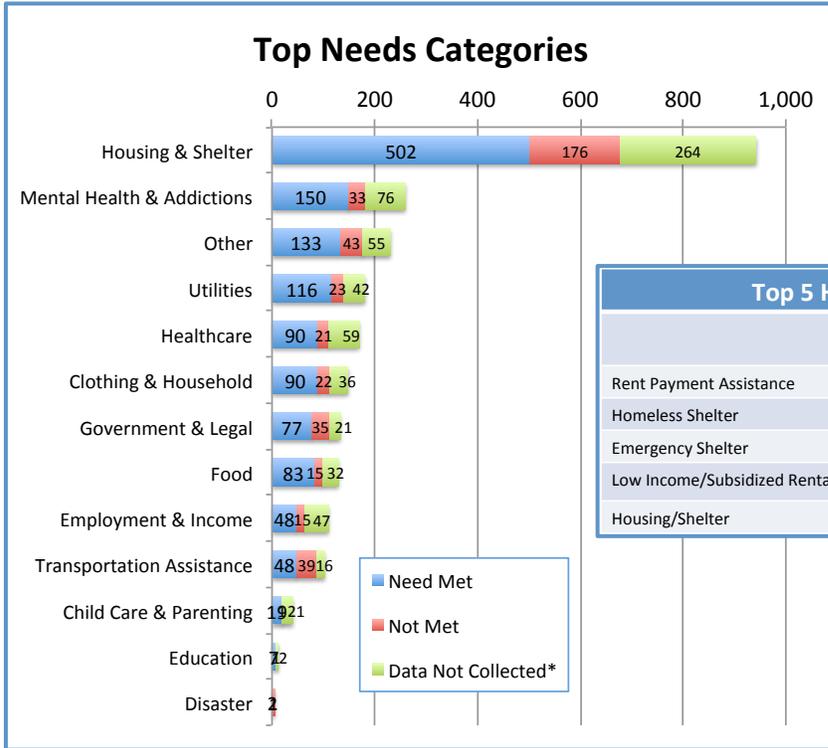


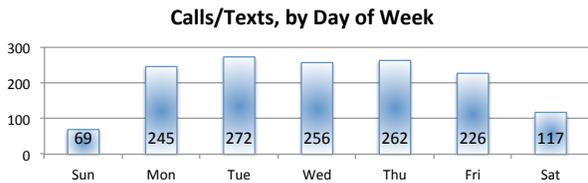
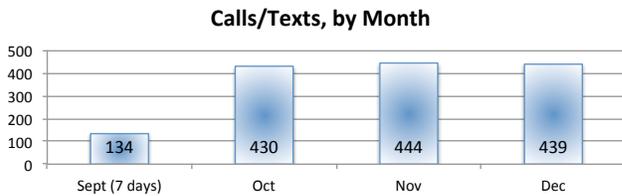
United Way of Lake County Summary of 211 Quarterly Data 9/24/2019-12/31/2019



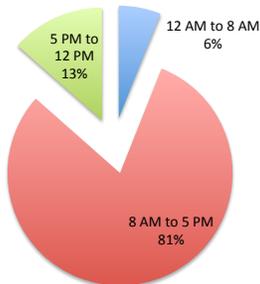
9/24/2019-12/31/2019:
1,447 Calls/Texts; with
2,470 Need Requests

Top 5 Housing & Shelter Needs

	Need Met	Not Met	Data Not Collected*	Total
Rent Payment Assistance	109	17	57	183
Homeless Shelter	79	13	40	132
Emergency Shelter	52	15	23	90
Low Income/Subsidized Rental Housing	39	6	16	61
Housing/Shelter	22	15	9	46



Time of Weekday Calls/Texts



30% of calls/texts came in outside of normal business hours (weekend; or 5 PM to 8 AM)

Calls/Texts, by City

Waukegan	430
Zion	140
Antioch	90
North Chicago	74
Round Lake	71
Gurnee	62
Grayslake	50
Mundelein	49
Lake Villa	31
Vernon Hills	29
Libertyville	25
Fox Lake	25
Other cities	247
Not collected*	124

Type of Calls/Texts

Phone	1,100
Text	259
Data not collected*	88

Calls/Texts, by Age

Under 18	36
18-54	695
55+	507
Data not collected*	209

211lakecounty.org:

- 12,195 unique website visits

* Data was not reported in all fields. Staff is working to improve the completeness of the data collection process.