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

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Top Needs Categories

- Housing & Shelter
- Mental Health & Addictions
- Other
- Utilities
- Healthcare
- Clothing & Household
- Government & Legal
- Food
- Employment & Income
- Transportation Assistance
- Child Care & Parenting
- Education
- Disaster

Calls/Texts, by Month

- Sept (7 days)
- Oct
- Nov
- Dec

Calls/Texts, by Day of Week

- Sun
- Mon
- Tue
- Wed
- Thu
- Fri
- Sat

Time of Weekday Calls/Texts

- 8 AM to 5 PM: 81%
- 5 PM to 12 PM: 13%
- 12 AM to 8 AM: 6%

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

Top 5 Housing & Shelter Needs

<table>
<thead>
<tr>
<th>Need Met</th>
<th>Not Met</th>
<th>Data Not Collected*</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rent Payment Assistance</td>
<td>109</td>
<td>17</td>
<td>57</td>
</tr>
<tr>
<td>Homeless Shelter</td>
<td>79</td>
<td>13</td>
<td>40</td>
</tr>
<tr>
<td>Emergency Shelter</td>
<td>52</td>
<td>15</td>
<td>23</td>
</tr>
<tr>
<td>Low Income/Subsidized Rental Housing</td>
<td>39</td>
<td>6</td>
<td>16</td>
</tr>
<tr>
<td>Housing/Shelter</td>
<td>22</td>
<td>15</td>
<td>9</td>
</tr>
</tbody>
</table>

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
- Data 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.