

**United Way of Lake County 211
COVID-19 Special Report
August 1 - 31, 2020**



211 Specialist Interactions for All Calls/Texts	August	Change from February
Calls and Texts to 211	1,150	219%

Individuals Calling/Texting 211 Identifying Needs Related to COVID -19	802
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Summary of All Needs by Category	August	Change from February
Housing & Shelter	1,150	320%
Utilities	643	990%
Food	128	341%
Other	66	20%
Healthcare	63	11%
Employment & Income	61	39%
Government & Legal	47	7%
Clothing & Household	45	114%
Mental Health & Addictions	43	-33%
Child Care & Parenting	34	386%
Aging Population Services	19	-14%
Transportation Assistance	19	-41%
Disaster	12	n/a
Education	2	-33%

Top Ten Communities with COVID-19 Need	
Waukegan	227
Round Lake	61
Gurnee	51
Zion	50
Mundelein	37
North Chicago	36
Vernon Hills	34
Lake Villa	32
Antioch	30
Grayslake	26

Top Ten Needs from All Calls/Texts	August	Change from February
Rent Payment Assistance	760	1483%
Electric Service Payment Assistance	401	1283%
Gas Service Payment Assistance	161	2583%
Food Pantries	100	355%
Mortgage Payment Assistance	98	1533%
Low Income/Subsidized Rental Housing	52	30%
Water Service Payment Assistance	45	543%
Homeless Shelter	44	76%
Transitional Housing/Shelter	25	67%
Area Agencies on Aging	19	-14%

Top Ten Needs from COVID-19 Calls/Texts		
Need	Referral Made	No Referral Made
Rent Payment Assistance	351	1
Electric Service Payment Assistance	149	2
Gas Service Payment Assistance	65	1
Mortgage Payment Assistance	37	
Food Pantries	35	
Water Service Payment Assistance	23	1
Low Income/Subsidized Rental Housing	14	
Homeless Shelter	11	3
Area Agencies on Aging	10	2
Rental Deposit Assistance	11	1

Website	August	Change from February
Users	2,671	-6%
Sessions	3,365	-4%