

**United Way of Lake County 211
COVID-19 Special Report
September 1-30, 2020**



211 Specialist Interactions for All Calls/Texts	September	Change from February
Calls and Texts to 211	879	143%

Individuals Calling/Texting 211 Identifying Needs Related to COVID -19	474
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Summary of All Needs by Category	September	Change from February
Housing & Shelter	758	177%
Utilities	198	236%
Food	147	407%
Other	103	87%
Mental Health & Addictions	90	41%
Clothing & Household	74	252%
Employment & Income	68	55%
Healthcare	69	21%
Transportation Assistance	34	6%
Government & Legal	31	-30%
Child Care & Parenting	30	329%
Aging Population Services	19	-14%
Education	1	-67%

Top Ten Communities with COVID-19 Need	
Waukegan	152
Round Lake	45
Zion	30
Gurnee	28
Antioch	25
Lake Villa	19
Grayslake	18
North Chicago	18
Vernon Hills	16
Mundelein	14

Top Ten Needs from All Calls/Texts	September	Change from February
Rent Payment Assistance	372	675%
Electric Service Payment Assistance	126	334%
Food Pantries	103	368%
Homeless Shelter	61	144%
Mortgage Payment Assistance	59	883%
Low Income/Subsidized Rental Housing	56	40%
Gas Service Payment Assistance	30	400%
Diapers	28	600%
Water Service Payment Assistance	28	300%
Undesignated Temporary Financial Assistance	26	420%

Top Ten Needs from COVID-19 Calls/Texts		
Need	Referral Made	No Referral Made
Rent Payment Assistance	253	9
Electric Service Payment Assistance	73	4
Mortgage Payment Assistance	29	0
Gas Service Payment Assistance	22	1
Food Pantries	19	1
Water Service Payment Assistance	16	2
Undesignated Temporary Financial Assistance	11	2
Diapers	11	0
Specialized Information and Referral	10	0
General Relief	10	0

Website	September	Change from February
Users	2,536	-10%
Sessions	3,111	-12%