

United Way of Lake County
211 Quarterly Data Summary
Q3 FY 25/26 (1/1/2026 - 3/31/2026)



 **2,284**
 Calls and Texts

Year-over-year change: **+1%**

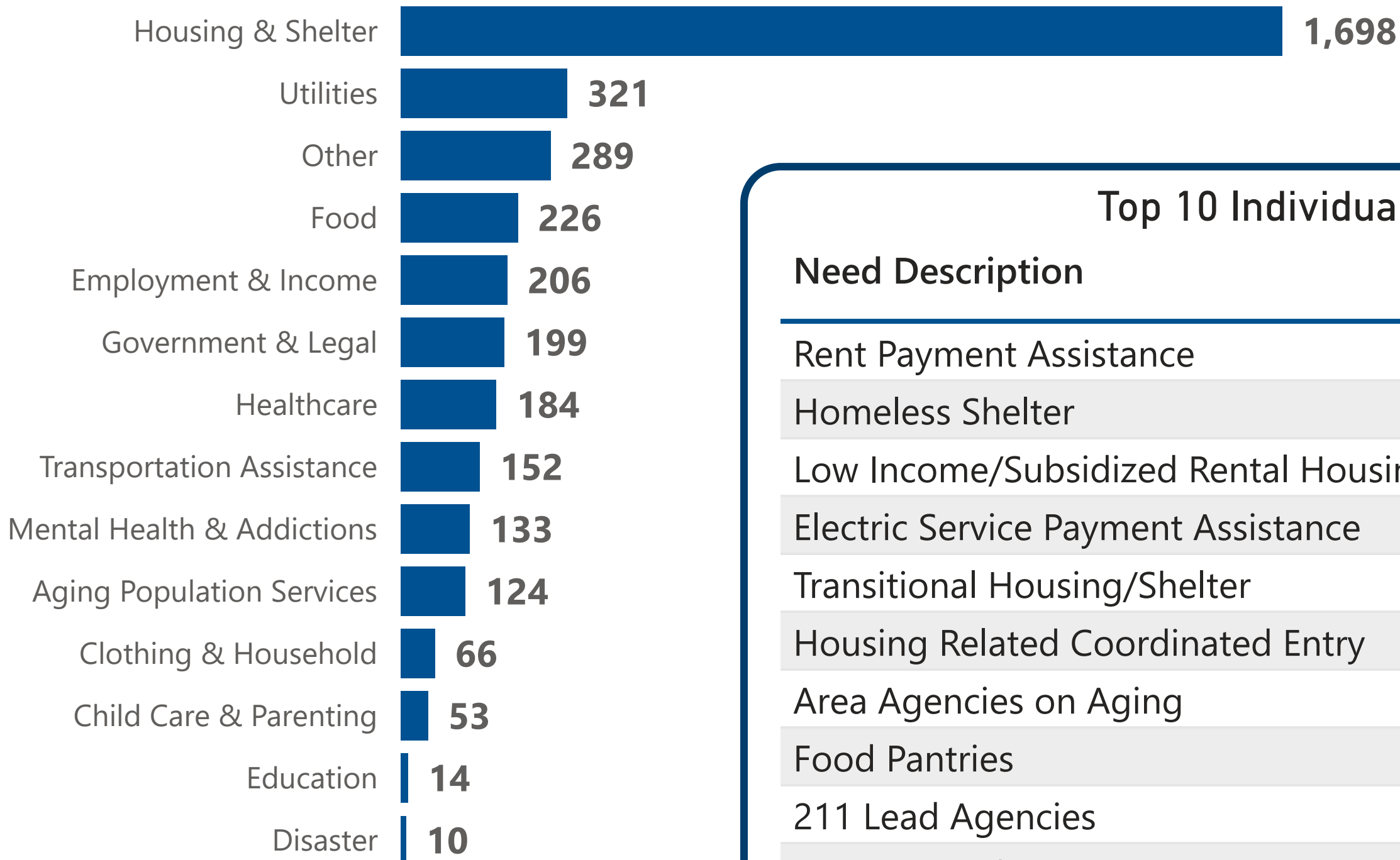
 **19,553**
 Web Sessions

Year-over-year change: **+8%**

 **21,837**
 Total Contacts

Year-over-year change: **+8%**

Needs by Category

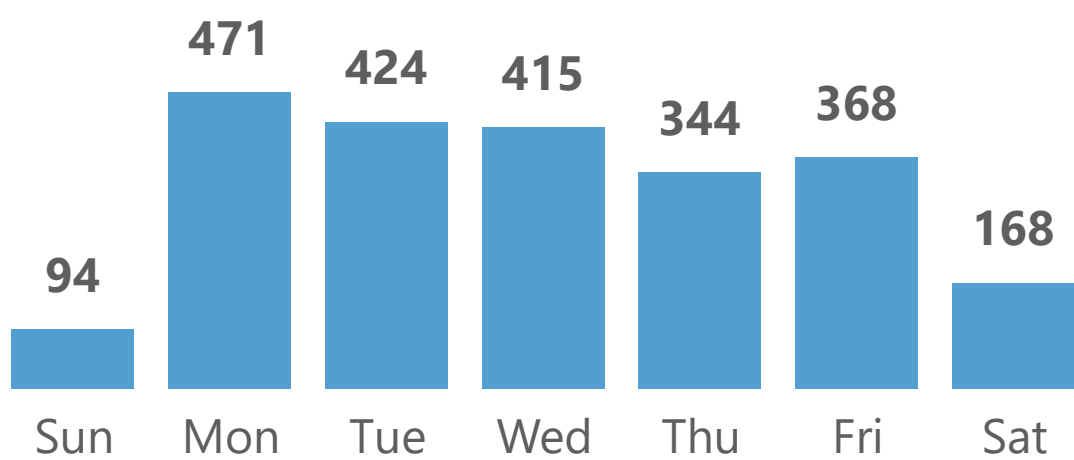


73% of all client needs received a referral.

Top 10 Individual Needs

Need Description	Needs	% Referred
Rent Payment Assistance	411	89%
Homeless Shelter	192	54%
Low Income/Subsidized Rental Housing	192	95%
Electric Service Payment Assistance	185	96%
Transitional Housing/Shelter	169	92%
Housing Related Coordinated Entry	130	69%
Area Agencies on Aging	124	93%
Food Pantries	120	96%
211 Lead Agencies	95	83%
Housing Authorities	61	87%

Contacts by Day of Week



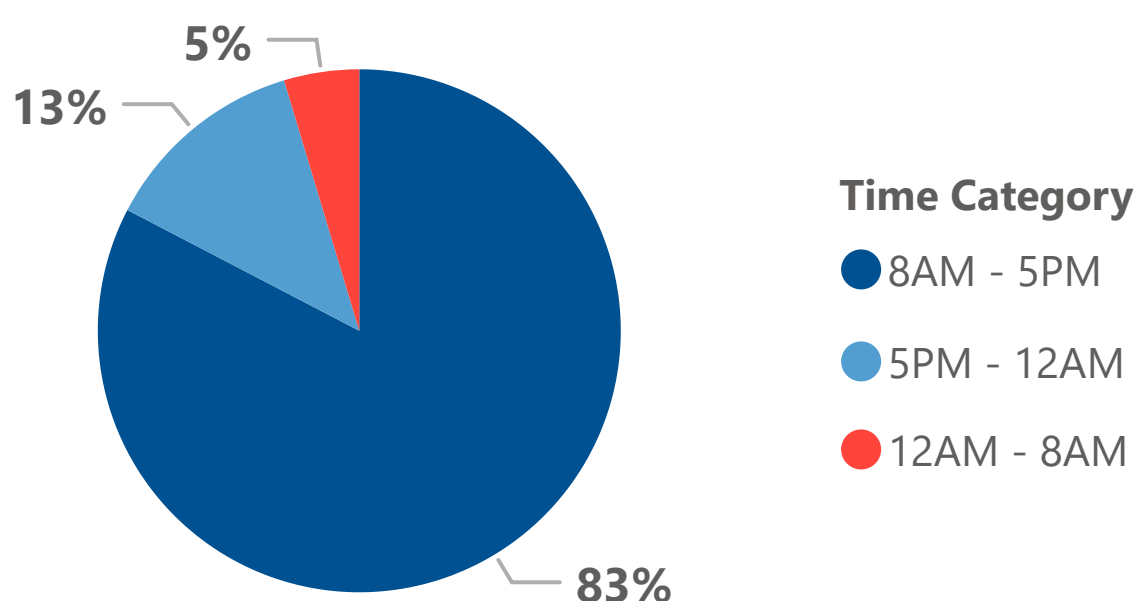
Contacts by Method

Contact Method	Contacts
Phone	1,800
2-Way Text	279

Top 10 Cities

City	Contacts
Waukegan	751
Zion	187
Gurnee	150
Round Lake Area	143
North Chicago	126
Mundelein	73
Vernon Hills	58
Antioch	56
Lake Villa	51
Gravslake	45

Contacts by Time (Weekdays)



Contacts by Age Group

Age Group	Contacts%
<18	1%
18-54	70%
55+	29%

Note: Above detail excludes counts for missing or invalid data entries.