

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



211 Specialist Interactions	March	Change from February
Calls and Texts to 211	692	92%

Website	March	Change from February
Unique Website Users	4,696	66%
Number of Visits to Website	5,838	66%

Top Ten Needs - All Calls/Texts	March	Change from February
Rent Payment Assistance	155	223%
Food Pantries	109	395%
Electric Service Payment Assistance	72	148%
Homeless Shelter	45	80%
Gas Service Payment Assistance	25	317%
Area Agencies on Aging	22	0%
Mortgage Payment Assistance	20	233%
Low Income/Subsidized Rental Housing	20	-50%
Home Delivered Meals	19	1800%
Rental Deposit Assistance	18	13%
211 Lead Agencies (tied with Rental Deposit Assistance at 18 each)	18	500%

Summary of All Needs by Category	March	Change from February
Housing & Shelter	395	44%
Food	145	400%
Utilities	126	114%
Other (and #N/A)	117	52%
Government & Legal	47	7%
Healthcare	43	-25%
Clothing & Household	36	71%
Mental Health & Addictions	36	-44%
Employment & Income	33	-25%
Transportation Assistance	29	-9%
Child Care & Parenting	19	171%
Disaster	3	n/a
Education	1	-67%

Individuals Opting-In to COVID-19 Keyword Text Campaign Implimented 3/24/2020	53
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Individuals Calling 211 Identifying Needs Related to COVID -19	216
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Top 10 Communities Utilizing Keyword Text Campaign	
Waukegan	15
Libertyville	8
Gurnee	7
Highland Park	4
Round Lake	4
Lake Zurich	3
Antioch	2
Barrington	2
Deerfield	2
Grayslake	2

Top 10 Communities with COVID-19 Need	
Waukegan	78
Round Lake	15
Zion	14
Antioch	11
Gurnee	11
Grayslake	10
North Chicago	8
Libertyville	7
Lake Villa	6
Vernon Hills	6

Identified Reason for Calling/Texting 211 for COVID-19	
Rent Payment	54
Other	52
Income Loss/Unemployment/Disability	49
Food Assistance	39
Other Financial Needs	32
Utility Assistance	31
Best Sources of Information	7
Testing Site Information/Availability	6
When to Stay Home?	5
Homelessness/Shelter/Motel Voucher	4
What is Coronavirus?	4
When to Seek Medical Attention?	3
Mandatory Stay at Home Information	2
Essential Business Info	2
Transportation	2
Should I Cancel Travel or Events?	2
How is Virus Contracted?	1
What are the Symptoms?	1
How to Prevent?	1
What are the Treatments?	1
Sanitizer or Cleaner Availability	1

**Top Ten Needs from COVID-19 Calls**

Need	Referral Made	No Referral Made
Rent Payment Assistance	83	2
Food Pantries	50	0
Electric Service Payment Assistance	28	1
Gas Service Payment Assistance	12	0
Home Delivered Meals	8	4

Need	Referral Made	No Referral Made
Communicable Disease Control	11	0
Mortgage Payment Assistance	11	0
Homeless Shelter	7	2
Diapers	6	0
211 Lead Agencies	4	0