

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



| Individuals Listening to COVID-19 Messaging Available When Calling 211 | |
|-------------------------------------------------------------------------|-----|
| Unemployment & Disability Benefits | 182 |
| Family Leave or Unemployment for Caring for a Loved One | 122 |
| Testing for COVID 19 | 41 |
| What to do if You're Sick | 34 |
| Stay at Home Order | 32 |
| Prepare and Prevent COVID | 32 |
| Chose to Speak to Specialist About 211 Resources Due to COVID Situation | 248 |
| Chose to Speak to Specialist About 211 Resources NOT COVID Related | 186 |

| Website | April | Increase from February |
|-----------------------------|-------|------------------------|
| Unique Website Users | 6,762 | 139% |
| Number of Visits to Website | 8,480 | 141% |

| | |
|----------------------------------------------------------------------|-----|
| Total Individuals Opting-In to COVID-19 Keyword Text Campaign | 107 |
| Individuals Opting-In to COVID-19 Text Campaign in April | 44 |

| Top 10 Communities Utilizing Keyword Text Campaign | |
|----------------------------------------------------|----|
| Waukegan | 29 |
| Gurnee | 10 |
| Libertyville | 9 |
| Highland Park | 6 |
| Round Lake | 6 |
| Out of Area | 4 |
| Grayslake | 4 |
| Lake Zurich | 4 |
| Wauconda | 4 |
| Antioch | 3 |

Top Ten Needs from COVID-19 Calls

| Need | Referral Made | No Referral Made |
|-------------------------------------|---------------|------------------|
| Rent Payment Assistance | 97 | 7 |
| Food Pantries | 54 | 2 |
| Electric Service Payment Assistance | 47 | 1 |
| Gas Service Payment Assistance | 14 | 1 |
| Area Agencies on Aging | 11 | 0 |

| 211 Specialist Interactions | April | Increase from February |
|-------------------------------|-------|------------------------|
| Calls and Texts to 211 | 525 | 45% |

| Top Ten Needs - All Calls/Texts | April | Increase from February |
|----------------------------------------|-------|------------------------|
| Rent Payment Assistance | 145 | 202% |
| Food Pantries | 86 | 291% |
| Electric Service Payment Assistance | 71 | 145% |
| Homeless Shelter | 26 | 4% |
| Area Agencies on Aging | 23 | 5% |
| Gas Service Payment Assistance | 22 | 267% |
| Communicable Disease Control | 16 | ∞ |
| Comprehensive Information and Referral | 15 | 275% |
| Food Stamps/SNAP | 15 | 650% |
| Low Income/Subsidized Rental Housing | 15 | 15% |

| | |
|-----------------------------------------------------------------------|-----|
| Individuals Calling 211 Identifying Needs Related to COVID -19 | 288 |
|-----------------------------------------------------------------------|-----|

| Top 10 Communities with COVID-19 Need | |
|---------------------------------------|-----|
| Waukegan | 104 |
| Round Lake | 34 |
| Zion | 23 |
| Gurnee | 21 |
| North Chicago | 19 |
| Mundelein | 10 |
| Grayslake | 9 |
| Antioch | 8 |
| Lake Villa | 8 |
| Lake Zurich | 6 |

| Need | Referral Made | No Referral Made |
|------------------------------|---------------|------------------|
| Homeless Shelter | 7 | 4 |
| Communicable Disease Control | 10 | 0 |
| Diapers | 10 | 0 |
| Food Stamps/SNAP | 9 | 0 |
| Mortgage Payment Assistance | 9 | 0 |

| Summary of All Needs by Category | April | Increase from February |
|----------------------------------|-------|------------------------|
| Housing & Shelter | 279 | 2% |
| Other & #NA | 118 | 53% |
| Utilities | 113 | 92% |
| Food | 111 | 283% |
| Employment & Income | 46 | 5% |
| Government & Legal | 46 | 5% |
| Mental Health & Addictions | 42 | -34% |
| Healthcare | 38 | -33% |
| Clothing & Household | 21 | 0% |
| Transportation Assistance | 17 | -47% |
| Child Care & Parenting | 6 | -14% |
| Disaster | 5 | ∞ |
| Education | 2 | -33% |

Identified Reason for Calling/Texting 211 for COVID-19

| | |
|---------------------------------------------|----|
| General Coronavirus Information | 29 |
| # of Positive Cases | 0 |
| Testing Site Information/Availability | 9 |
| Mandatory Stay at Home Information | 0 |
| Health Order Violation Reporting | 2 |
| Essential Business Info | 3 |
| Income Loss/Unemployment/Disability | 44 |
| Rent Payment | 77 |
| Utility Payment | 52 |
| Other Financial Needs | 14 |
| Food Pantries/School Meals | 41 |
| SNAP/TANF | 5 |
| Grocery/Meals Delivery | 6 |
| Transportation | 0 |
| Mental Health | 5 |
| Homelessness/Shelter/Motel Vouchers | 15 |
| Employee Rights | 1 |
| Landlord/Renter Rights/Conflict | 5 |
| Price gouging | 0 |
| Federal Stimulus Fund/CARES Act Information | 2 |
| VITA/Tax Deadline | 1 |
| Best Sources of Information | 1 |
| Other | 31 |