

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



Individuals Listening to COVID-19 Messaging Available When Calling 211	
Unemployment & Disability Benefits	66
Family Leave or Unemployment for Caring for a Loved One	48
Testing for COVID 19	29
What to do if You're Sick	30
Stay at Home Order	13
Prepare and Prevent COVID	3
Chose to Speak to Specialist About 211 Resources Due to COVID Situation	196
Chose to Speak to Specialist About 211 Resources NOT COVID Related	373

Website	July	Increase from February
Unique Website Users	2,548	-10%
Number of Visits to Website	3,306	-6%

Total Individuals Opting-In to COVID-19 Keyword Text Campaign	137
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Top 10 Communities Utilizing Keyword Text Campaign	
Waukegan	34
Gurnee	11
Libertyville	10
Round Lake	7
Highland Park	6
Chicago	5
Lake Zurich	5
Grayslake	4
Mundelein	4
Wauconda	4
Zion	4

Top Ten Needs from COVID-19 Calls

Need	Referral Made	No Referral Made
Rent Payment Assistance	56	0
Electric Service Payment Assistance	35	1
Food Pantries	24	1
Mortgage Payment Assistance	13	0
Area Agencies on Aging	13	0

211 Specialist Interactions	July	Increase from February
Calls and Texts to 211	463	28%

Top Ten Needs - All Calls/Texts	July	Increase from February
Rent Payment Assistance	89	85%
Electric Service Payment Assistance	57	97%
Food Pantries	38	73%
Area Agencies on Aging	23	5%
Homeless Shelter	21	-16%
Mortgage Payment Assistance	17	183%
Comprehensive Information and Referral	15	275%
Water Service Payment Assistance	14	100%
Low Income/Subsidized Rental Housing	12	-70%
Transitional Housing/Shelter	12	-20%
Specialized Information and Referral	12	300%
Gas Service Payment Assistance	12	100%

Individuals Calling 211 Identifying Needs Related to COVID -19	229
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Top 10 Communities with COVID-19 Need	
Waukegan	84
Round Lake	38
Zion	17
Gurnee	10
Mundelein	7
Grayslake	6
Vernon Hills	6
Antioch	5
Libertyville	4
North Chicago	3
Deerfield	3
Lake Zurich	3

Need	Referral Made	No Referral Made
Water Service Payment Assistance	11	0
Specialized Information and Referral	9	0
Homeless Shelter	5	1
Low Income/Subsidized Rental Housing	5	0
Domestic Violence Shelters	5	0
Housing Search and Information	1	4
Gas Service Payment Assistance	5	0

Summary of All Needs by Category	July	Increase from February
Housing & Shelter	253	-8%
Other and #N/A	106	38%
Utilities	91	54%
Food	59	103%
Mental Health & Addictions	56	-13%
Employment & Income	47	7%
Healthcare	41	-28%
Government & Legal	33	-25%
Transportation Assistance	19	-41%
Clothing & Household	14	-33%
Child Care & Parenting	9	29%
Disaster	3	∞
Education	1	-67%

Identified Reason for Calling/Texting 211 for COVID-19	
General Coronavirus Information	4
# of Positive Cases	0
Testing Site Information/Availability	4
Mandatory Stay at Home Information	0
Health Order Violation Reporting	0
Essential Business Info	0
Income Loss/Unemployment/Disability	5
Rent Payment	45
Utility Payment	30
Other Financial Needs	4
Food Pantries/School Meals	7
SNAP/TANF	2
Grocery/Meals Delivery	2
Transportation	0
Mental Health	2
Homelessness/Shelter/Motel Vouchers	10
Employee Rights	2
Landlord/Renter Rights/Conflict	1
Price gouging	0
Federal Stimulus Fund/CARES Act Information	0
VITA/Tax Deadline	7
Best Sources of Information	0
Other	8