

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



Individuals Listening to COVID-19 Messaging Available When Calling 211 in June		
Unemployment & Disability Benefits		50
Family Leave or Unemployment for Caring for a Loved One		35
Testing for COVID 19		18
What to do if You're Sick		21
Stay at Home Order		15
Prepare and Prevent COVID		4
Chose to Speak to Specialist About 211 Resources Due to COVID Situation		160
Chose to Speak to Specialist About 211 Resources NOT COVID Related		288

Website	June	Increase from February
Unique Website Users	2,120	-25%
Number of Visits to Website	2,671	-24%

Total Individuals Opting-In to COVID-19 Keyword Text Campaign	128
Individuals Opting-in to COVID-19 Text Campaign in June	6

Top 10 Communities Utilizing Keyword Text Campaign	
Waukegan	34
Gurnee	11
Libertyville	10
Round Lake	7
Highland Park	6
Chicago	6
Lake Zurich	5
Grayslake	4
Mundelein	4
Wauconda	4

211 Specialist Interactions	June	Increase from February
Calls and Texts to 211	373	3%

Top Ten Needs - All Calls/Texts	June	Increase from February
Rent Payment Assistance	72	50%
Electric Service Payment Assistance	32	10%
Homeless Shelter	30	20%
Food Pantries	18	-18%
Transitional Housing/Shelter	13	-13%
Area Agencies on Aging	13	-41%
Low Income/Subsidized Rental Housing	12	-8%
Gas Service Payment Assistance	12	100%
Water Service Payment Assistance	11	57%
211 Lead Agencies	10	233%

Individuals Calling 211 Identifying Needs Related to COVID -19	179
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Top 10 Communities with COVID-19 Need	
Waukegan	52
Zion	19
Round Lake	17
Gurnee	11
Mundelein	8
North Chicago	8
Grayslake	7
Antioch	4
Fox Lake, Ingleside and Libertyville (all tied)	3

Summary of All Needs by Category	June	Increase from February
Housing & Shelter	225	-18%
Other and #N/A	87	13%
Utilities	70	19%
Employment & Income	60	36%
Mental Health & Addictions	43	-33%
Food	34	17%
Government & Legal	33	-25%
Healthcare	31	-46%
Clothing & Household	22	5%
Transportation Assistance	13	-59%
Child Care & Parenting	10	43%
Disaster	8	∞
Education	0	0%

Identified Reason for Calling/Texting 211 for COVID-19	
General Coronavirus Information	8
# of Positive Cases	0
Testing Site Information/Availability	2
Mandatory Stay at Home Information	1
Health Order Violation Reporting	0
Essential Business Info	0
Income Loss/Unemployment/Disability	9
Rent Payment	41
Utility Payment	24
Other Financial Needs	7
Food Pantries/School Meals	6
SNAP/TANF	1
Grocery/Meals Delivery	0
Transportation	0
Mental Health	0
Homelessness/Shelter/Motel Vouchers	2
Employee Rights	1
Landlord/Renter Rights/Conflict	3
Price gouging	0
Federal Stimulus Fund/CARES Act Information	1
VITA/Tax Deadline	3
Best Sources of Information	0
Other	8

Top Ten Needs from COVID-19 Calls

Need	Referral Made	No Referral Made
Rent Payment Assistance	44	3
Electric Service Payment Assistance	20	1
Food Pantries	9	0
Homeless Shelter	6	3
Gas Service Payment Assistance	6	1

Need	Referral Made	No Referral Made
Water Service Payment Assistance	8	0
State Unemployment Insurance	3	1
Undesignated Temporary Financial Assistance	4	0
Communicable Disease Control	3	1
211 Lead Agencies	3	0