

**United Way of Lake County**  
**211 Quarterly Data Summary**  
**Q4 FY 23/24** (4/1/2024 - 6/30/2024)



Year-over-year change: **-26%**

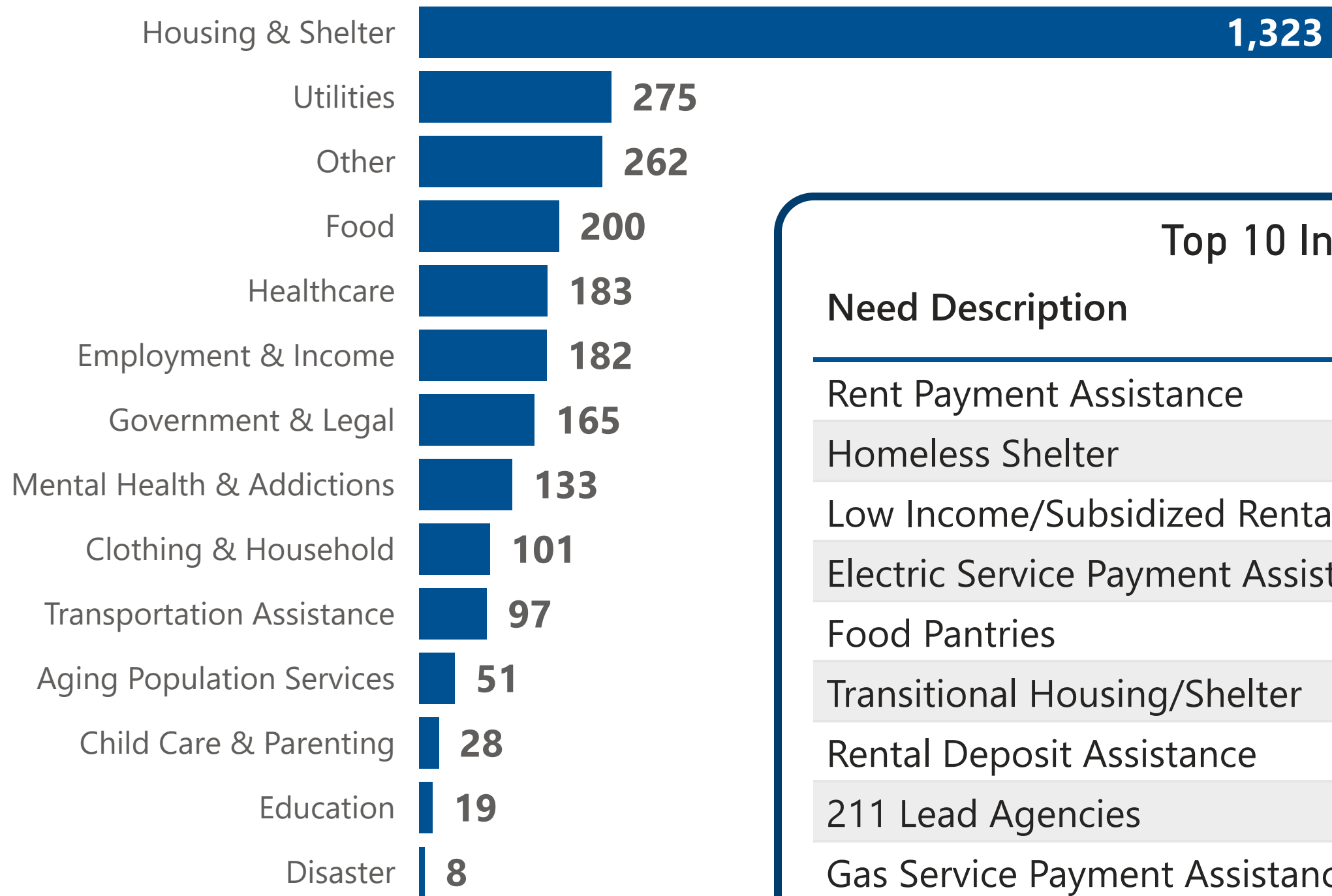


Year-over-year change: **+4%**



Year-over-year change: **-0%**

**Needs by Category**

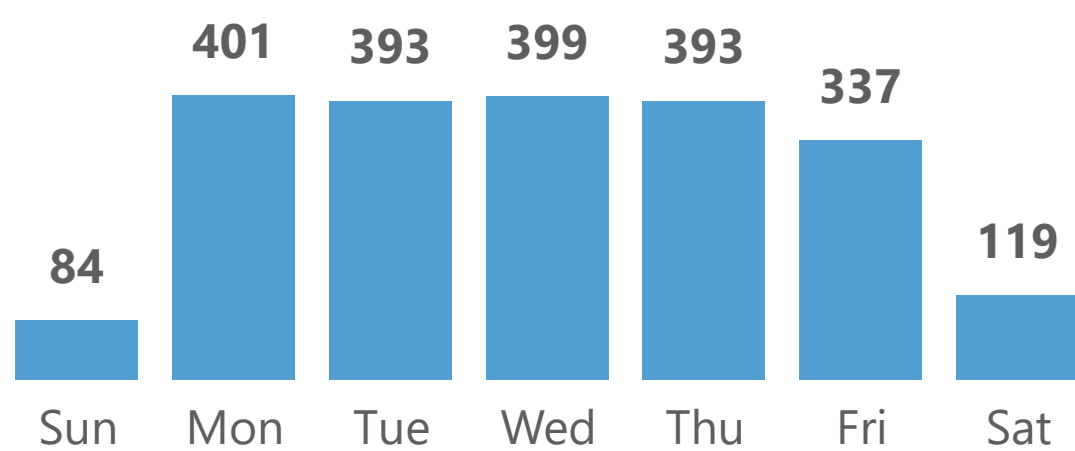


**80% of all client needs received a referral.**

**Top 10 Individual Needs**

Need Description	Needs	% Referred
Rent Payment Assistance	350	91%
Homeless Shelter	171	78%
Low Income/Subsidized Rental Housing	159	93%
Electric Service Payment Assistance	142	94%
Food Pantries	122	93%
Transitional Housing/Shelter	122	92%
Rental Deposit Assistance	106	86%
211 Lead Agencies	69	96%
Gas Service Payment Assistance	69	97%
General Relief	58	79%

**Contacts by Day of Week**



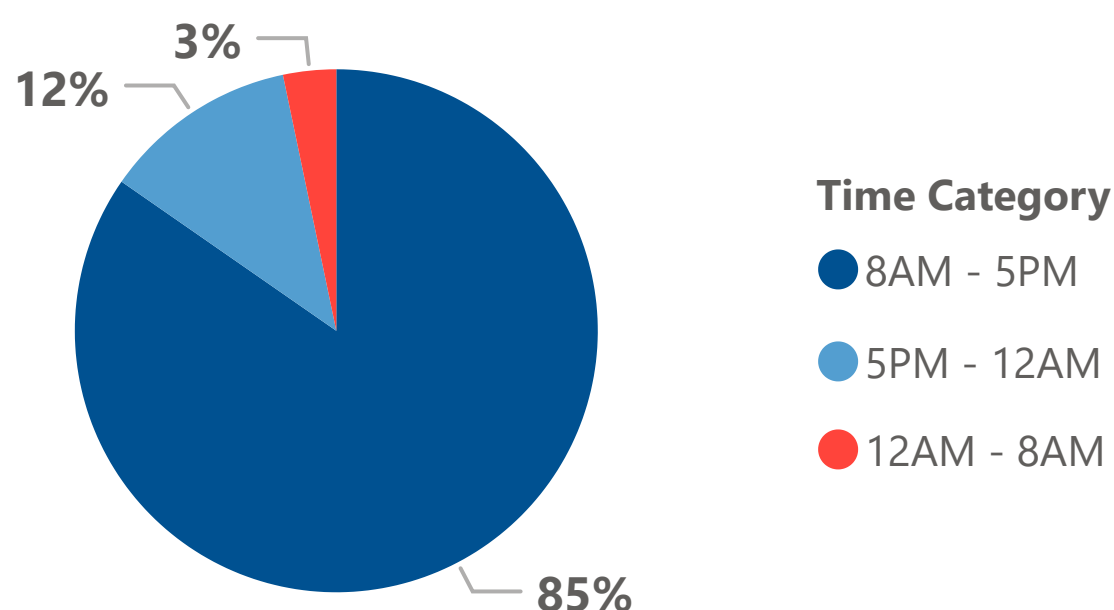
**Contacts by Method**

Contact Method	Contacts
Phone	1,974
2-Way Text	140

**Top 10 Cities**

City	Contacts
Waukegan	662
Zion	192
Round Lake Area	147
North Chicago	125
Gurnee	112
Mundelein	65
Grayslake	54
Vernon Hills	54
Lake Villa	44
Antioch	42

**Contacts by Time (Weekdays)**



**Contacts by Age Group**

Age Group	Contacts%
<18	0.5%
18-54	73%
55+	27%

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