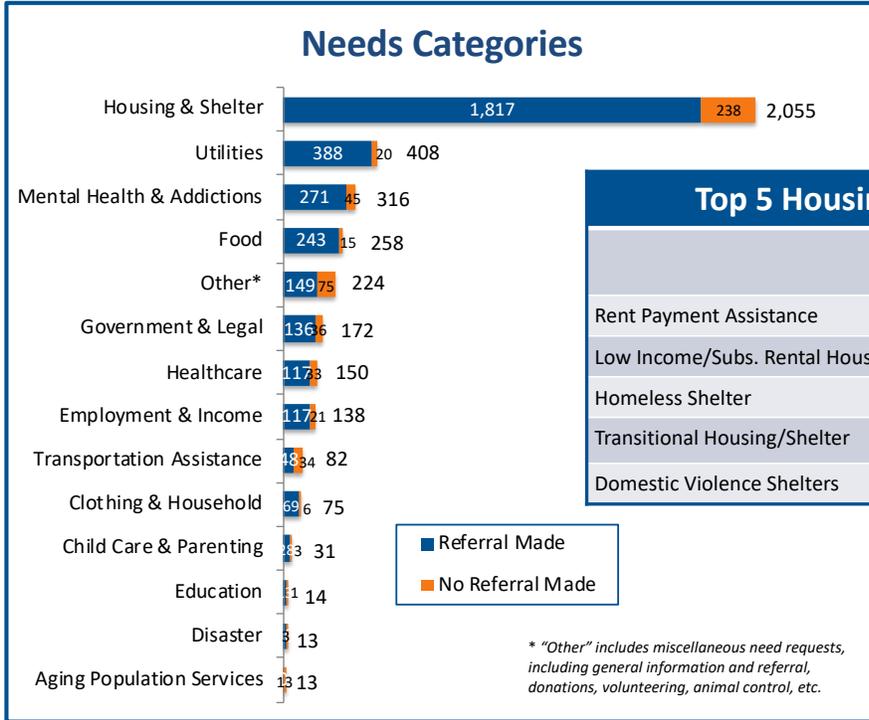




United Way of Lake County Summary of 211 Quarterly Data April 1 – June 30, 2022



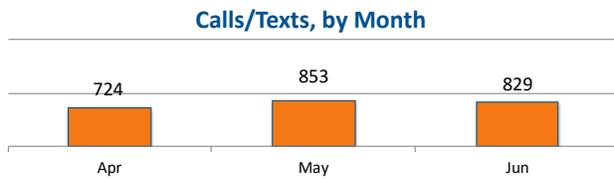
**4/1/2022-6/30/2022:
2,406 Calls/Texts; with
3,949 Need Requests**

Top 5 Housing & Shelter Needs

| | Referral Made | No Referral Made | Total |
|---------------------------------|---------------|------------------|-------|
| Rent Payment Assistance | 835 | 56 | 891 |
| Low Income/Subs. Rental Housing | 327 | 13 | 340 |
| Homeless Shelter | 150 | 23 | 173 |
| Transitional Housing/Shelter | 110 | 14 | 124 |
| Domestic Violence Shelters | 57 | 9 | 66 |

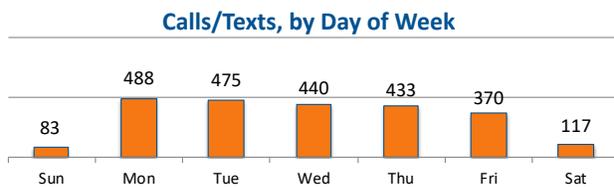
Calls/Texts, by City

| | |
|---------------|-----|
| Waukegan | 676 |
| Zion | 218 |
| Round Lake | 154 |
| North Chicago | 154 |
| Gurnee | 83 |
| Grayslake | 78 |
| Mundelein | 64 |
| Vernon Hills | 61 |
| Fox Lake | 59 |
| Antioch | 57 |
| Wauconda | 42 |
| Lake Villa | 41 |
| Other Cities | 338 |



Type of Calls/Texts

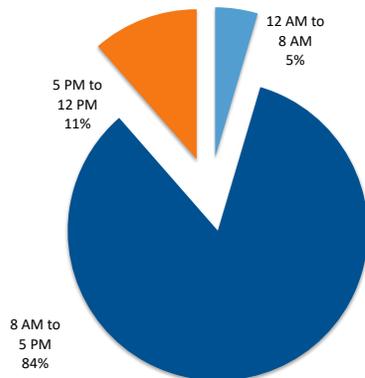
| | |
|-------|-------|
| Phone | 2,153 |
| Text | 176 |



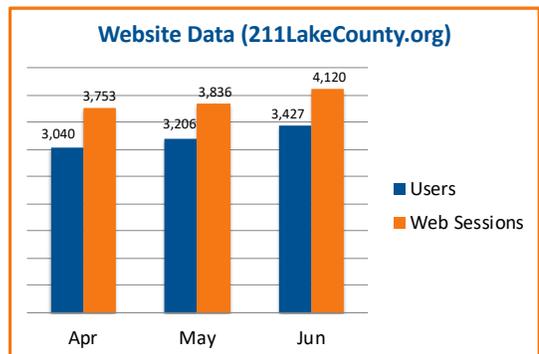
Calls/Texts, by Age

| | |
|----------|-------|
| Under 18 | 16 |
| 18-54 | 1,142 |
| 55+ | 507 |

Calls/Texts, by Weekday Time



23% of calls/texts came in outside of normal business hours (weekend; or 5 PM to 8 AM)



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