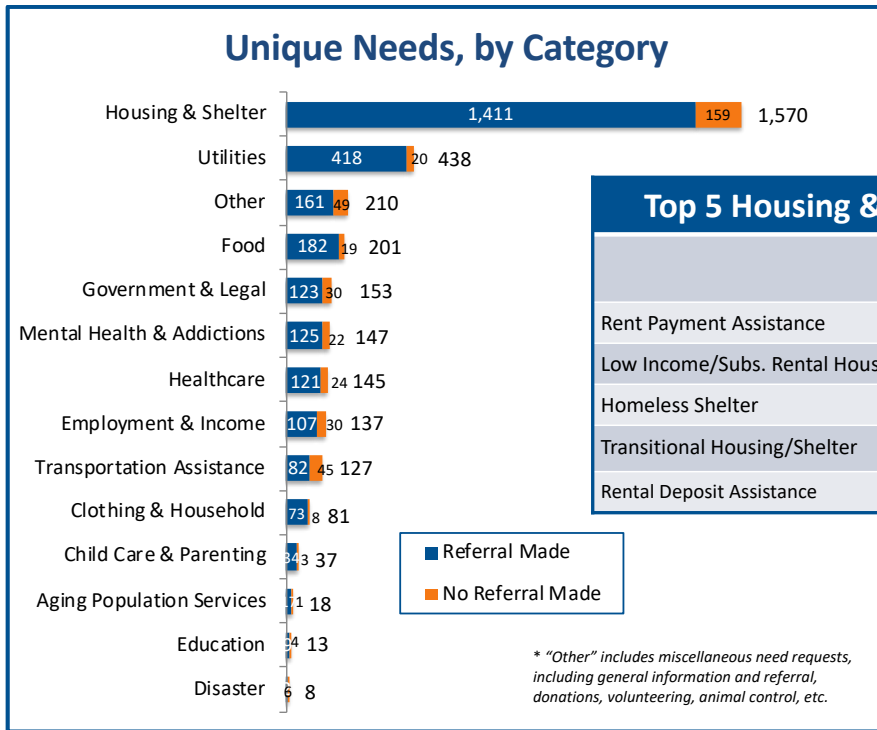




United Way of Lake County Summary of 211 Quarterly Data April 1 – June 30, 2023



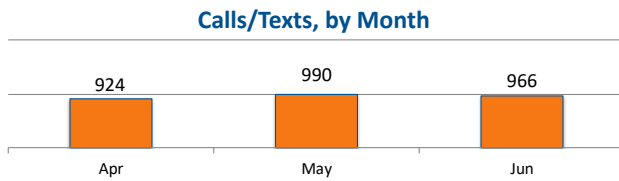
4/1/2023-6/30/2023:
2,880 Calls/Texts
3,285 Unique Need Requests
4,435 Referrals

Top 5 Housing & Shelter Unique Needs

Category	Referral Made	No Referral Made	Total
Rent Payment Assistance	593	23	616
Low Income/Subs. Rental Housing	196	4	200
Homeless Shelter	153	15	168
Transitional Housing/Shelter	95	1	96
Rental Deposit Assistance	70	7	77

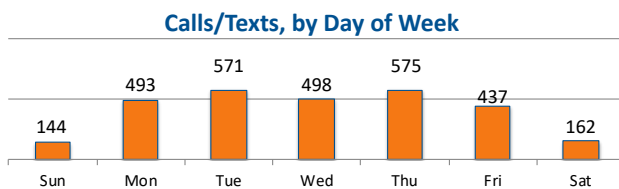
Calls/Texts, by City

Waukegan	892
Zion	215
Round Lake	147
North Chicago	146
Gurnee	142
Mundelein	91
Antioch	89
Vernon Hills	76
Grayslake	68
Fox Lake	45
Lake Villa	40
Libertyville	33
Other Cities	393



Type of Calls/Texts

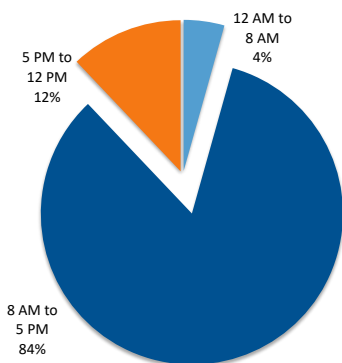
Phone	2,488
Text	256



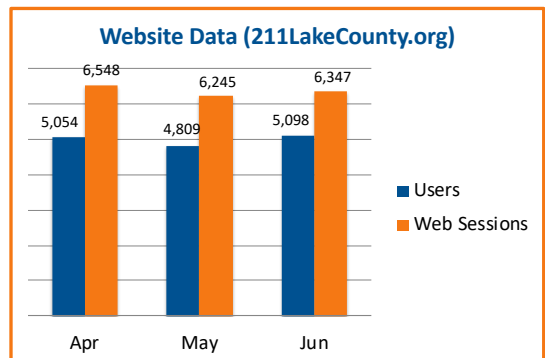
Calls/Texts, by Age

Under 18	13
18-54	1,395
55+	508

Calls/Texts, by Weekday Time



25% 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.