

United Way of Lake County
211 Quarterly Data Summary
Q3 FY 23/24 (1/1/2024 - 3/31/2024)



Year-over-year change: **-18%**

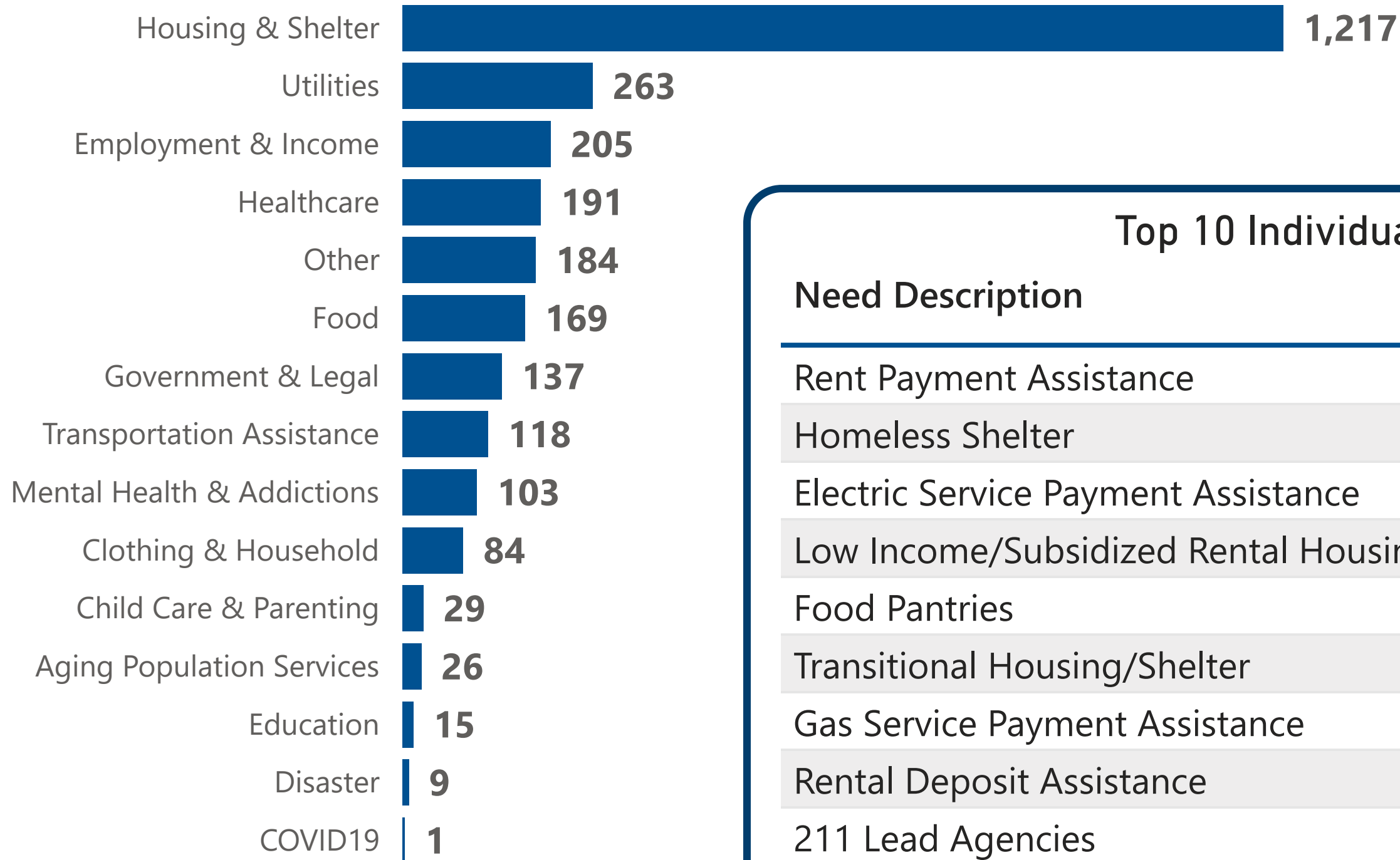


Year-over-year change: **+12%**



Year-over-year change: **+9%**

Needs by Category

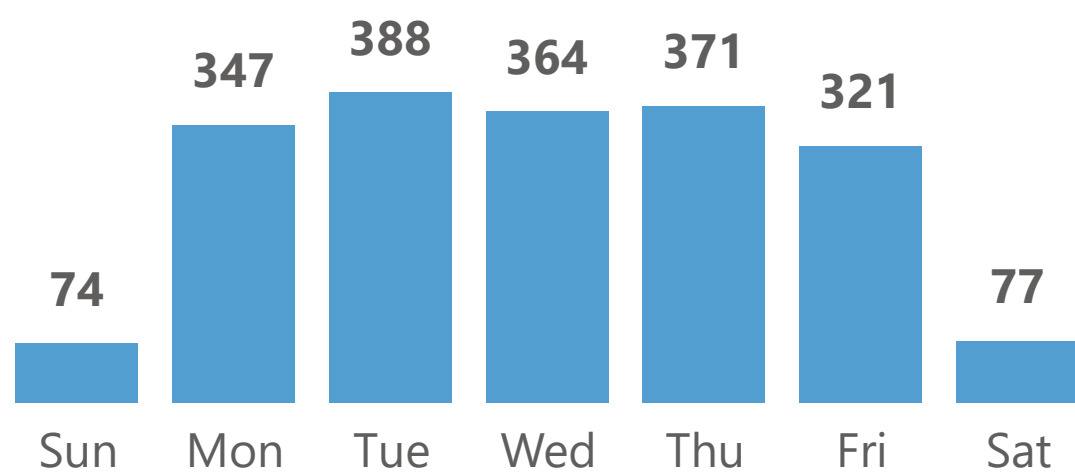


83% of all client needs received a referral.

Top 10 Individual Needs

Need Description	Needs	% Referred
Rent Payment Assistance	356	96%
Homeless Shelter	164	86%
Electric Service Payment Assistance	154	97%
Low Income/Subsidized Rental Housing	150	99%
Food Pantries	109	96%
Transitional Housing/Shelter	105	87%
Gas Service Payment Assistance	64	97%
Rental Deposit Assistance	64	92%
211 Lead Agencies	55	93%
Housing Related Coordinated Entry	45	60%

Contacts by Day of Week



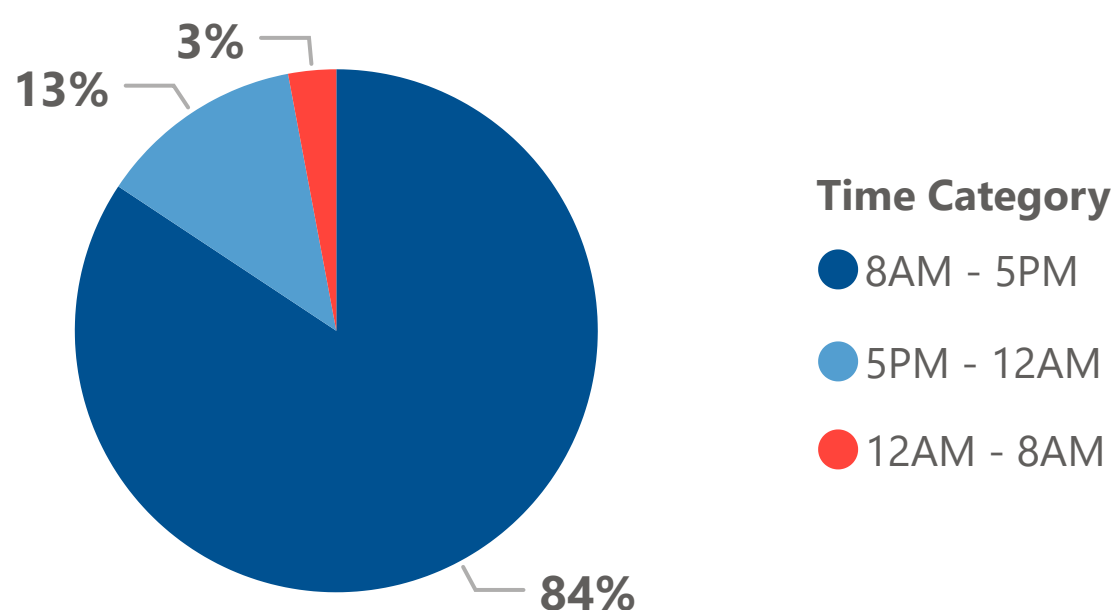
Contacts by Method

Contact Method	Contacts
Phone	1,296
2-Way Text	154

Top 10 Cities

City	Contacts
Waukegan	671
Zion	149
Round Lake Area	131
North Chicago	116
Gurnee	94
Mundelein	58
Grayslake	56
Vernon Hills	45
Wauconda	34
Antioch	32

Contacts by Time (Weekdays)



Contacts by Age Group

Age Group	Contacts%
<18	0.9%
18-54	73%
55+	26%

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