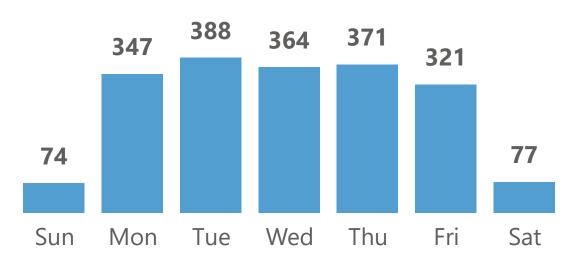
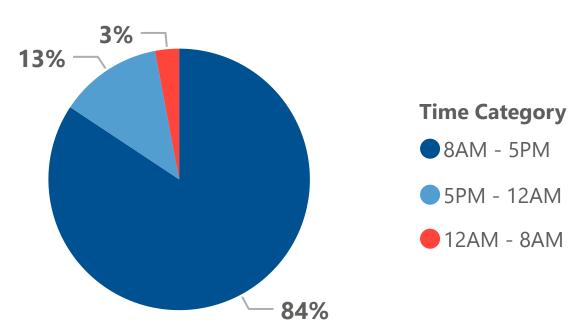
United Way of La 211 Quarterly Da Q3 FY 23/24 (1/1	ata Summary	4) 2.1.1 Get Connected. Get Help		tited Way Way of Lake County
Calls	1,942 and Texts	21,029 Web Sessions		22,971 I Contacts
Year-over-year chan	ge: -18% Y	ear-over-year change: +12% Year-over-year	ear change:	+ 9 %
Housing & Shelter Utilities Employment & Income	Needs by C 263 205	Category 1,217	needs	of all client received a ferral.
			_	
Healthcare	191	Top 10 Individual	Needs	
		Top 10 Individual Need Description	Needs Needs	% Referred
Healthcare Other	191 184			% Referred 96%
Healthcare Other Food	191 184 169	Need Description	Needs	
Healthcare Other Food Government & Legal	191 184 169 137	Need Description Rent Payment Assistance	Needs • 356	96%
Healthcare Other Food Government & Legal Transportation Assistance	191 184 169 137 118	Need Description Rent Payment Assistance Homeless Shelter	Needs 356 164 154	96% 86%
Healthcare Other Food Government & Legal Transportation Assistance Mental Health & Addictions	191 184 169 137 137 118 103 84	Need Description Rent Payment Assistance Homeless Shelter Electric Service Payment Assistance	Needs 356 164 154	96% 86% 97%
Healthcare Other Food Government & Legal Transportation Assistance Mental Health & Addictions Clothing & Household	191 184 169 137 137 118 103 84 29	Need Description Rent Payment Assistance Homeless Shelter Electric Service Payment Assistance Low Income/Subsidized Rental Housing	Needs 356 164 154 150	96% 86% 97% 99%
Healthcare Other Food Government & Legal Transportation Assistance Mental Health & Addictions Clothing & Household Child Care & Parenting	191 184 169 137 137 118 103 84 29 26	Need Description Rent Payment Assistance Homeless Shelter Electric Service Payment Assistance Low Income/Subsidized Rental Housing Food Pantries	Needs 356 164 154 150 109	96% 86% 97% 99% 96%

COVID19 1

	Contacts	by	Day	of	Week
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Contacts by Time (Weekdays)



Contacts	by Method
Contact Meth	od Contacts
Phone	1,296
	1 Г Л
2-Way Text	154
2-Way Text	154
Contacts by	Age Group
Contacts by	Age Group
Contacts by Age Group	Age Group Contacts%

211 Lead Agencies

Housing Related Coordinated Entry

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		

55

45

93%

60%

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