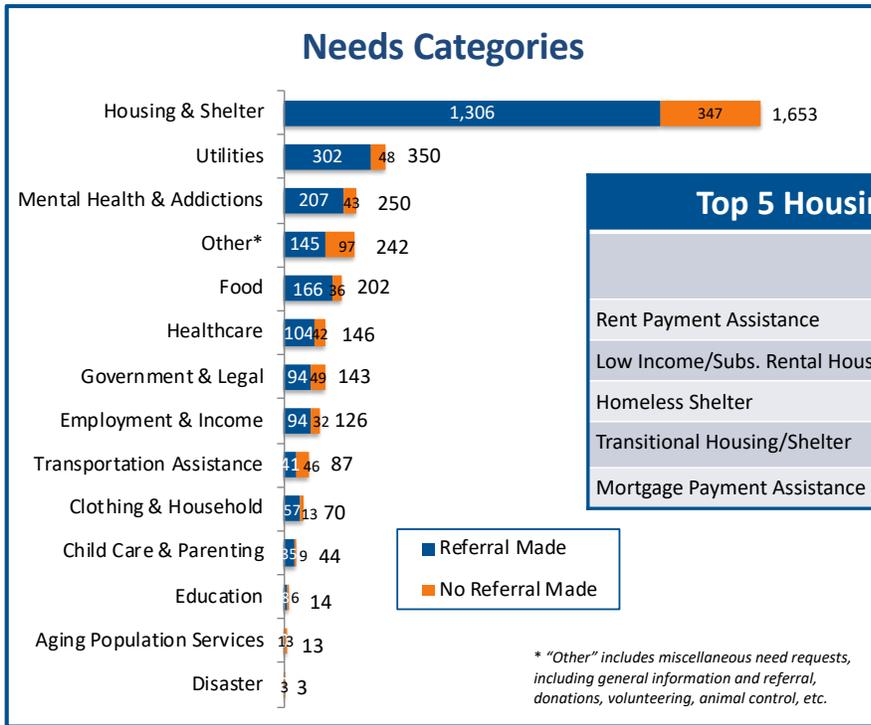




# United Way of Lake County Summary of 211 Quarterly Data January 1 – March 31, 2022



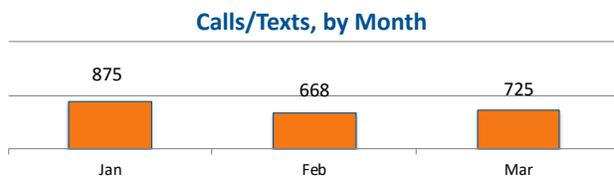
**1/1/2022-3/31/2022:  
2,268 Calls/Texts; with  
3,343 Need Requests**

### Top 5 Housing & Shelter Needs

	Referral Made	No Referral Made	Total
Rent Payment Assistance	700	154	854
Low Income/Subs. Rental Housing	156	30	186
Homeless Shelter	85	12	97
Transitional Housing/Shelter	71	21	92
Mortgage Payment Assistance	45	7	52

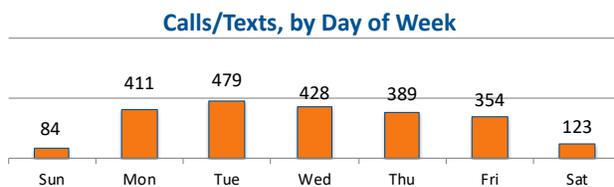
### Calls/Texts, by City

Waukegan	596
Zion	219
North Chicago	165
Round Lake	154
Gurnee	107
Mundelein	81
Grayslake	57
Antioch	52
Lake Villa	42
Vernon Hills	42
Fox Lake	34
Libertyville	32
Other Cities	383



### Type of Calls/Texts

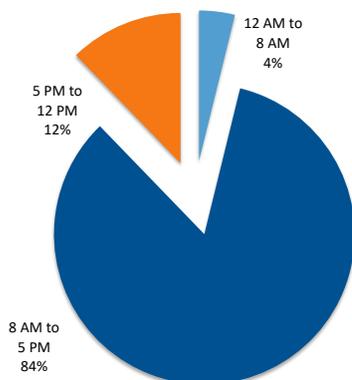
Phone	1,991
Text	238



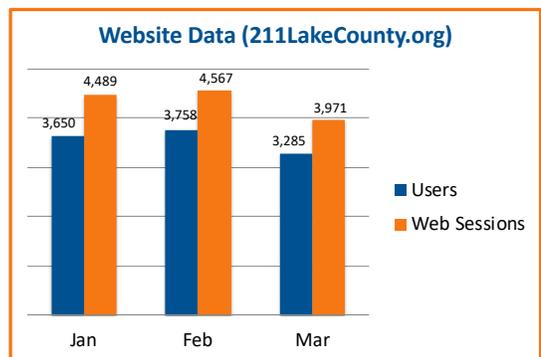
### Calls/Texts, by Age

Under 18	20
18-54	950
55+	361

### Calls/Texts, by Weekday Time



24% 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.