



United Way of Lake County Summary of 211 Quarterly Data July 1 – September 30, 2023

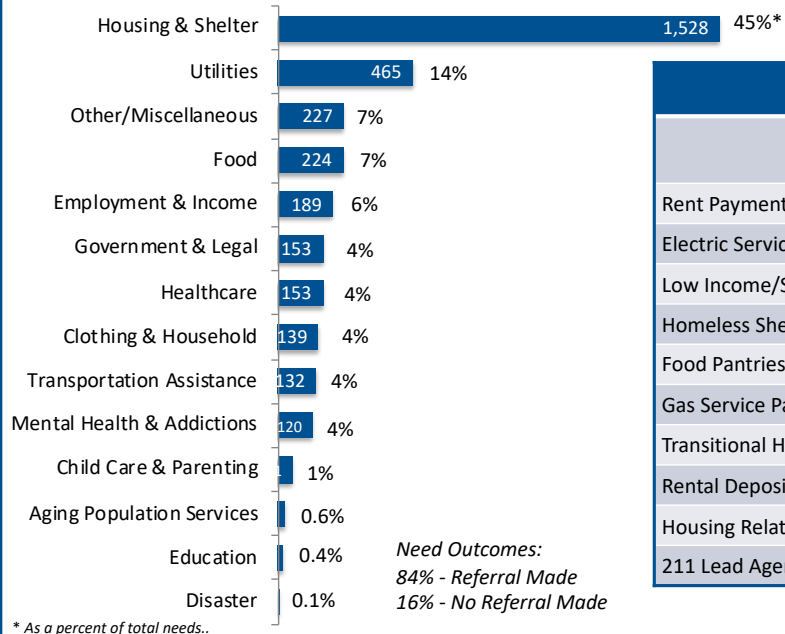


Contacts
2,702

Needs
3,421

Referrals
4,060

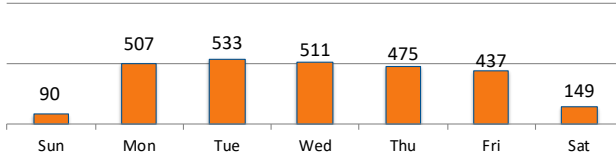
Needs, by Category



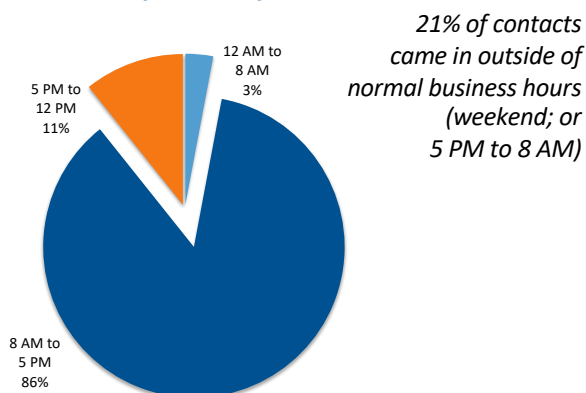
Top 10 Individual Needs

	Referral Made	No Referral	Total
Rent Payment Assistance	452	23	475
Electric Service Payment Assistance	283	16	299
Low Income/Subs. Rental Housing	232	9	241
Homeless Shelter	193	21	214
Food Pantries	141	0	141
Gas Service Payment Assistance	94	4	98
Transitional Housing/Shelter	83	3	86
Rental Deposit Assistance	79	5	84
Housing Related Coordinated Entry	39	14	53
211 Lead Agencies	51	1	52

Contacts, by Day of Week



Contacts, by Weekday Time



Contacts, by Type

Phone	91%
Text	9%

Contacts, by Age

Under 18	0.4%
18-54	73%
55+	27%

Contacts, by City

Waukegan	847
Zion	196
North Chicago	165
Round Lake Area	155
Gurnee	150
Grayslake	74
Mundelein	69
Antioch	57
Vernon Hills	52
Lake Villa	44
Other Cities	493

Website Data (211LakeCounty.org) July 1 – September 30, 2023

Users
16,580

Sessions
20,745

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