

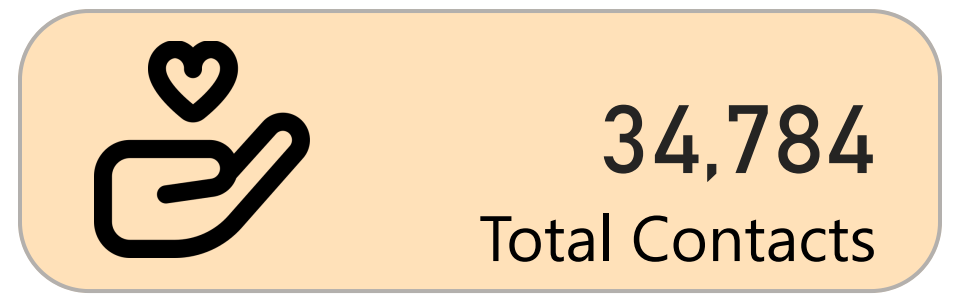
**United Way of Lake County**  
**211 Quarterly Data Summary**  
**Q1 FY 24/25** (7/1/2024 - 9/30/2024)



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

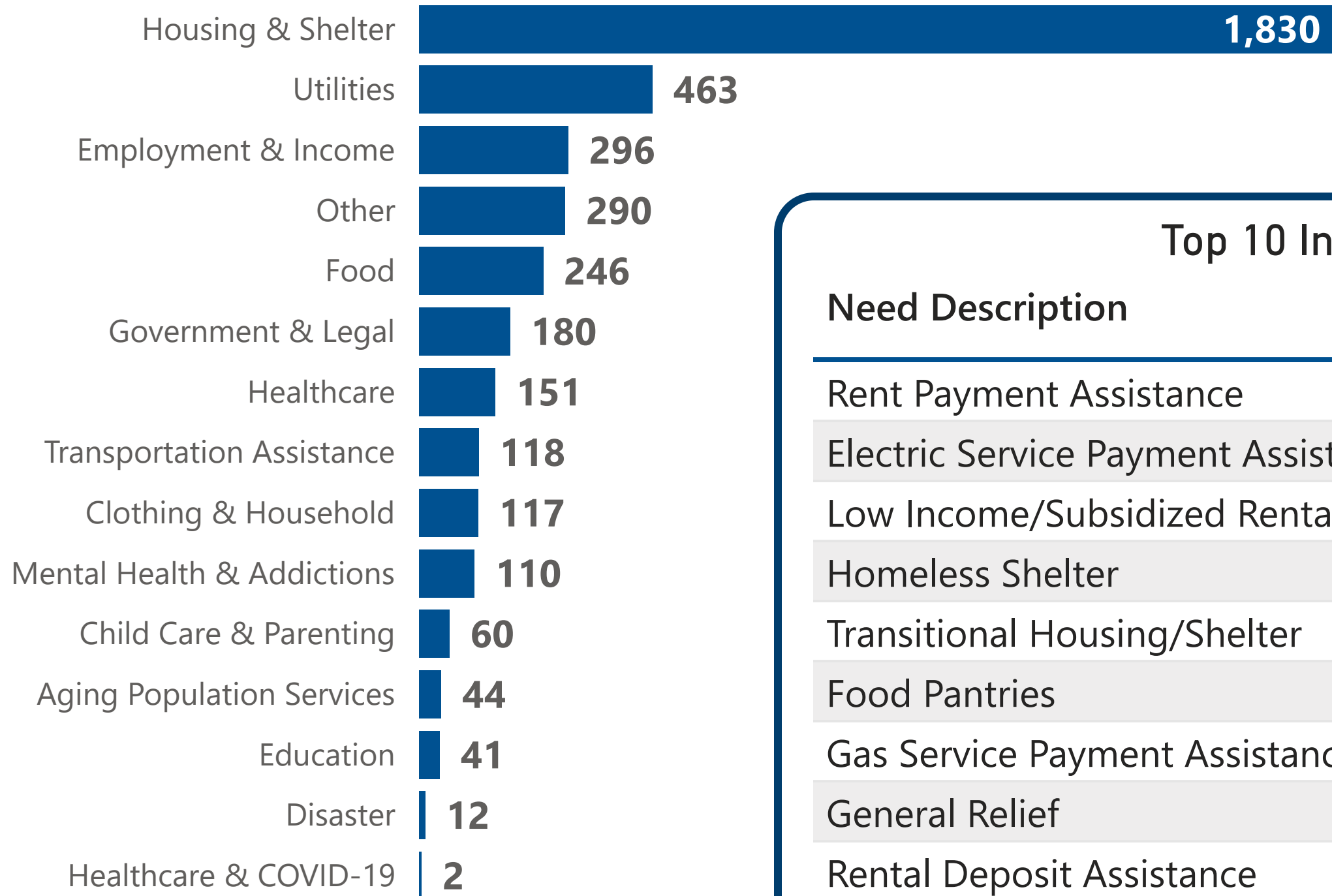


Year-over-year change: **+56%**



Year-over-year change: **+48%**

**Needs by Category**

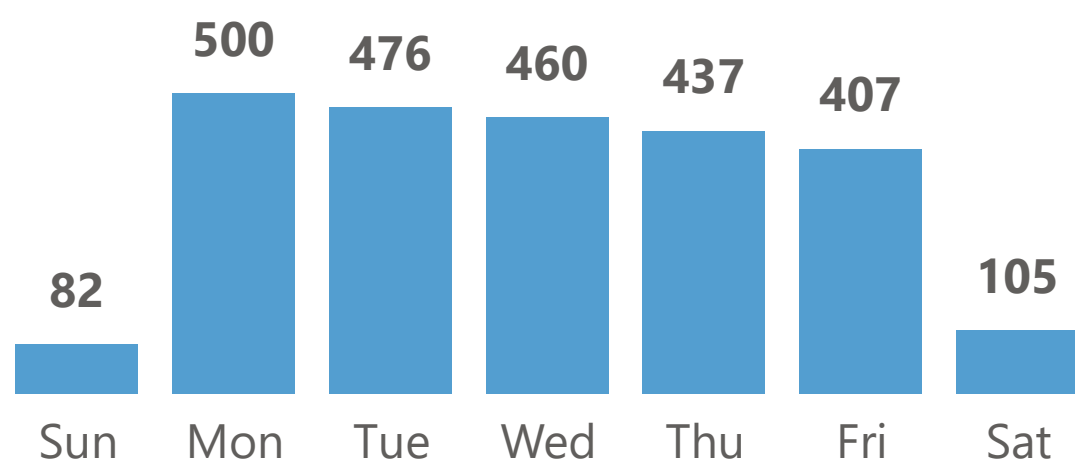


**69% of all client needs received a referral.**

**Top 10 Individual Needs**

Need Description	Needs	% Referred
Rent Payment Assistance	440	81%
Electric Service Payment Assistance	271	79%
Low Income/Subsidized Rental Housing	231	90%
Homeless Shelter	229	79%
Transitional Housing/Shelter	194	86%
Food Pantries	119	92%
Gas Service Payment Assistance	102	86%
General Relief	100	73%
Rental Deposit Assistance	79	23%
211 Lead Agencies	78	92%

**Contacts by Day of Week**



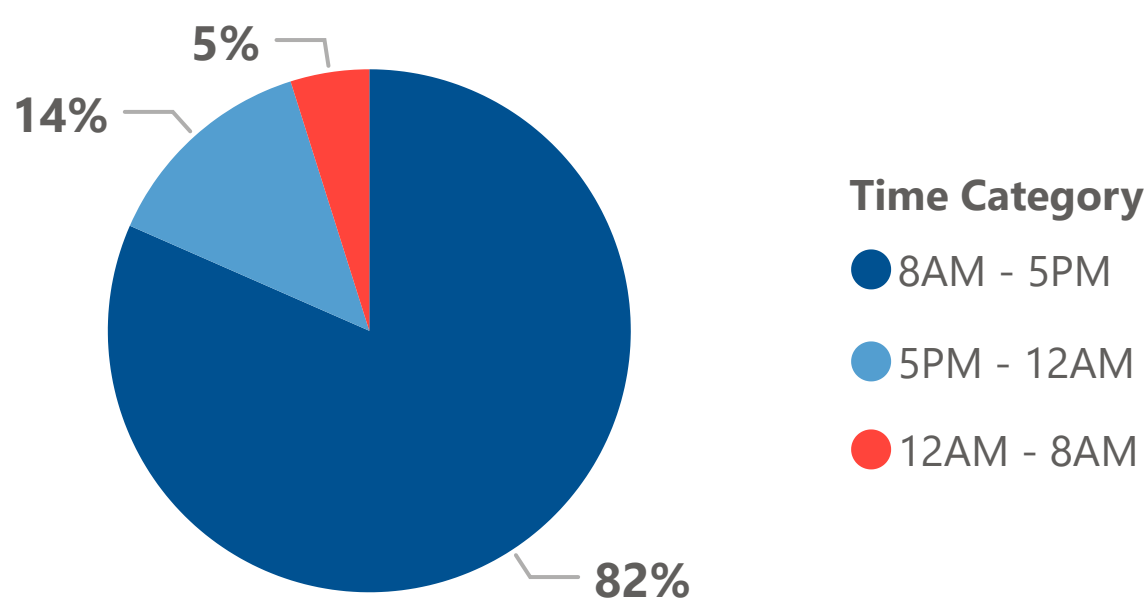
**Contacts by Method**

Contact Method	Contacts
Phone	2,220
2-Way Text	213

**Top 10 Cities**

City	Contacts
Waukegan	763
Zion	202
Gurnee	179
Round Lake Area	167
North Chicago	148
Mundelein	85
Vernon Hills	78
Grayslake	69
Antioch	60
Libertville	39

**Contacts by Time (Weekdays)**



**Contacts by Age Group**

Age Group	Contacts%
<18	0.8%
18-54	73%
55+	26%

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