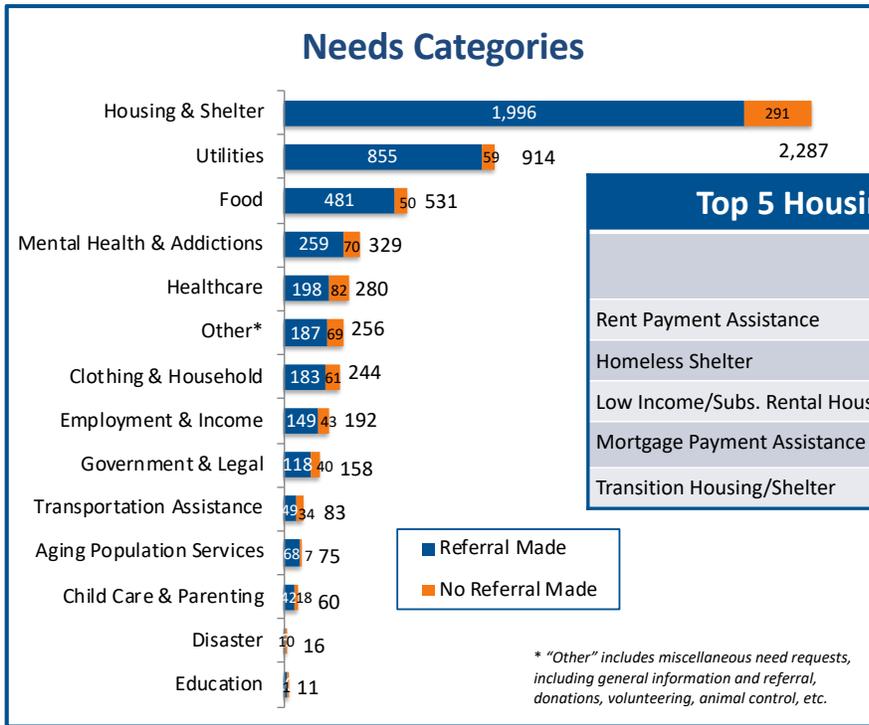




United Way of Lake County Summary of 211 Quarterly Data October 1 – December 31, 2020



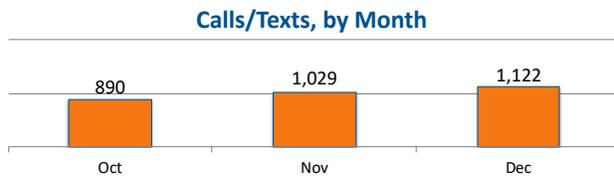
10/1/2020-12/31/2020:
3,041 Calls/Texts; with
5,436 Need Requests

Top 5 Housing & Shelter Needs

	Referral Made	No Referral Made	Total
Rent Payment Assistance	1,229	32	1,261
Homeless Shelter	152	35	187
Low Income/Subs. Rental Housing	141	1	142
Mortgage Payment Assistance	90	1	91
Transition Housing/Shelter	73	12	85

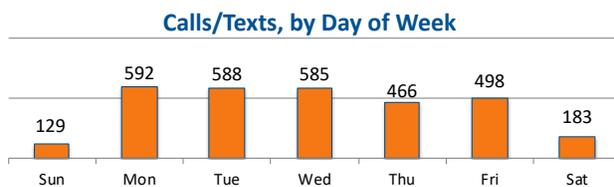
Calls/Texts, by City

Waukegan	868
Zion	264
Round Lake	220
Antioch	175
Gurnee	152
North Chicago	129
Mundelein	104
Grayslake	87
Vernon Hills	62
Fox Lake	57
Lake Villa	56
Wauconda	55
Other Cities	483



Type of Calls/Texts

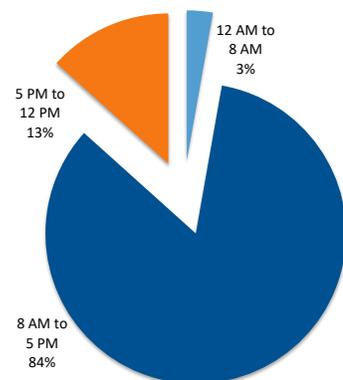
Phone	2,502
Text	530



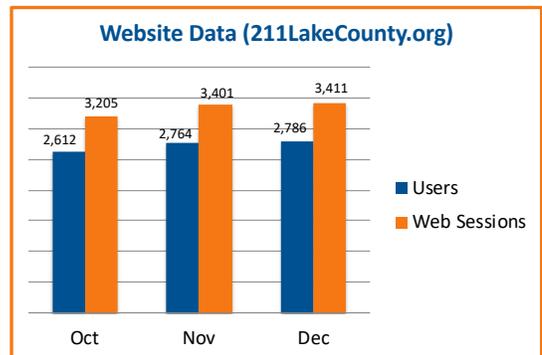
Calls/Texts, by Age

Under 18	17
18-54	1,697
55+	490

Calls/Texts, by Weekday Time



25% 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.