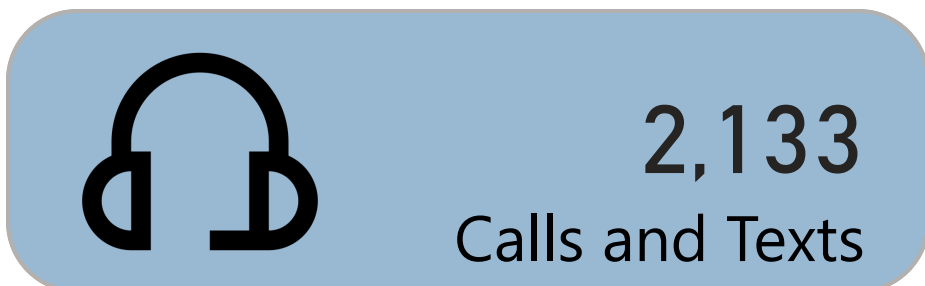
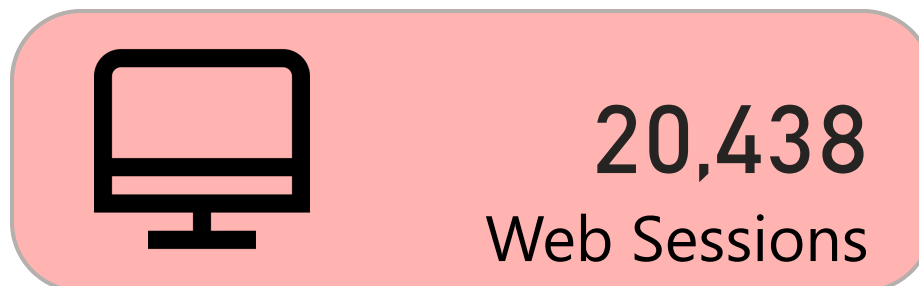


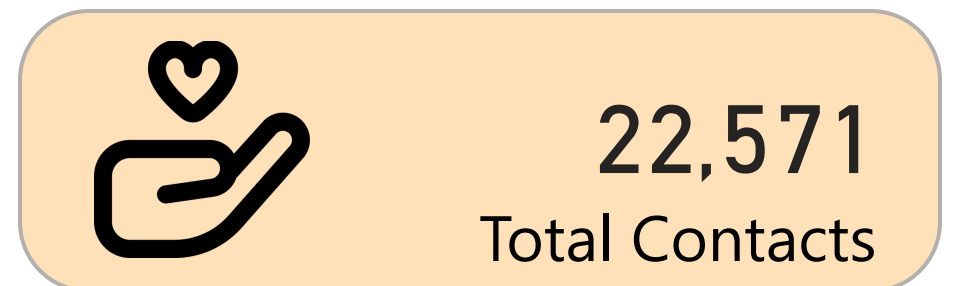
United Way of Lake County
211 Quarterly Data Summary
Q2 FY 23/24 (10/1/2023 - 12/31/2023)



Year-over-year change: **-28%**

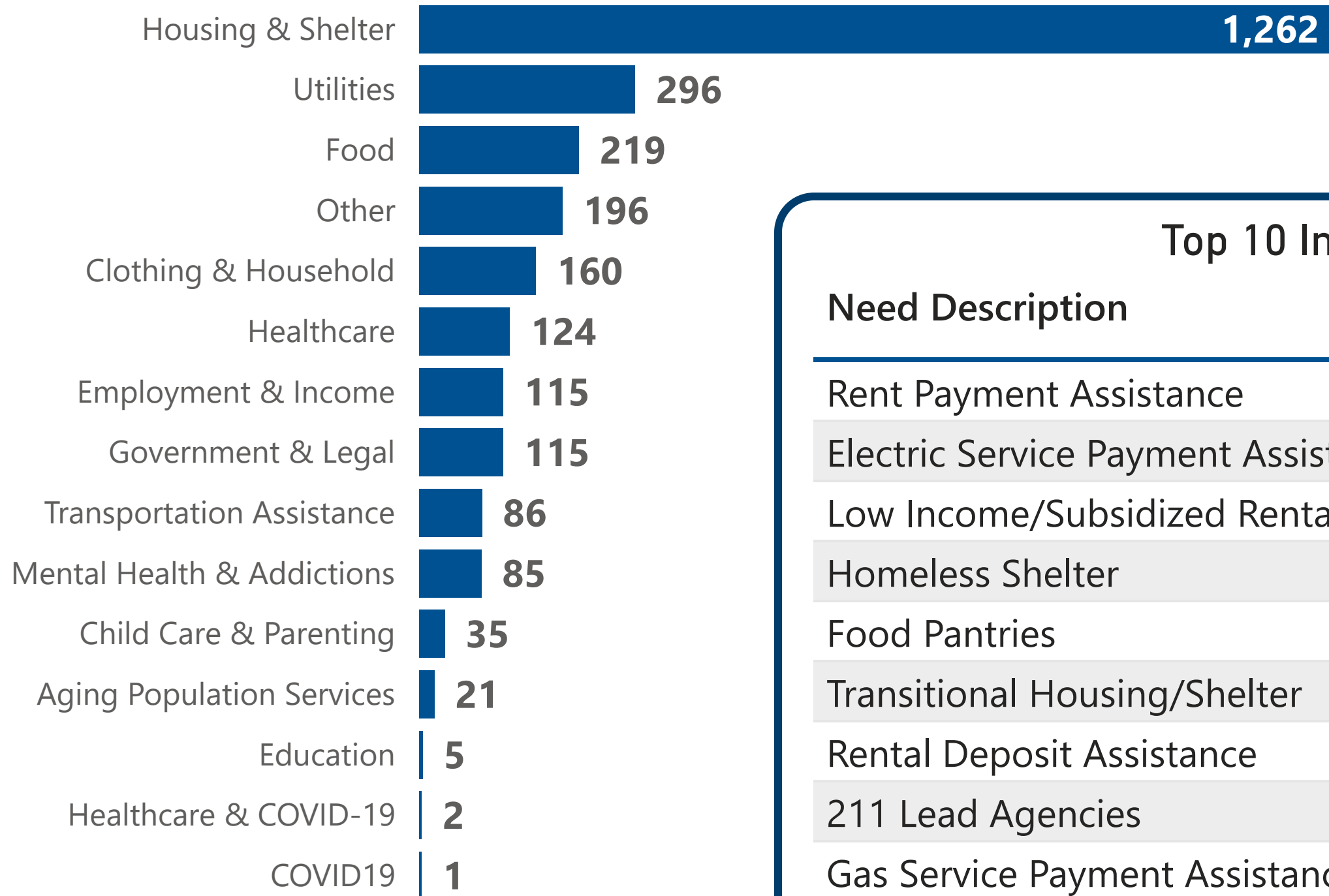


Year-over-year change: **+28%**



Year-over-year change: **+19%**

Needs by Category

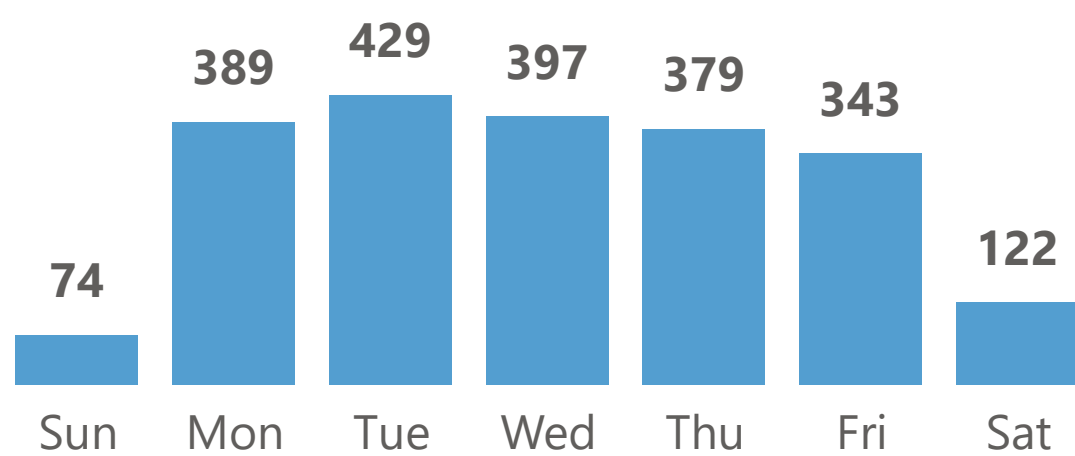


86% of all client needs received a referral.

Top 10 Individual Needs

Need Description	Needs	% Referred
Rent Payment Assistance	443	94%
Electric Service Payment Assistance	188	97%
Low Income/Subsidized Rental Housing	170	97%
Homeless Shelter	164	90%
Food Pantries	130	95%
Transitional Housing/Shelter	111	93%
Rental Deposit Assistance	72	97%
211 Lead Agencies	53	94%
Gas Service Payment Assistance	53	96%
General Legal Aid	43	86%

Contacts by Day of Week



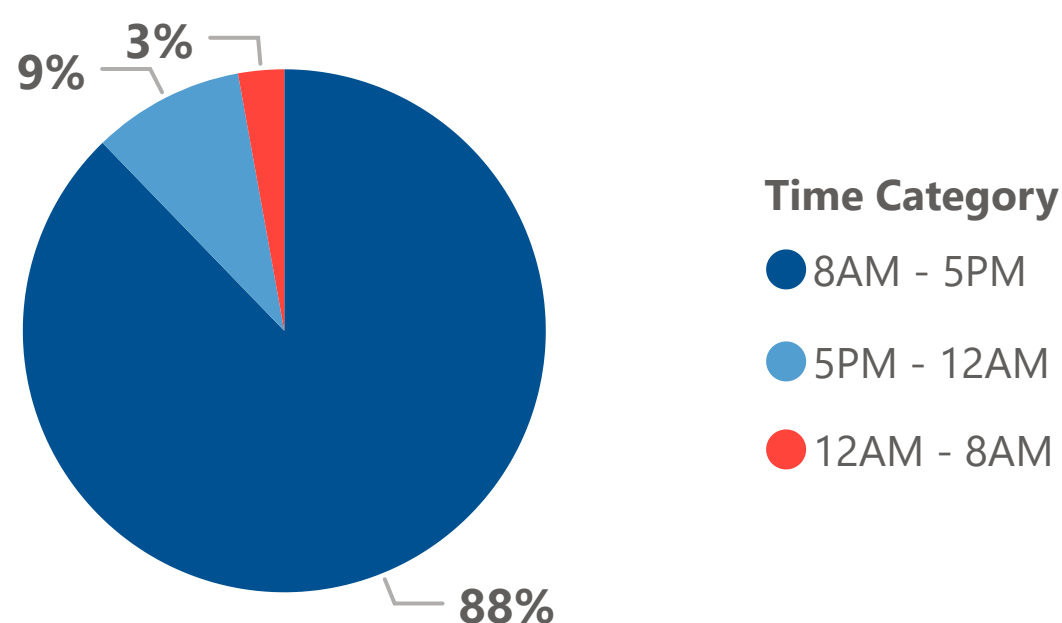
Contacts by Method

Contact Method	Contacts
Phone	1,311
2-Way Text	185

Top 10 Cities

City	Contacts
Waukegan	731
Zion	174
Round Lake Area	141
North Chicago	114
Gurnee	91
Grayslake	60
Lake Villa	53
Mundelein	51
Vernon Hills	45
Antioch	36

Contacts by Time (Weekdays)



Contacts by Age Group

Age Group	Contacts%
<18	0.4%
18-54	74%
55+	26%

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