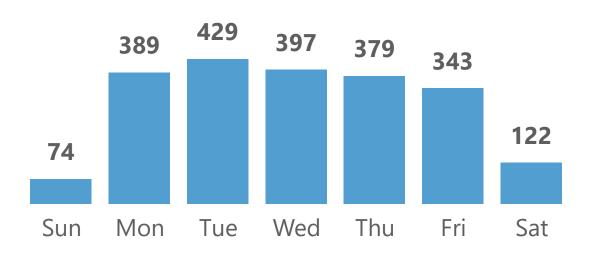
United Way of Lake County United 2.1.1 Way **211 Quarterly Data Summary Q2 FY 23/24** (10/1/2023 - 12/31/2023) **United Way of Lake County** Get Connected. Get Help.™ 20,438 22,571 2,133 Web Sessions Calls and Texts **Total Contacts** Year-over-year change: -28% Year-over-year change: +28% Year-over-year change: +19% Needs by Category 86% of all client 1,262 Housing & Shelter needs received a Utilities 296 referral. 219 Food Other 196 Top 10 Individual Needs Clothing & Household 160 **Need Description** % Referred Needs Healthcare 124 Employment & Income 115 **Rent Payment Assistance** 443 94% 115 **Electric Service Payment Assistance** 188 97% Government & Legal Low Income/Subsidized Rental Housing 170 97% Transportation Assistance 86 Homeless Shelter 85 164 90% Mental Health & Addictions **Food Pantries** 95% Child Care & Parenting 35 130 Aging Population Services Transitional Housing/Shelter 111 93% 21 **Rental Deposit Assistance** 97% 72 Education 5 Healthcare & COVID-19 211 Lead Agencies 94%

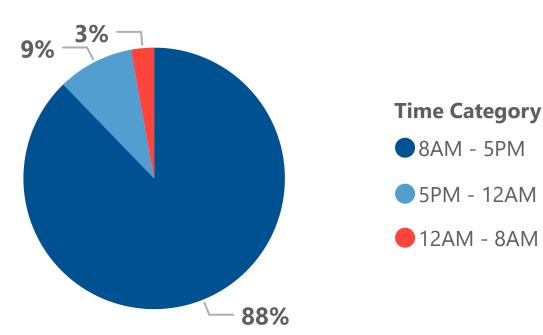
COVID19	1
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2

Contacts by Day of Week



Contacts by Time (Weekdays)



Contacts k	oy Method
Contact Meth	od Contacts
Phone	1,311
2-Way Text	185
Contacts by Age Group	Age Group Contacts%
Age Group	Contacts%
Age Group ▲ <18	Contacts%

Gas Service Payment Assistance

General Legal Aid

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	

53

53

43

96%

86%

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