


United Way of Lake County
211 Quarterly Data Summary
Q1 FY 25/26 (7/1/2025 - 9/30/2025)






2,900

Calls and Texts


Year-over-year change: +18%



18,723

Web Sessions

Year-over-year change: -42%

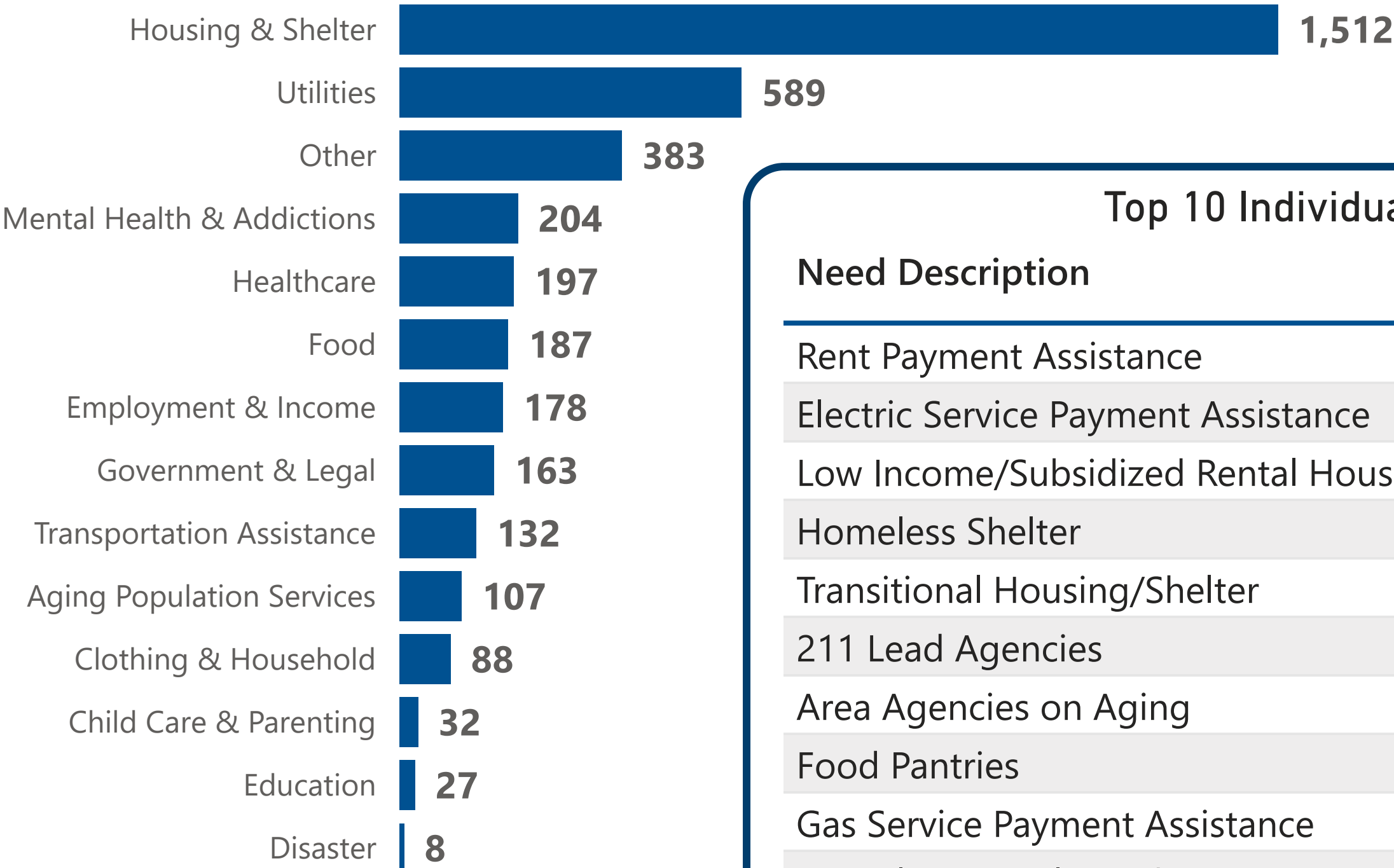


21,623

Total Contacts

Year-over-year change: -38%

Needs by Category

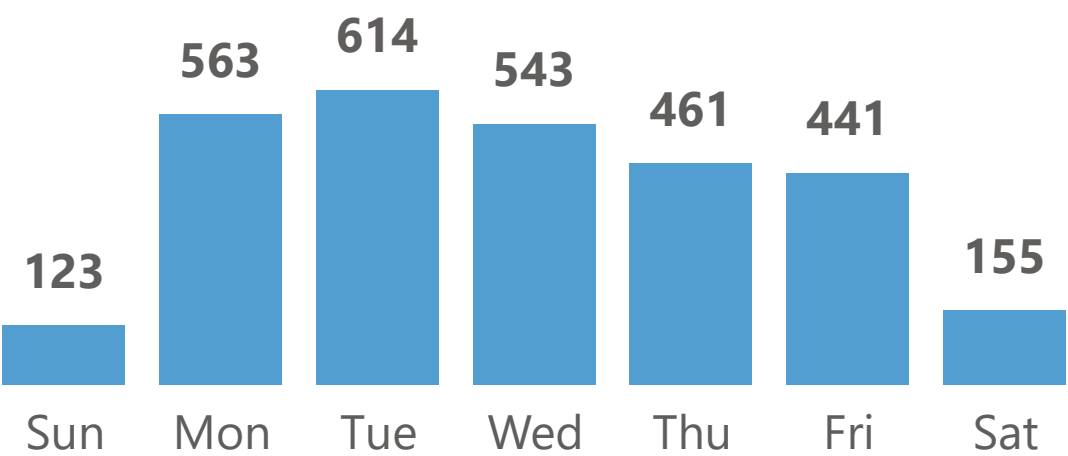


72% of all client needs received a referral.

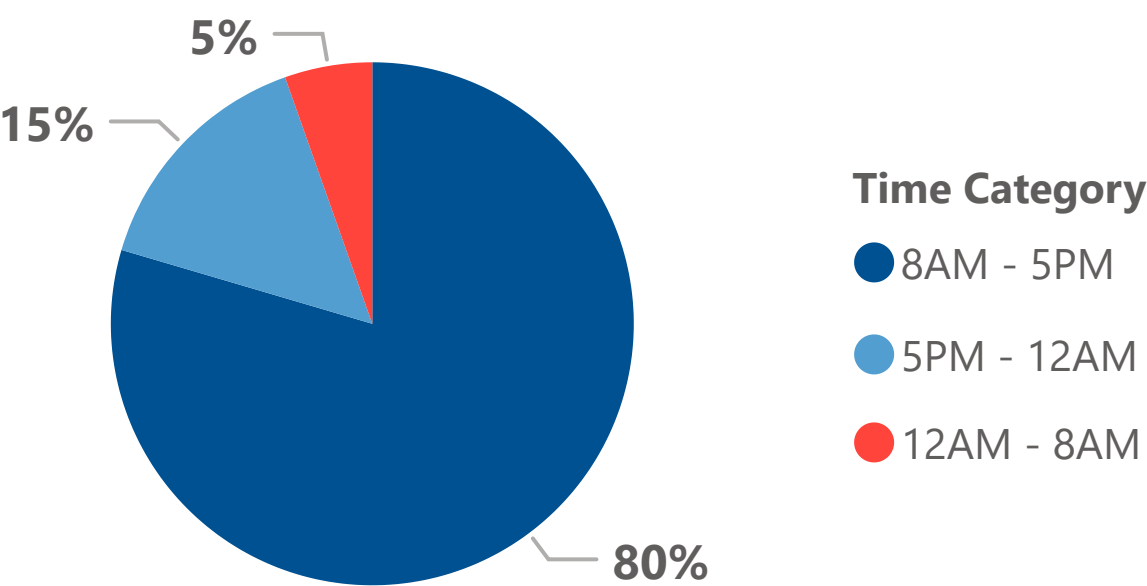
Top 10 Individual Needs

Need Description	Needs	% Referred
Rent Payment Assistance	429	86%
Electric Service Payment Assistance	408	88%
Low Income/Subsidized Rental Housing	208	91%
Homeless Shelter	187	66%
Transitional Housing/Shelter	177	84%
211 Lead Agencies	125	74%
Area Agencies on Aging	107	95%
Food Pantries	100	87%
Gas Service Payment Assistance	95	91%
Homeless Motel Vouchers	57	

Contacts by Day of Week



Contacts by Time (Weekdays)



Contacts by Method

Contact Method	Contacts
Phone	2,402
2-Way Text	240

Contacts by Age Group

Age Group	Contacts%
<18	0.9%
18-54	72%
55+	28%

Top 10 Cities

City	Contacts
Waukegan	886
Zion	244
Round Lake Area	160
North Chicago	150
Gurnee	140
Mundelein	86
Antioch	81
Grayslake	75
Libertyville	66
Vernon Hills	62

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