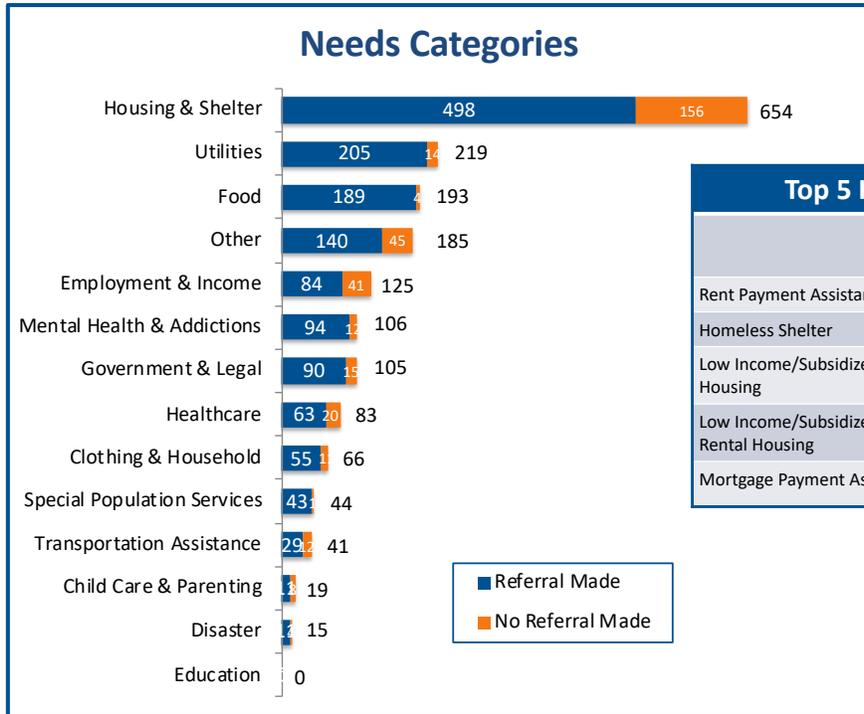




# United Way of Lake County Summary of 211 Quarterly Data Q2 2020: April 1 – June 30, 2020



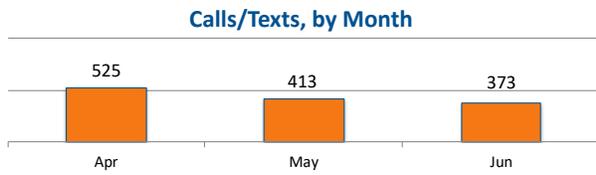
**4/1/2020-6/30/2020:  
1,311 Calls/Texts; with  
2,111 Need Requests**

### Top 5 Housing & Shelter Needs

	Referral Made	No Referral Made	Total
Rent Payment Assistance	262	10	272
Homeless Shelter	62	15	77
Low Income/Subsidized Rental Housing	35	4	39
Low Income/Subsidized Private Rental Housing	10	13	23
Mortgage Payment Assistance	22	0	22

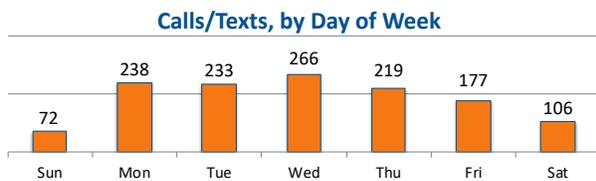
### Calls/Texts, by City

Waukegan	415
Zion	111
Round Lake	109
Gurnee	84
Antioch	83
North Chicago	65
Mundelein	40
Grayslake	32
Lake Villa	28
Libertyville	22
Vernon Hills	20
Fox Lake	18
Other Cities	210



### Type of Calls/Texts

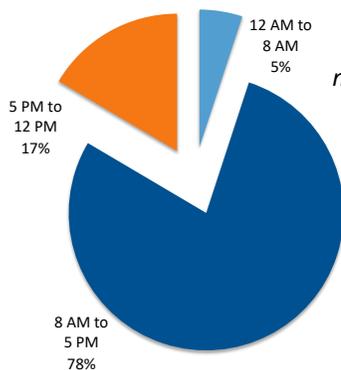
Phone	1,012
Text	208



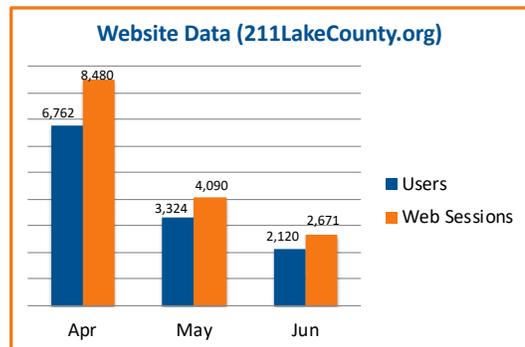
### Calls/Texts, by Age

Under 18	6
18-54	657
55+	260

### Calls/Texts, by Weekday Time



*32% 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.