


United Way of Lake County  
211 Quarterly Data Summary  
Q2 FY 25/26 (10/1/2025 - 12/31/2025)

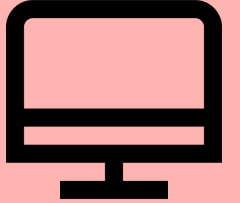




2,438

Calls and Texts


Year-over-year change: +9%



17,317

Web Sessions

Year-over-year change: -18%

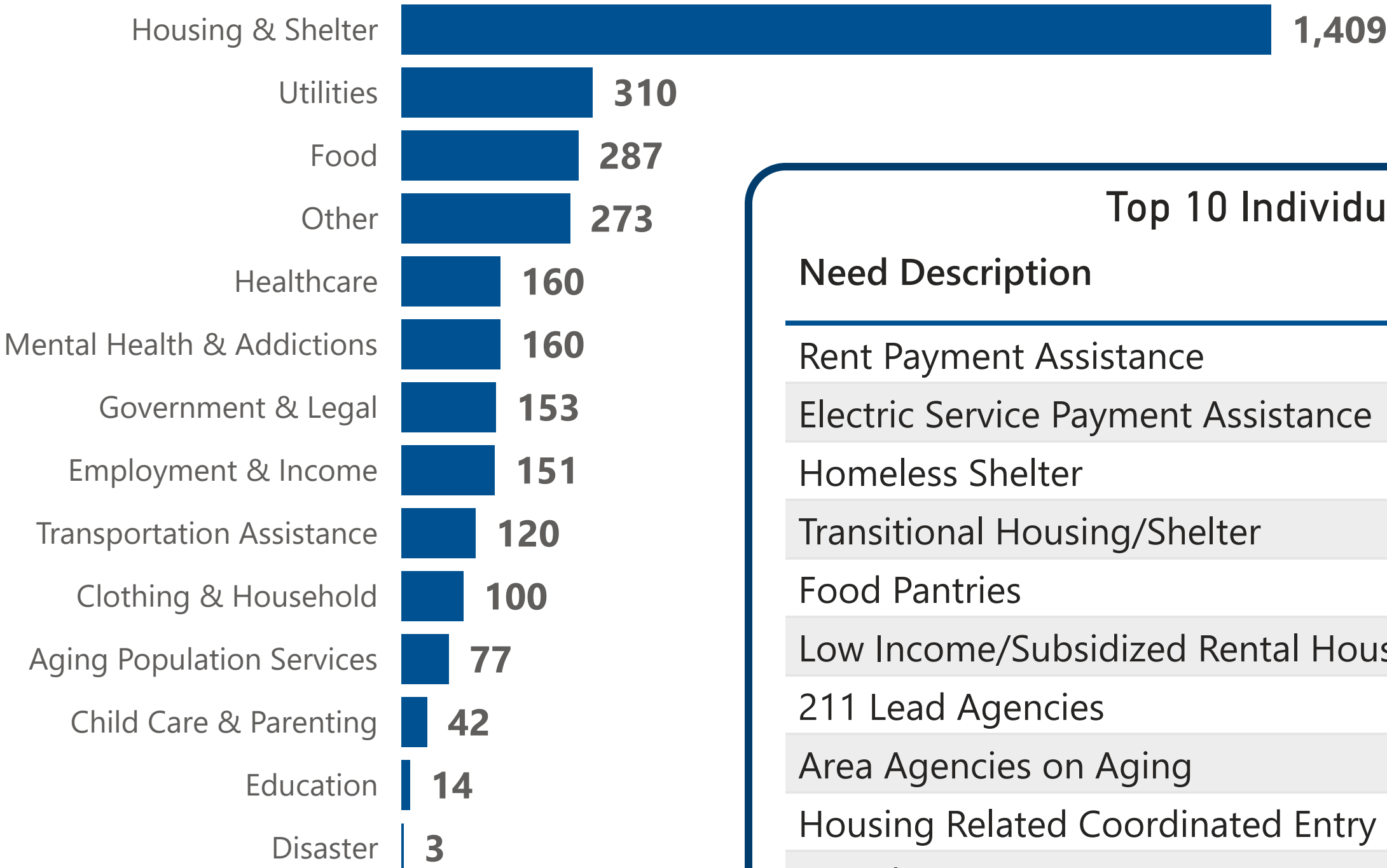


19,755

Total Contacts

Year-over-year change: -15%

Needs by Category

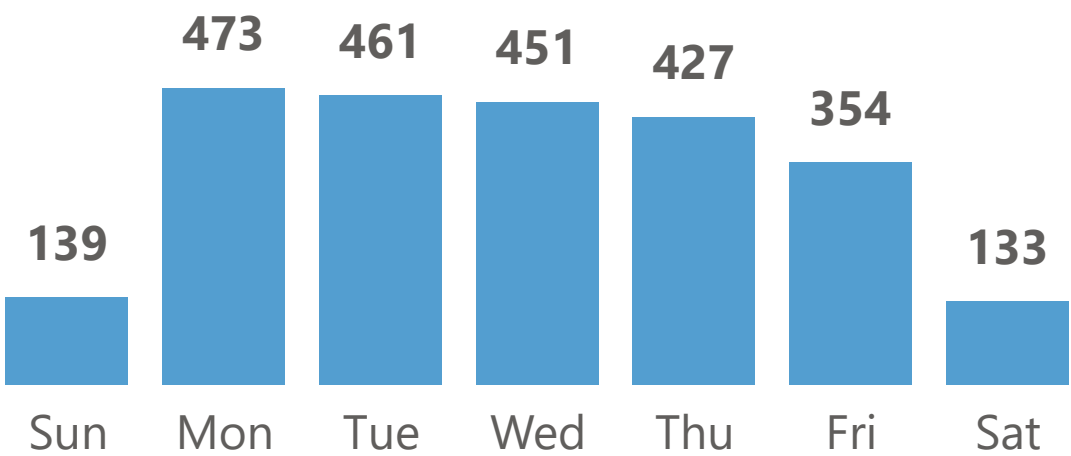


66% of all client needs received a referral.

Top 10 Individual Needs

Need Description	Needs	% Referred
Rent Payment Assistance	401	74%
Electric Service Payment Assistance	212	86%
Homeless Shelter	192	58%
Transitional Housing/Shelter	180	81%
Food Pantries	155	83%
Low Income/Subsidized Rental Housing	146	88%
211 Lead Agencies	81	69%
Area Agencies on Aging	77	91%
Housing Related Coordinated Entry	76	80%
Rental Deposit Assistance	62	0%

Contacts by Day of Week



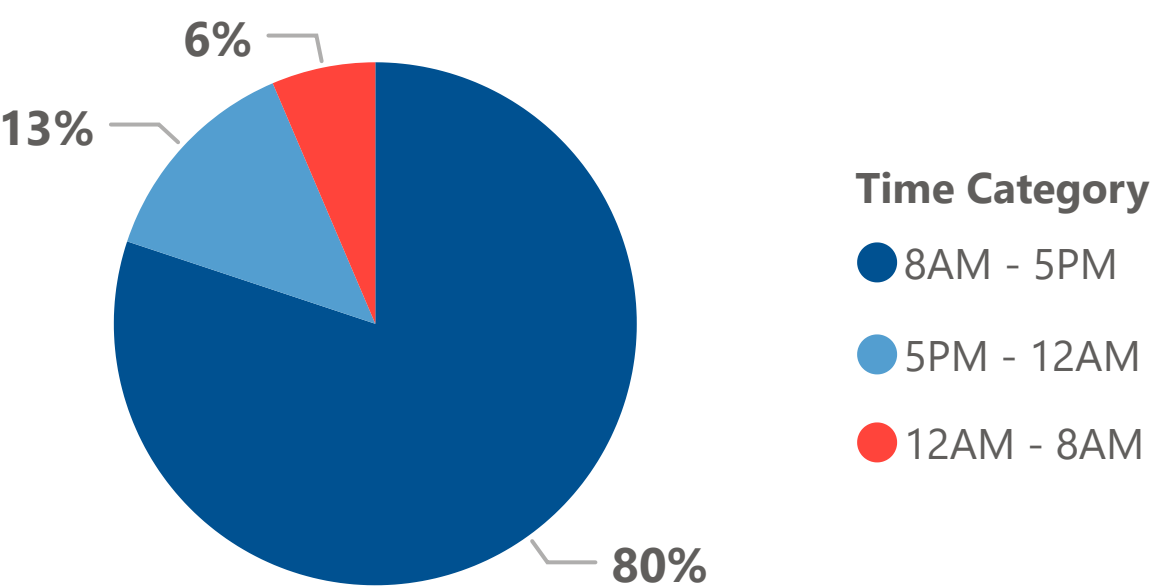
Contacts by Method

Contact Method	Contacts
Phone	2,013
2-Way Text	224

Top 10 Cities

City	Contacts
Waukegan	769
Zion	191
Round Lake Area	159
North Chicago	135
Gurnee	124
Antioch	71
Mundelein	69
Grayslake	60
Vernon Hills	59
Lake Villa	47

Contacts by Time (Weekdays)



Contacts by Age Group

Age Group	Contacts%
<18	0.7%
18-54	72%
55+	27%

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