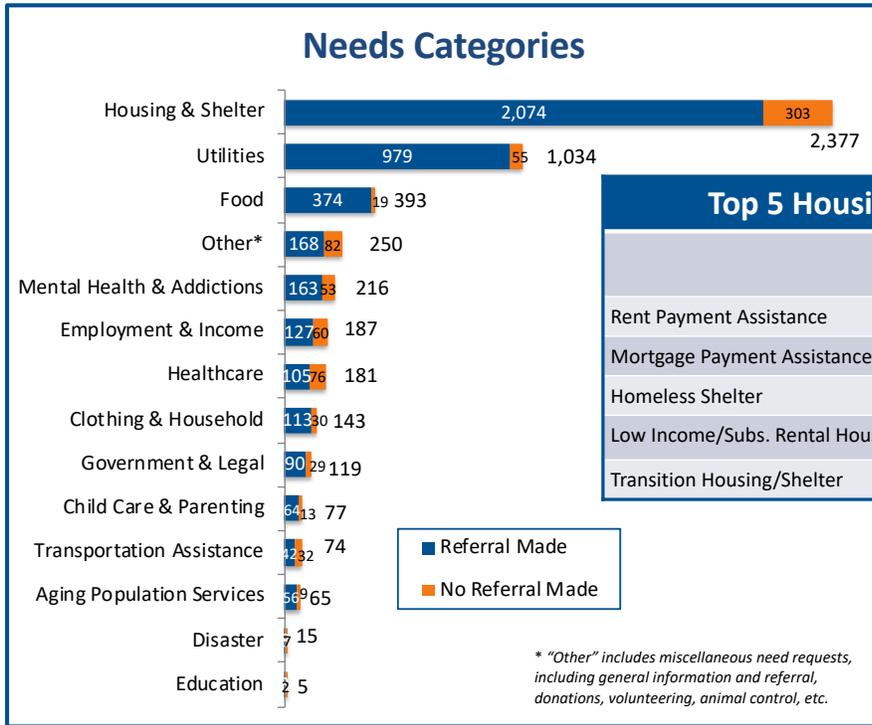




# United Way of Lake County Summary of 211 Quarterly Data

July 1 – September 30, 2020



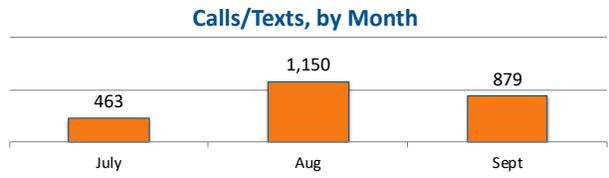
7/1/2020-9/30/2020:  
2,492 Calls/Texts; with  
5,136 Need Requests

### Top 5 Housing & Shelter Needs

Category	Referral Made	No Referral Made	Total
Rent Payment Assistance	1,356	22	1,378
Mortgage Payment Assistance	190	3	193
Homeless Shelter	113	25	138
Low Income/Subs. Rental Housing	131	1	132
Transition Housing/Shelter	44	11	55

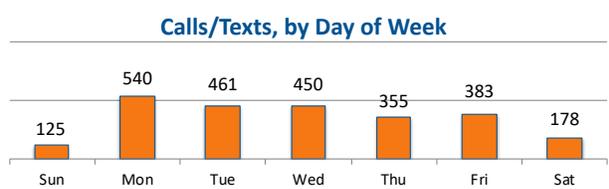
### Calls/Texts, by City

Waukegan	700
Round Lake	200
Zion	167
Gurnee	134
Antioch	123
North Chicago	88
Grayslake	84
Vernon Hills	83
Mundelein	79
Lake Villa	64
Highland Park, Ingleside, Libertyville	40
Other Cities	423



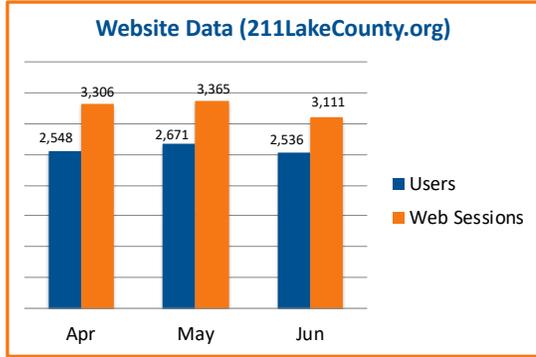
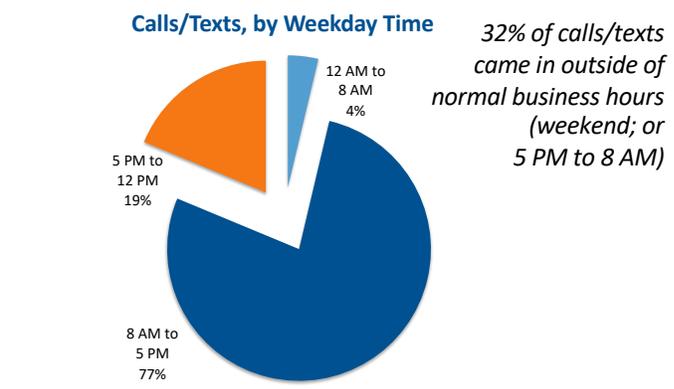
### Type of Calls/Texts

Phone	1,544
Text	646



### Calls/Texts, by Age

Under 18	11
18-54	1,336
55+	408



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