

United Way of Lake County
211 Quarterly Data Summary
Q4 FY 24/25 (4/1/2025 - 6/30/2025)

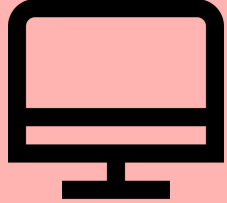




2,334

Calls and Texts

Year-over-year change: +10%



17,299

Web Sessions

Year-over-year change: -13%

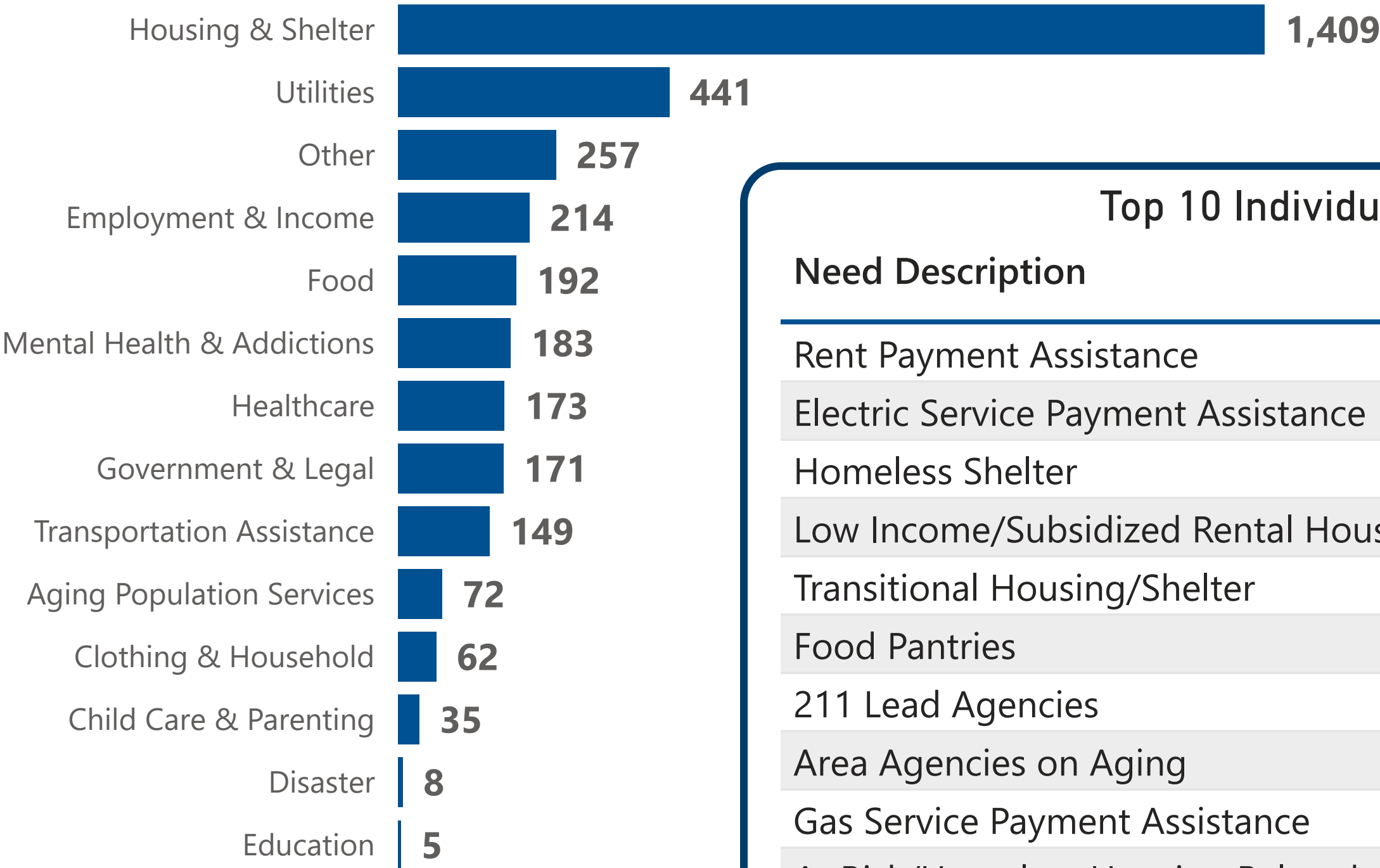


19,633

Total Contacts

Year-over-year change: -11%

Needs by Category

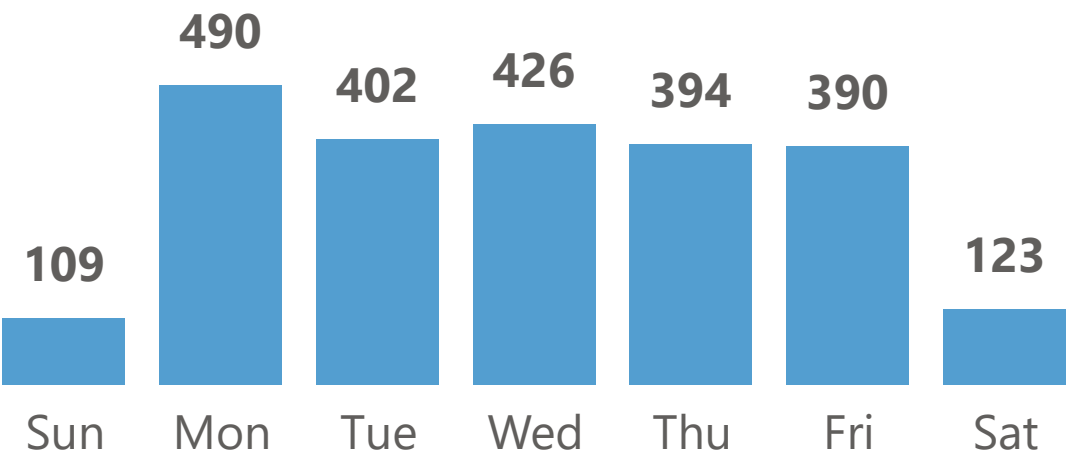


82% of all client needs received a referral.

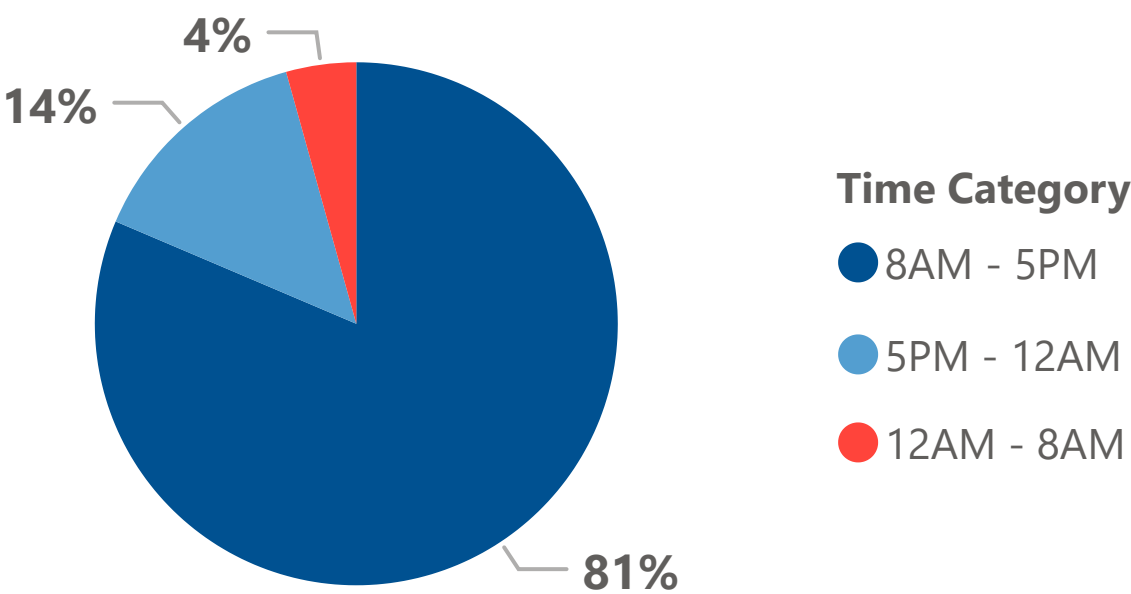
Top 10 Individual Needs

Need Description	Needs	% Referred
Rent Payment Assistance	401	96%
Electric Service Payment Assistance	302	96%
Homeless Shelter	229	92%
Low Income/Subsidized Rental Housing	186	97%
Transitional Housing/Shelter	125	98%
Food Pantries	104	97%
211 Lead Agencies	82	78%
Area Agencies on Aging	72	99%
Gas Service Payment Assistance	68	94%
At Risk/Homeless Housing Related	59	15%

Contacts by Day of Week



Contacts by Time (Weekdays)



Contacts by Method

Contact Method	Contacts
Phone	2,080
2-Way Text	236

Contacts by Age Group

Age Group	Contacts%
<18	1%
18-54	72%
55+	27%

Top 10 Cities

City	Contacts
Waukegan	695
Zion	201
Round Lake Area	191
Gurnee	129
North Chicago	113
Mundelein	89
Antioch	86
Vernon Hills	61
Grayslake	56
Libertville	43

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