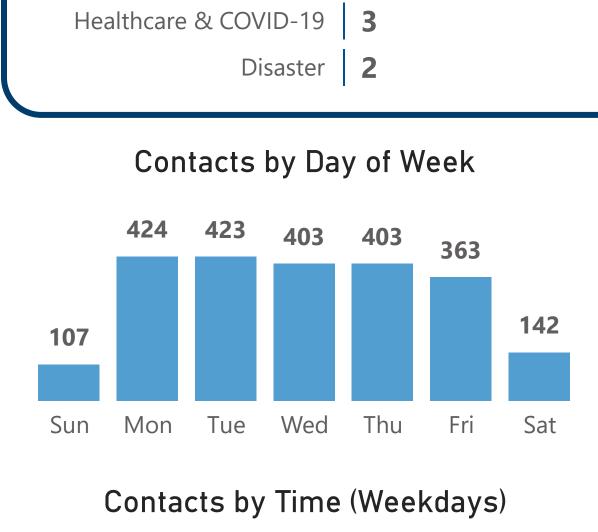
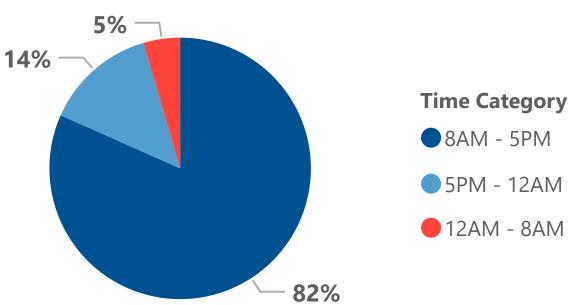
United Way of Lake County 211 Quarterly Data Summary Q3 FY 24/25 (1/1/2025 - 3/31/2025)



2,265 18,030 20,295 Web Sessions Calls and Texts Total Contacts Year-over-year change: +17% Year-over-year change: -14% Year-over-year change: -12% Needs by Category 77% of all client Housing & Shelter 1,515 needs received a 391 Utilities referral. 223 Other Employment & Income 222 Top 10 Individual Needs Healthcare 189 **Need Description** % Referred Needs 175 Food Government & Legal 164 **Rent Payment Assistance** 483 93% Mental Health & Addictions 157 **Electric Service Payment Assistance** 253 89% Homeless Shelter 132 213 81% Transportation Assistance Low Income/Subsidized Rental Housing 171 95% Clothing & Household 62 Transitional Housing/Shelter Aging Population Services 102 97% 44 **Food Pantries** Child Care & Parenting 36 101 91% Gas Service Payment Assistance 91% 75 Education 6

211 Lead Agencies





Ett Lead / geneles		
Rental Deposit	t Assistance	
General Relief		
Homeless Mot	tal Voucharc	
Contacts by Method		
Contact Method Contacts		
Phone	1,995	V
2-Way Text	256	Z
		R
Contacts by	Age Group	N
Contacts by Age Group	Age Group Contacts%	N G
-		
Age Group	Contacts%	
Age Group ▲ <18	Contacts%	
Age Group <18 18-54	Contacts% 0.6% 72%	R N C N C L V

Top 10 Cities		
City	Contacts ▼	
Waukegan	651	
Zion	178	
Round Lake Area	157	
North Chicago	129	
Gurnee	125	
Antioch	74	
Mundelein	64	
Grayslake	57	
Lake Villa	42	
Vernon Hills	38	

65

60

52

52

95%

5%

81%

1%

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