


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






2,265

Calls and Texts


Year-over-year change: +17%



18,030

Web Sessions

Year-over-year change: -14%

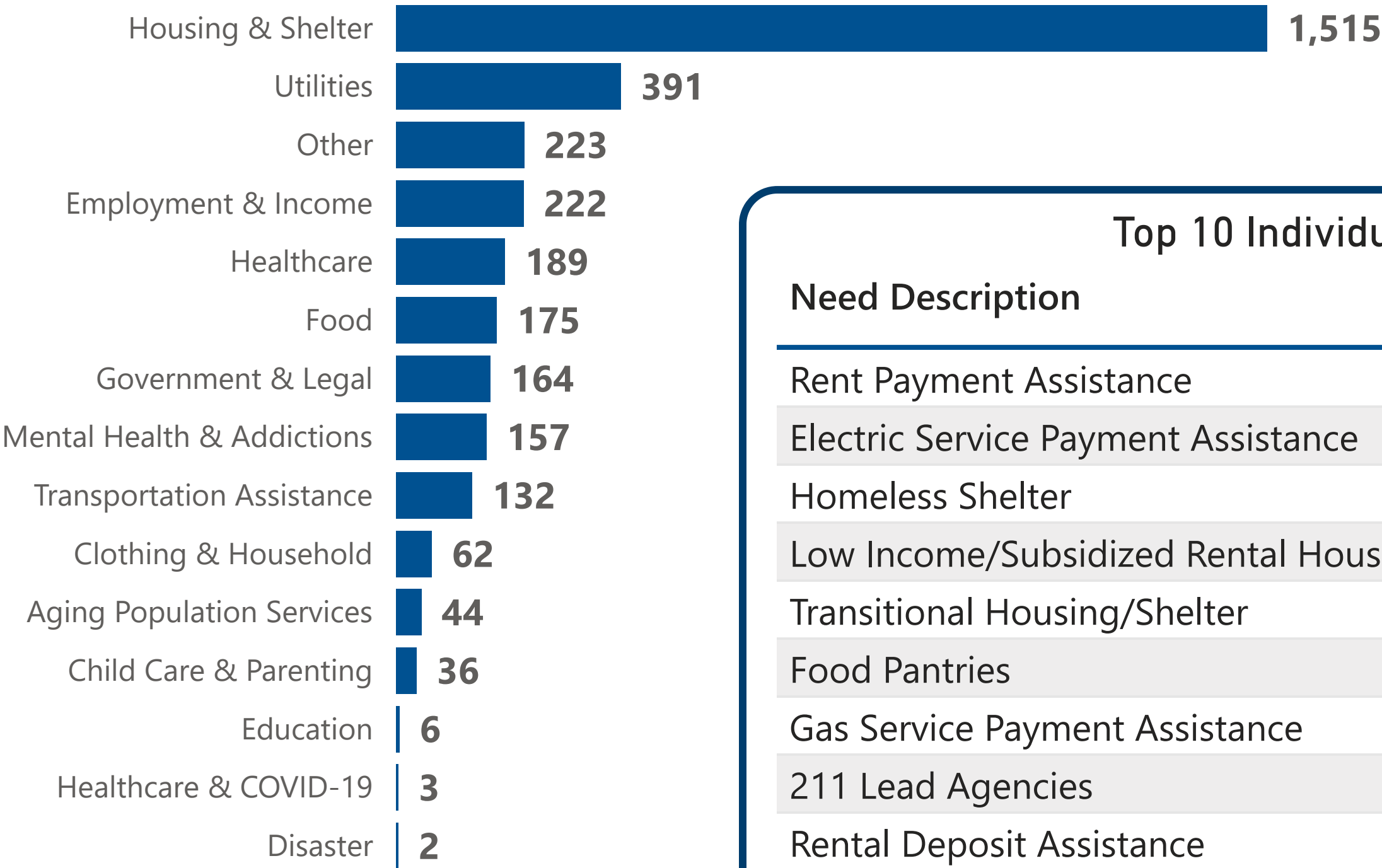


20,295

Total Contacts

Year-over-year change: -12%

Needs by Category

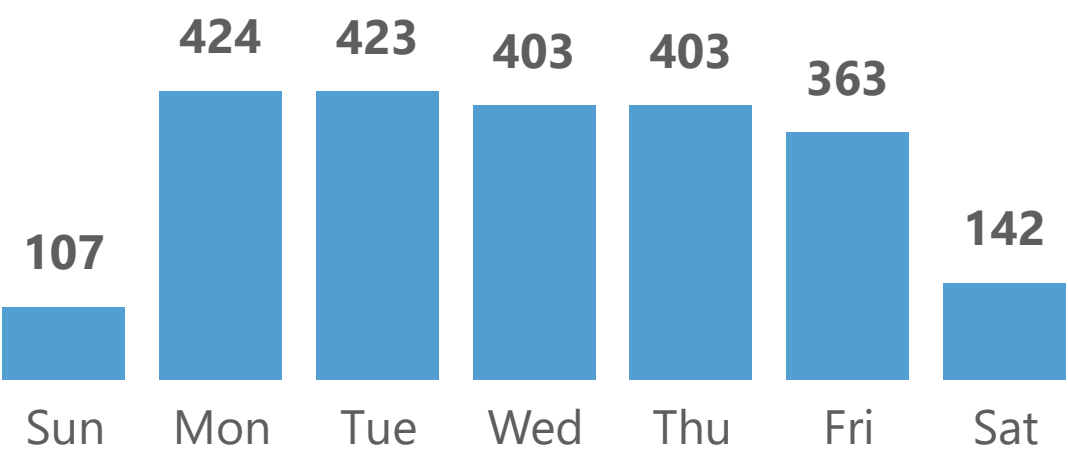


77% of all client needs received a referral.

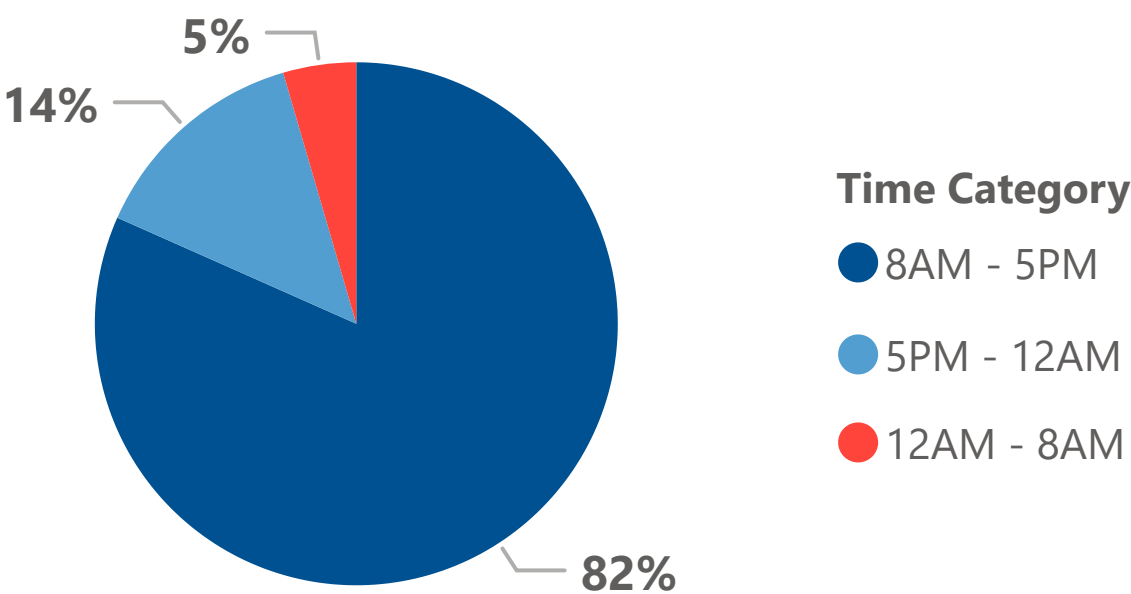
Top 10 Individual Needs

Need Description	Needs	% Referred
Rent Payment Assistance	483	93%
Electric Service Payment Assistance	253	89%
Homeless Shelter	213	81%
Low Income/Subsidized Rental Housing	171	95%
Transitional Housing/Shelter	102	97%
Food Pantries	101	91%
Gas Service Payment Assistance	75	91%
211 Lead Agencies	65	95%
Rental Deposit Assistance	60	5%
General Relief	52	81%
Homeless Motel Vouchers	50	10%

Contacts by Day of Week



Contacts by Time (Weekdays)



Contacts by Method

Contact Method	Contacts
Phone	1,995
2-Way Text	256

Contacts by Age Group

Age Group	Contacts%
<18	0.6%
18-54	72%
55+	28%

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

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