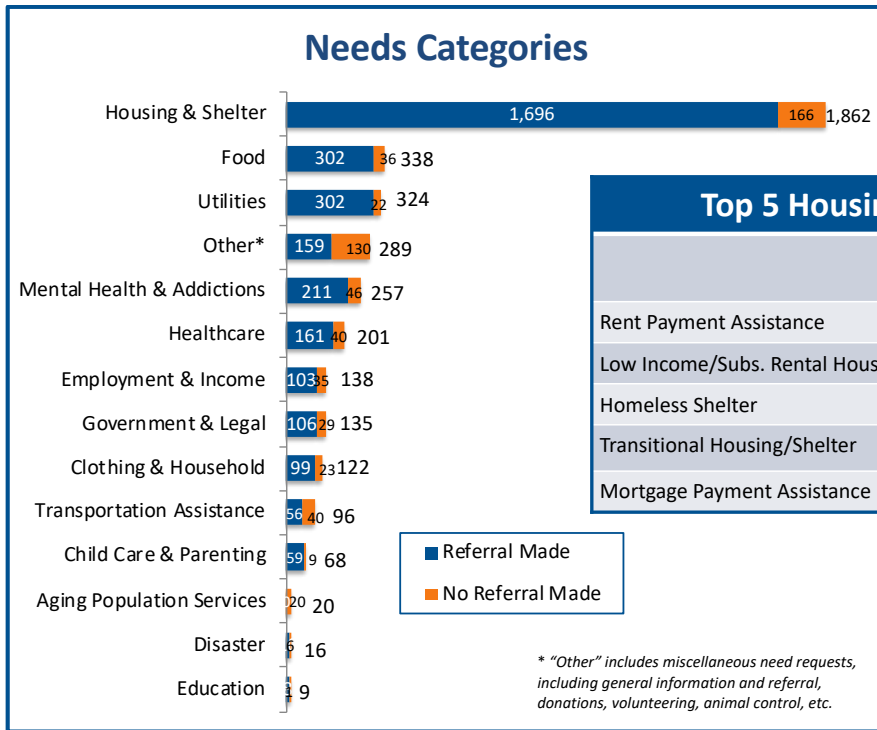




United Way of Lake County Summary of 211 Quarterly Data October 1 – December 31, 2021



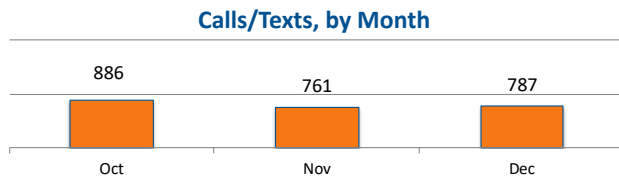
10/1/2021-12/31/2021:
2,434 Calls/Texts; with
3,875 Need Requests

Top 5 Housing & Shelter Needs

	Referral Made	No Referral Made	Total
Rent Payment Assistance	939	24	963
Low Income/Subs. Rental Housing	168	8	176
Homeless Shelter	143	23	166
Transitional Housing/Shelter	73	10	83
Mortgage Payment Assistance	60	1	61

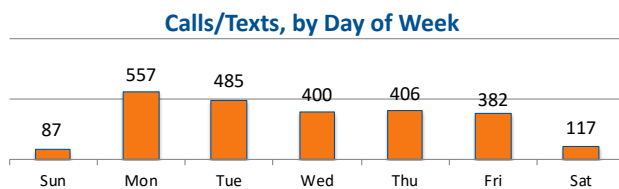
Calls/Texts, by City

Waukegan	734
Zion	214
North Chicago	136
Gurnee	132
Round Lake	123
Mundelein	71
Antioch	66
Grayslake	64
Vernon Hills	55
Lake Villa	38
Fox Lake	37
Wauconda	36
Other Cities	424



Type of Calls/Texts

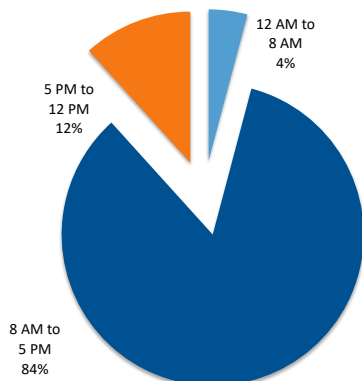
Phone	2,135
Text	257



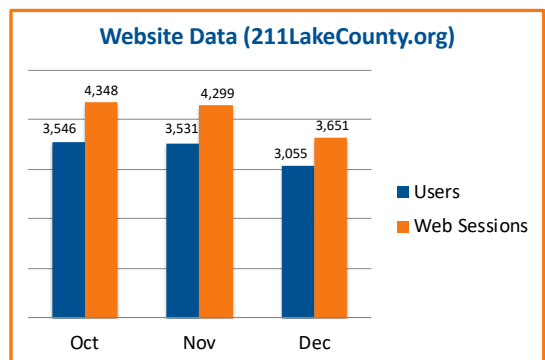
Calls/Texts, by Age

Under 18	14
18-54	1,117
55+	453

Calls/Texts, by Weekday Time



23% of calls/texts came in outside of normal business hours (weekend; or 5 PM to 8 AM)



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