



Year-over-year change: **+5%**

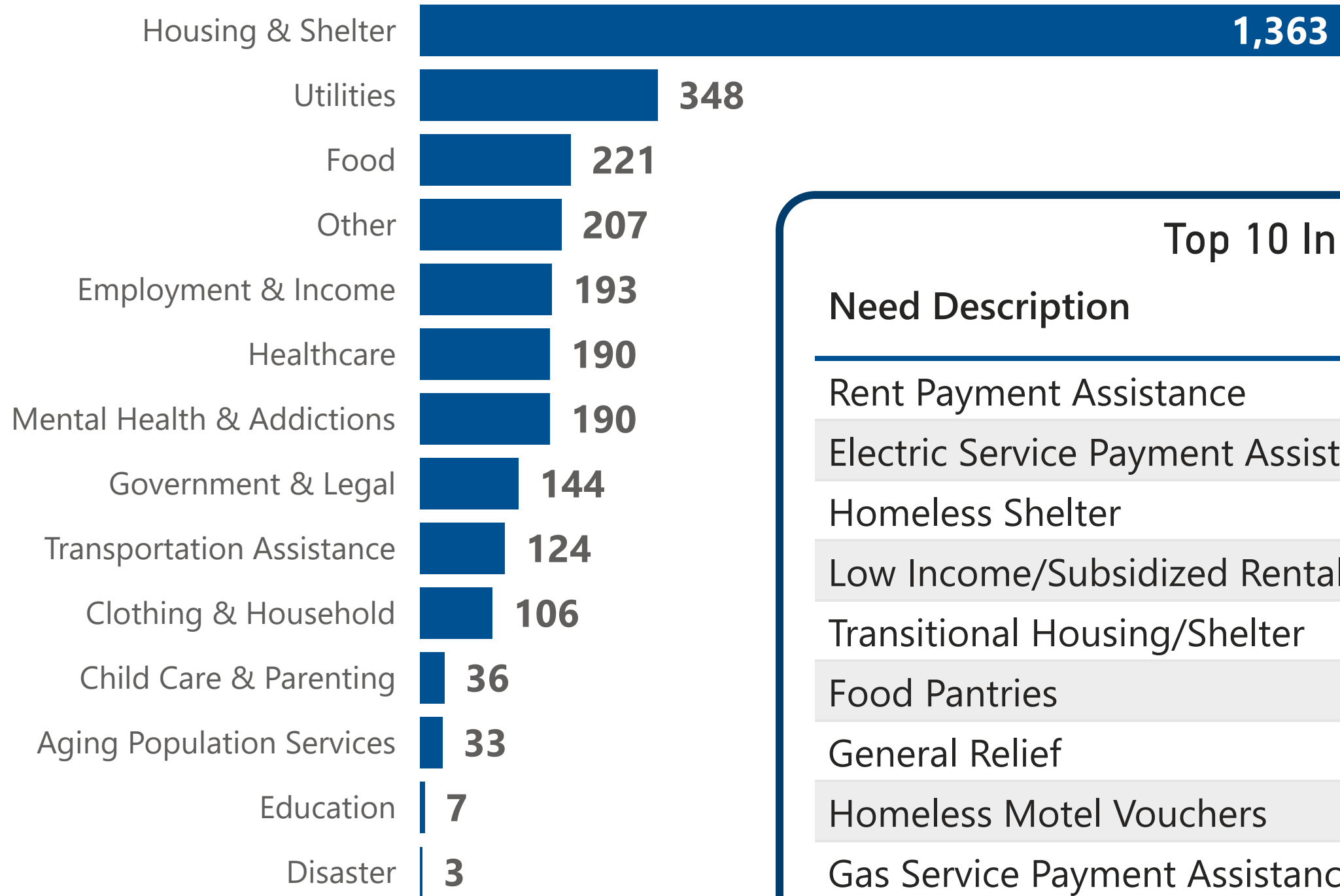


Year-over-year change: **+3%**



Year-over-year change: **+3%**

Needs by Category

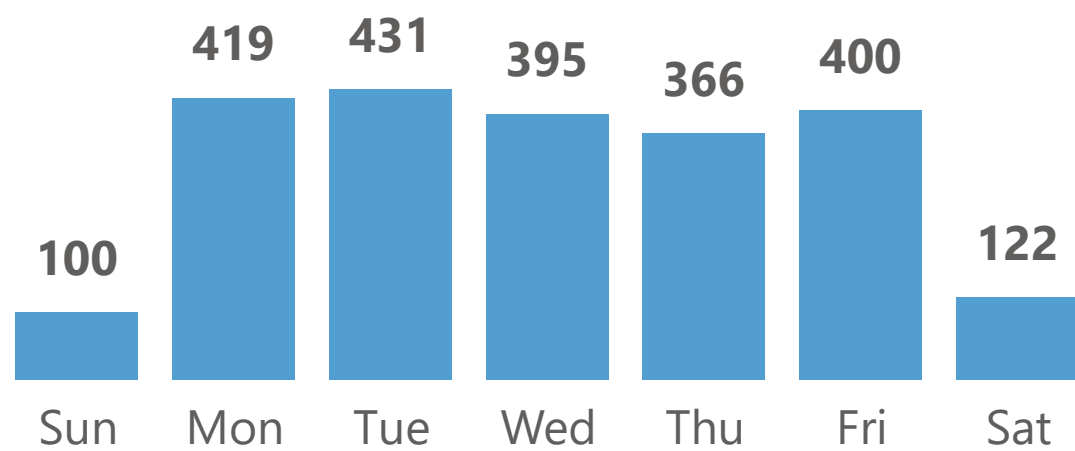


70% of all client needs received a referral.

Top 10 Individual Needs

Need Description	Needs	% Referred
Rent Payment Assistance	394	85%
Electric Service Payment Assistance	214	85%
Homeless Shelter	179	70%
Low Income/Subsidized Rental Housing	175	93%
Transitional Housing/Shelter	134	85%
Food Pantries	114	93%
General Relief	76	76%
Homeless Motel Vouchers	71	
Gas Service Payment Assistance	66	89%
Rental Deposit Assistance	57	7%

Contacts by Day of Week



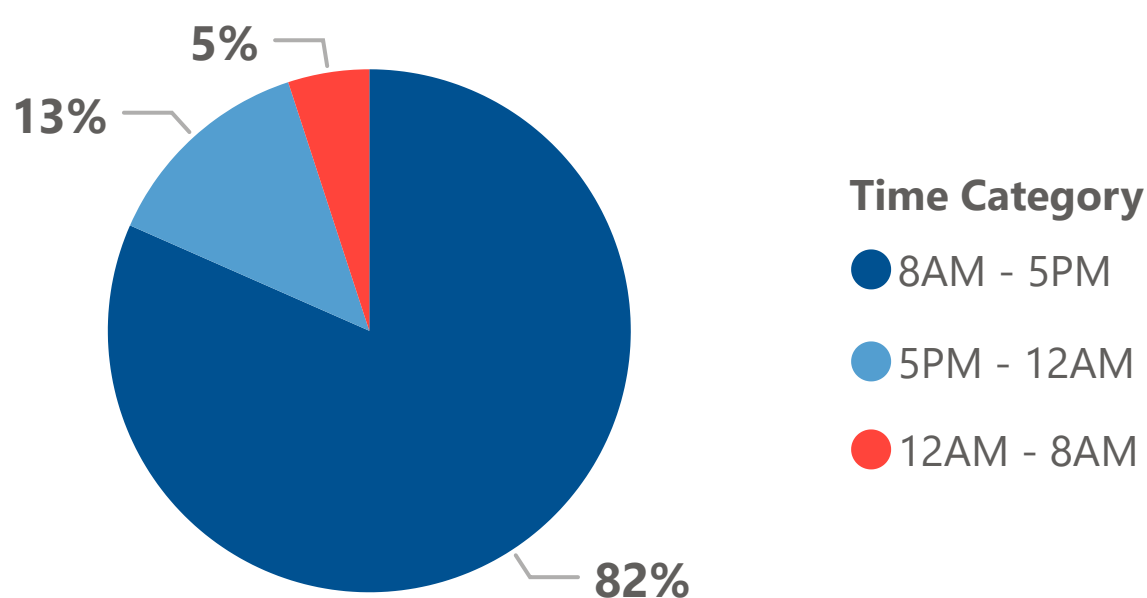
Contacts by Method

Contact Method	Contacts
Phone	1,938
2-Way Text	272

Top 10 Cities

City	Contacts
Waukegan	648
Zion	186
Round Lake Area	180
Gurnee	147
North Chicago	83
Vernon Hills	66
Antioch	60
Mundelein	51
Grayslake	50
Libertville	47

Contacts by Time (Weekdays)



Contacts by Age Group

Age Group	Contacts%
<18	0.5%
18-54	72%
55+	27%

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