

**United Way of Lake County 211
COVID-19 Special Report
May 1 - 31, 2020**



Individuals Listening to COVID-19 Messaging Available When Calling 211	
Unemployment & Disability Benefits	91
Family Leave or Unemployment for Caring for a Loved One	57
Testing for COVID 19	24
What to do if You're Sick	24
Stay at Home Order	14
Prepare and Prevent COVID	8
Chose to Speak to Specialist About 211 Resources Due to COVID Situation	184
Chose to Speak to Specialist About 211 Resources NOT COVID Related	265

Website	May	Increase from February
Unique Website Users	3,324	17%
Number of Visits to Website	4,090	16%

Total Individuals Opting-In to COVID-19 Keyword Text Campaign	122
Individuals Opting-In to COVID-19 Text Campaign in May	13

Top 10 Communities Utilizing Keyword Text Campaign	
Waukegan	33
Gurnee	10
Libertyville	10
Round Lake	7
Highland Park	6
Chicago	5
Lake Zurich	5
Grayslake	4
Mundelein	4
Wauconda	4
Zion	4

Top Ten Needs from COVID-19 Calls

Need	Referral Made	No Referral Made
Rent Payment Assistance	62	0
Electric Service Payment Assistance	38	0
Food Pantries	36	1
Homeless Shelter	6	2
Food Stamps/SNAP	7	0

211 Specialist Interactions	May	Increase from February
Calls and Texts to 211	413	15%

Top Ten Needs - All Calls/Texts	May	Increase from February
Rent Payment Assistance	82	71%
Food Pantries	52	136%
Electric Service Payment Assistance	47	62%
Homeless Shelter	29	16%
Low Income/Subsidized Rental Housing	17	31%
Area Agencies on Aging	13	-41%
Census Data	10	∞
Food Stamps/SNAP	10	400%
Comprehensive Information and Referral	9	∞
Diapers	9	125%

Individuals Calling 211 Identifying Needs Related to COVID -19	207
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Top 10 Communities with COVID-19 Need	
Waukegan	80
Gurnee	18
Round Lake	16
Zion	15
Mundelein	11
North Chicago	9
Lake Villa	5
Buffalo Grove	4
Grayslake	4
Wadsworth	4

Need	Referral Made	No Referral Made
Water Service Payment Assistance	7	0
Low Income/Subsidized Rental Housing	4	1
Public/Subsidized Housing Appeals Assistance	5	0
Undesignated Temporary Financial Assistance	4	1
Census Data	4	0

Summary of All Needs by Category	May	Increase from February
Housing & Shelter	226	-18%
Utilities	74	25%
Other and #N/A	75	-3%
Food	68	134%
Government & Legal	49	11%
Mental Health & Addictions	36	-44%
Employment & Income	28	-36%
Clothing & Household	27	29%
Healthcare	27	-53%
Transportation Assistance	13	-59%
Disaster	5	∞
Child Care & Parenting	3	-57%
Education	0	-100%

Identified Reason for Calling/Texting 211 for COVID-19

General Coronavirus Information	20
# of Positive Cases	1
Testing Site Information/Availability	5
Mandatory Stay at Home Information	1
Health Order Violation Reporting	0
Essential Business Info	0
Income Loss/Unemployment/Disability	17
Rent Payment	52
Utility Payment	35
Other Financial Needs	10
Food Pantries/School Meals	21
SNAP/TANF	3
Grocery/Meals Delivery	6
Transportation	0
Mental Health	0
Homelessness/Shelter/Motel Vouchers	13
Employee Rights	0
Landlord/Renter Rights/Conflict	2
Price gouging	0
Federal Stimulus Fund/CARES Act Information	0
VITA/Tax Deadline	1
Best Sources of Information	0
Other	19