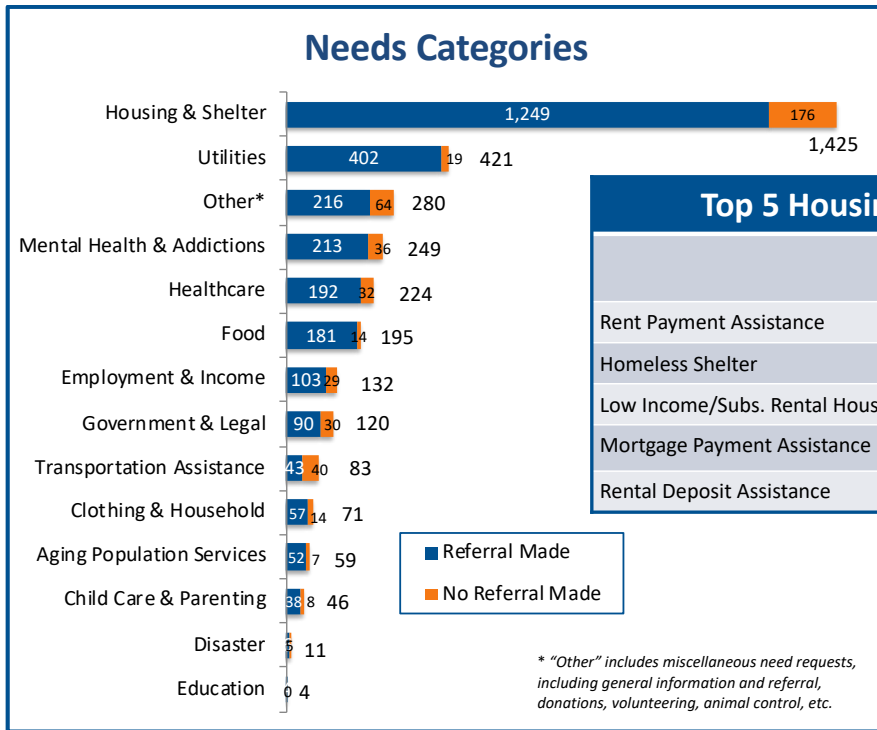




# United Way of Lake County Summary of 211 Quarterly Data April 1 – June 30, 2021



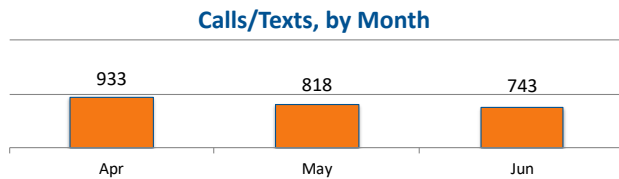
4/1/2021-6/30/2021:  
2,494 Calls/Texts; with  
3,320 Need Requests

### Top 5 Housing & Shelter Needs

	Referral Made	No Referral Made	Total
Rent Payment Assistance	579	33	612
Homeless Shelter	159	29	188
Low Income/Subs. Rental Housing	143	7	150
Mortgage Payment Assistance	76	2	78
Rental Deposit Assistance	59	4	63

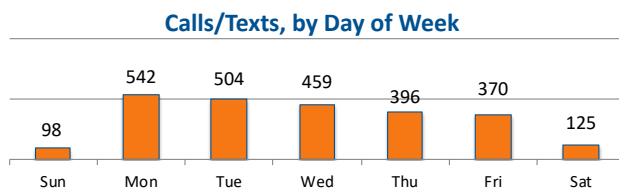
### Calls/Texts, by City

Waukegan	721
Zion	210
Round Lake	144
Gurnee	138
North Chicago	122
Antioch	92
Mundelein	83
Grayslake	55
Lake Villa	50
Vernon Hills	46
Wauconda	44
Highland Park	36
Other Cities	413



### Type of Calls/Texts

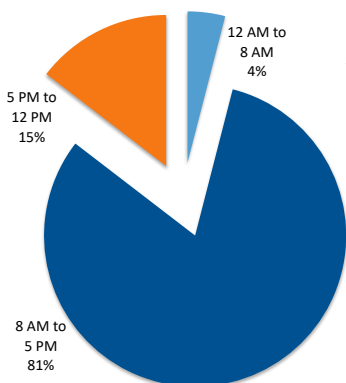
Phone	2,151
Text	320



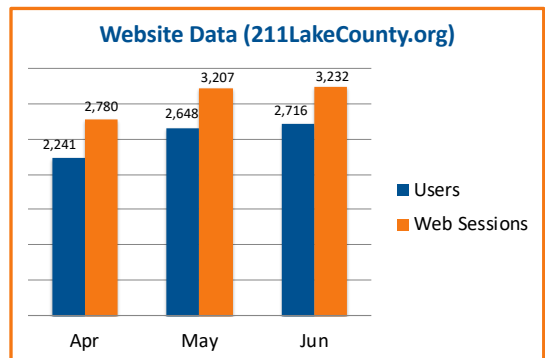
### Calls/Texts, by Age

Under 18	29
18-54	1,067
55+	448

### Calls/Texts, by Weekday Time



26% 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.