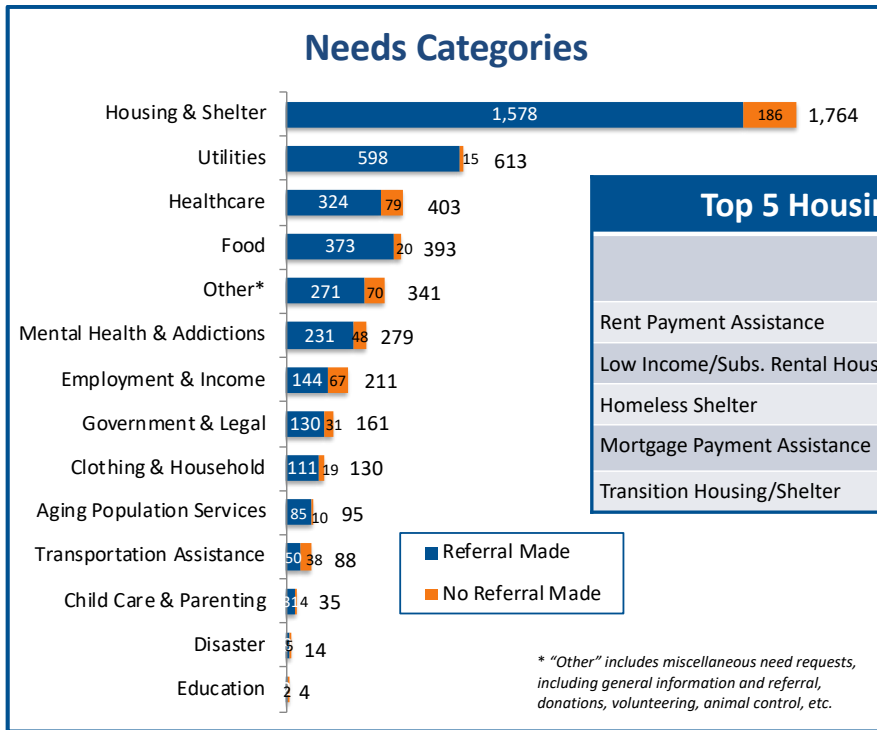




United Way of Lake County Summary of 211 Quarterly Data January 1 – March 31, 2021



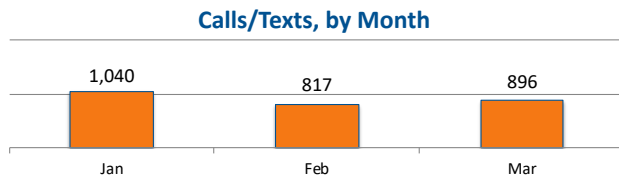
1/1/2021-3/31/2021:
2,753 Calls/Texts; with
4,531 Need Requests

Top 5 Housing & Shelter Needs

	Referral Made	No Referral Made	Total
Rent Payment Assistance	983	40	1,023
Low Income/Subs. Rental Housing	156	6	162
Homeless Shelter	98	35	133
Mortgage Payment Assistance	66	1	67
Transition Housing/Shelter	41	7	48

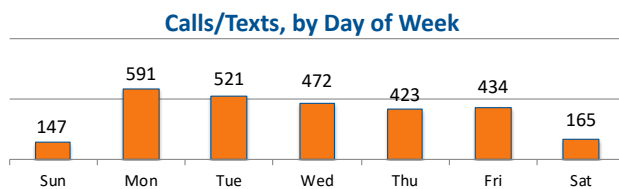
Calls/Texts, by City

Waukegan	645
Zion	218
Round Lake	177
North Chicago	156
Gurnee	124
Mundelein	88
Antioch	85
Vernon Hills	69
Lake Villa	67
Grayslake	56
Merrillville	56
Libertyville	45
Other Cities	604



Type of Calls/Texts

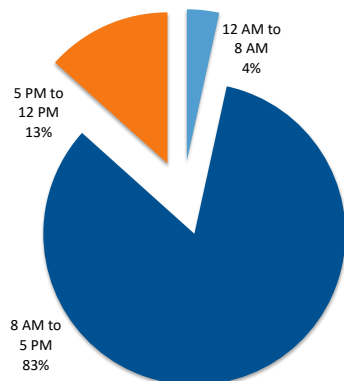
Phone	2,355
Text	371



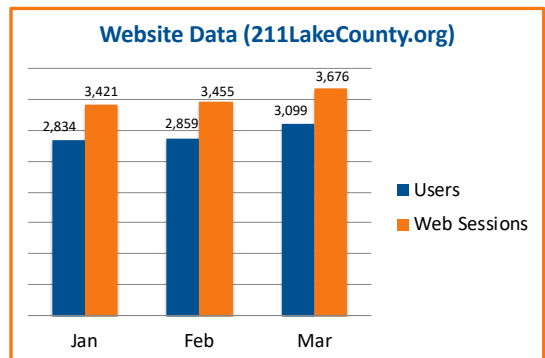
Calls/Texts, by Age

Under 18	11
18-54	1,190
55+	607

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.