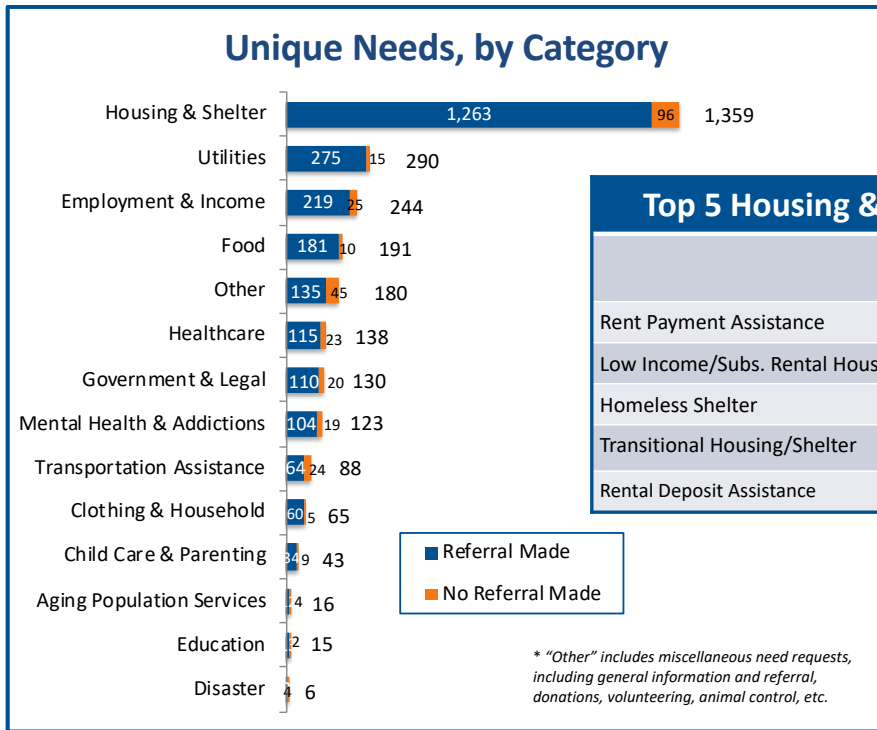




United Way of Lake County Summary of 211 Quarterly Data January 1 – March 31, 2023



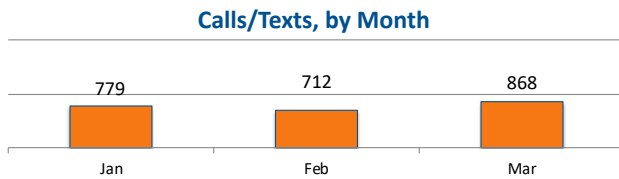
1/1/2023-3/31/2023:
2,359 Calls/Texts
2,888 Unique Need Requests
4,080 Referrals

Top 5 Housing & Shelter Unique Needs

	Referral Made	No Referral Made	Total
Rent Payment Assistance	585	15	600
Low Income/Subs. Rental Housing	150	6	156
Homeless Shelter	96	11	107
Transitional Housing/Shelter	100	3	103
Rental Deposit Assistance	61	4	65

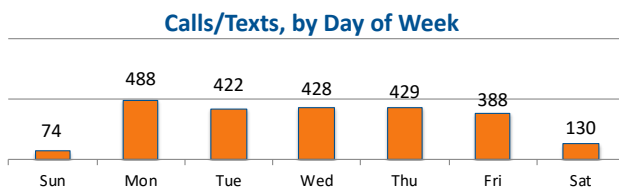
Calls/Texts, by City

Waukegan	700
Zion	159
Round Lake	139
Gurnee	135
North Chicago	123
Grayslake	82
Antioch	69
Mundelein	52
Fox Lake	43
Vernon Hills	41
Libertyville	34
Lake Villa	33
Other Cities	365



Type of Calls/Texts

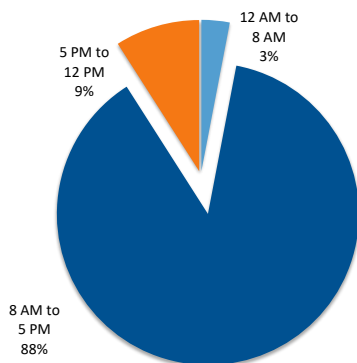
Phone	1,875
Text	292



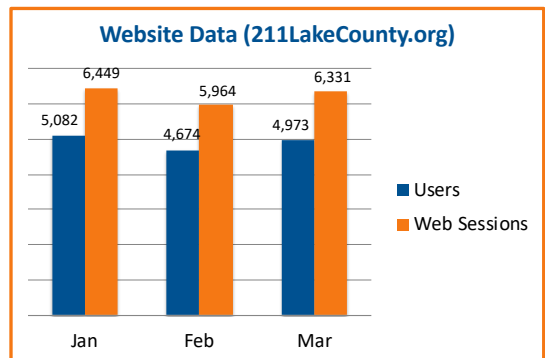
Calls/Texts, by Age

Under 18	11
18-54	1,058
55+	424

Calls/Texts, by Weekday Time



20% 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.