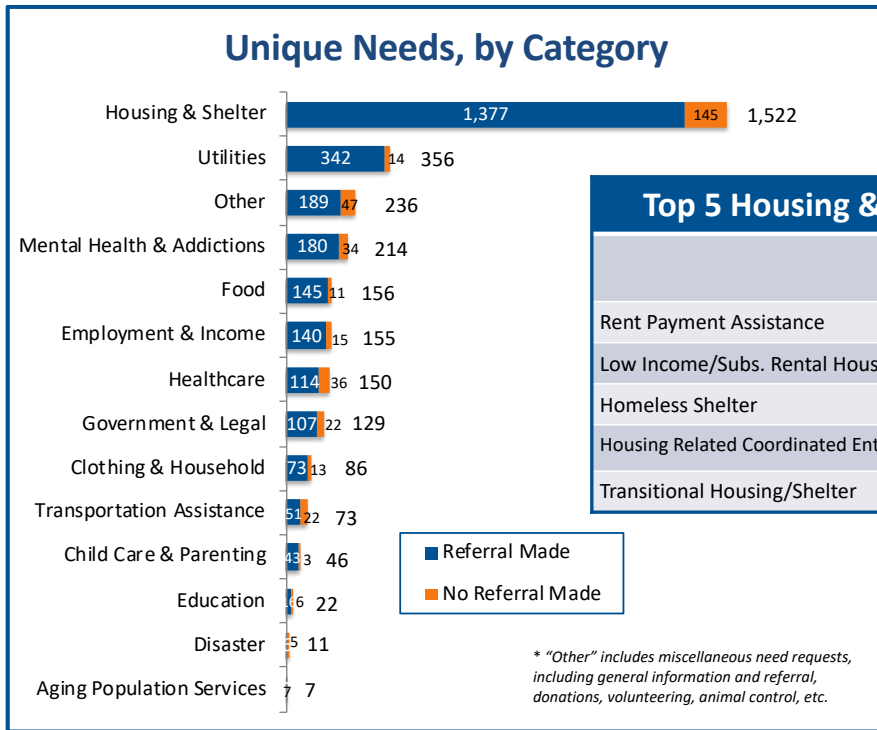




United Way of Lake County Summary of 211 Quarterly Data July 1 – September 30, 2022



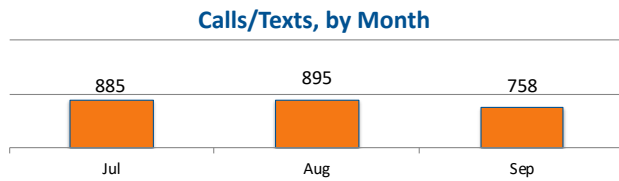
7/1/2022-9/30/2022:
2,538 Calls/Texts
3,163 Unique Need Requests
4,322 Referrals

Top 5 Housing & Shelter Unique Needs

	Referral Made	No Referral Made	Total
Rent Payment Assistance	632	12	644
Low Income/Subs. Rental Housing	189	1	190
Homeless Shelter	144	14	158
Housing Related Coordinated Entry	54	14	68
Transitional Housing/Shelter	63	2	65

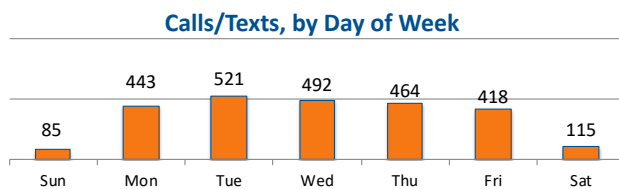
Calls/Texts, by City

Waukegan	687
Zion	222
Round Lake	176
Gurnee	148
North Chicago	147
Highland Park	66
Mundelein	65
Grayslake	62
Antioch	60
Vernon Hills	60
Lake Villa	51
Fox Lake	36
Other Cities	364



Type of Calls/Texts

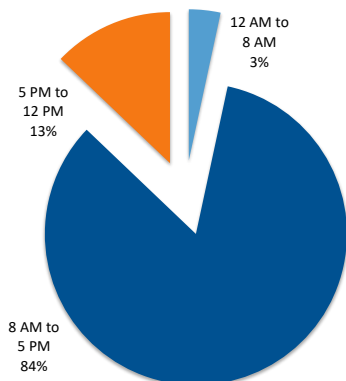
Phone	2,227
Text	239



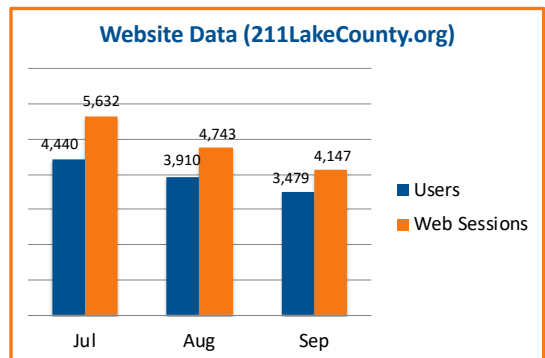
Calls/Texts, by Age

Under 18	16
18-54	1,216
55+	437

Calls/Texts, by Weekday Time



23% 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.