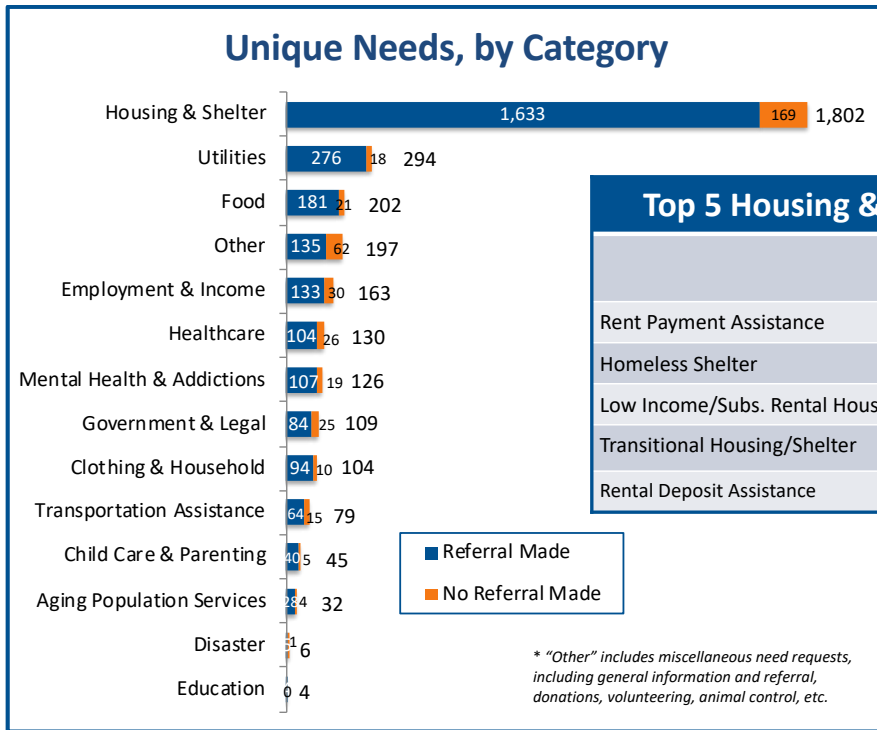




# United Way of Lake County Summary of 211 Quarterly Data October 1 – December 31, 2022



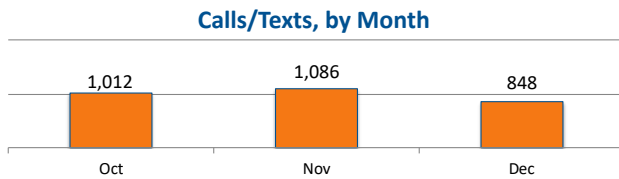
**10/1/2022-12/31/2022:**  
**2,946 Calls/Texts**  
**3,293 Unique Need Requests**  
**4,678 Referrals**

### Top 5 Housing & Shelter Unique Needs

	Referral Made	No Referral Made	Total
Rent Payment Assistance	920	34	954
Homeless Shelter	139	19	158
Low Income/Subs. Rental Housing	122	0	122
Transitional Housing/Shelter	88	2	90
Rental Deposit Assistance	76	9	85

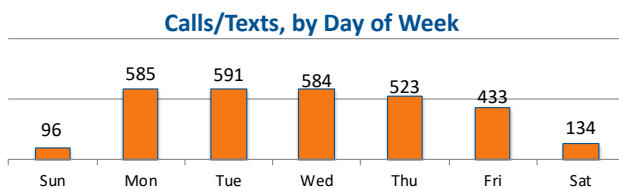
### Calls/Texts, by City

Waukegan	850
Zion	237
Gurnee	173
North Chicago	166
Round Lake	157
Antioch	83
Mundelein	79
Grayslake	68
Vernon Hills	66
Lake Villa	51
Fox Lake	50
Ingleside	48
Other Cities	414



### Type of Calls/Texts

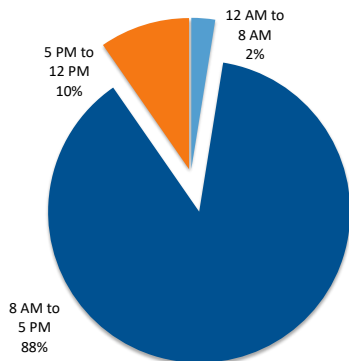
Phone	2,287
Text	476



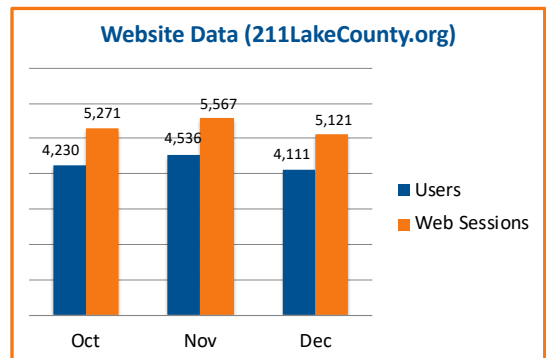
### Calls/Texts, by Age

Under 18	9
18-54	1,448
55+	464

### Calls/Texts, by Weekday Time



*19% 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.