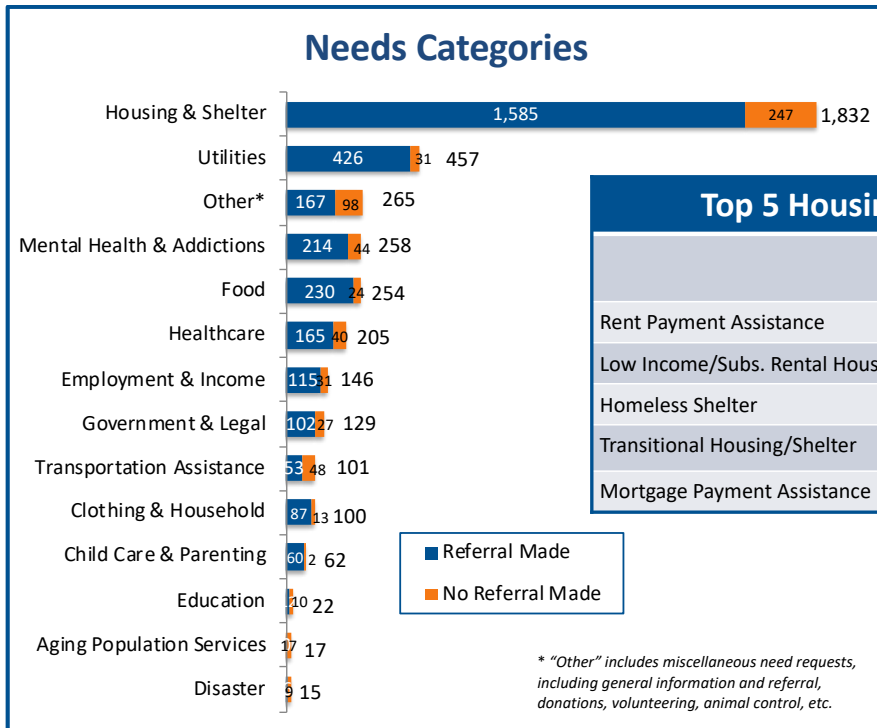




United Way of Lake County Summary of 211 Quarterly Data July 1 – September 30, 2021



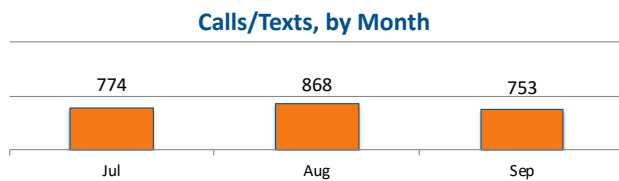
7/1/2021-9/30/2021:
2,395 Calls/Texts; with
3,863 Need Requests

Top 5 Housing & Shelter Needs

	Referral Made	No Referral Made	Total
Rent Payment Assistance	804	27	831
Low Income/Subs. Rental Housing	203	5	208
Homeless Shelter	121	36	157
Transitional Housing/Shelter	64	6	70
Mortgage Payment Assistance	54	8	62

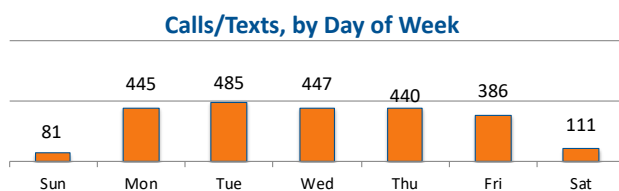
Calls/Texts, by City

Waukegan	684
Zion	216
North Chicago	142
Gurnee	126
Round Lake	118
Antioch	70
Grayslake	68
Mundelein	66
Vernon Hills	55
Lake Villa	48
Wauconda	35
Fox Lake	31
Other Cities	419



Type of Calls/Texts

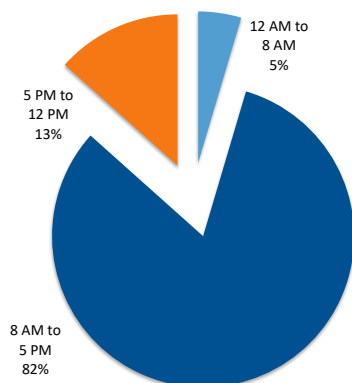
Phone	2,154
Text	215



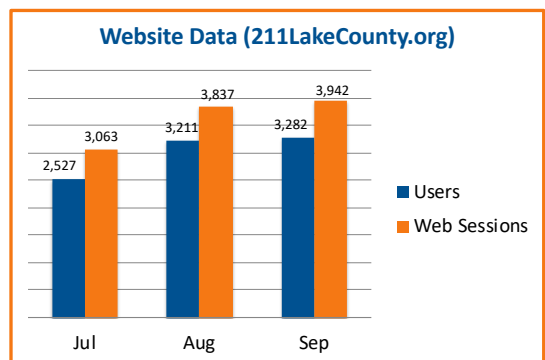
Calls/Texts, by Age

Under 18	17
18-54	1,038
55+	441

Calls/Texts, by Weekday Time



25% 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.