

Demographic Filters

Age Group

All

Gender

All

Race/Ethnicity

All

Hispanic/Latino

All

Language

All

Veteran

All

Covered by Health Insurance

All

Hide Demographic Filters

Contacts

9,449

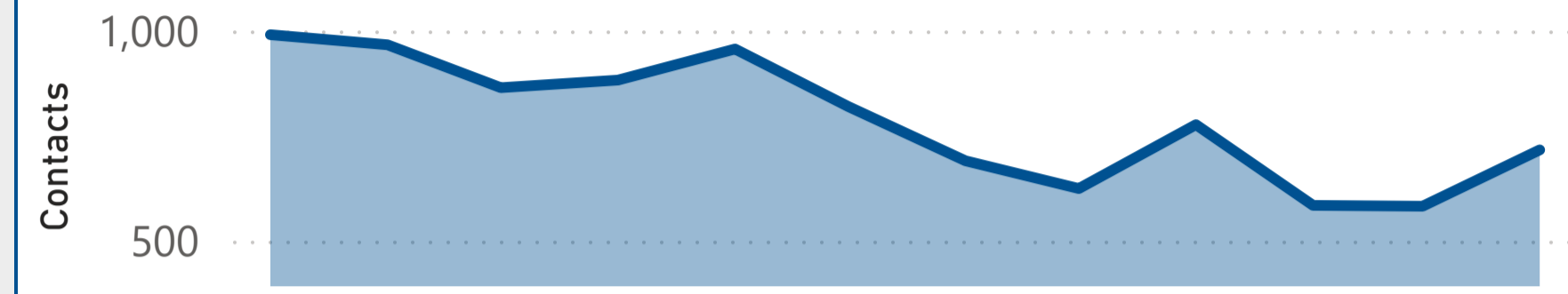
Needs

12,210

Referrals

15,161

Contacts by Year, Quarter and Month



View Call Info

View Demographic Info

Contact Method	Contacts	%
Phone	8,426	89%
2-Way Text	822	9%
	201	2%
Total	9,449	100%

First time call/texting	Contacts	%
Yes	4,258	45%
No	2,461	26%
Client Refused	2,072	22%
	395	4%
Data Not	161	2%
Total	9,449	100%

Time Category (M-F)	Contacts	%
8AM - 5PM	7,357	86%
5PM - 12AM	961	11%
12AM - 8AM	281	3%
Total	8,599	100%

Day	Contacts	%
Tuesday	1,874	20%
Monday	1,740	18%
Thursday	1,736	18%
Wednesday	1,724	18%
Friday	1,525	16%
Saturday	491	5%
Sunday	359	4%
Total	9,449	100%

Needs Caused by COVID	Contacts	%
No	4,839	51%
Client Refused	2,595	27%
Yes	1,205	14%
Total	9,449	100%

Caller Type	Contacts	%
Self	9,201	97%
	201	2%
Family	18	0%
Professional	11	0%
Friend/Neighbor	7	0%
Total	9,449	100%

No I&R	Contacts
	9,190
Connection issue/no sound/static/kid call	85
No social service need identified	81
Unsuccessful automated	42
Total	9,449

How did you hear	Contacts	%
Agency-Other	1,314	31%
Other	722	17%
Friend/Family	653	15%
Internet	316	7%
Total	4,258	100%

County	Contacts	%
Lake	7,892	96%
Cook	111	1%
Mchenry	52	1%
Kenosha	23	0%
Milwaukee	18	0%
Kane	13	0%
Total	8,209	100%

Community	Contacts	%
Waukegan	3,055	37%
Zion	732	9%
Round Lake Area	607	7%
North Chicago	538	7%
Gurnee	468	6%
Mundelein	261	3%
Grayslake	258	3%
Vernon Hills	217	3%
Antioch	200	2%
Lake Villa	162	2%
Fox Lake	144	2%
Wauconda	137	2%
Total	8,208	100%



Date Filters

Fiscal Year: Fiscal Quarter:

Month-Year:

Geographic Filters

Caller City:

Caller County:

Caller State:

Caller ZIP:

Other Filters

Referred Y/N:

Affected by 7/4 Event: Yes

Show Demographic Filters

Need Filters

Need Category: Need Sub-Category:

Contacts
9,449

Needs
12,210

Referrals
15,161

To view the referral percentage of any need or need category, select the item from the filters above or table rows, and refer to the table below.

Referred Y/N	Needs	%
Referral Made	10,291	84%
No Referral Made	1,919	16%
Total	12,210	100%

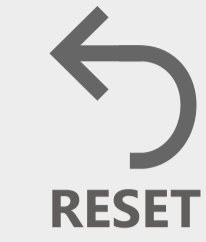
Need Reason Unmet	Needs	%
	1,682	82%
Service Does Not Exist	194	9%
Client Not Eligible	122	6%
Client Refused Service	40	2%
Service Not Accessible	14	1%
All Services Full	4	0%
Total	2,055	100%

Need Category	Needs	%
⊕ Housing & Shelter	5,472	45%
⊕ Utilities	1,444	12%
⊕ Other	825	7%
⊕ Food	803	7%
⊕ Employment & Income	658	5%
⊕ Healthcare	636	5%
⊕ Government & Legal	577	5%
⊕ Clothing & Household	482	4%
⊕ Transportation Assistance	473	4%
⊕ Mental Health & Addictions	467	4%
⊕ Child Care & Parenting	159	1%
⊕ Aging Population Services	101	1%
⊕ Education	47	0%
⊕	41	0%
⊕ Disaster	20	0%
⊕ Healthcare & COVID-19	3	0%
⊕ COVID19	2	0%
Total	12,210	100%

Need Description	Needs	%
Rent Payment Assistance	1,773	15%
Electric Service Payment Assistance	889	7%
Low Income/Subsidized Rental Housing	750	6%
Homeless Shelter	716	6%
Food Pantries	505	4%
Transitional Housing/Shelter	388	3%
Gas Service Payment Assistance	313	3%
Rental Deposit Assistance	310	3%
211 Lead Agencies	209	2%
Housing Related Coordinated Entry	203	2%
General Legal Aid	171	1%
Gas Money	158	1%
Water Service Payment Assistance	157	1%
Homeless Motel Vouchers	150	1%
Food Stamps/SNAP	129	1%
General Relief	125	1%
Tenant Rights Information/Counseling	118	1%
Undesignated Temporary Financial Assistance	116	1%
Diapers	113	1%
Mortgage Payment Assistance	111	1%
Total	12,210	100%



- Call Data
- Needs &...
- Progr ams...**
- Follo w U...
- Data Inte...
- Data Inte...
- Race-Ethn...
- Page 1
- Meas ure...
- PS Dev
- PS Dev2
- PS Dev3'
- PS Dev4
- PS Dev5



Dates Displayed: 5/1/2023 - 4/30/2024

Date Filters

Fiscal Year: Multiple s...

Fiscal Quarter: All

Month-Year:

Multiple selections

Geographic Filters

Caller City: All

Caller County: All

Caller State: All

Caller ZIP: All

Other Filters

Referred Y/N: All

Affected by 7/4 Event: Yes

Show Demographic Filters

Need Filters

Need Category: All

Need Sub-Category: All

Contacts	Needs	Referrals
9,449	12,210	15,161

Agency/Program Filters

Agency: All

Program Name: All

Agency	Referrals
CATHOLIC CHARITIES	2,809
COMMUNITY ACTION PARTNERSHIP	1,462
WAUKEGAN TOWNSHIP	707
PADS LAKE COUNTY – Programs and Services(3312)	563
LAKE COUNTY HOUSING AUTHORITY	455
COMMUNITY PARTNERS FOR AFFORDABLE HOUSING (CPAH)	447
PRAIRIE STATE LEGAL SERVICES, INC.	404
LAKE COUNTY HAVEN	393
ILLINOIS HOUSING SEARCH(4797)	359
ILLINOIS DEPARTMENT OF HUMAN SERVICES (IDHS)	310
COOL MINISTRIES	288
ST. VINCENT DE PAUL OF	260
Total	15,161

Program Name	Referrals
Emergency Assistance Program(2417)	2,367
Rental Assistance(3542)	842
Emergency Assistance(4353)	550
LIHEAP, PIPP, and Weatherization Energy Assistance Program(2819)	526
Shelter and Transitional Housing(449)	393
Section 8 Housing Choice Voucher Program(2830)	385
Rental Housing Program(2724)	273
211 Website(3930)	248
St. Paul the Apostle General Assistance Program(2987)	211
Food Pantries(693)	170
Civil Legal Aid(2884)	167
Transitional Housing(4849)	158
Total	15,161

Need Description	Referrals
Rent Payment Assistance	3,197
Electric Service Payment Assistance	1,401
Low Income/Subsidized Rental Housing	1,225
Food Pantries	1,099
Homeless Shelter	773
Gas Service Payment Assistance	600
Transitional Housing/Shelter	561
Rental Deposit Assistance	327
211 Lead Agencies	204
Water Service Payment Assistance	198
Diapers	174
Mortgage Payment Assistance	174
General Legal Aid	170
Housing Related Coordinated Entry	155
Gas Money	152
Eviction Prevention Assistance	132
Food Stamps/SNAP	125
Job Finding Assistance	122
Total	15,161