

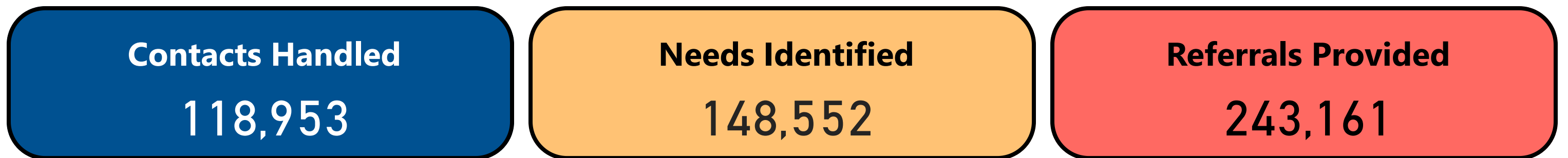
211 Illinois Traffic | Statewide Report

01/01/2023 - 12/31/2023

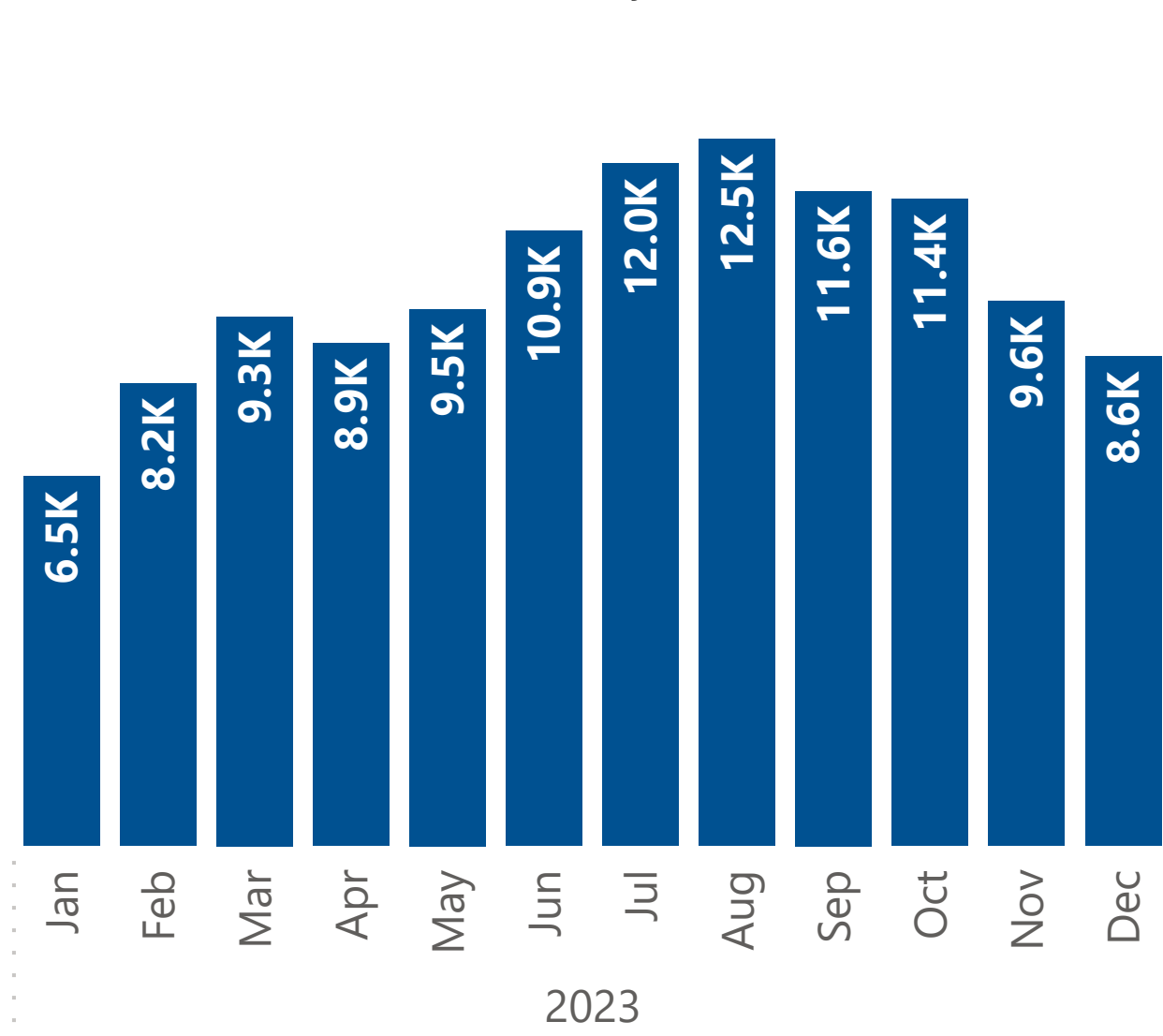


Between 01/01/2023 and 12/31/2023 the 211 Illinois network handled 118,953 contacts statewide. During these conversations, Resource Navigators identified 148,552 specific needs and provided clients with 243,161 referrals to community based organizations in their area.

211 Traffic Summary



Contacts by Month

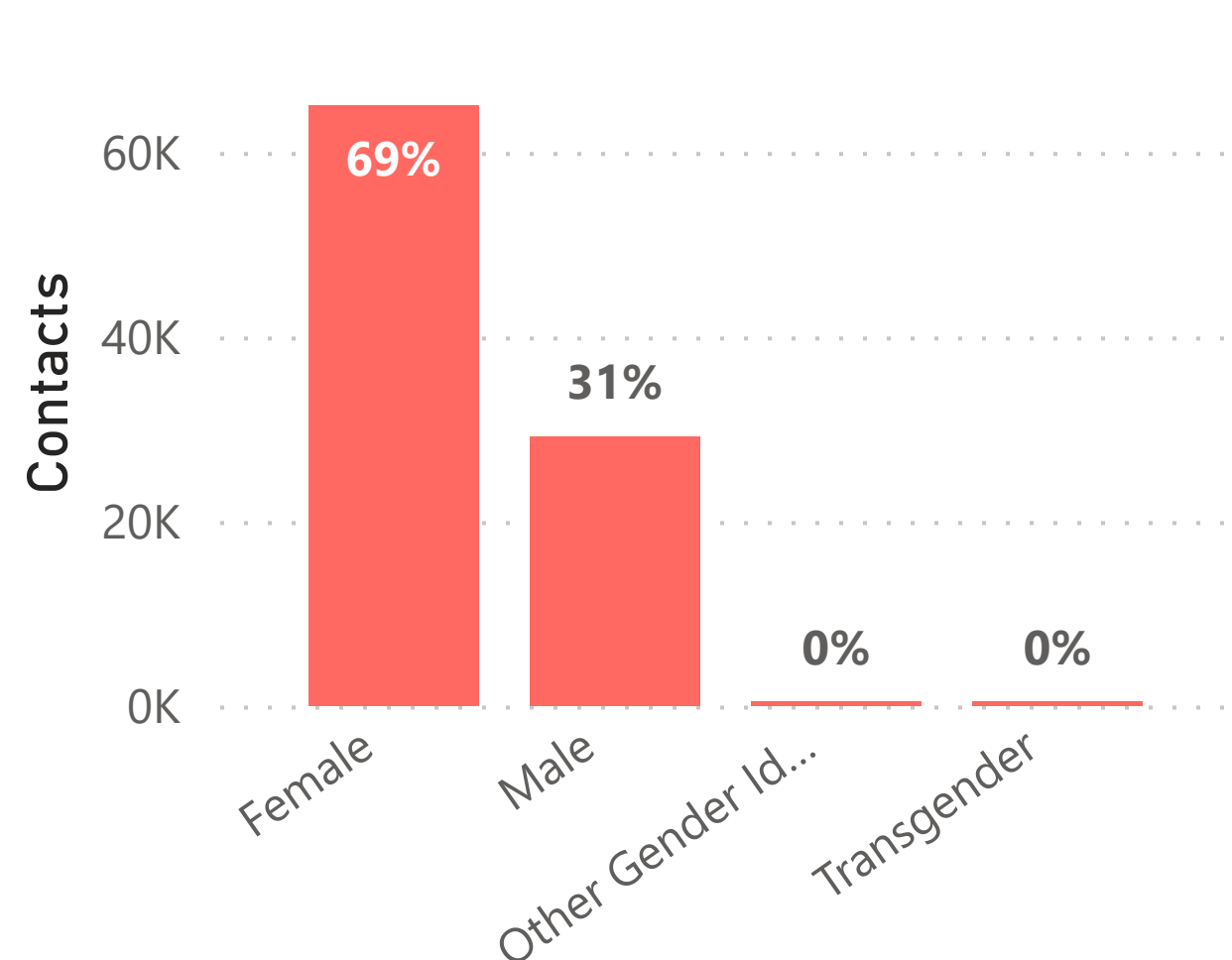


Top Needs

Need Description	Needs	% of Total
Utility Payment Assistance	24,580	17%
Rent Assistance	16,979	11%
Low Income/Subsidized Rental Housing	6,459	4%
Food Pantries	5,747	4%
Information and Referral/211 Services	5,435	4%
Temporary Financial Assistance	4,469	3%
Homeless Shelter	4,199	3%
Housing Search Assistance	2,927	2%
Transitional Housing/Shelter	2,725	2%
Homeless Motel Vouchers	1,810	1%
Community Shelters	1,643	1%
General Crisis Intervention Hotlines	1,637	1%

Client Demographics

211 Client Gender



211 Client Age

