

2.1.1

of DuPage County

YEAR IN REVIEW

Jan 1, 2023– Dec 31, 2023

Connecting residents to needed health and human services

WHO IS CONTACTING 211?

71% women, 29% men, 4% veteran

- 6% 18–24 years old
- 20% 25–34 years old
- 19% 35–44 years old
- 16% 45–54 years old
- 19% 55–64 years old
- 20% 65 years and older

Contact Type:

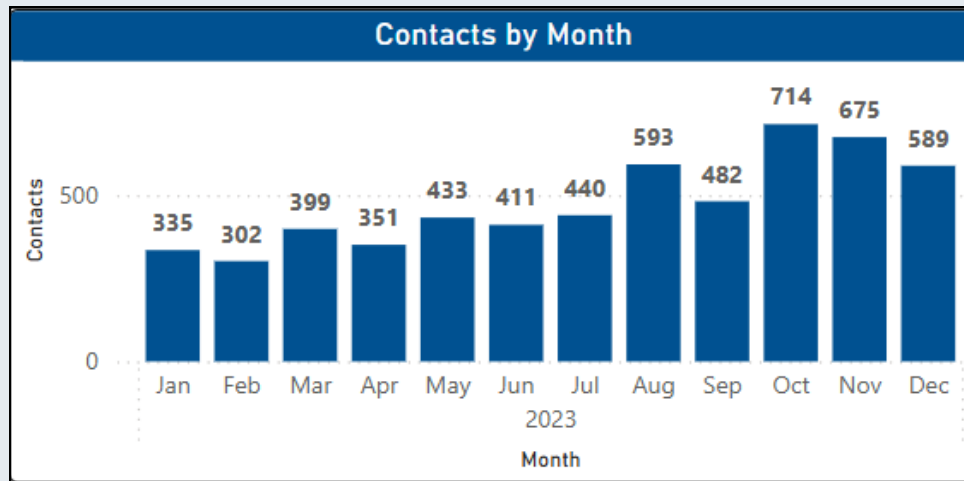
99 % Called for Self

1% Called for Someone Else

99.6% Called for Referral

.33% Called for Information

97% spoke English, 3% Spoke Spanish



211 DuPage
Serves

9
Townships

39
Municipalities

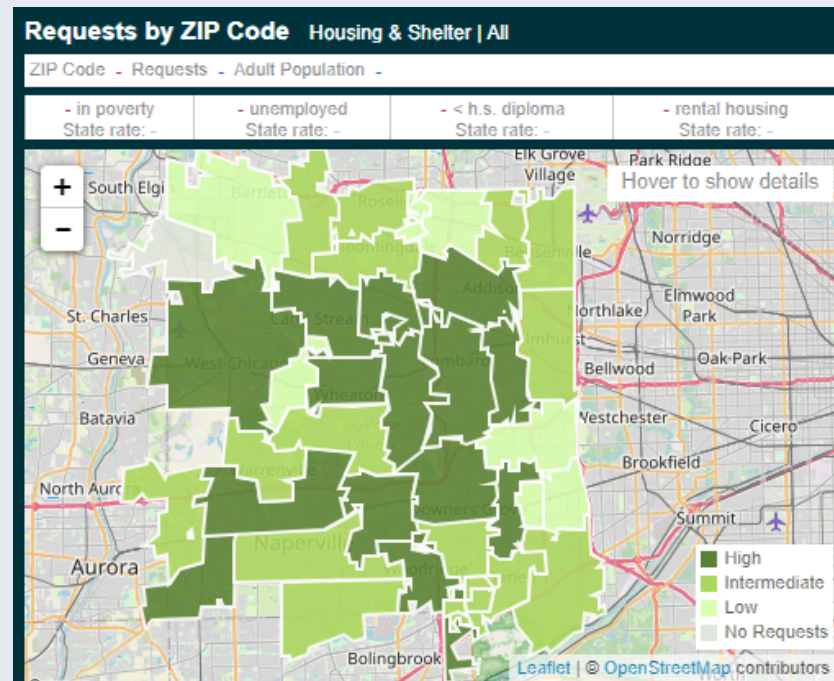
921,213
Residents

MAPPING THE NEED

View the highest rates of requests for Housing and Shelter by ZIP Code

The highest rate of Housing calls:

- 320 requests from 60563 in Naperville
- 250 requests from 60187 in Wheaton
- 215 callers from 60515 in Downers Grove
- 212 calls from 60181 in Villa Park
- 233 calls from 60139 in Glendale Heights



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211illinois.org

2-1-1 counts

of DuPage County

Connecting residents to needed health and human services

Contacts Handled
5,724
Needs Identified
10,024
Referrals Provided
15,099

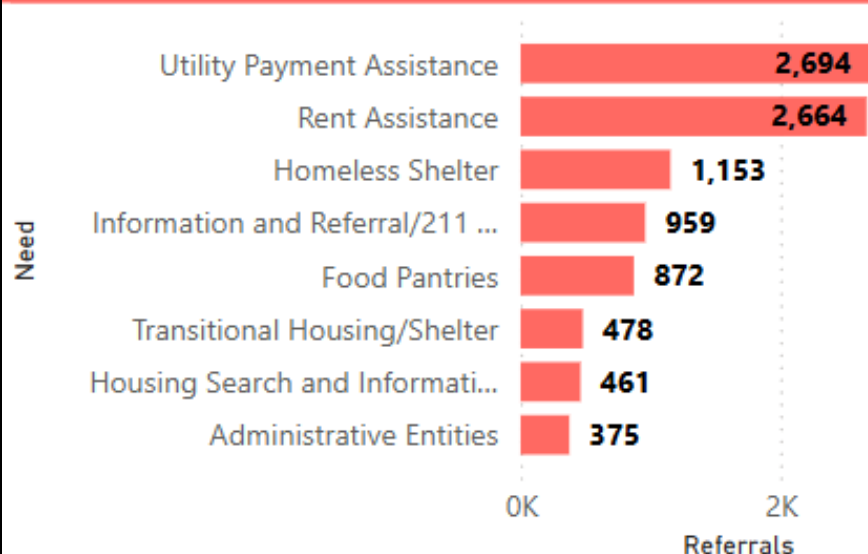
Needs Identified

Need Category	Needs	% of Total
Housing & Shelter	3,369	34%
Utilities	1,562	16%
Information Services	1,045	10%
Legal & Government	693	7%
Employment & Income	650	6%
Health Care	616	6%
Transportation	481	5%
Food & Meals	430	4%
Clothing & Household	386	4%
Mental Health & Substance Abuse	374	4%

Top Unmet Needs

Need Description	Unmet
Utility Payment Assistance	194
Transportation	113
Homeless Shelter	73
Crisis Shelter	70
Low Income/Subsidized Rental Housing	67
Rent Assistance	42
Homeless Motel Vouchers	22
Information and Referral/211 Services	21
Gas Money	15
Information Services	15
Employment	12
Furniture	12
Mental Health Support Services	12
Emergency Shelter	11
Extreme Cold Warming Centers	11
Food Pantries	11
Temporary Financial Assistance	11
Income Support and Employment	9
Rental Deposit Assistance	9
Service Cost Payment Assistance	9

Service Referrals



Out of 10,024 identified needs across all need categories, there were 1,358 unmet needs, or 14% went unmet.

Reason for Unmet Needs

- Service accessibility/Cost issues 28%
- Client ineligibility 27%
- Client refusal/Inability to contact 20%
- Provider Capacity Issues 13%
- Service Does Not Exist 13%

Database visitors: 82,000