

# Berks County Report- February 2015

## Pennsylvania 2-1-1 East

### CALL VOLUME



### REFERRAL SOURCE

Agency/Organization	45
Prior use	37
Friend/Relative	10
Flyer/Brochure/Poster	5
Public officials	3
Business/Employer	2
Electronic media	1
School	1
211 publication	1
Bus Sign	1

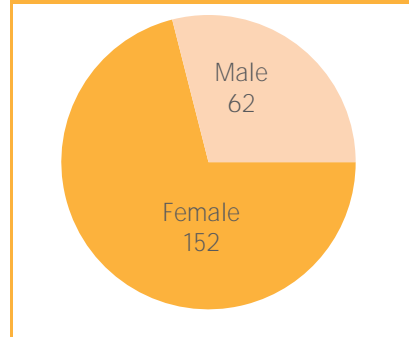
### ZIP CODE REPORT

19601	41	19512	3
19602	36	19555	3
19604	24	19508	3
19608	17	19526	2
19606	16	19567	2
19540	8	19506	2
19611	7	19560	2
19607	7	19543	2
19522	6	19510	1
19605	4	18011	1
19603	4	19511	1

### TOP AGENCY REFERRALS

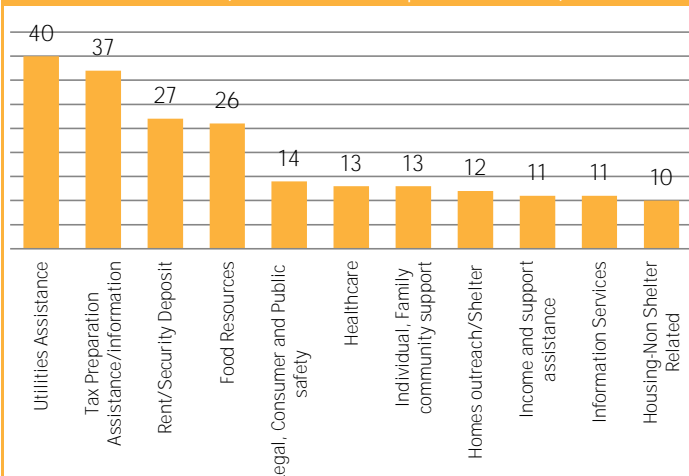
Catholic Charities	32
Opportunity House	30
Berks Encore	30
PA Department of Human Services	28
Berks Community Action Program	25
City of Reading	20
Greater Berks Food Bank	15
Family Promise of Berks County	10
The Salvation Army of Reading	10
Directory Assistance	7
First Energy	7

### GENDER REPORT



### TOP NEEDS

(Total needs Reported = 274)



### CALL FREQUENCY

