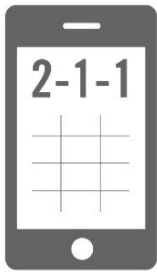




Thank you for being caring and sympathetic to my needs today.
 - Berks County resident



CONTACT VOLUME



747
PHONE CONTACTS
 1ST Q: 1,080
 2ND Q: 995



827
WEBSITE VISITS
 1ST Q: 555
 2ND Q: 704



19
EMAILS/TEXTS/SOCIAL MEDIA
 1ST Q: 29
 2ND Q: 24

TOP NEEDS



326
HOUSING ASSISTANCE



167
UTILITY ASSISTANCE



105
MENTAL HEALTH/ADDICTIONS



66
INCOME SUPPORT/ASSISTANCE



47
FOOD/MEALS

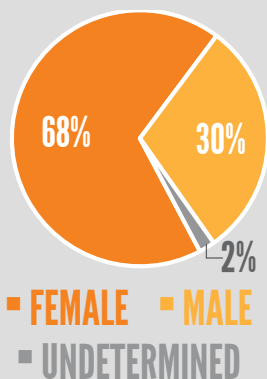
TOP UNMET NEEDS*

There are times when a specialist is not able to refer for the inquirer's specific need. This may occur when the agencies that provide a certain type of assistance are out of funds or when a client is deemed ineligible. When a need is recorded as "unmet", the 2-1-1 specialist explores other resources and services that may be of assistance.

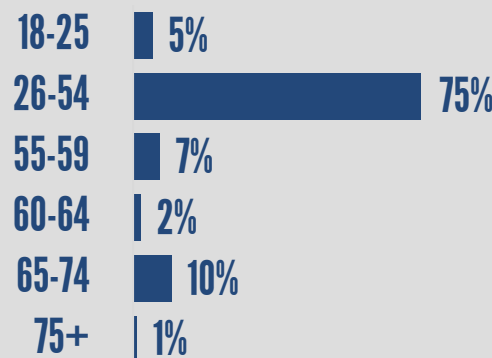
Shelters/Transitional Housing	29
Rent Payment	6
Furniture	3
Rental Deposit	3
Cold Weather Shelters	2

DEMOGRAPHICS

GENDER



AGE



TOP ZIP CODES

19601.....	193	19611.....	24
19602.....	108	19608.....	19
19604.....	83	19560.....	14
19508.....	71	19605.....	14
19606.....	40	19518.....	13
19540.....	28	19530.....	13
19607.....	24	19526.....	12