



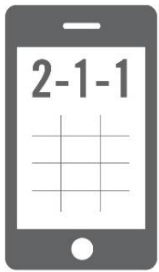
BERKS COUNTY APRIL 2019 REPORT



Julie (PA 2-1-1 East employee) is a saint.
- Berks County Resident



CONTACT VOLUME



263
PHONE
CONTACTS



266
WEBSITE
VISITS



14
EMAILS/TEXTS/
SOCIAL MEDIA

TOP NEEDS



132
HOUSING
ASSISTANCE



71
UTILITY
ASSISTANCE



37
MENTAL HEALTH/
ADDICTIONS



25
FOOD/
MEALS



24
INCOME SUPPORT/
ASSISTANCE

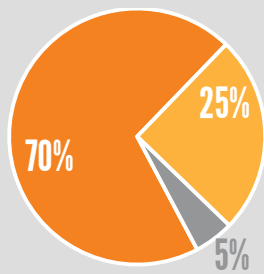
TOP UNMET NEEDS*

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.

Community Shelters/Transitional Housing.....	14
Homelessness Prevention Programs.....	3
Long Distance Bus Services.....	2
Medical Expense Assistance.....	1
VITA Programs.....	1

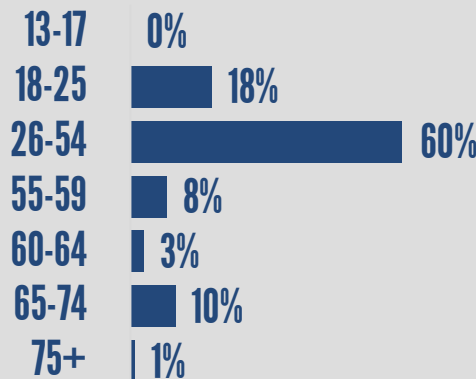
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

19601.....	60	19606.....	13
19602.....	35	19605.....	12
19604.....	25	19611.....	11
19508.....	17	19567.....	9
19608.....	15	19609.....	8
19540.....	14	19526.....	5
19607.....	13	19543.....	4

TOP AGENCY REFERRALS

APRIL 2019

Catholic Charities	46
City of Reading	38
Salvation Army - Reading	37
Family Promise of Berks County Inc.	30
Pennsylvania Housing Finance Agency	22
Berks Coalition to End Homelessness, Inc.	20
Pennsylvania Department of Human Services	19
Opportunity House	18
Greater Berks Food Bank	14
Salvation Army - Hamburg Service Center	13