



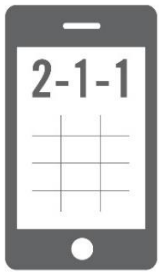
BERKS COUNTY AUGUST 2019 REPORT



Thanks for listening to me, I feel so much better.
- 211 Caller



CONTACT VOLUME



205
PHONE
CONTACTS



252
WEBSITE
VISITS



11
EMAILS/TEXTS/
SOCIAL MEDIA

TOP NEEDS



168
UTILITY
ASSISTANCE



114
HOUSING
ASSISTANCE



41
FOOD/
MEALS



25
MENTAL HEALTH/
ADDICTIONS



21
INFORMATION
SERVICES

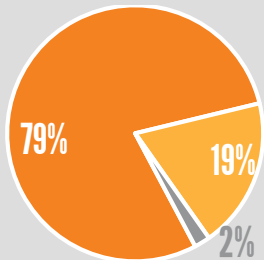
TOP UNMET NEEDS*

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.

Electric Service Payment Assistance	6
Community Shelters/Transitional Housing	5
Property Tax Payment Assistance	2
Identification Cards	2
Non-Emergency Medical Transportation	1

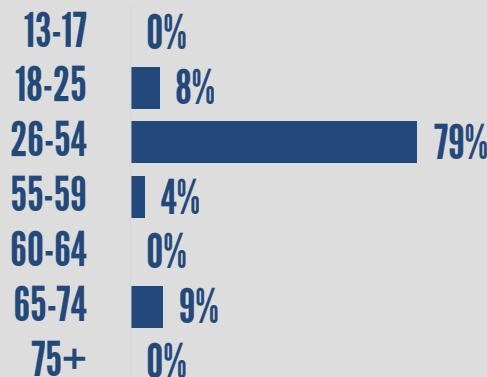
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

19601.....	78	19508.....	8
19604.....	40	19608.....	7
19602.....	39	19530.....	6
19606.....	27	19506.....	6
19611.....	14	19540.....	6
19605.....	9	19518.....	5
19522.....	9	19526.....	5

TOP AGENCY REFERRALS

Catholic Charities	106
Salvation Army - Reading	74
City of Reading	73
Family Promise of Berks County Inc.	33
PA Public Utility Commission	29
Helping Harvest	22
Berks Community Action Program, Inc.....	22
Pennsylvania Department of Human Services	22
First Energy	21
Opportunity House.....	20

TOP PA211EAST.ORG WEBSITE/PAGE HITS

Berks-Housing.....	100
Berks-Income-Employment.....	26
Berks-Family	23
Berks-Food	21
Berks-Transportation	16