

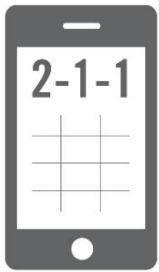


BERKS COUNTY FEBRUARY 2019 REPORT



This is the best thing that has happened in my life! Someone who can answer my questions!
- 2-1-1 Caller

CONTACT VOLUME



195
PHONE
CONTACTS



293
WEBSITE
VISITS



3
EMAILS/TEXTS/
SOCIAL MEDIA

TOP NEEDS



85
HOUSING
ASSISTANCE



36
INCOME SUPPORT/
ASSISTANCE



34
INCOME SUPPORT/
ASSISTANCE



29
MENTAL HEALTH/
ADDICTIONS



27
FOOD/
MEALS

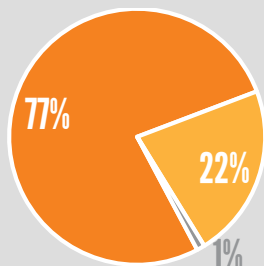
TOP UNMET NEEDS*

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.

Community Shelters/Transitional Housing	10
Homelessness Prevention Programs	2
Undesignated Temporary Financial Assistance	1
Bereavement Support Groups	1
Housing Search Assistance	1

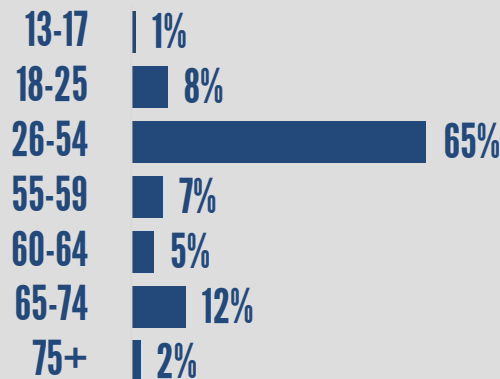
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

19601.....	54	19526.....	5
19604.....	31	19609.....	5
19602.....	20	19605.....	4
19608.....	15	19606.....	4
19508.....	11	19512.....	4
19565.....	7	19607.....	3
19611.....	6	19540.....	3