



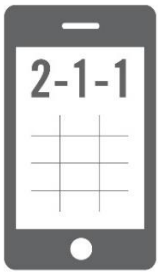
# BERKS COUNTY JANUARY 2019 REPORT



*You have been a great help. You've calmed me down a lot.*  
- 2-1-1 Caller



## CONTACT VOLUME



**68**  
PHONE  
CONTACTS



**342**  
WEBSITE  
VISITS



**1**  
EMAILS/TEXTS/  
SOCIAL MEDIA

## TOP NEEDS



**28**  
HOUSING  
ASSISTANCE



**15**  
MENTAL HEALTH/  
ADDICTIONS



**11**  
INCOME SUPPORT/  
ASSISTANCE



**10**  
UTILITY  
ASSISTANCE



**6**  
INDIVIDUAL/FAMILY/  
COMMUNITY SUPPORT

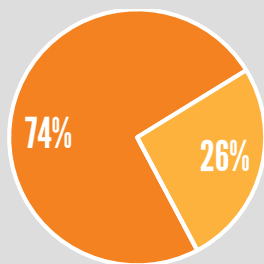
## TOP UNMET NEEDS\*

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 .....	3
Bereavement Support Groups .....	1
Housing Search Assistance .....	1

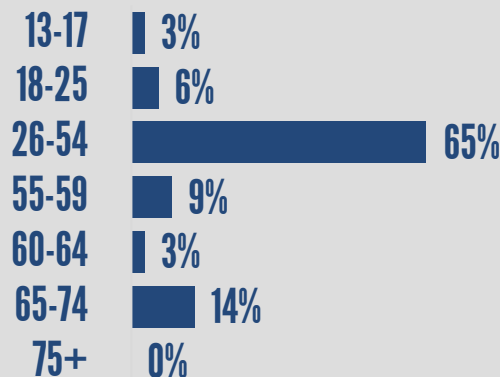
## DEMOGRAPHICS

### GENDER



■ FEMALE ■ MALE

### AGE



### TOP ZIP CODES

19601.....	21	19607.....	2
19608.....	9	19606.....	2
19602.....	9	19506.....	1
19604.....	5	17569.....	1
19508.....	4	19539.....	1
19611.....	4	19512.....	1
19609.....	2	19565.....	1