



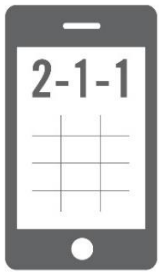
BERKS COUNTY JULY 2018 REPORT



Thank you for taking the time to look for resources for me.
- Recent 2-1-1 caller



CONTACT VOLUME



492
PHONE
CONTACTS



246
WEBSITE
VISITS



12
EMAILS/TEXTS/
SOCIAL MEDIA

TOP NEEDS



155
HOUSING
ASSISTANCE



132
UTILITY
ASSISTANCE



53
MENTAL HEALTH/
ADDICTIONS



25
FOOD/
MEALS



20
INCOME SUPPORT/
ASSISTANCE

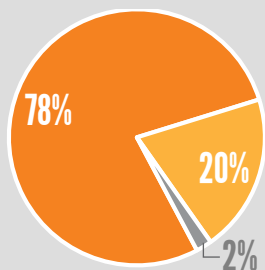
TOP UNMET NEEDS*

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.

| | |
|---|----|
| Shelters/Transitional Housing | 15 |
| Homelessness Prevention Programs | 4 |
| Electric Service Payment Assistance | 2 |
| Appliances | 1 |
| Automotive Repair and Maintenance | 1 |

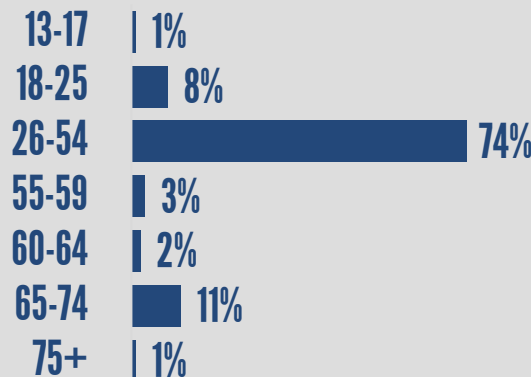
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

| | | | |
|------------|-----|------------|----|
| 19601..... | 119 | 19611..... | 16 |
| 19604..... | 79 | 19609..... | 16 |
| 19602..... | 72 | 19605..... | 13 |
| 19540..... | 35 | 19607..... | 12 |
| 19608..... | 29 | 19522..... | 9 |
| 19508..... | 26 | 19555..... | 6 |
| 19606..... | 21 | 19512..... | 5 |