



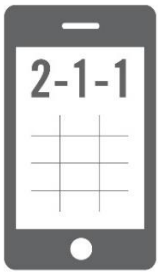
BERKS COUNTY JULY 2018 REPORT



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

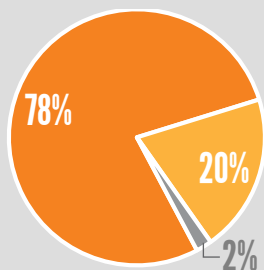
TOP UNMET NEEDS*

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

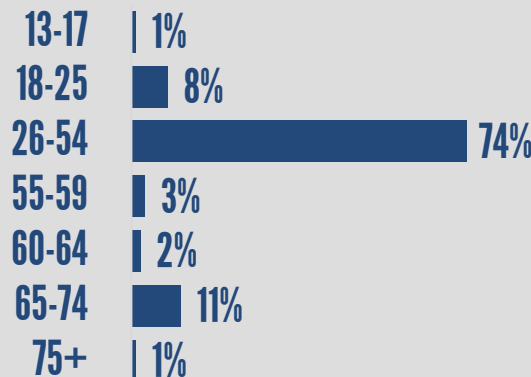
DEMOGRAPHICS

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