



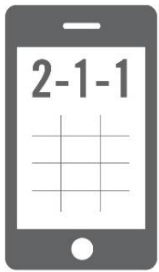
BERKS COUNTY JULY 2019 REPORT



Thank you so much you've been such a ray of sunshine.
- 211 Caller



CONTACT VOLUME



286
PHONE
CONTACTS



274
WEBSITE
VISITS



10
EMAILS/TEXTS/
SOCIAL MEDIA

TOP NEEDS



134
HOUSING
ASSISTANCE



100
UTILITY
ASSISTANCE



30
FOOD/
MEALS



29
MENTAL HEALTH/
ADDICTIONS



15
LEGAL/CONSUMER/
PUBLIC SAFETY

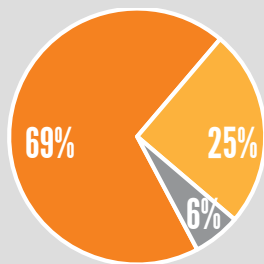
TOP UNMET NEEDS*

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	3
Property Tax Payment Assistance	2
Electric Service Payment Assistance	1
Automotive Repair and Maintenance	1

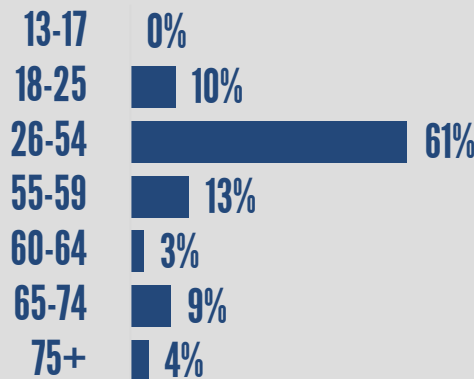
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

19601.....	59	19605.....	10
19602.....	48	19607.....	10
19604.....	45	19526.....	7
19606.....	22	19560.....	7
19508.....	15	19512.....	7
19608.....	12	19522.....	6
19611.....	11	19610.....	5

TOP AGENCY REFERRALS

Catholic Charities - Lehigh/Northampton Administrative Office	72
City of Reading	66
Salvation Army - Reading	44
Family Promise of Berks County Inc.	34
Pennsylvania Department of Human Services	34
Berks Coalition to End Homelessness, Inc.	26
Berks Community Action Program, Inc.	26
PA Public Utility Commission	21
Helping Harvest	19
Opportunity House	18

TOP PA211EAST.ORG WEBSITE/PAGE HITS

Berks-Housing.....	99
Berks-Food	38
Berks-Ready-Set-Read	29
Berks-Income-Employment.....	28
Berks-Family	21