



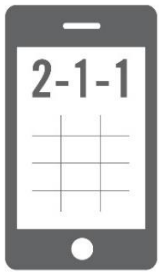
BERKS COUNTY MARCH 2019 REPORT



Thanks for being there for me.
- 2-1-1 Caller



CONTACT VOLUME



176
PHONE
CONTACTS



272
WEBSITE
VISITS



6
EMAILS/TEXTS/
SOCIAL MEDIA

TOP NEEDS



77
HOUSING
ASSISTANCE



49
UTILITY
ASSISTANCE



28
MENTAL HEALTH/
ADDICTIONS



19
INCOME SUPPORT/
ASSISTANCE



16
FOOD/
MEALS

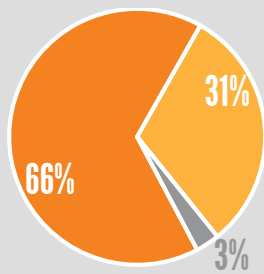
TOP UNMET NEEDS*

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	3
Homelessness Prevention Programs	3
Rapid Rehousing Programs	2
Long Distance Bus Services.....	1
Rent Payment Assistance.....	1

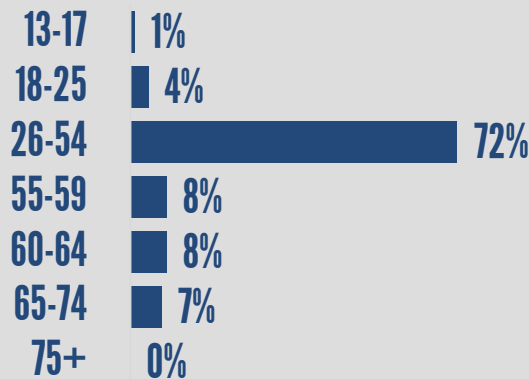
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

19601.....	40	19540.....	6
19602.....	22	19567.....	6
19604.....	17	19526.....	6
19508.....	13	19611.....	4
19608.....	9	19609.....	4
19606.....	7	19605.....	4
19607.....	7	18062.....	3