

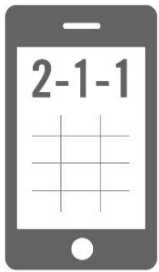


# BERKS COUNTY MAY 2019 REPORT



*This is the most assistance I've received in the whole hour I've been searching for resources.*  
- Berks County Resident

## CONTACT VOLUME



**265**  
PHONE  
CONTACTS



**340**  
WEBSITE  
VISITS



**12**  
EMAILS/TEXTS/  
SOCIAL MEDIA

## TOP NEEDS



**123**  
HOUSING  
ASSISTANCE



**105**  
UTILITY  
ASSISTANCE



**39**  
MENTAL HEALTH/  
ADDICTIONS



**21**  
FOOD/  
MEALS



**21**  
LEGAL/CONSUMER/  
PUBLIC SAFETY

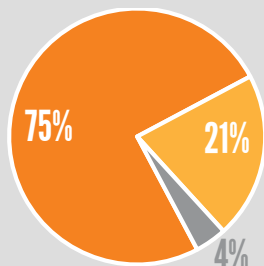
## TOP UNMET NEEDS\*

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 .....	9
Electric Service Payment Assistance .....	3
Automobile Payment Assistance .....	2
Rapid Re-Housing Programs .....	2
Rent Payment Assistance .....	1

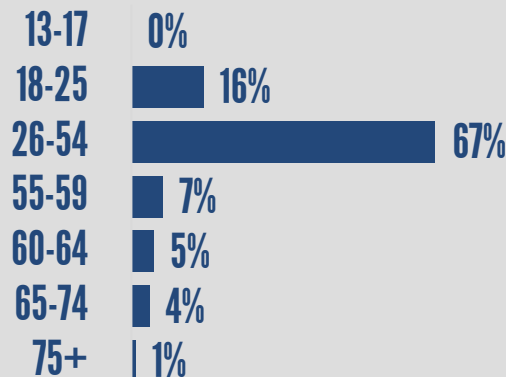
## DEMOGRAPHICS

### GENDER



■ FEMALE ■ MALE  
■ UNDETERMINED

### AGE



### TOP ZIP CODES

19601.....	62	19608.....	9
19602.....	46	19518.....	7
19604.....	30	19526.....	6
19508.....	22	19530.....	5
19606.....	15	19605.....	5
19611.....	14	19567.....	4
19540.....	14	19610.....	4

# TOP AGENCY REFERRALS

Catholic Charities .....	67
Salvation Army - Reading .....	52
City of Reading .....	46
Family Promise of Berks County Inc. ....	33
Berks Coalition to End Homelessness, Inc. ....	26
Berks Community Action Program, Inc. ....	24
Pennsylvania Housing Finance Agency .....	16
PA Public Utility Commission .....	16
First Energy .....	16
Opportunity House .....	16

# TOP PA211EAST.ORG WEBSITE/PAGE HITS

Berks-Ready-Set-Read .....	93
Berks-Housing .....	75
Berks-Food.....	41
Berks-Mental-Health .....	37
Berks-Family .....	31