



# BERKS COUNTY NOVEMBER 2019 REPORT



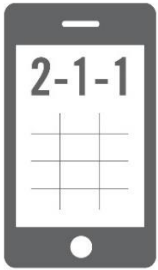
United Way of Berks County



*You are wonderful, you did a great job.*  
- Berks County resident



## CONTACT VOLUME



**271**  
PHONE  
CONTACTS



**308**  
WEBSITE  
VISITS



**6**  
EMAILS/TEXTS/  
SOCIAL MEDIA

## TOP NEEDS



**150**  
HOUSING  
ASSISTANCE



**79**  
UTILITY  
ASSISTANCE



**44**  
FOOD/  
MEALS



**30**  
MENTAL HEALTH/  
ADDICTIONS



**29**  
INDIVIDUAL/FAMILY/  
COMMUNITY SUPPORT

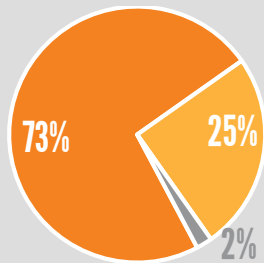
## TOP UNMET NEEDS\*

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 211 specialist explores other resources and services that may be of assistance.

Community Shelters/Transitional Housing .....	17
Holiday Gifts/Toys .....	3
Electric Service Payment Assistance.....	2
Furnace Maintenance/Repair.....	2
Homeless Motel Vouchers .....	2

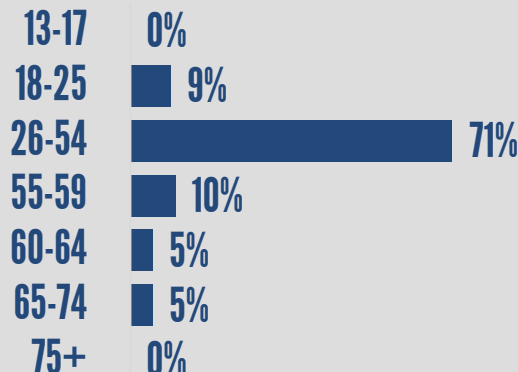
## DEMOGRAPHICS

### GENDER



■ FEMALE ■ MALE  
■ UNDETERMINED

### AGE



### TOP ZIP CODES

19601.....	69	19540.....	8
19602.....	48	19610.....	7
19604.....	34	19611.....	7
19508.....	23	19607.....	6
19606.....	14	19608.....	5
19605.....	9	19530.....	4
19512.....	8	19526.....	4

## TOP AGENCY REFERRALS

Pennsylvania Department of Human Services .....	70
Catholic Charities - Lehigh/Northampton Administrative Office.....	64
City of Reading .....	48
Salvation Army - Reading .....	42
Berks Community Action Program, Inc. ....	31
Helping Harvest .....	29
Opportunity House .....	25
Family Promise of Berks County Inc. ....	21
Pennsylvania Housing Finance Agency .....	19
Berks Coalition to End Homelessness, Inc. ....	18

## TOP PA211EAST.ORG WEBSITE/PAGE HITS

Berks-Housing.....	78
Berks-Food .....	44
Berks-Mental Health .....	36
Berks-Income-Employment.....	33
Berks-Seniors-Older-Adults.....	31