

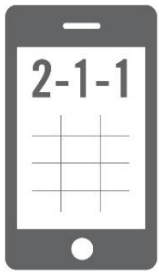


BERKS COUNTY OCTOBER 2018 REPORT



“ *Awww, thank you! We need more referral specialists like you. You made my day!* ”
- Recent 2-1-1 caller

CONTACT VOLUME



349
PHONE
CONTACTS



313
WEBSITE
VISITS



5
EMAILS/TEXTS/
SOCIAL MEDIA

TOP NEEDS



185
HOUSING
ASSISTANCE



112
UTILITY
ASSISTANCE



39
MENTAL HEALTH/
ADDICTIONS



27
LEGAL/CONSUMER/
PUBLIC SAFETY



19
FOOD/
MEALS

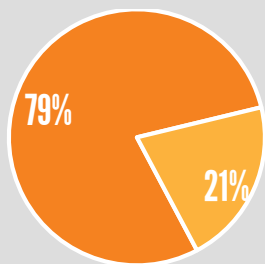
TOP UNMET NEEDS*

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	16
Rapid Re-Housing Programs.....	3
Utility Deposit Assistance.....	2
Automobile Repair Loans.....	1
Water Service Payment Assistance	1

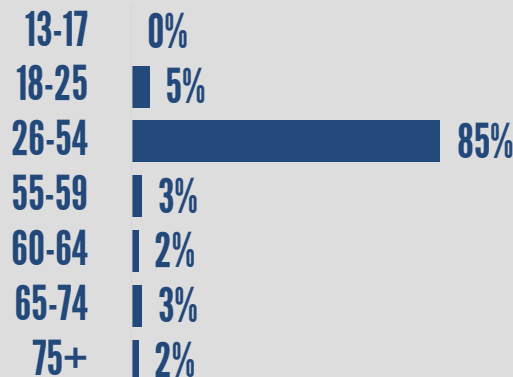
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

19601.....	96	19610.....	8
19602.....	77	19518.....	7
19604.....	34	19605.....	6
19608.....	33	19508.....	6
19606.....	22	19530.....	5
19611.....	10	19540.....	4
19607.....	10	19526.....	4