



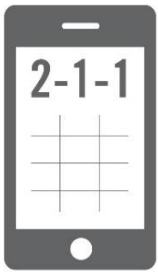
BERKS COUNTY OCTOBER 2019 REPORT



I wish everyone I talked to was as compassionate as you are.
- Berks County resident



CONTACT VOLUME



261
PHONE
CONTACTS



312
WEBSITE
VISITS



21
EMAILS/TEXTS/
SOCIAL MEDIA

TOP NEEDS



128
HOUSING
ASSISTANCE



115
UTILITY
ASSISTANCE



43
FOOD/
MEALS



35
MENTAL HEALTH/
ADDICTIONS



26
INDIVIDUAL/FAMILY/
COMMUNITY SUPPORT

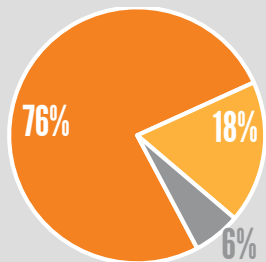
TOP UNMET NEEDS*

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	13
Homelessness Prevention Programs	4
Gas Service Payment Assistance	3
Rental Deposit Assistance	2
Transportation	1

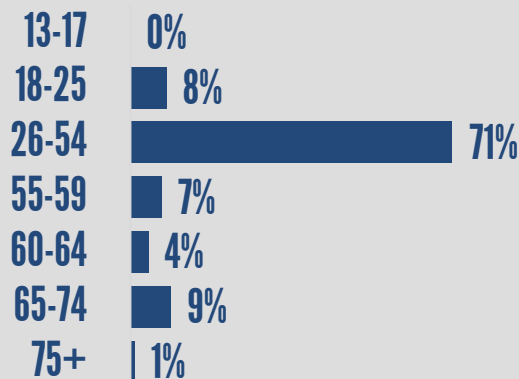
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

19601.....	74	19540.....	10
19602.....	41	19607.....	7
19604.....	40	19522.....	6
19508.....	15	19526.....	5
19606.....	15	19512.....	4
19611.....	12	19518.....	4
19608.....	10	19533.....	4

TOP AGENCY REFERRALS

Catholic Charities	82
Pennsylvania Department of Human Services	64
Salvation Army - Reading	55
City of Reading	48
Helping Harvest	28
Berks Community Action Program, Inc.	27
Family Promise of Berks County Inc.	26
Pennsylvania Housing Finance Agency	24
Opportunity House	19
PA Public Utility Commission	17
Salvation Army - Hamburg Service Center	15

TOP PA211EAST.ORG WEBSITE/PAGE HITS

Berks-Housing.....	115
Berks-Food	75
Berks-Mental Health	48
Berks-Seniors-Older-Adults.....	43
Berks-Transportation	26