



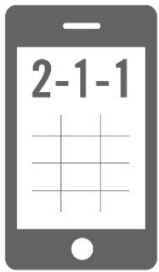
BERKS COUNTY SEPTEMBER 2018 REPORT



I'll tell you what is great...that you are on the other end to help people.
- Recent 2-1-1 caller



CONTACT VOLUME



297
PHONE
CONTACTS



256
WEBSITE
VISITS



5
EMAILS/TEXTS/
SOCIAL MEDIA

TOP NEEDS



121
HOUSING
ASSISTANCE



111
UTILITY
ASSISTANCE



49
MENTAL HEALTH/
ADDICTIONS



21
FOOD/
MEALS



19
LEGAL/CONSUMER/
PUBLIC SAFETY

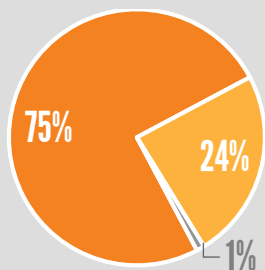
TOP UNMET NEEDS*

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	5
Rent Payment Assistance	4
Electric Service Payment Assistance	4
Emergency Shelter Clearinghouses	2
Water Service Payment Assistance	2

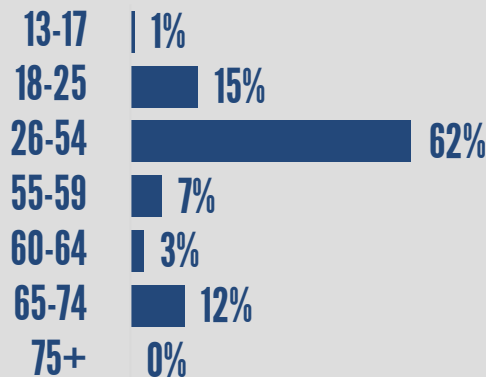
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

19601.....	85	19607.....	8
19602.....	51	19611.....	7
19604.....	39	19522.....	5
19608.....	21	19605.....	5
19508.....	16	19512.....	4
19606.....	12	19609.....	4
19540.....	10	19533.....	4