



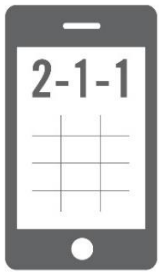
BERKS COUNTY SEPTEMBER 2019 REPORT



Thank you, you are doing a wonderful job.
- Berks County resident



CONTACT VOLUME



249
PHONE
CONTACTS



313
WEBSITE
VISITS



13
EMAILS/TEXTS/
SOCIAL MEDIA

TOP NEEDS



116
UTILITY
ASSISTANCE



116
HOUSING
ASSISTANCE



36
FOOD/
MEALS



27
MENTAL HEALTH/
ADDICTIONS



17
LEGAL/CONSUMER
PUBLIC SAFETY

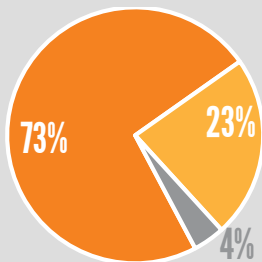
TOP UNMET NEEDS*

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

Community Shelters/Transitional Housing	13
Electric Service Payment Assistance	5
Homeless Motel Vouchers	2
Rent Payment Assistance	2
Personal/Grooming Supplies	1

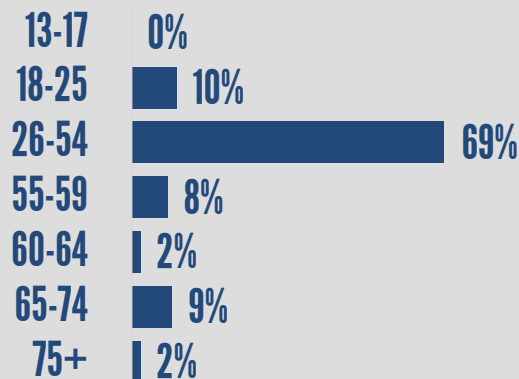
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

19601.....	64	19608.....	9
19602.....	48	19611.....	6
19604.....	30	19540.....	6
19606.....	17	19560.....	6
19508.....	15	19504.....	5
19607.....	11	19522.....	4
19605.....	11	19610.....	4

TOP AGENCY REFERRALS

Catholic Charities	96
Salvation Army - Reading	56
City of Reading	50
Family Promise of Berks County Inc.	38
Pennsylvania Department of Human Services	25
Berks Community Action Program, Inc.	23
PA Public Utility Commission	23
Berks Coalition to End Homelessness, Inc.	21
Helping Harvest	21
Opportunity House	17

TOP PA211EAST.ORG WEBSITE/PAGE HITS

Berks-Housing.....	117
Berks-Seniors-Older-Adults.....	47
Berks-Food	41
Berks-Substance-Abuse	32
Berks-Family	29