

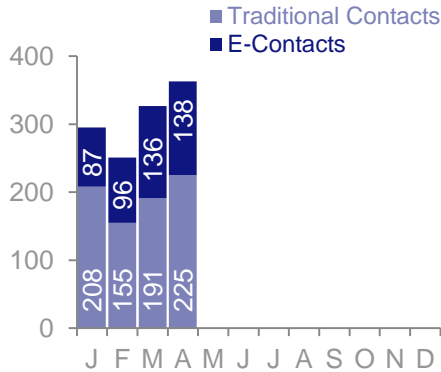
# PENNSYLVANIA 2-1-1 EAST

APRIL 2016  
BERKS COUNTY REPORT

This report reflects statistics compiled from the statewide 2-1-1 system. If you have any questions or comments about this report, please contact us at 2-1-1 or by email at 211@uwlancc.org.

## CONTACT VOLUME

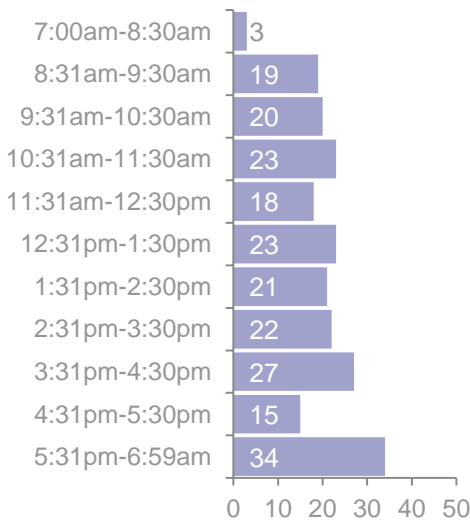
In April we experienced **363** total contacts.



Traditional Contacts: Phone  
E-Contacts: Website Searches

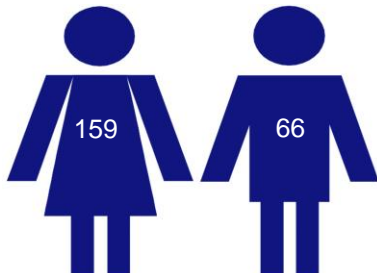
## CALL FREQUENCY

The total number of calls received during specific hours.



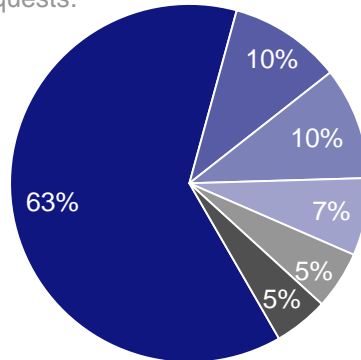
## GENDER

A comparison of male/female callers.



## NEEDS REQUESTS

The total amount of problems/needs requests.



- Basic Needs**  
 Clothing/Personal/Household: 8  
 Food/Meals: 15  
 Housing: 87  
 Utilities: 69
- Medical/Mental Health Services**  
 Health Care: 17  
 Mental Health/Addictions: 12
- Support Services**  
 Income Support/Assistance: 17  
 Individual, Family & Community: 12
- Legal, Consumer & Public Safety**  
 Legal, Consumer & Public Safety: 20
- Information Services**  
 Information Services: 15
- All Other Needs**  
 Arts, Culture and Recreation: 0  
 Disaster: 1  
 Education: 1  
 Employment: 0  
 Other Government/Economic: 3  
 Transportation: 4  
 Volunteers/Donations: 5

## ZIP CODES

The top zip codes of callers and number of calls received from that area.

19601	51	19565	5
19602	35	19607	5
19604	33	19518	4
19606	14	19522	3
19508	13	19526	3
19611	9	19551	3
19605	7	19506	3
19512	6	19547	3
19609	6	19530	3

## AGENCY REFERRALS

The top referrals to agencies in Berks County.

Catholic Charities	71
Opportunity House	56
City of Reading	45
Family Promise of Berks Co.	32
PA Dept of Human Services	19
Berks Community Action Prog.	15
Salvation Army - Reading	13
Greater Berks Food Bank	12
PA Public Utility Commission	9
First Energy	7

## REFERRAL SOURCE

The top ways clients heard about 2-1-1.

- 53 Agency/Organization
- 27 Prior use
- 12 Friend/Relative
- 4 Flyer/Brochure/Poster
- 4 Electronic Media
- 3 Medical Services
- 3 Business/Employer
- 2 School
- 2 Utility Company - Electric
- 2 Media/TV/Radio

PENNSYLVANIA 2-1-1 EAST IS GENEROUSLY SUPPORTED BY UNITED WAY OF BERKS COUNTY

