

# PENNSYLVANIA 2-1-1 EAST

AUGUST 2016  
BERKS REPORT

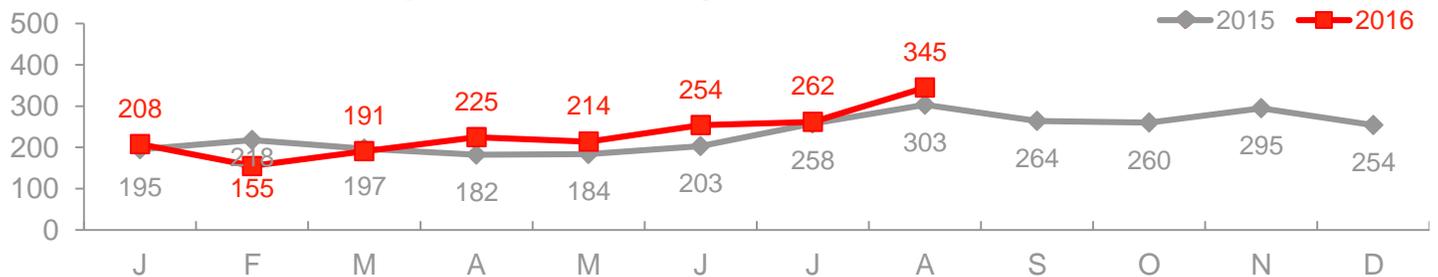
If you have any questions or comments about this report, please contact us at 2-1-1 or by email at 211@uwlanc.org.

## How do people access 2-1-1?



This month, 2-1-1 provided resource information **482** times to people who visited our website, called, text messaged, utilized our social media platforms, and emailed.

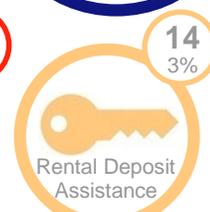
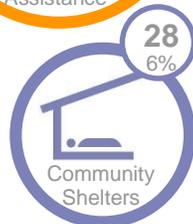
## How do we compare to last year?



This month, 2-1-1 received **345** calls for health and human services. This resulted in a **34.35%** increase in calls over last month and a **15.03%** increase over the same month last year.

## What needs do 2-1-1 callers have?

TOP  
CALLER  
NEEDS **5**



2-1-1 specialists recorded a total of **484** caller needs. The top 5 categories include electric payment assistance, rent payment assistance, community shelters, food pantries and rental deposit assistance.

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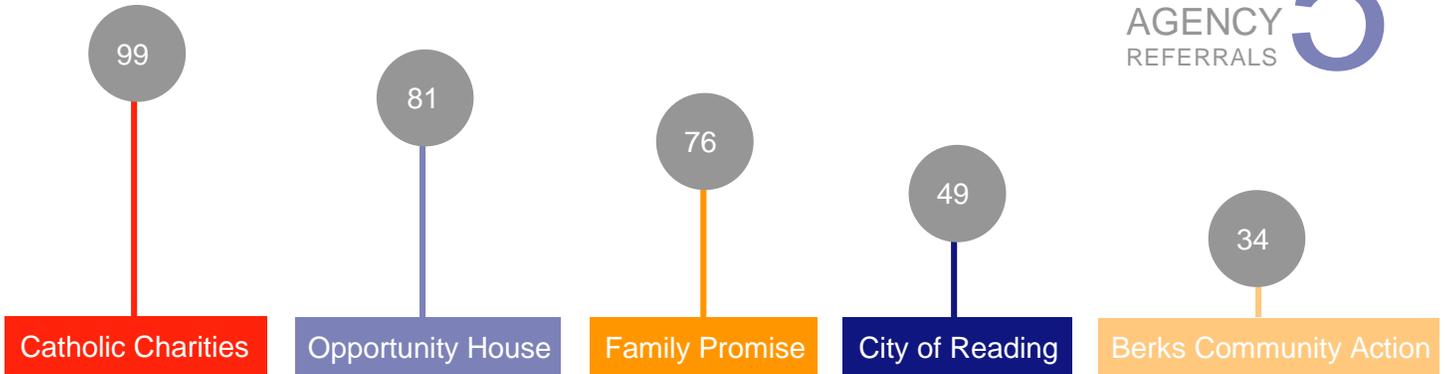
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## What referrals do callers receive?

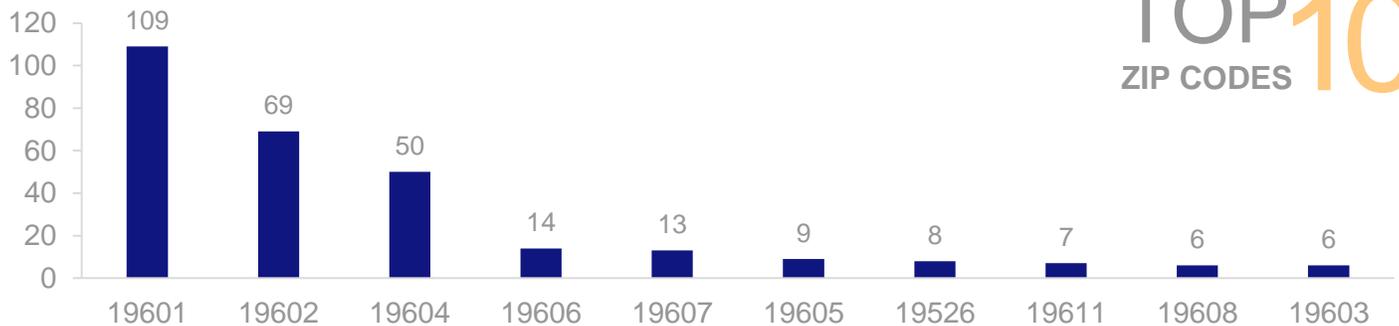
TOP 5  
AGENCY  
REFERRALS



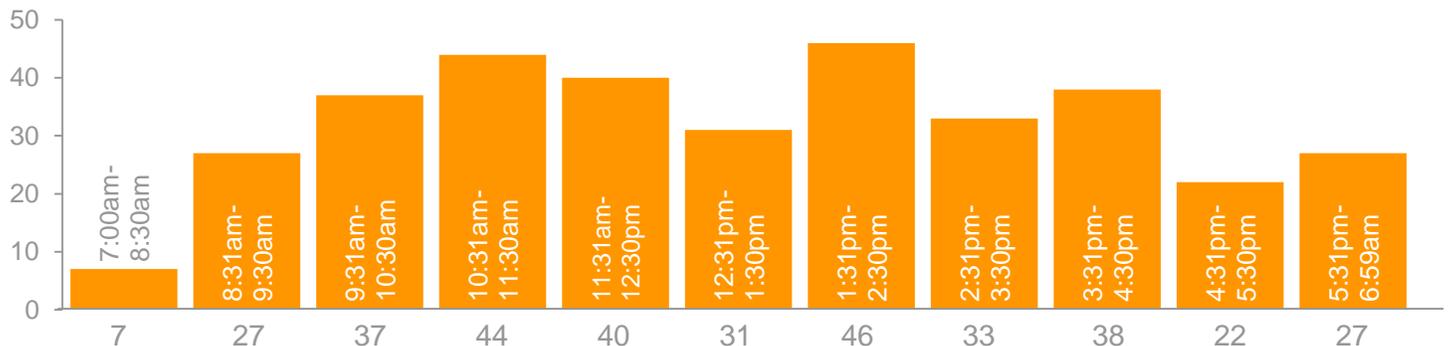
2-1-1 made referrals to **185** programs/services through **130** individual agencies that serve Berks County residents.

## Where do 2-1-1 callers live?

TOP 10  
ZIP CODES



## When do callers reach 2-1-1?



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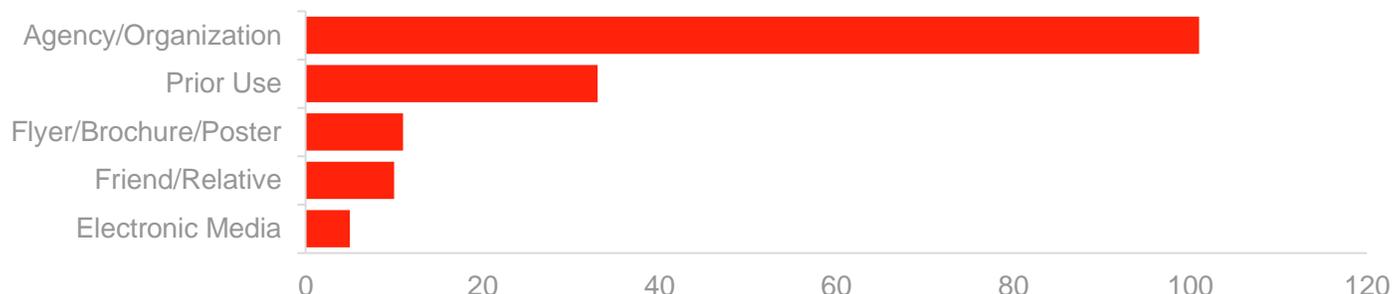


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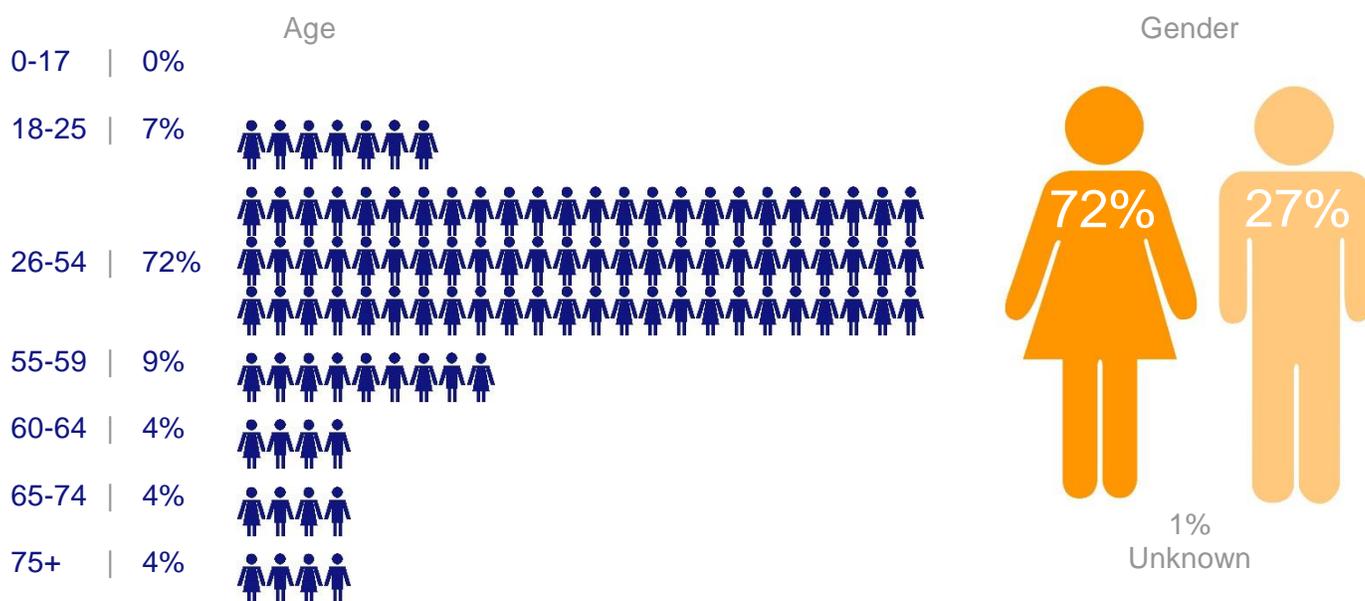
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## How did callers hear about 2-1-1?



## Who is calling 2-1-1?



## What are potential service gaps?

There are times when a specialist is not able to refer for the caller'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.

### Top unmet needs

Rent Payment Assistance	3
Income Support and Employment	3
Community Shelters	3
Electric Service Payment Assistance	3
Utility Deposit Assistance	2

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