

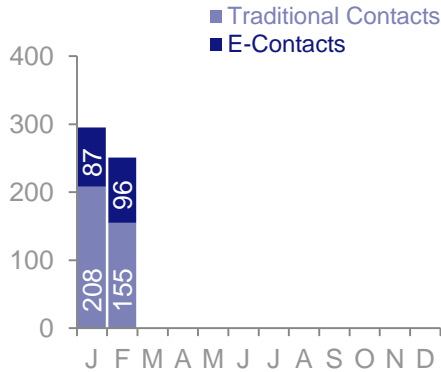
PENNSYLVANIA 2-1-1 EAST

FEBRUARY 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

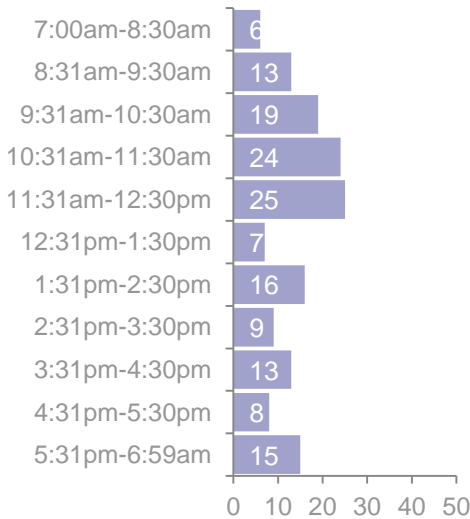
In February we experienced **251** total contacts.



Traditional Contacts: Phone
E-Contacts: Website Searches

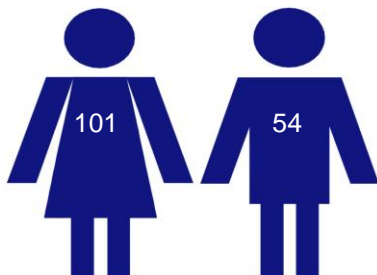
CALL FREQUENCY

The total number of calls received during specific hours.



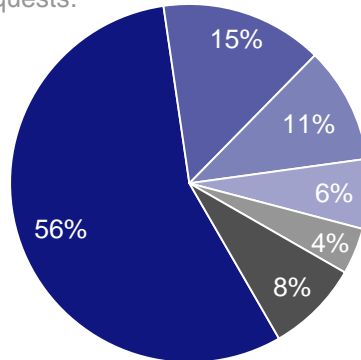
GENDER

A comparison of male/female callers.



NEEDS REQUESTS

The total amount of problems/needs requests.



Basic Needs

Clothing/Personal/Household: 3
Food/Meals: 23
Housing: 48
Utilities: 35

Support Services

Income Support/Assistance: 26
(Includes Tax Assistance)
Individual, Family & Community: 2

Medical/Mental Health Services

Health Care: 17
Mental Health/Addictions: 3

Legal, Consumer & Public Safety

Legal, Consumer & Public Safety: 12

Information Services

Information Services: 8

All Other Needs

Arts, Culture and Recreation: 2
Disaster: 0
Education: 2
Employment: 4
Other Government/Economic: 5
Transportation: 2
Volunteers/Donations: 1

ZIP CODES

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

19601	46	19508	4
19604	23	19526	3
19607	13	19512	3
19602	13	18062	2
19611	8	19555	2
19605	7	19603	2
19608	6	19610	2
19565	5	19540	2
19518	4	19609	2

AGENCY REFERRALS

The top referrals to agencies in Berks County.

PA Dept of Human Services	26
PA Housing Finance Agency	6
United Way of Berks County	4
PA Public Utility Commission	3
HDC MidAtlantic	3
AIRS (2-1-1 Call Center Search)	2
AARP	2
PA Dept of Labor and Industry	1
Rep. Thomas R. Caltagirone	1
Council of Better Business Bureaus	1

REFERRAL SOURCE

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

27	Prior use
26	Agency/Organization
7	Friend/Relative
5	Flyer/Brochure/Poster
4	Business/Employer
2	Electronic Media
1	Public Officials
1	Newspaper
1	2-1-1 Publication
1	Medical Services

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

