

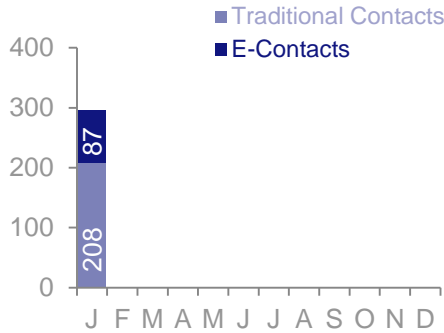
# PENNSYLVANIA 2-1-1 EAST

**JANUARY 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

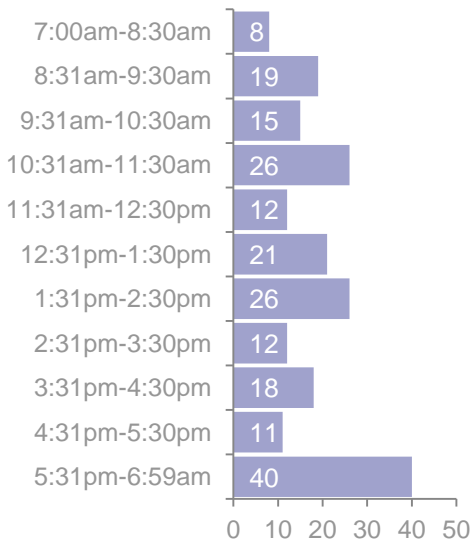
In January we experienced **295** total contacts.



Traditional Contacts: Phone  
E-Contacts: Website Searches

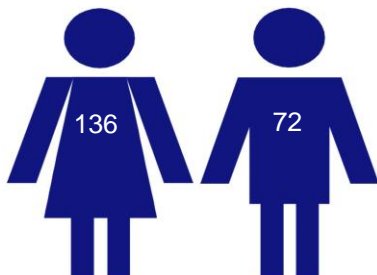
## CALL FREQUENCY

The total number of calls received during specific hours.



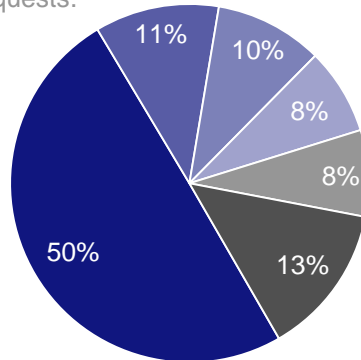
## GENDER

A comparison of male/female callers.



## NEEDS REQUESTS

The total amount of problems/needs requests.



### Basic Needs

- Clothing/Personal/Household: 3
- Food/Meals: 15
- Housing: 49
- Utilities: 35

### Medical/Mental Health Services

- Health Care: 11
- Mental Health/Addictions: 12

### Legal, Consumer & Public Safety

- Legal, Consumer & Public Safety: 20

### Support Services

- Income Support/Assistance: 10
- Individual, Family & Community: 6

### Information Services

- Information Services: 16

### All Other Needs

- Arts, Culture and Recreation: 0
- Disaster: 0
- Education: 2
- Employment: 5
- Other Government/Economic: 16
- Transportation: 2
- Volunteers/Donations: 3

## ZIP CODES

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

19601	65	19565	3
19602	33	19609	3
19508	29	19605	3
19604	24	19540	3
19607	7	19518	2
19526	6	19522	2
19611	5	19506	2
19606	4	19610	2
19608	4	19510	2

## AGENCY REFERRALS

The top referrals to agencies in Berks County.

PA Dept of Human Services	26
PA Housing Finance Agency	8
Hope Rescue Mission	7
AIRS (2-1-1 Call Center Search)	4
PA CareerLink	3
Community Prev. Partnership	3
HDC MidAtlantic	2
Rep. Thomas R. Caltagirone	1
PA Traffic Injury Prev. Project	1
Comcast	1

## REFERRAL SOURCE

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

- 31 Agency/Organization
- 28 Prior use
- 13 Friend/Relative
- 6 Flyer/Brochure/Poster
- 4 Electronic Media
- 2 School
- 2 Blue Pages
- 1 Utility Company - Gas
- 1 Medical Services
- 1 2-1-1 Publication

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

