

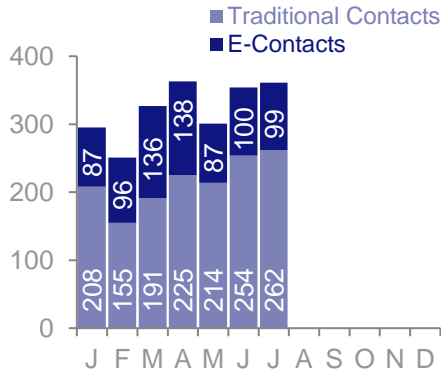
# PENNSYLVANIA 2-1-1 EAST

**JULY 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

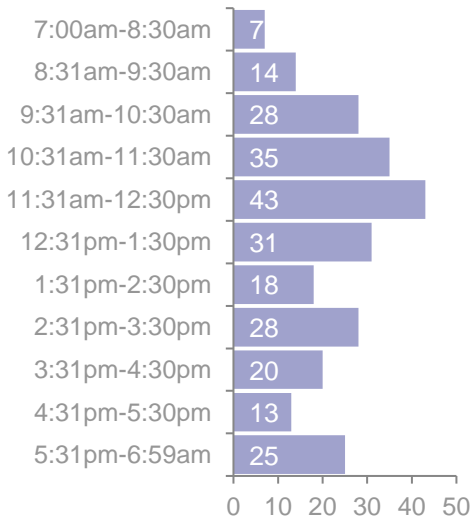
In July we experienced **361** total contacts.



Traditional Contacts: Phone  
 E-Contacts: Website Searches

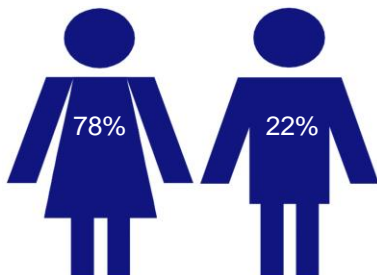
## CALL FREQUENCY

The total number of calls received during specific hours.



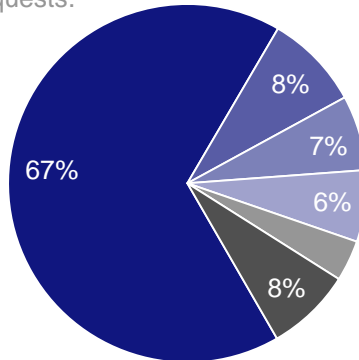
## GENDER

A comparison of male/female callers.



## NEEDS REQUESTS

The total amount of problems/needs requests.



- **Basic Needs**  
 Clothing/Personal/Household: 25  
 Food/Meals: 16  
 Housing: 114  
 Utilities: 62
- **Medical/Mental Health Services**  
 Health Care: 10  
 Mental Health/Addictions: 12
- **Support Services**  
 Income Support/Assistance: 16  
 Individual, Family & Community: 12
- **Legal, Consumer & Public Safety**  
 Legal, Consumer & Public Safety: 21
- **Information Services**  
 Information Services: 12
- **All Other Needs**  
 Arts, Culture and Recreation: 0  
 Disaster: 0  
 Education: 0  
 Employment: 4  
 Other Government/Economic: 4  
 Transportation: 5  
 Volunteers/Donations: 5

## ZIP CODES

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

19601	82	19530	4
19602	48	19522	4
19604	32	19526	4
19508	19	19560	4
19606	12	19608	4
19611	8	19609	3
19607	7	19603	3
19518	6	19540	3
19512	5	19506	2

## AGENCY REFERRALS

The top referrals to agencies in Berks County.

Catholic Charities	49
Opportunity House	48
Family Promise of Berks Co.	44
PA Dept of Human Services	36
City of Reading	33
Berks Community Action Prog	14
Salvation Army - Hamburg	13
PA Housing Finance Agency	9
First Energy	9
PA Public Utility Commission	8

## REFERRAL SOURCE

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

- 63 Agency/Organization
- 37 Prior use
- 11 Friend/Relative
- 4 Utility Company - Electric
- 3 Electronic Media
- 3 Business/Employer
- 2 2-1-1 Publication
- 2 Medical Services
- 2 Utility Company - Gas
- 2 Flyer/Brochure/Poster

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

