

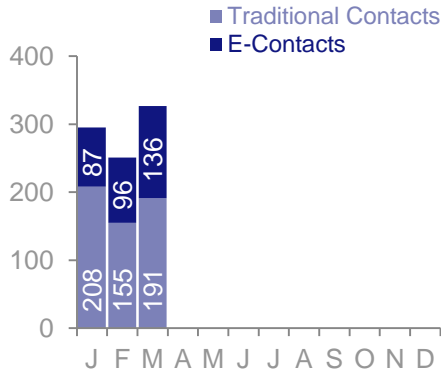
PENNSYLVANIA 2-1-1 EAST

MARCH 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

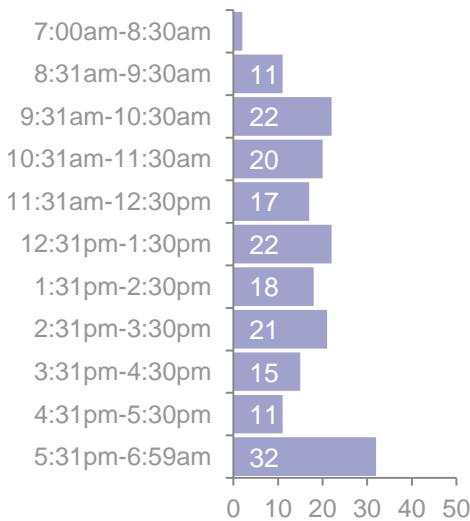
In March we experienced **327** total contacts.



Traditional Contacts: Phone
E-Contacts: Website Searches

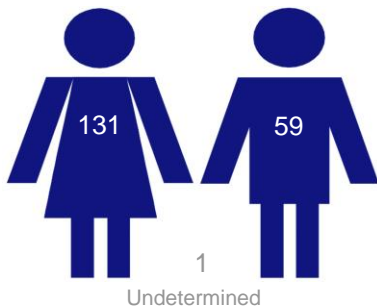
CALL FREQUENCY

The total number of calls received during specific hours.



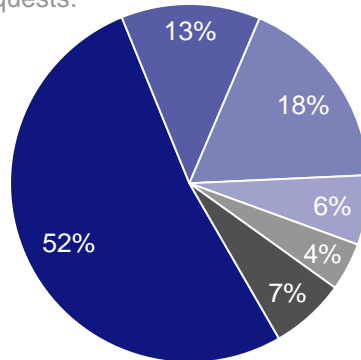
GENDER

A comparison of male/female callers.



NEEDS REQUESTS

The total amount of problems/needs requests.



- **Basic Needs**
Clothing/Personal/Household: 7
Food/Meals: 15
Housing: 51
Utilities: 35
- **Medical/Mental Health Services**
Health Care: 9
Mental Health/Addictions: 28
- **Support Services**
Income Support/Assistance: 18
Individual, Family & Community: 8
- **Legal, Consumer & Public Safety**
Legal, Consumer & Public Safety: 13
- **Information Services**
Information Services: 9
- **All Other Needs**
Arts, Culture and Recreation: 0
Disaster: 0
Education: 1
Employment: 4
Other Government/Economic: 2
Transportation: 5
Volunteers/Donations: 2

ZIP CODES

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

19601	67	19560	3
19602	29	18011	2
19604	23	19551	2
19508	17	19603	2
19606	10	19526	1
19607	8	19567	1
19608	8	19505	1
19518	4	19533	1
19609	4	19565	1

AGENCY REFERRALS

The top referrals to agencies in Berks County.

Catholic Charities	26
Opportunity House	21
PA Dept of Human Services	21
City of Reading	20
Family Promise of Berks Co.	12
Salvation Army - Reading	11
Greater Berks Food Bank	10
Service Access & Management	9
PA Housing Finance Agency	8
Berks Encore	8

REFERRAL SOURCE

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

- 26 Agency/Organization
- 18 Prior use
- 7 Friend/Relative
- 5 Medical Services
- 3 Electronic Media
- 3 Flyer/Brochure/Poster
- 2 Utility Company - Gas
- 2 Newspaper
- 2 School
- 2 Utility Company - Electric

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

