

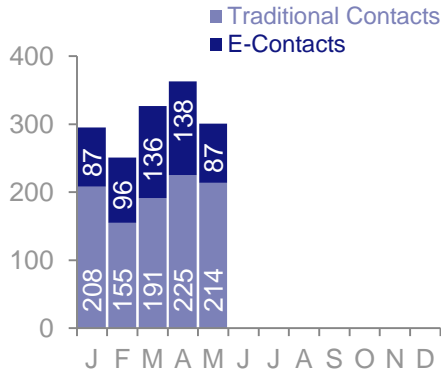
# PENNSYLVANIA 2-1-1 EAST

MAY 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

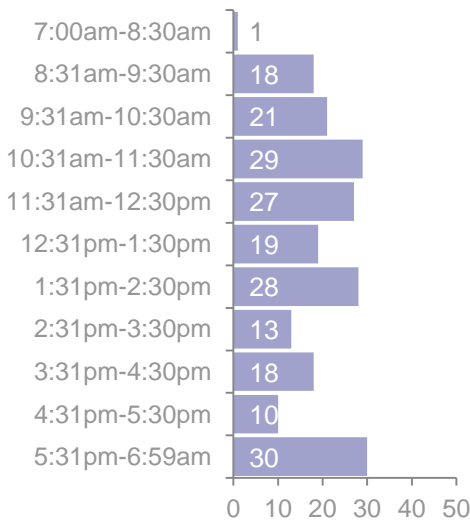
In May we experienced **301** total contacts.



Traditional Contacts: Phone  
E-Contacts: Website Searches

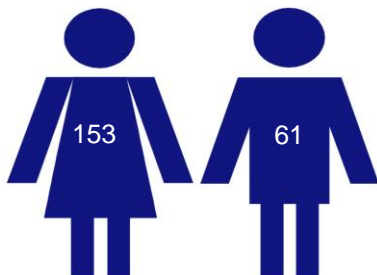
## CALL FREQUENCY

The total number of calls received during specific hours.



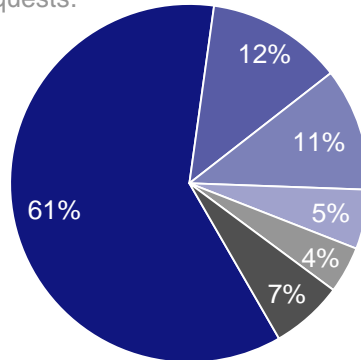
## GENDER

A comparison of male/female callers.



## NEEDS REQUESTS

The total amount of problems/needs requests.



- **Basic Needs**  
Clothing/Personal/Household: 10  
Food/Meals: 13  
Housing: 85  
Utilities: 50
- **Support Services**  
Income Support/Assistance: 11  
Individual, Family & Community: 21
- **Medical/Mental Health Services**  
Health Care: 18  
Mental Health/Addictions: 11
- **Legal, Consumer & Public Safety**  
Legal, Consumer & Public Safety: 14
- **Information Services**  
Information Services: 11
- **All Other Needs**  
Arts, Culture and Recreation: 2  
Disaster: 0  
Education: 5  
Employment: 4  
Other Government/Economic: 3  
Transportation: 4  
Volunteers/Donations: 0

## ZIP CODES

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

19601	48	19512	5
19602	46	19608	4
19604	31	19510	3
19508	15	19540	3
19606	11	19518	3
19605	8	19611	3
19565	6	19607	3
19603	6	19609	2
19530	5	18011	1

## AGENCY REFERRALS

The top referrals to agencies in Berks County.

Opportunity House	41
Catholic Charities	33
Family Promise of Berks Co.	24
City of Reading	23
PA Dept of Human Services	20
Salvation Army - Reading	11
Greater Berks Food Bank	13
YMCA of Reading & Berks Co.	8
PA Housing Finance Agency	8
Berks Community Action Prog.	7

## REFERRAL SOURCE

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

- 40 Agency/Organization
- 25 Prior use
- 12 Friend/Relative
- 9 Flyer/Brochure/Poster
- 9 Electronic Media
- 3 Medical Services
- 3 Utility Company - Gas
- 2 Public Officials
- 2 Utility Company - Electric
- 1 Business/Employer

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

