

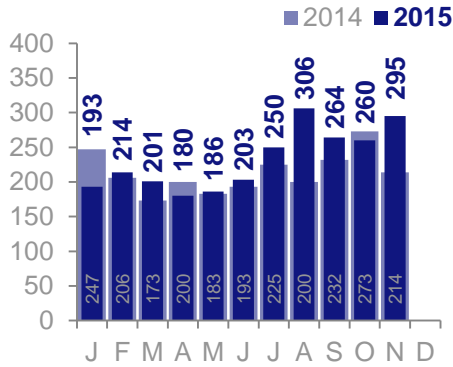
PENNSYLVANIA 2-1-1 EAST

NOVEMBER 2015
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.

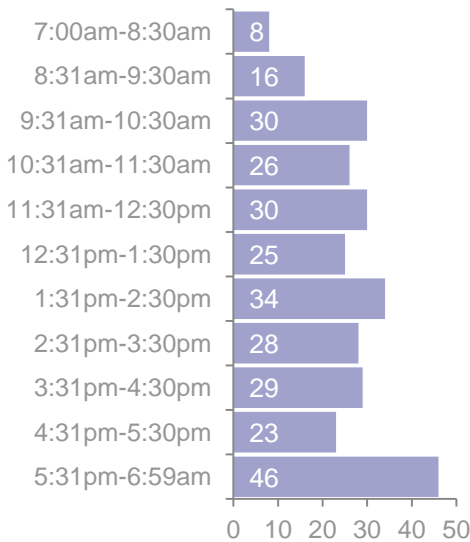
CONTACT VOLUME

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



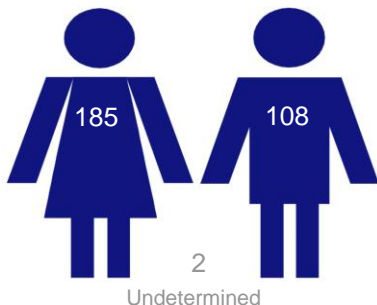
CALL FREQUENCY

The total number of calls received during specific hours.



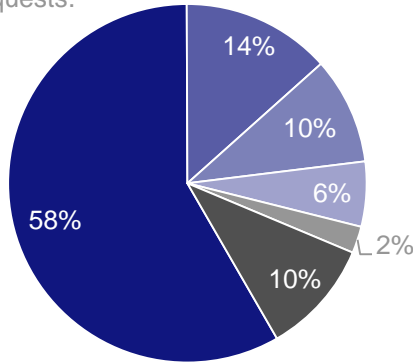
GENDER

A comparison of male/female callers.



NEEDS REQUESTS

The total amount of problems/needs requests.



Basic Needs

- Clothing/Personal/Household: 11
- Food/Meals: 13
- Housing: 86
- Utilities: 59

Support Services

- Income Support/Assistance: 11
- Individual, Family & Community: 28
(Includes Holiday Programs)

Medical/Mental Health Services

- Health Care: 19
- Mental Health/Addictions: 9

Legal, Consumer & Public Safety

- Legal, Consumer & Public Safety: 17

Information Services

- Information Services: 7

All Other Needs

- Arts, Culture and Recreation: 0
- Disaster: 0
- Education: 8
- Employment: 5
- Other Government/Economic: 4
- Transportation: 8
- Volunteers/Donations: 5

ZIP CODES

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

19601	75	19560	4
19602	73	19506	4
19604	41	19610	4
19508	21	19606	4
19611	10	19540	3
19607	9	19511	3
19565	5	19603	3
19605	5	19510	2
19518	4	19541	2

AGENCY REFERRALS

The top referrals to agencies in Berks County.

MidPenn Legal Services	47
Diakon Lutheran Social Ministries	45
PA Housing Finance Agency	37
First Energy	36
Greater Berks Food Bank	21
Berks Community Action Program	13
Family Promise of Berks County	9
City of Reading	7
PA Dept of Human Services	7
Opportunity House	6

REFERRAL SOURCE

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

- 68 Agency/Organization
- 41 Prior use
- 11 Friend/Relative
- 5 Business/Employer
- 4 Medical Services
- 3 Utility Company - Electric
- 2 Electronic Media
- 2 Newspaper
- 2 Utility Company - Gas

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

