

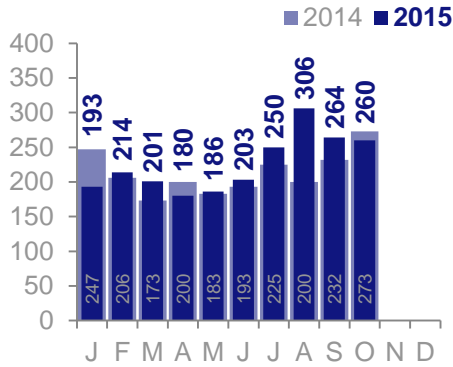
# PENNSYLVANIA 2-1-1 EAST

OCTOBER 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.

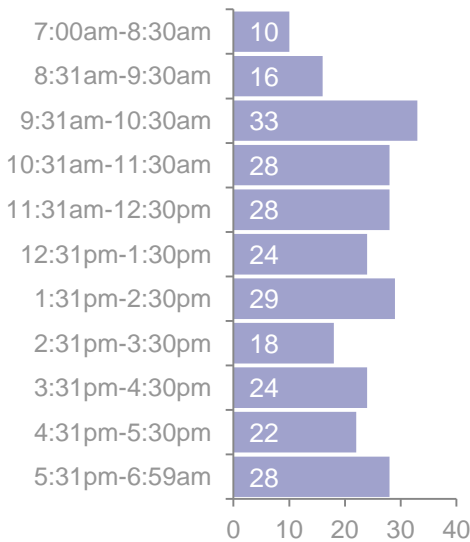
## CONTACT VOLUME

In October we experienced **260** total contacts.



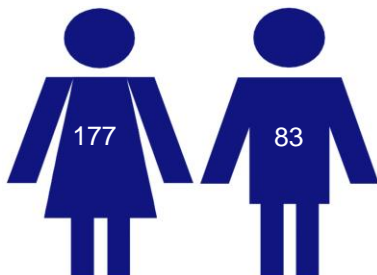
## CALL FREQUENCY

The total number of calls received during specific hours.



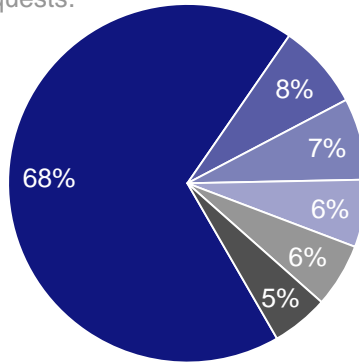
## GENDER

A comparison of male/female callers.



## NEEDS REQUESTS

The total amount of problems/needs requests.



### Basic Needs

- Clothing/Personal/Household: 10
- Food/Meals: 28
- Housing: 99
- Utilities: 75

### Medical/Mental Health Services

- Health Care: 17
- Mental Health/Addictions: 7

### Support Services

- Income Support/Assistance: 14
- Individual, Family & Community: 9

### Information Services

- Information Services: 19

### Legal, Consumer & Public Safety

- Legal, Consumer & Public Safety: 18

### All Other Needs

- Arts, Culture and Recreation: 0
- Disaster: 0
- Education: 3
- Employment: 2
- Other Government/Economic: 4
- Transportation: 5
- Volunteers/Donations: 2

## ZIP CODES

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

19601	74	19560	5
19602	50	19608	5
19604	33	19565	4
19606	16	19530	4
19508	13	19526	4
19611	11	19543	2
19605	8	19522	2
19607	7	19567	2
19518	6	19506	2

## AGENCY REFERRALS

The top referrals to agencies in Berks County.

Hope Rescue Mission	62
Neighborhood Housing Services	53
PA Housing Finance Agency	45
First Energy	35
Greater Berks Food Bank	25
Berks Community Action Program	20
Family Promise of Berks County	16
PA Dept of Human Services	11
City of Reading	6
Opportunity House	6

## REFERRAL SOURCE

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

- 48 Agency/Organization
- 39 Prior use
- 14 Friend/Relative
- 10 Electronic Media
- 6 Business/Employer
- 5 Flyer/Brochure/Poster
- 4 Utility Company - Gas
- 2 Church/Faith Based Organization
- 2 Medical Services

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

