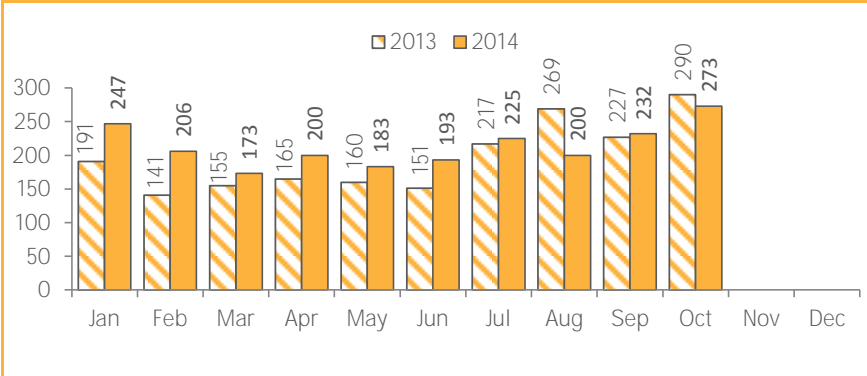


# Berks County Report- October 2014

## Pennsylvania 2-1-1 East

### CALL VOLUME



### REFERRAL SOURCE

Agency/Organization	76
Prior use	26
Friend/Relative	23
Flyer/Brochure/Poster	10
Business/Employer	3
Electronic Media	2
Billboard	2
211 publication	2
Medical Services	2
Newspaper	2
Utility Company-Gas	1

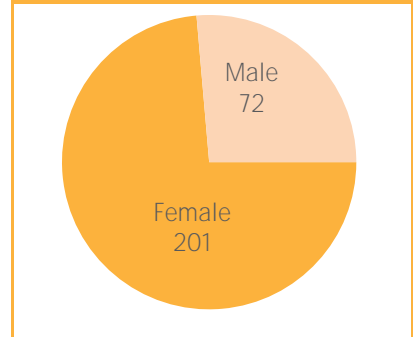
### ZIP CODE REPORT

19601	80	19526	5
19602	52	19560	5
19604	39	19536	3
19606	21	19520	3
19607	9	19611	3
19609	7	19610	2
19512	7	19522	2
19605	6	19567	2
19565	6	19533	2
19608	5	19603	1
19508	5	19530	1

### TOP AGENCY REFERRALS

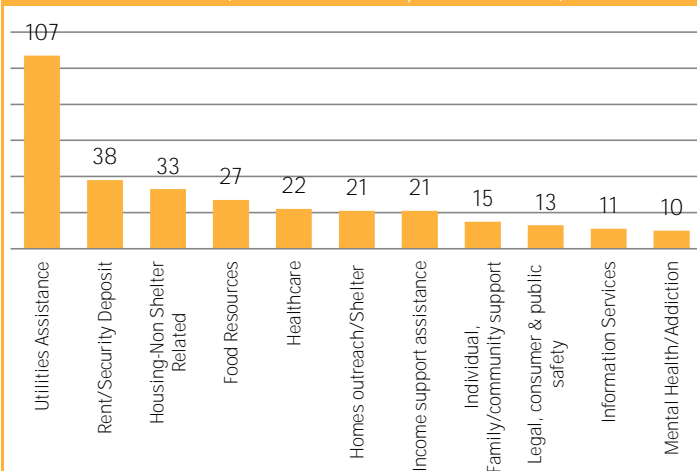
Catholic Charities	248
Opportunity House	218
Pennsylvania Department of Public Welfare	184
Berks Community Action Program, Inc.	134
The Salvation Army of Reading	114
Greater Berks Food Bank	90
Family Promise of Berks Co, Inc.	60
First Energy	54
Pennsylvania Housing Finance Agency	40
Neighborhood Housing Services	40
The Salvation Army, Hamburg Services	22

### GENDER REPORT



### TOP NEEDS

(Total needs Reported = 381)



### CALL FREQUENCY

