

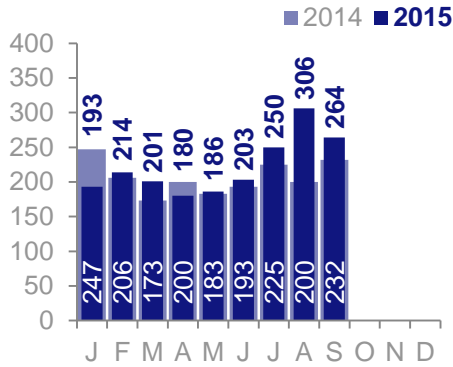
# PENNSYLVANIA 2-1-1 EAST

SEPTEMBER 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.

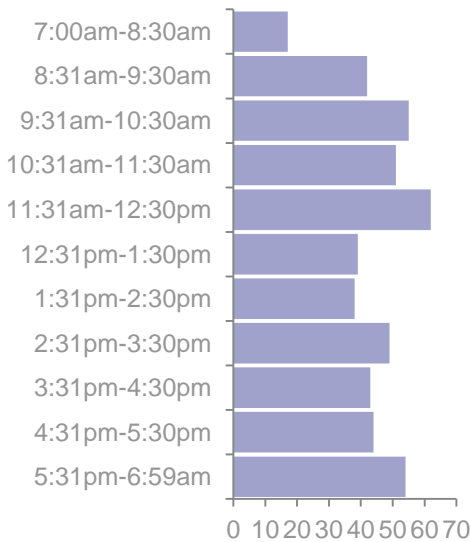
## CONTACT VOLUME

In September we experienced **264** total contacts.



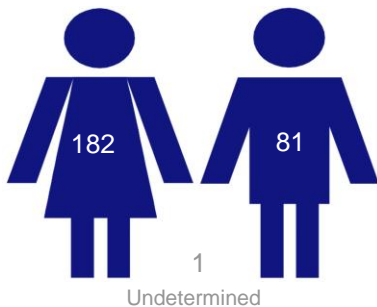
## CALL FREQUENCY

The total number of calls received during specific hours.



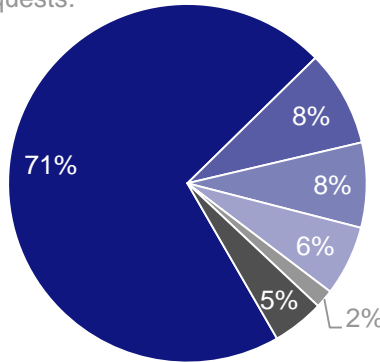
## GENDER

A comparison of male/female callers.



## NEEDS REQUESTS

The total amount of problems/needs requests.



### Basic Needs

- Clothing/Personal/Household: 12
- Food/Meals: 11
- Housing: 125
- Utilities: 65

### Medical/Mental Health Services

- Health Care: 15
- Mental Health/Addictions: 11

### Legal, Consumer & Public Safety

- Legal, Consumer & Public Safety: 23

### Support Services

- Income Support/Assistance: 14
- Individual, Family & Community: 5

### Information Services

- Information Services: 5

### All Other Needs

- Arts, Culture and Recreation: 1
- Disaster: 1
- Education: 2
- Employment: 2
- Other Government/Economic: 5
- Transportation: 2
- Volunteers/Donations: 1

## ZIP CODES

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

19601	79	19526	5
19602	42	19603	5
19604	36	19608	4
19508	14	19512	4
19518	12	19540	3
19605	10	19510	3
19607	9	18056	2
19611	8	19567	2
19606	8	19610	2

## AGENCY REFERRALS

The top referrals to agencies in Berks County.

The Salvation Army, Hamburg	65
First Energy	60
PA Housing Finance Agency	40
Salvation Army of Reading	38
PA Dept of Human Services	38
Berks Community Action Program	31
Family Promise of Berks County	20
City of Reading	11
Opportunity House	10
Catholic Charities	9

## REFERRAL SOURCE

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

- 63 Agency/Organization
- 27 Prior use
- 15 Friend/Relative
- 4 Flyer/Brochure/Poster
- 4 Electronic media
- 4 Business/Employer
- 2 Medical Services
- 2 Blue Pages

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

