I saw 211 on the news. You are a Godsend. I thank you so much, you are very kind.
- Berks County Resident

CONTACT VOLUME

- 387 PHONE CONTACTS
- 256 WEBSITE VISITS
- 33 EMAILS/TEXTS/SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: 181

TOP NEEDS

- 195 HOUSING ASSISTANCE
- 141 UTILITY ASSISTANCE
- 121 FOOD/MEALS
- 34 HEALTH CARE
- 27 INCOME SUPPORT/ASSISTANCE

TOP UNMET NEEDS*

There are times when a specialist is not able to refer for the inquirer’s specific need. This may occur when the agencies that provide a certain type of assistance are out of funds or when a client is deemed ineligible. When a need is recorded as “unmet”, the 211 specialist explores other resources and services that may be of assistance.

- Community Shelters/Transitional Housing: 22
- Rent Payment Assistance: 3
- Rooming/Boarding Houses: 2
- Personal/Grooming Supplies: 2
- Food Pantries: 2

DEMOGRAPHICS

GENDER

- FEMALE
- MALE
- UNDETERMINED

AGE

- Teens: 1%
- 20's: 20%
- 30's: 18%
- 40's: 19%
- 50's: 24%
- 60's: 14%
- 70's+: 4%

TOP ZIP CODES

- 19601: 130
- 19606: 23
- 19605: 14
- 19560: 10
- 19565: 11
- 19508: 9
- 19507: 9
- 19610: 14
- 19608: 7
- 19540: 6
- 19611: 11

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<table>
<thead>
<tr>
<th>TOP AGENCY REFERRALS</th>
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<tbody>
<tr>
<td>Catholic Charities</td>
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<tr>
<td>City of Reading</td>
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<tr>
<td>Berks Coalition to End Homelessness, Inc.</td>
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<tr>
<td>Pennsylvania Department of Human Services</td>
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<tr>
<td>Helping Harvest</td>
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<tr>
<td>Salvation Army - Reading</td>
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<tr>
<td>New Journey Community Outreach, Inc.</td>
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<tr>
<td>Family Promise of Berks County Inc.</td>
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<tr>
<td>Berks Community Action Program, Inc.</td>
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<tr>
<td>Kennedy House</td>
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