



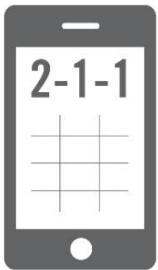
BERKS COUNTY APRIL 2020 REPORT



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

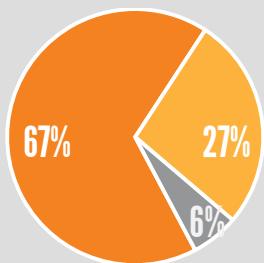
TOP UNMET NEEDS*

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

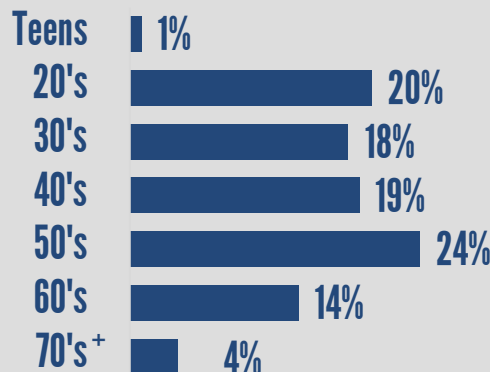
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

19601	130	19560	10
19602	65	19508	9
19604	55	19607	9
19606	23	19518	8
19610	14	19608	7
19605	14	19540	6
19611	11	19565	5

TOP AGENCY REFERRALS

Catholic Charities	54
City of Reading	45
Berks Coalition to End Homelessness, Inc.	36
Pennsylvania Department of Human Services	33
Helping Harvest	29
Salvation Army - Reading	21
New Journey Community Outreach, Inc.	18
Family Promise of Berks County Inc.	17
Berks Community Action Program, Inc.	12
Kennedy House	12