



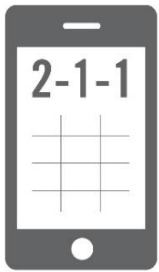
BERKS COUNTY JUNE 2020 REPORT



Thank you. No one is ever this nice to me. I really appreciate your help.
- 211 Caller



CONTACT VOLUME



367
PHONE
CONTACTS



189
WEBSITE
VISITS



9
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **130**

TOP NEEDS



181
HOUSING
ASSISTANCE



93
FOOD/
MEALS



61
UTILITY
ASSISTANCE



16
LEGAL/CONSUMER/
PUBLIC SAFETY



13
INCOME SUPPORT/
ASSISTANCE

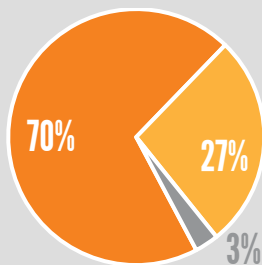
TOP UNMET NEEDS*

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	10
Rent Payment Assistance	5
Food Stamps/SNAP	2
Automobile Payment Assistance	1
Water Service Payment Assistance	1

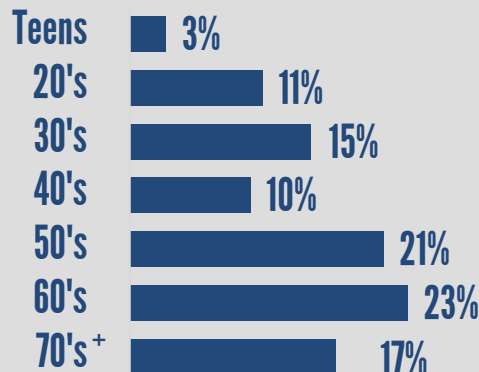
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

19601.....	110	19611.....	11
19602.....	51	19607.....	11
19604.....	43	32257.....	6
19540.....	18	19518.....	6
19508.....	17	19608.....	6
19605.....	14	49930.....	6
19606.....	13	19565.....	5

TOP AGENCY REFERRALS

Pennsylvania Department of Human Services	100
Berks Coalition to End Homelessness, Inc.	96
Catholic Charities	91
City of Reading	64
Berks Community Action Program, Inc.	36
Helping Harvest	32
Pennsylvania Housing Finance Agency	27
Family Promise of Berks County Inc.	25
Salvation Army - Reading	24
Friend Inc. Community Services	20