

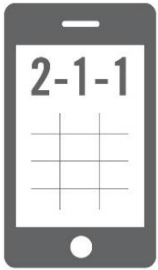


# BERKS COUNTY MARCH 2020 REPORT



“ Thank you for your tone, it really does matter for people who have never asked for help and don't know where to go. - 211 caller ”

## CONTACT VOLUME



**416**  
PHONE  
CONTACTS



**362**  
WEBSITE  
VISITS



**50**  
EMAILS/TEXTS/  
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **129**

## TOP NEEDS



**160**  
HOUSING  
ASSISTANCE



**117**  
UTILITY  
ASSISTANCE



**98**  
FOOD/  
MEALS



**58**  
INFORMATION  
SERVICES



**39**  
INCOME SUPPORT/  
ASSISTANCE

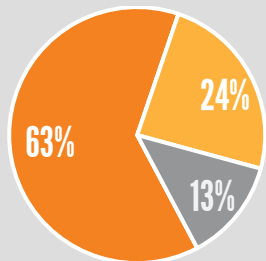
## TOP UNMET NEEDS\*

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 .....	9
Rent Payment Assistance .....	7
Homeless Motel Vouchers .....	2
Home Delivered Meals .....	2
Home Maintenance and Minor Repair Services.....	1

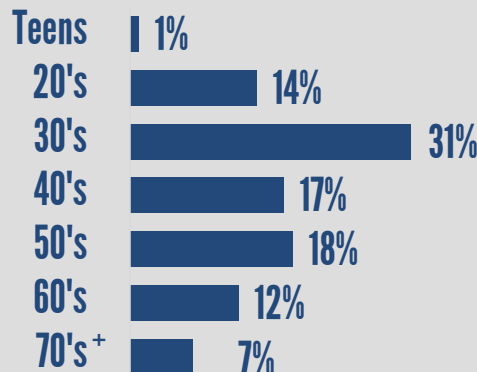
## DEMOGRAPHICS

### GENDER



■ FEMALE ■ MALE  
■ UNDETERMINED

### AGE



### TOP ZIP CODES

19601.....	104	19607.....	15
19604.....	64	19518.....	15
19602.....	59	19560.....	10
19606.....	29	19508.....	9
19611.....	18	19506.....	8
19605.....	17	19608.....	7
19526.....	16	19522.....	7

# TOP AGENCY REFERRALS

<b>Catholic Charities</b> .....	<b>124</b>
<b>Pennsylvania Department of Human Services</b> .....	<b>83</b>
<b>Helping Harvest</b> .....	<b>61</b>
<b>City of Reading</b> .....	<b>56</b>
<b>Berks Community Action Program, Inc.</b> .....	<b>55</b>
<b>Family Promise of Berks County Inc.</b> .....	<b>55</b>
<b>Berks Coalition to End Homelessness, Inc.</b> .....	<b>36</b>
<b>Salvation Army - Reading</b> .....	<b>33</b>
<b>Friend Inc. Community Services</b> .....	<b>25</b>
<b>Salvation Army - Hamburg Service Center</b> .....	<b>25</b>