



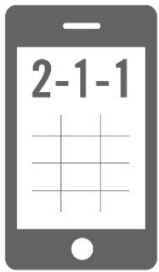
BERKS COUNTY MAY 2020 REPORT



Thanks for all you do, you are a blessing to so many.
- 211 Caller



CONTACT VOLUME



305
PHONE
CONTACTS



227
WEBSITE
VISITS



13
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **128**

TOP NEEDS



185
HOUSING
ASSISTANCE



86
UTILITY
ASSISTANCE



61
FOOD/
MEALS



16
HEALTH
CARE



15
INCOME SUPPORT/
ASSISTANCE

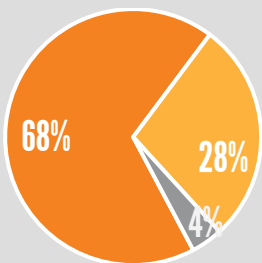
TOP UNMET NEEDS*

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	18
Automotive Repair and Maintenance	1
Automobile Insurance Payment Assistance	1
Long Distance Bus Fare	1
Electric Service Payment Assistance	1

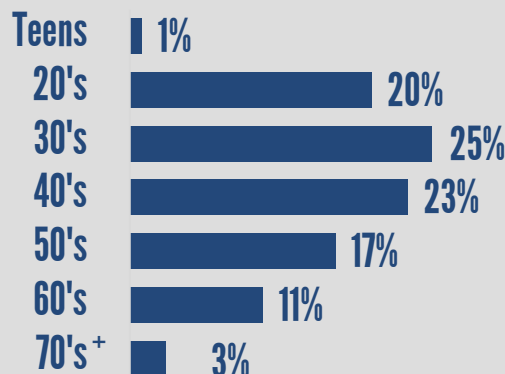
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

19601.....	94	19611.....	8
19602.....	54	19526.....	7
19604.....	47	19533.....	6
19606.....	22	19609.....	5
19508.....	15	19608.....	5
19560.....	8	19607.....	4
19605.....	8	19510.....	4

TOP AGENCY REFERRALS

Berks Coalition to End Homelessness, Inc.	126
Catholic Charities	100
City of Reading	72
Pennsylvania Department of Human Services	49
Salvation Army - Reading	35
Helping Harvest	32
Berks Community Action Program, Inc.	24
Family Promise of Berks County Inc.	24
Kennedy House	18
Pennsylvania Housing Finance Agency	18