



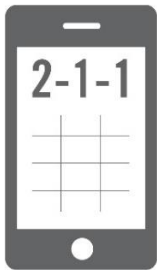
BERKS COUNTY REPORT APRIL-JUNE 2021



My call to you today was divine intervention.
- Berks County Resident



CONTACT VOLUME



946
PHONE
CONTACTS



1,844
WEBSITE
SEARCHES



54
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **229**

TOP NEEDS



774
HOUSING
ASSISTANCE



328
UTILITY
ASSISTANCE



69
LEGAL/CONSUMER/
PUBLIC SAFETY SERVICES



64
FOOD/
MEALS



50
HEALTH
CARE

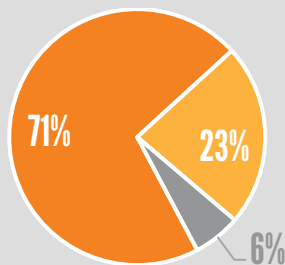
TOP UNMET NEEDS*

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	21
Homeless Motel Vouchers/Motel Bill Payment Assistance ...	9
Automobile Payment Assistance	8
VITA Programs	5
Air Conditioners	3

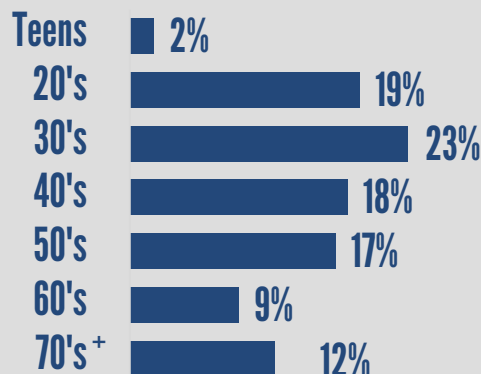
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

19601.....	247	19611.....	26
19602.....	174	19607.....	25
19604.....	111	19610.....	25
19606.....	56	19608.....	24
19540.....	56	19560.....	22
19605.....	34	19512.....	18
19508.....	32	19526.....	15

TOP AGENCY REFERRALS

Catholic Charities - Lehigh/Northampton Administrative Office	615
Berks Coalition to End Homelessness, Inc.	558
Salvation Army - Reading	381
Pennsylvania Department of Human Services	344
City of Reading	341
Berks Community Action Program, Inc.....	310
Family Promise of Berks County Inc.	268
Pennsylvania Housing Finance Agency	211
Friend Inc. Community Services.....	187
Opportunity House.....	171