



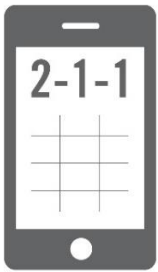
# BERKS COUNTY ANNUAL 2021 REPORT



*Thank you, you have made my WEEK!*  
- Berks County Resident



## CONTACT VOLUME



**3,720**  
PHONE  
CONTACTS



**9,811**  
WEBSITE  
SEARCHES



**327**  
EMAILS/TEXTS/  
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **829**

## TOP NEEDS



**3,032**  
HOUSING  
ASSISTANCE



**1,300**  
UTILITY  
ASSISTANCE



**360**  
FOOD/  
MEALS



**360**  
HEALTH  
CARE



**217**  
INCOME SUPPORT/  
ASSISTANCE

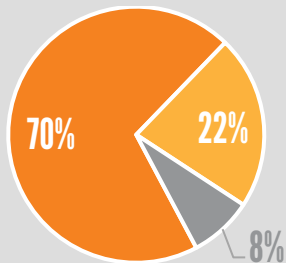
## TOP UNMET NEEDS\*

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 .....	88
VITA Programs .....	33
Homeless Motel Vouchers/Motel Bill Payment Assistance ..	30
Rent Payment Assistance .....	15
Automobile Payment Assistance .....	13

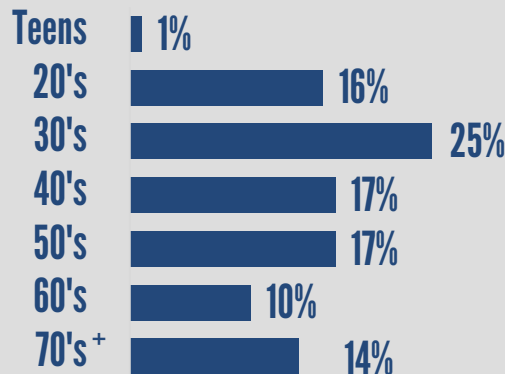
## DEMOGRAPHICS

### GENDER



■ FEMALE ■ MALE  
■ UNDETERMINED

### AGE



### TOP ZIP CODES

19601.....	946	19605.....	114
19602.....	685	19610.....	103
19604.....	446	19508.....	102
19606.....	214	19608.....	95
19540.....	273	19512.....	83
19611.....	126	19560.....	74
19607.....	125	19526.....	67

# TOP AGENCY REFERRALS

Catholic Charities - Lehigh/Northampton Administrative Office.....	1,431
Berks Coalition to End Homelessness, Inc. ....	1,119
Salvation Army - Reading .....	951
City of Reading .....	782
Pennsylvania Department of Human Services .....	736
Berks Community Action Program, Inc. ....	688
Family Promise of Berks County Inc. ....	601
Pennsylvania Housing Finance Agency .....	422
Opportunity House .....	409
Friend Inc. Community Services .....	323