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: 70%
  - Male: 22%
  - Undetermined: 8%

- **Age**
  - Teens: 1%
  - 20’s: 16%
  - 30’s: 25%
  - 40’s: 17%
  - 50’s: 17%
  - 60’s: 10%
  - 70’s+: 14%

- **Top Zip Codes**
  - 19601: 946
  - 19602: 685
  - 19604: 446
  - 19606: 214
  - 19540: 273
  - 19611: 126
  - 19607: 125
  - 19605: 114
  - 19610: 103
  - 19508: 102
  - 19608: 95
  - 19512: 83
  - 19560: 74
  - 19526: 67
<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Referrals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catholic Charities - Lehigh/Northampton Administrative Office</td>
<td>1,431</td>
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<tr>
<td>Berks Coalition to End Homelessness, Inc.</td>
<td>1,119</td>
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<tr>
<td>Salvation Army - Reading</td>
<td>951</td>
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<tr>
<td>City of Reading</td>
<td>782</td>
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<tr>
<td>Pennsylvania Department of Human Services</td>
<td>736</td>
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<tr>
<td>Berks Community Action Program, Inc.</td>
<td>688</td>
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<td>Family Promise of Berks County Inc.</td>
<td>601</td>
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<tr>
<td>Pennsylvania Housing Finance Agency</td>
<td>422</td>
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<tr>
<td>Opportunity House</td>
<td>409</td>
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<tr>
<td>Friend Inc. Community Services</td>
<td>323</td>
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</tbody>
</table>