

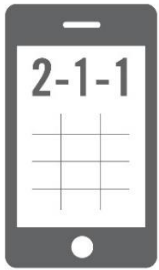


# BERKS COUNTY REPORT JANUARY-MARCH 2021



*"This has been the most supportive and productive phone call I've had since I've started calling for help. I appreciate you beyond words."*  
- Berks County Resident

## CONTACT VOLUME



**876**  
PHONE  
CONTACTS



**2,098**  
WEBSITE  
SEARCHES



**87**  
EMAILS/TEXTS/  
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **209**

## TOP NEEDS



**646**  
HOUSING  
ASSISTANCE



**231**  
UTILITY  
ASSISTANCE



**108**  
INCOME SUPPORT/  
ASSISTANCE



**102**  
FOOD/  
MEALS



**94**  
HEALTH  
CARE

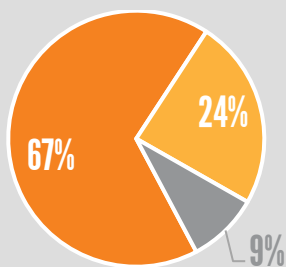
## TOP UNMET NEEDS\*

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.

VITA Programs/Tax Preparation Assistance .....	29
Community Shelters/Transitional Housing .....	11
Homeless Motel Vouchers/Motel Bill Payment Assistance ...	6
Rent Payment Assistance .....	6
Property Tax Payment Assistance.....	3

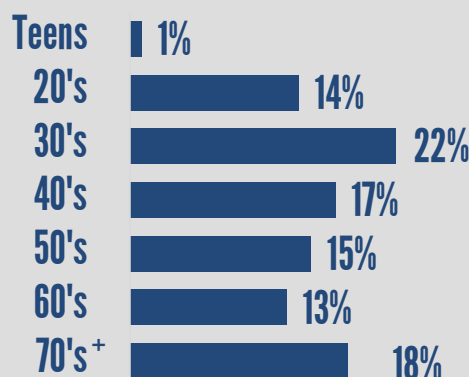
## DEMOGRAPHICS

### GENDER



■ FEMALE ■ MALE  
■ UNDETERMINED

### AGE



### TOP ZIP CODES

19601	226	19610	29
19602	167	19608	28
19604	82	19605	22
19540	65	19508	23
19606	61	19526	14
19607	42	19518	13
19611	32	19507	12

# TOP AGENCY REFERRALS

Catholic Charities - Lehigh/Northampton Administrative Office .....	296
Pennsylvania Department of Human Services .....	224
Berks Coalition to End Homelessness, Inc. ....	179
Berks Community Action Program, Inc.....	171
City of Reading.....	150
Salvation Army - Reading .....	142
Family Promise of Berks County Inc. ....	112
Pennsylvania Housing Finance Agency .....	92
Opportunity House.....	73
Friend Inc. Community Services.....	65