



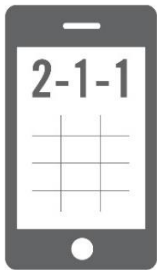
# BERKS COUNTY REPORT JULY-SEPTEMBER 2021



*You have been very helpful today and I thank God that I got guided in the right direction!  
God bless you!* - Berks County Resident



## CONTACT VOLUME



**964**  
PHONE  
CONTACTS



**2,417**  
WEBSITE  
SEARCHES



**87**  
EMAILS/TEXTS/  
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **237**

## TOP NEEDS



**814**  
HOUSING  
ASSISTANCE



**399**  
UTILITY  
ASSISTANCE



**94**  
FOOD/  
MEALS



**57**  
HEALTH  
CARE



**47**  
CLOTHING/PERSONAL/  
HOUSEHOLD NEEDS

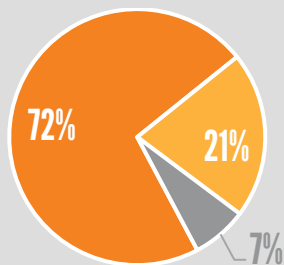
## TOP UNMET NEEDS\*

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 .....	27
Electric Service Payment Assistance .....	6
Homeless Motel Vouchers/Motel Bill Payment Assistance ...	5
Automotive Repair and Maintenance .....	5
Property Tax Payment Assistance.....	3

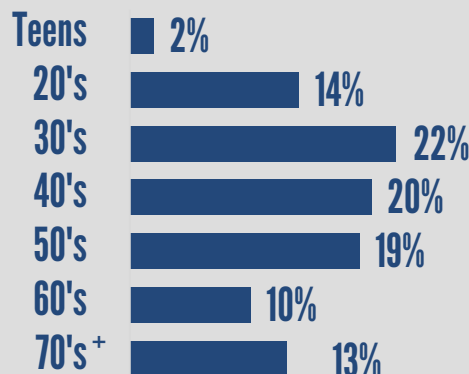
## DEMOGRAPHICS

### GENDER



■ FEMALE ■ MALE  
■ UNDETERMINED

### AGE



### TOP ZIP CODES

19601.....	232	19605.....	30
19602.....	175	19607.....	29
19604.....	121	19508.....	27
19540.....	69	19526.....	25
19606.....	52	19610.....	24
19512.....	33	19518.....	21
19611.....	32	19567.....	20

# TOP AGENCY REFERRALS

Catholic Charities - Lehigh/Northampton Administrative Office .....	417
Berks Coalition to End Homelessness, Inc. ....	386
Salvation Army - Reading .....	285
City of Reading .....	222
Berks Community Action Program, Inc.....	174
Family Promise of Berks County Inc. ....	173
Pennsylvania Housing Finance Agency .....	125
Friend Inc. Community Services.....	122
Pennsylvania Department of Human Services .....	110
Opportunity House.....	105