



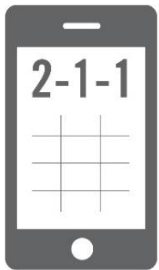
# BERKS COUNTY REPORT OCTOBER-DECEMBER 2021



*You guys do a really good job of helping people find resources.*  
- Berks County Resident



## CONTACT VOLUME



**934**  
PHONE  
CONTACTS



**3,452**  
WEBSITE  
SEARCHES



**99**  
EMAILS/TEXTS/  
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **154**

## TOP NEEDS



**795**  
HOUSING  
ASSISTANCE



**388**  
UTILITY  
ASSISTANCE



**100**  
FOOD/  
MEALS



**52**  
INDIVIDUAL/FAMILY/  
COMMUNITY SUPPORT



**43**  
CLOTHING/PERSONAL/  
HOUSEHOLD NEEDS

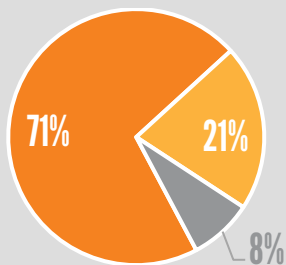
## TOP UNMET NEEDS\*

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 .....	29
Homeless Motel Vouchers/Motel Bill Payment Assistance .	10
Moving Services .....	5
Christmas Baskets .....	5
Rent Payment Assistance .....	5

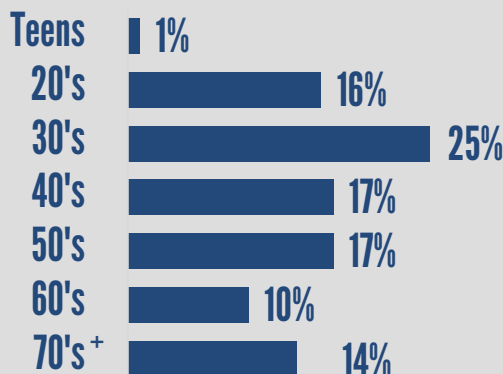
## DEMOGRAPHICS

### GENDER



■ FEMALE ■ MALE  
■ UNDETERMINED

### AGE



### TOP ZIP CODES

19601.....	241	19607.....	29
19602.....	169	19610.....	25
19604.....	132	19605.....	28
19540.....	83	19560.....	22
19606.....	45	19512.....	21
19611.....	36	19508.....	20
19608.....	29	19526.....	13

# TOP AGENCY REFERRALS

Catholic Charities - Lehigh/Northampton Administrative Office.....	399
Salvation Army - Reading .....	285
Pennsylvania Department of Human Services .....	282
City of Reading .....	219
Berks Community Action Program, Inc. ....	204
Berks Coalition to End Homelessness, Inc. ....	175
Family Promise of Berks County Inc. ....	160
Opportunity House .....	133
Salvation Army - Hamburg Service Center and Family Store.....	99
Pennsylvania Housing Finance Agency .....	86