



You are a person I feel I can talk to in confidence.
– Berks County Neighbor



2,077

UNIQUE
NEIGHBORS

CONTACT VOLUME

2,806

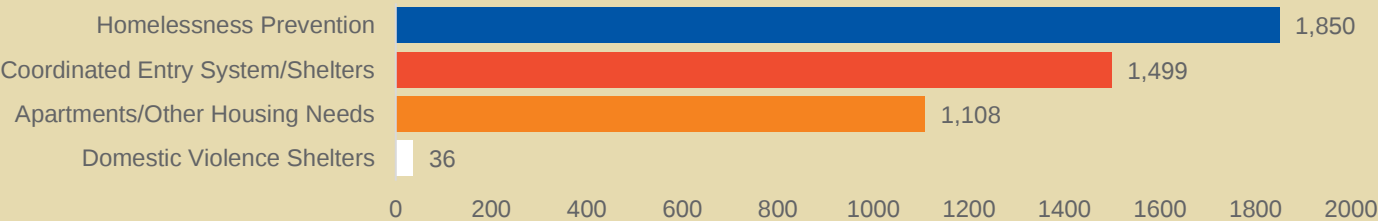
HOUSING RELATED
INTERACTIONS HANDLED

381

COORDINATED ENTRY
PRESCREENINGS COMPLETED

TOP NEEDS

Some neighbors have multiple housing concerns. Captured are the total housing needs/referrals requested.



TOP UNMET NEEDS

There are times when a specialist is not able to refer for the neighbor'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	201
Homeless Motel Vouchers/Motel Bill Payment Assistance	65
Rent Payment Assistance	51
Homelessness Prevention Programs	9
Eviction Prevention Assistance	8

DEMOGRAPHICS

GENDER		AGE		ZIP CODES (TOP 12)					
 69%	 26%	Undisclosed, Agender, Transgender 5%		Teens.....23	50's 272	19601 510	19605..... 90	19608.....52	
		20's453	60's 204	19602 332	19607..... 75	19610..... 48			
		30's543	70's+ 94	19604 270	19611..... 75	19518..... 43			
		40's368	Undisclosed..... 120	19606 101	19508..... 57	19526..... 43			

TOP AGENCY REFERRALS

1.	Berks Community Action Program	939
2.	Catholic Charities Diocese of Allentown	835
3.	Pennsylvania Department of Human Services	666
4.	Pennsylvania Housing Finance Agency	553
5.	Salvation Army - Reading	476
6.	Berks Coalition to End Homelessness, Inc.	463
7.	City of Reading	369
8.	Opportunity House	353
9.	Hope Rescue Mission	206
10.	HDC MidAtlantic	174