

PENNSYLVANIA 2-1-1 EAST

1ST QUARTER 2018 BERKS COALITION TO END HOMELESSNESS
REGIONAL REPORT FOR HOUSING AND HOMELESS SERVICES

CONTACT VOLUME



HOUSING RELATED NEEDS

Homelessness Prevention	Housing Programs/Rentals	Transitional Housing/Shelters
Rent Payment Assistance54	Home Rental Listings 15	Housing Related Coordinated Entry 64
Rental Deposit Assistance 19	Low Income/Subsidized Private Rental Housing 14	Extreme Cold Weather Shelters 13
Mortgage Delinquency/Payment Assistance6	Section 8/Public Housing/Housing Authorities8	Community Shelters 44
Homeless Prevention Programs1	Older Adult/Disability Related Supportive Housing2	Homeless Drop In Centers 2
Eviction Prevention Legal Assist.1	Single Room Occupancy Housing ...2	Domestic Violence Shelters..... 2
		Rapid Re-Housing Programs..... 5
		Transitional Housing/Shelter 2
		Maternity Homes 1

*Some inquirers have multiple housing concerns. Captured are the total housing needs requested.

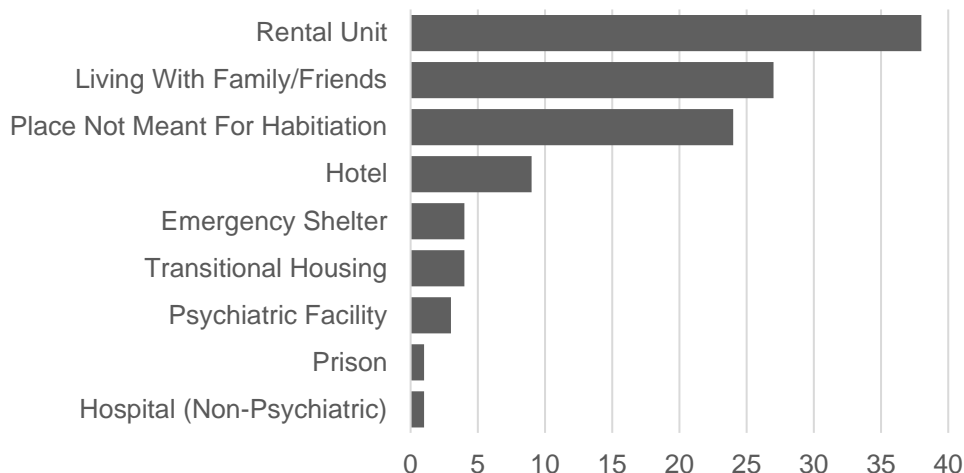
CALL ORIGIN

Top Municipalities	Top 20 Zip Codes	
Reading185	1960177	195655
Temple6	1960233	195295
Kempton5	1960428	195185
Douglassville5	1960711	195434
Wernersville.....5	1961111	195034
Morgantown.....4	1960810	195404
West Reading.....4	196069	195043
Bally.....4	196107	195083
Mohnton4	196056	195263
Hamburg.....3	195606	180563

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CURRENT HOUSING LOCATION

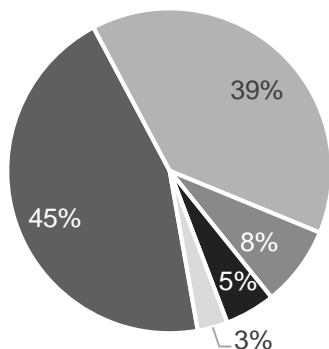


CALL FREQUENCY

7:00am-8:30am	9
8:31am-9:30am	11
9:31am-10:30am	23
10:31am-11:30am	26
11:31am-12:30pm	21
12:31pm-1:30pm	24
1:31pm-2:30pm	27
2:31pm-3:30pm	18
3:31pm-4:30pm	17
4:31pm-5:30pm	11
5:31pm-6:59am	5

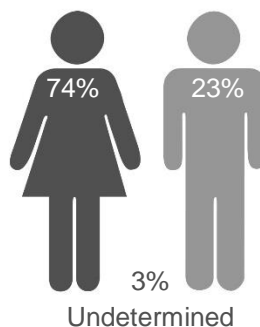
DEMOGRAPHICS

Household Type



- Single Adult
- Women With Children
- Couple With Children
- Couple
- Man With Children

Gender



Veteran



TOP REFERRAL SOURCES

- 58 Agency/Organization
- 43 Prior Use
- 36 Friend/Relative
- 3 Church/Faith Based Organization
- 3 Flyer/Brochure/Poster

TOP PROGRAM REFERRALS

- 85 City of Reading – Human Relations Commission, Rental and Utility Assistance
- 48 BCAP – Rental Assistance
- 44 CAO – Emergency Shelter Allowance
- 33 Family Promise of Berks County - Rental and Utility Assistance Program
- 31 Opportunity House - Shelter