



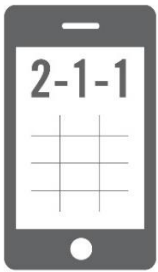
# BERKS COUNTY 2018 ANNUAL REPORT



*You guys are a wealth of information. Thank You.*  
- 2-1-1 Caller



## CONTACT VOLUME



**3,735**  
PHONE  
CONTACTS



**3,413**  
WEBSITE  
VISITS



**79**  
EMAILS/TEXTS/  
SOCIAL MEDIA

## TOP NEEDS



**1,672**  
HOUSING  
ASSISTANCE



**1,194**  
UTILITY  
ASSISTANCE



**518**  
MENTAL HEALTH/  
ADDICTIONS



**233**  
FOOD/  
MEALS



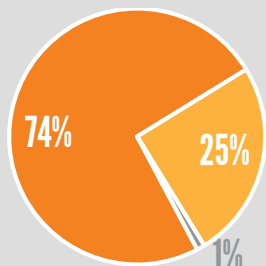
**217**  
INCOME SUPPORT/  
ASSISTANCE

## TOP AGENCY REFERRALS

City of Reading.....	709	Berks Community Action Program, Inc. ....	327
Catholic Charities .....	601	Opportunity House.....	223
Salvation Army - Reading .....	548	Berks Coalition to End Homelessness, Inc. ....	185
Pennsylvania Department of Human Services.....	494	Salvation Army - Hamburg Service Center.....	153
Family Promise of Berks County Inc.....	391	Pennsylvania Housing Finance Agency.....	152

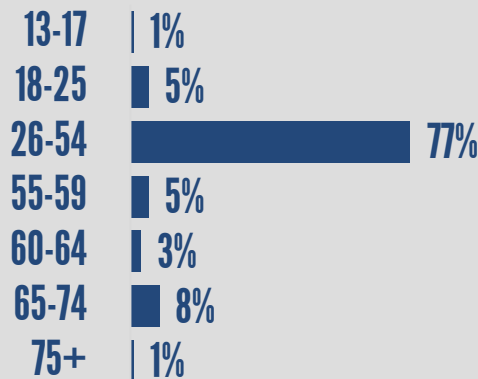
## DEMOGRAPHICS

### GENDER



■ FEMALE ■ MALE  
■ UNDETERMINED

### AGE



### TOP ZIP CODES

19601.....	967	19607.....	107
19602.....	545	19540.....	106
19604.....	455	19605.....	96
19508.....	253	19526.....	64
19608.....	240	19610.....	54
19606.....	207	19512.....	50
19611.....	127	19560.....	50