



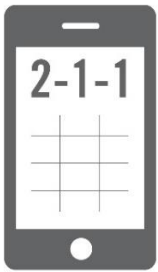
BERKS COUNTY ANNUAL 2020 REPORT



You were perfect, you're the best one I've talked to yet. Everyone's been trying to help me, but you were so clear with me, thank you so much! - Berks County Resident



CONTACT VOLUME



4,051
PHONE
CONTACTS



5,110
WEBSITE
SEARCHES



268
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **1,115**

TOP NEEDS



2,390
HOUSING
ASSISTANCE



1,136
UTILITY
ASSISTANCE



709
FOOD/
MEALS



297
HEALTH
CARE



257
LEGAL/CONSUMER/
PUBLIC SAFETY

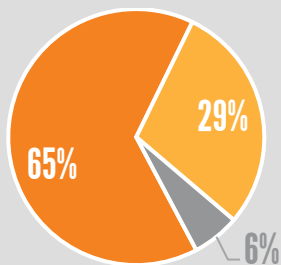
TOP UNMET NEEDS*

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 | 129 |
| Rent Payment Assistance | 34 |
| Homeless Motel Vouchers | 11 |
| Food Pantries | 19 |
| Electric Service Payment Assistance | 6 |

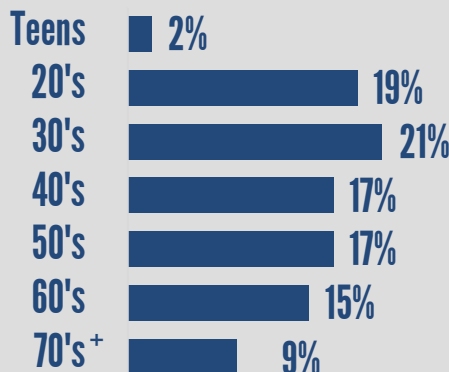
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

| | | | |
|-------|-------|-------|-----|
| 19601 | 1,071 | 19611 | 126 |
| 19602 | 635 | 19607 | 113 |
| 19604 | 523 | 19608 | 86 |
| 19606 | 215 | 19610 | 80 |
| 19540 | 195 | 19560 | 78 |
| 19508 | 194 | 19512 | 61 |
| 19605 | 132 | 19518 | 57 |

TOP AGENCY REFERRALS

| | |
|---|------|
| Catholic Charities - Lehigh/Northampton Administrative Office | 1458 |
| Pennsylvania Department of Human Services | 925 |
| City of Reading..... | 846 |
| Berks Community Action Program, Inc..... | 662 |
| Berks Coalition to End Homelessness, Inc. | 652 |
| Family Promise of Berks County Inc. | 448 |
| Salvation Army - Reading | 409 |
| Pennsylvania Housing Finance Agency | 390 |
| Friend Inc. Community Services..... | 351 |
| Helping Harvest | 333 |