



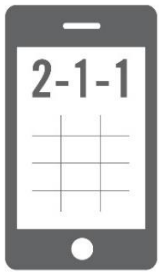
BERKS COUNTY JUNE 2019 REPORT



Thank you so much for your help, you can't imagine how much I appreciate it.
- Berks County Resident



CONTACT VOLUME



298
PHONE
CONTACTS



344
WEBSITE
VISITS



14
EMAILS/TEXTS/
SOCIAL MEDIA

TOP NEEDS



133
HOUSING
ASSISTANCE



112
UTILITY
ASSISTANCE



41
MENTAL HEALTH/
ADDICTIONS



41
FOOD/
MEALS



26
INCOME SUPPORT/
ASSISTANCE

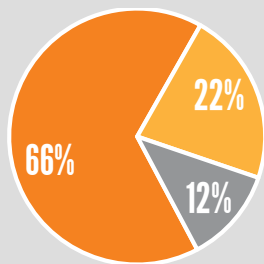
TOP UNMET NEEDS*

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 2-1-1 specialist explores other resources and services that may be of assistance.

Community Shelters/Transitional Housing	13
Rapid Re-Housing Programs.....	2
Electric Service Payment Assistance.....	2
Sewer Service Payment Assistance.....	1
Rent Payment Assistance.....	1

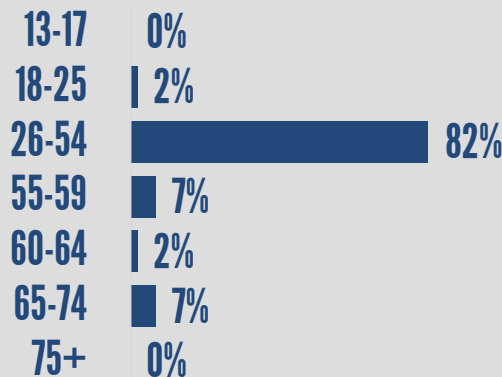
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

19601.....	76	19606.....	12
19604.....	42	19540.....	8
19602.....	27	19608.....	7
19508.....	25	19610.....	6
19607.....	16	19567.....	6
19605.....	14	19560.....	6
19611.....	12	19522.....	5

TOP AGENCY REFERRALS

Catholic Charities	71
City of Reading	64
Salvation Army - Reading	53
Family Promise of Berks County Inc.	37
Berks Community Action Program, Inc.....	35
Berks Coalition to End Homelessness, Inc.	27
Pennsylvania Department of Human Services	26
Opportunity House	18
Greater Berks Food Bank	17
PA Public Utility Commission	16

TOP PA211EAST.ORG WEBSITE/PAGE HITS

Berks-Housing	80
Berks-Ready-Set-Read	79
Berks-Mental-Health	47
Berks-Family	35
Berks-Income-Employment.....	22