



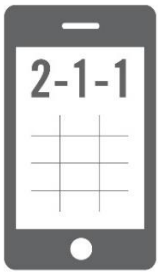
BERKS COUNTY APRIL 2018 REPORT



Thank you for all your help. You are a Jewel!
- Berks County resident



CONTACT VOLUME



342
PHONE
CONTACTS



298
WEBSITE
VISITS



2
EMAILS/TEXTS/
SOCIAL MEDIA

TOP NEEDS



107
UTILITY
ASSISTANCE



98
HOUSING
ASSISTANCE



65
MENTAL HEALTH/
ADDICTIONS



22
INFORMATION
SERVICES



21
FOOD/
MEALS

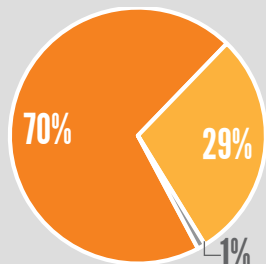
TOP UNMET NEEDS*

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.

Shelters/Transitional Housing	11
Electric Service Payment Assistance	3
Food Pantries	2
Transportation	1
General Furniture Provision	1

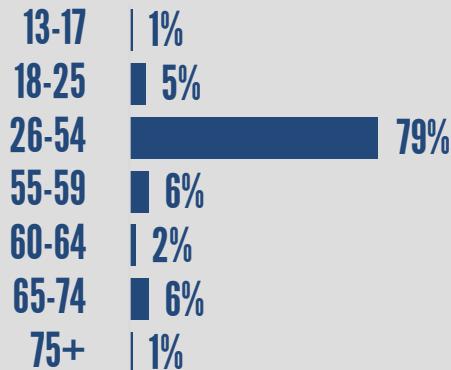
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

19601.....	84	19526.....	10
19608.....	41	19540.....	9
19604.....	41	19610.....	8
19508.....	40	19606.....	8
19602.....	31	19522.....	7
19605.....	11	19530.....	5
19611.....	10	19510.....	5