

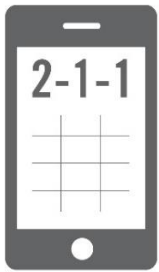


BERKS COUNTY AUGUST 2018 REPORT



“ Thank you for listening to me and countless others, they really do appreciate you. ”
- Recent 2-1-1 caller

CONTACT VOLUME



374
PHONE
CONTACTS



331
WEBSITE
VISITS



10
EMAILS/TEXTS/
SOCIAL MEDIA

TOP NEEDS



179
HOUSING
ASSISTANCE



142
UTILITY
ASSISTANCE



38
MENTAL HEALTH/
ADDICTIONS



23
LEGAL/CONSUMER/
PUBLIC SAFETY



21
FOOD/
MEALS

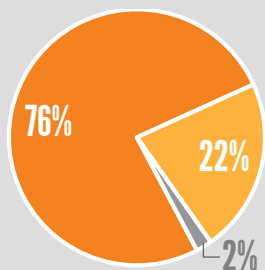
TOP UNMET NEEDS*

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	16
Rent Payment Assistance	4
Rapid Re-Housing Programs	2
Disaster Claims Information	2
Utility Deposit Assistance	2

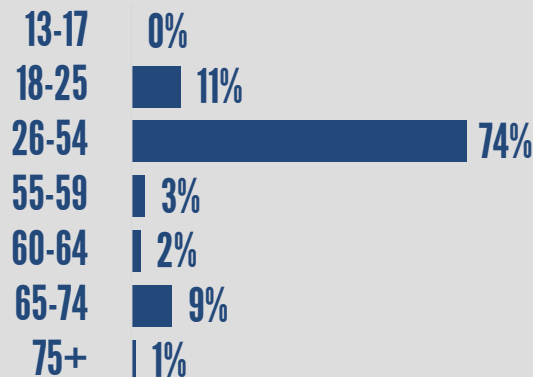
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

19601.....	91	19526.....	13
19602.....	58	19605.....	12
19604.....	53	19560.....	11
19606.....	27	19540.....	8
19608.....	20	19512.....	8
19611.....	18	19607.....	8
19508.....	13	19530.....	6