



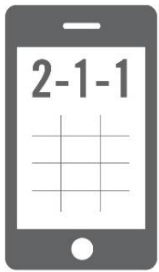
BERKS COUNTY DECEMBER 2018 REPORT



Thank You, I appreciate your help. You have been very nice.
- Berks County Resident



CONTACT VOLUME



162
PHONE
CONTACTS



190
WEBSITE
VISITS



7
EMAILS/TEXTS/
SOCIAL MEDIA

TOP NEEDS



164
HOUSING
ASSISTANCE



50
UTILITY
ASSISTANCE



28
MENTAL HEALTH/
ADDICTIONS



21
FOOD/
MEALS



21
INDIVIDUAL/FAMILY/
COMMUNITY SUPPORT

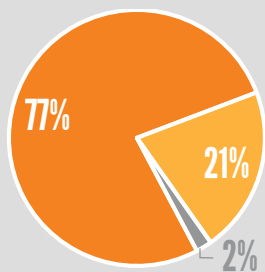
TOP UNMET NEEDS*

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
Holiday Gifts/Toys	2
Child Care Expense Assistance	1
Christmas Baskets	1
Automobile Insurance Payment Assistance	1

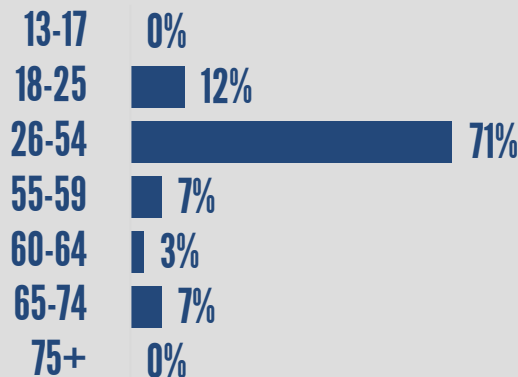
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

19601.....	77	19508.....	8
19602.....	35	19611.....	7
19604.....	28	19540.....	6
19605.....	14	19609.....	5
19606.....	10	19608.....	5
19607.....	9	19518.....	4
19560.....	8	19530.....	4