



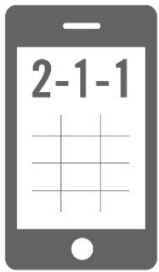
BERKS COUNTY JUNE 2018 REPORT



I feel so much better, thank you!
- Berks County resident



CONTACT VOLUME



362
PHONE
CONTACTS



300
WEBSITE
VISITS



12
EMAILS/TEXTS/
SOCIAL MEDIA

TOP NEEDS



147
HOUSING
ASSISTANCE



144
UTILITY
ASSISTANCE



65
MENTAL HEALTH/
ADDICTIONS



20
ARTS/CULTURE/
RECREATION



18
FOOD/
MEALS

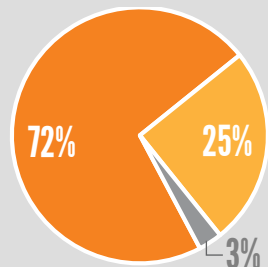
TOP UNMET NEEDS*

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	10
Electric Service Payment Assistance	4
Rental Deposit Assistance	3
Air Conditioners	2
Rent Payment Assistance	1

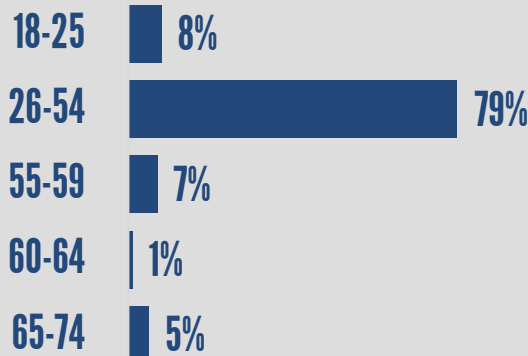
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

19601.....	83	19611.....	11
19604.....	49	19518.....	10
19602.....	47	19540.....	10
19508.....	34	19605.....	9
19608.....	32	19560.....	6
19606.....	16	19512.....	6
19607.....	15	19522.....	6