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

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

- 66% FEMALE
- 22% MALE
- 12% UNDETERMINED

AGE

- 13-17: 0%
- 18-25: 2%
- 26-54: 7%
- 55-59: 2%
- 60-64: 7%
- 65-74: 0%
- 75+: 0%

TOP ZIP CODES

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

PENNSYLVANIA 2-1-1 EAST • 1910 HARRINGTON AVENUE • LANCASTER, PA 17601 • PHONE: 2-1-1 • WEB: PA211EAST.ORG
### TOP AGENCY REFERRALS

<table>
<thead>
<tr>
<th>Agency</th>
<th>Referrals</th>
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<tbody>
<tr>
<td>Catholic Charities</td>
<td>71</td>
</tr>
<tr>
<td>City of Reading</td>
<td>64</td>
</tr>
<tr>
<td>Salvation Army - Reading</td>
<td>53</td>
</tr>
<tr>
<td>Family Promise of Berks County Inc.</td>
<td>37</td>
</tr>
<tr>
<td>Berks Community Action Program, Inc.</td>
<td>35</td>
</tr>
<tr>
<td>Berks Coalition to End Homelessness, Inc.</td>
<td>27</td>
</tr>
<tr>
<td>Pennsylvania Department of Human Services</td>
<td>26</td>
</tr>
<tr>
<td>Opportunity House</td>
<td>18</td>
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<tr>
<td>Greater Berks Food Bank</td>
<td>17</td>
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<tr>
<td>PA Public Utility Commission</td>
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</tbody>
</table>

### TOP PA211EAST.ORG WEBSITE/PAGE HITS

<table>
<thead>
<tr>
<th>Category</th>
<th>Hits</th>
</tr>
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<tbody>
<tr>
<td>Berks-Housing</td>
<td>80</td>
</tr>
<tr>
<td>Berks-Ready-Set-Read</td>
<td>79</td>
</tr>
<tr>
<td>Berks-Mental-Health</td>
<td>47</td>
</tr>
<tr>
<td>Berks-Family</td>
<td>35</td>
</tr>
<tr>
<td>Berks-Income-Employment</td>
<td>22</td>
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