



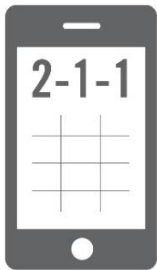
BERKS COUNTY MAY 2018 REPORT



Thank you, you've done more than your share!
- Berks County resident



CONTACT VOLUME



448
PHONE
CONTACTS



350
WEBSITE
VISITS



9
EMAILS/TEXTS/
SOCIAL MEDIA

TOP NEEDS



172
HOUSING
ASSISTANCE



168
UTILITY
ASSISTANCE



55
MENTAL HEALTH/
ADDICTIONS



28
HEALTH
CARE



28
FOOD/
MEALS

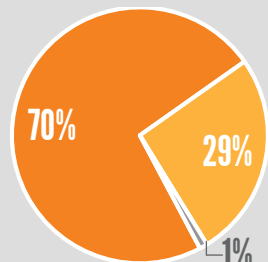
TOP UNMET NEEDS*

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	24
Electric Service Payment Assistance	2
Appliances	2
Food Pantries	2
Homeless Drop In Centers	1

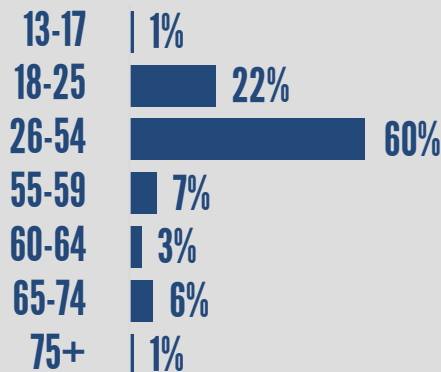
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

19601.....	109	19526.....	13
19602.....	64	19540.....	12
19606.....	42	19607.....	12
19604.....	41	19610.....	10
19508.....	38	19605.....	8
19608.....	30	19512.....	7
19611.....	15	19539.....	7