

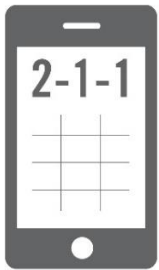


# BERKS COUNTY NOVEMBER 2018 REPORT



*“ I love calling this number! You are a wealth of information - I tell parents to call, and I tell them I call too because you have updated information. - Recent 2-1-1 caller ”*

## CONTACT VOLUME



**242**  
PHONE  
CONTACTS



**302**  
WEBSITE  
VISITS



**3**  
EMAILS/TEXTS/  
SOCIAL MEDIA

## TOP NEEDS



**112**  
HOUSING  
ASSISTANCE



**60**  
UTILITY  
ASSISTANCE



**28**  
HEALTH  
CARE



**22**  
MENTAL HEALTH/  
ADDICTIONS



**19**  
CLOTHING/PERSONAL/  
HOUSEHOLD NEEDS

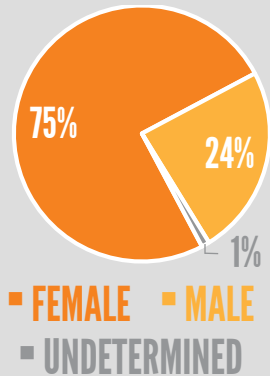
## TOP UNMET NEEDS\*

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.

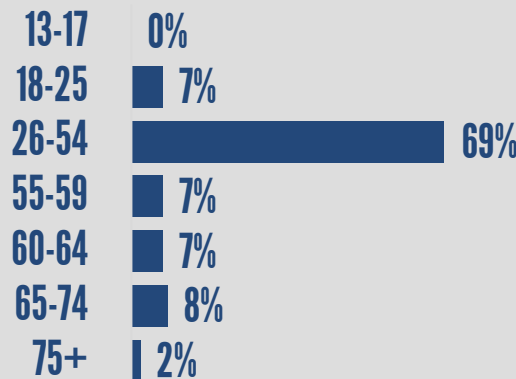
Community Shelters/Transitional Housing .....	7
Electric Service Payment Assistance .....	2
Rental Deposit Assistance .....	2
Automobiles .....	1
Mortgage Payment Assistance .....	1

## DEMOGRAPHICS

### GENDER



### AGE



### TOP ZIP CODES

19601.....	59	19605.....	10
19604.....	35	19508.....	9
19602.....	24	19607.....	9
19606.....	16	19603.....	5
19608.....	15	19530.....	5
19611.....	12	19540.....	4
19609.....	10	19510.....	3