

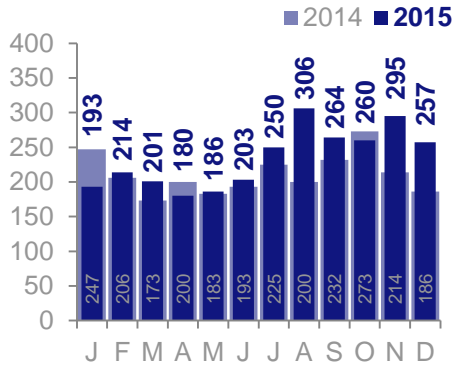
PENNSYLVANIA 2-1-1 EAST

DECEMBER 2015
BERKS COUNTY REPORT

This report reflects statistics compiled from the statewide 2-1-1 system. If you have any questions or comments about this report, please contact us at 2-1-1 or by email at 211@uwlancc.org.

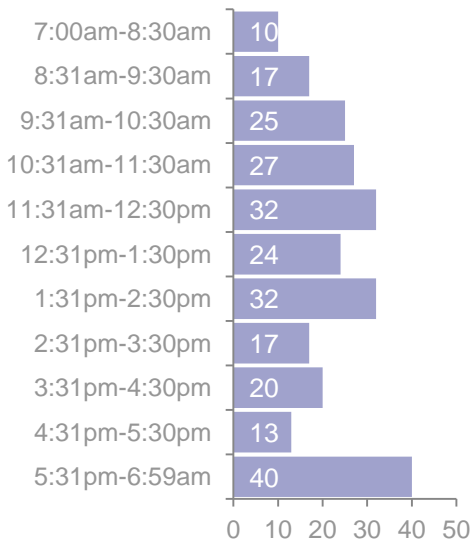
CONTACT VOLUME

In December we experienced **257** total contacts.



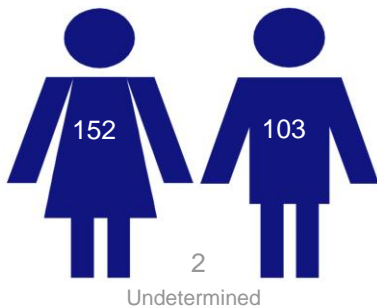
CALL FREQUENCY

The total number of calls received during specific hours.



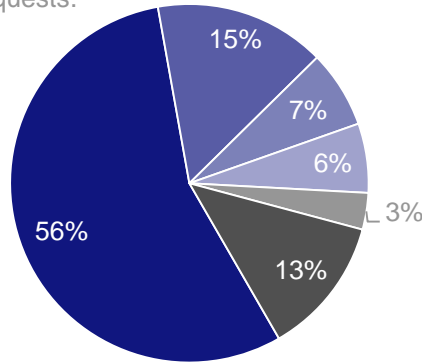
GENDER

A comparison of male/female callers.



NEEDS REQUESTS

The total amount of problems/needs requests.



Basic Needs

- Clothing/Personal/Household: 7
- Food/Meals: 16
- Housing: 87
- Utilities: 41

Support Services

- Income Support/Assistance: 13
- Individual, Family & Community: 29
(Includes Holiday Programs)

Medical/Mental Health Services

- Health Care: 16
- Mental Health/Addictions: 6

Information Services

- Information Services: 17

Legal, Consumer & Public Safety

- Legal, Consumer & Public Safety: 9

All Other Needs

- Arts, Culture and Recreation: 0
- Disaster: 0
- Education: 5
- Employment: 5
- Other Government/Economic: 5
- Transportation: 15
- Volunteers/Donations: 4

ZIP CODES

The top zip codes of callers and number of calls received from that area.

19601	62	19526	5
19602	51	19543	4
19604	32	19565	4
19508	17	19522	4
19606	11	19506	3
19605	10	19540	3
19518	8	19608	3
19611	7	19541	2
19607	7	19603	2

AGENCY REFERRALS

The top referrals to agencies in Berks County.

PA Dept of Human Services	34
Hope Rescue Mission	6
Internet Search	5
PA Housing Finance Agency	4
AIRS (2-1-1 Call Center Search)	4
UGI	3
United Way of Berks County	3
UPMC Health Plan	3
Adult Probation and Parole Office	2
Spring Valley Church of God	2

REFERRAL SOURCE

The top ways clients heard about 2-1-1.

- 45 Agency/Organization
- 30 Prior use
- 15 Friend/Relative
- 6 Flyer/Brochure/Poster
- 5 Business/Employer
- 4 Medical Services
- 3 Electronic Media
- 2 Newspaper
- 2 Billboard
- 2 Church/Faith Based Org.

PENNSYLVANIA 2-1-1 EAST IS GENEROUSLY SUPPORTED BY UNITED WAY OF BERKS COUNTY

