

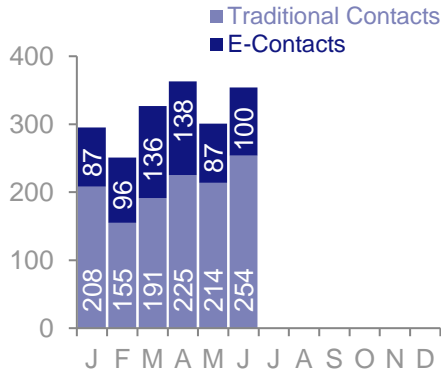
PENNSYLVANIA 2-1-1 EAST

JUNE 2016
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@uwlanc.org.

CONTACT VOLUME

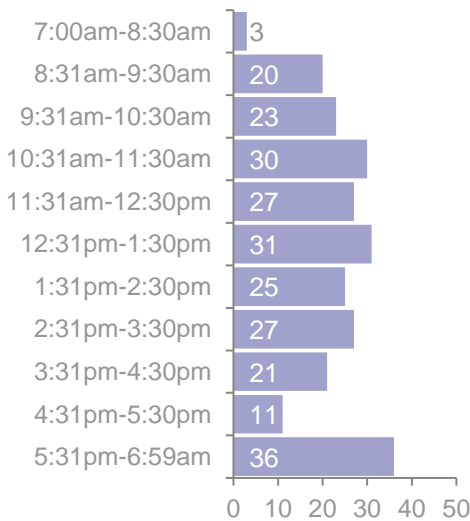
In June we experienced **354** total contacts.



Traditional Contacts: Phone
E-Contacts: Website Searches

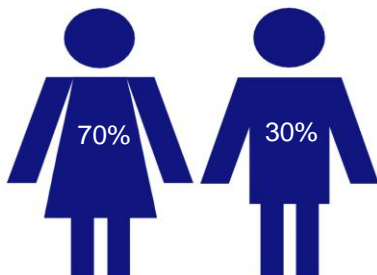
CALL FREQUENCY

The total number of calls received during specific hours.



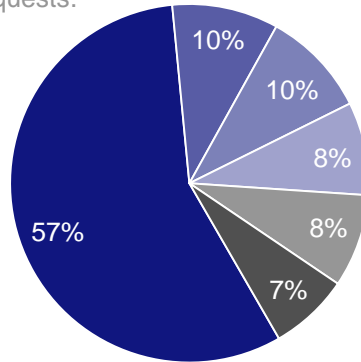
GENDER

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: 50
Utilities: 69
- **Medical/Mental Health Services**
Health Care: 13
Mental Health/Addictions: 8
- **Support Services**
Income Support/Assistance: 14
Individual, Family & Community: 10
- **Legal, Consumer & Public Safety**
Legal, Consumer & Public Safety: 24
- **Information Services**
Information Services: 21
- **All Other Needs**
Arts, Culture and Recreation: 0
Disaster: 0
Education: 0
Employment: 4
Other Government/Economic: 4
Transportation: 5
Volunteers/Donations: 5

ZIP CODES

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

19601	73	19608	5
19602	43	19539	3
19604	36	19560	3
19508	22	19522	3
19607	13	19603	3
19606	13	19526	3
19565	5	19605	3
19611	5	19547	2
19512	5	19567	2

AGENCY REFERRALS

The top referrals to agencies in Berks County.

Opportunity House	54
Catholic Charities	48
Family Promise of Berks Co.	34
City of Reading	32
PA Dept of Human Services	23
Salvation Army - Reading	16
Greater Berks Food Bank	13
PA Housing Finance Agency	11
Neighborhood Housing Svcs.	10
Berks Community Action Prog.	15

REFERRAL SOURCE

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

- 72 Agency/Organization
- 15 Prior use
- 9 Flyer/Brochure/Poster
- 9 Friend/Relative
- 6 Business/Employer
- 5 Medical Services
- 5 Electronic Media
- 3 Church/Faith Based Org.
- 1 Utility Company - Gas
- 1 Media/TV/Radio

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

