



# BERKS COUNTY ANNUAL REPORT

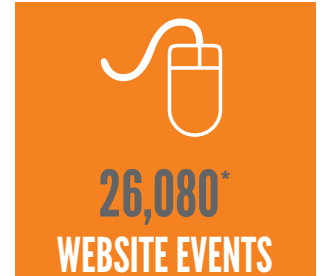
January 1, 2024-December 31, 2024



*I appreciate 211's services, you were so nice and helpful to a friend I told to call for help. - Berks County Resident*



## CONTACT VOLUME



\*Website statistics may be a little off due to changes in analytical reporting

## TOP NEEDS



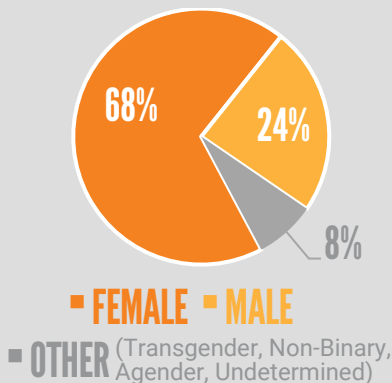
## TOP UNMET NEEDS\*

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 211 specialist explores other resources and services that may be of assistance.

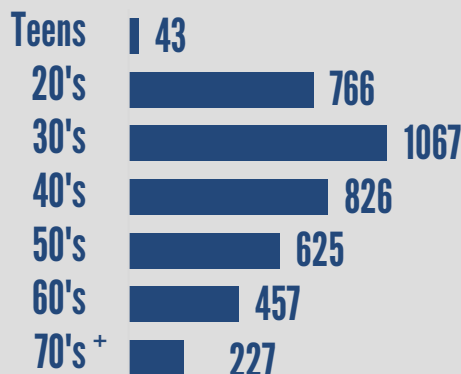
Community Shelters/Transitional Housing.....	233
Electric Service Payment Assistance.....	106
Rent Payment Assistance.....	90
Homeless Motel Vouchers/Motel Bill Payment.....	51
Automobile Payment Assistance.....	25

## DEMOGRAPHICS

### GENDER



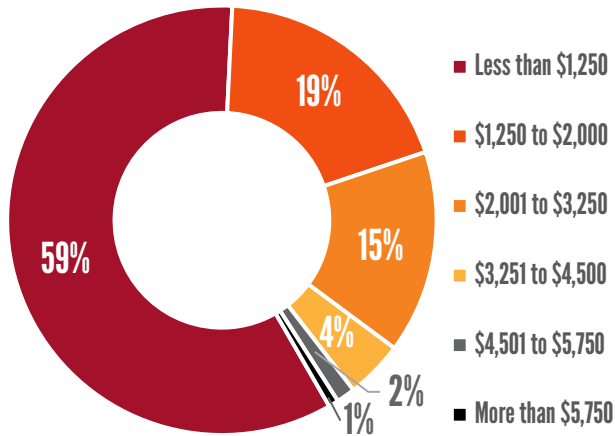
### AGE



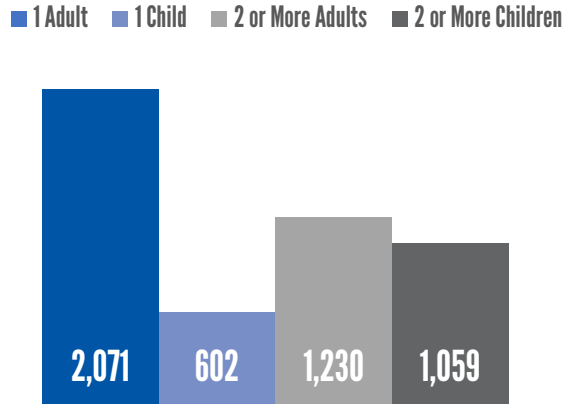
### TOP ZIP CODES

19601.....	1,085	19608.....	108
19602.....	707	19508.....	99
19604.....	604	19526.....	93
19606.....	271	19512.....	80
19605.....	186	19560.....	72
19611.....	158	19609.....	71
19607.....	132	19518.....	63

## INCOME REPORT



## HOUSEHOLD SIZE REPORT

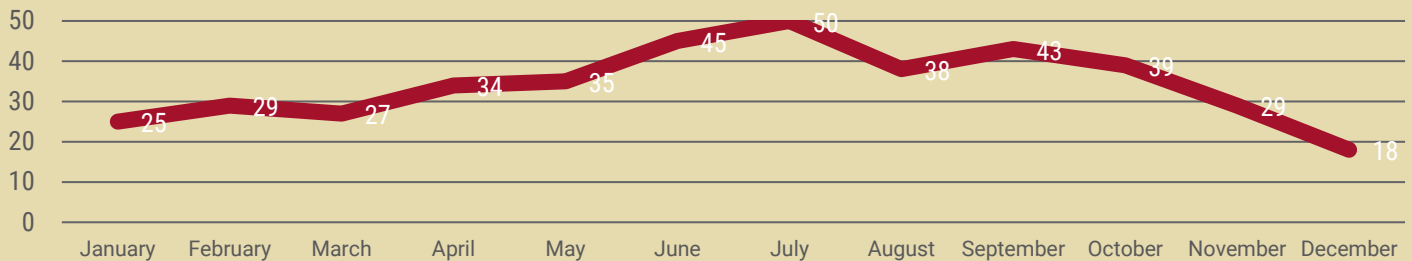


## TOP AGENCY REFERRALS

Catholic Charities .....	2,786
Salvation Army - Reading .....	2,044
City of Reading .....	1,521
Pennsylvania Department of Human Services .....	1,438
Berks Community Action Program .....	1,104
Pennsylvania Public Utility Commission .....	851
Pennsylvania Housing Finance Agency .....	680
Dollar Energy Fund .....	657
Regional Housing Legal Services .....	653
Helping Harvest .....	622

## COORDINATED ENTRY INTAKE

211 is a contracted partner for centralized intake for housing and homelessness services in Berks County. Callers are prescreened for eligibility/referral to the Berks Coalition to End Homelessness. The number of intakes per month are reflected below.



## KEY PERFORMANCE INDICATORS

→Number of calls Routed to the **I&R** Queue: 2,398

→Number of calls Answered: 1,602 | Abandoned: 796

→Average speed of answer: 22 minutes | Peak: 35 minutes

→Average handle time: 21 minutes

→Number of calls Routed to the **Housing** Queue: 3,452

→Number of calls Answered: 2,255 | Abandoned: 1,197

→Average speed of answer: 12 minutes | Peak: 17 minutes

→Average handle time: 29 minutes

\*Note: This reflects calls received on the Berks queues specifically, however calls may be answered on other lines and after-hours that is not reflected above.