

# BERKS COUNTY ANNUAL REPORT

JANUARY 1, 2025-DECEMBER 31, 2025



This is amazing, thank you so much for what you do, and for answering the phone.  
- Berks County Resident



## CONTACT VOLUME

**3,857**  
NEIGHBORS



**4,658**  
PHONE INTERACTIONS

**658**  
EMAILS/TEXTS/CHATS

**2**  
IN-PERSON

**15,984\***  
WEBSITE EVENTS

*\*Website statistics may be slightly inaccurate due to changes in analytical reporting*

## ALL REPORTED NEEDS\*

*\*Some neighbors have multiple needs including within the same major category. Captured are the total needs requested.*

Housing.....	4,358
Utility Assistance.....	2,978
Food/Meals.....	961
Individual, Family and Community Support.....	371
Clothing/Personal/Household Needs.....	313
Legal, Consumer and Public Safety Services.....	308
Health Care.....	295
Employment.....	211
Income Support/Assistance.....	204



Mental Health/Substance Use Disorders.....	180
Transportation.....	142
Information Services.....	136
Other Government/Economic Services.....	62
Volunteers/Donations.....	38
Education.....	36
Disaster Services.....	12
Arts, Culture and Recreation.....	11

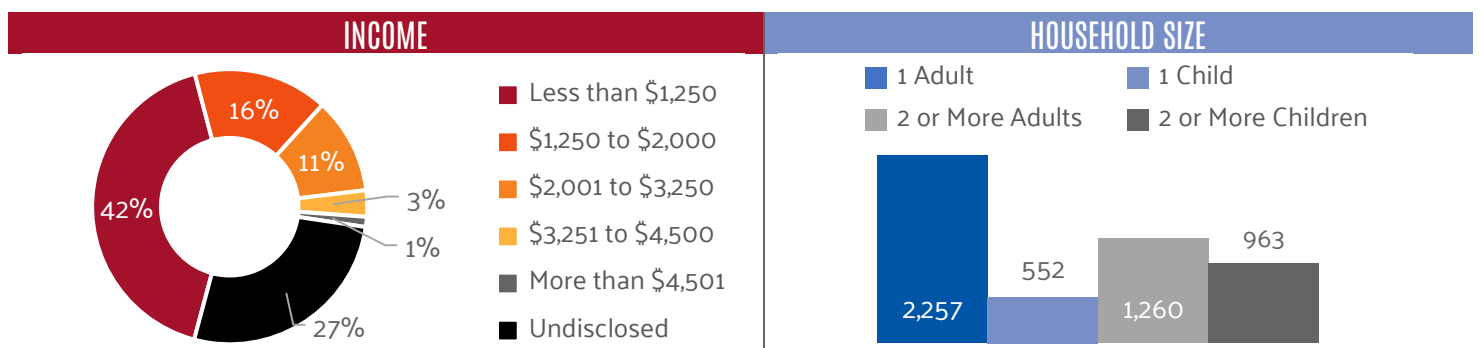
## TOP UNMET NEEDS

There are times when a specialist is unable to refer for a 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”, Resource Navigators explore other services that may be of assistance.

Community Shelters/Transitional Housing.....	149
Homeless Motel Vouchers/Motel Bill Payment.....	74
Rent Payment Assistance.....	50
Electric Service Payment Assistance.....	46
Automobile Assistance (Payment/Maintenance/Insurance).....	52

## DEMOGRAPHICS

GENDER	AGE	ZIP CODES (TOP 12)		
 66%  24% Undisclosed, Transgender 10%	Teens.....42 20's.....634 30's.....899 40's.....673 50's.....577 60's.....458 70's+.....229 Undisclosed.....350	19601.....941	19607.....170	19508.....96
		19602.....567	19605.....157	19608.....91
		19604.....492	19611.....133	19512.....69
		19606.....236	19526.....97	19530.....67



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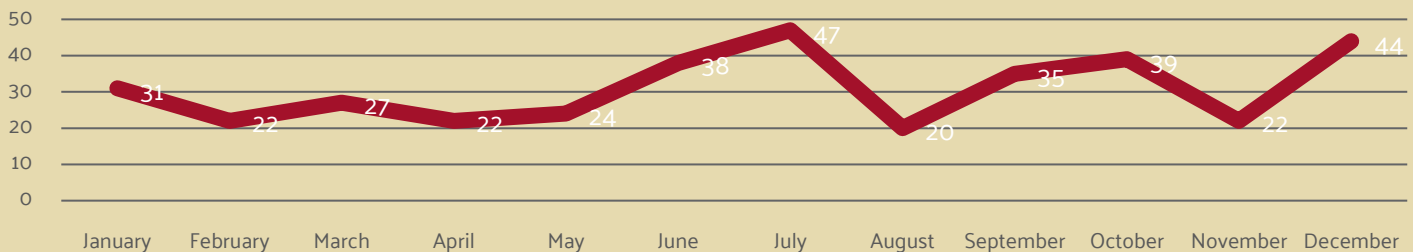
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## TOP AGENCY REFERRALS

1. Catholic Charities Diocese of Allentown .....	2,491
2. Salvation Army - Reading .....	1,806
3. Pennsylvania Department of Human Services .....	1,596
4. City of Reading .....	1,093
5. Berks Community Action Program .....	911
6. Helping Harvest Food Bank .....	731
7. Pennsylvania Public Utility Commission .....	672
8. Pennsylvania Housing Finance Agency .....	660
9. Berks Coalition to End Homelessness, Inc. ....	571
10. Regional Housing Legal Services .....	471
11. Dollar Energy Fund .....	463
12. Opportunity House .....	426
13. HDC MidAtlantic .....	409
14. FirstEnergy .....	404
15. Family Promise of Berks County Inc. ....	379
16. New Journey Community Outreach .....	370
17. Hope Rescue Mission .....	363
18. Salvation Army - Hamburg Service Center .....	319
19. Kennedy House .....	304
20. Friend Inc. Community Services .....	301
21. Jewish Family Service .....	185
22. PA CareerLink .....	153
23. Spring Valley Church of God .....	150
24. Service Access and Management - Headquarters .....	145
25. MidPenn Legal Services .....	144

## 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: 2,287  
→Number of calls Answered: 1,153 | Abandoned: 1,134  
→Average speed of answer: 6 minutes | Peak: 8 minutes  
→Average handle time: 22 minutes

→Number of calls Routed to the **Housing** Queue: 3,656  
→Number of calls Answered: 2,199 | Abandoned: 1,457  
→Average speed of answer: 19 minutes | Peak: 30 minutes  
→Average handle time: 26 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.*