

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



3,857
NEIGHBORS



4,658
PHONE INTERACTIONS

CONTACT VOLUME

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.

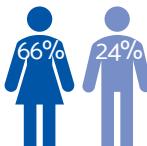
Housing.....	4,358	Mental Health/Substance Use Disorders.....	180
Utility Assistance.....	2,978	Transportation.....	142
Food/Meals.....	961	Information Services.....	136
Individual, Family and Community Support.....	371	Other Government/Economic Services.....	62
Clothing/Personal/Household Needs.....	313	Volunteers/Donations.....	38
Legal, Consumer and Public Safety Services.....	308	Education.....	36
Health Care.....	295	Disaster Services.....	12
Employment.....	211	Arts, Culture and Recreation.....	11
Income Support/Assistance.....	204		

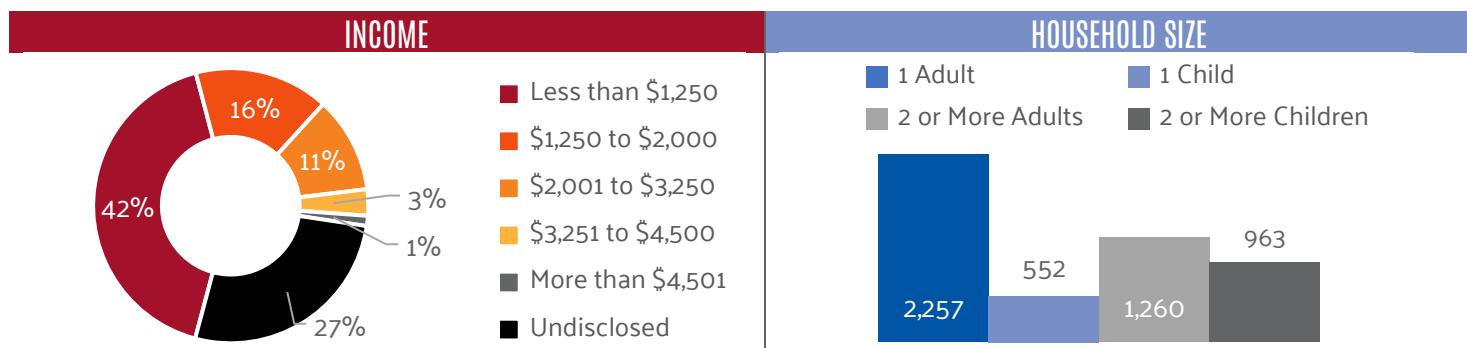
TOP UNMET NEEDS

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)
 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 19602..... 567 19604..... 492 19606..... 236 19607..... 170 19605..... 157 19611..... 133 19526..... 97 19508..... 96 19608..... 91 19512..... 69 19530..... 67



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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.