



BERKS COUNTY ANNUAL REPORT

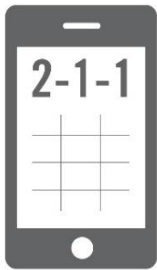
January 1, 2022-December 31, 2022



Thank you for being so kind and not judging me.
- Berks County Resident



CONTACT VOLUME



4,129
PHONE
CONTACTS



437
EMAILS/TEXTS/
CHATS/SOCIAL



9,681
WEBSITE
HITS

TOP NEEDS



3,952
HOUSING
ASSISTANCE



1,667
UTILITY
ASSISTANCE



416
FOOD/
MEALS



271
INDIVIDUAL/FAMILY/
COMMUNITY SUPPORT



226
LEGAL/CONSUMER/
PUBLIC SAFETY SERVICES

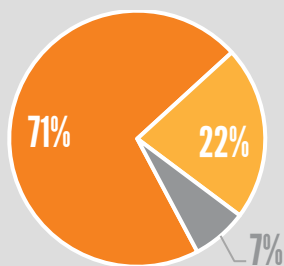
TOP UNMET NEEDS*

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	216
Homeless Motel Vouchers/Motel Bill Payment Assistance .	39
Electric Service Payment Assistance	18
Rent Payment Assistance	18
Gas Money (<i>automobile</i>)	10

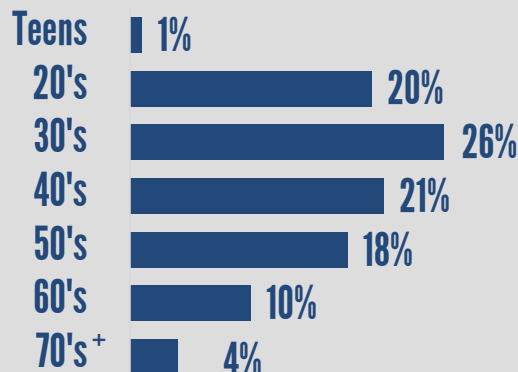
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

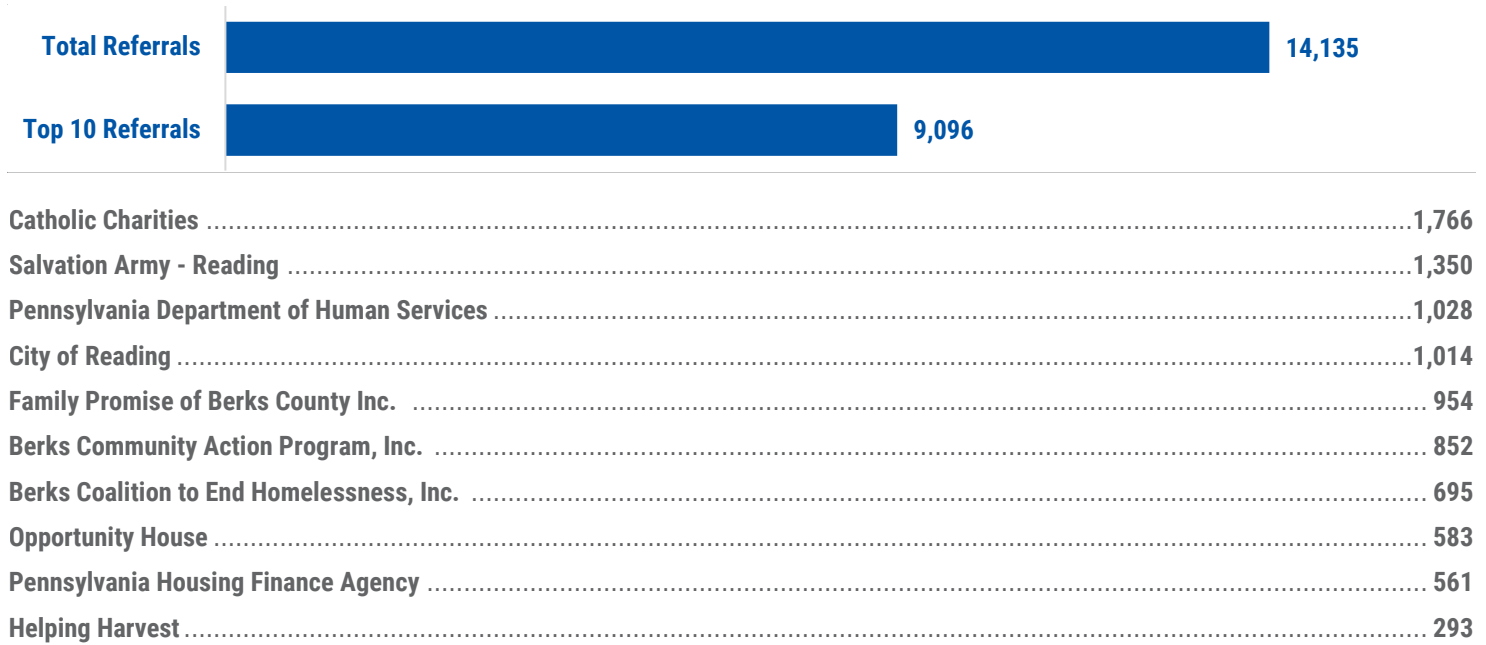
AGE



TOP ZIP CODES

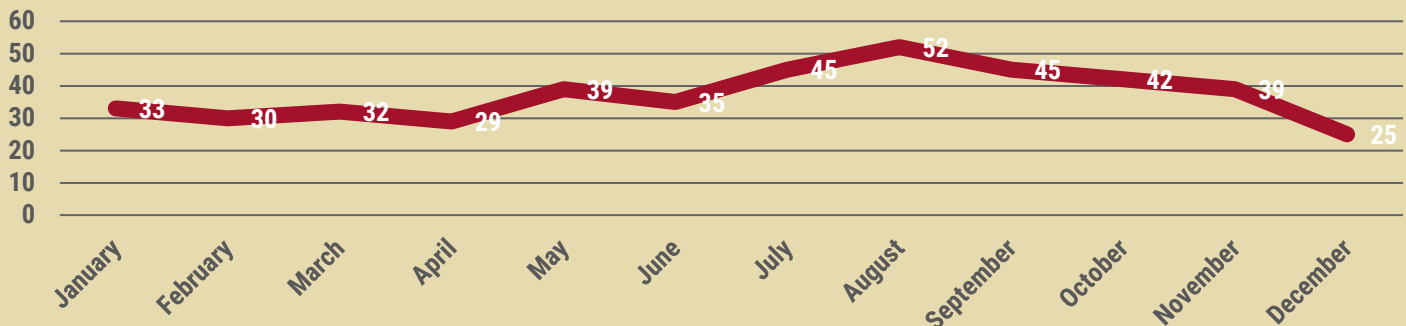
19601.....	1,114	19508.....	140
19602.....	800	19512.....	121
19604.....	527	19610.....	113
19606.....	267	19608.....	96
19611.....	162	19526.....	90
19605.....	148	19518.....	79
19607.....	148	19560.....	68

TOP AGENCY REFERRALS



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.



PRIOR YEAR VOLUME COMPARISON

