



# BERKS COUNTY ANNUAL REPORT

January 1, 2023-December 31, 2023

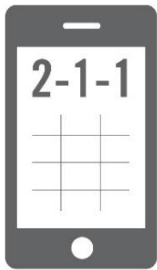


*I have never felt so comfortable talking to anyone on the phone, thank you for your help.*

- Berks County Resident



## CONTACT VOLUME



**5,315**  
PHONE  
CONTACTS



**635**  
EMAILS/TEXTS/  
CHATS/SOCIAL



**12,020**  
WEBSITE  
HITS

## TOP NEEDS



**5,533**  
HOUSING  
ASSISTANCE



**3,813**  
UTILITY  
ASSISTANCE



**788**  
FOOD/  
MEALS



**385**  
INDIVIDUAL/FAMILY/  
COMMUNITY SUPPORT



**345**  
CLOTHING/PERSONAL/  
HOUSEHOLD NEEDS

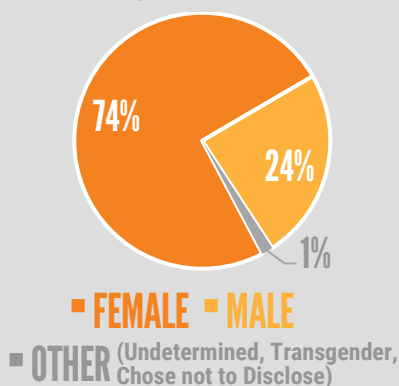
## TOP UNMET NEEDS\*

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.

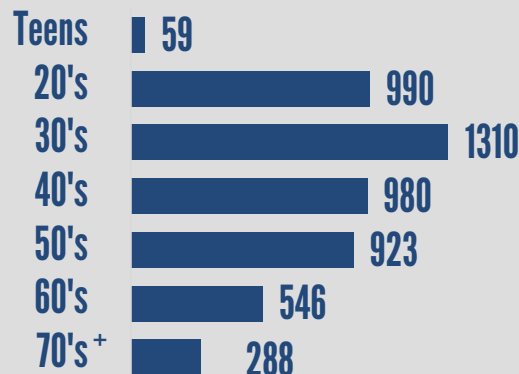
Community Shelters/Transitional Housing .....	217
Homeless Motel Vouchers/Motel Bill Payment Assistance .	103
Rent Payment Assistance .....	58
Electric Service Payment Assistance .....	48
Gas Money (automobile) .....	17

## DEMOGRAPHICS

### GENDER



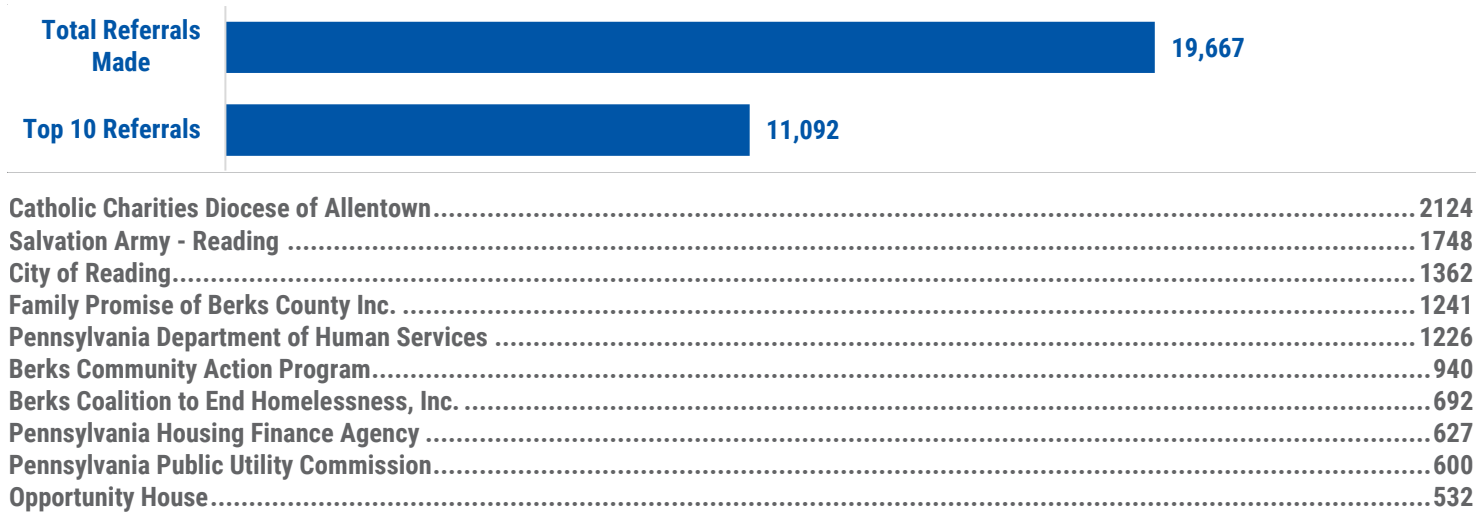
### AGE



### TOP ZIP CODES

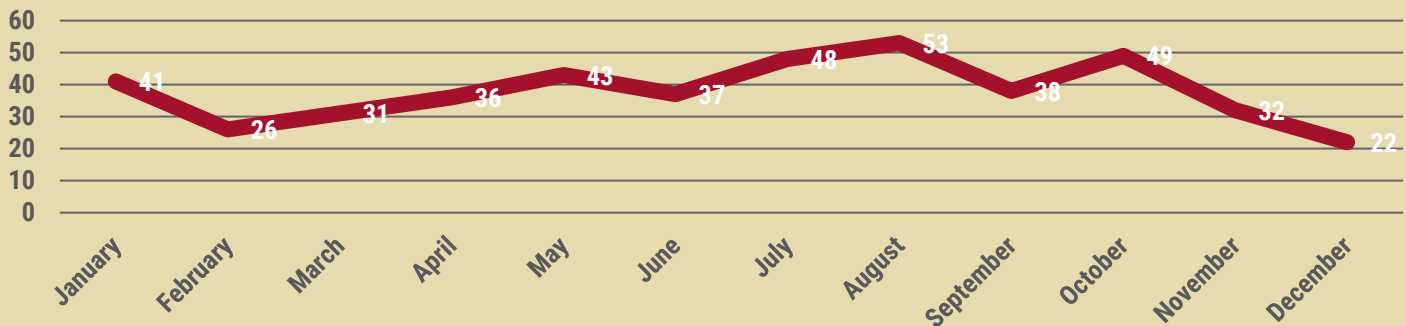
19601.....	1,487	19508.....	174
19602.....	997	19526.....	127
19604.....	809	19512.....	126
19606.....	388	19610.....	121
19611.....	220	19608.....	114
19607.....	214	19530.....	99
19605.....	212	19518.....	97

## TOP AGENCY REFERRALS

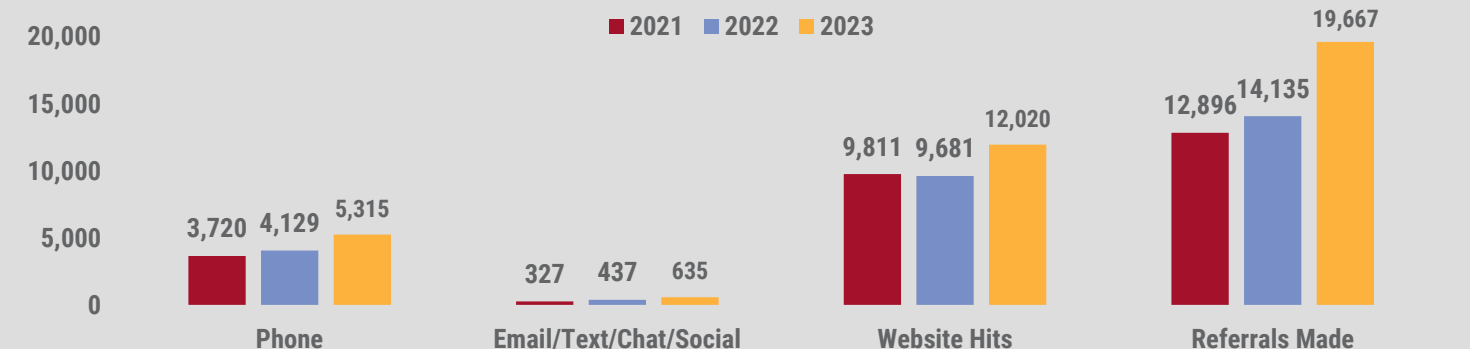


## COORDINATED ENTRY INTAKE

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



## KEY PERFORMANCE INDICATORS

- Number of calls hitting the Berks queues: 1,402
- Number of calls answered: 980
- Number of calls abandoned: 422
- Average speed of answer/wait time: 2 minutes
- Peak average speed of answer/wait time: 3 minutes
- Average handle time: 21 minutes

\*Note: Information above is based on the Berks I&R queue specifically in the 211 phone system. However, calls may be answered on other lines and after-hours. Additionally, those contacting 211 for homeless/housing related concerns are immediately routed to the Berks Housing intake line that is not reflected in this telephone metric.