



BERKS COUNTY QUARTERLY REPORT

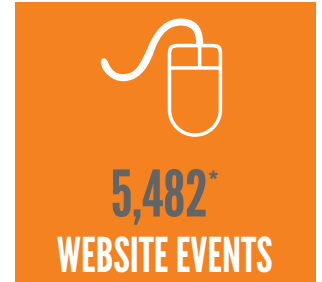
January 1, 2024-March 31, 2024



I wouldn't know what to do without your services in directing me the right way.
- Berks County Resident



CONTACT VOLUME



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

TOP NEEDS



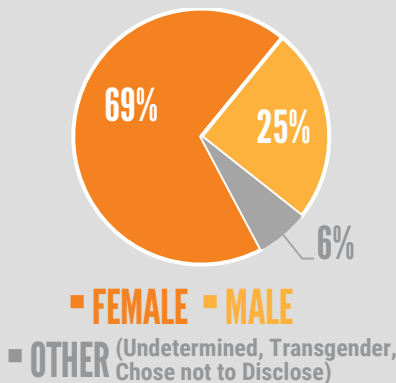
TOP UNMET NEEDS*

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.

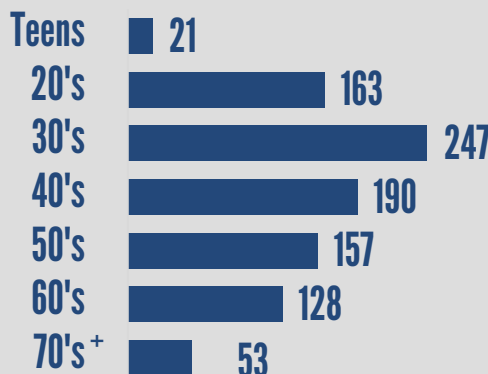
Community Shelters/Transitional Housing	36
Rent Payment Assistance	20
Electric Service Payment Assistance	19
Homeless Motel Vouchers/Motel Bill Payment Assistance ...	11
Rental Deposit Assistance	6

DEMOGRAPHICS

GENDER



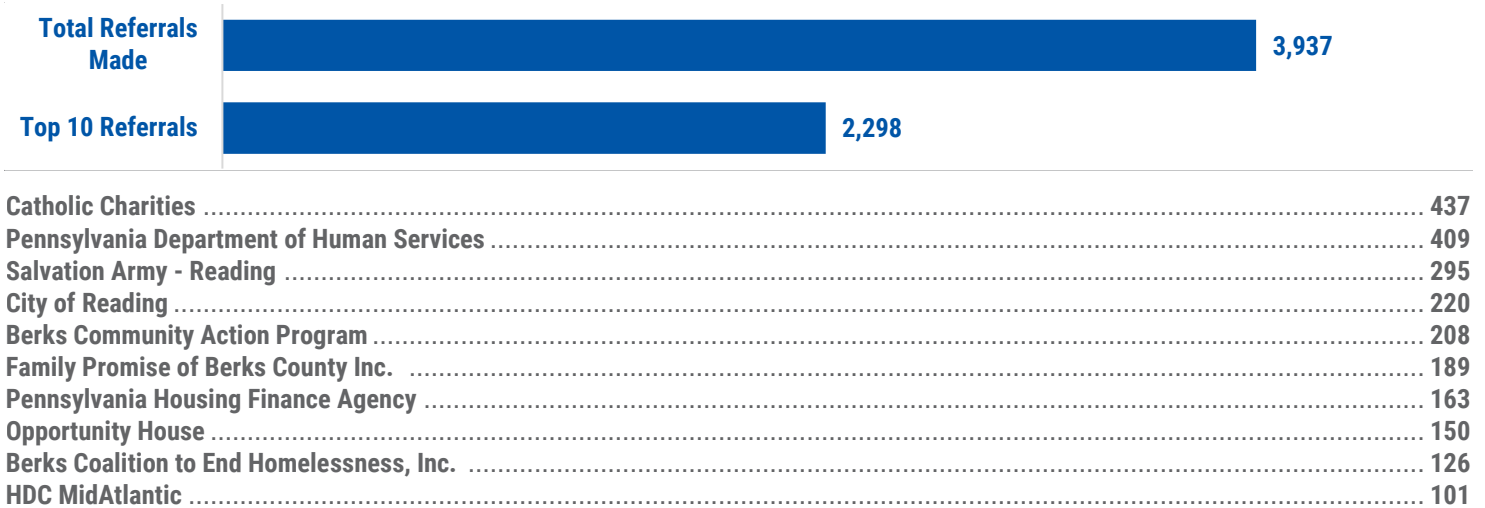
AGE



TOP ZIP CODES

19601.....	257	19508.....	29
19602.....	165	19608.....	27
19604.....	117	19526.....	20
19606.....	67	19530.....	20
19611.....	43	19610.....	20
19607.....	34	19518.....	18
19605.....	32	19560.....	18

TOP AGENCY REFERRALS

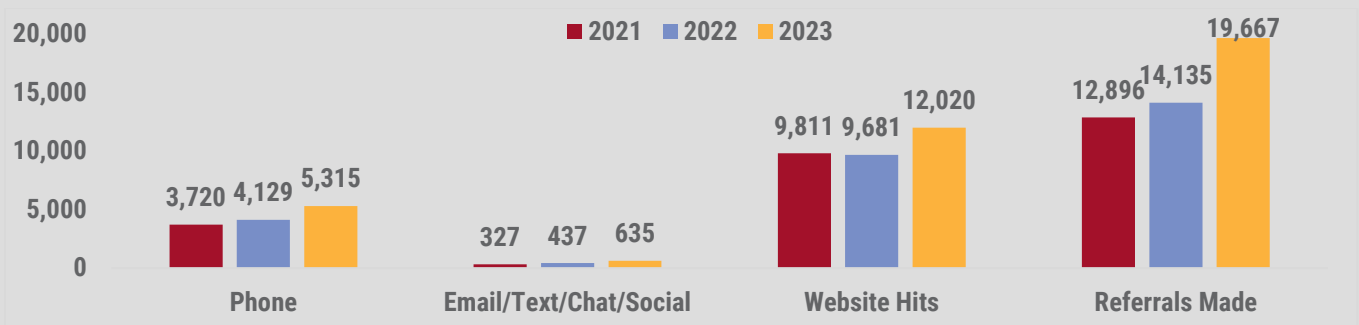


COORDINATED ENTRY INTAKE

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 Routed to the **I&R** Queue: 192
- Number of calls Answered: 159 | Abandoned: 33
- Average speed of answer: 2 minutes | Peak: 6 minutes
- Average handle time: 21 minutes
- Number of calls Routed to the **Housing** Queue: 680
- Number of calls Answered: 499 | Abandoned: 181
- Average speed of answer: 6 minutes | Peak: 8 minutes
- Average handle time: 32 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.