



# BERKS COUNTY QUARTERLY REPORT

January 1, 2025-March 31, 2025



*You guys make a great impact in the community...I can't thank you guys enough.*  
- Berks County Resident



## CONTACT VOLUME



\*Website statistics January 1, 2025-February 10, 2025

## TOP NEEDS



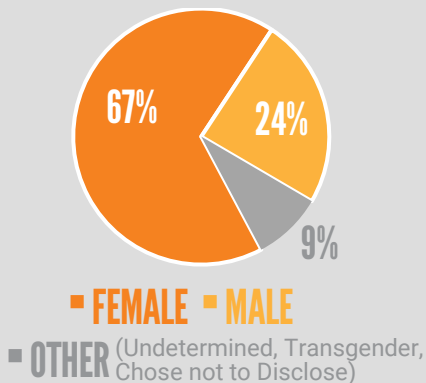
## TOP UNMET NEEDS\*

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.

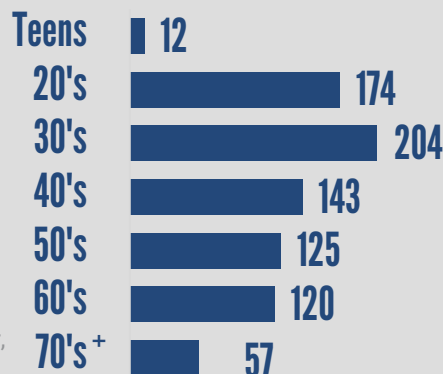
Community Shelters/Transitional Housing.....	58
Homeless Motel Vouchers/Motel Bill Payment.....	25
Rent Payment Assistance .....	11
Electric Service Assistance .....	10
Automobile Payment Assistance .....	6

## DEMOGRAPHICS

### GENDER



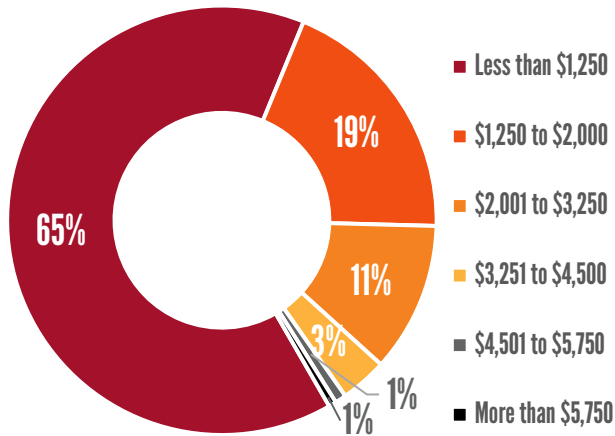
### AGE



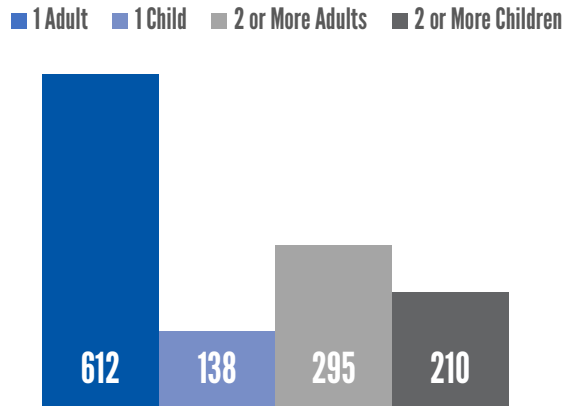
### TOP ZIP CODES

19601.....	215	19611.....	30
19602.....	143	19530.....	22
19604.....	98	19610.....	22
19607.....	50	19512.....	21
19606.....	46	19526.....	20
19605.....	46	19608.....	19
19508.....	31	19560.....	18

## INCOME REPORT



## HOUSEHOLD SIZE REPORT

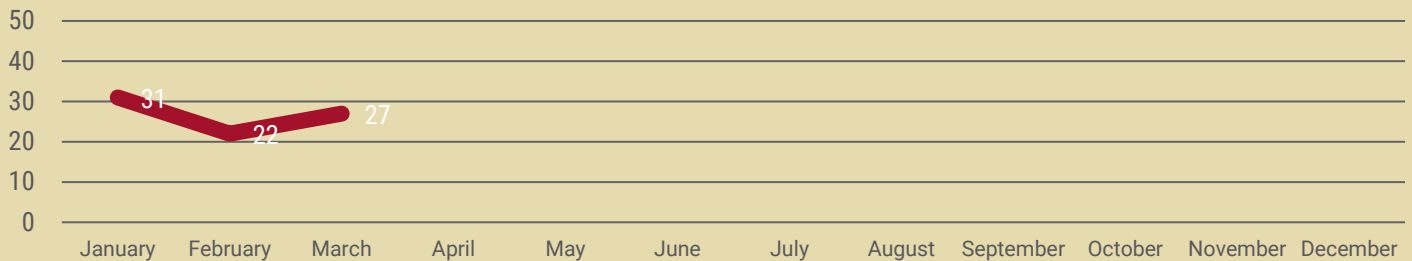


## TOP AGENCY REFERRALS

Catholic Charities .....	459
Pennsylvania Department of Human Services .....	440
Salvation Army - Reading .....	320
Berks Community Action Program .....	254
Pennsylvania Housing Finance Agency .....	154
Helping Harvest .....	142
Berks Coalition to End Homelessness, Inc. ....	137
HDC MidAtlantic .....	129
Opportunity House .....	123
Family Promise of Berks County Inc. ....	106

## 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: 534  
 →Number of calls Answered: 276 | Abandoned: 258  
 →Average speed of answer: 3 minutes | Peak: 5 minutes  
 →Average handle time: 21 minutes

→Number of calls Routed to the **Housing** Queue: 782  
 →Number of calls Answered: 494 | Abandoned: 288  
 →Average speed of answer: 13 minutes | Peak: 17 minutes  
 →Average handle time: 27 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.