



# BERKS COUNTY QUARTERLY REPORT

July 1, 2024-September 30, 2024



Thank you for talking to me and treating me like a person.  
- Berks County Resident



## CONTACT VOLUME



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

## TOP NEEDS



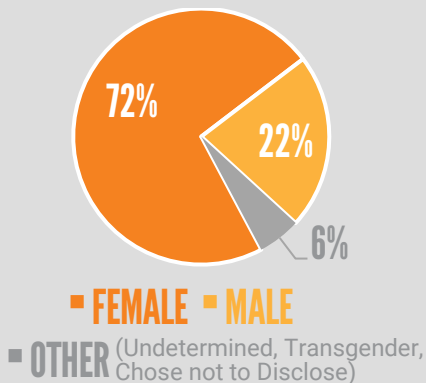
## TOP UNMET NEEDS\*

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.

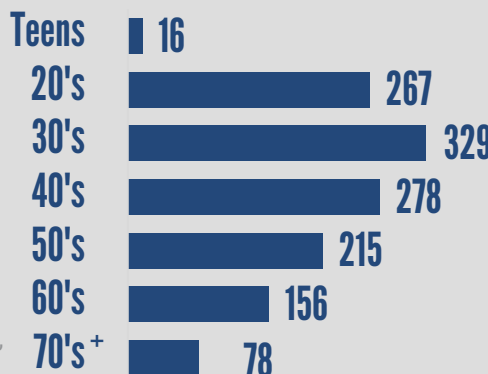
Community Shelters/Transitional Housing.....	53
Electric Service Payment Assistance.....	42
Rent Payment Assistance.....	16
Homeless Motel Vouchers/Motel Bill Payment.....	10
Water Service Payment Assistance.....	10

## DEMOGRAPHICS

### GENDER



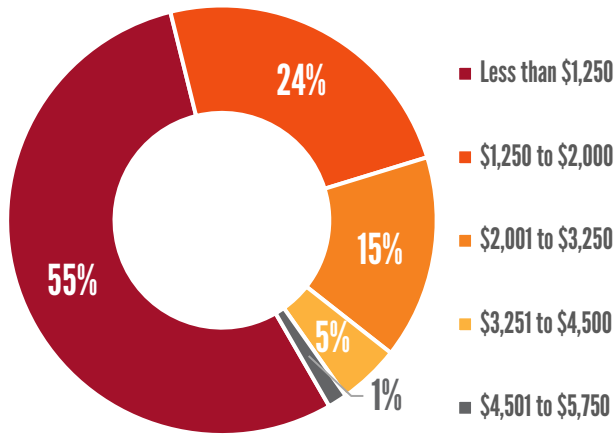
### AGE



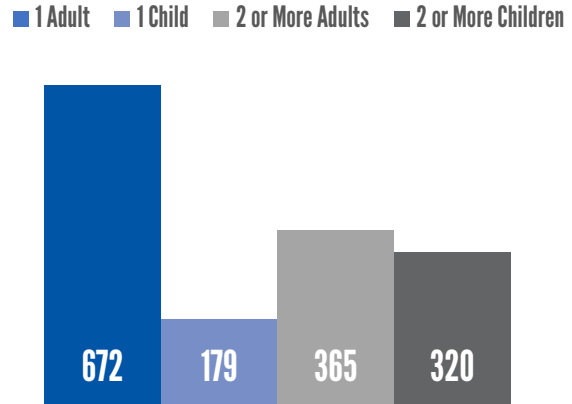
### TOP ZIP CODES

19601.....	366	19608.....	37
19602.....	248	19508.....	35
19604.....	211	19512.....	28
19606.....	93	19526.....	27
19605.....	64	19518.....	26
19611.....	45	19560.....	23
19607.....	37	19610.....	20

## INCOME REPORT



## HOUSEHOLD SIZE REPORT



## TOP AGENCY REFERRALS

Catholic Charities .....	827
Salvation Army - Reading .....	658
Family Promise of Berks County Inc. ....	321
Pennsylvania Public Utility Commission .....	316
Berks Community Action Program .....	286
Pennsylvania Department of Human Services .....	275
Regional Housing Legal Services .....	236
Dollar Energy Fund .....	231
Helping Harvest .....	156
Pennsylvania Housing Finance Agency .....	149

## 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: 605  
 →Number of calls Answered: 453 | Abandoned: 152  
 →Average speed of answer: 3 minutes | Peak: 4 minutes  
 →Average handle time: 19 minutes

→Number of calls Routed to the **Housing** Queue: 849  
 →Number of calls Answered: 586 | Abandoned: 263  
 →Average speed of answer: 8 minutes | Peak: 12 minutes  
 →Average handle time: 28 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.