



BERKS COUNTY QUARTERLY REPORT

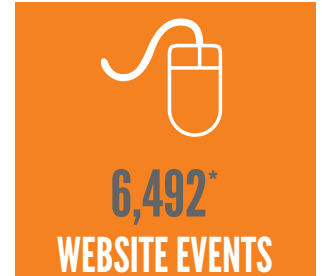
October 1, 2024-December 31, 2024



Thank you so much, I'm glad I called, I'm feeling positive.
- Berks County Resident



CONTACT VOLUME



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

TOP NEEDS



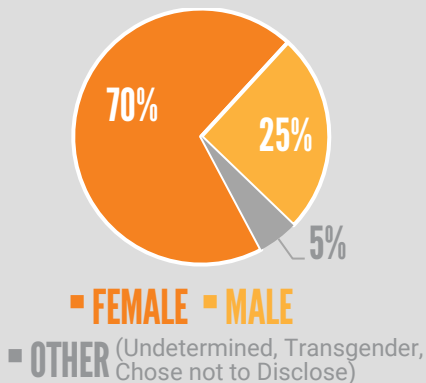
TOP UNMET NEEDS*

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.

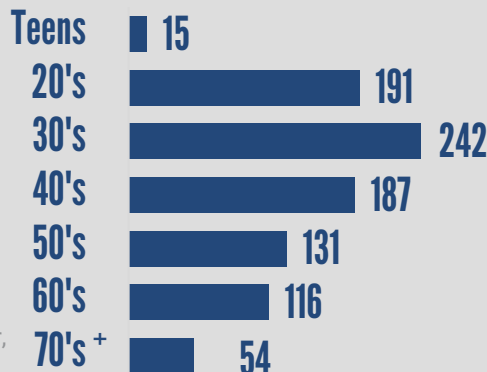
Community Shelters/Transitional Housing.....	55
Homeless Motel Vouchers/Motel Bill Payment.....	17
Rent Payment Assistance	11
Automobile Payment Assistance.....	6
Public Showers/Baths	6

DEMOGRAPHICS

GENDER



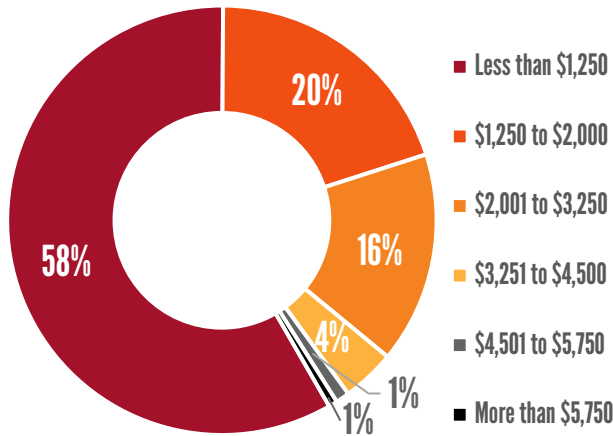
AGE



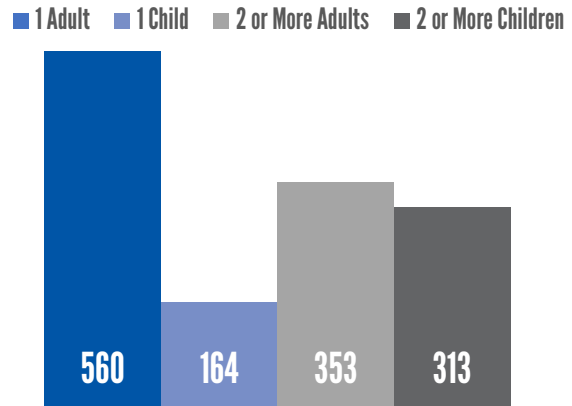
TOP ZIP CODES

19601.....	251	19607.....	26
19602.....	155	19508.....	23
19604.....	154	19526.....	20
19606.....	60	19518.....	20
19605.....	50	19560.....	18
19611.....	33	19530.....	15
19608.....	29	19512.....	15

INCOME REPORT



HOUSEHOLD SIZE REPORT

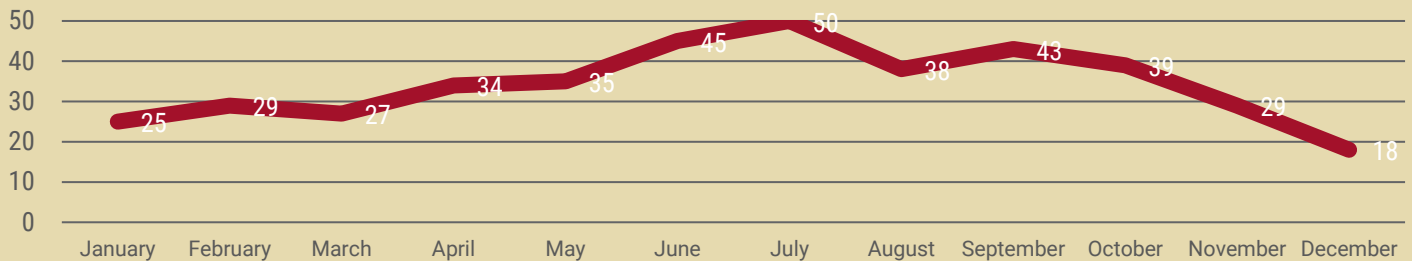


TOP AGENCY REFERRALS

Catholic Charities	556
Salvation Army - Reading	404
Pennsylvania Department of Human Services	390
Berks Community Action Program	260
Helping Harvest	186
Pennsylvania Housing Finance Agency	183
Pennsylvania Public Utility Commission	158
Berks Coalition to End Homelessness, Inc.	156
Dollar Energy Fund	137
Regional Housing Legal Services	122

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: 903
 →Number of calls Answered: 547 | Abandoned: 356
 →Average speed of answer: 35 minutes | Peak: 46 minutes
 →Average handle time: 22 minutes

→Number of calls Routed to the **Housing** Queue: 824
 →Number of calls Answered: 497 | Abandoned: 327
 →Average speed of answer: 22 minutes | Peak: 38 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.