BERKS COUNTY QUARTERLY REPORT
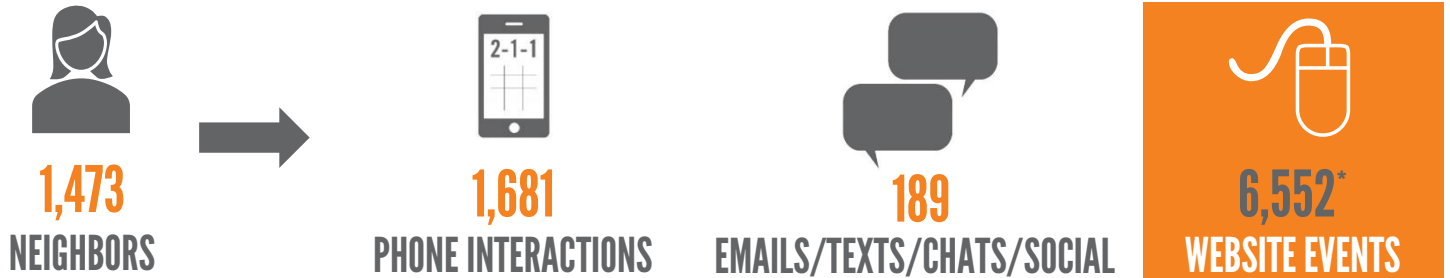## April 1, 2024-June 30, 2024

2·1·1 Pennsylvania
Get Connected. Get Help.™

United Way
United Way of Berks County

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

CONTACT VOLUME

1,473
NEIGHBORS

1,681
PHONE INTERACTIONS

189
EMAILS/TEXTS/CHATS/SOCIAL

6,552[*]
WEBSITE EVENTS

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

TOP NEEDS

778
UTILITY ASSISTANCE

756
HOUSING ASSISTANCE

187
FOOD/ MEALS

94
CLOTHING/PERSONAL/ HOUSEHOLD NEEDS
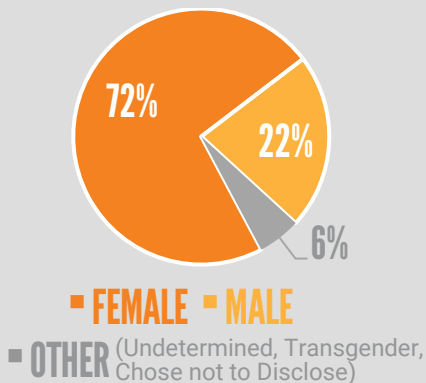
81
LEGAL/CONSUMER/ PUBLIC SAFETY SERVICES

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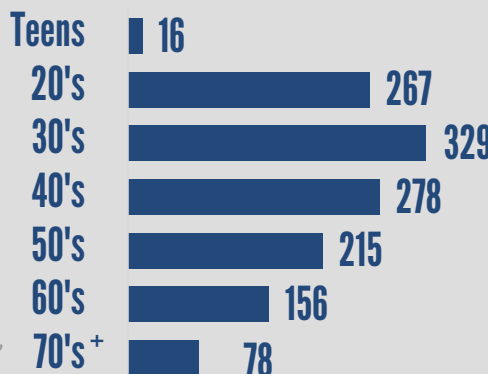
Community Shelters/Transitional Housing	53
Electric Service Payment Assistance	42
Rent Payment Assistance	16
Homeless Motel Vouchers/Motel Bill Payment	10
Water Service Payment Assistance	10

DEMOGRAPHICS

GENDER
- 72% FEMALE
- 22% MALE
- 6% OTHER (Undetermined, Transgender, Chose not to Disclose)

AGE
Teens	16
20's	267
30's	329
40's	278
50's	215
60's	156
70's[+]	78

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

- 55% Less than $1,250
- 24% $1,250 to $2,000
- 15% $2,001 to $3,250
- 5% $3,251 to $4,500
- 1% $4,501 to $5,750

HOUSEHOLD SIZE REPORT

- 1 Adult: 672
- 1 Child: 179
- 2 or More Adults: 365
- 2 or More Children: 320
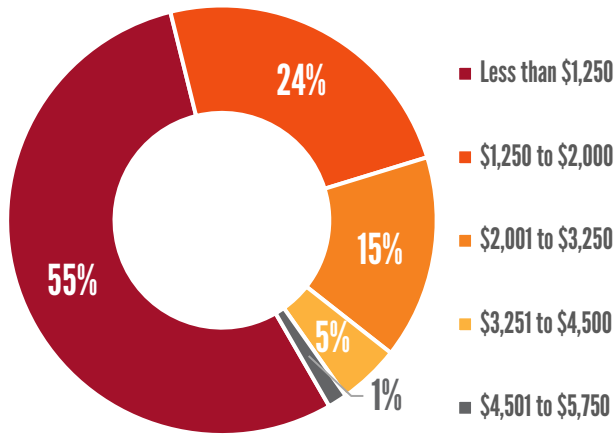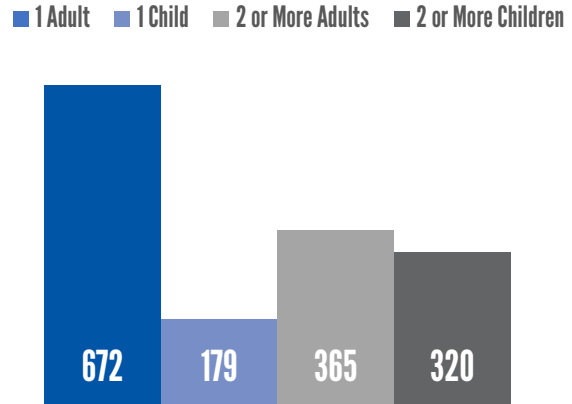
TOP AGENCY REFERRALS

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.

January 25, February 29, March 27, April 34, May 35, June 45

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.