



BERKS COUNTY QUARTERLY REPORT

April 1, 2025-June 30, 2025



I wish everywhere I called I could get to talk to someone like you.
- Berks County Resident



CONTACT VOLUME



TOP NEEDS

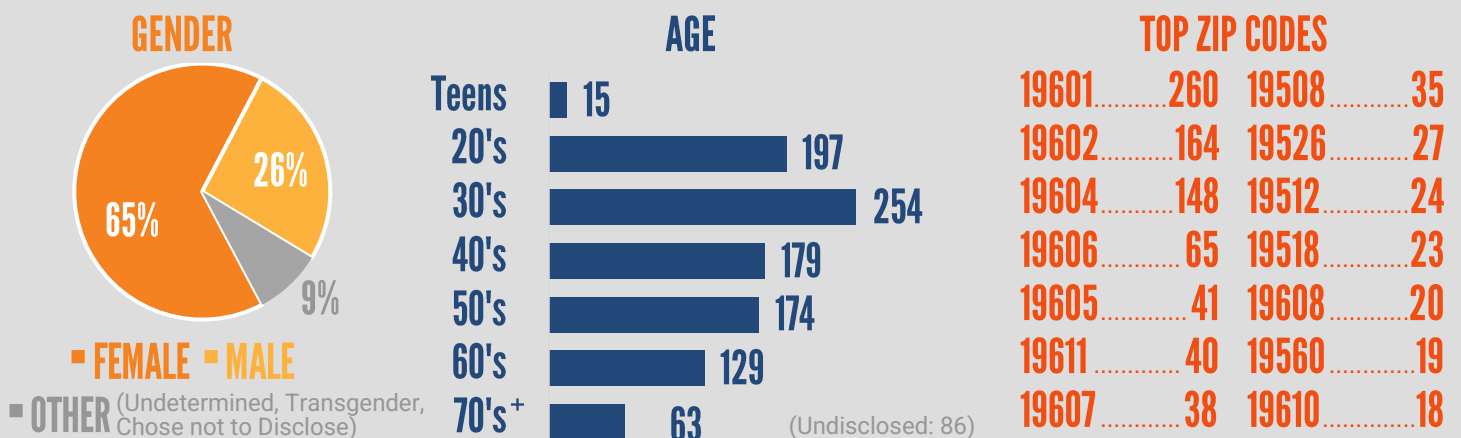


TOP UNMET NEEDS*

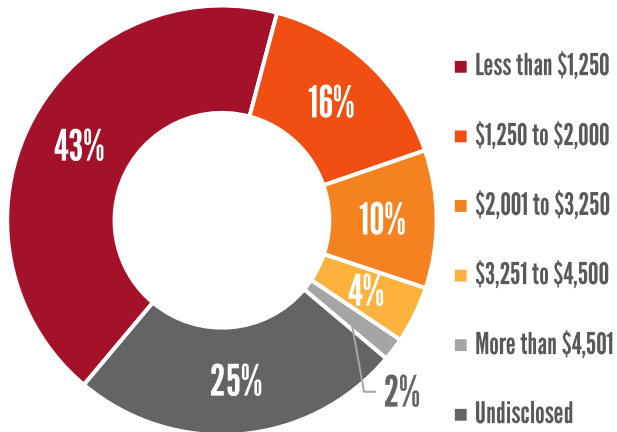
There are times when a specialist is not able to refer for the inquirer's specific need. This may occur when the agencies that provide a certain type of assistance are out of funds or when a client is deemed ineligible. When a need is recorded as "unmet", the 211 specialist explores other resources and services that may be of assistance.

Community Shelters/Transitional Housing.....	29
Rent Payment Assistance	12
Homeless Motel Vouchers/Motel Bill Payment.....	10
Rental Deposit Assistance	5
Automotive Repair and Maintenance.....	5

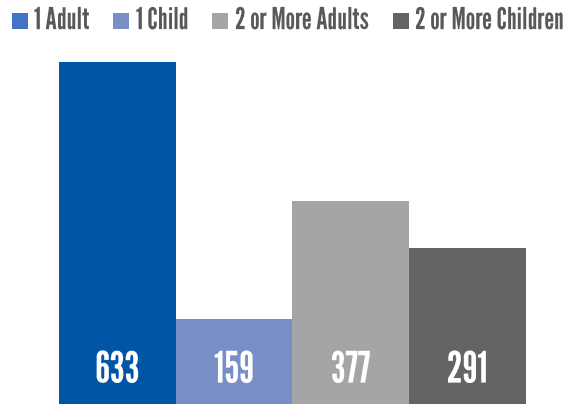
DEMOGRAPHICS



INCOME REPORT



HOUSEHOLD SIZE REPORT

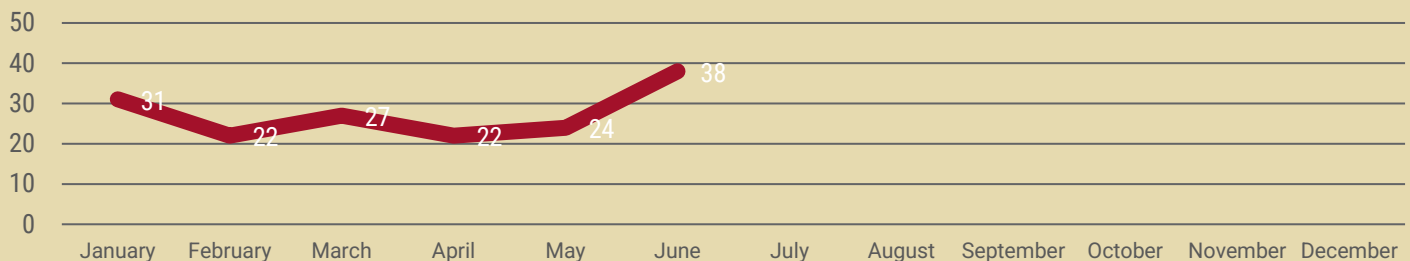


TOP AGENCY REFERRALS

Catholic Charities Diocese of Allentown	669
Salvation Army - Reading	461
Pennsylvania Department of Human Services	324
City of Reading	305
Berks Community Action Program	275
Pennsylvania Public Utility Commission	244
Pennsylvania Housing Finance Agency	173
Family Promise of Berks County Inc.	169
Dollar Energy Fund	143
FirstEnergy	131

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: 733
 →Number of calls Answered: 372 | Abandoned: 361
 →Average speed of answer: 3 minutes | Peak: 4 minutes
 →Average handle time: 23 minutes

→Number of calls Routed to the **Housing** Queue: 803
 →Number of calls Answered: 483 | Abandoned: 320
 →Average speed of answer: 19 minutes | Peak: 36 minutes
 →Average handle time: 29 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.