



BERKS COUNTY QUARTERLY REPORT

July 1, 2025-September 30, 2025



You sound like you've been doing this for a long time. I'm glad I got someone who knows what they're talking about.
- Berks County Resident



CONTACT VOLUME

1,120
NEIGHBORS



1,159
PHONE INTERACTIONS

192
EMAILS/TEXTS/CHATS/SOCIAL

3,524*
WEBSITE EVENTS

*Website statistics may be slightly inaccurate due to changes in analytical reporting

ALL REPORTED NEEDS

Housing	735
Utility Assistance	412
Food/Meals	194
Individual, Family and Community Support	86
Legal, Consumer and Public Safety Services	62
Clothing/Personal/Household Needs	61
Health Care	54
Employment	43
Mental Health/Substance Use Disorders	42

Income Support/Assistance	41
Transportation	29
Information Services	29
Other Government/Economic Services	12
Education	12
Volunteers/Donations	8
Arts, Culture and Recreation	4
Disaster Services	1

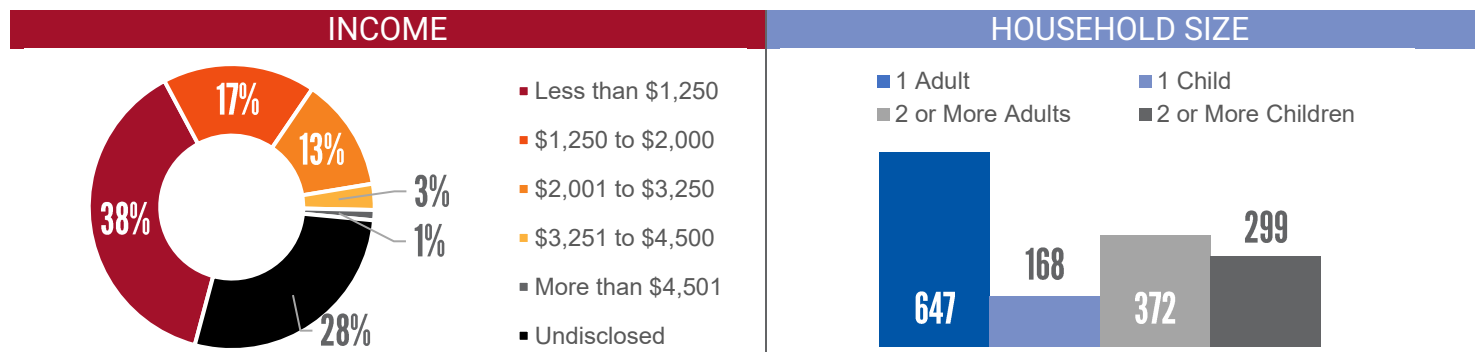
TOP UNMET NEEDS

There are times when a specialist is unable to refer for a 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", Resource Navigators explore other services that may be of assistance.

Community Shelters/Transitional Housing	35
Homeless Motel Vouchers/Motel Bill Payment	29
Rent Payment Assistance	14
Automobile Payment Assistance	12
Eviction Prevention Assistance	7

DEMOGRAPHICS

GENDER	AGE	ZIP CODES (TOP 12)		
 Undisclosed, Transgender 9%	Teens.....20 20's.....193 30's.....285 40's.....215 50's.....157 60's.....111 70's*.....52 Undisclosed.....87	19601.....293 19602.....173 19604.....138 19606.....77	19607.....46 19608.....38 19611.....35 19605.....31	19526.....29 19508.....28 19560.....23 19512.....19





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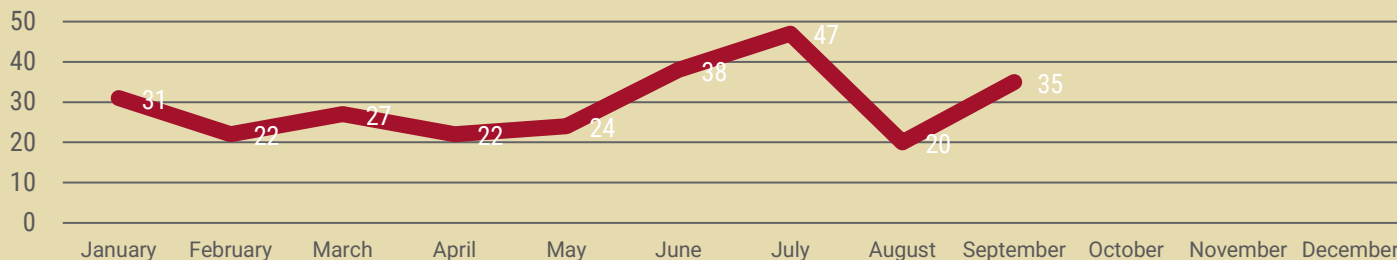


TOP AGENCY REFERRALS

1. Catholic Charities	605
2. Salvation Army - Reading	424
3. Berks Community Action Program	345
4. Pennsylvania Department of Human Services	336
5. City of Reading	303
6. Pennsylvania Public Utility Commission.....	188
7. Regional Housing Legal Services	177
8. Pennsylvania Housing Finance Agency	159
9. Berks Coalition to End Homelessness, Inc.	155
10. Helping Harvest	127
11. Dollar Energy Fund	124
12. FirstEnergy.....	101
13. Opportunity House	93
14. New Journey Community Outreach	88
15. Hope Rescue Mission	80
16. Kennedy House	67
17. Salvation Army - Hamburg Service Center	64
18. Friend Inc. Community Services	58
19. HDC MidAtlantic.....	58
20. Family Promise of Berks County Inc.	55
21. PA CareerLink.....	39
22. Service Access and Management - Headquarters	38
23. MidPenn Legal Services	37
24. Spring Valley Church of God.....	36
25. Jewish Family Service.....	31

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: 258 | Abandoned: 276
→Average speed of answer: 10 minutes | Peak: 15 minutes
→Average handle time: 25 minutes

→Number of calls Routed to the **Housing** Queue: 1,187
→Number of calls Answered: 713 | Abandoned: 474
→Average speed of answer: 24 minutes | Peak: 46 minutes
→Average handle time: 23 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.