

BERKS COUNTY QUARTERLY REPORT

OCTOBER 1, 2025-DECEMBER 31, 2025



**Thank you for your care and concern, you didn't have to, but you really showed it...
you were a big help.** - Berks County Resident



1,200
NEIGHBORS



1,258
PHONE INTERACTIONS

192
EMAILS/TEXTS/CHATS

7,172*
WEBSITE EVENTS

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

CONTACT VOLUME

192

EMAILS/TEXTS/CHATS

7,172*

WEBSITE EVENTS

ALL REPORTED NEEDS*

*Some neighbors have multiple needs including within the same major category. Captured are the total needs requested.

Housing.....	1,096
Utility Assistance.....	767
Food/Meals.....	333
Individual, Family and Community Support.....	92
Legal, Consumer and Public Safety Services.....	86
Health Care.....	78
Clothing/Personal/Household Needs.....	68
Income Support/Assistance.....	50
Employment.....	42

Transportation.....	39
Mental Health/Substance Use Disorders.....	32
Information Services.....	28
Other Government/Economic Services.....	28
Volunteers/Donations.....	7
Education.....	6
Arts, Culture and Recreation.....	1
Disaster Services.....	1

TOP UNMET NEEDS

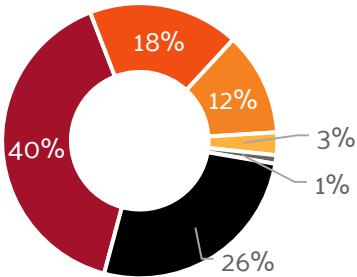
There are times when a specialist is unable to refer for a specific need. This may occur when the agencies that provide a certain type of assistance are out of funds or when a client is deemed ineligible. When a need is recorded as "unmet", Resource Navigators explore other services that may be of assistance.

Community Shelters/Transitional Housing.....	24
Homeless Motel Vouchers/Motel Bill Payment.....	11
Rent Payment Assistance.....	9
Automobile Payment Assistance.....	7
Rental Deposit Assistance.....	6

DEMOGRAPHICS

GENDER	AGE	ZIP CODES (TOP 12)
	Undisclosed, Transgender 9%	
	Teens..... 20	19601..... 315
	20's..... 193	19604..... 166
	30's..... 285	19602..... 158
	40's..... 215	19606..... 80
	50's..... 157	19607..... 50
	60's..... 111	19611..... 49
	70's+..... 52	19605..... 48
	Undisclosed..... 87	19526..... 30
		19512..... 19
		19608..... 27
		19508..... 24
		19560..... 23

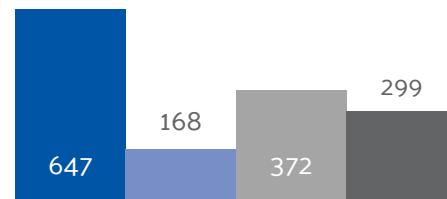
INCOME



- Less than \$1,250
- \$1,250 to \$2,000
- \$2,001 to \$3,250
- \$3,251 to \$4,500
- More than \$4,501
- Undisclosed

HOUSEHOLD SIZE

- 1 Adult
- 1 Child
- 2 or More Adults
- 2 or More Children



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TOP AGENCY REFERRALS

1. Catholic Charities Diocese of Allentown	660
2. Salvation Army - Reading	493
3. Pennsylvania Department of Human Services	455
4. Helping Harvest Food Bank	300
5. City of Reading	251
6. Pennsylvania Housing Finance Agency	179
7. Berks Coalition to End Homelessness, Inc.	153
8. Opportunity House	132
9. Pennsylvania Public Utility Commission	132
10. Regional Housing Legal Services	117
11. Hope Rescue Mission	117
12. New Journey Community Outreach	109
13. Dollar Energy Fund	99
14. Salvation Army - Hamburg Service Center	95
15. HDC MidAtlantic	91
16. Kennedy House	87
17. Friend Inc. Community Services	85
18. FirstEnergy	83
19. Jewish Family Service	69
20. Spring Valley Church of God	54
21. Family Promise of Berks County Inc.	52
22. Reading Housing Authority	41
23. Berks Community Action Program	40
24. We Agape You	37
25. Neighborhood Housing Services of Greater Berks, Inc.	37

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: 486
- Number of calls Answered: 247 | Abandoned: 239
- Average speed of answer: 9 minutes | Peak: 15 minutes
- Average handle time: 20 minutes

- Number of calls Routed to the **Housing** Queue: 884
- Number of calls Answered: 509 | Abandoned: 375
- Average speed of answer: 17 minutes | Peak: 34 minutes
- Average handle time: 25 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.