

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



CONTACT VOLUME

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

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

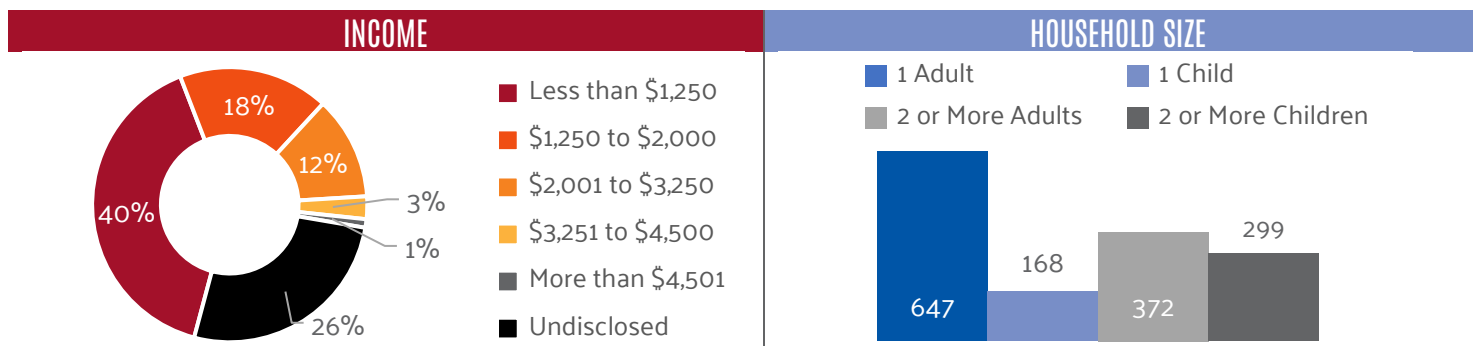
TOP UNMET NEEDS

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)		
 69%  22% 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..... 315	19607..... 50	19608..... 27
		19604..... 166	19611..... 49	19508..... 24
		19602..... 158	19605..... 48	19560..... 23
		19606..... 80	19526..... 30	19512..... 19



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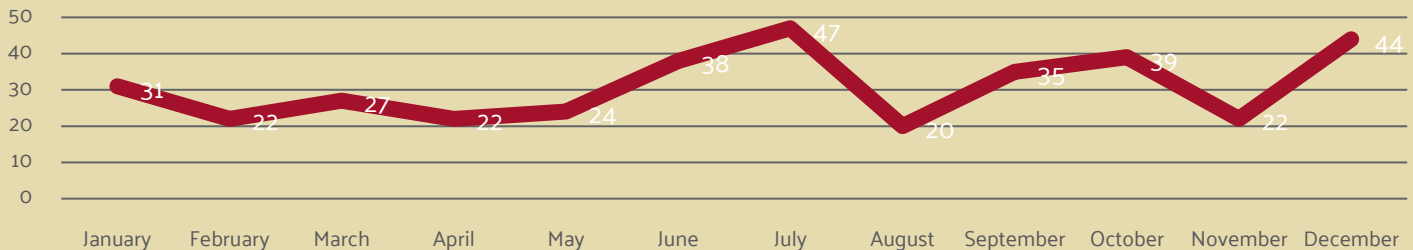
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TOP AGENCY REFERRALS

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.*