

# BERKS COUNTY 211 QUARTERLY REPORT

JANUARY 1, 2026-MARCH 31, 2026



Thank you for all of this information...your time is very valued,  
and we appreciate you so much! - Berks County Resident



## CONTACT VOLUME

**1,083**  
NEIGHBORS



**1,164**  
PHONE INTERACTIONS

**182**  
EMAILS/TEXTS/CHATS

**8,369\***  
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.....	632	Information Services.....	49
Utility Assistance.....	355	Transportation.....	38
Food/Meals.....	174	Mental Health/Substance Use Disorders.....	29
Income Support/Assistance.....	174	Disaster Services.....	20
Individual, Family and Community Support.....	84	Other Government/Economic Services.....	18
Legal, Consumer and Public Safety Services.....	77	Education.....	8
Health Care.....	74	Volunteers/Donations.....	7
Clothing/Personal/Household Needs.....	65	Arts, Culture and Recreation.....	2
Employment.....	49		

## TOP UNMET NEEDS

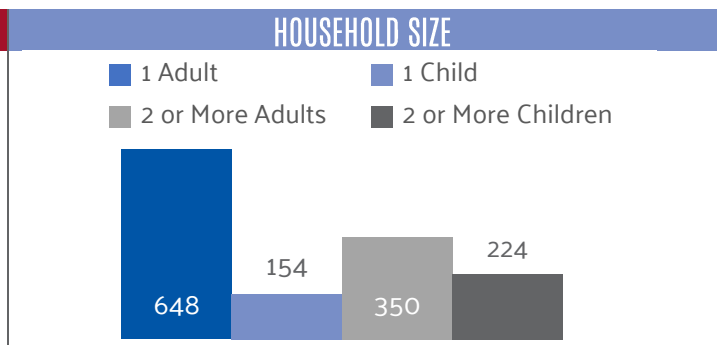
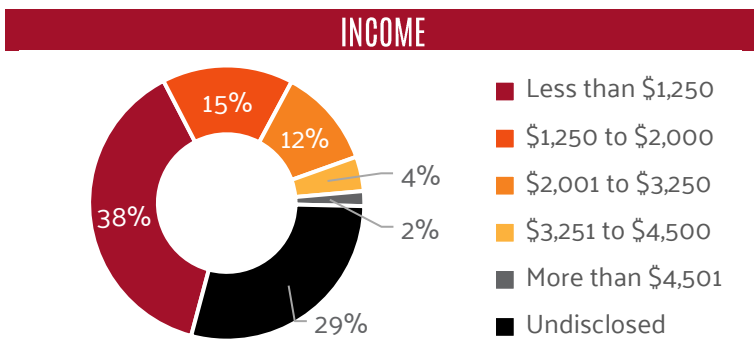
*\*Please note some needs that are aligned are grouped together.*

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.

Homeless Motel Vouchers/Motel Bill Payment.....	28
Automobile Payment Assistance/Automotive Repair.....	10
Coordinated Entry/Emergency Shelter Clearinghouses.....	9
Community Shelters.....	7
Rent Payment Assistance.....	7

## DEMOGRAPHICS

GENDER	AGE	ZIP CODES (TOP 12)								
<p>Undisclosed, Transgender, Gender Fluid 8%</p>	Teens.....	12	50's.....	180	19601.....	228	19605.....	45	19526.....	31
	20's.....	180	60's.....	150	19602.....	154	19607.....	42	19608.....	29
	30's.....	208	70's+.....	94	19604.....	145	19611.....	40	19560.....	22
	40's.....	173	Undisclosed.....	86	19606.....	64	19508.....	33	19522.....	21



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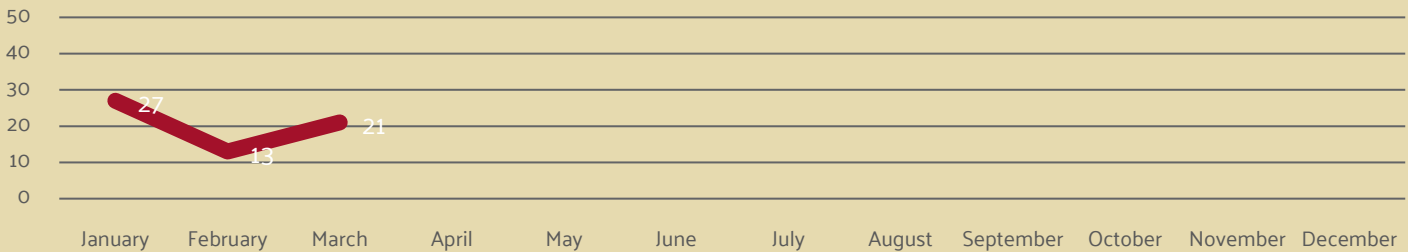
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## TOP AGENCY REFERRALS

1. Catholic Charities Diocese of Allentown .....	557
2. Pennsylvania Department of Human Services .....	467
3. Salvation Army - Reading .....	357
4. HDC MidAtlantic .....	210
5. City of Reading .....	205
6. Pennsylvania Housing Finance Agency .....	199
7. Helping Harvest Food Bank .....	172
8. Family Promise of Berks County Inc. ....	151
9. Berks Coalition to End Homelessness, Inc. ....	142
10. Opportunity House .....	128
11. Pennsylvania Public Utility Commission .....	114
12. Hope Rescue Mission .....	101
13. Friend Inc. Community Services .....	97
14. FirstEnergy .....	89
15. Phoebe Ministries .....	85
16. Salvation Army - Hamburg Service Center .....	85
17. Regional Housing Legal Services .....	80
18. Dollar Energy Fund .....	77
19. Christian Concern Management and Development Corporation .....	75
20. Berks County Housing Authority .....	69
21. United Way Worldwide ( <i>MyFreeTaxes, Nationwide 211 Search Tool</i> ) .....	64
22. New Journey Community Outreach .....	62
23. Reading Housing Authority .....	56
24. Kennedy House .....	50
25. AARP Pennsylvania Office .....	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: 973
- Number of calls Answered: 652 | Abandoned: 321
- Average speed of answer: 4 minutes | Peak: 6 minutes
- Average handle time: 21 minutes

- Number of calls Routed to the **Housing** Queue: 575
- Number of calls Answered: 391 | Abandoned: 184
- Average speed of answer: 9 minutes | Peak: 14 minutes
- Average handle time: 26 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.