

BERKS COUNTY 211 QUARTERLY REPORT

APRIL 1, 2026-JUNE 30, 2026



This is such a wonderful list, I have a lot of hope that something may pan out.
- Berks County Resident



CONTACT VOLUME

1,349
NEIGHBORS



1,473
PHONE INTERACTIONS

207
EMAILS/TEXTS/CHATS

6,279*
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.*

Arts, Culture and Recreation	7
Clothing/Personal/Household Needs	104
Disaster Services	2
Education	9
Employment	81
Food/Meals	267
Health Care	80
Housing	1,385
Income Support/Assistance	135

Individual, Family and Community Support	82
Information Services	54
Legal, Consumer and Public Safety Services	126
Mental Health/Substance Use Disorders	36
Other Government/Economic Services	22
Transportation	71
Utility Assistance	1,169
Volunteers/Donations	11

TOP UNMET NEEDS

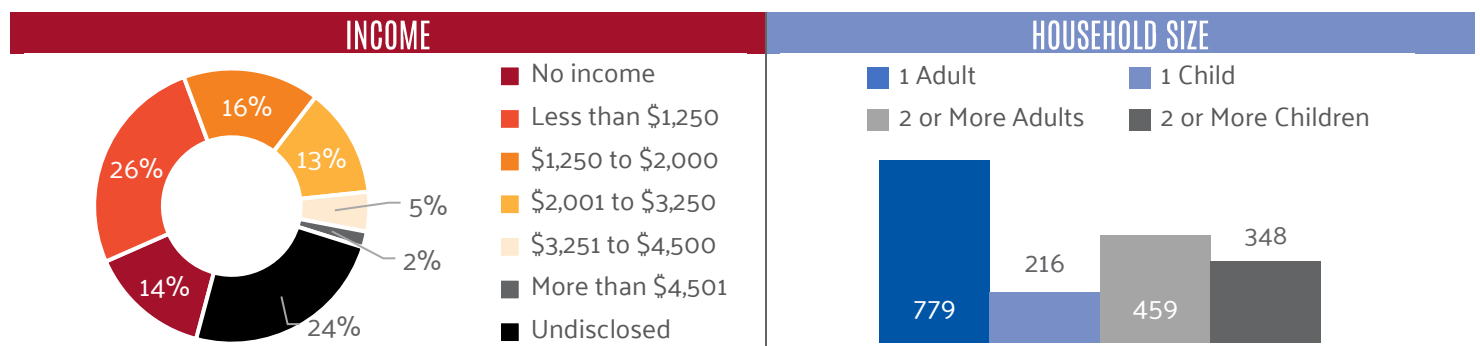
**Please note some needs that are aligned are grouped together.*

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	22
Automobile Payment Assistance/Automotive Repair	18
Community Shelters/Transitional Housing	17
Coordinated Entry/Emergency Shelter Clearinghouses	13
Electric Payment Assistance	12

DEMOGRAPHICS

GENDER	AGE	ZIP CODES (TOP 12)		
 66%  25% Undisclosed, Transgender, Agender 9%	Teens14 20's233 30's322 40's254 50's217 60's132 70's+79 Undisclosed98	19601339	1960746	1951233
		19602233	1960545	1952631
		19604145	1961145	1951828
		19606106	1960834	1960928



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ROOT CAUSES

**As of March 2026, staff began capturing underlying reasons for which neighbors called 211 for assistance.*

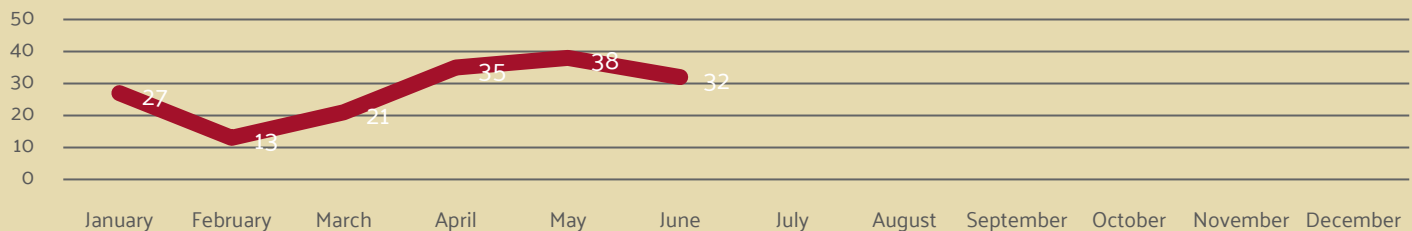
• Income Related: Fixed income	243	• Income Related: Public benefits reduced or ineligible	22
• Insufficient Income: No Income	161	• Insufficient Income: Choosing which bill to prioritize	20
• Other: Domestic violence, Non-renewal of lease, etc.	81	• Housing Related: Resides in a hotel	19
• Budget Impact: Increased rent, utilities, food, etc.	77	• Transportation: Lack of transportation or gas money	16
• Income Related: Hours cut by employer, fewer hours due to illness or personal reasons	66	• Housing Related: Bad or no credit	12
• Income Related: Employment ended	60	• Barriers: Lack of identification, credit issues, background check concerns	12
• Income Related: Household composition changed	37	• Budget Impact: Childcare costs	8
• Budget Impact: Unexpected bill (automotive repair, funeral costs, medical bills, etc.)	31	• Housing Related: Accessible unit or first floor needed	6
• Housing Related: Poor habitability conditions	24	• Budget Impact: Not receiving child support as anticipated	1

TOP AGENCY REFERRALS

1. Catholic Charities Diocese of Allentown	765
2. Salvation Army - Reading	640
3. Pennsylvania Department of Human Services	541
4. Pennsylvania Public Utility Commission	334
5. City of Reading	333
6. Regional Housing Legal Services	270
7. HDC MidAtlantic	218
8. Opportunity House	198
9. Pennsylvania Housing Finance Agency	198
10. Berks Coalition to End Homelessness, Inc.	183

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: 1,107
 →Number of calls Answered: 815 | Abandoned: 292
 →Average speed of answer: 3 minutes | Peak: 5 minutes
 →Average handle time: 24 minutes

→Number of calls Routed to the **Housing** Queue: 698
 →Number of calls Answered: 481 | Abandoned: 217
 →Average speed of answer: 14 minutes | Peak: 16 minutes
 →Average handle time: 30 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.*