

BERKS COUNTY 211 QUARTERLY REPORT

JULY 1, 2026-SEPTEMBER 30, 2026

“

I appreciate you so much because I was so lost right now.
- Berks County Resident

”

CONTACT VOLUME

1,473
NEIGHBORS



1,541
PHONE INTERACTIONS

295
EMAILS/TEXTS/CHATS

7,265*
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.....	4
Clothing/Personal/Household Needs.....	161
Disaster Services.....	6
Education.....	20
Employment.....	80
Food/Meals.....	265
Health Care.....	84
Housing.....	1,651
Income Support/Assistance.....	82

Individual, Family, and Community Support.....	185
Information Services.....	71
Legal, Consumer, and Public Safety.....	106
Mental Health/Substance Use Disorders.....	34
Other Government/Economic Services.....	14
Transportation.....	56
Utilities.....	1,226
Volunteers/Donations.....	10

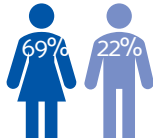
TOP UNMET NEEDS

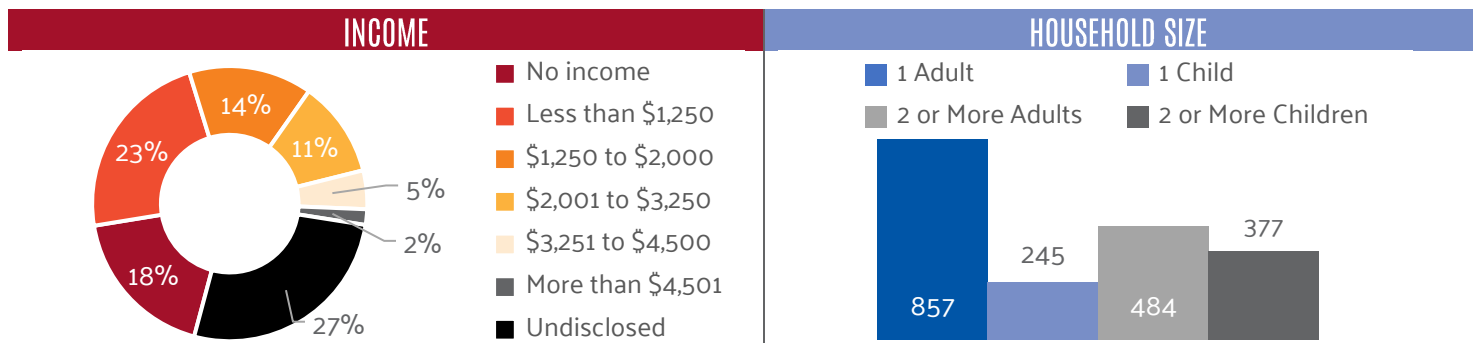
**Please note some needs that are aligned are grouped together.*

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.....	47
Automobile Payment Assistance/Automotive Repair.....	22
Coordinated Entry/Emergency Shelter Clearinghouses.....	18
Rent Payment Assistance.....	18
Electric Payment Assistance.....	16

DEMOGRAPHICS

GENDER		AGE		ZIP CODES (TOP 12)							
	Undisclosed, Transgender, Non-Binary 12%	Teens.....	21	50's.....	196	19601.....	452	19605.....	72	19508.....	46
		20's.....	289	60's.....	150	19602.....	345	19607.....	70	19608.....	36
		30's.....	363	70's+.....	57	19604.....	201	19611.....	61	19530.....	32
		40's.....	272	Undisclosed.....	126	19606.....	114	19526.....	49	19609.....	32



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ROOT CAUSES

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

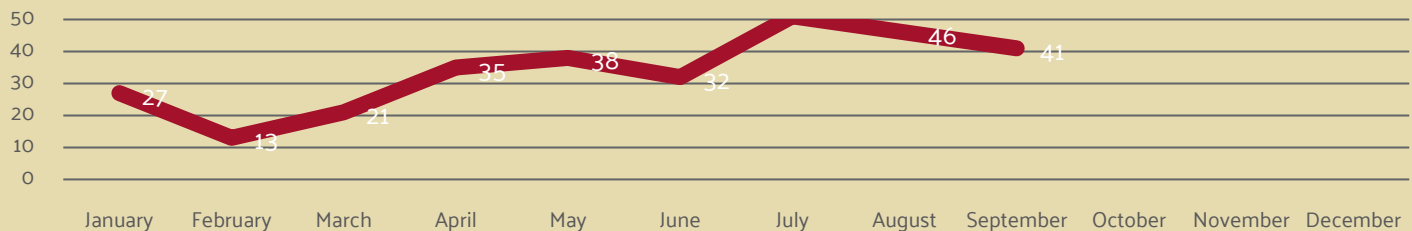
• Income Related: Fixed income	1,882	• Income Related: Household composition changed.....	182
• Insufficient Income: No Income	951	• Housing Related: Bad or no credit.....	159
• Other: Domestic violence, non-renewal of lease, etc.....	946	• Insufficient Income: Choosing which bill to prioritize	143
• Income Related: Employment ended.....	503	• Transportation: Lack of transportation or gas money.....	104
• Budget Impact: Increased rent, utilities, food, etc.....	407	• Housing Related: Resides in a hotel.....	104
• Income Related: Hours cut by employer, fewer hours due to illness or personal reasons.....	343	• Housing Related: Poor habitability conditions.....	92
• Barriers: Lack of identification, credit issues, background check concerns.....	214	• Budget Impact: Childcare costs.....	52
• Budget Impact: Unexpected bill (automotive repair, funeral costs, medical bills, etc.)	196	• Income Related: Public benefits reduced or ineligible.....	43
		• Budget Impact: Not receiving child support as anticipated	42
		• Housing Related: Accessible unit or first floor needed.....	7

TOP AGENCY REFERRALS

1. Catholic Charities Diocese of Allentown	989
2. Salvation Army - Reading	815
3. Pennsylvania Department of Human Services	434
4. City of Reading	395
5. Pennsylvania Public Utility Commission	357
6. Regional Housing Legal Services	300
7. Berks Coalition to End Homelessness, Inc.	264
8. HDC MidAtlantic	254
9. Opportunity House.....	216
10. Helping Harvest Food Bank.....	208

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: 898
 →Number of calls Answered: 667 | Abandoned: 231
 →Average speed of answer: 3 minutes | Peak: 7 minutes
 →Average handle time: 22 minutes

→Number of calls Routed to the **Housing** Queues: 886
 →Number of calls Answered: 665 | Abandoned: 211
 →Average speed of answer: 13 minutes | Peak: 20 minutes
 →Average handle time: 31 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.*