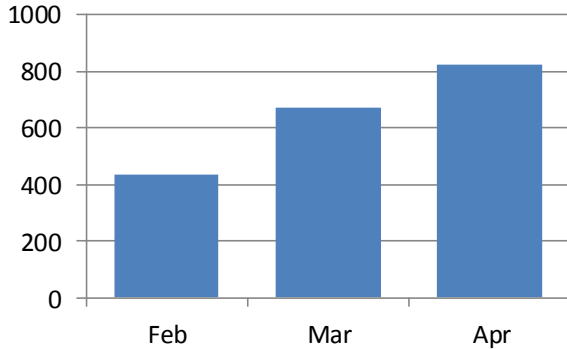




PoconoInfo Monthly Report

April 2017 - Monroe County, PA



INFORMATION & REFERRAL REQUESTS

Total Individuals Served: **822**

Requests for Help: 806

Requests to Help: 16

Referral Calls: 796

Information Calls: 26



★ **Percentage Receiving No Referrals: 11%**

POCONOINFO.ORG WEB VISITS: **10,111**

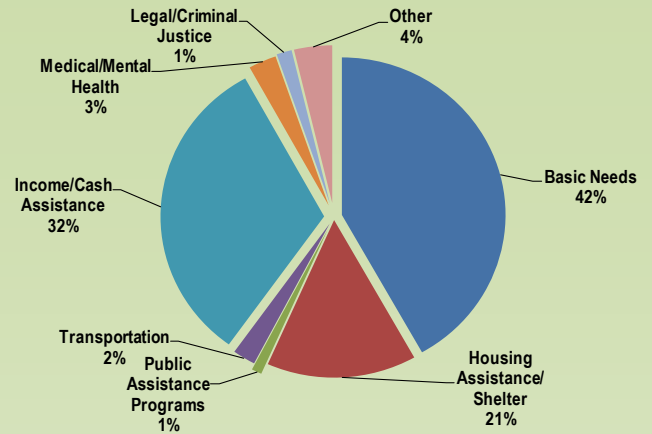
PERSON MAKING THE CALL TO POCONOINFO	
Client in Need	750
Client's Relative	23
Client's Representative <i>(Individual that is calling on a client's behalf)</i>	29
Client's Service Provider <i>(Professional that provides client a service)</i>	20

GENDER

Comparison of Male/Female callers:

	Males 241		Females 572
Undetermined Gender = 9			

POCONOINFO REPORTED NEEDS



**Basic Needs include: Utilities, Food/Meals, Clothing/Household Goods*

REFERRALS FOR OTHER NEEDS INCLUDE:

Tax Prep Services, Home Repairs, Moving Assistance, Governmental Services, Money Management Services, Individual/Family Support Services, Education Programs, & Donation/Volunteer Opportunities

UNMET NEEDS

No services available and/or clients did not qualify for assistance for the following needs:

- **30%** Utilities
- **13%** Transportation
- **17%** Housing/Shelters
- **30%** Rent/Mortgage
- **10%** Other Needs

ADVOCACY CALLS - 7

When necessary, PoconoInfo intervenes on behalf of clients by communicating with agencies to obtain needed services.



If you have any questions or comments about this report, please contact PoconoInfo at 570-517-3954 or email info@poconoinfo.org



PoconoInfo Success Story – A senior citizen in East Stroudsburg needed assistance with filing her taxes. PoconoInfo referred her to the AARP-Free Tax Return Preparation Program. She was happy to announce that they helped her prepare her taxes at no charge.

Follow-up with clients: Status of referrals collected during follow up calls to clients.

Successful referral	107	Still in process with referral agency	36
Unsuccessful referral	52	Did not follow through with referral	32
Contact attempted but not made	273	Client working on own solution	20

Geographic Demographics of PoconoInfo Clients:	Individuals Served
Tobyhanna/Coolbaugh/Mt. Pocono/Pocono Summit/Pocono Twp./Tunkhannock Twp.	192
Pocono Lake/Pocono Pines/Long Pond/Blakeslee	33
Stroudsburg/Stroud Twp	127
East Stroudsburg/Delaware Water Gap/Smithfield/Shawnee	133
Bartonsville/Tannersville/Reeders/Scotrun/Jackson Twp	68
Chestnuthill Twp/Hamilton Twp/Saylorsburg/Brodheadsville/Effort/Gilbert/Kunkletown/Ross/Polk/Hamilton/Eldred Twp/Kresgeville/Snydersville/Sciota	104
Middle SmithfieldTwp/Marshalls Creek/Bushkill	29
Price Twp/Barrett Twp/Cresco/Canadensis/Paradise Twp/Henryville	13
No Address/Location Given	2
Calls From Individuals that Reside Outside of Monroe County	36
Homeless/No Residency = (clients identified themselves as homeless)	85

Clients referred to PoconoInfo from:

United Way	42	PPL Electric	325	Monroe County Assistance Office	62
PA 211	49	LIHEAP	52	Red Cross of the Poconos	7
Local Churches	23	Monroe County Habitat for Humanity	3	MC Redevelopment Authority	7

Other Referring Agencies: Sen. Mario Scavello’s Office, Monroe County Grants/Admin Office, Monroe County Area Agency on Aging, Lehigh Valley Health Network Pocono, Monroe County Housing Authority, Pocono Area Transitional Housing (PATH), Nurse Family Partnership, Salvation Army, Women, Infants and Children (WIC), Northampton Community College, Developmental Education Services, MetEd Electric, PA Elks Home Service, Women’s Resources of Monroe County, Pocono Record, Internet, Flyer, Friends/Family



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