

### INFORMATION & REFERRAL REQUESTS

Total Individuals Served: **471**

Requests for Help: 451

Requests to Help: 20

Referral Calls: 458

Information Calls: 13

★ **Percentage Receiving No Referrals: 10%**

POCONOINFO.ORG WEB VISITS: **25,799**

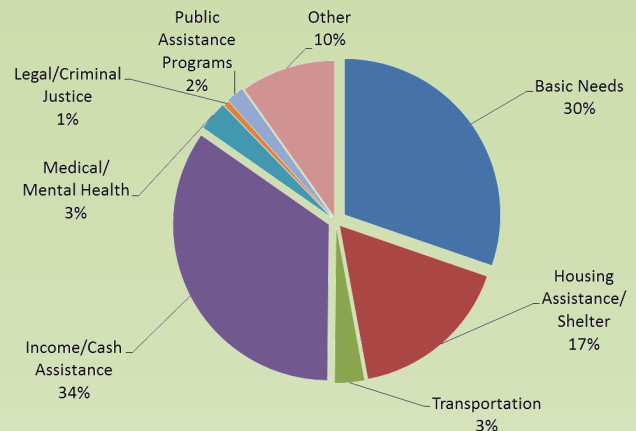
PERSON MAKING THE CALL TO POCONOINFO	
Client in Need	<b>400</b>
Client's Relative	<b>19</b>
Client's Representative <i>(Individual that is calling on a client's behalf)</i>	<b>23</b>
Client's Service Provider <i>(Professional that provides client a service)</i>	<b>29</b>

### GENDER

Comparison of Male/Female callers:

	Males <b>108</b>		Females <b>363</b>
Undetermined Gender = <b>0</b>			

### POCONOINFO REPORTED NEEDS



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

### REFERRALS FOR OTHER NEEDS INCLUDE:

Family Support Services, Home Weatherization, Governmental Services, Consumer Protection & Advocacy Services, Employment Opportunities, Community Organizations, Education Programs Donation & Volunteer Opportunities, & Money Management Services

### UNMET NEEDS

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

- **19%** Utilities
- **22%** Transportation
- **7%** Housing/Shelters
- **33%** Rent/Mortgage
- **19%** Other Needs

### ADVOCACY CALLS - 13

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

**PoconoInfo Success Story** – A case worker from Devereux Pocono Center called for a client that had adult twin daughters who are disabled and need transportation from their home to the Devereux day center. PoconoInfo referred them to MCTA where they were able to sign up for the Shared Ride program and can now get to the day center every day while their father works.

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

Successful referral	26	Still in process with referral agency	0
Unsuccessful referral	29	Did not follow through with referral	7
Contact attempted but not made	49	Client working on own solution	0

Geographic Demographics of PoconoInfo Clients:	Individuals Served
Tobyhanna/Coolbaugh/Mt. Pocono/Pocono Summit/Pocono Twp./Tunkhannock Twp.	98
Pocono Lake/Pocono Pines/Long Pond/Blakeslee	33
Stroudsburg/Stroud Twp	94
East Stroudsburg/Delaware Water Gap/Smithfield/Shawnee	65
Bartonsville/Tannersville/Reeders/Scotrun/Jackson Twp	13
Chestnuthill Twp/Hamilton Twp/Saylorsburg/Brodheadsville/Effort/Gilbert/Kunkletown/Ross/Polk/Hamilton/Eldred Twp/Kresgeville/Snydersville/Sciota	59
Middle SmithfieldTwp/Marshalls Creek/Bushkill	16
Price Twp/Barrett Twp/Cresco/Canadensis/Paradise Twp/Henryville	20
No Address/Location Given	1
Calls From Individuals that Reside Outside of Monroe County	23
<b>Homeless/No Residency = (clients identified themselves as homeless)</b>	<b>49</b>

**Clients referred to PoconoInfo from:**

United Way	23	PPL Electric	39	Monroe County Assistance Office	52
PA 211	52	Pleasant Valley Ecumenical Food Pantry	10	Red Cross of the Poconos	10
Local Churches	13	Monroe County Habitat for Humanity	10	Salvation Army	13

**Other Referring Agencies:** Congressman Tom Marino’s Office, Monroe County Area Agency on Aging, Monroe County Grants Office, Housing Authority of Monroe County, Monroe County Probation, Monroe County Weatherization, CMP MHDS, Monroe County Careerlink, Northampton Community College, MetEd Electric, Top of Mt. Food Pantry, Family Promise, Easter Seals, LIHEAP, Pocono Services for Families and Children, Crossroads Community Services, East Stroudsburg School District, Clear Run Intermediate, Easton Home Health, Goodwill Industries, Bridges Out of Poverty, Pocono Record, Internet, Flyers, Friends/Family



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

