

INFORMATION & REFERRAL REQUESTS

Total Individuals Served: **520**

Requests for Help: 507

Requests to Help: 13

Referral Calls: 478

Information Calls: 42

★ **Percentage Receiving No Referrals: 18%**

POCONOINFO.ORG WEB VISITS: **9,610**

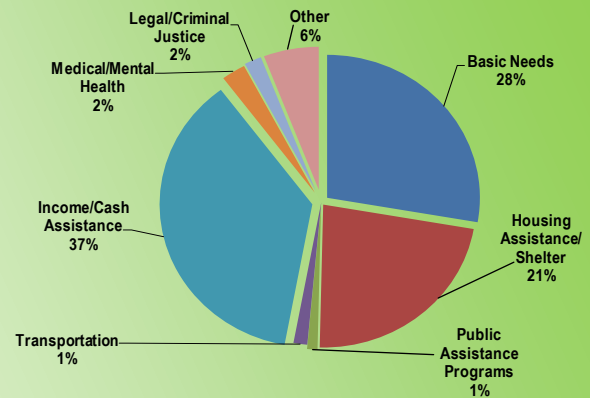
PERSON MAKING THE CALL TO POCONOINFO	
Client in Need	451
Client's Relative	7
Client's Representative <i>(Individual that is calling on a client's behalf)</i>	42
Client's Service Provider <i>(Professional that provides client a service)</i>	20

GENDER

Comparison of Male/Female callers:

	Males 120		Females 400
Undetermined Gender = 0			

POCONOINFO REPORTED NEEDS



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

REFERRALS FOR OTHER NEEDS INCLUDE:

Employment 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:

- **33%** Utilities
- **12%** Transportation
- **17%** Housing/Shelters
- **19%** Rent/Mortgage
- **19%** Other Needs

ADVOCACY CALLS - 12

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

PoconoInfo Success Story – Family in Tobyhanna had their water shut off. Mother passed away 2 weeks before but 16 year old son, adult daughter and granddaughter still live in the home. Needed water to get them through until service can be restored. PoconoInfo sent out message to agencies for assistance. Local water distributor donated cases of water and Rotary Club of the Stroudsburgs delivered it to the family. Rep. Maureen Madden’s office also contacted family to see what other assistance they could provide.

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

Successful referral	7	Still in process with referral agency	26
Unsuccessful referral	16	Did not follow through with referral	3
Contact attempted but not made	7	Client working on own solution	0

Geographic Demographics of PoconoInfo Clients:	Individuals Served
Tobyhanna/Coolbaugh/Mt. Pocono/Pocono Summit/Pocono Twp./Tunkhannock Twp.	117
Pocono Lake/Pocono Pines/Long Pond/Blakeslee	26
Stroudsburg/Stroud Twp	62
East Stroudsburg/Delaware Water Gap/Smithfield/Shawnee	75
Bartonsville/Tannersville/Reeders/Scotrun/Jackson Twp	26
Chestnuthill Twp/Hamilton Twp/Saylorsburg/Brodheadsville/Effort/Gilbert/Kunkletown/Ross/Polk/Hamilton/Eldred Twp/Kresgeville/Snydersville/Sciota	42
Middle SmithfieldTwp/Marshalls Creek/Bushkill	23
Price Twp/Barrett Twp/Cresco/Canadensis/Paradise Twp/Henryville	10
No Address/Location Given	21
Calls From Individuals that Reside Outside of Monroe County	46
Homeless/No Residency = (clients identified themselves as homeless)	72

Clients referred to PoconoInfo from:

United Way	23	PPL Electric	16	Monroe County Assistance Office	68
PA 211	127	Dollar Energy	29	Red Cross of the Poconos	13
Local Churches	26	Monroe County Habitat for Humanity	10	PA Elks Home Services	16

Other Referring Agencies: Rep. Jack Radar’s Office, Rep. Maureen Madden’s Office, Monroe County Grants/Admin Office, Salvation Army, LIHEAP, Nurse Family Partnership, Northampton Community College, MC Redevelopment Authority, MHDS, Unemployment Office, Geisinger Health, Allied Services, Women’s Resources of Monroe County, Public Utility Commission, MetEd Electric, National Domestic Hotline, Hope for Veterans, Street2Feet/Crossroads, Internet, Flyer, Friends/Family



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

