

INFORMATION & REFERRAL REQUESTS

Total Individuals Served: **813**

Requests for Help: 777

Requests to Help: 36

Referral Calls: 780

Information Calls: 33

★ **Percentage Receiving No Referrals: 15%**

POCONOINFO.ORG WEB VISITS: **7,662**

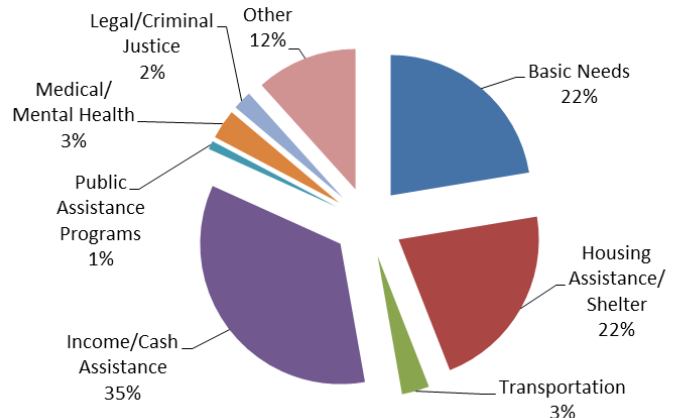
PERSON MAKING THE CALL TO POCONOINFO	
Client in Need	680
Client's Relative	39
Client's Representative <i>(Individual that is calling on a client's behalf)</i>	39
Client's Service Provider <i>(Professional that provides client a service)</i>	55

GENDER

Comparison of Male/Female callers:

	Males 163		Females 650
Undetermined Gender = 0			

POCONOINFO REPORTED NEEDS



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

REFERRALS FOR OTHER NEEDS INCLUDE:

Free Tax Services, Home Repairs, Moving Assistance, Donation & Volunteer Opportunities, Employment Services, Governmental Services, Educational Programs, Money Management Services, Individual/Family Support Services

UNMET NEEDS = 198

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

- **43%** Utilities
- **15%** Transportation
- **5%** Housing/Shelters
- **24%** Rent/Mortgage
- **13%** Other Needs

ADVOCACY CALLS - 23

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

PoconoInfo Success Story – PoconoInfo received a call from an 89-year-old great-grandmother who is raising her 6 month old grandson. She is having trouble obtaining services for him since the mother will not provide necessary documentation. She was only eating once a day in order to pay for formula and diapers for him. PoconoInfo made an advocacy call to The Area Agency on Aging regarding her situation. They sent a case manager to work with her to get her set up with food delivery from Meals on Wheels and to look into other assistance programs available to her.

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

Successful referral	20	Still in process with referral agency	20
Unsuccessful referral	46	Did not follow through with referral	42
Contact attempted but not made	7	Client working on own solution	3

Geographic Demographics of PoconoInfo Clients:	Individuals Served
Tobyhanna/Coolbaugh/Mt. Pocono/Pocono Summit/Pocono Twp./Tunkhannock Twp.	230
Pocono Lake/Pocono Pines/Long Pond/Blakeslee	31
Stroudsburg/Stroud Twp.	75
East Stroudsburg/Delaware Water Gap/Smithfield/Shawnee	117
Bartonsville/Tannersville/Reeders/Scotrun/Jackson Twp.	20
Chestnuthill Twp./Hamilton Twp./Saylorsburg/Brodheads ville/Effort/Gilbert/Kunkletown/Ross/Polk/Hamilton/Eldred Twp./Kresgeville/Snydersville/Sciota	76
Middle Smithfield Twp./Marshalls Creek/Bushkill	44
Price Twp./Barrett Twp./Cresco/Canadensis/Paradise Twp./Henryville	12
No Address/Location Given	68
Calls From Individuals that Reside Outside of Monroe County	36
Homeless/No Residency = (clients identified themselves as homeless)	104

Clients referred to PoconoInfo from:

United Way	20	PPL Electric	10	Monroe County Assistance Office	68
Local Churches	23	Dollar Energy	52	Red Cross of the Poconos	13
Salvation Army	13	LIHEAP	59	Women’s Resources of MC	29

Other Referring Agencies: Sen. Scavello’s Office, Rep. Rader’s Office, Rep. Madden’s Office, ESASD, PMSD, NCC, MC Area Agency on Aging, MHDS, Pocono Area Transitional Housing , Housing Authority of MC, MetEd, Crossroads Community Services, Geisinger Insurance, MC Grants Office, Integra Home Counseling, Street2Feet, Top of the Mountain Food Pantry, PVEN, Bushkill Outreach, PA American Water, PUC, Wayne County Area Agency on Aging, CareerLink, Family Promise, Belmont Hospital-Philadelphia, Habitat for Humanity, Human Resources Center, Justice Works, PA Elks Home Services, Pike County Early Intervention, MC Redevelopment Authority, Services for Families & Children, Getting Ahead Class, 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

