

INFORMATION & REFERRAL REQUESTS

Total Individuals Served: **946**

Requests for Help: 887

Requests to Help: 59

Referral Calls: 809

Information Calls: 137



★ **Percentage Receiving No Referrals: 12%**

POCONOINFO.ORG WEB VISITS: **8,964**

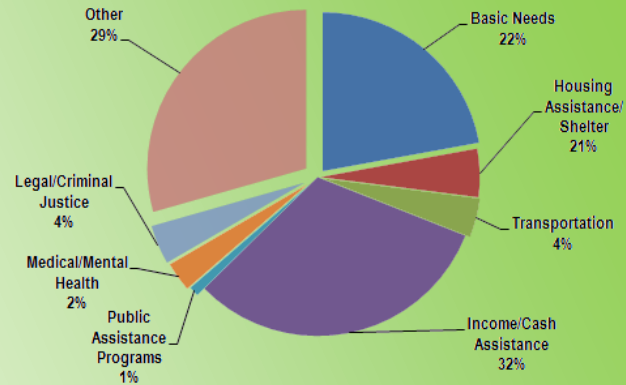
PERSON MAKING THE CALL TO POCONOINFO	
Client in Need	802
Client's Relative	36
Client's Representative <i>(Individual that is calling on a client's behalf)</i>	88
Client's Service Provider <i>(Professional that provides client a service)</i>	20

GENDER

Comparison of Male/Female callers:

	Males 156		Females 783
Undetermined Gender = 7			

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:

- **43%** Utilities
- **18%** Transportation
- **6%** Housing/Shelters
- **12%** Rent/Mortgage
- **21%** 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 client called to donate unused medical supplies that were for her husband who recently passed away. Local agencies are unable to use donated supplies so PoconoInfo referred her to Rotary Club of the Stroudsburgs. Rotary took the supplies and will send them overseas to help individuals in need of medical supplies.

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

Successful referral	13	Still in process with referral agency	10
Unsuccessful referral	29	Did not follow through with referral	29
Contact attempted but not made	3	Client working on own solution	3

Geographic Demographics of PoconoInfo Clients:	Individuals Served
Tobyhanna/Coolbaugh/Mt. Pocono/Pocono Summit/Pocono Twp./Tunkhannock Twp.	195
Pocono Lake/Pocono Pines/Long Pond/Blakeslee	33
Stroudsburg/Stroud Twp	137
East Stroudsburg/Delaware Water Gap/Smithfield/Shawnee	208
Bartonsville/Tannersville/Reeders/Scotrun/Jackson Twp	36
Chestnuthill Twp/Hamilton Twp/Saylorsburg/Brodheadsville/Effort/Gilbert/Kunkletown/Ross/Polk/Hamilton/Eldred Twp/Kresgeville/Snydersville/Sciota	91
Middle SmithfieldTwp/Marshalls Creek/Bushkill	55
Price Twp/Barrett Twp/Cresco/Canadensis/Paradise Twp/Henryville	16
No Address/Location Given	78
Calls From Individuals that Reside Outside of Monroe County	29
Homeless/No Residency = (clients identified themselves as homeless)	68

Clients referred to PoconoInfo from:

United Way	16	PPL Electric	49	Monroe County Assistance Office	65
PA 211	130	Dollar Energy	36	Red Cross of the Poconos	23
Local Churches	49	Monroe County Habitat for Humanity	36	PA Elks Home Services	20

Other Referring Agencies: Sen. Mario Scavello’s Office, Rep. Jack Rader’s Office, Monroe County Grants Office, Salvation Army, Women’s Resources of Monroe County, Housing Authority of Monroe County, Monroe County Area Agency on Aging, Public Utility Commission, Eastburg Community Alliance, ESASD, Pocono Services for Families & Children, WIC, FLECHA, Nurse Family Partnership, Crossroads Community Services, Pyramid Healthcare, Bushkill Outreach, Sanofi Pasteur, Veterans Administration, Angels Closet, Fitzmaurice Community Services, Leukemia & Lymphoma Society, PA Autism Action Center, Redco, Pocono Pediatrics, 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

