

INFORMATION & REFERRAL REQUESTS

Total Individuals Served: **504**

Requests for Help: 465

Requests to Help: 39

Referral Calls: 488

Information Calls: 16

★ **Percentage Receiving No Referrals: 19%**

POCONOINFO.ORG WEB VISITS: **7,510**

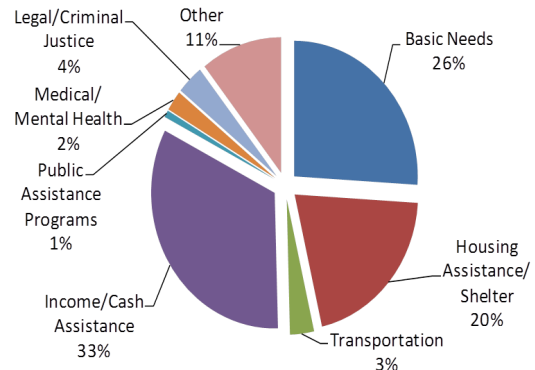
PERSON MAKING THE CALL TO POCONOINFO	
Client in Need	422
Client's Relative	49
Client's Representative <i>(Individual that is calling on a client's behalf)</i>	23
Client's Service Provider <i>(Professional that provides client a service)</i>	10

GENDER

Comparison of Male/Female callers:

	Males 130		Females 374
Undetermined Gender = 0			

POCONOINFO REPORTED NEEDS



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

REFERRALS FOR OTHER NEEDS INCLUDE:

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

UNMET NEEDS

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

- **15%** Utilities
- **9%** Transportation
- **2%** Housing/Shelters
- **53%** Rent/Mortgage
- **21%** Other Needs

ADVOCACY CALLS - 10

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

PoconoInfo Success Story – A woman in Saylorburg contacted PoconoInfo with 4 tons of coal to donate to someone in need. PoconoInfo Call Specialist sent an email out through the Interagency Council to let agencies know this was available. A client in need responded and received the coal.

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

Successful referral	20	Still in process with referral agency	0
Unsuccessful referral	16	Did not follow through with referral	10
Contact attempted but not made	3	Client working on own solution	0

Geographic Demographics of PoconoInfo Clients:	Individuals Served
Tobyhanna/Coolbaugh/Mt. Pocono/Pocono Summit/Pocono Twp./Tunkhannock Twp.	94
Pocono Lake/Pocono Pines/Long Pond/Blakeslee	16
Stroudsburg/Stroud Twp.	65
East Stroudsburg/Delaware Water Gap/Smithfield/Shawnee	104
Bartonsville/Tannersville/Reeders/Scotrun/Jackson Twp.	17
Chestnuthill Twp./Hamilton Twp./Saylorburg/Brodheads ville/Effort/Gilbert/Kunkletown/Ross/Polk/Hamilton/Eldred Twp./Kresgeville/Snydersville/Sciota	70
Middle Smithfield Twp/Marshalls Creek/Bushkill	23
Price Twp./Barrett Twp./Cresco/Canadensis/Paradise Twp./Henryville	17
No Address/Location Given	23
Calls From Individuals that Reside Outside of Monroe County	26
Homeless/No Residency = (clients identified themselves as homeless)	49

Clients referred to PoconoInfo from:

United Way	10	PPL Electric	23	Monroe County Assistance Office	36
PA 211	124	Dollar Energy	13	Red Cross of the Poconos	7
Local Churches	16	LiHeap	33	Salvation Army	7

Other Referring Agencies: Monroe County Grants Office, Women’s Resources of Monroe County, PMSD, ESASD, Habitat for Humanity, Pocono Services for Families & Children, Redevelopment Authority of MC, MC Weatherization, Pocono Area Transitional Housing (PATH), Housing Authority of MC, Hughes Library, Workplace Options, NJ Boom & Erectors, PA American Water, Geisinger Health Insurance, Hope for Veterans, Kindred at Home, Mid-Atlantic Service Center, Military One Source, 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

