

INFORMATION & REFERRAL REQUESTS

Total Individuals Served: **624**

Requests for Help: 604

Requests to Help: 20

Referral Calls: 582

Information Calls: 42

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

POCONOINFO.ORG WEB VISITS: **7,818**

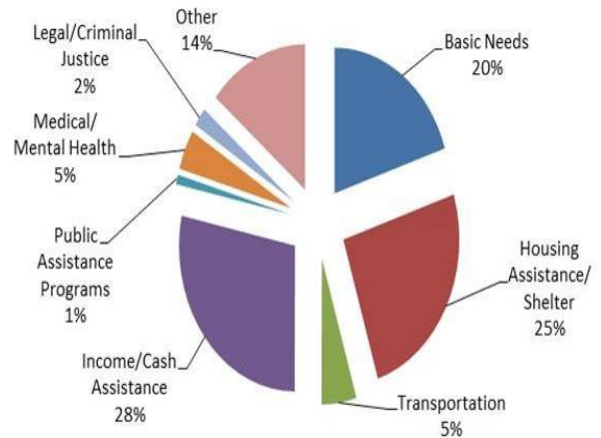
PERSON MAKING THE CALL TO POCONOINFO	
Client in Need	572
Client's Relative	13
Client's Representative <i>(Individual that is calling on a client's behalf)</i>	29
Client's Service Provider <i>(Professional that provides client a service)</i>	10

GENDER

Comparison of Male/Female callers:

	Males 189		Females 435
Undetermined Gender = 0			

POCONOINFO REPORTED NEEDS



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

REFERRALS FOR OTHER NEEDS INCLUDE:

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

UNMET NEEDS = 127

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

- **28%** Utilities
- **21%** Transportation
- **2%** Housing/Shelters
- **21%** Rent/Mortgage
- **28%** Other Needs

ADVOCACY CALLS - 20

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

PoconoInfo Success Story – A client contacted PoconoInfo because she is homeless with her children. They have a cat which is not allowed in shelters. She was having trouble finding a shelter for the cat. She was referred to Camp Papillon which was able to take the cat so that they can move forward to find a shelter.

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

Successful referral	20	Still in process with referral agency	16
Unsuccessful referral	10	Did not follow through with referral	3
Contact attempted but not made	0	Client working on own solution	7

Geographic Demographics of PoconoInfo Clients:	Individuals Served
Tobyhanna/Coolbaugh/Mt. Pocono/Pocono Summit/Pocono Twp./Tunkhannock Twp.	131
Pocono Lake/Pocono Pines/Long Pond/Blakeslee	12
Stroudsburg/Stroud Twp.	58
East Stroudsburg/Delaware Water Gap/Smithfield/Shawnee	127
Bartonsville/Tannersville/Reeders/Scotrun/Jackson Twp.	23
Chestnuthill Twp./Hamilton Twp./Saylorburg/Brodheads ville/Effort/Gilbert/Kunkletown/Ross/Polk/Hamilton/Eldred Twp./Kresgeville/Snydersville/Sciota	57
Middle Smithfield Twp/Marshalls Creek/Bushkill	25
Price Twp./Barrett Twp./Cresco/Canadensis/Paradise Twp./Henryville	16
No Address/Location Given	42
Calls From Individuals that Reside Outside of Monroe County	16
Homeless/No Residency = (clients identified themselves as homeless)	117

Clients referred to PoconoInfo from:

United Way	33	PPL Electric	16	Monroe County Assistance Office	55
Local Churches	13	Dollar Energy	10	Red Cross of the Poconos	20
Salvation Army	10	LIHEAP	55	Crossroads Community Service	20

Other Referring Agencies: Sen. Scavello’s Office, Rep. Brown’s Office, Rep. Rader’s Office, Rep. Madden’s Office, Women’s Resources of Monroe County, ESASD, ESU, Monroe County Area Agency on Aging, Hope for Veterans, MHDS, St. Luke’s Hospital Monroe, Lehigh Valley Hospital-Pocono, Children & Youth, MCTA, Pike County, Habitat for Humanity, Monroe County Veteran’s Affairs, ACLU, Friends of the Poor, Kindred at Home, Monroe County Democratic Committee, New Perspectives, Pocono Services for Families and Children, Shawnee Mountain, Sistah Chat Radio, Social Security, 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

