

INFORMATION & REFERRAL REQUESTS

Total Individuals Served: **436**

Requests for Help: 433

Requests to Help: 3

Referral Calls: 416

Information Calls: 20

★ **Percentage Receiving No Referrals: 9%**

POCONOINFO.ORG WEB VISITS: **21,655**

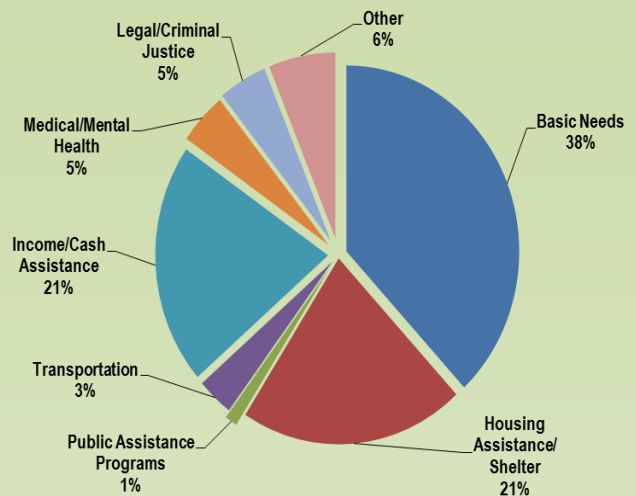
PERSON MAKING THE CALL TO POCONOINFO	
Client in Need	358
Client's Relative	52
Client's Representative <i>(Individual that is calling on a client's behalf)</i>	23
Client's Service Provider <i>(Professional that provides client a service)</i>	3

GENDER

Comparison of Male/Female callers:

	Males 127		Females 306
Undetermined Gender = 3			

POCONOINFO REPORTED NEEDS



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

REFERRALS FOR OTHER NEEDS INCLUDE:

Tax Prep Services, Weatherization Services, Governmental Services, Moving Assistance Consumer Protection & Advocacy Services, Employment/Job Services, Education Programs, Donation/Volunteer Opportunities, & Money Management Services.

UNMET NEEDS

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

- 10% Utilities
- 10% Transportation
- 10% Housing/Shelters
- 45% Rent/Mortgage
- 25% Other Needs

ADVOCACY CALLS - 7

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

PoconoInfo Success Story – A client called PoconoInfo because he is homeless and it was too cold to stay in his car. He was referred to Stroudsburg Wesleyan Church’s Emergency Winter Shelter and is now staying there until he can find a permanent solution.

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

Successful referral	29	Still in process with referral agency	10
Unsuccessful referral	26	Did not follow through with referral	7
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.	104
Pocono Lake/Pocono Pines/Long Pond/Blakeslee	23
Stroudsburg/Stroud Twp	68
East Stroudsburg/Delaware Water Gap/Smithfield/Shawnee	55
Bartonsville/Tannersville/Reeders/Scotrun/Jackson Twp	13
Chestnuthill Twp/Hamilton Twp/Saylorsburg/Brodheadsville/Effort/Gilbert/Kunkletown/Ross/Polk/Hamilton/Eldred Twp/Kresgeville/Snydersville/Sciota	68
Middle SmithfieldTwp/Marshalls Creek/Bushkill	26
Price Twp/Barrett Twp/Cresco/Canadensis/Paradise Twp/Henryville	20
No Address/Location Given	39
Calls From Individuals that Reside Outside of Monroe County	39
Homeless/No Residency = (clients identified themselves as homeless)	20

Clients referred to PoconoInfo from:

United Way	23	PPL Electric	33	Monroe County Assistance Office	36
PA 211	42	LIHEAP	29	Red Cross of the Poconos	3
Local Churches	26	Monroe County Habitat for Humanity	7		

Other Referring Agencies: Senator Mario Scavello’s Office, Rep. Rosemary Brown’s Office, Monroe County Grants/Administrative Offices, Housing Authority of Monroe County, Monroe County Office of Emergency Management, Weiler Corp., MetEd Electric, Borough of Stroudsburg, Pocono Services for Families and Children, Family Promise, Pocono Area Transitional House (PATH), Easter Seals, Center for Vision Loss, NHS, Nurse Family Partnership, Reimer Brother Oil, Pocono Record, Internet, Flyers, Friends/Family



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

