

## INFORMATION & REFERRAL REQUESTS

Total Individuals Served: **871**

Requests for Help: 838

Requests to Help: 33

Referral Calls: 819

Information Calls: 52

★ **Percentage Receiving No Referrals: 16%**

POCONOINFO.ORG WEB VISITS: **8,918**

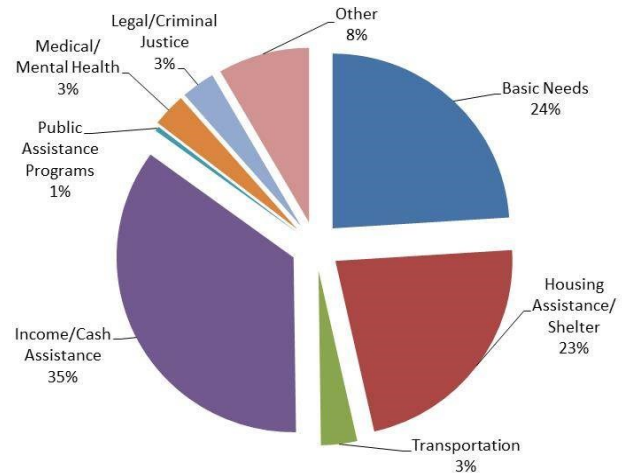
PERSON MAKING THE CALL TO POCONOINFO	
Client in Need	759
Client's Relative	33
Client's Representative <i>(Individual that is calling on a client's behalf)</i>	46
Client's Service Provider <i>(Professional that provides client a service)</i>	33

## GENDER

Comparison of Male/Female callers:

	Males <b>234</b>		Females <b>637</b>
Undetermined Gender = <b>0</b>			

## 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

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

- **23%** Utilities
- **14%** Transportation
- **1%** Housing/Shelters
- **45%** Rent/Mortgage
- **17%** Other Needs

## ADVOCACY CALLS - 26

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

**PoconoInfo Success Story** – A homeless woman staying at the Salvation Army Shelter called PoconoInfo needing housing. She was referred to the new Coordinated Entry System and was placed in housing in Wayne County within the week.

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

Successful referral	26	Still in process with referral agency	20
Unsuccessful referral	36	Did not follow through with referral	16
Contact attempted but not made	20	Client working on own solution	0

Geographic Demographics of PoconoInfo Clients:	Individuals Served
Tobyhanna/Coolbaugh/Mt. Pocono/Pocono Summit/Pocono Twp./Tunkhannock Twp.	224
Pocono Lake/Pocono Pines/Long Pond/Blakeslee	30
Stroudsburg/Stroud Twp.	88
East Stroudsburg/Delaware Water Gap/Smithfield/Shawnee	163
Bartonsville/Tannersville/Reeders/Scotrun/Jackson Twp.	42
Chestnuthill Twp./Hamilton Twp./Saylorburg/Brodheadsville/Effort/Gilbert/Kunkletown/Ross/Polk/Hamilton/Eldred Twp./Kresgeville/Snydersville/Sciota	67
Middle Smithfield Twp/Marshalls Creek/Bushkill	31
Price Twp./Barrett Twp./Cresco/Canadensis/Paradise Twp./Henryville	38
No Address/Location Given	39
Calls From Individuals that Reside Outside of Monroe County	42
<b>Homeless/No Residency = (clients identified themselves as homeless)</b>	<b>107</b>

**Clients referred to PoconoInfo from:**

United Way	23	PPL Electric	10	Monroe County Assistance Office	68
PA 211	309	Dollar Energy	36	Red Cross of the Poconos	26
Local Churches	33	LIHEAP	81	Crossroads Community Service	13

**Other Referring Agencies:** Rep. Brown’s Office, Rep. Madden’s Office, Monroe County Grants Office, March of Dimes, Women’s Resources of Monroe County, Redevelopment Authority of Monroe County, PMSD, ESASD, ESU, NCC Monroe Campus, Weatherization, Salvation Army, Monroe County Area Agency on Aging, Integra Home Counseling, PA American Water, Geisinger Health Insurance, Hope for Veterans, American Cancer Society, Family Promise, Public Utility Commission, Tobyhanna Army Depot, MHDS, RSVP, St. Luke’s Hospital, Salisbury Behavioral Health, MCTA, Middle Smithfield Twp., Nurse Family Partnership, Paradise Falls Lutheran Assoc., Pocono Mt. Ecumenical Hunger Ministry, 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](mailto:info@poconoinfo.org)

