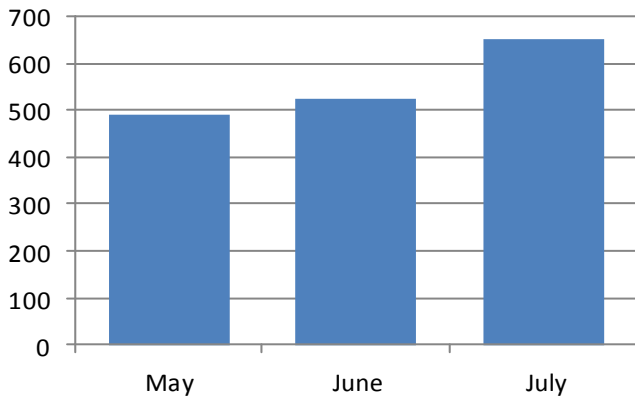




PoconoInfo Monthly Report

July 2017 - Monroe County, PA



INFORMATION & REFERRAL REQUESTS

Total Individuals Served: **653**

Requests for Help: 611

Requests to Help: 42

Referral Calls: 598

Information Calls: 55



★ **Percentage Receiving No Referrals: 23%**

POCONOINFO.ORG WEB VISITS: **8,277**

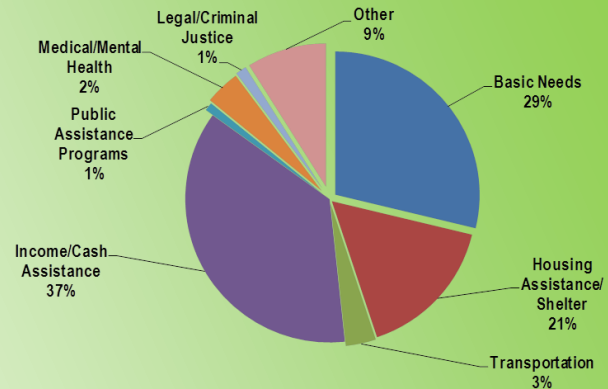
PERSON MAKING THE CALL TO POCONOINFO	
Client in Need	578
Client's Relative	20
Client's Representative <i>(Individual that is calling on a client's behalf)</i>	39
Client's Service Provider <i>(Professional that provides client a service)</i>	16

GENDER

Comparison of Male/Female callers:

	Males 120		Females 533
Undetermined Gender = 0			

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:

- **40%** Utilities
- **18%** Transportation
- **18%** Housing/Shelters
- **15%** Rent/Mortgage
- **9%** 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 Tobyhanna resident called because she needed furniture and baby supplies. The PoconoInfo staff referred her to Trinity Treasure Trove and the Bushkill Baby Pantry. She was happy to report that she received the furniture and baby supplies that she needed from both agencies.

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

Successful referral	16	Still in process with referral agency	7
Unsuccessful referral	33	Did not follow through with referral	13
Contact attempted but not made	10	Client working on own solution	3

Geographic Demographics of PoconoInfo Clients:	Individuals Served
Tobyhanna/Coolbaugh/Mt. Pocono/Pocono Summit/Pocono Twp./Tunkhannock Twp.	176
Pocono Lake/Pocono Pines/Long Pond/Blakeslee	23
Stroudsburg/Stroud Twp	78
East Stroudsburg/Delaware Water Gap/Smithfield/Shawnee	107
Bartonsville/Tannersville/Reeders/Scotrun/Jackson Twp	10
Chestnuthill Twp/Hamilton Twp/Saylorsburg/Brodheadsville/Effort/Gilbert/Kunkletown/Ross/Polk/Hamilton/Eldred Twp/Kresgeville/Snydersville/Sciota	65
Middle SmithfieldTwp/Marshalls Creek/Bushkill	13
Price Twp/Barrett Twp/Cresco/Canadensis/Paradise Twp/Henryville	23
No Address/Location Given	37
Calls From Individuals that Reside Outside of Monroe County	59
Homeless/No Residency = <i>(clients identified themselves as homeless)</i>	62

Clients referred to PoconoInfo from:

United Way	23	PPL Electric	46	Monroe County Assistance Office	65
PA 211	78	Dollar Energy	38	Red Cross of the Poconos	20
Local Churches	10	Monroe County Habitat for Humanity	13	PA Elks Home Services	13

Other Referring Agencies: Sen. Mario Scavello’s Office, Rep. Rosemary Brown’s Office, Rep. Maureen Madden’s Office, Monroe County Grants Office, Salvation Army, LIHEAP, Northampton Community College, Monroe County Children & Youth, MHDS, Women’s Resources of Monroe County, MetEd, Public Utility Commission, Lehigh Valley Hospital-Pocono, St. Luke’s Hospital, Hope for Veterans, Housing Authority of Monroe County, PVEN Food Pantry, Eastburg Community Alliance, ESASD, Integra Home Counseling, AARP, 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

