

INFORMATION & REFERRAL REQUESTS

Total Individuals Served: **731**

Requests for Help: 669

Requests to Help: 62

Referral Calls: 702

Information Calls: 29

★ **Percentage Receiving No Referrals: 11%**

POCONOINFO.ORG WEB VISITS: **6,629**

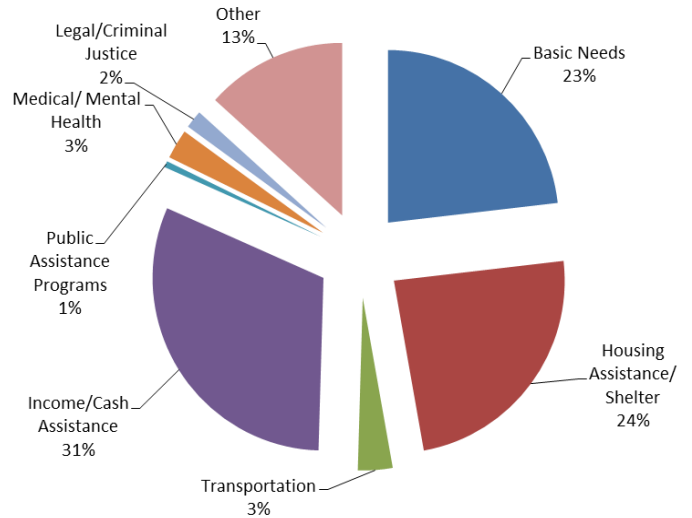
PERSON MAKING THE CALL TO POCONOINFO	
Client in Need	646
Client's Relative	10
Client's Representative <i>(Individual that is calling on a client's behalf)</i>	46
Client's Service Provider <i>(Professional that provides client a service)</i>	29

GENDER

Comparison of Male/Female callers:

	Males 153		Females 572
Undetermined Gender = 6			

POCONOINFO REPORTED NEEDS



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

REFERRALS FOR OTHER NEEDS INCLUDE:

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

UNMET NEEDS = 153

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

- **47%** Utilities
- **19%** Transportation
- **8.5%** Housing/Shelters
- **17%** Rent/Mortgage
- **8.5%** Other Needs

ADVOCACY CALLS - 20

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

PoconoInfo Success Story – PoconoInfo received a call from an employee at Center for Vision Loss. Their client had very low vision and needed someone to help pack her belongings so that she could move. The PoconoInfo call specialist referred her to RSVP to see if their volunteers could help. The Center for Vision Loss staff member reported back that the client did receive packing assistance from the RSVP volunteers.

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

Successful referral	16	Still in process with referral agency	26
Unsuccessful referral	42	Did not follow through with referral	3
Contact attempted but not made	0	Client working on own solution	0

Geographic Demographics of PoconoInfo Clients:	Individuals Served
Tobyhanna/Coolbaugh/Mt. Pocono/Pocono Summit/Pocono Twp./Tunkhannock Twp.	167
Pocono Lake/Pocono Pines/Long Pond/Blakeslee	15
Stroudsburg/Stroud Twp.	149
East Stroudsburg/Delaware Water Gap/Smithfield/Shawnee	100
Bartonsville/Tannersville/Reeders/Scotrun/Jackson Twp.	20
Chestnuthill Twp./Hamilton Twp./Saylorburg/Brodheadslee/Effort/Gilbert/Kunkletown/Ross/Polk/Hamilton/Eldred Twp./Kresgeville/Snydersville/Sciota	72
Middle Smithfield Twp/Marshalls Creek/Bushkill	33
Price Twp./Barrett Twp./Cresco/Canadensis/Paradise Twp./Henryville	6
No Address/Location Given	23
Calls From Individuals that Reside Outside of Monroe County	49
Homeless/No Residency = (clients identified themselves as homeless)	97

Clients referred to PoconoInfo from:

United Way	10	MetEd	23	Monroe County Assistance Office	58
Local Churches	19	Dollar Energy	68	Street2Feet	13
Salvation Army	36	Family Promise	23	Women’s Resources of Monroe County	16

Other Referring Agencies: Sen. Scavello’s Office, Rep. Madden’s Office, Stroudsburg Area School District, Pleasant Valley School District, East Stroudsburg Area School District, Pocono Mountain School District, Center for Vision Loss, Monroe County Correctional Facility, MCTA, Northampton Community College, Housing Authority of MC, MC Area Agency on Aging, MHDS, VALOR, Pocono Area Transitional Housing, Red Cross of the Poconos, Salisbury Behavioral Health, New Perspectives, Crossroads Community Services, Integra Home Counseling, PPL Electric, PA American Water, Public Utility Commission, Habitat for Humanity, Catholic Social Services, Social Security, LIHEAP, American Cancer Society, ASPCA, St. Luke’s Healthcare, HUD, Getting Ahead, 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

