

INFORMATION & REFERRAL REQUESTS

Total Individuals Served: **692**

Requests for Help: 669

Requests to Help: 23

Referral Calls: 636

Information Calls: 33

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

POCONOINFO.ORG WEB VISITS: **7,305**

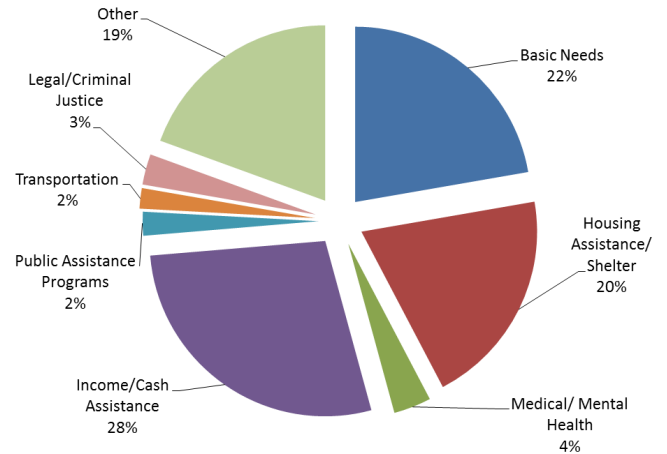
PERSON MAKING THE CALL TO POCONOINFO	
Client in Need	608
Client's Relative	29
Client's Representative <i>(Individual that is calling on a client's behalf)</i>	29
Client's Service Provider <i>(Professional that provides client a service)</i>	26

GENDER

Comparison of Male/Female callers:

	Males 163		Females 529
Undetermined Gender = 0			

POCONOINFO REPORTED NEEDS



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

REFERRALS FOR OTHER NEEDS INCLUDE:

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

UNMET NEEDS = 124

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

- **26%** Utilities
- **11%** Transportation
- **11%** Housing/Shelters
- **26%** Rent/Mortgage
- **26%** 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 an email from a client who had a new motorized transport chair to donate to someone in need. PoconoInfo sent out an email to the Interagency Council to see if any agencies had a client that could use it. Center for Vision Loss had a client with a 14-year-old son who was in need of a transport chair and couldn't afford it. The donor reported back to PoconoInfo that the family picked up the chair the next day and were very grateful for the new chair.

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

Successful referral	20	Still in process with referral agency	3
Unsuccessful referral	39	Did not follow through with referral	13
Contact attempted but not made	3	Client working on own solution	3

Geographic Demographics of PoconoInfo Clients:	Individuals Served
Tobyhanna/Coolbaugh/Mt. Pocono/Pocono Summit/Pocono Twp./Tunkhannock Twp.	115
Pocono Lake/Pocono Pines/Long Pond/Blakeslee	26
Stroudsburg/Stroud Twp.	75
East Stroudsburg/Delaware Water Gap/Smithfield/Shawnee	146
Bartonsville/Tannersville/Reeders/Scotrun/Jackson Twp.	50
Chestnuthill Twp./Hamilton Twp./Saylorsburg/Brodheadslee/Effort/Gilbert/Kunkletown/Ross/Polk/Hamilton/Eldred Twp./Kresgeville/Snydersville/Sciota	80
Middle Smithfield Twp/Marshalls Creek/Bushkill	23
Price Twp./Barrett Twp./Cresco/Canadensis/Paradise Twp./Henryville	27
No Address/Location Given	46
Calls From Individuals that Reside Outside of Monroe County	26
Homeless/No Residency = (clients identified themselves as homeless)	78

Clients referred to PoconoInfo from:

United Way	23	PPL Electric	29	Monroe County Assistance Office	42
Local Churches	13	Dollar Energy	26	Red Cross of the Poconos	13
Salvation Army	13	LIHEAP	20	Women's Resources of MC	16

Other Referring Agencies: Rep. Brown's Office, Rep. Madden's Office, ESASD, PMSD, Monroe County Area Agency on Aging, MHDS, Lehigh Valley Hospital-Pocono, MCTA, New Perspectives, Pocono Area Transitional Housing (PATH), Housing Authority of Monroe County, MetEd, AmeriHealth Caritas, Crossroads Community Services, Geisinger Insurance, Monroe County Grants Office, Integra Home Counseling, Latino Social Services, Lehigh Valley Home Care, Monroe County Emergency Management, Mt. Pocono Medical Center, Pocono Record, Valor Clinic, Women Infants & Children (WIC), Wilkes-Barre VA Medical Center, 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

