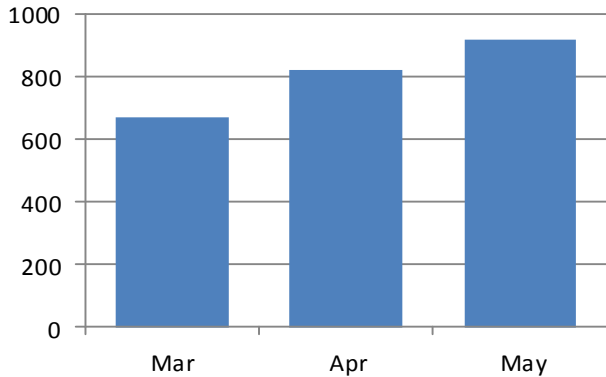




PoconoInfo Monthly Report

May 2017 - Monroe County, PA



INFORMATION & REFERRAL REQUESTS

Total Individuals Served: **917**

Requests for Help: 907

Requests to Help: 10

Referral Calls: 813

Information Calls: 104



★ **Percentage Receiving No Referrals: 4%**

POCONOINFO.ORG WEB VISITS: **10,898**

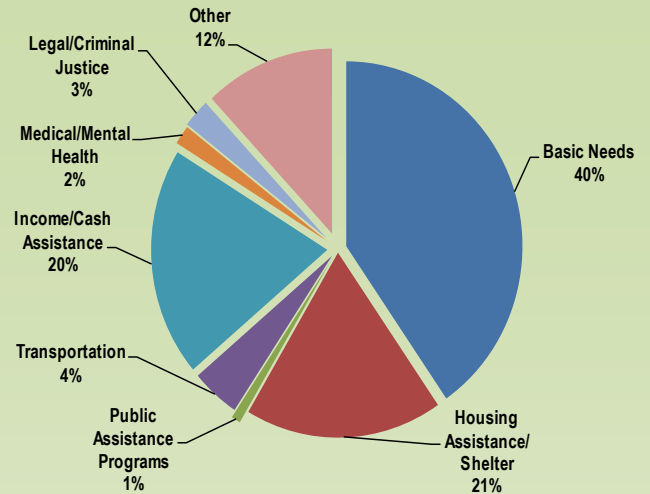
PERSON MAKING THE CALL TO POCONOINFO	
Client in Need	839
Client's Relative	23
Client's Representative <i>(Individual that is calling on a client's behalf)</i>	39
Client's Service Provider <i>(Professional that provides client a service)</i>	16

GENDER

Comparison of Male/Female callers:

	Males 209		Females 705
Undetermined Gender = 3			

POCONOINFO REPORTED NEEDS



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

REFERRALS FOR OTHER NEEDS INCLUDE:

Tax Prep 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:

- **47%** Utilities
- **16%** Transportation
- **25%** Housing/Shelters
- **9%** Rent/Mortgage
- **3%** Other Needs

ADVOCACY CALLS - 16

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



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



PoconoInfo Success Story – Client in Bartonsville called because he lost his job and needed help paying his PPL Electric bill. He was starting a new job the next month, but needed a little help until then. PoconoInfo referred him to Operation Help where he received a one time assistance to get him through the month.

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

Successful referral	65	Still in process with referral agency	7
Unsuccessful referral	49	Did not follow through with referral	16
Contact attempted but not made	26	Client working on own solution	0

Geographic Demographics of PoconoInfo Clients:	Individuals Served
Tobyhanna/Coolbaugh/Mt. Pocono/Pocono Summit/Pocono Twp./Tunkhannock Twp.	225
Pocono Lake/Pocono Pines/Long Pond/Blakeslee	27
Stroudsburg/Stroud Twp	108
East Stroudsburg/Delaware Water Gap/Smithfield/Shawnee	241
Bartonsville/Tannersville/Reeders/Scotrun/Jackson Twp	29
Chestnuthill Twp/Hamilton Twp/Saylorsburg/Brodheadslee/Effort/Gilbert/Kunkletown/Ross/Polk/Hamilton/Eldred Twp/Kresgeville/Snydersville/Sciota	88
Middle SmithfieldTwp/Marshalls Creek/Bushkill	26
Price Twp/Barrett Twp/Cresco/Canadensis/Paradise Twp/Henryville	23
No Address/Location Given	3
Calls From Individuals that Reside Outside of Monroe County	36
Homeless/No Residency = (clients identified themselves as homeless)	111

Clients referred to PoconoInfo from:

United Way	36	PPL Electric	185	Monroe County Assistance Office	62
PA 211	133	LIHEAP	29	Red Cross of the Poconos	23
Local Churches	29	Monroe County Habitat for Humanity	7	Salvation Army	9

Other Referring Agencies: Sen. Mario Scavello’s Office, Rep. Rosemary Brown’s Office, Rep. Maureen Madden’s Office, Monroe County Grants/Admin Office, Monroe County Area Agency on Aging, Monroe County Housing Authority, Nurse Family Partnership, Northampton Community College, MC Redevelopment Authority, CareerLink, Children & Youth, Head Start, Dollar Energy, Family Promise, Crossroads, Pocono Services for Families & Children, Street2Feet, Salisbury Health, PVEN, Internet, Flyer, Friends/Family



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