

INFORMATION & REFERRAL REQUESTS

Total Individuals Served: **751**

Requests for Help: 702

Requests to Help: 49

Referral Calls: 722

Information Calls: 29

★ **Percentage Receiving No Referrals: 10%**

POCONOINFO.ORG WEB VISITS: **6,872**

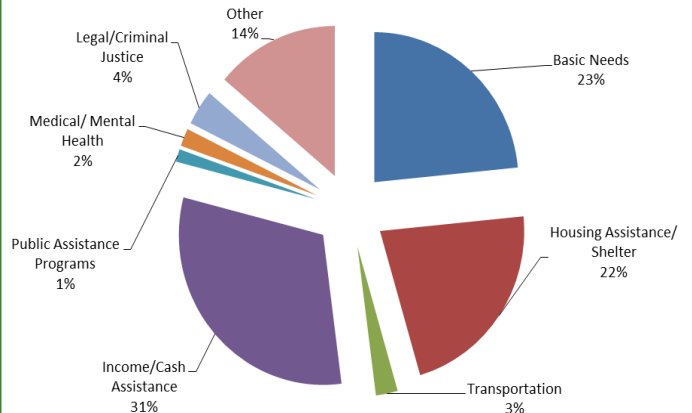
PERSON MAKING THE CALL TO POCONOINFO	
Client in Need	650
Client's Relative	46
Client's Representative <i>(Individual that is calling on a client's behalf)</i>	29
Client's Service Provider <i>(Professional that provides client a service)</i>	26

GENDER

Comparison of Male/Female callers:

	Males 169		Females 579
Undetermined Gender = 3			

POCONOINFO REPORTED NEEDS



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

REFERRALS FOR OTHER NEEDS INCLUDE:

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

UNMET NEEDS = 198

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

- **45%** Utilities
- **16%** Transportation
- **6%** Housing/Shelters
- **17%** Rent/Mortgage
- **16%** Other Needs

ADVOCACY CALLS - 29

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

PoconoInfo Success Story – PoconoInfo received a call from a participant with Leadership Pocono. They had a large amount of prepared food left from their program and needed to know where they could donate it. PoconoInfo gave her the number to a local church in Stroudsburg that was serving a community meal that night. The church was able to take the food to give out to individuals in need.

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

Successful referral	10	Still in process with referral agency	29
Unsuccessful referral	23	Did not follow through with referral	3
Contact attempted but not made	10	Client working on own solution	0

Geographic Demographics of PoconoInfo Clients:	Individuals Served
Tobyhanna/Coolbaugh/Mt. Pocono/Pocono Summit/Pocono Twp./Tunkhannock Twp.	184
Pocono Lake/Pocono Pines/Long Pond/Blakeslee	34
Stroudsburg/Stroud Twp.	123
East Stroudsburg/Delaware Water Gap/Smithfield/Shawnee	111
Bartonsville/Tannersville/Reeders/Scotrun/Jackson Twp.	12
Chestnuthill Twp./Hamilton Twp./Saylorsburg/Brodheadslee/Effort/Gilbert/Kunkletown/Ross/Polk/Hamilton/Eldred Twp./Kresgeville/Snydersville/Sciota	81
Middle Smithfield Twp/Marshalls Creek/Bushkill	44
Price Twp./Barrett Twp./Cresco/Canadensis/Paradise Twp./Henryville	3
No Address/Location Given	29
Calls From Individuals that Reside Outside of Monroe County	26
Homeless/No Residency = (clients identified themselves as homeless)	104

Clients referred to PoconoInfo from:

United Way	29	MetEd	26	Monroe County Assistance Office	52
Local Churches	23	Dollar Energy	68	Street2Feet	20
Salvation Army	20	LIHEAP	26	Women’s Resources of Monroe County	20

Other Referring Agencies: Rep. Brown’s Office, Rep. Madden’s Office, Stroudsburg Area School District, Pleasant Valley School District, Northampton Community College, Monroe County Courthouse, Housing Authority of Monroe County, Monroe County Area Agency on Aging, MHDS, VALOR, Pocono Area Transitional Housing, Red Cross of the Poconos, Crossroads Community Services, Geisinger Health Plan, Integra Home Counseling, PVEN, PPL Electric, PA American Water, Public Utility Commission, Family Promise, Habitat for Humanity, Aetna Health Plan, Brookmont Health Care, Catholic Social Services, Children & Youth, Salisbury Behavioral Health, IRS, New Perspectives, Pocono Record, Social Security, United Healthcare, US Probation Parole Office, 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

