

INFORMATION & REFERRAL REQUESTS

Total Individuals Served: **816**

Requests for Help: 774

Requests to Help: 42

Referral Calls: 754

Information Calls: 62

★ **Percentage Receiving No Referrals: 19%**

POCONOINFO.ORG WEB VISITS: **7,950**

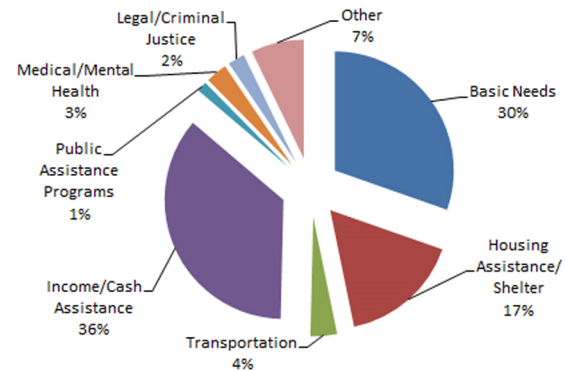
| PERSON MAKING THE CALL TO POCONOINFO | |
|---|-----|
| Client in Need | 719 |
| Client's Relative | 29 |
| Client's Representative <i>(Individual that is calling on a client's behalf)</i> | 39 |
| Client's Service Provider <i>(Professional that provides client a service)</i> | 29 |

GENDER

Comparison of Male/Female callers:

| | | | |
|--------------------------------|---------------------|--|-----------------------|
| | Males 176 | | Females 634 |
| Undetermined Gender = 6 | | | |

POCONOINFO REPORTED NEEDS



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

REFERRALS FOR OTHER NEEDS INCLUDE:

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

UNMET NEEDS

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

- **32%** Utilities
- **17%** Transportation
- **8%** Housing/Shelters
- **31%** Rent/Mortgage
- **12%** Other Needs

ADVOCACY CALLS - 42

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

PoconoInfo Success Story – A mother in Stroudsburg contacted PoconoInfo in need of beds and dressers for her children’s room. PoconoInfo Call Specialist referred her to Treasure Trove and Family Promise. She called back to say that she received furniture from both agencies .

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

| | | | |
|--------------------------------|-----------|---------------------------------------|-----------|
| Successful referral | 55 | Still in process with referral agency | 7 |
| Unsuccessful referral | 42 | Did not follow through with referral | 10 |
| 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. | 228 |
| Pocono Lake/Pocono Pines/Long Pond/Blakeslee | 15 |
| Stroudsburg/Stroud Twp. | 85 |
| East Stroudsburg/Delaware Water Gap/Smithfield/Shawnee | 107 |
| Bartonsville/Tannersville/Reeders/Scotrun/Jackson Twp. | 59 |
| Chestnuthill Twp./Hamilton Twp./Sailorsburg/Brodheadslee/Effort/Gilbert/Kunkletown/Ross/Polk/Hamilton/Eldred Twp./Kresgeville/Snydersville/Sciota | 125 |
| Middle Smithfield Twp/Marshalls Creek/Bushkill | 10 |
| Price Twp./Barrett Twp./Cresco/Canadensis/Paradise Twp./Henryville | 31 |
| No Address/Location Given | 39 |
| Calls From Individuals that Reside Outside of Monroe County | 55 |
| Homeless/No Residency = (clients identified themselves as homeless) | 62 |

Clients referred to PoconoInfo from:

| | | | | | |
|----------------|-----|---------------|-----|---------------------------------|----|
| United Way | 16 | PPL Electric | 189 | Monroe County Assistance Office | 85 |
| PA 211 | 179 | Dollar Energy | 13 | Red Cross of the Poconos | 33 |
| Local Churches | 46 | LiHeap | 20 | Salvation Army | 16 |

Other Referring Agencies: Sen. Scavello’s Office, Rep. Brown’s Office, Rep. Rader’s Office, Monroe County Grants Office, Women’s Resources of Monroe County, Monroe County Area Agency on Aging, PVSD, PMSD, Habitat for Humanity, MetEd, Pocono Services for Families & Children, Nurse Family Partnership, LHV Hospital-Pocono, St. Luke’s Hospital, Redevelopment Authority, MC Weatherization, VALOR, Pocono Area Transitional Housing (PATH), Visiting Nurse Association (VNA), Public Utility Commission (PUC), Social Security Administration, AARP Foundation, Blue Cross Blue Shield, Family Promise, Burnley Workshop, Housing Authority of MC, PA American Water, PA Elks, Mt. Valley Orthopedics, Fresenius Health, Retro Fitness, 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

