

INFORMATION & REFERRAL REQUESTS

Total Individuals Served: **842**

Requests for Help: 787

Requests to Help: 55

Referral Calls: 790

Information Calls: 52



★ **Percentage Receiving No Referrals: 27%**

POCONOINFO.ORG WEB VISITS: **8,275**

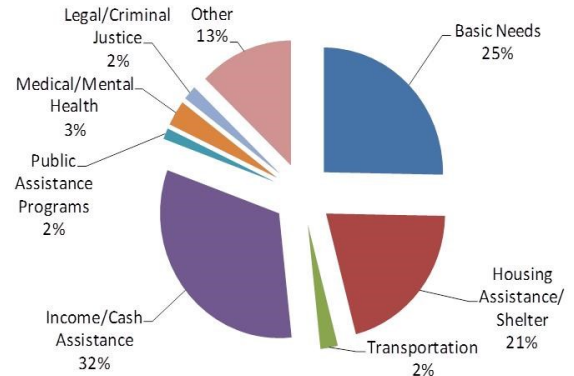
PERSON MAKING THE CALL TO POCONOINFO	
Client in Need	741
Client's Relative	26
Client's Representative <i>(Individual that is calling on a client's behalf)</i>	42
Client's Service Provider <i>(Professional that provides client a service)</i>	33

GENDER

Comparison of Male/Female callers:

	Males 195		Females 647
Undetermined Gender = 0			

POCONOINFO REPORTED NEEDS



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

REFERRALS FOR OTHER NEEDS INCLUDE:

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

UNMET NEEDS

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

- **35%** Utilities
- **11%** Transportation
- **9%** Housing/Shelters
- **33%** Rent/Mortgage
- **12%** Other Needs

ADVOCACY CALLS - 16

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

PoconoInfo Success Story – PoconoInfo was contacted by local businesses that had a large surplus of jackets and luggage to donate to the community. PoconoInfo contacted agencies in the county that assist homeless veterans, individuals, families & youth and others in need. Thirteen agencies came out for the distribution and were grateful to have the luggage and jackets to give to their clients.

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

Successful referral	23	Still in process with referral agency	16
Unsuccessful referral	29	Did not follow through with referral	13
Contact attempted but not made	3	Client working on own solution	7

Geographic Demographics of PoconoInfo Clients:	Individuals Served
Tobyhanna/Coolbaugh/Mt. Pocono/Pocono Summit/Pocono Twp./Tunkhannock Twp.	237
Pocono Lake/Pocono Pines/Long Pond/Blakeslee	29
Stroudsburg/Stroud Twp.	101
East Stroudsburg/Delaware Water Gap/Smithfield/Shawnee	114
Bartonsville/Tannersville/Reeders/Scotrun/Jackson Twp.	29
Chestnuthill Twp./Hamilton Twp./Saylorburg/Brodheads ville/Effort/Gilbert/Kunkletown/Ross/Polk/Hamilton/Eldred Twp./Kresgeville/Snydersville/Sciota	65
Middle SmithfieldTwp/Marshalls Creek/Bushkill	10
Price Twp./Barrett Twp./Cresco/Canadensis/Paradise Twp./Henryville	33
No Address/Location Given	39
Calls From Individuals that Reside Outside of Monroe County	52
Homeless/No Residency = (clients identified themselves as homeless)	133

Clients referred to PoconoInfo from:

United Way	23	PPL Electric	98	Monroe County Assistance Office	55
PA 211	215	Dollar Energy	46	Red Cross of the Poconos	20
Local Churches	33	Habitat for Humanity	29	Salvation Army	16

Other Referring Agencies: Rep. Maureen Madden’s Office, Rep. Jack Rader’s Office, Monroe County Grants Office, Women’s Resources of Monroe County, Monroe County Area Agency on Aging, Crossroads Community Services, Catholic Social Services, Geisinger Health System, LIHEAP, PVSD, SASD, PMSD, Integra Home Counseling, American Cancer Society, MetEd, Bayada Hospice, CAME Food Pantry, Pocono Services for Families & Children, Hope for Veterans, Nurse Family Partnership, LHV Hospital-Pocono, MHDS, VA Medical Center-Wilkes-Barre, Women, Infants & Children (WIC), Kiwanis Club of Stroudsburgs, PNC Bank, Morgan Stanley, Quiet Valley, 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

