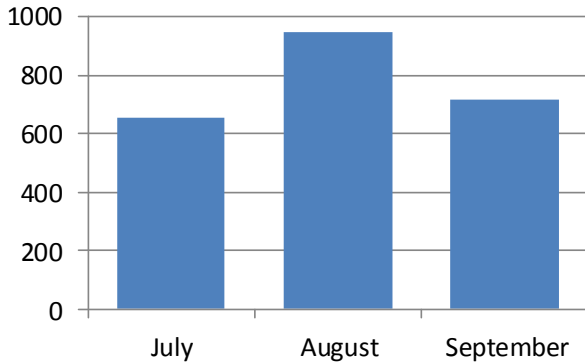




PoconoInfo Monthly Report

September 2017 - Monroe County, PA



INFORMATION & REFERRAL REQUESTS

Total Individuals Served: **715**

Requests for Help: 679

Requests to Help: 36

Referral Calls: 689

Information Calls: 26



★ **Percentage Receiving No Referrals: 20%**

POCONOINFO.ORG WEB VISITS: **9,873**

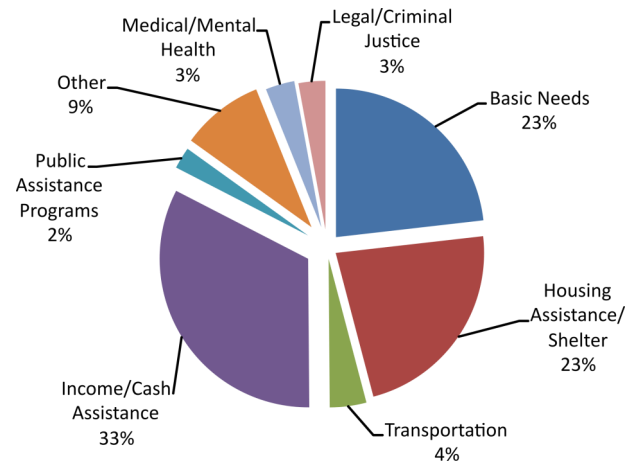
PERSON MAKING THE CALL TO POCONOINFO	
Client in Need	650
Client's Relative	16
Client's Representative <i>(Individual that is calling on a client's behalf)</i>	33
Client's Service Provider <i>(Professional that provides client a service)</i>	16

GENDER

Comparison of Male/Female callers:

	Males 127		Females 588
Undetermined Gender = 0			

POCONOINFO REPORTED NEEDS



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

REFERRALS FOR OTHER NEEDS INCLUDE:

Home Repairs, Moving Assistance, 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:

- **39%** Utilities
- **16%** Transportation
- **13%** Housing/Shelters
- **18%** Rent/Mortgage
- **14%** Other Needs

ADVOCACY CALLS - 26

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

PoconoInfo Success Story – A client in East Stroudsburg called because he had not eaten in days and needed food. His car is not working and he lives too far from the closest food pantry to walk. PoconoInfo sent out an email to local pantries to look for assistance. Innovation Church was the first to respond and delivered food to the client that night.

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

Successful referral	16	Still in process with referral agency	13
Unsuccessful referral	36	Did not follow through with referral	20
Contact attempted but not made	16	Client working on own solution	3

Geographic Demographics of PoconoInfo Clients:	Individuals Served
Tobyhanna/Coolbaugh/Mt. Pocono/Pocono Summit/Pocono Twp./Tunkhannock Twp.	224
Pocono Lake/Pocono Pines/Long Pond/Blakeslee	16
Stroudsburg/Stroud Twp	81
East Stroudsburg/Delaware Water Gap/Smithfield/Shawnee	101
Bartonsville/Tannersville/Reeders/Scotrun/Jackson Twp	16
Chestnuthill Twp/Hamilton Twp/Saylorsburg/Brodheadsville/Effort/Gilbert/Kunkletown/Ross/Polk/Hamilton/Eldred Twp/Kresgeville/Snydersville/Sciota	62
Middle SmithfieldTwp/Marshalls Creek/Bushkill	16
Price Twp/Barrett Twp/Cresco/Canadensis/Paradise Twp/Henryville	13
No Address/Location Given	27
Calls From Individuals that Reside Outside of Monroe County	52
Homeless/No Residency = (clients identified themselves as homeless)	107

Clients referred to PoconoInfo from:

United Way	39	PPL Electric	68	Monroe County Assistance Office	75
PA 211	169	Dollar Energy	49	Red Cross of the Poconos	20
Local Churches	20	Women’s Resources of Monroe County	33	Salvation Army	23

Other Referring Agencies: Rep. Maureen Madden’s Office, Rep. Jack Rader’s Office, Monroe County Grants Office, Monroe County Habitat for Humanity, Housing Authority of Monroe County, Monroe County Area Agency on Aging, Public Utility Commission, Crossroads Community Services, Bushkill Outreach, AARP, Traditional Home Health, FEMA, Apprise, Catholic Social Services, PMSD, Colonial IU 20, Family Promise, Geisinger Health, LIHEAP, Monroe County Weatherization, NHS, Office of Vocational Rehabilitation, PATH, PVSD, Monroe County Redevelopment Authority, United Envelope, UPMC-Altoona , PA Elks Home Services, 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

