

## INFORMATION & REFERRAL REQUESTS

**Total Individuals Served = 367**

Requests for Help = 351

Requests to Help = 16

### Person Calling PoconoInfo:

Client in Need = 334

Client's Relative = 13

Client's Representative = 7

Client's Service Provider = 13

## POCONOINFO SUCCESS STORY

A mother in Stroudsburg contacted the PoconoInfo Helpline looking for volunteer options for her 15-year-old son who needs community service hours for school. She was referred to [VolunteerMonroe.org](http://VolunteerMonroe.org) to search for Monroe County agencies with volunteer opportunities. The mother emailed back to say that her son was able to use the website to find an opportunity with a local food pantry.

## UNMET NEEDS = 143

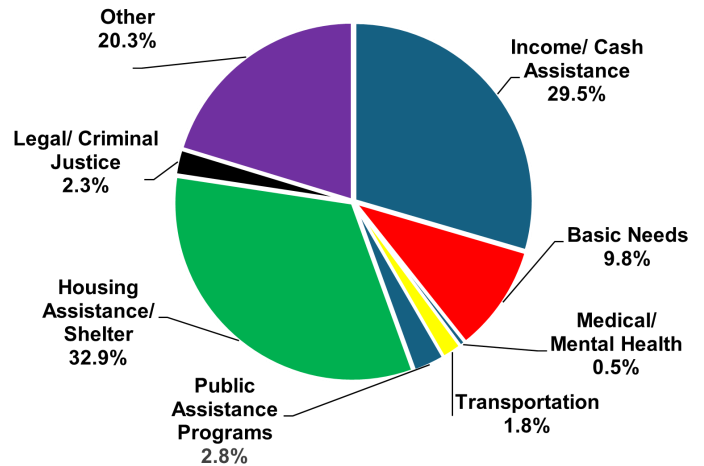
No services available and/or clients did not qualify for assistance for the following needs:

- 11% Utilities
- 0% Transportation
- 14% Housing/Shelters
- 48% Rent/Mortgage
- 27% Other Needs

## Percentage of Clients Receiving

**No Referrals: 35%**

## POCONOINFO REPORTED NEEDS



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

## REFERRALS FOR OTHER NEEDS INCLUDE:

Tax & Money Management Services, Donor & Volunteer/Community Employment Services, Service Opportunities, Consumer Advocacy Services, Individual & Family Support Services

Geographic Demographics of PoconoInfo Clients:	Individuals Served
Tobyhanna/Coolbaugh/Mt. Pocono/Pocono Summit/Pocono Twp./Tunkhannock Twp.	62
Pocono Lake/Pocono Pines/Long Pond/Blakeslee	13
Stroudsburg/Stroud Twp.	111
East Stroudsburg/Delaware Water Gap/Smithfield/Shawnee	55
Bartonsville/Tannersville/Reeders/Scotrun/Jackson Twp.	3
Chestnuthill Twp./Hamilton Twp./Saylorsburg/Brodheads ville/Effort/Gilbert/ Kunkletown/Ross/Polk/Hamilton/Eldred Twp./Kresgeville/Snydersville/Sciota	23
Middle Smithfield Twp/Marshalls Creek/Bushkill	3
Price Twp./Barrett Twp./Cresco/Canadensis/Paradise Twp./Henryville	13
No Address/Location Given	29
Calls From Individuals that Reside Outside of Monroe County	13
<b>Homeless/No Residency</b> = <i>(clients identified themselves as homeless)</i>	42

**Clients referred to PoconoInfo from:**

211	29	Monroe County Office of Aging	10	Monroe County Courthouse/ Magisterial Judges	13
Churches	13	Website/Online	46	Housing Authority of Monroe County	3
Family Promise	7	Salvation Army	3	LIHEAP	13

**Other Referring Agencies:** Senator Rosemary Brown, Representative Maureen Madden, Monroe County Assistance Office, Monroe County Redevelopment Authority, Hughes Library, Northbound, Crossroads, Newton Memorial Hospital Diagnostics, White Birch Drug & Alcohol, landlord, social worker, friends/family



**Questions or comments about this report?**  
 Contact PoconoInfo at 570-517-3954  
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