



Serving N.E. Penna.

Annual Report of Calls
for
July 1, 2007 to June 30, 2008

Calls IN to Help Line	81,881
Calls OUT from Help Line	20,053
RUOK? Calls	11,239
Total Calls	113,175

Help Line is a program of Family Service Association of Wyoming Valley.

CONTENTS

PROBLEMS/NEED CATEGORY STATISTICS

Calls to Help Line are categorized into Problem areas, then into sub categories for needs the Help Line caseworker. If a need has a \ (backward slash) in front of the sub category, this means that this need is no longer an active category; it has been combined into another need.

CITY LISTING

During this reporting period calls were documented from 28 different states and from Canada to Help Line. Help Line's coverage is Luzerne and Wyoming Counties but calls were received from 32 other counties in Pennsylvania.

City Listings on the following pages are cities that calls were documented from. For cities that are not in our database, another city was chosen from the same Pennsylvania county for documentation purposes. The same hold true for cities in different states that are not listed in our database.

DEMOGRAPHIC INFORMATION

SOURCE OF REFERRAL

Is the source that the consumer identified as to how they came about to call Help Line.

REFERRAL REPORT

These are the names of programs and the number of referrals that were made to each program during this reporting period.

UNMET NEEDS REPORT

These needs could not be met for variety of reason. Examples of unmet needs are; the consumer was ineligible for services, the programs are closed, or there is no service to meet their particular need.

Category	Period Total	Prior YTD	Year To Date
ABUSE/NEGLECT			
Elder Abuse/Neglect/Exploit.	17	0	17
Child Abuse/Neglect	242	0	242
Domestic Assault	80	0	80
Domestic Violence Counseling	144	0	144
Victim Assault/Counseling	75	0	75
PFA	91	0	91
Sub Total	649	0	649
AGING			
Supplemental Insurance	4	0	4
Medicaid/Medicare	16	0	16
PACE	16	0	16
Aging Services	330	0	330
Senior Socialization Programs	30	0	30
Sub Total	396	0	396
ADOPTION/FOSTER CARE\GROUP			
Sub Total	48	0	48
ANIMALS/ANIMAL CONTROL			
Pest Control	7	0	7
Rat Control	0	0	0
Rodent/Skunks	1	0	1
Animal Shelter	58	0	58
Other	33	0	33
Veterinary Care	12	0	12
Sub Total	111	0	111
BUSINESS/INDUSTRY			
Small Business Information	4	0	4
Business Address	3	0	3
Business Phone	565	0	565
Sub Total	572	0	572
CASE MANAGEMENT			
Sub Total	7	0	7
CLOTHING			
Baby Clothing	22	0	22
Children's Clothing	11	0	11
Diapers	28	0	28
Maternity Clothing	1	0	1
Other Clothing	47	0	47
Sub Total	109	0	109
CRIME			
Rape/Sexual Assault	1	0	1
Missing Persons	0	0	0
Crime Watch	3	0	3
Other Crimes	14	0	14
Other Crimes	2	0	2
Sub Total	20	0	20

Date Run:
08/14/2008

PROBLEMS/NEED CATEGORY STATISTICS

Report period: 07/01/2007 to 06/30/2008

<u>Category</u>	<u>Period Total</u>	<u>Prior YTD</u>	<u>Year To Date</u>
CONSUMER			
Consumer Advocacy	72	0	72
Consumer Complaints	342	0	342
Consumer Protection	12	0	12
Consumer Information	1618	0	1618
Credit Counseling	12	0	12
Credit Info. (Reports, etc.)	14	0	14
Fraud	17	0	17
General	3	0	3
Sub Total	2090	0	2090
CRISIS LINES			
Sub Total	17502	0	17502
DAY CARE/CHILD CARE			
Alzheimer's Day Care	0	0	0
Child Care	66	0	66
Adult Day Care	3	0	3
Out of Home Respite Care	8	0	8
Mentoring Programs	3	0	3
Financial Assistance	74	0	74
Car Seats	2	0	2
Sub Total	156	0	156
COUNSELING			
Child	71	0	71
Adolescent	67	0	67
Eating Disorders	6	0	6
Death/Grief	25	0	25
Adult	350	0	350
GAMBLING	14	0	14
Family	40	0	40
Credit Counseling	44	0	44
D & A Counseling	36	0	36
Runaways	6	0	6
War Related Issues	1	0	1
Sub Total	660	0	660

Category	Period Total	Prior YTD	Year To Date
FSA - Family Visitation Progra	19	0	19
Transportation - Cancel	1197	0	1197
Red Cross Work Alone	5	0	5
CEO-Other	67	0	67
Bridge Youth Service	32	0	32
D & A Detox	47	0	47
Safe School Tipline	7	0	7
Transportation Spanish	88	0	88
Transportation	812	0	812
County MR Program	398	0	398
\County Drug and Alcohol	0	0	0
CCS - Wyoming County	197	0	197
\FSA - Parent Share	0	0	0
\FSA - Luzerne Co. Housing Aut	0	0	0
Aging	454	0	454
Wyoming Valley Aids Council	0	0	0
\VRC-Carbon County	0	0	0
\VRC - Wyoming County	0	0	0
Sub Total	17502	0	17502

DAY CARE/CHILD CARE

Alzheimer's Day Care	0	0	0
Child Care	66	0	66
Adult Day Care	3	0	3
Out of Home Respite Care	8	0	8
Mentoring Programs	3	0	3
Financial Assistance	74	0	74
Car Seats	2	0	2
Sub Total	156	0	156

COUNSELING

Child	71	0	71
Adolescent	67	0	67
Eating Disorders	6	0	6
Death/Grief	25	0	25
Adult	350	0	350
GAMBLING	14	0	14
Family	40	0	40
Credit Counseling	44	0	44
D & A Counseling	36	0	36
Runaways	6	0	6
War Related Issues	1	0	1
Sub Total	660	0	660

NO BUTTS

Cessation Programs	11	0	11
Education/Prevention	4	0	4
Telephone Reassurance	0	0	0
Compliance	0	0	0
Sub Total	15	0	15

Category	Period Total	Prior YTD	Year To Date
DONATIONS INFORMATION			
Clothing	77	0	77
Financial	4	0	4
Household/Furniture	91	0	91
Medical Equipment	24	0	24
Other	82	0	82
Sub Total	278	0	278
EDUCATION			
Adult Education	34	0	34
Education for Children	113	0	113
Displaced Homemaker	0	0	0
ESL	4	0	4
Special Education	15	0	15
Parenting Classes	18	0	18
Vocational/Community Education	8	0	8
Literacy/Library	57	0	57
Tutoring	2	0	2
Educational Counseling	3	0	3
School Issues/Problems	6	0	6
GED	15	0	15
Charter Schools	0	0	0
Sub Total	275	0	275
EMERGENCIES			
\9-1-1 Issues	0	0	0
Poison Control	15	0	15
Ambulance/Paramedics	14	0	14
Fire/Rescue	7	0	7
Police/Sheriff/State Police	285	0	285
Disaster, Natural or Man	15	0	15
Emergency Room/Hospital	30	0	30
\Hospital	0	0	0
\Personal Crisis, Mental Healt	0	0	0
Other Crisis	24	0	24
\Crime Watch	0	0	0
Terroristic Acts	0	0	0
Sub Total	390	0	390
EMPLOYMENT			
Job Search/Placement	97	0	97
Job Training	20	0	20
\Unemployment Insurance	0	0	0
Job Safety	1	0	1
Sheltered Employment	2	0	2
Unemployment Compensation	40	0	40
Subsidized Employment	2	0	2
\EAP/Elder Care/Partners	0	0	0
Employee Complaint	29	0	29
Youth Employment	3	0	3
Vocational Rehabilitation	20	0	20

Category	Period Total	Prior YTD	Year To Date
Sub Total	214	0	214
ENVIRONMENT			
Environmental Protection	28	0	28
\Pest Control	0	0	0
Pollution	2	0	2
\Rat Control	0	0	0
Sanitation	0	0	0
\Rodents/Skunks	0	0	0
Sub Total	30	0	30
FIN. ASSISTANCE & SUPPORT			
Emergency Financial Aid	229	0	229
Educational Financial Assist.	14	0	14
Burial Assistance/Funeral	20	0	20
Public Assistance/Welfare	191	0	191
Utility, Gas	69	0	69
Utility, Water	35	0	35
Utility, Electric	145	0	145
Utility, Telephone	26	0	26
Rent, Financial Aid	196	0	196
Fuel Program/Weatherization	518	0	518
Travlers Aid	69	0	69
Child Support	75	0	75
\Money Mgt./Budget Counsel	0	0	0
\Tax Preparation	0	0	0
Food Stamps	113	0	113
Black Lung	1	0	1
HUD Assistance	11	0	11
Financial Aid for Med. Care	47	0	47
Home Repairs	38	0	38
SSI/Medicaid	17	0	17
SSA/Medicare	14	0	14
Optional State Supplement	1	0	1
Loans(Personal/Small Business)	3	0	3
V.A. Benefits	0	0	0
Social Security	140	0	140
Property Tax/Rent Rebate	80	0	80
Loans - Mortgages	49	0	49
Income Maintenance	4	0	4
Loans - Home Improvement	6	0	6
Medication Assistance	51	0	51
Sub Total	2162	0	2162
FOOD			
Emergency Food	102	0	102
Non-Emergency Food	12	0	12
Home Delivered Meals	51	0	51
Meal Sites	92	0	92
\Food Stamps	0	0	0
Nutrition Education	3	0	3

Category	Period Total	Prior YTD	Year To Date
Nutrition Counseling	3	0	3
Food Banks	228	0	228
Baby Formula	20	0	20
WIC	79	0	79
Sub Total	590	0	590
FUNDING AGENCIES			
Sub Total	3	0	3
GANGS, RELATED PROBLEMS			
Sub Total	1	0	1
GOVERNMENT/TAXES			
\Immigration/Refugees	0	0	0
\Taxes	0	0	0
\Licensing	0	0	0
\Marriage License	0	0	0
\Death Certificate	0	0	0
Taxes/Tax Preparation	282	0	282
\Coroner	0	0	0
Local Government	137	0	137
County Government	344	0	344
State Government	294	0	294
Federal Government	155	0	155
\Voter Services	0	0	0
Legislators	9	0	9
\Prison	0	0	0
\Passports	0	0	0
\Vital Statistics	0	0	0
Sub Total	1221	0	1221
GUARDIANSHIP			
Sub Total	3	0	3
HANDICAPS			
Visual Impairment/Blindne	19	0	19
Hearing Impairment/Deafne	19	0	19
Developmental Disability	21	0	21
Physical Handicap	34	0	34
Educational	1	0	1
Mental Disabilities	5	0	5
Sub Total	99	0	99
HEALTH/MEDICAL			
Alzheimer's Disease	6	0	6
Medical/Health Informatio	220	0	220
Medical Care/Treatment	223	0	223
Medical Equipment/Supplie	22	0	22
Hospice	2	0	2
Sexually Transmitted Dise	25	0	25
AIDS/HIV Info-Tests-Treatment	26	0	26
Pregnancy/Prenatal Care	72	0	72
Family Planning/Birth Con	26	0	26

PROBLEMS/NEED CATEGORY STATISTICS
Report period: 07/01/2007 to 06/30/2008

Category	Period Total	Prior YTD	Year To Date
Medication	20	0	20
Free Clinic	352	0	352
Health Complaint	44	0	44
Physicians Referral	12	0	12
Blood/Organ Donation	11	0	11
Medication Management	2	0	2
Dental	138	0	138
Bird Flu	1	0	1
V.A. Clinic	0	0	0
Eyeglasses/Hearing Aids	37	0	37
Medical Alert	4	0	4
Immunizations	64	0	64
Elder Care Issues	1	0	1
West Nile Virus	0	0	0
Health Rehabilitative Service	8	0	8
\Vital Statistics - SEE GOVERN	0	0	0
Sub Total	1316	0	1316

HOLIDAY ASSISTANCE

Holiday Gifts	304	0	304
Holiday Food	106	0	106
Holiday Meals	35	0	35
\Valley Santa	0	0	0
Back to School Assistance	0	0	0
\Toys 4 Tots	0	0	0
Valley Santa Problem	71	0	71
Sub Total	516	0	516

HOME HEALTH

Home Nursing	6	0	6
Home Health/Personal Care Aide	16	0	16
Homemaker	3	0	3
Personal Care	3	0	3
Companion	2	0	2
Chore Service	35	0	35
Rehabilitation	1	0	1
Occupational Therapy	0	0	0
Physical Therapy	0	0	0
Respite Care	0	0	0
Friendly Visitors	1	0	1
\Telephone Reassurance	0	0	0
Hospice Care	1	0	1
Shopping Assistance	0	0	0
Sub Total	68	0	68

HOUSEHOLD/FURNITURE

Appliances	10	0	10
Household Goods	3	0	3
Furniture	73	0	73
Sub Total	86	0	86

Category	Period Total	Prior YTD	Year To Date
HOUSING			
Housing Search Assistance	119	0	119
Subsidized Housing	256	0	256
Halfway House	38	0	38
Nursing/Personal Care Homes	34	0	34
Emergency Shelter	781	0	781
Transitional Shelter	159	0	159
\Hospice	0	0	0
Life Care Community	5	0	5
Rental Housing	14	0	14
\Home Repairs	0	0	0
Assisted Living	4	0	4
Lodging	28	0	28
\Housing Licensing	0	0	0
Sub Total	1438	0	1438
INSURANCE			
Children's Insurance	14	0	14
Insurance Info/Assistance	91	0	91
Nursing Home Insurance	1	0	1
Unemployment Insurance	1	0	1
\Supplemental Insurance	0	0	0
\Medicaid	0	0	0
HMO	4	0	4
\PACE	0	0	0
\Medicare	0	0	0
PA Adult Basic Insurance	17	0	17
Sub Total	128	0	128
LEGAL			
Legal Assistance/Represen	388	0	388
Delinquency	1	0	1
Discrimination	19	0	19
Victim Services	0	0	0
Custody	75	0	75
Probation/Parole/Diversion	14	0	14
Other Court Services	58	0	58
Divorce	13	0	13
District Justices	105	0	105
Small Claims	0	0	0
Wills	7	0	7
Landlord/Tenant	123	0	123
Criminal Case	32	0	32
Civil Case	18	0	18
Pro Bono Lawyer	3	0	3
Ombudsman	3	0	3
Sub Total	859	0	859

Category	Period Total	Prior YTD	Year To Date
MENTAL HEALTH			
Mental Health Information	418	0	418
Mental Illness	15	0	15
Emotional Distress	45	0	45
\Medication Management	0	0	0
Depression	39	0	39
\Family Relationship Probl	0	0	0
Other Interpersonal Probl	5	0	5
\Eating Disorders	0	0	0
Other Counseling	22	0	22
302/201 Issues	178	0	178
Death/Grief	1	0	1
Anger Management	33	0	33
Psychiatric Treatment	124	0	124
\Adolescent Counseling	0	0	0
Out of area Crisis Lines	83	0	83
\Children's Counseling	0	0	0
Anxiety/Panic Disorder	8	0	8
\Individual Counseling	0	0	0
Sub Total	971	0	971
RAPE/SEXUAL ASSAULT			
Sub Total	2	0	2
RECREATION/SOCIAL/CLUBS/ORGS			
Clubs	9	0	9
Organizations	148	0	148
Recreation Facilities/Programs	79	0	79
\Senior Socialization Programs	0	0	0
Social Events	8	0	8
Religious	24	0	24
Youth Talent Expo	0	0	0
Seasonal Events	15	0	15
Sub Total	283	0	283
RUNAWAYS/MISSING PERSONS			
Missing Children	2	0	2
Missing Adults	0	0	0
Sub Total	2	0	2
SUBSTANCE ABUSE			
Alcohol Abuse/Addiction	68	0	68
Drug Abuse/Addiction	59	0	59
County Funding	52	0	52
Methadone Treatment	40	0	40
\D&A Treatment Facility	0	0	0
Detox/D&A Treatment	566	0	566
Sub Total	785	0	785

Category	Period Total	Prior YTD	Year To Date
SUICIDE			
Information About Suicide	3	0	3
Suicide, Level 1 (Threat)	11	0	11
Suicide, Level 2 (With Plan)	3	0	3
Suicide, Level 3 (In Progress)	3	0	3
Suicide Survivors	0	0	0
Sub Total	20	0	20
TRANSLATION/INTERPRETING			
Language	18	0	18
Hearing Impaired	7	0	7
Sub Total	25	0	25
TELEPHONE REASSURANCE			
Other	24	0	24
Alert Issued	153	0	153
No Call Dates	42	0	42
RUOK	85	0	85
Sub Total	304	0	304
TRANSPORTATION			
Mass Transit/Public Trans	63	0	63
Special Needs Transportat	51	0	51
Subsidized Transportation	141	0	141
Medical Transportation	78	0	78
\Travelers	0	0	0
\Dial-A-Driver	0	0	0
\County Transportation Program	0	0	0
Sub Total	333	0	333
VETERAN SERVICES			
Sub Total	17	0	17
VOLUNTEERISM			
Holiday Volunteering	6	0	6
General Vol. Opportunities	53	0	53
Valley Santa Volunteers	109	0	109
Sub Total	168	0	168
SUPPORT GROUP			
\Handicapped Support Group	0	0	0
Health Support Group	82	0	82
Mental Health Support Groups	86	0	86
Substance Abuse Support Group	377	0	377
\Gay/Lesbian Support Group	0	0	0
\Bereavement Support Group	0	0	0
\Employment Support Group	0	0	0
Physical Support Groups	8	0	8
Other Support Group	152	0	152
\Weight Management	0	0	0
Gambling	37	0	37
Sub Total	742	0	742

Category	Period Total	Prior YTD	Year To Date
TELEPHONE TRANSLATION SERVICE			
Help Line Use	11	0	11
Agency Use	37	0	37
Medical Use	2	0	2
Community Use	2	0	2
Educational Use	0	0	0
Law Enforcement Use	0	0	0
Sub Total	<u>52</u>	<u>0</u>	<u>52</u>
GENERAL INFORMATION			
Inappropriate Caller	266	0	266
Directory Assistance	2125	0	2125
Time/Date/Weather	837	0	837
\Special Kids Network	0	0	0
Help Line Book Info	415	0	415
Directions/Road Conditions	142	0	142
Other Information	575	0	575
I&R Services	251	0	251
Sub Total	<u>4611</u>	<u>0</u>	<u>4611</u>
Grand Total:	<u>40327</u>	<u>0</u>	<u>40327</u>
All Categories			

City	Period Total	Period %	Prior YTD Total	Prior %	New YTD Total	YTD %
Chester	5	0.01	0	0.01	5	0
Chicago	3	0.01	0	0.01	3	0
Clarks Summit	26	0.07	0	0.07	26	0
Coaldale	3	0.01	0	0.01	3	0
Columbia	2	0.01	0	0.01	2	0
Conyngham	51	0.14	0	0.14	51	0
Courtdale	4	0.01	0	0.01	4	0
Dallas	1117	3.01	0	3.01	1117	0
Dallas Township	18	0.05	0	0.05	18	0
DallasTx	1	0.00	0	0.00	1	0
Dalton	4	0.01	0	0.01	4	0
Danville	11	0.03	0	0.03	11	0
Denville	1	0.00	0	0.00	1	0
Des Moines	1	0.00	0	0.00	1	0
Dorrance Township	6	0.02	0	0.02	6	0
Drifton	14	0.04	0	0.04	14	0
Drums	208	0.56	0	0.56	208	0
Dunmore	2	0.01	0	0.01	2	0
Dupont	28	0.08	0	0.08	28	0
Duryea	70	0.19	0	0.19	70	0
Dushore	5	0.01	0	0.01	5	0
East Brunswick	1	0.00	0	0.00	1	0
East Stroudsburg	4	0.01	0	0.01	4	0
Easton	3	0.01	0	0.01	3	0
Edwardsville	764	2.06	0	2.06	764	0
Ephrata	1	0.00	0	0.00	1	0
Erie	5	0.01	0	0.01	5	0
Exeter	181	0.49	0	0.49	181	0
Exeter Township	2	0.01	0	0.01	2	0
Factoryville	43	0.12	0	0.12	43	0
Falls	15	0.04	0	0.04	15	0
Fern Glen	4	0.01	0	0.01	4	0
Forest City	1	0.00	0	0.00	1	0
Fort Washington	3	0.01	0	0.01	3	0
Forty-Fort	95	0.26	0	0.26	95	0
Franklin Township	2	0.01	0	0.01	2	0
Freeland	337	0.91	0	0.91	337	0
Gainesville	3	0.01	0	0.01	3	0
Glen Lyon	124	0.33	0	0.33	124	0
Gouldsboro	2	0.01	0	0.01	2	0
Hamlin	3	0.01	0	0.01	3	0
Hanover Township	460	1.24	0	1.24	460	0
Harding	22	0.06	0	0.06	22	0
Harleigh	3	0.01	0	0.01	3	0
Harrisburg	13	0.04	0	0.04	13	0
Hartford	2	0.01	0	0.01	2	0
Harvey's Lake	241	0.65	0	0.65	241	0
Hawley	1	0.00	0	0.00	1	0
Hazle Township	19	0.05	0	0.05	19	0
Hazleton	2771	7.48	0	7.48	2771	0

City	Period Total	Period %	Prior YTD Total	Prior %	New YTD Total	YTD %
Hershey	2	0.01	0	0.01	2	0
Hobbie	1	0.00	0	0.00	1	0
Hobby	1	0.00	0	0.00	1	0
Honesdale	11	0.03	0	0.03	11	0
Hop Bottom	2	0.01	0	0.01	2	0
Horsham	1	0.00	0	0.00	1	0
Hudson	8	0.02	0	0.02	8	0
Hughestown	43	0.12	0	0.12	43	0
Hughesville	1	0.00	0	0.00	1	0
Hunlock Creek	111	0.30	0	0.30	111	0
Huntington Mills	11	0.03	0	0.03	11	0
Huntington Township	2	0.01	0	0.01	2	0
Inkerman	11	0.03	0	0.03	11	0
Jackson Township	3	0.01	0	0.01	3	0
Jeddo	7	0.02	0	0.02	7	0
Jenkins Township	31	0.08	0	0.08	31	0
Jermyn	5	0.01	0	0.01	5	0
Jersey Shore	2	0.01	0	0.01	2	0
Jessup	1	0.00	0	0.00	1	0
Jim Thorpe	19	0.05	0	0.05	19	0
Junedale	2	0.01	0	0.01	2	0
Kelayres	5	0.01	0	0.01	5	0
King of Prussia	1	0.00	0	0.00	1	0
Kingston	1647	4.44	0	4.44	1647	0
Kunkle	3	0.01	0	0.01	3	0
LaPlume	2	0.01	0	0.01	2	0
Laceyville	33	0.09	0	0.09	33	0
Lafin	6	0.02	0	0.02	6	0
Lake Ariel	1	0.00	0	0.00	1	0
Lake Silkworth	3	0.01	0	0.01	3	0
Lake Winola	7	0.02	0	0.02	7	0
Lakewood	1	0.00	0	0.00	1	0
Lancaster	5	0.01	0	0.01	5	0
Lansford	7	0.02	0	0.02	7	0
Larksville	127	0.34	0	0.34	127	0
Las Vegas	2	0.01	0	0.01	2	0
Lattimer	10	0.03	0	0.03	10	0
Laurel Run	9	0.02	0	0.02	9	0
Lebanon Township (Way)	1	0.00	0	0.00	1	0
Lehigh Township	1	0.00	0	0.00	1	0
Lehigh Valley	2	0.01	0	0.01	2	0
Lehighon	20	0.05	0	0.05	20	0
Lehman	13	0.04	0	0.04	13	0
Lewisburg	2	0.01	0	0.01	2	0
Little Rock	2	0.01	0	0.01	2	0
Lock Haven	1	0.00	0	0.00	1	0
Long Pond	1	0.00	0	0.00	1	0
Los Angeles	2	0.01	0	0.01	2	0
Luzerne	155	0.42	0	0.42	155	0
Mahanoy City	1	0.00	0	0.00	1	0

City	Period Total	Period %	Prior YTD Total	Prior %	New YTD Total	YTD %
Malvern	1	0.00	0	0.00	1	0
McAdoo	72	0.19	0	0.19	72	0
Mechanicsburg	1	0.00	0	0.00	1	0
Mehoopany	44	0.12	0	0.12	44	0
Memphis	2	0.01	0	0.01	2	0
Meshoppen	37	0.10	0	0.10	37	0
Miami	4	0.01	0	0.01	4	0
Milford	3	0.01	0	0.01	3	0
Miners Mills	3	0.01	0	0.01	3	0
Mocanaqua	139	0.38	0	0.38	139	0
Mocanoqua	4	0.01	0	0.01	4	0
Montgomery	1	0.00	0	0.00	1	0
Montrose	15	0.04	0	0.04	15	0
Moosic	55	0.15	0	0.15	55	0
Morristown	3	0.01	0	0.01	3	0
Moscow	5	0.01	0	0.01	5	0
Mount Pleasant	2	0.01	0	0.01	2	0
Mount Pocono	14	0.04	0	0.04	14	0
Mountaintop	342	0.92	0	0.92	342	0
Muhlenberg	17	0.05	0	0.05	17	0
Muncy	2	0.01	0	0.01	2	0
Nanticoke	1705	4.60	0	4.60	1705	0
Nashville	2	0.01	0	0.01	2	0
Nescopeck	56	0.15	0	0.15	56	0
Nesquehoning	3	0.01	0	0.01	3	0
New Albany	4	0.01	0	0.01	4	0
New York	27	0.07	0	0.07	27	0
Newfoundland	2	0.01	0	0.01	2	0
Newport Township	5	0.01	0	0.01	5	0
Nicholson	42	0.11	0	0.11	42	0
Norristown	2	0.01	0	0.01	2	0
Noxen	23	0.06	0	0.06	23	0
Nuangola	39	0.11	0	0.11	39	0
Nuremburg	9	0.02	0	0.02	9	0
Old Forge	8	0.02	0	0.02	8	0
Olyphant	8	0.02	0	0.02	8	0
Onida	1	0.00	0	0.00	1	0
Orange	1	0.00	0	0.00	1	0
Orefield	4	0.01	0	0.01	4	0
Oregon (Wayne)	1	0.00	0	0.00	1	0
Orlando	3	0.01	0	0.01	3	0
Overland Park	1	0.00	0	0.00	1	0
Palmerton	10	0.03	0	0.03	10	0
Pardeesville	4	0.01	0	0.01	4	0
Parsons	11	0.03	0	0.03	11	0
Peckville	1	0.00	0	0.00	1	0
Philadelphia	71	0.19	0	0.19	71	0
Pike's Creek	2	0.01	0	0.01	2	0
Pittsburgh	23	0.06	0	0.06	23	0
Pittston	1400	3.78	0	3.78	1400	0

City	Period Total	Period %	Prior YTD Total	Prior %	New YTD Total	YTD %
Pittston Township	15	0.04	0	0.04	15	0
Plains	287	0.77	0	0.77	287	0
Plains Township	26	0.07	0	0.07	26	0
Plymouth	595	1.61	0	1.61	595	0
Plymouth Township	8	0.02	0	0.02	8	0
Pocono Pines	7	0.02	0	0.02	7	0
Pocono Summit	11	0.03	0	0.03	11	0
Port Jervis	1	0.00	0	0.00	1	0
Pottsville	15	0.04	0	0.04	15	0
Pringle	17	0.05	0	0.05	17	0
Rapid City	1	0.00	0	0.00	1	0
Reading	5	0.01	0	0.01	5	0
Rice Township	3	0.01	0	0.01	3	0
Ringtown	1	0.00	0	0.00	1	0
Rock Glen	25	0.07	0	0.07	25	0
Saint Louis	1	0.00	0	0.00	1	0
Saint Paul	1	0.00	0	0.00	1	0
Salem Township	10	0.03	0	0.03	10	0
Salt Lake City	1	0.00	0	0.00	1	0
Sayre	2	0.01	0	0.01	2	0
Schuylkill Haven	4	0.01	0	0.01	4	0
Scottdale	1	0.00	0	0.00	1	0
Scranton	234	0.63	0	0.63	234	0
Shavertown	106	0.29	0	0.29	106	0
Sheatown	4	0.01	0	0.01	4	0
Shenandoah	32	0.09	0	0.09	32	0
Shickshinny	186	0.50	0	0.50	186	0
Slocum Township	1	0.00	0	0.00	1	0
Springfield	2	0.01	0	0.01	2	0
State College	9	0.02	0	0.02	9	0
Stevensville	1	0.00	0	0.00	1	0
Stillwater	8	0.02	0	0.02	8	0
Stroudsburg	45	0.12	0	0.12	45	0
Sugar Notch	36	0.10	0	0.10	36	0
Sugarloaf	30	0.08	0	0.08	30	0
Summit Hill	3	0.01	0	0.01	3	0
Sunbury	7	0.02	0	0.02	7	0
Suscon	1	0.00	0	0.00	1	0
Susquehanna	2	0.01	0	0.01	2	0
Sweet Valley	109	0.29	0	0.29	109	0
Swoyersville	146	0.39	0	0.39	146	0
Tamaqua	5	0.01	0	0.01	5	0
Tampa	2	0.01	0	0.01	2	0
Taylor	20	0.05	0	0.05	20	0
Tobyhanna	5	0.01	0	0.01	5	0
Towanda	12	0.03	0	0.03	12	0
Tresckow	25	0.07	0	0.07	25	0
Trucksville	131	0.35	0	0.35	131	0
Tulsa	1	0.00	0	0.00	1	0
Tunkhannock	504	1.36	0	1.36	504	0

City	Period Total	Period %	Prior YTD Total	Prior %	New YTD Total	YTD %	
Uncasville	1	0.00	0	0.00	1	0	
Virginia Beach	6	0.02	0	0.02	6	0	
Wanamie	8	0.02	0	0.02	8	0	
Wapwallopen	46	0.12	0	0.12	46	0	
Warrior Run	11	0.03	0	0.03	11	0	
Washington D.C.	1	0.00	0	0.00	1	0	
Waverly	2	0.01	0	0.01	2	0	
Waymart	3	0.01	0	0.01	3	0	
Weatherly	19	0.05	0	0.05	19	0	
Wellsboro	2	0.01	0	0.01	2	0	
West Hazleton	126	0.34	0	0.34	126	0	
West Nanticoke	27	0.07	0	0.07	27	0	
West Pittston	73	0.20	0	0.20	73	0	
West Wyoming	25	0.07	0	0.07	25	0	
White Haven	119	0.32	0	0.32	119	0	
Whitehall	1	0.00	0	0.00	1	0	
Wilkes-Barre	14740	39.77	0	39.77	14740	0	
Wilkes-Barre Township	51	0.14	0	0.14	51	0	
Williamsport	10	0.03	0	0.03	10	0	
Winnipeg	1	0.00	0	0.00	1	0	
Woodbury	2	0.01	0	0.01	2	0	
Worthington	1	0.00	0	0.00	1	0	
Wright Township	3	0.01	0	0.01	3	0	
Wyalusing	2	0.01	0	0.01	2	0	
Wyoming	161	0.43	0	0.43	161	0	
Yatesville	2	0.01	0	0.01	2	0	
York	4	0.01	0	0.01	4	0	
Zion Grove	3	0.01	0	0.01	3	0	
TOTALS:	267 Cities	37062	100.00	0	0.00	37062	100.00

The city used is the search city entered in the contact record.

CONTACT CALLER/GENDER STATISTICS

	% of callers
Female	66.64
Male	31.70
Not documented	1.66

CONTACT CALLER/AGE RANGE STATISTICS

	% of callers
Not documented	3.97
0 – 17	8.19
18 – 59	76.26
60 and over	11.58

“CONTACT IS FROM” STATISTICS

	% of callers
Friend/Relative	4.73
Organization	7.95
Self	87.32

CONTACT TYPE STATISTICS

	% of callers
Emergency Intervention	32.96
Information Only	41.55
Advocacy	7.12
Alert	3.06
Information & Referral	15.31

HOMELESS

	% of callers
Not Documented	29.90
No	67.82
Yes	2.28

Contacts: User-Defined Popop Report**Popup #1 - Source of Referral**

Report Period: 07/01/2007 To: 06/30/2008

Date Run: 08/14/2008

Report Filter Conditions:

City: All

Race: All

Geo Area: All

Call Type: All

Sex: All

Age: From: All To: All

Additional Filter Selected: None

Poup Entry

Agencies - Subtotal	445
Agency Employee - Subtotal	4099
Agency Referral - Subtotal	1116
Attorney - Subtotal	6
Business - Subtotal	112
CareerLink - Subtotal	1
Church - Subtotal	40
Family - Subtotal	767
Friends - Subtotal	310
Government - Subtotal	126
Hospital/Doctor - Subtotal	1014
Internet - Subtotal	42
Newspaper - Subtotal	126
Operator - Subtotal	160
Phone Book - Subtotal	1958
Police - Subtotal	420

Poup Entry

Prior - Subtotal	8870
Radio - Subtotal	114
Safe School Tipline - Subtotal	0
Schools - Subtotal	139
Television - Subtotal	470
Tie Lines - Subtotal	13734
Unknown - Subtotal	2605
Walk-in - Subtotal	26
Web Site - Subtotal	9
Written - Subtotal	216
Grand Total:	36925

Referral Report

Sorted by: Most to Least Referrals

Report Period: 07/01/2007 To: 06/30/2008

Date Run: 08/14/2008

Report Filter Conditions:

City:	All	Race:	All
Geo Area:	All	Call Type:	All
Sex:	All	Age: From:	All To: All
Additional Filter Selected: None			

Program Name	# Referrals
Commission on Economic Opportunity	835
Assistance Office, Luzerne County, Wilkes Barre Office	364
North Penn Legal Services - Wilkes-Barre	238
Community Counseling Services of NEPA	226
Ruth's Place, (Womens Shelter)	195
Luzerne/Wyoming Counties Area Agency on Aging	185
Wilkes-Barre Free Medical Clinic (Christian Ministries)	180
Saint Vincent DePaul Kitchen	173
McAuley Clinic	162
Domestic Violence Service Center	156
VISION, Inc. Emergency Shelter Program	140
Reach Program of Saint Stephen's Church, Inc	130
Valley Santa	123
Miscellaneous Out of Area Information & Referral	119
Children's Service Center - Wilkes Barre Office	118
Choices	111
Transportation Program of Luzerne/Wyoming Counties	105
Miscellaneous Phone Book or Directory Assistance	103
Catherine McAuley House	100
Wyoming Valley Alcohol and Drug Services, Inc.	94
Back Mountain Free Medical & Legal Clinic	88
Furniture Bank	87
Northeast Counseling Services -(Nanticoke)	87
Miscellaneous Out of Area Agencies or Services	86
Catholic Social Services - Wilkes-Barre	84
FIRST	83
Luzerne County Housing Authority	82
Luzerne/Wyoming Counties Drug & Alcohol Program	78
Salvation Army - Wilkes-Barre	77
Internal Revenue Service - Wilkes-Barre	76
Family Service Association of Wyoming Valley	74
Consumer Credit Counseling Service of NEPA	73
Toys 4 Tots	73
Miscellaneous City Government Offices	72
Revenue Department of PA, Scranton District Office	70

Program Name	# Referrals
Luzerne County District Justices	69
Luzerne County Children & Youth Services	68
Child Care Information Service of Luzerne County	67
Kirby Family House - Salvation Army	65
Social Security Administration - Wilkes-Barre	64
Monroe-Noxen Health Center	63
Pro Life Center	61
Commission on Economic Opportunity - Hazleton	60
Lawyer Referral Service of Luzerne County	58
Feed a Friend, 2007	57
Care & Concern Free Health Clinic of Pittston	54
Northeast Counseling Services (Hazleton)	51
Alcoholics Anonymous NEPA Intergroup	48
PUC Residential Termination Unit	48
Vital Records Division, of PA	47
White Deer Run, Inc.	46
Victims Resource Center	45
Childline PA State Child Abuse Registry	42
Volunteers of America (Pennsylvania)	40
Attorney General PA	39
Clear Brook	38
Pierce Counseling Support Groups	37
The Hope Center (Trucksville Free Medical/Legal Clinic)	37
Wilkes-Barre Housing Authority	37
Center for Independent Living NEPA	36
Saint Anthony's Haven	35
Dial-A-Driver	34
Wilkes-Barre General Hospital	34
Miscellaneous Web Sites	33
Marworth	32
Commission on Economic Opportunity - Tunk.	31
Greater Wilkes Barre Assoc. for the Blind	31
Partnership For Prescription Assistance	31
Alanon/Alateen Family Group - District 30	30
CareerLink Wilkes Barre Center	30
Flu Shots (2007 Updated)	30
Luzerne/Wyoming Counties MH/MR Program	30
McKinney Clinic RHC	30
North Penn Legal Services - Hazleton	30
Health Department, PA - NE District Office	28
Kiwanis Club & Kiwanis Wheelchair Club of Wilkes-Barre	28
Al Beech/West Side Food Pantry	27
Clear Brook Manor	27
Mountaintop Attic, (Clothing, Furniture)	27
Saint Nicholas Church Food Pantry	27
Volunteer Action Center	27
Wilkes-Barre City, Health Department	27
PA Housing Finance Agency	26
Assistance Office, Luzerne County - Hazleton Office	25

Program Name	# Referrals
Clothing Closet	25
Miscellaneous Area Businesses	25
Adult Basic Care Health Insurance, CHIP ABC	24
PFA Order Coordinator	24
Planned Parenthood of NEPA	24
SPCA of Luzerne County	24
Bridge Housing Program	23
Comfort Keepers	23
Luzerne County Domestic Relations Section	23
American Red Cross - Wyoming Valley Chapter	22
Gabriel House	22
Luzerne County Orphans Court	22
Drivers License Centers of PA.	21
Housing and Urban Development Department - Phila.	21
Recovery Inc. MH Self Help & Support Group	21
Special Kids Network	21
Bridge Youth Services	20
Housing Development Corporation of NEPA	20
Mountaintop Free Medical Clinic	20
Nanticoke Food Pantry	20
Catholic Social Services - Hazleton	18
Scranton Counseling Services	18
Wyoming Valley AIDS Council	18
American Cancer Society - NEPA Regional Office	17
Narcotics Anonymous	17
Osterhout Free Library Central Library	17
Pittston City Housing Authority	17
Serento Gardens: Alcoholism and Drug Services	16
Choices Recovery Program (Methadone)	15
Family Service Association - Counseling Program	15
Luzerne County Communications Center	15
Luzerne County Community Development Office	15
Luzerne County Medical Society	15
Thanksgiving Meals	15
VNA Home-Health Services	15
Adult Learners' Training & Assistance Program (ALTA)	14
Bureau of Consumer Protection	14
Community Counseling Services of NEPA - Tunkhannock Office	14
Hands of Hope Ministries	14
Luzerne County Voter Services	14
Miscellaneous CEO like agencies in other counties	14
Office of Vocational Rehabilitation	14
PUC Consumer Services Bureau	14
Revenue Department - PA	14
ACCESS Plus, Health Care Insurance	13
Advocacy Alliance, The - Wilkes-Barre	13
Catholic Social Services - Lackawanna County	13
Children's Behavioral Health Services, Inc.	13
First Hospital Wyoming Valley	13

Program Name	# Referrals
Gambler's Anonymous - Luzerne County	13
Maternal and Family Health Services - Admin.	13
Medicare & Medicaid Hotline	13
Overeaters Anonymous	13
PA Consumer Protection Bureau	13
PA Unemployment Compensation Service Center	13
Suicide Bereavement Support Group	13
Ashley Food Pantry	12
Compassionate Friends Luzerne County	12
Gam-Anon Support Group - Luzerne County	12
Help Line	12
Life Line Services	12
Miscellaneous Out of County 211 Referral	12
Professional & Occupational Affairs of PA.	12
Saints Peter and Paul Food Pantry	12
Wage and Hour Division	12
Wilkes-Barre City Offices	12
Child Development Council of NEPA - Wilkes-Barre	11
Court Advocate Program	11
Luzerne County Community College	11
Luzerne County Transportation Authority	11
Meals on Wheels of Wyoming Valley, Inc.	11
Medical & Wound Care Center	11
Supporting Autism and Families Everywhere	11
Anthracite Region Center for Independent Living	10
Back Mountain Food Pantry	10
Beginning Experience	10
Better Business Bureau of NEPA, Inc.	10
Council on Compulsive Gambling, Pennsylvania	10
Crossing Over (Halfway House)	10
Geisinger South Wilkes-Barre	10
Interfaith Friends	10
Labor Law Compliance Bureau	10
Luzerne County Public Defender's Office	10
PA Transportation Department	10
Pride of Northeast PA	10
Salvation Army - Hazleton	10
United Way of Wyoming Valley	10
Bereavement Support Group - Hospice of the Sacred Heart	9
Christmas Meals	9
Kirby Health Center, Dental Clinic	9
Nanticoke Housing Authority	9
PA Nursing Home Complaint Line	9
PA State Representative Eddie Day Pashinski, 121st District	9
Penn State Cooperative Extension - Luzerne Co.	9
STD & AIDS Hotline	9
Salvation Army - West Pittston	9
Tax Preparation -Rent/Property Rebate Forms--- Senior Citizens	9
WIC Clinic #210 (Wilkes-Barre)	9

Program Name	# Referrals
Caring Alternatives	8
Christian Service Center of Plymouth	8
Drug Deal Reporting (Tiplines)	8
Funeral Directors Association of Luzerne County	8
Loftus-Vergari & Associates	8
Luzerne County Courthouse	8
NAMI - Luzerne County	8
PA Environmental Protection Bureau - Wilkes Barre	8
Rainbow Alliance	8
Scranton State School For The Deaf	8
United Charities, Inc.	8
21st Century Appraisal's	7
ARC of Luzerne County	7
Alcoholics Anonymous PA Intergroups	7
Allied Services - John Heinz Institute	7
Alzheimer's Association of Greater Pennsylvania	7
CHIP Children's Health Insurance Program	7
Community Family Services	7
Drug and Alcohol Treatment Services - Scranton	7
Early Intervention Program of Luzerne/Wyoming Counties	7
Family Practice Residency Program	7
Farmer's Market Vouchers	7
Fibromyalgia Support Group - Scranton	7
Freeland Health Center	7
Game Commission - NE Regional Office	7
Head Start, Inc. of Luzerne County	7
INFORM Audio Message Library	7
La Leche League - Greater Pittston	7
Labor and Industry Department, of PA.	7
Luzerne County Correctional Facility	7
Luzerne County Prescription Discount Card	7
NAACP - Wilkes-Barre	7
PA Aging Department	7
PA Crime & Delinquency Commission - Victims Services Division	7
Poison Control Center	7
Quit Line (PA. Smoking Quitline)	7
Step-by-Step, Inc. (Admin. Offices)	7
Volunteer Income Tax Assistance- Wilkes University	7
Alanon/Alateen Family Group District 24	6
Alcohol Hotline (National)	6
Assistance Office Wyoming County Office	6
CSS Wyoming Valley - XMAS Food	6
Candy's Place	6
Carbon County Action Committee	6
Catholic Youth Center of Wyoming Valley	6
Institute For Human Resources & Services	6
Luzerne County Workforce Investment Office	6
One Day At A Time (ODAAT) Club	6
PA Dental Association, Senior Dental Program	6

Program Name	# Referrals
PA Department of Public Welfare	6
PA Higher Education Assistance - Regional Office	6
PA PACE Program	6
PA State Police	6
PA Supreme Court - Disciplinary Board	6
Public Welfare Fraud Tip Line	6
Shickshinny Food Pantry	6
Tri-County Human Services Center, Inc.	6
Volunteers in Medicine, (WB Free Medical Clinic)	6
Alexander Graham Bell, AFD	5
Alzheimer's/Related Disorders Support Group - Wilkes-Barre	5
American Lung Asso. of PA, Wilkes-Barre Outreach Ctr.	5
Bipolar/Chronic Clinical Depression Support Group	5
Cancer Survivors' Support Group	5
Caregiver Support Group - Edwardsville	5
Caron Foundation	5
Catholic Social Services - Tunkhannock	5
Child Day Care Work Hotline, PA.	5
Clem-Mar House, Inc.	5
Confidential Counseling	5
Credit Reporting Bureaus	5
Eagleville Hospital	5
Empty Arms Bereavement Support Group	5
GED - Adult Basic Education - WB School	5
Gabriel Shelter	5
Gam-Anon Support Group - Scranton	5
Hearing Aid HelpLine	5
Homeowners Emergency Mortgage Assistance Program Help Center	5
Immediate Care Medical Center	5
Interfaith Clinic	5
Luzerne County District Attorney	5
Luzerne County Marriage License Bureau	5
Luzerne County Tax Claim Bureau	5
MFHS Family Planning Center (Wilkes-Barre)	5
MountainTop Food Bank	5
Office of Child Development	5
PA Corrections Department	5
PA Office for the Deaf and Hard of Hearing, Northeast Regional	5
PFLAG - Parents, Families & Friends of Lesbians and Gays	5
PennDot Road Condition Hotline	5
Reach Holiday Program	5
Salvation Army - Xmas Program -WB	5
Sex Love Addicts Anon	5
Sherman Hills Apartments	5
Wyoming Valley Children's Association	5
\IRis System Record (for deleted programs)	5
AARP - American Association of Retired Persons	4
Advocacy Alliance, The - Scranton	4
American Diabetes Association Northeast Chapter	4

Program Name	# Referrals
Angel Food Ministries	4
Children's Advocacy Center of NEPA	4
Clear Brook Lodge	4
Divine Providence Hospital	4
GED - Testing and Test Information	4
Game Commission of PA.	4
Geisinger Wyoming Valley Medical Center	4
Gift of Life Donor Program	4
Guideline (Information & Referral)	4
Hazleton Area Food Bank	4
Interstate Blood Plasma Inc	4
Luzerne County Office of Human Services	4
Luzerne County Prothonotary's Office	4
Luzerne County, Recycling Program, Solid Waste Mang. Dept.	4
Luzerne Intermediate Unit #18	4
Methadone Maintenance Treatment Center	4
Mothers To Be Health Service Program	4
North Penn Legal Services - Monroe/Pike	4
PA Blindness and Visual Services	4
PA Commonwealth Information Center	4
PA Education Department	4
PA Insurance Department	4
PA State Police - Wyoming	4
PUC - Harrisburg	4
RSVP Tax Help	4
SPOC - Single Point Of Contact	4
Salvation Army Family Emergency Shelter	4
Veterans Affairs Regional Office	4
WIC Nutrition Center (Kingston)	4
Wilkes-Barre Area School District	4
Wilkes-Barre, City, Health Department	4
Women to Women, Inc.	4
Women's Resource Center, Inc.	4
Wyoming Valley Literacy Volunteers	4
YMCA - Wilkes-Barre Family	4
A Better Today, Drug & Alcohol Treatment Services	3
Al-Anon/Alateen	3
Al-Anon/Alateen World Service Office	3
American Cancer Society - Hazleton Area Unit	3
American Heart Association NEPA District	3
Annual Credit Report Request Service	3
Anxiety Disorders Association of America	3
Are You O.K.? Program	3
Autism Behavioral Services, Inc.	3
Bayada Nurses, Inc.	3
Blind Association of Pennsylvania	3
CODA (Co-Dependents Anonymous)- Edwardsville	3
CODA (Co-Dependents Anonymous)- Scranton	3
CSS Hazleton - Holiday programs	3

Program Name	# Referrals
CareerLink - Hazleton Center	3
Charles T. Adams Center	3
Dental Hygiene Clinic at LCCC	3
Eagle Ridge Apartments (formally Edwardsville Apart.)	3
Epilepsy/Seizure Support Services	3
Father's Group and Parenting Center	3
GED - Adult Basic Education - LIU/LCWIDA	3
Greenhouse Center Clubhouse	3
Grocery Stores - Delivery Service	3
Habitat for Humanity of Wyoming Valley	3
Hazleton City Services	3
Holy Rosary Church (Hispanic Ministry)	3
HomeSavers USA/HART	3
Homeowner Resource Center	3
Hospice Saint John - Greater Wyoming Valley/Scranton Office	3
Housing and Urban Development Department - Washington	3
Humanity Gifts Registry	3
Immigration and Naturalization Service -Washington	3
Impact Systems, Inc.	3
King's College	3
Learning Disabilities Association of Luzerne Co.	3
Luzerne County Bar Assoc. Pro Bono Services	3
Luzerne County Veteran Affairs	3
Miscellaneous/Out of Town Newspapers	3
Mothers of Preschoolers (MOPS)	3
National Eating Disorders Association	3
Northeast Pennsylvania Lions Eye Bank	3
Northeast Regional Cancer Institute	3
Occupational Health and Safety Administration	3
PA Deep Mine Safety Bureau/Anthracite Division	3
PA State Senator Raphael Musto, 14th District	3
PPL Utilities	3
Pennsylvania Donated Dental Services	3
Pennsylvania Housing Finance Agency (PHFA)	3
Psychology Office	3
Public Welfare Department - Hearing and Appeals	3
Real Alternatives, Women In Need	3
Redi-Care Medical Center	3
Riverside Adult Day Care Center	3
Social Security Administration - Hazleton	3
Swoyersville Lions Club	3
Trehab Center	3
United Rehabilitation Services	3
Valley Cat Rescue	3
Veterans Affairs Medical Center	3
Wilkes University	3
AAA Mid-Atlantic Wilkes-Barre Branch	2
AIDS Factline - PA State	2
ALMA Society	2

Program Name	# Referrals
Affordable Dentures	2
American Civil Liberties Union NEPA Chapter	2
American Dental Association	2
American Lung Association--Scranton Outreach Center	2
American Medical Association	2
Arthritis Foundation of NEPA	2
Berwick Dental Arts (Emergency Treatment)	2
Berwick Dental Clinic	2
Big Brothers/Big Sisters - Wilkes-Barre	2
Boys & Girls Clubs NEPA	2
COMPASS State Web Site For State Services	2
CanSurmount	2
Cancer Center of Wyoming Valley	2
Child Development Council of NEPA - Hazleton Office	2
Choice One Federal Credit Union- VITA	2
Citizenship and Immigration Service - Phila.	2
Clem-Mar House for Women	2
Commission on Economic Opportunity Emergency Contacts	2
Community Cupboard, Nescopeck Food Bank	2
Community Stroke Support Group	2
Counseling & Learning Associates	2
Counseling Center for Children, Adolescents and Families	2
Creating Unlimited Possibilities (formally UCP)	2
Dental Health Clinic, (Berwick)	2
Deutsch Institute	2
Diabetes Support Group - Mercy Hospital Scranton	2
Diakon Hospice Saint John	2
Diocese of Scranton	2
Disabled American Veterans	2
Domestic Violence Crisis #'s in NEPA	2
Drop In Center - Our Choices Advancement League	2
Eating Disorder Support Group	2
Educational Opportunity Center	2
Equifax	2
Exeter Township Health Center	2
Fathers For Equal Rights	2
Freeland Food Pantry	2
Gateway Health Plan,	2
Goodwill Industries - Regional Office	2
Grandparents Raising Grandchildren, Support Group	2
Guardian Angles, Wilkes Barre, Scranton Groups	2
Hartman House	2
Hazleton City Office of Community Development	2
Hazleton Free Clinic	2
Hazleton Free Legal Clinic	2
Hazleton Housing Authority	2
Health Department, PA, Harrisburg	2
Healthy Beginnings Plus - Hazleton	2
Home Health Corporation of America	2

Program Name	# Referrals
Hospice Care of the VNA	2
I & R Services	2
Independent Living Services	2
Jewish Community Center of Wyoming Valley	2
Jewish Family Service	2
Kiwanis Wheelchair Club Wyoming County	2
Lackawana County Area Agency on Aging	2
Lackawanna County Children and Youth Services	2
Lead Poisoning Information	2
Lesbian, Gay, Bisexual, Transgender Support Line	2
Luzerne County Adult Probation	2
Luzerne County Commission for Women	2
Luzerne County DA, Victim / Witness Unit	2
Luzerne County Emergency Management Agency	2
Luzerne County Heroin Task Force	2
Luzerne County Juvenile Probation	2
Luzerne County Parks and Recreation Department	2
Luzerne County Sheriff	2
Luzerne County Treasurer's Office	2
Lyme Disease Information (PA Health)	2
MINSEC of Scranton, (Community Corrections)	2
Medicare Part D Contact Info	2
Megan's Law Web Site	2
Mercy Institute of Educational Development (MIED)	2
Milestones Community Health Care	2
Mountainside Manor	2
Multiple Sclerosis Society - North Central Region	2
Narconon	2
National Insurance Consumer Help Line	2
National Transplant Assistance Fund	2
New Directions Treatment Services of Lehigh Valley	2
Noxen Clothes Closet	2
PA Agriculture Department Regional Office III	2
PA American Water Company	2
PA Americans With Disabilities Act	2
PA Banking Department	2
PA Bar Association	2
PA Disabilities Lawyer Referral Service	2
PA Governor's Office	2
PA Information Line for Problem Gambling	2
PA Probation and Parole Board	2
PA Relay Service	2
PA State Representative Todd Eachus, 116th District	2
PA Statewide Independent Living Council	2
PA Treasury Department	2
PA Workers' Compensation - Wilkes-Barre	2
PPL Electric Utilities	2
Parent-Child Home Program (PCHP)	2
Partnership for Caring: America's Voice for the Dying	2

Program Name	# Referrals
Pastoral Counseling Services of NEPA, Inc.	2
Pegasus Child Advocacy Center	2
Pennsylvania Family Support Alliance of Wyoming County	2
Pittston Senior Citizens Center	2
Planned Parenthood of NEPA (Hazleton)	2
Pocono Medical Center	2
Post Offices (Local)	2
Resources Unlimited	2
Responsible Parties Services	2
SIDS of Pennsylvania	2
Saint Joseph's Center	2
Scranton Counseling Center---MH/MR	2
Scranton Primary Health Care Center	2
Self Exclusion Program	2
Senior Peer Counseling Program	2
Share Food Program	2
Small Business Administration	2
Small Business Development Center-WB	2
Smedley, W.P, M.D.	2
Susan G. Komen Breast Cancer Found. NEPA Affiliate	2
Swimming Pools	2
UGI Utilities, Inc.	2
US Farm Service Agency	2
US Federal Reserve Board	2
US Federal Trade Commission	2
US Hill Burton Uncompensated Services Program	2
US Post Office, Wilkes Barre Main Branch	2
US Representative Paul Kanjorski, 11th District	2
United Cerebral Palsy of NEPA	2
United Way of Greater Hazleton Inc.	2
Utap	2
Veterans Affairs Department	2
Vision Resource Center	2
WNEP (ABC) Television	2
Wachovia Arena	2
West Pittston Public Library	2
Wilkes-Barre City Parks and Recreation Department	2
Wyoming County Courthouse	2
Wyoming County Food Pantry	2
Wyoming County Human Services	2
Wyoming County Redevelopment/Housing Auth.	2
Wyoming County United Way	2
Wyoming Valley West School District	2
Youth Advocate Program	2
1-800-Therapist International	1
109th Field Artillery	1
ALS Association North Central PA Region	1
Adoptions International	1
Advanced Psychological Associates	1

Program Name	# Referrals
Allied Services - Scranton	1
American Cancer Society - Bloomsburg Unit	1
American Cancer Society--Susq/Wyoming Co Unit	1
American Civil Liberties Union of PA	1
American Diabetes Association	1
American Diabetes Association Information Line	1
American Heart Association	1
American Lung Association of Central PA	1
American Red Cross - Hazleton Chapter	1
American Red Cross - National Headquarters	1
American Red Cross - Wyoming County Chapter	1
Angeline Elizabeth Kirby Memorial Health Center	1
Animal Abuse Hotline (24hr reporting PA)	1
Animal Vues	1
Autism Society of America	1
Autism Support Group	1
Back Mountain Memorial Library	1
Berwick Woman's Shelter	1
Bethesda Day Treatment Center & Alternative Edu. Prg.	1
Beverly Health Care East Mountain Manor	1
Bi-Polar/Depression Support Group	1
Black Creek Health Center	1
Book Concern, The	1
Book of Dreams	1
Boy Scouts of America, Northeastern PA Council	1
Boys and Girls Clubs of America - NE Service Center	1
Brain Injury Help Line	1
Bridge View Center	1
Carbon-Monroe-Pike Drug & Alcohol Commission Inc.	1
Cardiac Support Group - Geisinger	1
CareerLink - Wyoming County Center	1
Caring Communities for AIDS	1
Center for Employment Opportunity	1
Child Care Information Services for Wayne and Susquehanna Cos.	1
Child Support Enforcement Bureau - Wilkes-Barre	1
Childhood Lead Poisoning Prevention Program	1
Children of Aging Parents	1
Children's Immunizations	1
Citizens' Voice	1
Coats For Kids Greater Pittston Area	1
College Finance Information	1
Community Care Behavioral Health Program	1
Community Foundation	1
Community Intervention Center	1
Consumer Credit Counseling Service - Honesdale - Wayne County	1
Cystic Fibrosis Foundation NEPA Chapter	1
DNA Diagnostics Center	1
Dead Animal Removal, State Roads, Local Roads, Interstates	1
Diabetes Education Program	1

Program Name	# Referrals
Diabetes Self Management Program	1
Diabetes Support Group - Children & Adolescents	1
Diabetes Support Group - Hazleton	1
Direct Marketing Association	1
Domestic Abuse Helpline for Men	1
Domestic Relations--Lackawanna County	1
Drug and Alcohol Treatment Services - Carbondale	1
Edwardsville Senior Citizens Center	1
Employment Opportunity & Training Center	1
Epilepsy Foundation, Northeastern Region	1
Experian - (TRW)	1
Faith Assembly of God	1
Falls Senior Citizens Center	1
Families United Network	1
Family Service of Lackawanna County	1
First Priority Health	1
Food Addicts in Recovery	1
Foster Grandparent Program of Luzerne/Wyoming Counties	1
Fraud Hotline	1
Free Tax Help	1
Freedom from Smoking	1
Freeland Senior Citizens Center	1
Fresenius Medical Care	1
Friendship House	1
GED - L.I.U.	1
Gastric Bypass Support Group	1
Gaudenzia Common Ground	1
Grace Fellowship - English Classes	1
Greater Wilkes-Barre Chamber Business & Industry	1
Grief and Bereavement Counseling (Scranton)	1
Griswold Special Care	1
HOLIDAY COOKING HOTLINES	1
Hair Care - Housecalls for Elderly	1
Halloween/ Fall Happenings	1
Hazleton Area Public Library - Freeland Branch	1
Hear Now (Hearing Aid Assistance)	1
Her Heart's Wish	1
Heritage House	1
Hershey Medical Center	1
His Resting Place, (Maternity Home)	1
Home Education Consultant & Evaluator	1
Hospice Community Care	1
Hospice of the Sacred Heart	1
Hoyt Library	1
In Loving Memory	1
Islamic Association of NEPA	1
Johnson Personal Care Home	1
Joseph, Raymond, M.D.	1
Joy Pest Control	1

Program Name	# Referrals
Keller Lifts	1
Keystone Ambulance Service	1
Keystone Gardens Estates	1
Kids Peace	1
Kingston Senior Citizens Center	1
Lackawanna County Commission on Drug & Alcohol Abuse	1
Lackawanna County Medical Society	1
Leadership Wilkes-Barre	1
League of Women Voters	1
Lee Park Senior Citizens Nutrition Center	1
Legislative Information Center	1
Lehigh Valley Hospital	1
Leonard's Auto Tag Service & Title Service	1
Lifeline Personal Response and Support Services	1
Livengrin Foundation	1
Living Unlimited Program	1
Lupus Foundation of PA, Pocono/NE Branch	1
Lupus Support Groups	1
Luzerne County Academic Assessment Tracking System	1
Luzerne County Commissioners Office	1
Luzerne County Juvenile Detention Center	1
Luzerne County Recorder of Deeds	1
Luzerne County Safe Kids Coalition	1
Luzerne Foundation	1
Lyme Disease Information Hotline	1
MFHS Family Planning Center (Freeland)	1
MFHS Family Planning Center (Laceyville)	1
MFHS Family Planning Center (Noxen)	1
Make A Wish Foundation, NEPA	1
Marion Terrace Boys and Girls Club	1
Marywood University Speech-Language-Hearing Clinic	1
Meals on Wheels of Greater Hazleton	1
Meals on Wheels of NEPA Inc.	1
Med-Plus+Chip	1
Medical Oncology Associates/Pierce Counseling	1
Mercy Special Care Hospital	1
Methadone Anonymous	1
Miscellaneous Area School Districts	1
Misericordia University	1
Mohegan Sun at Pocono Downs	1
Mothers Against Drunk Driving - MADD	1
Mountaintop Diabetes Support Group	1
Multiple Sclerosis Association of America	1
Multiple Sclerosis Self Help Support Group	1
Muscular Dystrophy Association	1
NAACP - Baltimore	1
NEPA Chapter of Parents of Murdered Children	1
Nanticoke City Services	1
Nanticoke Villa	1

Program Name	# Referrals
National Cancer Institute Cancer Information Service	1
National Congress For Fathers and Children	1
National Depressive & Manic Depressive Association	1
National Health Information Center	1
National Hopeline Network (Suicide Hotline)	1
National Suicide Prevention Lifeline	1
No Call List	1
North Penn Legal Services - Lackawanna	1
North Penn Legal Services - Northumberland/Snyder/Union	1
North Penn Legal Services - Wyoming/Sullivan	1
Northeast Paramedic Services, Inc	1
Northeastern PA Alcoholics Anonymous	1
Nurse-Family Partnership of Luzerne County	1
Obama Campaign Headquarters	1
Office of Inspector General	1
OnTrack	1
Ostomy Support Group	1
PA Alzheimer's Disease Information Clearinghouse	1
PA Charitable Organizations Bureau	1
PA Commonwealth Information Line	1
PA Environmental Protection Bureau, Scranton	1
PA Family Care Network	1
PA Fish and Boat Commission	1
PA Higher Education Assistance	1
PA Home Health Agencies License Complaint	1
PA Human Relations Commission	1
PA Insurance Department - Philadelphia Regional Office	1
PA Mentor	1
PA Military & Veterans Affairs Department	1
PA Pothole Hotline	1
PA State Civil Service Commission Eastern Region Office	1
PA State Education Association (PSEA)	1
PA State Employees' Retirement System - NEPA	1
PA State Representative John T. Yudichak, 119th District	1
PA State Representative Mike Carroll , 118th District	1
PA State Representative Phyllis Mundy, 120th District	1
PA Taxpayers Information Program (TIP)	1
PA Tourism Office	1
PA Transportation Department - NEPA	1
PA Transportation Maintenance Wilkes-Barre District	1
PA Youth Forestry Camp #2	1
Parent to Parent of Pennsylvania - Northeast Dist.	1
Parenting Center	1
Parents Network of North Wilkes-Barre/Plains	1
Partnership for Caring	1
Pediatric Psychology Services	1
Pennsylvania Prison Society - Scranton	1
Pfizer Share Card	1
Pittston Area Family Center	1

Program Name	# Referrals
Pittston City Office of Community Development	1
Plymouth Senior Citizens Center	1
Postal Service - Wilkes-Barre	1
Pride in Parenting	1
Priest by Phone	1
Private Practitioners	1
Project Remain	1
QuitNet.com	1
R.I.D.E. (Senior Transportation)	1
Raising Difficult Children in a Difficult World	1
Residents Manor	1
Riverside Rehabilitation Center	1
Ronald McDonald House - Scranton	1
Rural Health Corporation of Northeastern Pennsylvania	1
SHINE	1
SLA, Sex Love Addicts Anon, Support Group	1
SPIN 911	1
Saint Joseph's Center---Maternity and Family Services	1
Saint Michael's School	1
Salvation Army-Haz. Hoilday Programs	1
Saxon Psychiatric Services	1
School Violence Tip Line - Luzerne County	1
School Violence Tip Line - Scranton School District	1
Second Time Around Support Group	1
Securities and Exchange Commission - Regional	1
Senior Services Program	1
Sickle Cell Disease Association	1
Small Business Administration - Philadelphia	1
Social Security Administration Benefits Counseling & Assis. Prog	1
Social Skills Group for Children & Adolescents	1
Special Olympics of Luzerne County	1
Special Transportation Efforts Program (STEP)	1
Spirit and Associates	1
Step-by-Step - (Market Street) Nanticoke 3	1
Step-by-Step -(W. Oak Street) Hazleton	1
Sullivan County Medical Center	1
TALL, Teenagers and Adolescents Living & Learning	1
TOPS Club, Inc.	1
Tel-A-Nurse	1
That Special Woman	1
Tobyhanna Army Depot	1
Together Rx Access	1
Trans Union	1
Tyler Memorial Hospital	1
US AIDS Hotline	1
US Bankruptcy Court	1
US Customs and Border Protection	1
US Defense Department	1
US Department of Education	1

Program Name	# Referrals
US Equal Employment Opportunity Commission	1
US Food and Drug Administration	1
US Health & Human Services Administration	1
US Job Corps - Red Rock	1
US President	1
US Railroad Retirement Board	1
USDA Rural Development (Rural Home Loans)	1
United Charities Children's Home	1
United Neighborhood Center	1
VITA Volunteers Income Tax Assistance (RSVP)	1
Valley Crest Adult Day Center	1
Vet Center	1
Veterans Administration Homeless Program	1
Veterans Affairs Department Regional Office & Insurance Center	1
Volunteer Center of Greater Hazleton	1
WIC Clinic #209 (Nanticoke)	1
Wesley Village	1
West Side Area Vo Tech	1
Wilkes-Barre Area Vo-Tech	1
Wilkes-Barre Law & Library Association	1
Wilkes-Barre Office of Community Development	1
Wyoming Area School District	1
Wyoming County 911	1
Wyoming County Behavioral Health Program	1
Wyoming County Children & Youth Services	1
Wyoming County Christmas Bureau	1
Wyoming County Correctional Facility	1
Wyoming Free Library	1
Wyoming Valley Council of Churches	1
Wyoming Valley Family Practice	1
Wyoming Valley Health Care Cancer Support Group	1
Zacks Personal Care Home	1

SUMMARY STATISTICS:

	Count		Total Referrals:	9926
# Programs in IRis:	1858			
Programs referred to:	802	43.16 %		
Programs not referred to:	1056	56.84 %		

Unmet Needs Report

For period from 07/01/2007 To 06/30/2008

<i>Need</i>	<i>Reason</i>			
ADOPTION/FOSTER CARE\GROU				
	No program found to meet need	<i>Subtotal:</i>	1	
	ADOPTION/FOSTER CARE\GROU	Total:		1
Adult				
	Client refused referral	<i>Subtotal:</i>	1	
	Client terminated call	<i>Subtotal:</i>	5	
	No information available on request	<i>Subtotal:</i>	1	
	Other	<i>Subtotal:</i>	1	
	Adult	Total:		8
Aging Services				
	No program found to meet need	<i>Subtotal:</i>	2	
	Aging Services	Total:		2
Alcohol Abuse/Addiction				
	No information available on request	<i>Subtotal:</i>	1	
	Alcohol Abuse/Addiction	Total:		1
Alert Issued				
	Other	<i>Subtotal:</i>	1	
	Alert Issued	Total:		1
Animal Shelter				
	No program found to meet need	<i>Subtotal:</i>	2	
	Animal Shelter	Total:		2
Appliances				
	No program found to meet need	<i>Subtotal:</i>	1	
	Appliances	Total:		1
Bridge Youth Service				
	No program found to meet need	<i>Subtotal:</i>	1	
	Other	<i>Subtotal:</i>	1	
	Bridge Youth Service	Total:		2
Business Phone				
	No information available on request	<i>Subtotal:</i>	1	
	Other	<i>Subtotal:</i>	2	
	Business Phone	Total:		3

Unmet Needs Report

For period from 07/01/2007 To 06/30/2008

<i>Need</i>	<i>Reason</i>			
C&Y, Luzerne County				
	Client terminated call	<i>Subtotal:</i>	1	
	No program found to meet need	<i>Subtotal:</i>	1	
	C&Y, Luzerne County	Total:	2	
C&Y, Wyoming County				
	No program found to meet need	<i>Subtotal:</i>	1	
	C&Y, Wyoming County	Total:	1	
CCS				
	Client refused referral	<i>Subtotal:</i>	1	
	Other	<i>Subtotal:</i>	4	
	CCS	Total:	5	
CEO-Heating Assistance				
	Programs closed	<i>Subtotal:</i>	1	
	CEO-Heating Assistance	Total:	1	
CEO-Lodging				
	Other	<i>Subtotal:</i>	1	
	CEO-Lodging	Total:	1	
CSC - Mobil Crisis				
	Client terminated call	<i>Subtotal:</i>	1	
	CSC - Mobil Crisis	Total:	1	
Children's Clothing				
	No program found to meet need	<i>Subtotal:</i>	1	
	Children's Clothing	Total:	1	
Chore Service				
	Financial assistance not available	<i>Subtotal:</i>	1	
	No program found to meet need	<i>Subtotal:</i>	2	
	Chore Service	Total:	3	
Consumer Advocacy				
	Other	<i>Subtotal:</i>	1	
	Consumer Advocacy	Total:	1	
Consumer Information				
	No information available on request	<i>Subtotal:</i>	4	

Unmet Needs Report

For period from 07/01/2007 To 06/30/2008

<i>Need</i>	<i>Reason</i>			
	No program found to meet need	<i>Subtotal:</i>	1	
	Other	<i>Subtotal:</i>	6	
	Consumer Information	Total:		11
<hr/>				
County Funding				
	Financial assistance not available	<i>Subtotal:</i>	2	
	No information available on request	<i>Subtotal:</i>	1	
	Other	<i>Subtotal:</i>	2	
	County Funding	Total:		5
<hr/>				
D & A Counseling				
	Other	<i>Subtotal:</i>	1	
	D & A Counseling	Total:		1
<hr/>				
Dental				
	Financial assistance not available	<i>Subtotal:</i>	1	
	No program found to meet need	<i>Subtotal:</i>	6	
	Other	<i>Subtotal:</i>	1	
	Dental	Total:		8
<hr/>				
Detox/D&A Treatment				
	No information available on request	<i>Subtotal:</i>	1	
	Other	<i>Subtotal:</i>	2	
	Detox/D&A Treatment	Total:		3
<hr/>				
Diapers				
	No program found to meet need	<i>Subtotal:</i>	1	
	Diapers	Total:		1
<hr/>				
Directions/Road Condition				
	No information available on request	<i>Subtotal:</i>	1	
	Directions/Road Condition	Total:		1
<hr/>				
Directory Assistance				
	No information available on request	<i>Subtotal:</i>	6	
	Other	<i>Subtotal:</i>	5	
	Directory Assistance	Total:		11
<hr/>				
Discrimination				
	No program found to meet need	<i>Subtotal:</i>	1	

Unmet Needs Report

For period from 07/01/2007 To 06/30/2008

<i>Need</i>	<i>Reason</i>			
		Discrimination	Total:	1
<hr/>				
Educational Financial Ass				
		Financial assistance not available	<i>Subtotal:</i>	3
		No program found to meet need	<i>Subtotal:</i>	1
		Educational Financial Ass	Total:	4
<hr/>				
Emergency Financial Aid				
		Client is ineligible for service	<i>Subtotal:</i>	1
		Financial assistance not available	<i>Subtotal:</i>	45
		No program found to meet need	<i>Subtotal:</i>	8
		Other	<i>Subtotal:</i>	1
		Programs closed	<i>Subtotal:</i>	1
		Emergency Financial Aid	Total:	56
<hr/>				
Emergency Shelter				
		Client is ineligible for service	<i>Subtotal:</i>	1
		Client refused referral	<i>Subtotal:</i>	1
		No program found to meet need	<i>Subtotal:</i>	13
		Other	<i>Subtotal:</i>	8
		Programs closed	<i>Subtotal:</i>	4
		Emergency Shelter	Total:	27
<hr/>				
Eyeglasses/Hearing Aids				
		No program found to meet need	<i>Subtotal:</i>	1
		Eyeglasses/Hearing Aids	Total:	1
<hr/>				
FUNDING AGENCIES				
		Financial assistance not available	<i>Subtotal:</i>	1
		FUNDING AGENCIES	Total:	1
<hr/>				
Financial Aid for Med. Ca				
		Financial assistance not available	<i>Subtotal:</i>	9
		No program found to meet need	<i>Subtotal:</i>	3
		Financial Aid for Med. Ca	Total:	12
<hr/>				
Financial Assistance				
		Financial assistance not available	<i>Subtotal:</i>	4

Unmet Needs Report

For period from 07/01/2007 To 06/30/2008

<i>Need</i>	<i>Reason</i>			
	Funding is depleted	<i>Subtotal:</i>	1	
	Funds for service not yet available	<i>Subtotal:</i>	1	
	No program found to meet need	<i>Subtotal:</i>	1	
	Other	<i>Subtotal:</i>	4	
	Financial Assistance	Total:		11
<hr/>				
Food Banks				
	No information available on request	<i>Subtotal:</i>	1	
	No program found to meet need	<i>Subtotal:</i>	1	
	Food Banks	Total:		2
<hr/>				
Free Clinic				
	No program found to meet need	<i>Subtotal:</i>	1	
	Other	<i>Subtotal:</i>	1	
	Free Clinic	Total:		2
<hr/>				
Fuel Program/Weaterizatio				
	Client is ineligible for service	<i>Subtotal:</i>	3	
	Financial assistance not available	<i>Subtotal:</i>	18	
	Funding is depleted	<i>Subtotal:</i>	24	
	Funds for service not yet available	<i>Subtotal:</i>	2	
	No program found to meet need	<i>Subtotal:</i>	11	
	Other	<i>Subtotal:</i>	13	
	Programs closed	<i>Subtotal:</i>	14	
	Fuel Program/Weaterizatio	Total:		85
<hr/>				
Furniture				
	No program found to meet need	<i>Subtotal:</i>	1	
	Other	<i>Subtotal:</i>	2	
	Furniture	Total:		3
<hr/>				
General Vol. Opportunitie				
	No program found to meet need	<i>Subtotal:</i>	2	
	Other	<i>Subtotal:</i>	1	
	General Vol. Opportunitie	Total:		3
<hr/>				

Unmet Needs Report

For period from 07/01/2007 To 06/30/2008

<i>Need</i>	<i>Reason</i>			
<hr/>				
HUD Assistance				
	Financial assistance not available	<i>Subtotal:</i>	1	
	HUD Assistance		Total:	1
<hr/>				
Halfway House				
	No program found to meet need	<i>Subtotal:</i>	1	
	Halfway House		Total:	1
<hr/>				
Holiday Food				
	No program found to meet need	<i>Subtotal:</i>	4	
	Programs closed	<i>Subtotal:</i>	4	
	Holiday Food		Total:	8
<hr/>				
Holiday Gifts				
	Other	<i>Subtotal:</i>	2	
	Programs closed	<i>Subtotal:</i>	33	
	Holiday Gifts		Total:	35
<hr/>				
Holiday Meals				
	Programs closed	<i>Subtotal:</i>	1	
	Holiday Meals		Total:	1
<hr/>				
Home Repairs				
	Financial assistance not available	<i>Subtotal:</i>	2	
	Home Repairs		Total:	2
<hr/>				
Hospice				
	No information available on request	<i>Subtotal:</i>	1	
	Hospice		Total:	1
<hr/>				
Household/Furniture				
	No program found to meet need	<i>Subtotal:</i>	1	
	Other	<i>Subtotal:</i>	1	
	Household/Furniture		Total:	2
<hr/>				
Housing Search Assistance				
	No program found to meet need	<i>Subtotal:</i>	2	
	Housing Search Assistance		Total:	2
<hr/>				
Immunizations				
	Other	<i>Subtotal:</i>	1	

Unmet Needs Report

For period from 07/01/2007 To 06/30/2008

<i>Need</i>	<i>Reason</i>			
	Programs closed	<i>Subtotal:</i>	2	
	Immunizations	Total:	3	
<hr/>				
Inappropriate Caller				
	Client terminated call	<i>Subtotal:</i>	1	
	Other	<i>Subtotal:</i>	1	
	Inappropriate Caller	Total:	2	
<hr/>				
Job Search/Placement				
	No information available on request	<i>Subtotal:</i>	1	
	Job Search/Placement	Total:	1	
<hr/>				
Landlord/Tenant				
	Other	<i>Subtotal:</i>	1	
	Landlord/Tenant	Total:	1	
<hr/>				
Life Care Community				
	No program found to meet need	<i>Subtotal:</i>	2	
	Life Care Community	Total:	2	
<hr/>				
Loans - Home Improvement				
	Financial assistance not available	<i>Subtotal:</i>	1	
	Loans - Home Improvement	Total:	1	
<hr/>				
Loans - Mortgages				
	Financial assistance not available	<i>Subtotal:</i>	1	
	Loans - Mortgages	Total:	1	
<hr/>				
Lodging				
	Other	<i>Subtotal:</i>	2	
	Lodging	Total:	2	
<hr/>				
Meal Sites				
	No program found to meet need	<i>Subtotal:</i>	1	
	Meal Sites	Total:	1	
<hr/>				
Medical Care/Treatment				
	No information available on request	<i>Subtotal:</i>	1	
	No program found to meet need	<i>Subtotal:</i>	2	
	Other	<i>Subtotal:</i>	2	
	Medical Care/Treatment	Total:	5	
<hr/>				
Medical Transportation				

Unmet Needs Report

For period from 07/01/2007 To 06/30/2008

<i>Need</i>	<i>Reason</i>			
	No program found to meet need	<i>Subtotal:</i>	1	
	Other	<i>Subtotal:</i>	2	
	Medical Transportation	Total:	3	
<hr/>				
Medical/Health Informatio				
	No program found to meet need	<i>Subtotal:</i>	1	
	Other	<i>Subtotal:</i>	1	
	Medical/Health Informatio	Total:	2	
<hr/>				
Medication				
	No program found to meet need	<i>Subtotal:</i>	2	
	Medication	Total:	2	
<hr/>				
Medication Assistance				
	Financial assistance not available	<i>Subtotal:</i>	1	
	No program found to meet need	<i>Subtotal:</i>	1	
	Medication Assistance	Total:	2	
<hr/>				
Mental Health Information				
	No information available on request	<i>Subtotal:</i>	2	
	Mental Health Information	Total:	2	
<hr/>				
Mental Health Support Gro				
	No local support group available	<i>Subtotal:</i>	1	
	No program found to meet need	<i>Subtotal:</i>	1	
	Mental Health Support Gro	Total:	2	
<hr/>				
NEC				
	Client terminated call	<i>Subtotal:</i>	1	
	Other	<i>Subtotal:</i>	3	
	NEC	Total:	4	
<hr/>				
NEC - COC				
	Other	<i>Subtotal:</i>	1	
	NEC - COC	Total:	1	
<hr/>				
Nursing/Personal Care Hom				
	Client terminated call	<i>Subtotal:</i>	1	
	Nursing/Personal Care Hom	Total:	1	
<hr/>				
Organizations				

Unmet Needs Report

For period from 07/01/2007 To 06/30/2008

<i>Need</i>	<i>Reason</i>			
	No information available on request	<i>Subtotal:</i>	1	
	Other	<i>Subtotal:</i>	1	
	Organizations	Total:		2
Other				
	Financial assistance not available	<i>Subtotal:</i>	1	
	No program found to meet need	<i>Subtotal:</i>	3	
	Other	<i>Subtotal:</i>	3	
	Programs closed	<i>Subtotal:</i>	1	
	Other	Total:		8
Other Counseling				
	No program found to meet need	<i>Subtotal:</i>	1	
	Other Counseling	Total:		1
Other Court Services				
	No program found to meet need	<i>Subtotal:</i>	1	
	Other Court Services	Total:		1
Other Crisis				
	No program found to meet need	<i>Subtotal:</i>	1	
	Other Crisis	Total:		1
Other Information				
	Client terminated call	<i>Subtotal:</i>	2	
	No program found to meet need	<i>Subtotal:</i>	4	
	Other	<i>Subtotal:</i>	5	
	Other Information	Total:		11
Other Support Group				
	No local support group available	<i>Subtotal:</i>	12	
	No program found to meet need	<i>Subtotal:</i>	2	
	Programs closed	<i>Subtotal:</i>	1	
	Other Support Group	Total:		15
PA Adult Basic Insurance				
	Other	<i>Subtotal:</i>	1	
	PA Adult Basic Insurance	Total:		1

Unmet Needs Report

For period from 07/01/2007 To 06/30/2008

<i>Need</i>	<i>Reason</i>			
Parenting Classes				
	No program found to meet need	<i>Subtotal:</i>	7	
	Other	<i>Subtotal:</i>	1	
	Parenting Classes	Total:	8	
Psychiatric Treatment				
	No information available on request	<i>Subtotal:</i>	2	
	Other	<i>Subtotal:</i>	1	
	Psychiatric Treatment	Total:	3	
Religious				
	Client refused referral	<i>Subtotal:</i>	1	
	Client terminated call	<i>Subtotal:</i>	1	
	No information available on request	<i>Subtotal:</i>	1	
	Religious	Total:	3	
Rent, Financial Aid				
	Financial assistance not available	<i>Subtotal:</i>	38	
	Funding is depleted	<i>Subtotal:</i>	5	
	No program found to meet need	<i>Subtotal:</i>	4	
	Other	<i>Subtotal:</i>	1	
	Rent, Financial Aid	Total:	48	
Social Events				
	No program found to meet need	<i>Subtotal:</i>	1	
	Social Events	Total:	1	
Special Needs Transportat				
	No program found to meet need	<i>Subtotal:</i>	2	
	Special Needs Transportat	Total:	2	
Subsidized Transportation				
	No program found to meet need	<i>Subtotal:</i>	1	
	Subsidized Transportation	Total:	1	
Substance Abuse Support G				
	No local support group available	<i>Subtotal:</i>	1	
	Substance Abuse Support G	Total:	1	
Taxes/Tax Preparation				

Unmet Needs Report

For period from 07/01/2007 To 06/30/2008

<i>Need</i>	<i>Reason</i>			
	No program found to meet need	<i>Subtotal:</i>	1	
	Taxes/Tax Preparation			Total: 1
<hr/>				
Transitional Shelter				
	No program found to meet need	<i>Subtotal:</i>	1	
	Transitional Shelter			Total: 1
<hr/>				
Transportation				
	Client terminated call	<i>Subtotal:</i>	2	
	Other	<i>Subtotal:</i>	2	
	Transportation			Total: 4
<hr/>				
Transportation Spanish				
	Other	<i>Subtotal:</i>	2	
	Transportation Spanish			Total: 2
<hr/>				
Travlers Aid				
	Client is ineligible for service	<i>Subtotal:</i>	1	
	Client refused referral	<i>Subtotal:</i>	1	
	Financial assistance not available	<i>Subtotal:</i>	5	
	No program found to meet need	<i>Subtotal:</i>	1	
	Other	<i>Subtotal:</i>	4	
	Travlers Aid			Total: 12
<hr/>				
Utility, Electric				
	Client is ineligible for service	<i>Subtotal:</i>	1	
	Financial assistance not available	<i>Subtotal:</i>	52	
	Funding is depleted	<i>Subtotal:</i>	2	
	No program found to meet need	<i>Subtotal:</i>	2	
	Programs closed	<i>Subtotal:</i>	1	
	Utility, Electric			Total: 58
<hr/>				
Utility, Gas				
	Client is ineligible for service	<i>Subtotal:</i>	1	
	Financial assistance not available	<i>Subtotal:</i>	17	
	No program found to meet need	<i>Subtotal:</i>	1	

Unmet Needs Report

For period from 07/01/2007 To 06/30/2008

<i>Need</i>	<i>Reason</i>			
	Other		<i>Subtotal:</i>	1
		Utility, Gas	Total:	20
Utility, Water				
	Financial assistance not available		<i>Subtotal:</i>	8
		Utility, Water	Total:	8
Valley Santa Volunteers				
	Programs closed		<i>Subtotal:</i>	2
		Valley Santa Volunteers	Total:	2
Veterinary Care				
	Client refused referral		<i>Subtotal:</i>	1
		Veterinary Care	Total:	1
Victims Resource Center				
	Other		<i>Subtotal:</i>	3
		Victims Resource Center	Total:	3
WIC				
	Client terminated call		<i>Subtotal:</i>	1
		WIC	Total:	1
			Grand Total:	597