



Family Service Association of Wyoming Valley

31 West Market Street, Wilkes-Barre, PA 18701-1304 • Telephone (570) 823-5144 • Fax (570) 829-5054

e-mail: fsawv.exec@verizon.net

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Serving N.E. Penna.

Annual Report

July 1, 2011 to June 30, 2012



HELP LINE

1-888-829-1341

(570) 829-1341

Fax (570) 829-5055

www.help-line-nepa.info

helpline@fsawv.org

Call Totals

Calls in to Help Line:	76,532
Calls out from Help Line:	27,615
Telephone Reassurance Calls:	5,938

Total Calls: 110,085

Web Site Totals

Web visits:	5,699
Web hits:	11,914

Visit us at www.fsawv.org

Help Line Annual Report

The total calls handled for the fiscal year ending June 30, 2012 was 110,085. This number includes calls to Help Line seeking some type of information or service. The 27,615 calls out deal with the 76,532 calls in to Help Line. These calls were seeking additional information, resources or assistance for the caller. Our telephone reassurance program made 5,938 calls all which are monitored and followed up on by the Help Line staff. The numbers in the following reports were generated from our Information and referral database and reflect the 67,509 cases that were documented during this past year. Many of these cases involved more than one telephone call.

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PROBLEMS/NEED

Report Period From: July 1, 2011 to: June 30, 2012

Calls to Help Line are categorized into problem areas, then into sub categories for needs by the Help Line caseworker. More than one need may be picked per phone call.

ABUSE/NEGLECT

Elder Abuse/Neglect/Exploit.	9	
Child Abuse/Neglect	306	
Domestic Assault	49	
Domestic Violence Counseling	209	
Victim Assault/Counseling	101	
PFA	144	
Sub Total		818

AGING

Supplemental Insurance	1	
Medicaid/Medicare	2	
PACE	4	
Aging Services	315	
Senior Socialization Programs	24	
Sub Total		346

ADOPTION/FOSTER CARE\GROUP

Sub Total 63

ANIMALS/ANIMAL CONTROL

Pest Control	8	
Rat Control	1	
Animal Shelter	112	
Other	64	
Veterinary Care	34	
Sub Total		219

BUSINESS/INDUSTRY

Small Business Information	4	
Business Address	27	
Business Phone	976	
Sub Total		1,007

CASE MANAGEMENT

Sub Total 20

CLOTHING

Baby Clothing	26	
Children's Clothing	21	
Diapers	34	
Maternity Clothing	3	

Other Clothing	108	
Sub Total		192

CRIME

Rape/Sexual Assault	1	
Missing Persons	3	
Crime Watch	1	
Other Crimes	47	
Other Crimes	17	
Sub Total		69

CONSUMER

Consumer Advocacy	37	
Consumer Complaints	140	
Consumer Protection	10	
Consumer Information	777	
Credit Counseling	21	
Credit Information (Reports, etc.)	6	
Fraud	9	
General	6	
Sub Total		1,006

CRISIS LINES

Sub Total		15,991
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DAY CARE/CHILD CARE

Alzheimer's Day Care	1	
Child Care	67	
Adult Day Care	1	
Mentoring Programs	1	
Financial Assistance	9	
Car Seats	2	
Sub Total		81

COUNSELING

Child	86	
Adolescent	115	
Eating Disorders	3	
Death/Grief	15	
Adult	608	
GAMBLING	1	
Family	30	
Credit Counseling	9	
D & A Counseling	46	
Runaways	6	
War Related Issues	2	
Sub Total		921

NO BUTTS

Cessation Programs	1	
Sub Total		1

DONATIONS INFORMATION

Clothing	76	
Financial	10	
Household/Furniture	106	
Medical Equipment	9	
Other	81	
Sub Total		282

EDUCATION

Adult Education	25	
Education for Children	186	
ESL	2	
Special Education	8	
Parenting Classes	9	
Vocational/Community Education	34	
Literacy/Library	42	
Tutoring	3	
Educational Counseling	1	
School Issues/Problems	21	
GED	17	
Charter Schools	1	
Sub Total		349

EMERGENCIES

Poison Control	35	
Ambulance/Paramedics	17	
Fire/Rescue	15	
Police/Sheriff/State Police	514	
Disaster, Natural or Man	701	
Emergency Room/Hospital	160	
Other Crisis	8	
Terroristic Acts	1	
Sub Total		1,451

EMPLOYMENT

Job Search/Placement	148	
Job Training	11	
Sheltered Employment	5	
Unemployment Compensation	107	
Employee Complaint	28	
Youth Employment	4	
Vocational Rehabilitation	31	

	Sub Total	334
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ENVIRONMENT

Environmental Protection	9	
Sanitation	2	
	Sub Total	11

FIN. ASSISTANCE & SUPPORT

Emergency Financial Aid	254	
Educational Financial Assistance	15	
Burial Assistance/Funeral	14	
Public Assistance/Welfare	273	
Utility, Gas	127	
Utility, Water	76	
Utility, Electric	388	
Utility, Telephone	23	
Rent, Financial Aid	245	
Fuel Program/Weatherization	371	
Traveler's Aid	77	
Child Support	91	
Food Stamps	36	
HUD Assistance	1	
Financial Aid for Med. Care	30	
Home Repairs	86	
SSI/Medicaid	28	
SSA/Medicare	9	
Loans(Personal/Small Business)	11	
Social Security	244	
Property Tax/Rent Rebate	28	
Loans - Mortgages	41	
Income Maintenance	3	
Loans - Home Improvement	5	
Medication Assistance	48	
	Sub Total	2,524

FOOD

Emergency Food	24	
Non-Emergency Food	32	
Home Delivered Meals	62	
Meal Sites	78	
Nutrition Education	2	
Nutrition Counseling	2	
Food Banks	475	
Baby Formula	28	
WIC	28	
	Sub Total	731

FUNDING AGENCIES**Sub Total 12****GOVERNMENT/TAXES**

Taxes/Tax Preparation	116	
Local Government	166	
County Government	269	
State Government	305	
Federal Government	165	
Legislators	40	
Sub Total		1,061

GUARDIANSHIP**Sub Total 1****HANDICAPS**

Visual Impairment/Blindness	30	
Hearing Impairment/Deafness	13	
Developmental Disability	22	
Physical Handicap	24	
Educational	1	
Mental Disabilities	7	
Sub Total		97

HEALTH/MEDICAL

Alzheimer's Disease	1	
Medical/Health Information	349	
Medical Care/Treatment	510	
Medical Equipment/Supplies	46	
Hospice	5	
Sexually Transmitted Disease	13	
AIDS/HIV Info-Tests-Treatment	24	
Pregnancy/Prenatal Care	67	
Family Planning/Birth Con	18	
Medication	70	
Free Clinic	316	
Health Complaint	25	
Physicians Referral	17	
Blood/Organ Donation	5	
Medication Management	1	
Dental	129	
Bird Flu	1	
V.A. Clinic	1	
Eyeglasses/Hearing Aids	57	
Medical Alert	5	
Immunizations	32	

Elder Care Issues	1	
Health Rehabilitative Service	23	
Sub Total		1,716

HOLIDAY ASSISTANCE

Holiday Gifts	270	
Holiday Food	208	
Holiday Meals	38	
Back to School Assistance	26	
Monetary	3	
Valley Santa Problem	54	
Sub Total		599

HOME HEALTH

Home Nursing	6	
Home Health/Personal Care Aide	22	
Homemaker	1	
Personal Care	1	
Companion	3	
Chore Service	25	
Physical Therapy	1	
Hospice Care	1	
Shopping Assistance	1	
Sub Total		61

HOUSEHOLD/FURNITURE

Appliances	15	
Household Goods	14	
Furniture	67	
Sub Total		96

HOUSING

Housing Search Assistance	216	
Subsidized Housing	277	
Halfway House	39	
Nursing/Personal Care Homes	93	
Emergency Shelter	1,103	
Transitional Shelter	194	
Rental Housing	32	
Assisted Living	18	
Lodging	77	
Sub Total		2,049

INSURANCE

Children's Insurance	2	
Insurance Info/Assistance	95	
Unemployment Insurance	2	

PA Adult Basic Insurance	1	
	Sub Total	100

LEGAL

Legal Assistance/Representation	323	
Delinquency	1	
Discrimination	9	
Custody	81	
Probation/Parole/Diversion	91	
Other Court Services	73	
Divorce	19	
District Justices	145	
Small Claims	1	
Wills	3	
Landlord/Tenant	109	
Criminal Case	42	
Civil Case	23	
Pro Bono Lawyer	4	
Ombudsman	5	
	Sub Total	929

MENTAL HEALTH

Mental Health Information	352	
Mental Illness	11	
Emotional Distress	116	
Depression	39	
Other Interpersonal Problems	4	
Other Counseling	16	
302/201 Issues	182	
Death/Grief	1	
Warm Line	40	
Anger Management	15	
Psychiatric Treatment	264	
Out of area Crisis Lines	98	
Anxiety/Panic Disorder	9	
	Sub Total	1,147

RAPE/SEXUAL ASSAULT

	Sub Total	1
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RECREATION/SOCIAL/CLUBS/ORGS

Clubs	16	
Organizations	127	
Recreation Facilities/Programs	71	
Social Events	7	
Religious	72	
Seasonal Events	38	

	Sub Total	331
RUNAWAYS/MISSING PERSONS		
Missing Children	4	
Missing Adults	1	
	Sub Total	5
SUBSTANCE ABUSE		
Alcohol Abuse/Addiction	72	
Drug Abuse/Addiction	77	
County Funding	131	
Methadone Treatment	113	
Detox/D&A Treatment	485	
	Sub Total	878
SUICIDE		
Information About Suicide	4	
Suicide, Level 1 (Threat)	33	
Suicide, Level 2 (With Plan)	7	
Suicide, Level 3 (In Progress)	1	
Suicide Survivors	1	
	Sub Total	46
TRANSLATION/INTERPRETING		
Language	9	
Hearing Impaired	2	
	Sub Total	11
TELEPHONE REASSURANCE		
Other	18	
Alert Issued	215	
No Call Dates	23	
Telephone Reassurance	37	
	Sub Total	293
TRANSPORTATION		
Mass Transit/Public Transportation	236	
Special Needs Transportation	106	
Subsidized Transportation	51	
Medical Transportation	43	
	Sub Total	436
VETERAN SERVICES		
	Sub Total	43
VOLUNTEERISM		
Holiday Volunteering	8	

General Vol. Opportunities	96	
Valley Santa Volunteers	118	
	Sub Total	222

SUPPORT GROUP

Health Support Group	59	
Mental Health Support Groups	74	
Substance Abuse Support Group	294	
Physical Support Groups	7	
Other Support Group	124	
Gambling	19	
	Sub Total	577

TELEPHONE TRANSLATION SERVICE

Help Line Use	17	
Agency Use	18	
	Sub Total	35

GENERAL INFORMATION

Inappropriate Caller	422	
Directory Assistance	1490	
Time/Date/Weather	970	
Help Line Book Info	40	
Directions/Road Conditions	151	
Other Information	769	
I&R Services	330	
	Sub Total	4,172

All Categories

Grand Total: 41,334

CITY LISTING

During this reporting period calls were documented from 22 different states and Washington D.C. to Help Line. Help Line's coverage area is Bradford, Luzerne, Sullivan, Tioga and Wyoming Counties but calls were received from 34 other counties in Pennsylvania. Calls are documented from the actual town if provided or by the telephone exchange. 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.

CONTACT/CALLER CITY

Report Period From: July 1, 2011 to: June 30, 2012

City		City	
Unknown	2,768	Centermoreland	13
Alba	1	Charleston	1
Albrightsville	12	Charlotte	2
Alden	8	Chester	1
Allentown	38	Chicago	1
Allenwood (Union)	2	Clarks Summit	17
Ambler	1	Coaldale	21
Ashland	6	Coatesville	3
Ashley	188	Conyngham	45
Askam	9	Courtdale	11
Asylum Twp	1	Covington Twp	5
Athens	33	Cresco	3
Athens Twp	3	Dallas	1,135
Atlanta	3	Dallas Township	23
Austin	1	Dalton	16
Avoca	58	Danbury	1
Baltimore	2	Danville	13
Beach Haven	8	Dayton	1
Bear Creek Township	81	Dickson City	6
Beaumont	22	Doniphan	6
Beaver Meadows	12	Dorrance Township	4
Bensalem	1	Dover	2
Benton	16	Doylestown	1
Berlin (Wayne)	3	Drifton	6
Berwick	88	Drums	191
Bethlehem	13	Duncanon	1
Binghamton	7	Dunmore	9
Blakely	1	Dupont	64
Blakeslee	4	Duryea	127
Bloomsburg	49	Dushore	19
Blossburg	11	East Brunswick	2
Boston	1	East Stroudsburg	26
Bradford	23	Easton	8
Bresleau	17	Ebervale	9
Bryn Mawr	1	Edwardsville	856
Burlington	3	Elk Twp	1
Butler Township	6	Elkland	24
Canton	14	Elmira	5
Carbon County	2	Elysburg	2
Carbondale	32	Erie	2
Carlisle	1	Evans Falls	1
Carverton	1	Exeter	266

City		City	
Exeter Township	6	Jeddo	4
Eynon	1	Jenkins Township	33
Factoryville	35	Jermyn	2
Fairmount Township	3	Jersey Shore	4
Fairview Township	1	Jessup	5
Falls	18	Jim Thorpe	20
Fern Glen	2	Junedale	3
Fleetville	1	Kelayres	10
Forks Twp	1	Kingston	2,049
Forkston	7	Knoxville	3
Forksville	2	Kunkle	1
Fort Walton	1	LaRaysville	2
Fort Washington	1	Laceyville	28
Forty-Fort	131	Laflin	17
Foster Township	1	Lake Ariel	7
Franklin Township	1	Lake Silkworth	1
Freeland	346	Lake Winola	7
Gaines Twp	1	Lancaster	9
Gainesville	1	Langhorne	1
Glen Lyon	132	Lansdown	1
Hallstead	8	Lansford	6
Hamburg	1	Laporte	6
Hamlin	3	Larksville	3
Hanover Township	850	Las Vegas	4
Harding	37	Lattimer	13
Harleigh	1	Laurel Run	1
Harrisburg	20	Lawrenceville	21
Harvey's Lake	260	Lehigh Valley	2
Hawley	2	Lehighton	21
Hazle Township	121	Lehman	55
Hazleton	3,053	Leroy Twp	2
Herrick Twp	1	Lewisburg	2
Hershey	2	Lewistown	1
Hobbie	1	Liberty	5
Honesdale	24	Liberty Twp	2
Hudson	8	Lock Haven	2
Hughestown	25	Long Pond	1
Hunlock Creek	204	Lopez	1
Huntington Mills	10	Los Angeles	2
Huntington Township	1	Luzerne	217
Indiana	2	Madison	2
Inkerman	5	Mahanoy City	2
Jackson	1	Malvern	10
Jackson Township	6	Mansfield	95
Jackson Twp	3	Marshall's Creek	1

City	
McAdoo	66
Mechanicsburg	3
Mehoopany	32
Meshoppen	24
Miami	2
Middlebury Twp	3
Middletown	1
Milford	18
Mill City	1
Milnersville	3
Miners Mills	7
Mocanaqua	46
Mocanoqua	2
Monroe Twp	4
Montgomery	2
Montrose	20
Moosic	21
Morris Twp	3
Morristown	3
Moscow	5
Mount Pleasant	2
Mount Pocono	27
Mountaintop	348
Muhlenberg	5
Muncy	20
Nanticoke	2,101
Nashville	1
Nelson Twp	2
Nescopeck	38
Nesquehoning	5
New Albany	47
New Columbus	1
New York	17
Newfoundland	2
Newport Township	6
Nicholson	31
Norristown	4
North Towanda Twp	3
Noxen	38
Nuangola	46
Nuremburg	19
Old Forge	19
Olyphant	8
Onida	2
Orefield	18

City	
Osceola Twp	9
Palmerton	12
Pardeesville	5
Parsons	20
Peckville	2
Philadelphia	111
Pike Twp	1
Pike's Creek	1
Pittsburgh	22
Pittston	1,400
Pittston Township	17
Plains	292
Plains Township	100
Plymouth	687
Plymouth Township	39
Pocono Pines	2
Pocono Summit	17
Port Blanchard	6
Port Griffith	4
Portland	3
Pottsville	13
Pringle	22
Providence	1
Rapid City	4
Reading	37
Red Rock	1
Rehrersburg	1
Ridgebury Twp	4
Ringtown	5
Rome	20
Roseville	3
Salem Township	21
Sayre	145
Scott Township (Wayne)	3
Scottsdale	1
Scranton	411
Seattle	1
Selinsgrove	1
Shamokin	1
Shavertown	108
Shawnee-on-Delaware	1
Sheatown	4
Shenandoah	5
Sheshequin Twp	2
Shickshinny	173

City		City	
Slocum Township	1	Tunkhannock	452
Smithfield Twp	4	Ulster	2
South Creek Twp	1	Virginia Beach	1
Springfield Twp	3	Wanamie	1
Springville	1	Wapwallopen	52
Stanford	1	Warren	2
State College	7	Warrior Run	23
Sterling (Wayne)	1	Washington D.C.	4
Stillwater	26	Waverly	4
Stroudsburg	86	Waymart	5
Sugar Notch	94	Weatherly	24
Sugarloaf	57	Wellsboro	109
Sugarloaf Township	2	West Chester	4
Sullivan Twp	1	West Hazleton	171
Sunbury	7	West Nanticoke	173
Suscon	1	West Pittston	190
Susquehanna	2	West Wyoming	36
Sweet Valley	104	Westfield	48
Swoyersville	539	White Haven	179
Sybertsville	3	Whitehall	2
Tamaqua	25	Wilkes-Barre	14,285
Tampa	2	Wilkes-Barre Township	78
Tannersville	3	Williamsport	17
Taylor	16	Woodbury	1
Tioga	17	Wright Township	4
Tobyhanna	20	Wyalusing	33
Towanda	226	Wyoming	232
Tresckow	27	Wysox Twp	2
Troy	31	Yatesville	2
Troy Twp	1	York	1
Trucksville	193	Zion Grove	1

TOTALS: 327 cities

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

CONTACT/CALLER GENDER STATISTICS

For Period From: 07/01/2011 To: 06/30/2012

	Callers	Percent
Female	26,102	66.45
Male	12,172	30.99
Unknown	1,006	2.56
TOTALS:	39,280	100.00

CONTACT/CALLER AGE RANGE STATISTICS

For Period From: 07/01/2011 To: 06/30/2012

	Callers	Percent
Unknown	944	2.40
0-17	3,408	8.68
18-59	30,012	76.41
60 & Over	4,915	12.51
TOTALS:	39,279	100.00

Homeless?

For Period From: 07/01/2011 To: 06/30/2012

No entry	10,247
No	28,270
Yes	763
Grand Total:	39,280

CONTACT TYPE STATISTICS

For Period From: 07/01/2011 To: 06/30/2012

Emergency Intervention	11,002	28.01
Information Only	21,610	55.02
Advocacy, Direct	328	0.84
Alert	1,261	3.21
Follow-Up & Referral	1	0.00
I & R & Support	101	0.26
Information & Referral	4,977	12.67
TOTALS:	39,280	100.00

Source of Referral (Who told them to call Help Line.)

Report Period From: July 1, 2011 to June 30, 2012

	# of Referrals from		
Agencies	571	Newspaper	192
Agency Employee	4,173	Operator	183
Agency Referral	1,317	Phone Book	2,228
Attorney	3	Police	506
Business	73	Radio	207
CareerLink	1	Schools	65
Church	28	Television	493
Family	95	Tie Lines	11,576
Friends	437	Unknown	1,986
Government	63	Walk-in	1
Hospital/Doctor	1,103	Web Site	23
Internet	81	Written	806
		Grand Total:	39,166

PA 2-1-1 Calls

(Calls made to Help Line by Dialing 2-1-1)

Report Period From: July 1, 2011 to June 30, 2012

	Calls
Bradford	251
Carbon	25
Lackawanna	71
Lehigh	10
Luzerne	4
Monroe	95
Northampton	1
Pike	29
Sullivan	9
Susquehanna	18
Tioga	184
Wayne	25
Wyoming	9
Grand Total:	39,280

Referral Report (Callers were referred to.)
Report Period From: July 1, 2011 To: June 30, 2012

Program

Commission on Economic Opportunity	625
Community Counseling Services of NEPA	363
Miscellaneous Phone Book or Directory Assistance	279
Mother Teresa Haven Men's Emergency Shelter Pgm.	236
Ruth's Place, (Women's Shelter)	200
Domestic Violence Service Center	182
Saint Vincent DePaul Kitchen	169
Salvation Army - Wilkes-Barre	129
Luzerne/Wyoming Counties Area Agency on Aging	127
FIRST	124
Assistance Office - Luzerne County, Wilkes-Barre Office	123
North Penn Legal Services - Wilkes-Barre	121
Wilkes-Barre Free Clinic	115
Reach Program of Saint Stephen's Church, Inc	111
Catholic Social Services - Wilkes-Barre	102
Kirby Family House - Salvation Army	93
White Deer Run, Inc.	92
Miscellaneous Out of Area Agencies or Services	89
CHOICES Program of Wyoming Valley	87
Miscellaneous Out of County 211 Referral	87
Catherine McAuley House	81
Children's Service Center - Wilkes Barre Office	79
Miscellaneous City Government Offices	76
PUC Residential Termination Unit	75
Luzerne County 911 Communications Center	74
Pocono Info	68
Endless Mountains Mission Center	66
Luzerne/Wyoming Counties Drug & Alcohol Program	66
Commission on Economic Opportunity - Hazleton	62
Miscellaneous Out of Area Information & Referral	62
Northeast Counseling Services -(Nanticoke)	58
Luzerne County Children & Youth Services	57
Northeast Counseling Services (Hazleton)	57
Trehab Center	57
Pro Life Center	56
Saint Anthony's Haven	50
American Red Cross - Wyoming Valley Chapter	47
Wyoming Valley Alcohol and Drug Services, Inc.	45
Valley Santa (2011)	44
Luzerne/Wyoming Counties Transportation Program	43
Victims Resource Center	42
Childline PA State Child Abuse Registry	41

Clear Brook Manor	39
Family Service Association of Wyoming Valley	39
Luzerne County Housing Authority	39
Clear Brook	37
Bridge Housing Program	36
Volunteers in Medicine, (WB Free Medical Clinic)	36
BMW Free Community Clinic	35
Caring Alternatives	35
Salvation Army, Tioga County	35
Voluntary Action Center of Northeastern PA	34
Pierce Counseling Support Groups	32
Toys 4 Tots (2011)	32
Partnership For Prescription Assistance	31
Luzerne County Emergency Management Agency	30
Back Mountain Free Medical & Legal Clinic	29
Care & Concern Free Health Clinic & Food Pantry, of Pittston	29
I & R Services	28
Miscellaneous Area Businesses	28
Kiwanis Club & Kiwanis Wheelchair Club of Wilkes-Barre	25
Lawyer Referral Service of Luzerne County	25
Luzerne/Wyoming Counties MH & Developmental Services	24
Saint Nicholas Church Food Pantry	24
Health Department, PA - NE District Office	22
Hope Center, The (Trucksville Free Medical/Legal Clinic)	22
Miners Medical	22
ACCESS Plus, Health Care Insurance	21
Al Beech/West Side Food Pantry	21
Clothing Closet	21
Dial-A-Driver	21
Commission on Economic Opportunity - Tunk.	20
McAuley Health Clinic	20
Miscellaneous Flood Relief Program	20
Shoemaker Mission Central HUB	20
CareerLink - Wilkes Barre Center	19
Volunteers of America	19
Wilkes-Barre City Offices	19
Alanon/Alateen Family Group - District 30	18
CSS Wyoming Valley - XMAS Food	18
Consumer Credit Counseling Service of NEPA	18
Luzerne County District Justices	18
Luzerne County Medical Society	18
PA Unemployment Compensation Service Center	18
Social Security Administration - Wilkes-Barre	18
Wilkes-Barre Health Department	18
Wilkes-Barre Housing Authority	18
Choices Recovery Program (Methadone)	17

Christian Service Center of Plymouth	17
SPCA of Luzerne County	17
United Charities, Inc.	17
Attorney General PA	16
Greater Wilkes Barre Assoc. for the Blind	16
Scranton Counseling Services	16
Bridge Youth Services	15
Center for Independent Living NEPA	15
Child Care Information Service of Luzerne County	15
Nanticoke Food Pantry	15
Bridge of the Penn-York Valley Churches	14
Gabriel House	14
Marworth	14
Valley Wide Help	14
Alcoholics Anonymous NEPA Intergroup	13
American Cancer Society NEPA Regional Office	13
Miscellaneous Web Sites	13
Salvation Army Adult Rehabilitation Center	13
Catholic Youth Center of Wyoming Valley	12
Feed a Friend, 2011	12
HomeSavers USA/HART	12
Internal Revenue Service - Wilkes-Barre	12
Osterhout Free Library Central Library	12
PFA Order Coordinator	12
Salvation Army Athens, Sayre, Waverly	12
Women's Resource Center, Inc.	12
Wyoming Valley AIDS Council	12
Casey House (Halfway House)	11
Community Counseling Services of NEPA - Tunkhannock Office	11
Conewago Pottsville	11
Interfaith Friends	11
PA Housing Finance Agency	11
PUC - Harrisburg	11
Planned Parenthood of NEPA	11
Recovery Inc. MH Self Help & Support Group	11
Scranton Counseling Center---MH/MR	11
US Federal Emergency Management Agency	11
WARM LINE, (Luzerne County)	11
Assistance Office - Bradford County	10
Assurance Wireless	10
Catholic Social Services - Hazleton	10
Drivers License Centers of PA.	10
Luzerne County Orphans Court	10
Safe Link Wireless	10
United Way of Wyoming Valley	10
Allied Services - John Heinz Institute	9

Ashley Food Pantry	9
Bereavement Support Group - Hospice of the Sacred Heart	9
Dress for Success Luzerne County	9
First Hospital Wyoming Valley	9
Hear Now (Hearing Aid Assistance)	9
Homeowners Emergency Mortgage Assistance Program Help Center	9
Luzerne County Domestic Relations Section	9
NAMI - Wilkes-Barre Office	9
PA State Representative Eddie Day Pashinski, 121st District	9
Revenue Department - PA	9
Sex Love Addicts Anon	9
Thanksgiving Meals	9
511 PA	8
Back Mountain Food Pantry	8
Better Business Bureau of NEPA	8
His Resting Place, (Maternity Home)	8
Luzerne County Coroner / Medical Examiner	8
Maternal and Family Health Services -Luzerne	8
NEPA Veterans Multicare Alliance, (NEPA-VMA)	8
PA State Senator John Yudichak, 14th District	8
Pittston City Housing Authority	8
Saints Peter and Paul Food Pantry	8
Serento Gardens: Alcoholism and Drug Services	8
Wilkes-Barre General Hospital	8
Women to Women, Inc.	8
Adult Learners' Training & Assistance Program (ALTA)	7
Caregivers America	7
Child Development Council of NEPA - Wilkes-Barre	7
Clem-Mar House, Inc. (Edwardsville)	7
Community Family Services	7
Compassionate Friends Luzerne County	7
Flood Recovery Information	7
Healing Hearts	7
Kirby Health Center, Dental Clinic	7
Labor and Industry Department, of PA.	7
Lackawanna County Children and Youth Services	7
Loftus-Vergari & Associates	7
Luzerne County Bar Assoc. Pro Bono Services	7
Luzerne County Correctional Facility	7
Luzerne County Courthouse	7
Luzerne County Transportation Authority	7
Miscellaneous CEO like agencies in other counties	7
Nanticoke Housing Authority	7
Northeast Veterinary Emergency Hospital	7
PA Agriculture Department Regional Office III	7
PA Department Of Transportation (Harrisburg)	7

Rainbow Alliance	7
SHINE (Self Help Information Network)	7
Salvation Army Wyoming County Service Units	7
Vital Records Division, of PA	7
Wage and Hour Division	7
YMCA - Wilkes-Barre Family	7
Advanced Psychological Associates	6
Advocacy Alliance, The - Wilkes-Barre	6
Alzheimer's Association of Greater Pennsylvania	6
Beginning Experience	6
Caregiver Support Group - Edwardsville	6
Centers for Disease Control	6
Counseling & Learning Associates	6
Eagleville Hospital	6
Gambler's Anonymous - Luzerne County	6
Help Line	6
Jewish Community Alliance	6
Luzerne County District Attorney	6
Luzerne County Voter Services	6
Medicare & Medicaid Hotline	6
Monroe-Noxen Health Center	6
Mountaintop Free Medical Clinic	6
North Penn Legal Services - Hazleton	6
Office of Vocational Rehabilitation	6
Revenue Department of PA, Scranton District Office	6
SAFE (Supporting Autism and Families Everywhere)	6
Salvation Army - West Pittston	6
Suboxone.com	6
Suicide Bereavement Support Group	6
Valley Cat Rescue	6
Wyoming Valley Children's Association	6
CONCERN Professional Services	5
Christmas Meals (2011)	5
Eating Disorder Support Group	5
GED - Adult Basic Education	5
Habitat for Humanity of Wyoming Valley	5
Hearing Aid HelpLine	5
Housing and Urban Development Department - Phila.	5
Luzerne County Office of Human Services	5
Luzerne County Safe Kids Coalition	5
Luzerne Intermediate Unit #18	5
MFHS Family Planning Center (Wilkes-Barre)	5
McKinney Clinic RHC	5
PA Department of Public Welfare	5
PUC Consumer Services Bureau	5
Poison Control Center	5

Susan G. Komen Breast Cancer Found. NEPA Affiliate	5
Wyoming Valley Rescue Mission	5
A Better Today, Inc. - Bradford Co	4
Abuse & Rape Crisis Center (ARCC)	4
Alexander Graham Bell, AFD	4
Alzheimer's/Related Disorders Support Group - Wilkes-Barre	4
American Lung Assoc. of PA, Wilkes-Barre Outreach Ctr.	4
American Red Cross - Wyoming County Chapter	4
Annual Credit Report Request Service	4
Anthracite Region Center for Independent Living	4
Arthritis Foundation of NEPA	4
Assistance Office - Luzerne County, Hazleton Office	4
Assistance Office - Wyoming County Office	4
Bi-Polar/Chronic Clinical Depression Support Group	4
Bradford County Emergency Management Agency	4
Catholic Social Services - Lackawanna County	4
Children's Service Center - Tunkhannock Office	4
Clear Brook Lodge	4
Compassion Center	4
Court Advocate Program	4
Disability Rights Network of Pennsylvania	4
Drug Deal Reporting (Tiplines)	4
GED - Adult Basic Education - LIU/LCWIDA	4
Geisinger Wyoming Valley Medical Center	4
Grief Support Group, (Mountainop)	4
Grief Support Group, (Wyoming)	4
Hazleton Housing Authority	4
Health Department, PA, Harrisburg	4
Luzerne County Community College	4
Luzerne County Community Development Office	4
Luzerne County Offices - ALL PHONE #'S	4
Luzerne County Veteran Affairs	4
North Central Sight Services, Inc	4
Northern Tier Counseling	4
PA American Water Company	4
PA Emergency Management Agency (PEMA)	4
PA Office for the Deaf and Hard of Hearing, Northeast Regional	4
PA State Representative Mike Carroll , 118th District	4
Pride of Northeast PA	4
Professional & Occupational Affairs of PA.	4
Shickshinny Food Pantry	4
Small Business Development Center-WB	4
Special Kids Network	4
Speech-Language & Hearing Center	4
Step-by-Step, Inc. (Admin. Offices)	4
Tioga/Bradford County Housing & Redevelopment Authorities	4

Volunteer Action Center	4
WNEP (ABC) Television	4
Wilkes-Barre Area School District	4
Wyoming County Emergency Management	4
American Civil Liberties Union NEPA Chapter	3
American Diabetes Association Northeast Chapter	3
American Heart Association	3
American Red Cross of Bradford Sullivan Counties	3
Angelic Diaper Ministries, Inc.	3
Assistance Office - Lackawanna County	3
Autism Society of America	3
Baroness Family Law Consulting (Home Evaluations)	3
Bennett Home	3
Bradford / Sullivan County D&A Program Office	3
Bradford-Tioga County Housing Authority	3
Bureau of Consumer Protection	3
Caron Foundation	3
Charles T. Adams Senior Center	3
Children's Behavioral Health Services, Inc.	3
Christ's Community Clothes Closet	3
Drug and Alcohol Treatment Services - Scranton	3
Endless Mountains Pregnancy Care Center (EMPCC)	3
Equifax	3
Graham Academy	3
Hazleton City Services	3
Head Start, Inc. of Luzerne County	3
Helping Hands Society of the Hazleton Area	3
Hospice Care of the VNA	3
Impact Systems, Inc.	3
Interfaith Heights Apartments	3
Learning Disabilities Association of Luzerne Co.	3
Life Line Services	3
Luzerne County Public Defender's Office	3
MINSEC of Scranton	3
Mansfield Food Bank	3
Miscellaneous Area School Districts	3
Mothers To Be Health Service Program	3
MountainTop Food Bank	3
Narcotics Anonymous	3
New Directions Treatment Services of Lehigh Valley	3
North Penn Legal Services - Jim Thorpe	3
Overeaters Anonymous	3
PA AIDS Testing/Counseling Programs	3
PA Blindness and Visual Services	3
PA Education Department	3
PA Personal Care Homes Division	3

PA State Police - Shickshinny	3
PA State Representative Phyllis Mundy, 120th District	3
Pyramid Healthcare	3
Salvation Army - Hazleton	3
Sherman Hills Apartments	3
Special Care Hospital	3
Special Transportation Efforts Program (STEP)	3
Treatment and Rehabilitation Center of Montrose	3
United Cerebral Palsy of NEPA	3
Veterans Administration Homeless Program	3
Veterans Affairs Medical Center	3
WIC Nutrition Center (Kingston)	3
We Care, HIV/AIDS Support Network, Inc.	3
YMCA of Greater Pittston	3
24 Hour Pharmacies	2
AIDS Factline - PA State	2
AUTISMLINK (online support program)	2
American Civil Liberties Union of PA	2
American Red Cross - National Headquarters	2
B/S/S/T Area Agency on Aging (Bradford)	2
Bereavement Support Group - Hospice St. John	2
Bethel AME Church	2
Blue Chip Farms Animal Refuge	2
Blue Cross of NEPA	2
Bradford County Human Services	2
Cancer Survivors' Support Group	2
Carbon County Action Committee	2
Children's Advocacy Center of NEPA	2
Children's Immunizations	2
Comfort Keepers	2
Community Cupboard, Nescopeck Food Bank	2
Community Medical Center Healthcare System	2
Confidential Counseling	2
Dental Hygiene Clinic at LCCC	2
Diakon Hospice Saint John	2
Diocese of Scranton	2
Eagle Ridge Apartments (formally Edwardsville Apart.)	2
Employee Counseling Services	2
Empty Arms Bereavement Support Group	2
Experian - (TRW)	2
Father's Group and Parenting Center	2
Futures Community Support Services	2
Game Commission - NE Regional Office	2
Gaudenzia at Fountain Springs	2
Geisinger Health Plan	2
Geisinger Urgent Care Center	2

Golden Living Center East Mountain	2
Grace Fellowship - English Classes	2
Harbour Counseling	2
Hazleton Area Food Bank	2
Hazleton Free Legal Clinic	2
Hazleton General Hospital	2
Hospice Saint John - Greater Wyoming Valley/Scranton Office	2
Immigration and Customs Enforcement (ICE) - Washington	2
Institute For Human Resources MH Group Home	2
Intergenerational Coalition NEPA	2
Kidz Sake	2
Lackawanna County Area Agency on Aging	2
Lackawanna County Commission on Drug & Alcohol Abuse	2
Lackawanna County Courthouse	2
Leonard's Auto Tag Service & Title Service	2
Life Line Medical Alert Service	2
Lions Club District 14W - Luzerne County	2
Livengrin Foundation	2
Luzerne County Juvenile Probation	2
Luzerne County Prescription Discount Card	2
Luzerne County Tax Claim Bureau	2
McGlynn Learning Center	2
Meals on Wheels of Wyoming Valley, Inc.	2
Mercy Institute of Educational Development (MIED)	2
Miscellaneous/Out of Town Newspapers	2
Misericordia University	2
Mothers of Preschoolers (MOPS)	2
NAACP - Wilkes-Barre	2
National Easter Seal Society	2
North Penn Legal Services - Mansfield	2
North Penn Legal Services - Scranton	2
North Penn Legal Services - Stroudsburg	2
Northeast Pennsylvania Lions Eye Bank	2
Northern Tier Counseling Drug & Alcohol Treatment Services	2
OnTrack	2
PA Aging Department	2
PA Crime & Delinquency Commission - Victims Services Division	2
PA Environmental Protection Bureau - Wilkes Barre	2
PA Fix Road Hotline	2
PA Governor's Office	2
PA Nursing Home Complaint Line	2
PA State Police	2
PA State Police - Wyoming	2
PA State Representative Tarah Toohil, 116th District	2
PFLAG - Parents, Families & Friends of Lesbians and Gays	2
Penn State Cooperative Extension - Tioga County	2

PennDot Road Condition Hotline	2
Pennsylvania State Police Barracks	2
Post Offices (Local)	2
Public Welfare Fraud Tip Line	2
Quit Line (PA. Smoking Quitline)	2
RAINN (Rape, Abuse & Incest National Network)	2
ReStore	2
Retired and Senior Volunteer Program (RSVP)	2
Salvation Army - Xmas Program -WB	2
Second Time Around Support Group	2
Silent Santa	2
Social Security Administration-Scranton	2
Straight from the Heart Food Pantry	2
Teen Line	2
That Special Woman	2
Trans Union	2
Veterans Affairs Benefits Regional Office	2
Victims Resource Center - Tunkhannock	2
Vision Resource Center	2
WIC Clinic #210 (Wilkes-Barre)	2
Wellsboro Food Bank	2
Wilkes University	2
Wilkes-Barre Police Department	2
Wyoming County United Way	2
Wyoming Valley West School District	2
109th Field Artillery	1
A Better Today, Drug & Alcohol Treatment Services	1
AAA Mid-Atlantic Wilkes-Barre Branch	1
ALMA Society	1
ALS Association North Central PA Region	1
ASAAC - Adults Sexually Abused as Children	1
Action Line For Life, Pregnancy Hotline	1
Adult Literacy & English as a Second Language	1
Advocacy Alliance, The - Scranton	1
Affordable Dentures	1
Alcohol Hotline (National)	1
Alcoholics Anonymous PA Intergroups	1
American Cancer Society--Susq/Wyoming Co Unit	1
American Diabetes Association	1
American Humane Association	1
American Lung Association--Scranton Outreach Center	1
American Medical Association	1
American Parkinson's Disease Association	1
American Red Cross - NEPA Regional Blood Services	1
American Speech Language Hearing Association	1
Arc of Luzerne County, The	1

Arthur A. Bryant Funeral Home	1
Assistance Office Tioga County	1
Attendant Care Program	1
Autism & Related Disorders Support Group	1
B/S/S/T Area Agency on Aging (Susquehanna)	1
B/S/S/T Area Agency on Aging (Tioga)	1
Boys and Girls Clubs of America - NE Service Center	1
Bradford County District Justices	1
Bradford County Mental Retardation	1
COMPASS State Web Site For State Services	1
Candy's Place	1
Carbon County Food Pantry System	1
Carbon-Monroe-Pike Drug & Alcohol Commission Inc.	1
Career One Stop	1
CareerLink - Bradford	1
CareerLink - Hazleton Center	1
Caregiver's Support Group	1
Child Care Information System of Bradford/Sullivan Counties	1
Children of Aging Parents	1
Citizenship and Immigration Service - Phila.	1
Clarks Summit State Hospital	1
Clem-Mar House for Women, (Dallas)	1
Coats & Shoes for Kids, Inc.	1
Columbia County Assistance Office	1
Columbia County Energy Assistance Program	1
Concerned Parents of the Hazleton Area	1
Conyngham Valley Interfaith Food Pantry	1
Council on Compulsive Gambling, Pennsylvania	1
Credit Reporting Bureaus	1
Crohn's Disease- Colitis Support Group	1
Dan Flood Towers	1
Divine Providence Hospital	1
Domestic Relations--Lackawanna County	1
Domestic Violence Crisis #'s in NEPA	1
Drive Safe PA	1
Drug Enforcement Administration	1
EIHAB Human Services, Inc.	1
Early Intervention Program of Luzerne/Wyoming Counties	1
Educational Opportunity Center	1
Edwardsville Senior Citizens Center	1
Endless Mountain Animal Welfare League	1
Evergreen Behavioral Intervention Services	1
F.M. Kirby Center for the Performing Arts	1
Faith Assembly of God	1
Family Care Center at the Nesbitt Building	1
Family Practice Residency Program	1

Farmer's Market Vouchers for Seniors	1
Fibromyalgia Support Group - Scranton	1
GED - Hazleton Area	1
GED - Testing and Test Information	1
Gabriel Shelter	1
Gam-Anon Support Group - Luzerne County	1
Game Commission of PA.	1
Gaudenzia Concept 90, D&A Treatment Center	1
Geisinger Health System, Danville	1
Gift of Life Donor Program	1
Goodwill Industries - Regional Office	1
Greater Hazleton Chamber of Commerce	1
Greater Wilkes-Barre Growth Partnership	1
Hannah's Hope Pregnancy Shelter	1
Hazleton Area Public Library	1
Hazleton Police Department	1
Hazleton Public Transit	1
Health Department, PA- Scranton	1
Heartland Home Health Care & Hospice	1
Hillside Rest Home	1
Hispanic Outreach Program	1
Home Instead Senior Care	1
Homeless Student Initiative	1
Homeowner Resource Center	1
Hospice Community Care	1
Hospice of the Sacred Heart	1
Housing Development Corporation of NEPA	1
Housing and Urban Development Department - Washington	1
Institute For Human Resources & Services	1
Internal Revenue Service - Washington	1
Internet Web Site Information	1
Interstate Blood Plasma Inc	1
Jewish Community Center of Wyoming Valley	1
Joy Pest Control	1
Juvenile Law Center	1
Kidder House	1
Kids Peace	1
Kingston Senior Citizens Center	1
Kistler Clinic	1
La Leche League - Greater Pittston	1
Labor Law Compliance Bureau	1
Lee Park Senior Citizens Center	1
Long Term Recovery Committee	1
Luzerne County Adult Probation	1
Luzerne County Clerk of Courts	1
Luzerne County Council of the Blind, Inc.	1

Luzerne County Marriage License Bureau	1
Luzerne County Recorder of Deeds	1
MA Dentists	1
Martha Lloyd Community Services	1
Maureen Reimiller Real Estate	1
Meals on Wheels of Greater Hazleton	1
Meals on Wheels of Pittston	1
Mental Illness Support Group	1
Mill Memorial Library	1
Millerton Food Bank	1
Moses Taylor Health Care System	1
Mountaintop Diabetes Support Group	1
Multiple Sclerosis Hazleton Area Support Group	1
Muscular Dystrophy Association	1
Nanticoke City Services	1
Naranon Support Group	1
National Center For Missing & Exploited Children	1
National Eating Disorders Association	1
National Information Center on Hearing Loss	1
National Kidney Foundation	1
National Multiple Sclerosis Society	1
New Seasons at Tiffany Court	1
New Story	1
North Penn Legal Services - Towanda	1
North Penn Legal Services - Williamsport	1
North Penn Manor	1
Northeast Health & Hospice Care	1
Northeast Regional Cancer Institute	1
Northeastern Regional HIV Planning Coalition	1
Northern Tier Helping Hands	1
Nurse-Family Partnership of Luzerne County	1
Olympia Estates	1
PA Agriculture Department	1
PA Americans With Disabilities Act	1
PA Apprise	1
PA Charitable Organizations Bureau	1
PA County Children and Youth Programs - NEPA	1
PA Department of Transportation - (Scranton, NEPA)	1
PA Fish and Boat Commission - NE Regional Office	1
PA Insurance Department	1
PA Lottery	1
PA Mentor	1
PA Northeast Regional Personal Care Office	1
PA Office Of Homeland Security	1
PA PACE Program	1
PA Relay Service	1

PA State Police - Tunkhannock	1
PA State Representative Gerald Mullery, 119th District	1
PA State Representative Karen Boback, 117th District	1
PA State Senator Lisa Baker, 20th District	1
PA Women's Commission	1
PA Workers' Compensation	1
PPL Electric Utilities	1
Parenting Center	1
Pastor's Food Pantry	1
Pediatric Psychology Services	1
Penn State Cooperative Extension - Bradford County	1
Penn State Cooperative Extension - Luzerne Co.	1
Pennsylvania Hunger Action Center	1
Pittston Area School District	1
Pocono Medical Center	1
Project Mom	1
Real Alternatives, Women In Need	1
Refugee and Immigration Services	1
Residents Manor	1
Restaurant Health Complaints	1
River View Personal Care	1
Riverview Ridge	1
Robert Packer Hospital	1
Ronald McDonald House - Scranton	1
Rural Health Corporation of Northeastern Pennsylvania	1
SCI - State Correctional Institution (local)	1
STD & AIDS Hotline	1
Salvation Army - Haz. Christmas Programs	1
Scranton Housing Authority	1
Shiner's Hospital, (Philadelphia)	1
Small Business Development Center - Scranton	1
Smedley, W.P, M.D.	1
Smith Health Care Ltd.	1
Society Towards Autistic Research	1
Soldiers and Sailors Memorial Hospital	1
Step-by-Step - Wilkes-Barre (Hazle Street)	1
Suicide Bereavement Support Group	1
Susquehanna Counseling Group	1
Tioga County Children & Youth Services	1
Tyler Memorial Hospital	1
UGI Utilities, Inc.	1
US AIDS Hotline	1
US Clerk of Courts Office	1
US Department of State	1
US Federal Bureau of Investigation	1
US Food and Drug Administration	1

US Health & Human Services Administration	1
US Hill Burton Uncompensated Services Program	1
US Job Corps - Admissions Office	1
US Job Corps - Keystone	1
US Job Corps - Red Rock	1
US Representative Lou Barletta, 11th District	1
US Representative Tom Marino 10th District	1
United Charities Children's Home	1
United Rehabilitation Services - Employment Svs.	1
United Way of Lackawanna County	1
Unity Center for Positive Living	1
VITA Tax Help	1
Veterans Affairs Department Regional Office & Insurance Center	1
Vision Quest	1
WBRE Television	1
WVIA (PBS) Television	1
Wayne County Information & Referral (WINFO)	1
Wietz Personal Care Home	1
Wilkes-Barre Area Vo-Tech	1
Wilkes-Barre Street Department	1
Wilkes-Barre/Scranton International Airport	1
Women with Children Program	1
Wyoming County 911	1
Wyoming County District Attorney	1
Wyoming County Food Pantry	1
Wyoming County Housing & Redevelopment Authority	1
Wyoming Valley Family Practice	1
Wyoming Valley Manor	1
Y-ME National Organization for Breast Cancer	1

SUMMARY STATISTICS:

Total Referrals: 2,056
Programs referred to: 670

Unmet Needs Report
For Period From: 07/01/2011 To: 06/30/2012

ARCC	Total: 1
Adult	Total: 3
Agency Use	Total: 2
Alcohol Abuse/Addiction	Total: 1
Ambulance/Paramedics	Total: 2
Animal Shelter	Total: 1
Anxiety/Panic Disorder	Total: 1
Appliances	Total: 5

Back to School Assistance	Total: 2
Business Phone	Total: 8
C&Y, Luzerne County	Total: 1
Chore Service	Total: 1
Clothing	Total: 1
Clubs	Total: 1
Concern	Total: 1
Consumer Information	Total: 13
County Government	Total: 1
Dental	Total: 3
Detox/D&A Treatment	Total: 4
Directions/Road Condition	Total: 3
Directory Assistance	Total: 6
Disaster, Natural or Man	Total: 3
Divorce	Total: 2
Education for Children	Total: 1
Emergency Financial Aid	Total: 22
Emergency Food	Total: 3
Emergency Shelter	Total: 62
Emotional Distress	Total: 1
FSA - Other	Total: 1
FSA Clients	Total: 1
Federal Government	Total: 1
Financial Aid for Med. Ca	Total: 2
Financial Assistance	Total: 1
Food Banks	Total: 7
Free Clinic	Total: 5
Fuel Program/Weatherization	Total: 36
Furniture	Total: 19
General	Total: 1
General Vol. Opportunitie	Total: 1
Halfway House	Total: 1
Health Support Group	Total: 1
Holiday Food	Total: 16
Holiday Gifts	Total: 6
Holiday Meals	Total: 3
Home Health/Personal Care	Total: 1
Home Repairs	Total: 9
Household Goods	Total: 2
Household/Furniture	Total: 16
Housing Search Assistance	Total: 3
I&R Services	Total: 1
Income Maintenance	Total: 1
Insurance Info/Assistance	Total: 4
Job Search/Placement	Total: 1
Legal Assistance/Representation	Total: 2

Loans - Home Improvement	Total: 1
Loans - Mortgages	Total: 2
Loans(Personal/Small Business)	Total: 4
Local Government	Total: 1
Lodging	Total: 34
Mass Transit/Public Trans	Total: 4
Medical Care/Treatment	Total: 4
Medical Transportation	Total: 2
Medical/Health Information	Total: 2
Medication	Total: 4
Medication Assistance	Total: 4
Mental Health Information	Total: 4
Mental Health Support Group	Total: 2
Non-Emergency Food	Total: 3
Nursing/Personal Care Home	Total: 1
Nutrition Counseling	Total: 1
Other	Total: 8
Other Clothing	Total: 1
Other Information	Total: 5
Other Support Group	Total: 4
Out of area Crisis Lines	Total: 1
PA Adult Basic Insurance	Total: 1
Parenting Classes	Total: 4
Police/Sheriff/State Police	Total: 1
Psychiatric Treatment	Total: 1
Public Assistance/Welfare	Total: 5
Recreation Facilities/Pro	Total: 1
Religious	Total: 1
Rent, Financial Aid	Total: 26
Seasonal Events	Total: 2
Social Events	Total: 1
Special Needs Transportation	Total: 6
Subsidized Housing	Total: 1
Subsidized Transportation	Total: 4
Substance Abuse Support G	Total: 3
Taxes/Tax Preparation	Total: 1
Transitional Shelter	Total: 2
Travelers Aid	Total: 23
Utility, Electric	Total: 60
Utility, Gas	Total: 29
Utility, Telephone	Total: 1
Utility, Water	Total: 13
Veterinary Care	Total: 2
Victim Assault/Counseling	Total: 1
Grand Total:	584