



Serving N.E. Penna.



Help Line's

Annual Report

July 1, 2012 – June 30, 2013

Help Line is a program of Family Service Association of Northeastern PA.

Help Line's primary coverage area is Bradford, Luzerne, Sullivan, Tioga and Wyoming Counties.



Calls In to Help Line	66,497
Calls Out from Help Line	24,725
All of these calls are related to calls in.	
Telephone Reassurance Calls	5,264
Total Calls Handled by Help Line Staff	<u>96,486</u>

A break down of calls handled by Help Line Staff:

11 Calls per hour

264 Calls per day

8,041 Calls per month

16,081 Calls per full time Help Line Staff

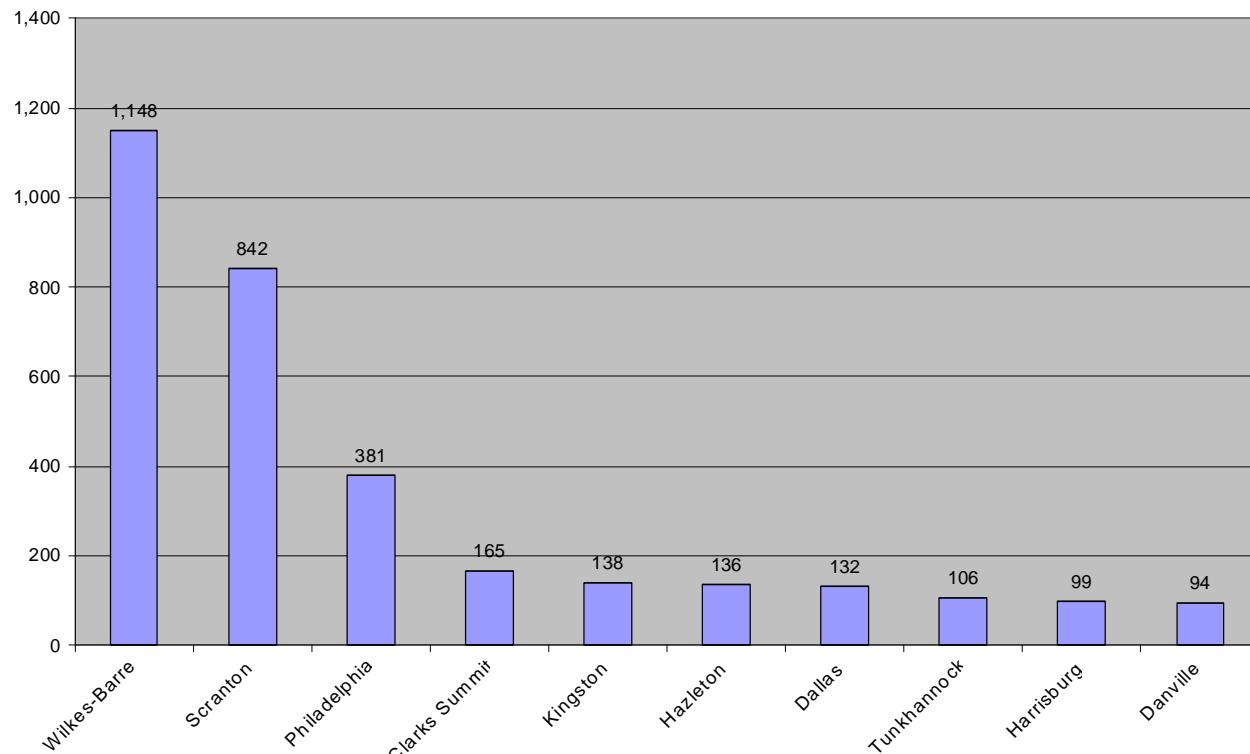
Help Line Web Statistics

www.helpline-nepa.info

Web Site Visits 5,763

Web Site Page Views 10,791.

Top Ten Cities Accessing Help Line's Web Site





2-1-1 is an easy-to-remember three-digit phone number that brings people and services together.

The essence of 2-1-1 is in its simplicity:

2-1-1 is for everyone and can be remembered by everyone.

2-1-1 is free and confidential.

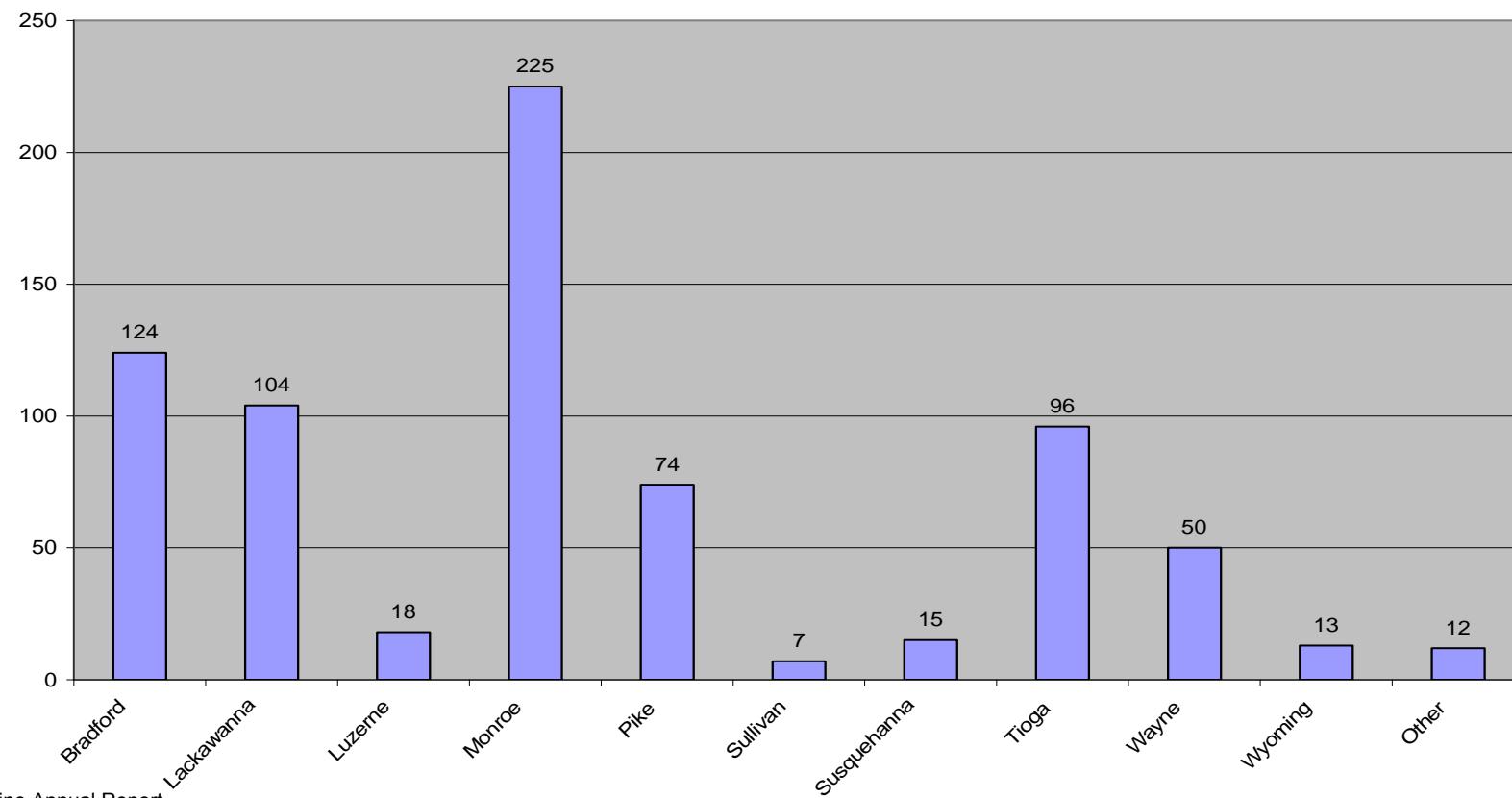
2-1-1 makes the entire human services sector at every level of government work more efficiently.

2-1-1 has proven itself time after time as an invaluable resource in the aftermath of a disaster.

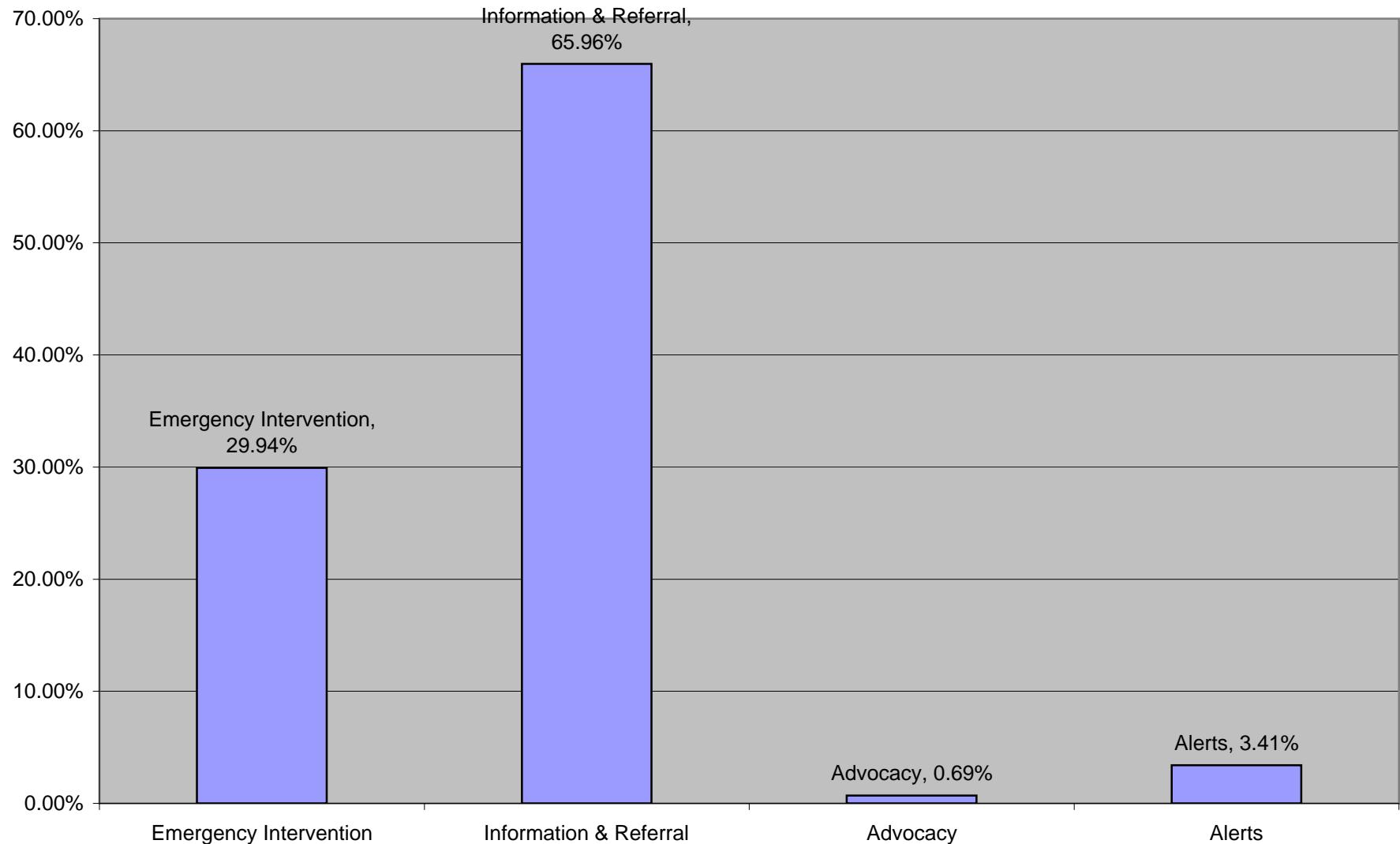
2-1-1 is the number to call to give help and to get help.

Help Line is the 2-1-1 provider for Northeastern Pennsylvania. With our regional partners, First and Pocono Info, most of a ten county area in Northeastern Pennsylvania will have access to 2-1-1. During this past year the areas second largest Telephone Company programmed 2-1-1 making it easier for individuals to contact their local information and referral service. Additional information can be found at [2-1-1](#)

2-1-1 Calls by County



Contact Type





Homeless

1.82% of consumers identified themselves as homeless.

3.54% of consumers were seeking shelters for themselves or others.

0.9% of consumers were seeking financial assistance for housing to avoid homelessness.

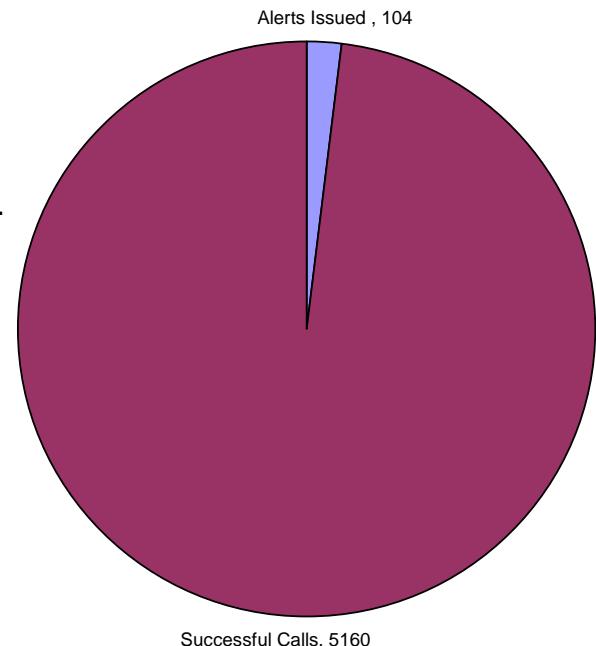
Telephone Reassurance Program

5,264 Calls made out to participants of the Telephone Reassurance program.

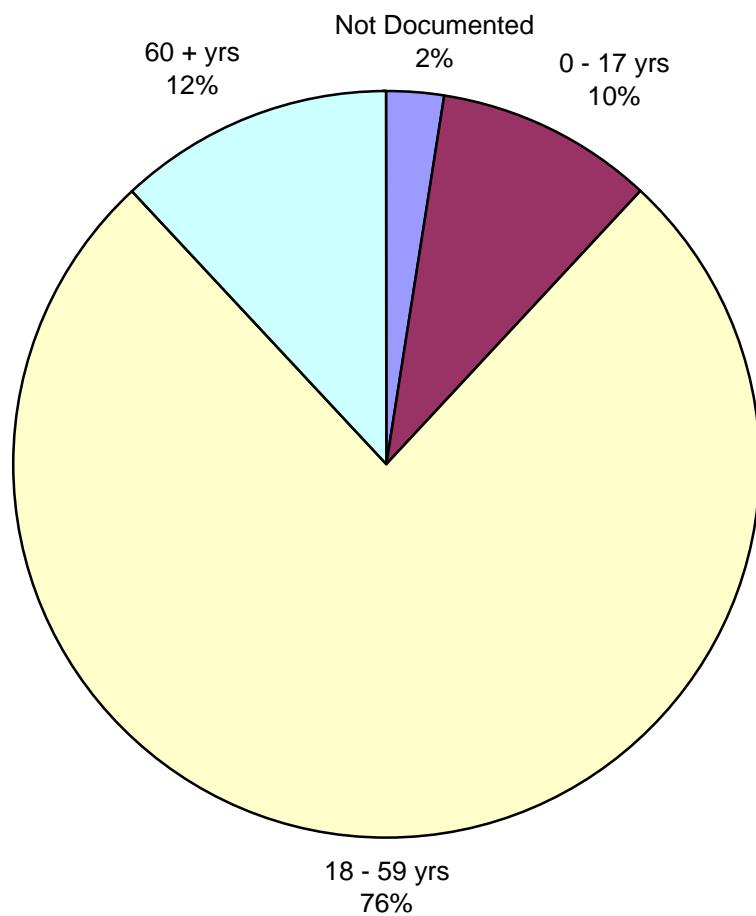
104 Alerts Issued for failure to respond.

5,160 Successful calls completed.

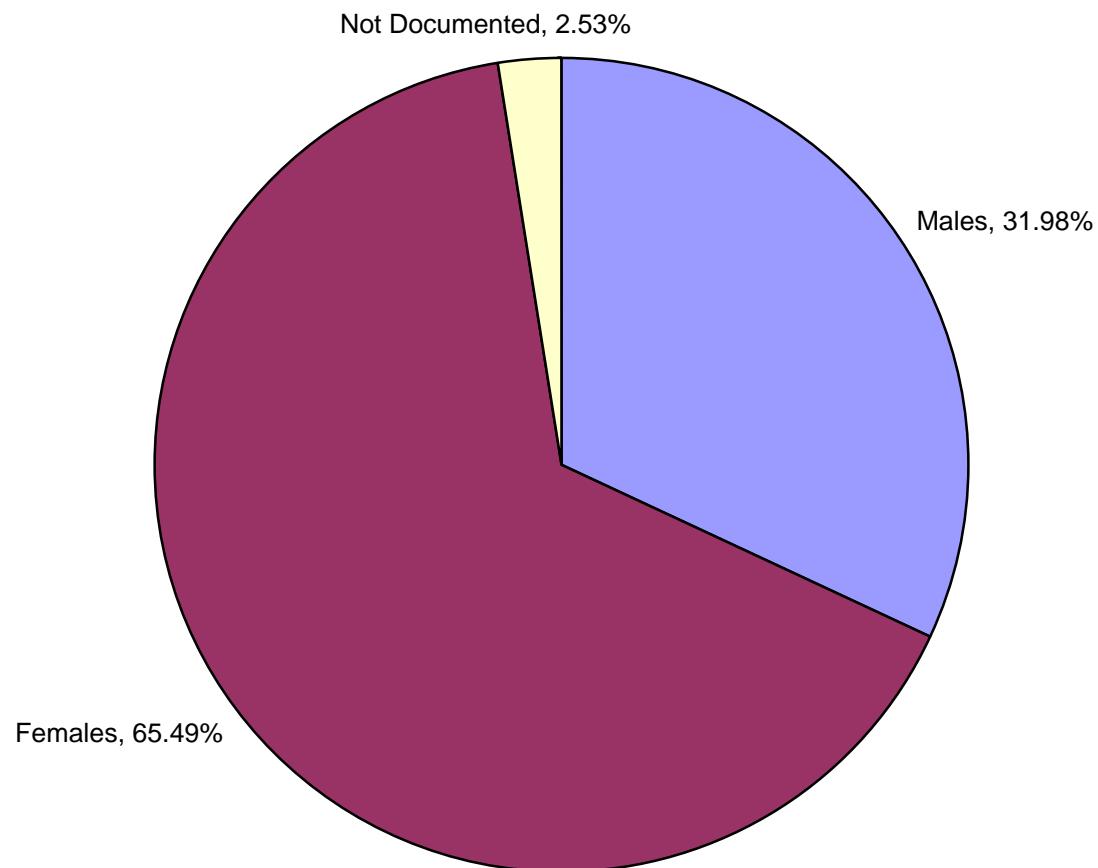
Telephone Reassurance Calls



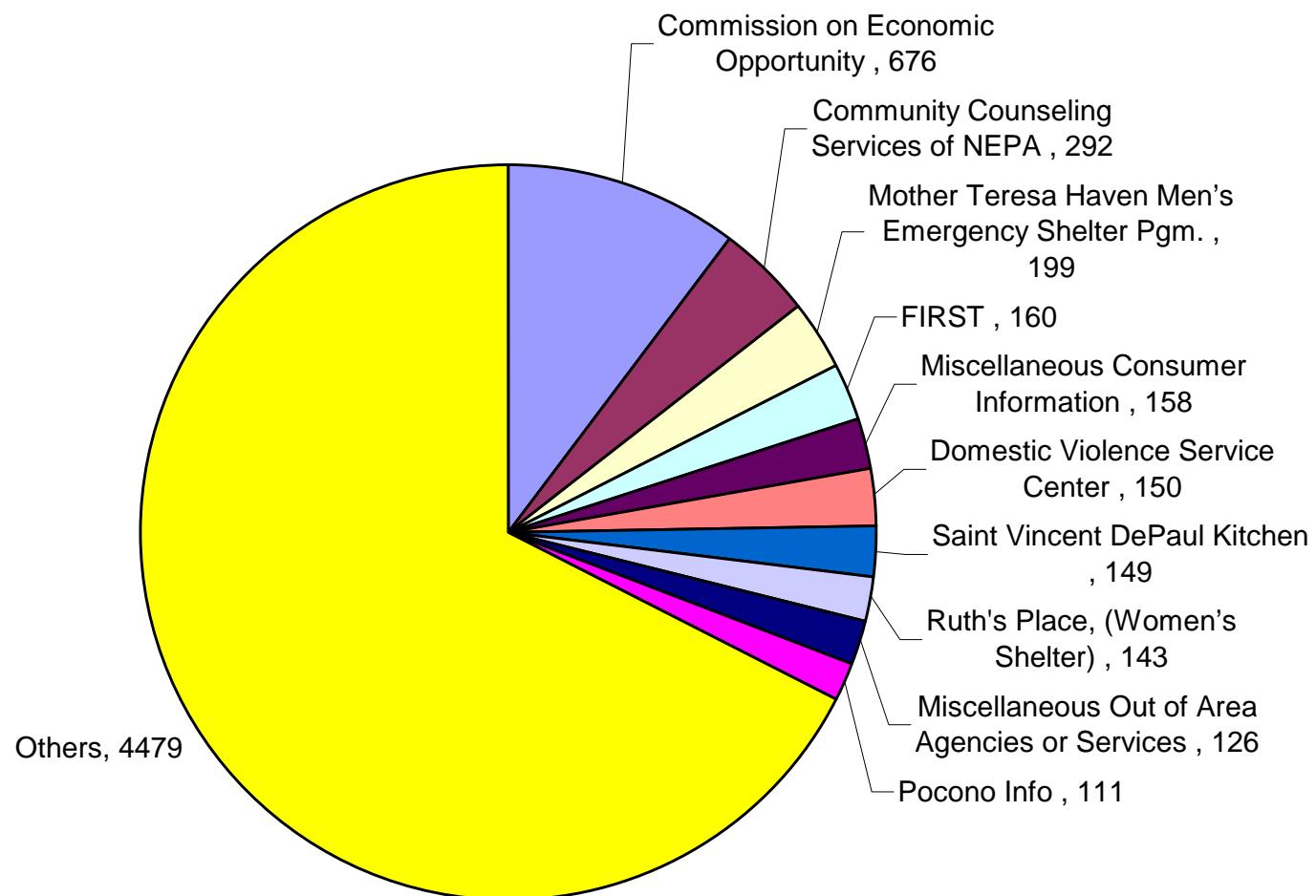
Age Range of Consumers



Gender of Consumers

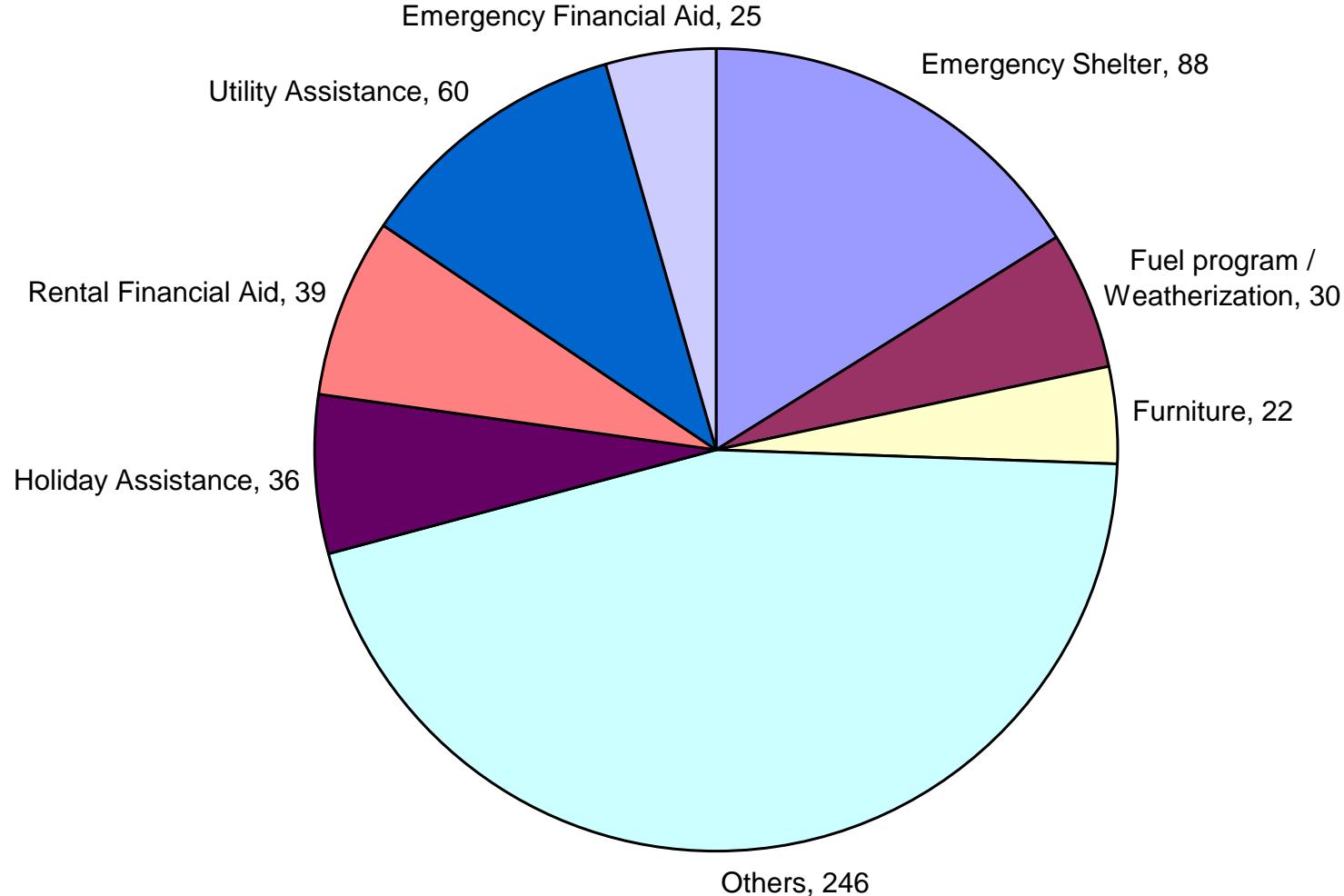


Top Help Line Referrals



For a complete list of programs referred to see pages 19 to 26.

Unmet Need Categories

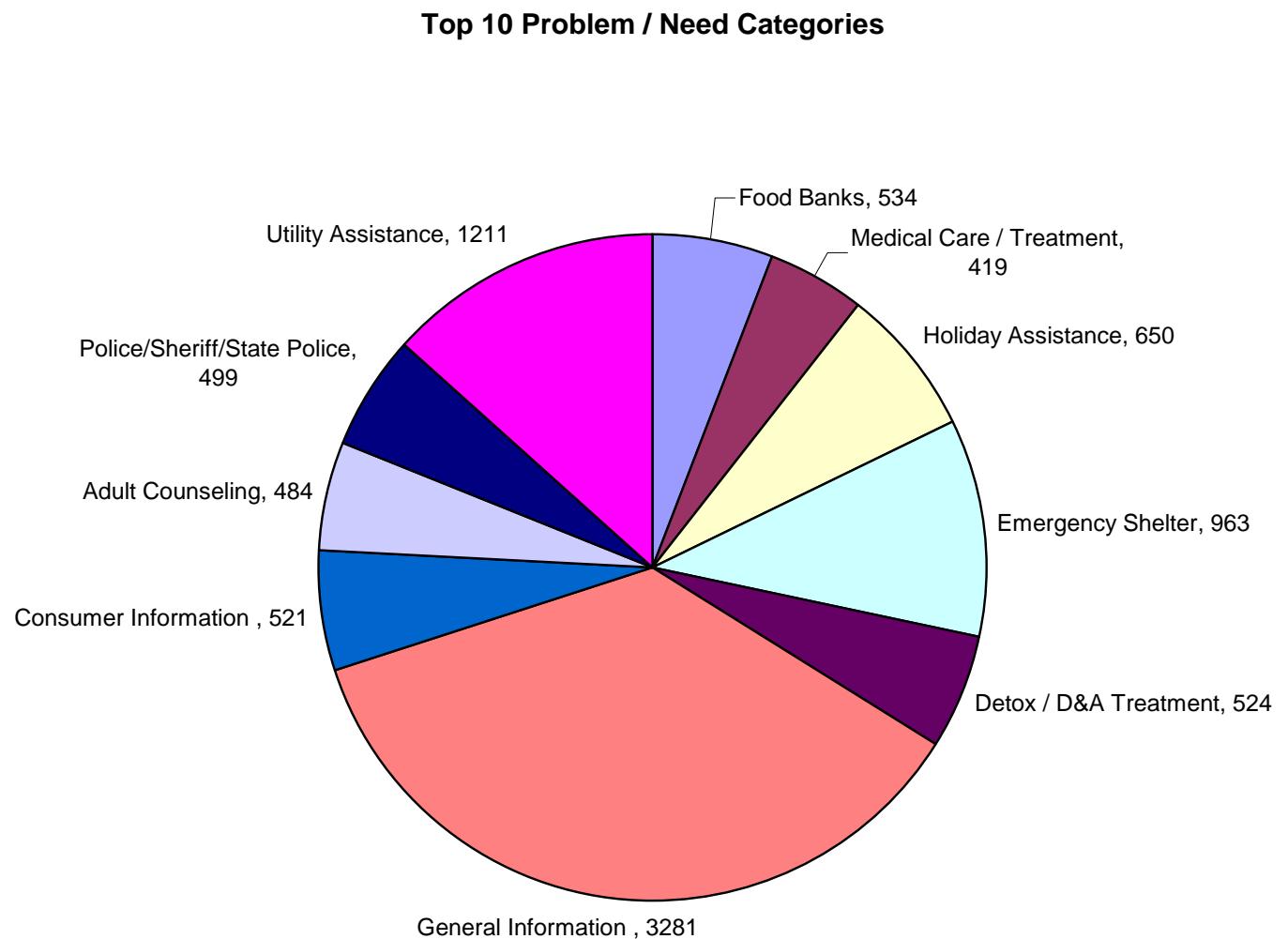


For additional unmet needs see pages 32 and 33.

Problem / Need Categories

PROBLEMS/NEED

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 documented per phone call.



A more complete breakdown of Problems / Need can be found on pages 27 to 31.

Calls received from states other than PA.

California
Florida
Maryland
Nevada
North Carolina
Rhode Island
Tennessee
Wisconsin

Connecticut
Louisiana
Massachusetts
New Jersey
Ohio
South Carolina
Texas

Delaware
Maine
Nebraska
New York
Oregon
South Dakota
Washington



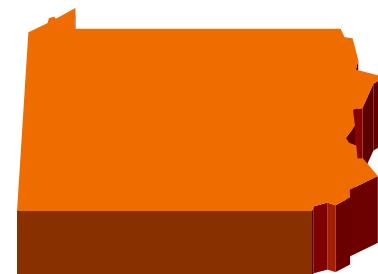
Calls were received from 23 of the 50 US states.

Calls received from outside 2-1-1 Northeast / Help Line's 10 county calling area.

Allegheny
Carbon
Clinton
Dauphin
Indiana
Lycoming
Montgomery
Northumberland
Snyder
Washington

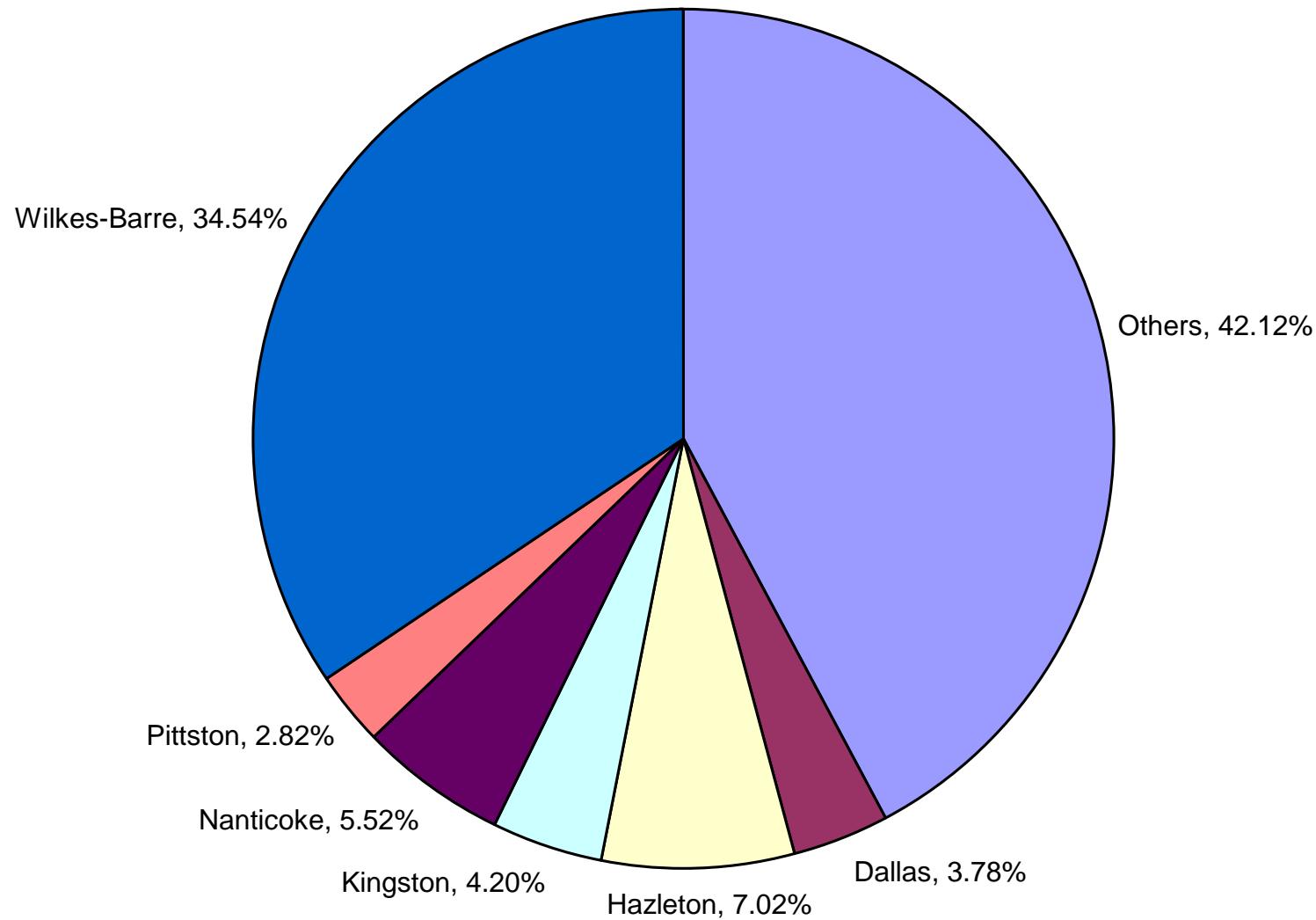
Berks
Centre
Columbia
Delaware
Lebanon
McKean
Montour
Philadelphia
Union
Westmoreland

Blair
Chester
Cumberland
Erie
Lehigh
Mercer
Northampton
Schuylkill
Warren



Calls were received from 39 of Pennsylvania's 67 counties.

Cities Contacting Help Line the Most



For more in-depth information on calls from cities see pages 14 to 18.



Cities From Which Consumers Called From.
Cities with 0.00 % had one recorded call, it equals less than 0.01%.

City	% of Total Calls	City	% of Total Calls	City	% of Total Calls
Unknown	8.09	Beverly Hills	0.00	Courtdale	0.04
Alba	0.01	Binghamton	0.03	Covington Twp	0.03
Albany Twp	0.00	Blakeslee	0.03	Cresco	0.01
Albrightsville	0.03	Bloomsburg	0.07	Dallas	3.78
Alden	0.02	Blossburg	0.04	Dallas Township	0.07
Allentown	0.05	Bradford	0.06	Dalton	0.03
Allenwood (Union)	0.00	Bresleau	0.01	Danbury	0.00
Altoona	0.00	Bushkill	0.08	Danville	0.03
Aremenia Twp	0.00	Butler Township	0.01	Dayton	0.00
Ashland	0.01	Canton	0.05	Denville	0.00
Ashley	1.21	Carbondale	0.12	Dickson City	0.01
Askam	0.02	Carlisle	0.00	Dorrance Township	0.00
Athens	0.05	Catawissa	0.00	Dover	0.00
Athens Twp	0.01	Centermoreland	0.03	Doylestown	0.01
Avoca	0.15	Charleston	0.00	Drifton	0.01
Baltimore	0.01	Charlotte	0.01	Drums	0.55
Bangor	0.01	Chatham Twp	0.01	Dunmore	0.03
Beach Haven	0.01	Cherry Hill	0.01	Dupont	0.17
Bear Creek Township	0.28	Chester	0.01	Duryea	0.38
Beaumont	0.01	Clarks Summit	0.04	Dushore	0.04
Beaver Meadows	0.04	Coaldale	0.01	Eagleville	0.00
Benton	0.07	Coatesville	0.00	East Brunswick	0.00
Berwick	0.28	Columbia Twp	0.00	East Petersburg	0.00
Bethlehem	0.01	Conyngham	0.13	East Stroudsburg	0.24



Cities From Which Consumers Called From.
Cities with 0.00 % had one recorded call, it equals less than 0.01%.

City	% of Total Calls In	City	% of Total Calls	City	% of Total Calls
Easton	0.01	Granville Twp	0.00	Irving	0.00
Ebervale	0.02	Great Bend	0.48	Jackson Township (Luz)	0.01
Edwardsville	2.31	Greentown	0.01	Jackson Twp (Tioga)	0.00
Elk Twp	0.01	Greenwich	0.00	Jeddo	0.01
Elkland	0.07	Hamlin	0.01	Jenkins Township	0.07
Elmira	0.03	Hanover Township	2.10	Jermyn	0.01
Ephrata	0.00	Harding	0.08	Jessup	0.00
Erie	0.01	Harleigh	0.00	Jim Thorpe	0.04
Evans Falls	0.00	Harrisburg	0.06	Kelayres	0.02
Exeter	0.70	Hartford	0.01	Kingston	4.20
Exeter Township	0.01	Harvey's Lake	0.63	Knoxville	0.01
Factoryville	0.17	Hawley	0.01	Kunkle	0.00
Fairmount Township	0.00	Hazle Township	0.41	LaRaysville	0.01
Fairview Township	0.00	Hazleton	7.02	Laceyville	0.07
Falls	0.06	Hershey	0.01	Laflin	0.04
Fern Glen	0.01	Hollenback Township	0.00	Lake Ariel	0.02
Forest City	0.01	Honesdale	0.07	Lake Silkworth	0.00
Forkston	0.01	Hop Bottom	0.00	Lake Winola	0.02
Forksville	0.01	Horsham	0.00	Lakeville	0.01
Fort Washington	0.02	Hudson	0.02	Lancaster	0.04
Forty-Fort	0.24	Hughestown	0.04	Landover	0.01
Foster Township	0.00	Hughesville	0.00	Lansdown	0.00
Franklin Township	0.01	Hunlock Creek	0.27	Lansford	0.03
Freeland	1.58	Huntington Mills	0.04	LaPorte	0.02
Glen Lyon	0.42	Indiana	0.01	Larksville	0.80
Gouldsboro	0.01	Inkerman	0.01	Las Vegas	0.01



Cities From Which Consumers Called From.
Cities with 0.00 % had one recorded call, it equals less than 0.01%.

City	% of Total Calls	City	% of Total Calls	City	% of Total Calls
Lattimer	0.02	Middlebury Twp	0.00	New Orleans	0.00
Laurel Run	0.01	Milford	0.08	New York	0.04
Lawrence	0.02	Millerton	0.03	Newport Township	0.03
Lawrenceville	0.06	Milnersville	0.00	Nicholson	0.26
Lebanon Township	0.00	Milton	0.01	Norristown	0.01
Lehigh Valley	0.01	Miners Mills	0.01	North Cambria	0.00
Lehighton	0.05	Mocanaqua	0.07	Noxen	0.07
Lehman	0.10	Monroe	0.00	Nuangola	0.06
Leroy Twp	0.00	Monroe Twp	0.03	Nuremburg	0.02
Lewisburg	0.02	Montrose	0.08	Old Forge	0.14
Liberty	0.03	Moosic	0.07	Olyphant	0.05
Lock Haven	0.01	Morris Twp	0.00	Orange	0.00
Long Pond	0.01	Morristown	0.01	Orefield	0.04
Los Angeles	0.01	Moscow	0.02	Orlando	0.01
Lovelton	0.00	Mount Pocono	0.07	Osceola Twp	0.02
Luzerne	0.69	Mountaintop	0.92	Overton Twp	0.00
Madison	0.00	Muhlenberg	0.02	Palmerton	0.01
Mahanoy City	0.02	Muncy	0.04	Pardeesville	0.01
Mansfield	0.22	Nanticoke	5.52	Parsons	0.06
Marshall's Creek	0.02	Nashville	0.01	Peckville	0.01
Matamoras	0.02	Nebraska City	0.00	Philadelphia	0.17
Mayfield	0.01	Nelson Twp	0.01	Pike Twp	0.00
McAdoo	0.39	Nescopeck	0.10	Pittsburgh	0.05
Mehoopany	0.06	Nescopeck Township	0.00	Pittston	2.82
Mercer	0.00	Nesquehoning	0.01	Pittston Township	0.08
Meshoppen	0.13	New Albany	0.09	Plains	0.97



Cities From Which Consumers Called From.
Cities with 0.00 % had one recorded call, it equals less than 0.01%.

City	% of Total Calls	City	% of Total Calls	City	% of Total Calls
Plains Township	0.13	Seattle	0.00	Swoyersville	0.55
Plymouth	1.90	Selinsgrove	0.00	Sybertsville	0.01
Plymouth Township	0.13	Shamokin	0.01	Tamaqua	0.03
Pocono Pines	0.05	Shavertown	0.31	Tampa	0.01
Pocono Summit	0.02	Shawnee-on-Delaware	0.02	Tannersville	0.01
Port Jervis	0.01	Sheatown	0.01	Taylor	0.01
Portland	0.00	Shenandoah	0.01	Thornhurst	0.01
Pottsville	0.04	Shickshinny	0.44	Tiburon	0.00
Pringle	0.04	Shippen Twp	0.00	Tioga	0.06
Providence	0.00	Shrewsbury Twp	0.00	Tobyhanna	0.05
Rapid City	0.01	Silver Spring	0.00	Towanda	0.66
Reading	0.03	Springfield Twp	0.00	Tresckow	0.05
Red Rock	0.00	Springville	0.01	Troy	0.09
Rice Township	0.00	Standing Stone Twp	0.00	Trucksville	0.29
Rock Glen	0.01	Stanford	0.00	Tunkhannock	0.97
Rome	0.06	State College	0.01	Tuscarora Twp	0.00
Rome Twp	0.00	Sterling (Wayne)	0.00	Ulster	0.01
Roseville	0.01	Stillwater	0.02	Wanamie	0.01
Saint Clair	0.00	Stroudsburg	0.38	Wapwallopen	0.14
Salem Township	0.03	Sugar Notch	0.15	Warren	0.00
San Diego	0.00	Sugarloaf	0.14	Warrior Run	0.03
San Francisco	0.00	Sugarloaf Township	0.01	Washington, PA	0.00
Sayre	0.84	Summit Hill	0.01	Waverly	0.01
Schuylkill Haven	0.00	Sunbury	0.02	Weatherly	0.10
Scott Township	0.00	Susquehanna	0.01	Wellsboro	0.42
Scranton	1.04	Sweet Valley	0.29	West Chester	0.01



Cities From Which Consumers Called From.
Cities with 0.00 % had one recorded call, it equals less than 0.01%.

City	% of Total Calls	City	% of Total Calls	City	% of Total Calls
West Hazleton	0.42	White Plains	0.00	Wyalusing	0.08
West Nanticoke	0.08	Whitestone	0.00	Wyoming	0.41
West Pittston	0.29	Wilkes-Barre	34.54	Wysox Twp	0.02
West Wyoming	0.16	Wilkes-Barre	0.18	Yatesville	0.00
Westfield	0.18	Williamsport	0.10	York	0.03
Westfield Twp	0.01	Wilmington	0.01	TOTALS: 327 Cities	
White Haven	0.60	Windham Twp	0.00		
		Wright Township	0.01		

Referrals Report

Referrals to Programs



Program Name	# of Referrals	Program Name	# of Referrals
Commission on Economic Opportunity	676	Luzerne County Housing Authority	37
Community Counseling Services of NEPA	292	PUC Residential Termination Unit	36
Mother Teresa Haven Men's Emergency Shelter Pgm.	199	Lawyer Referral Service of Luzerne County	35
FIRST	160	Care & Concern Free Health Clinic & Food Pantry	34
Miscellaneous Phone Book or Directory Assistance	158	Pierce Counseling Support Groups	34
Domestic Violence Service Center	150	Luzerne/Wyoming Counties MH & Developmental Svgs	33
Saint Vincent DePaul Kitchen	149	Miscellaneous City Government Offices	33
Ruth's Place, (Women's Shelter)	143	Back Mountain Free Medical & Legal Clinic	32
Miscellaneous Out of Area Agencies or Services	126	Center for Independent Living NEPA	32
Miscellaneous Out of County 211 Referral	112	McAuley Health Clinic	30
Pocono Info	111	STEP Program	30
Assistance Office - Luzerne County, Wilkes-Barre Office	103	Shoemaker Mission Central HUB	29
Luzerne/Wyoming Counties Area Agency on Aging	103	Trehab Center	29
Catholic Social Services	102	Victims Resource Center	29
Wilkes-Barre Free Clinic	101	Family Service Association of NEPA	28
North Penn Legal Services - Wilkes-Barre	99	Conewago Pottsville	27
Reach Program of Saint Stephen's Church, Inc	99	Hope Center, The (Trucksville Free Medical/Legal Clinic)	27
CHOICES Program of Wyoming Valley	96	Luzerne County Children & Youth Services	27
White Deer Run, Inc.	88	CareerLink - Wilkes Barre Center	26
Kirby Family House - Salvation Army	84	Kiwanis Club & Kiwanis Wheelchair Club of Wilkes-Barre	26
Northeast Counseling Services	80	Saint Nicholas Church Food Pantry	26
Luzerne/Wyoming Counties Drug & Alcohol Program	78	Volunteers of America	26
Clear Brook Manor	73	Bridge Housing Program	25
Children's Service Center - Wilkes Barre Office	65	VITA Tax Help	23
Saint Anthony's Haven	64	ACCESS Plus, Health Care Insurance	22
Salvation Army - Wilkes-Barre	58	PA 2-1-1	22
Valley Santa (2012)	52	Partnership For Prescription Assistance	22
Catherine McAuley House	50	Greater Wilkes Barre Assoc. for the Blind	21
Luzerne County 911 Communications Center	50	Health Department, PA - NE District Office	21
Wyoming Valley Alcohol and Drug Services, Inc.	50	Miscellaneous Out of Area Information & Referral	21
Toys 4 Tots (2012)	47	Al Beech/West Side Food Pantry	20
Volunteers in Medicine, (Free Medical Clinic)	46	Attorney General PA	19
Salvation Army, Tioga County	43	Social Security Administration - Wilkes-Barre	19
Miscellaneous Area Businesses	41	Wilkes-Barre City Offices	19
Pro Life Center	38	Wilkes-Barre General Hospital	19

Referrals Report

Referrals to Programs



Program Name	# of Referrals	Program Name	# of Referrals
Luzerne County Orphans Court	18	Recovery Inc. MH Self Help & Support Group	10
WARM LINE, (Luzerne County)	18	Revenue Department - PA	10
Caring Alternatives	17	Serento Gardens: Alcoholism and Drug Services	10
Childline PA State Child Abuse Registry	17	Wilkes-Barre Health Department	10
Clothing Closet	17	Advocacy Alliance, The - Wilkes-Barre	9
Feed a Friend, 2012	17	Allied Services - John Heinz Institute	9
Hannah's Hope Pregnancy Shelter	17	Assistance Office - Luzerne County, Hazleton Office	9
Vital Records Division, of PA	17	Casey House (Halfway House)	9
American Cancer Society NEPA Regional Office	16	Luzerne County District Justices	9
Maternal and Family Health Services	16	Mountaintop Free Medical Clinic	9
Scranton Counseling Services	16	PUC - Harrisburg	9
Monroe-Noxen Health Center	15	Suicide Bereavement Support Group	9
SPCA of Luzerne County	15	United Charities, Inc.	9
Christian Service Center of Plymouth	14	American Red Cross - Wyoming Valley Chapter	8
Clear Brook Lodge	14	Assistance Office - Wyoming County Office	8
Consumer Credit Counseling Service of NEPA	14	BMW Free Community Clinic	8
Wilkes-Barre Housing Authority	14	Better Business Bureau of NEPA	8
Luzerne County Voter Services	13	Blue Chip Farms Animal Refuge	8
Miscellaneous CEO like agencies in other counties	13	Bridge Youth Services	8
Suboxone.com	13	CSS Wyoming Valley - XMAS Food	8
Wyoming Valley Rescue Mission	13	Christmas Meals (2012)	8
Ashley Food Pantry	12	Community Family Services	8
Child Care Information Service of Luzerne & Wyoming Counties	12	Gabriel House	8
Dollar Energy	12	I & R Services	8
Interfaith Friends	12	NAMI - Wilkes-Barre Office	8
Luzerne County Transportation Authority	12	Office of Vocational Rehabilitation	8
Revenue Department of PA, Scranton District Office	12	Salvation Army Adult Rehabilitation Center	8
Alcoholics Anonymous NEPA Intergroup	11	Voluntary Action Center of Northeastern PA	8
Dial-A-Driver	11	Alanon/Alateen Family Group - District 30	7
Endless Mountains Mission Center	11	Bennett Home	7
Luzerne County Medical Society	11	Dental Hygiene Clinic at LCCC	7
Professional & Occupational Affairs of PA.	11	Dress for Success Luzerne County	7
Adult Learners' Training & Assistance Program (ALTA)	10	Grief Support Group, (Mountaintop)	7
Clem-Mar House, Inc. (Edwardsville)	10	Luzerne County Bar Assoc. Pro Bono Services	7
Eagleville Hospital	10	Luzerne County Community College	7
Miners Medical	10	Luzerne County Veteran Affairs	7

Referrals Report

Referrals to Programs



Program Name	# of Referrals	Program Name	# of Referrals
Miscellaneous Web Sites	7	Immigration and Customs Enforcement (ICE)	5
Nanticoke Food Pantry	7	Labor and Industry Department, of PA.	5
North Penn Legal Services - Hazleton	7	Luzerne County Adult Probation	5
PA State Representative Gerald Mullery, 119th District	7	Marworth	5
PA Unemployment Compensation Service Center	7	NEPA Veterans Multicare Alliance, (NEPA-VMA)	5
PFA Order Coordinator	7	Nanticoke Housing Authority	5
Safe Link Wireless	7	Narcotics Anonymous	5
Salvation Army Wyoming County Service Units	7	Osterhout Free Library Central Library	5
Step-by-Step, Inc. (Admin. Offices)	7	PA Department Of Transportation (Harrisburg)	5
United Way of Wyoming Valley	7	PA Education Department	5
Wyoming Valley AIDS Council	7	PA Housing Finance Agency	5
Angelic Diaper Ministries, Inc.	6	Planned Parenthood of NEPA	5
Carbon County Action Committee	6	SHINE (Self Help Information Network)	5
Caregivers America	6	Salvation Army Athens, Sayre, Waverly	5
Catholic Youth Center of Wyoming Valley	6	Scranton Counseling Center--MH/MR	5
Choices Recovery Program (Methadone)	6	Second Time Around Support Group	5
Drivers License Centers of PA.	6	WIC Clinic #210 (Wilkes-Barre)	5
Luzerne County Domestic Relations Section	6	Wage and Hour Division	5
Luzerne County Safe Kids Coalition	6	American Diabetes Association Northeast Chapter	4
Meals on Wheels of Wyoming Valley, Inc.	6	Assurance Wireless	4
Medicare & Medicaid Hotline	6	Bradford County C&Y	4
Rainbow Alliance	6	CONCERN Professional Services	4
Saints Peter and Paul Food Pantry	6	Citizenship and Immigration Service - Phila.	4
Salvation Army - West Pittston	6	Diakon Hospice Saint John	4
Salvation Army - Xmas Program -WB	6	Disability Rights Network of Pennsylvania	4
Visiting Angles (Home Health Care)	6	Early Intervention Program of Luzerne/Wyoming Counties	4
Alzheimer's Association of Greater Pennsylvania	5	Gambler's Anonymous - Luzerne County	4
Anthracite Region Center for Independent Living	5	Game Commission - NE Regional Office	4
Back Mountain Food Pantry	5	Geisinger Wyoming Valley Medical Center	4
Bereavement Support Group - Hospice of the Sacred Heart	5	Habit OPCO	4
Bi-Polar/Chronic Clinical Depression Support Group	5	Hear Now (Hearing Aid Assistance)	4
Children's Service Center - Tunkhannock Office	5	Homeowners Emergency Mortgage Assistance Program Help Center	4
Clem-Mar House for Women	5	Hospice of the Sacred Heart	4
Drug and Alcohol Treatment Services - Scranton	5	Housing and Urban Development Department - Phila.	4
Grief Support Group, (Wyoming)	5	Kirby Health Center, Dental Clinic	4
Hazleton City Services	5	Lackawanna County Area Agency on Aging	4

Referrals Report

Referrals to Programs



Program Name	# of Referrals	Program Name	# of Referrals
Lions Club District 14W - Luzerne County	4	Jewish Community Alliance	3
Luzerne County Community Development Office	4	Kingston Active Adult Center	3
Luzerne County Correctional Facility	4	Lackawanna County Children and Youth Services	3
Luzerne County Office of Human Services	4	Lackawanna County Commission on Drug & Alcohol Abuse	3
McKinney Clinic RHC	4	Luzerne County Coroner / Medical Examiner	3
Miscellaneous/Out of Town Newspapers	4	Luzerne County District Attorney	3
Nanticoke City Services	4	Luzerne County Public Defender's Office	3
North Penn Legal Services - Stroudsburg	4	Luzerne County Treasurer's Office	3
Overeaters Anonymous	4	Luzerne County, Recycling Program, Solid Waste Mang. Dept.	3
PA State Representative Eddie Day Pashinski, 121st District	4	Multiple Sclerosis Society - North Central Region	3
Pittston City Housing Authority	4	North Penn Legal Services - Scranton	3
Pride of Northeast PA	4	Northeast Veterinary Emergency Hospital	3
Public Welfare Fraud Tip Line	4	PA Environmental Protection Bureau - Wilkes Barre	3
Thanksgiving Meals	4	PA Nursing Home Complaint Line	3
Treatment and Rehabilitation Center of Montrose	4	PA State Representative Phyllis Mundy, 120th District	3
US Representative Lou Barletta, 11th District	4	PA Supreme Court - Disciplinary Board Region 3	3
Valley Cat Rescue	4	PPL Electric Utilities	3
WIC Nutrition Center (Kingston)	4	Poison Control Center	3
Wilkes-Barre Area School District	4	Pyramid Healthcare	3
Arc of Luzerne County, The	3	Salvation Army - Hazleton	3
Assistance Office Tioga County	3	UGI Utilities, Inc.	3
Bridge of the Penn-York Valley Churches	3	US Post Office, Wilkes Barre Main Branch	3
CHIP Children's Health Insurance Program	3	Wayne County Information & Referral (WINFO)	3
Caregiver Support Group - Edwardsville	3	Wilkes-Barre Police Department	3
Caregiver's Support Group	3	Women's Resource Center, Inc.	3
Comfort Keepers	3	AAA Mid-Atlantic Wilkes-Barre Branch	2
Compassionate Friends Luzerne County	3	Affordable Dentures	2
Counseling & Learning Associates	3	AI-Anon/Alateen	2
Diabetes Self Management Program	3	Alzheimer's/Related Disorders Support Group - WB	2
Empty Arms Bereavement Support Group	3	American Lung Asso. of PA, Wilkes-Barre Outreach Ctr.	2
Family Care Center at the Nesbitt Building	3	American Red Cross - National Headquarters	2
Free 411	3	Arthritis Foundation	2
Grace Connection	3	Assistance Office - Lackawanna County	2
Hazleton Housing Authority	3	Assistance Office - Sullivan County	2
HomeSavers USA/HART	3	Baroness Family Law Consulting (Home Evaluations)	2
Internal Revenue Service - Wilkes-Barre	3	Bradford / Sullivan County D&A Program Office	2

Referrals Report

Referrals to Programs



Program Name	# of Referrals	Program Name	# of Referrals
Building Your Family - Parenting Classes	2	Multiple Sclerosis Hazleton Area Support Group	2
Camp Adams	2	National Insurance Consumer Help Line	2
Carbon-Monroe-Pike Drug & Alcohol Commission Inc.	2	North Penn Legal Services - Tunkhannock	2
CareerLink - Wyoming County Center	2	Northern Tier Helping Hands	2
Christ's Community Clothes Closet	2	PA Aging Department	2
Community Stroke Support Group	2	PA Consumer Protection Bureau	2
Council on Compulsive Gambling, Pennsylvania	2	PA Department of Public Welfare	2
Day Reporting Center - BI Incorporated	2	PA Drug & Alcohol Programs Office	2
Diocese of Scranton	2	PA Emergency Management Agency (PEMA)	2
Drug Deal Reporting (Tiplines)	2	PA Healthy Baby Hotline	2
Eagle Ridge Apartments (formally Edwardsville Apart.)	2	PA Insurance Department	2
Family Practice Residency Program	2	PA State Police - Wyoming	2
First Hospital Wyoming Valley	2	PA State Representative Karen Boback, 117th District	2
GED - Adult Basic Education - LIU/LCWIDA	2	PA State Senator Lisa Baker, 20th District	2
GED - Testing and Test Information	2	PA Tourism Office	2
Geisinger Health Plan	2	PUC Consumer Services Bureau	2
Goodwill Industries - Regional Office	2	Parent Education Network	2
Hazleton General Hospital	2	PennDot Road Condition Hotline	2
Head Start, Inc. of Luzerne County	2	Pennsylvania State Police Barracks	2
Health Department, PA, Harrisburg	2	ReStore	2
Heartland Home Health Care & Hospice	2	SAFE (Supporting Autism and Families Everywhere)	2
Help Line	2	STD & AIDS Hotline	2
Housing Development Corporation of NEPA	2	Seven Loaves Soup Kitchen	2
Institute For Human Resources & Services	2	Special Kids Network	2
Internal Revenue Service - Philadelphia	2	Speech-Language & Hearing Center	2
Interstate Blood Plasma Inc	2	TOPS Club, Inc.	2
Kidder House	2	UGI Penn Natural Gas, Inc.	2
Kistler Clinic	2	US Federal Emergency Management Agency	2
Luzerne County Courthouse	2	US Senator Robert P. Casey Jr.	2
Luzerne County Emergency Management Agency	2	United Rehabilitation Services	2
Luzerne County Prothonotary's Office	2	Valley Pediatrics	2
Luzerne Intermediate Unit #18	2	Valley Wide Help	2
Medical Oncology Associates/Pierce Counseling	2	Veterans Affairs Medical Center	2
Mothers To Be Health Service Program	2	Vision Resource Center	2
MountainTop Food Bank	2	Volunteer Action Center	2
Mountaintop Diabetes Support Group	2	White Haven Food Pantry	2

Referrals Report

Referrals to Programs



Program Name	# of Referrals	Program Name	# of Referrals
Wyoming County 911	2	Center for Employment Opportunity	1
A Better Today, Drug & Alcohol Treatment Services	1	Central Susquehanna Intermediate Unit	1
A Better Today, Wyoming County	1	Charles T. Adams Senior Center	1
AUTISLINK (online support program)	1	Children's Behavioral Health Services, Inc.	1
Abuse & Rape Crisis Center (ARCC)	1	Children's Immunizations	1
Act 101 - King's College	1	City Heights Apartments	1
AirLifeLine	1	Columbia County Assistance Office	1
Alanon/Alateen Family Group District 24	1	Commission on Economic Opportunity LIHEAP Crisis Office	1
Alcohol Hotline (National)	1	Community Cupboard, Nescopeck Food Bank	1
Alcoholics Anonymous District 46	1	Compassion Center	1
Alcoholics Anonymous PA Intergroups	1	Confidential Counseling	1
Alcoholics Anonymous World Service, Inc.	1	Conyngham Valley Interfaith Food Pantry	1
Alexander Graham Bell, AFD	1	Corporate Angel Network	1
Allied In-Home Services	1	Crestwood School District	1
American Lung Association of Central PA	1	Cystic Fibrosis Foundation NEPA Chapter	1
American Red Cross - Hazleton Chapter	1	Dental Health Clinic, (Berwick)	1
American Red Cross - Wyoming County Chapter	1	Diabetes Support Group - Children & Adolescents	1
Angeline Elizabeth Kirby Memorial Health Center	1	Diabetes Support Group - Hazleton	1
Anxiety Disorders Association of America	1	Disaster Recovery Coalition of Luzerne County	1
Attendant Care Program	1	Drive Safe PA	1
Attorney General U.S.	1	Educational Law Center	1
Autism Society of America	1	Educational Opportunity Center	1
B/S/S/T Area Agency on Aging (Sullivan)	1	El Mensajaro	1
Bereavement Support Group - Hospice St. John	1	Endless Mountains Habitat for Humanity	1
Berwick Dental Clinic	1	Epilepsy Foundation, Northeastern Region	1
Black Lung Field Office	1	Faith Assembly of God	1
Blue Cross of NEPA	1	Father's Group and Parenting Center	1
Boy Scouts of America, Northeastern PA Council	1	Fatherhood Support Group	1
Boys & Girls Clubs NEPA	1	Fraud Hotline	1
Bradford County Mental Health Services	1	Freeland Health Center	1
Bradford County Mental Retardation	1	Friendship House	1
Bureau of Consumer Protection	1	GED - Adult Basic Education	1
CanSurmount	1	GED - L.I.U.	1
Candy's Place	1	Gam-Anon Support Group - Scranton	1
CareerLink - Bradford	1	Geisinger Health System, Danville	1
CareerLink - Hazleton Center	1	Geisinger Urgent Care Center	1

Referrals Report

Referrals to Programs



Program Name	# of Referrals	Program Name	# of Referrals
Gentiva Health Services	1	Mansfield Food Bank	1
Girl Scouts in the Heart of Pennsylvania	1	Marywood University Speech-Language-Hearing Clinic	1
Gnaden Huetten Memorial Hospital	1	McGlynn Learning Center	1
Greenhouse Center Clubhouse	1	Meals on Wheels of Greater Hazleton	1
Guardianship Program	1	Mental Illness Support Group	1
HANDS of Wyoming County	1	Mill Memorial Library	1
Hampton House	1	Millerton Food Bank	1
Hartman House	1	Mothers Against Drunk Driving - MADD	1
Health Department, PA- Scranton	1	Mothers of Preschoolers (MOPS)	1
Healthy Woman Program	1	Mountaintop Attic, (Clothing, Furniture)	1
Home Evaluations, (Adoptions - Custody)	1	Naranon Support Group	1
Hospice Care of the VNA	1	North Penn Legal Services - Bethlehem	1
Hospice Community Care	1	North Penn Legal Services - Towanda	1
Hospice Saint John - Greater Wyoming Valley/Scranton Office	1	Northeast Foster Care	1
Housing and Urban Development Department - Washington	1	Northeast Pennsylvania Lions Eye Bank	1
Humanity Gifts Registry	1	Northeast Regional Cancer Institute	1
INFORM Audio Message Library	1	PA Blindness and Visual Services	1
Immediate Care Medical Center	1	PA Dental Association, Senior Dental Program	1
Impact Systems, Inc.	1	PA Environmental Protection Bureau, Scranton	1
Institute For Human Resources MH Group Home	1	PA Governor's Office	1
Interfaith Heights Apartments	1	PA Insurance Department - Philadelphia Regional Office	1
Joint Council on Accreditation for Hospitals	1	PA Liquor Control Board District Office	1
Keystone Adult Day Care Center	1	PA Lottery	1
Kids Peace Luzerne County	1	PA Mentor	1
Kidz Sake	1	PA Narcotics and Drug Control	1
Lackawanna County Courthouse	1	PA Office Of Homeland Security	1
Long Term Recovery Committee	1	PA Probation and Parole Board	1
Lourdesmont Good Shepherd Youth & Family Services	1	PA Recycling Hotline	1
Luzerne County Child Advocacy Center	1	PA Securities Commission	1
Luzerne County Clerk of Courts	1	PA State Employees' Retirement System - NEPA	1
Luzerne County Historical Society	1	PA State Police	1
Luzerne County Juvenile Probation	1	PA State Representative Mike Carroll , 118th District	1
Luzerne County Marriage License Bureau	1	PA State Senator John Yudichak, 14th District	1
Luzerne County Offices - ALL PHONE #'S	1	PA Statewide Independent Living Council	1
Luzerne County Register of Wills 1	1	PA Unclaimed Property	1
Luzerne County Workforce Investment Office 1		PFLAG - Parents, Families & Friends of Lesbians and Gays	1

Referrals Report

Referrals to Programs



Program Name	# of Referrals	Program Name	# of Referrals
Parenting Center	1	US Federal Bureau of Investigation	1
Parenting Classes	1	US Homeland Security	1
Parents of Murdered Children - NEPA Chapter	1	US Representative Tom Marino 10th District	1
Park Avenue Towers	1	United Cerebral Palsy of NEPA	1
Penn State Cooperative Extension - Luzerne Co.	1	United Way of Greater Hazleton Inc.	1
Pocono Medical Center	1	United Way of Lackawanna County	1
Post Offices (Local)	1	VNA Home-Health Services	1
Psychology Office	1	Valley Counseling Associates PC	1
Reflex Sympathetic Dystrophy Assoc. (RSD)	1	Valley Youth House	1
Refugee and Immigration Services	1	Veterans Administration Homeless Program	1
Resources Unlimited	1	Volunteer Center of Greater Hazleton	1
Responsible Parties Services	1	WARM LINE (Lackawanna / Susquehanna Counties)	1
Retired and Senior Volunteer Program (RSVP)	1	WNEP (ABC) Television	1
River View Personal Care	1	WVIA (PBS) Television	1
Rural Health Corporation of Northeastern Pennsylvania	1	Wayne County Drug & Alcohol Commission	1
Saint Luke's Villa	1	Wellsboro Food Bank	1
Salvation Army Towanda Service Unit & Sullivan Cty	1	Wilkes University	1
Share Food Program	1	Wilkes-Barre Law & Library Association	1
Shickshinny Food Pantry	1	Wilkes-Barre Parks and Recreation Department	1
Small Business Development Center-WB	1	Wyoming County Cancer Society	1
Social Security Administration-Scranton	1	Wyoming County Children & Youth Services	1
Special Care Hospital	1	Wyoming County Courthouse	1
Special Olympics of Luzerne County	1	Wyoming County Family Resource Center	1
Special Transportation Efforts Program (STEP)	1	Wyoming Valley Council of Churches	1
Stuttering Support Group	1	Wyoming Valley West School District	1
Suicide Bereavement Support Group	1	YMCA - Wilkes-Barre Family	1
Sullivan County Housing Authority	1	YMCA of Greater Pittston	1
T.A.C.O. Emergency Food Pantry	1		
Tel-A-Nurse	1		
Timber Ridge Health Care Center	1		
US Alcohol, Tobacco and Firearms Bureau	1		
US Census Bureau	1		
		Total Referrals	6,643
		Programs Referred To	569

Problem / Need Categories

ABUSE/NEGLECT

Child Abuse/Neglect	254
Domestic Assault	48
Domestic Violence Counseling	157
Elder Abuse/Neglect/Exploit.	8
PFA	107
Victim Assault/Counseling	91
Sub Total	665

ADOPTION/FOSTER CARE\GROUP

Sub Total	54
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AGING

Aging Services	238
PACE	1
Senior Socialization Programs	24
Sub Total	263

ANIMALS/ANIMAL CONTROL

Animal Shelter	114
Other	52
Pest Control	3
Rodent/Skunks	2
Veterinary Care	37
Sub Total	208

BUSINESS/INDUSTRY

Business Address	18
Business Phone	449
Small Business Information	2
Sub Total	469

CASE MANAGEMENT

Sub Total	26
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CLOTHING

Baby Clothing	13
Children's Clothing	40
Diapers	40
Other Clothing	103
Sub Total	196

CONSUMER

Consumer Advocacy	40
Consumer Complaints	138
Consumer Information	521
Consumer Protection	18
Credit Counseling	17
Credit Info. (Reports, etc.)	3
Fraud	11
General	2
Sub Total	750

COUNSELING

Adolescent	84
Adult	484
Child	68
Credit Counseling	1
D & A Counseling	54
Death/Grief	14
Eating Disorders	1
Family	24
GAMBLING	1
Runaways	3
Sub Total	734

CRIME

Crime Watch	3
Missing Persons	4
Other Crimes	28
Other Crimes	82
Sub Total	117

CRISIS LINES

Sub Total	15,434
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Problem / Need Categories

DAY CARE/CHILD CARE

Adult Day Care	4
Alzheimer's Day Care	1
Car Seats	7
Child Care	32
Financial Assistance	14
Sub Total	58

DONATIONS INFORMATION

Clothing	33
Financial	10
Household/Furniture	51
Medical Equipment	26
Other	52
Sub Total	172

EDUCATION

Adult Education	50
Displaced Homemaker	2
Education for Children	181
Educational Counseling	1
ESL	1
GED	17
Literacy/Library	65
Parenting Classes	5
School Issues/Problems	12
Special Education	10
Tutoring	6
Vocational/Community Education	30
Sub Total	380

EMERGENCIES

Ambulance/Paramedics	15
Disaster, Natural or Man	332
Emergency Room/Hospital	134
Fire/Rescue	6
Other Crisis	6
Poison Control	16
Police/Sheriff/State Police	499
Terroristic Acts	2
Sub Total	1010

EMPLOYMENT

Employee Complaint	17
Job Safety	1
Job Search/Placement	116
Job Training	16
Sheltered Employment	6
Unemployment Compensation	80
Vocational Rehabilitation	28
Youth Employment	1
Sub Total	265

ENVIRONMENT

Environmental Protection	12
Pollution	2
Sanitation	3
Sub Total	17

FIN. ASSISTANCE & SUPPORT

Black Lung	2
Burial Assistance/Funeral	13
Child Support	70
Educational Financial Assist.	24
Emergency Financial Aid	223
Financial Aid for Med. Care	27
Food Stamps	37
Fuel Program/Weatherization	366
Home Repairs	76
Income Maintenance	10
Loans - Home Improvement	1
Loans - Mortgages	28
Loans(Personal/Small Business)	2
Medication Assistance	21
Property Tax/Rent Rebate	53
Public Assistance/Welfare	276
Rent, Financial Aid	287
Social Security	219
SSA/Medicare	6
SSI/Medicaid	24
Travlers Aid	97
Utility Assistance	1211
Sub Total	2420

Problem / Need Categories

FOOD

Baby Formula	16
Food Banks	534
Home Delivered Meals	43
Meal Sites	60
Non-Emergency Food	38
Nutrition Counseling	1
Nutrition Education	2
WIC	30
Sub Total	724

FUNDING AGENCIES

Sub Total	17
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GENERAL INFORMATION

Directions/Road Conditions	105
Directory Assistance	977
Help Line Book Info	27
I&R Services	319
Inappropriate Caller	380
Other Information	684
Time/Date/Weather	789
Sub Total	3281

GOVERNMENT/TAXES

County Government	303
Federal Government	218
Legislators	32
Local Government	176
State Government	291
Taxes/Tax Preparation	160
Sub Total	1180

GUARDIANSHIP

Sub Total	3
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HANDICAPS

Developmental Disability	47
Educational	1
Hearing Impairment/Deafness	5
Mental Disabilities	5
Physical Handicap	42
Visual Impairment/Blindness	45
Sub Total	145

HEALTH/MEDICAL

AIDS/HIV Info-Tests-Treatment	11
Blood/Organ Donation	14
Dental	130
Eyeglasses/Hearing Aids	64
Family Planning/Birth Control	17
Free Clinic	292
Health Complaint	25
Health Rehabilitative Service	11
Hospice	5
Immunizations	15
Medical Alert	2
Medical Care/Treatment	419
Medical Equipment/Supplies	49
Medical/Health Information	304
Medication	91
Physicians Referral	14
Pregnancy/Prenatal Care	51
Sexually Transmitted Disease	10
Sub Total	1524

HOLIDAY ASSISTANCE

Sub Total	650
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HOME HEALTH

Chore Service	23
Companion	4
Home Health/Personal Care Aide	33
Home Nursing	3
Homemaker	2
Hospice Care	4
Personal Care	2
Physical Therapy	1
Rehabilitation	1
Respite Care	1
Shopping Assistance	2
Sub Total	76

Problem / Need Categories

HOUSEHOLD/FURNITURE

Appliances	15	0	15
Furniture	74	0	74
Household Goods	20	0	20
Sub Total 109 0 109			

HOUSING

Assisted Living	28	
Emergency Shelter	963	
Halfway House	35	
Housing Search Assistance	108	
Life Care Community	1	
Lodging	52	
Nursing/Personal Care Homes	61	
Rental Housing	43	
Subsidized Housing	249	
Transitional Shelter	214	
Sub Total 1754		

INSURANCE

Children's Insurance	8	
HMO	8	
Insurance Info/Assistance	75	
Unemployment Insurance	1	
Sub Total 92		

LEGAL

Civil Case	23	
Criminal Case	29	
Custody	68	
Delinquency	4	
Discrimination	1	
District Justices	142	
Divorce	15	
Landlord/Tenant	85	
Legal Assistance/Representation	270	
Ombudsman	4	
Other Court Services	81	
Pro Bono Lawyer	5	
Probation/Parole/Diversion	116	
Wills	4	
Sub Total 847		

MENTAL HEALTH

302/201 Issues	186	
Anger Management	15	
Anxiety/Panic Disorder	12	
Depression	42	
Emotional Distress	106	
Mental Health Information	289	
Mental Illness	9	
Other Counseling	10	
Other Interpersonal Problems	3	
Out of area Crisis Lines	82	
Psychiatric Treatment	186	
Warm Line	40	
Sub Total 980		

NO BUTTS

Cessation Programs	1	
Sub Total 1		

RAPE/SEXUAL ASSAULT

Sub Total	1
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RECREATION/SOCIAL/CLUBS/ORG'S

Clubs	9	
Organizations	124	
Recreation Facilities/Programs	66	
Religious	121	
Seasonal Events	51	
Social Events	7	
Sub Total 378		

RUNAWAYS/MISSING PERSONS

Missing Children	2	
Sub Total 2		

SUBSTANCE ABUSE

Alcohol Abuse/Addiction	48	
County Funding	142	
Detox/D&A Treatment	524	
Drug Abuse/Addiction	82	
Methadone Treatment	84	
Sub Total 880		

Problem / Need Categories

SUICIDE

Information About Suicide	4
Suicide Survivors	1
Suicide, Level 1 (Threat)	35
Suicide, Level 2 (With Plan)	8
Suicide, Level 3 (In Progress)	4
Sub Total	52

SUPPORT GROUP

Gambling	18
Health Support Group	50
Mental Health Support Groups	54
Other Support Group	109
Substance Abuse Support Group	270
Sub Total	501

TELEPHONE REASSURANCE

Alert Issued	104
No Call Dates	22
Other	12
Telephone Reassurance	12
Sub Total	150

TELEPHONE TRANSLATION SERVICE

Agency Use	1
Help Line Use	10
Law Enforcement Use	1
Sub Total	12

TRANSLATION/INTERPRETING

Hearing Impaired	5
Language	9
Sub Total	14

TRANSPORTATION

Mass Transit/Public Trans	234
Medical Transportation	55
Special Needs Transportation	74
Subsidized Transportation	91
Sub Total	454

VETERAN SERVICES

Sub Total	35
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VOLUNTEERISM

General Vol. Opportunities	38
Holiday Volunteering	9
Valley Santa Volunteers	147
Sub Total	194

Unmet Need Categories

302/201 Issues	Total: 1	Holiday Gifts	Total: 11
Adolescent Counseling	Total: 2	Holiday Meals	Total: 1
Adoption/Foster Care	Total: 2	Home Delivered Meals	Total: 2
Adult Counseling	Total: 6	Home Health/Personal Care	Total: 2
Agency Information	Total: 10	Home Repairs	Total: 15
Appliances	Total: 4	Homemaker Services	Total: 1
Baby Formula	Total: 2	Household Goods	Total: 2
Business Phone	Total: 3	Housing Search Assistance	Total: 2
Chore Service	Total: 7	Income Maintenance	Total: 3
Clothing	Total: 1	Job Search/Placement	Total: 1
Consumer Information	Total: 15	Legal Assistance/Representation	Total: 2
County D&A Funding	Total: 2	Loans – Mortgages	Total: 1
Custody	Total: 1	Loans (Personal/Small Business	Total: 1
Death/Grief Support	Total: 1	Local Government	Total: 1
Detox/D&A Treatment	Total: 4	Mass Transit/Public Trans	Total: 6
Diapers	Total: 1	Medical Care/Treatment	Total: 8
Directions/Road Condition	Total: 3	Medical Equipment/Supplies	Total: 2
Disaster, Natural or Man	Total: 1	Medical Transportation	Total: 5
Divorce	Total: 1	Medical/Health Information	Total: 2
Domestic Violence Counseling	Total: 1	Medication Assistance	Total: 1
Education for Children	Total: 2	Mental Health Information	Total: 1
Educational Financial Assistance	Total: 3	Non-Emergency Food	Total: 5
Emergency Financial Aid	Total: 25	Other Clothing	Total: 1
Emergency Food	Total: 2	Other Court Services	Total: 1
Emergency Shelter	Total: 88	Other Information	Total: 5
Federal Government	Total: 2	Other Support Group	Total: 1
Financial Aid for Medical Care	Total: 1	Other	Total: 6
Financial Assistance	Total: 1	Police/Sheriff/State Police	Total: 3
Food Banks	Total: 7	Property Tax/Rent Rebate	Total: 1
Free Dental	Total: 4	Psychiatric Treatment	Total: 1
Free Medical Clinic``	Total: 4	Public Assistance/Welfare	Total: 6
Fuel Program/Weatherization	Total: 30	Recreation Facilities/Pro	Total: 1
Furniture	Total: 22	Rental Assistance	Total: 39
General Volunteer Opportunities	Total: 1	Rental Housing	Total: 3
Halfway House	Total: 1	School Issues/Problems	Total: 1
Health Support Group	Total: 3	Seasonal Events	Total: 3
Help Line Book Info	Total: 1	Shopping Assistance	Total: 1
Holiday Food	Total: 24	Social Security	Total: 1

Unmet Need Categories

Special Needs Transportation	Total: 4
Subsidized Housing	Total: 1
Subsidized Transportation	Total: 7
Substance Abuse Support G	Total: 1
Taxes/Tax Preparation	Total: 5
Telephone Translation	Total: 1
Transitional Shelter	Total: 4
Travelers Aid	Total: 11
Utility,	Total: 60
Valley Santa Volunteers	Total: 1
Visual Impairment/Blindness	Total: 1
Grand Total: 534	