



# 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 96,486**

**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**

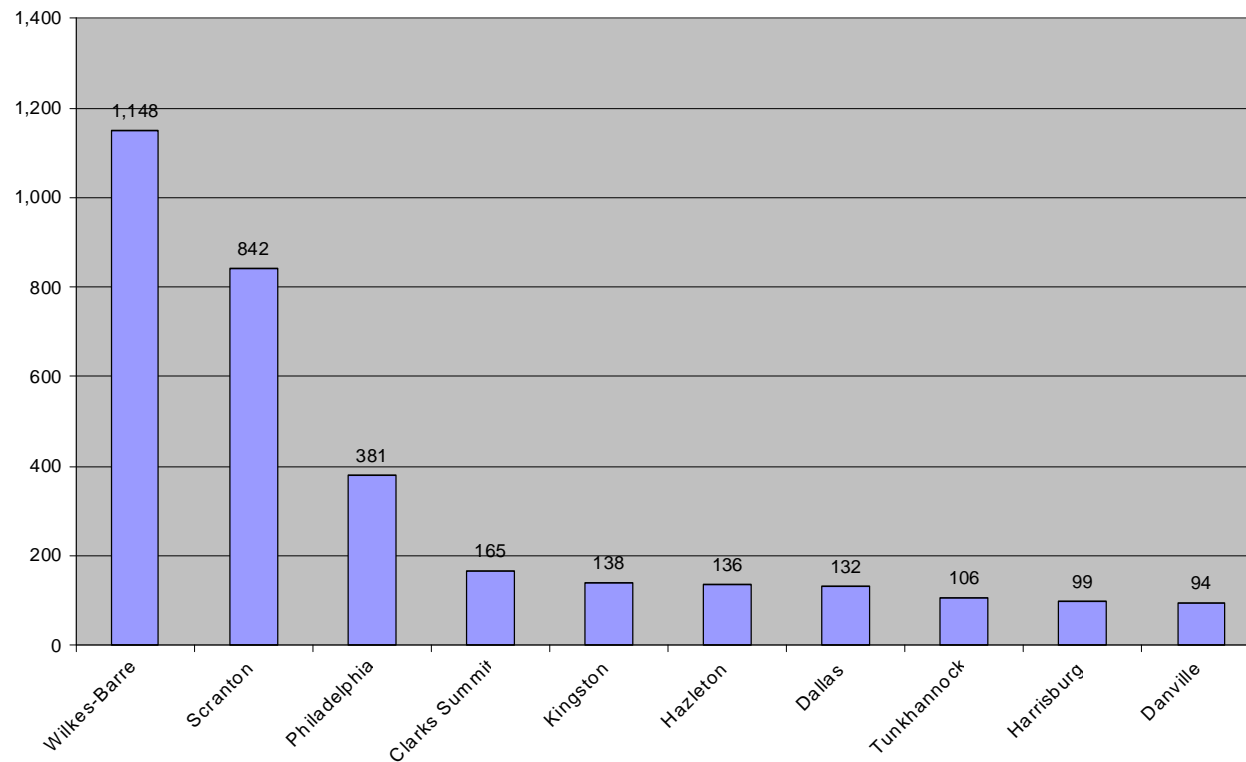
# Help Line Web Statistics

## [www.helpline-nepa.info](http://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.

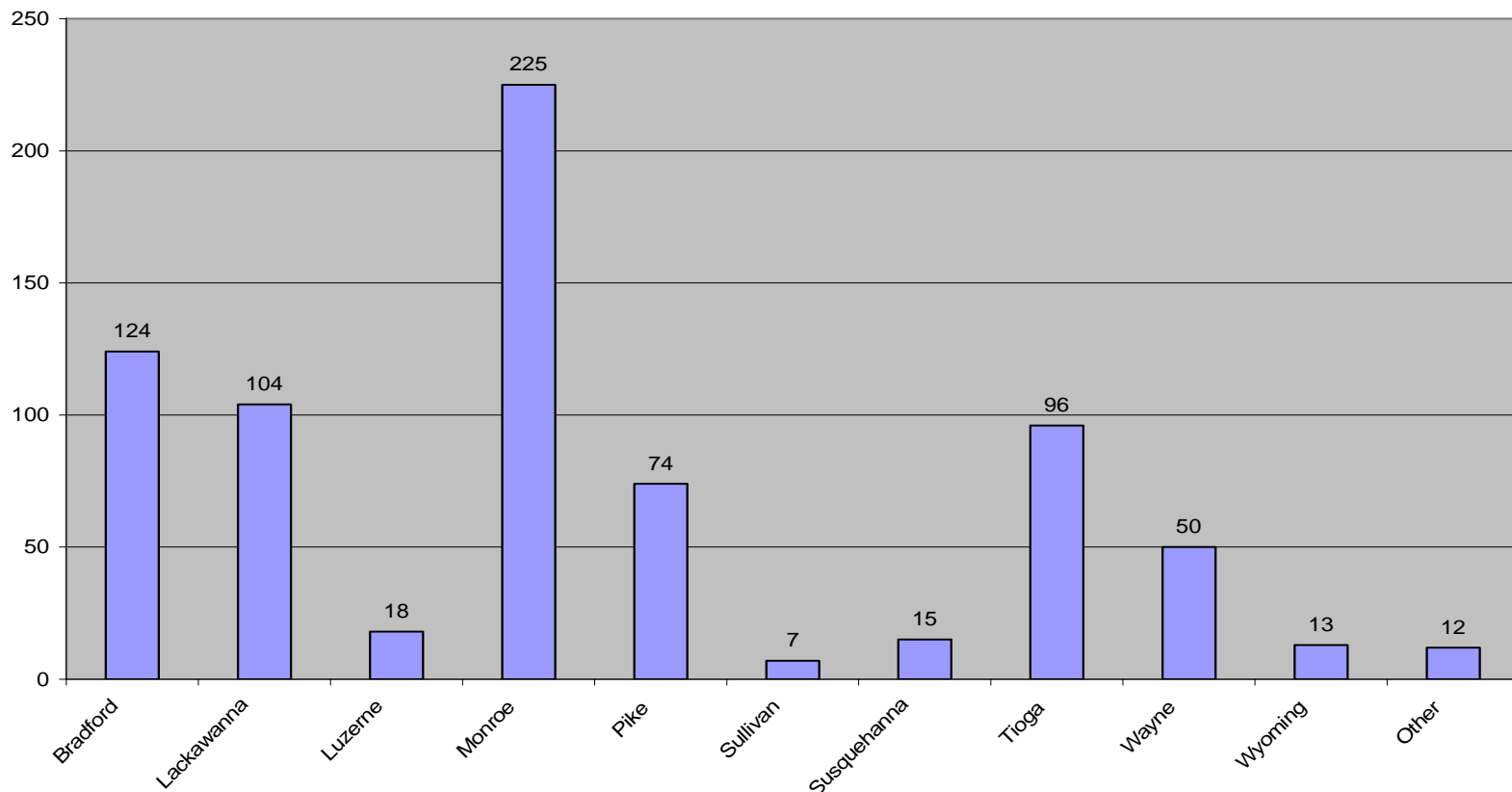
2-1-1 makes the entire human services sector at every level of government work more efficiently.

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

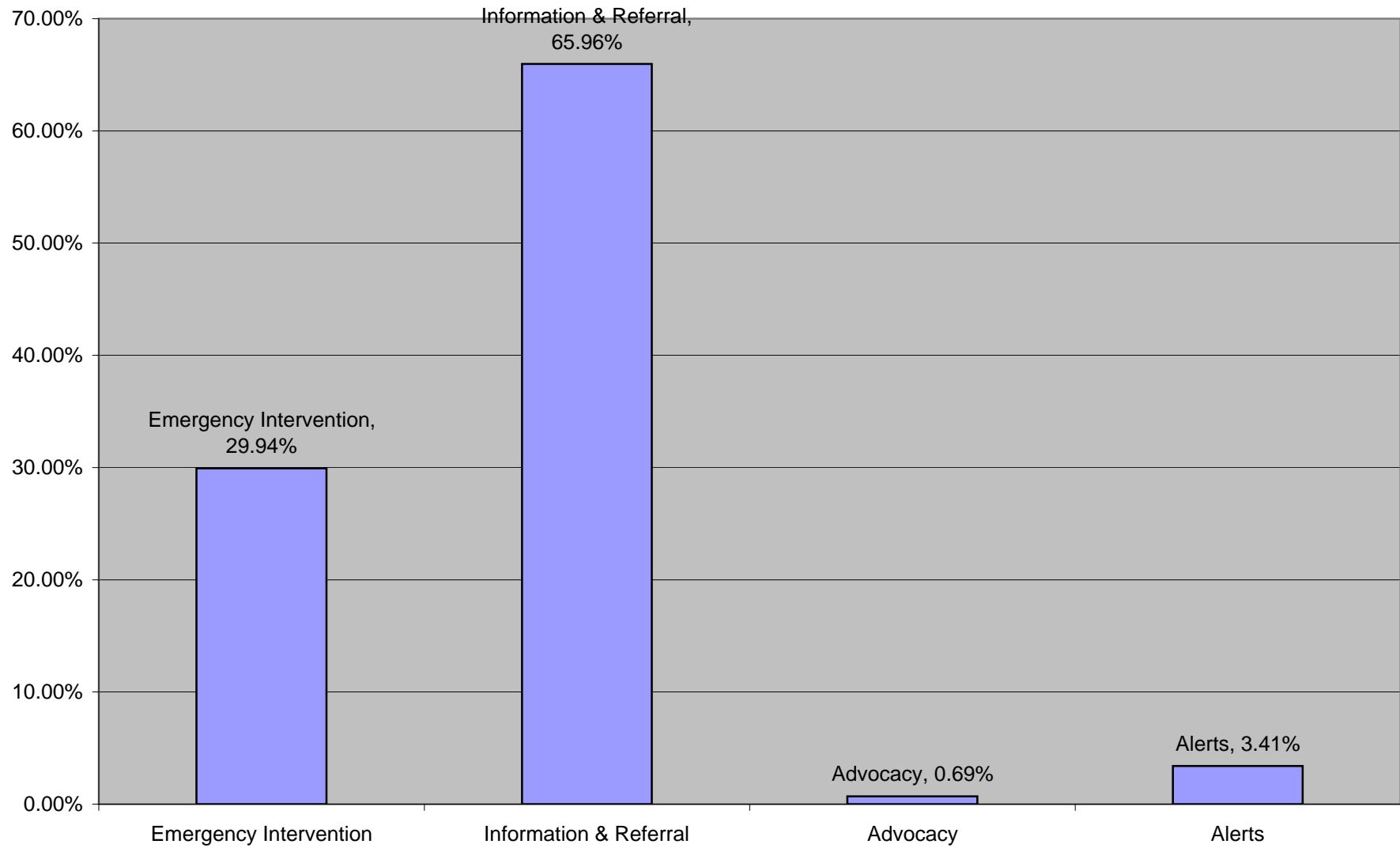
2-1-1 is the number to call to give help and to get help.

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.

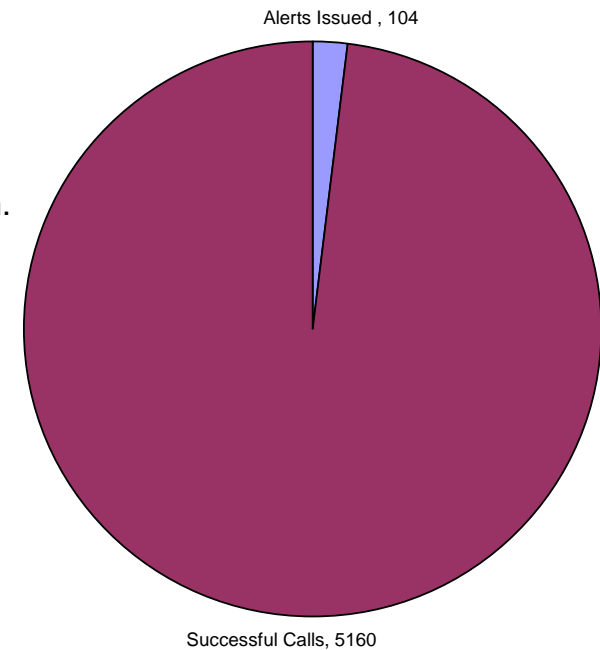
## Telephone Reassurance Program

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

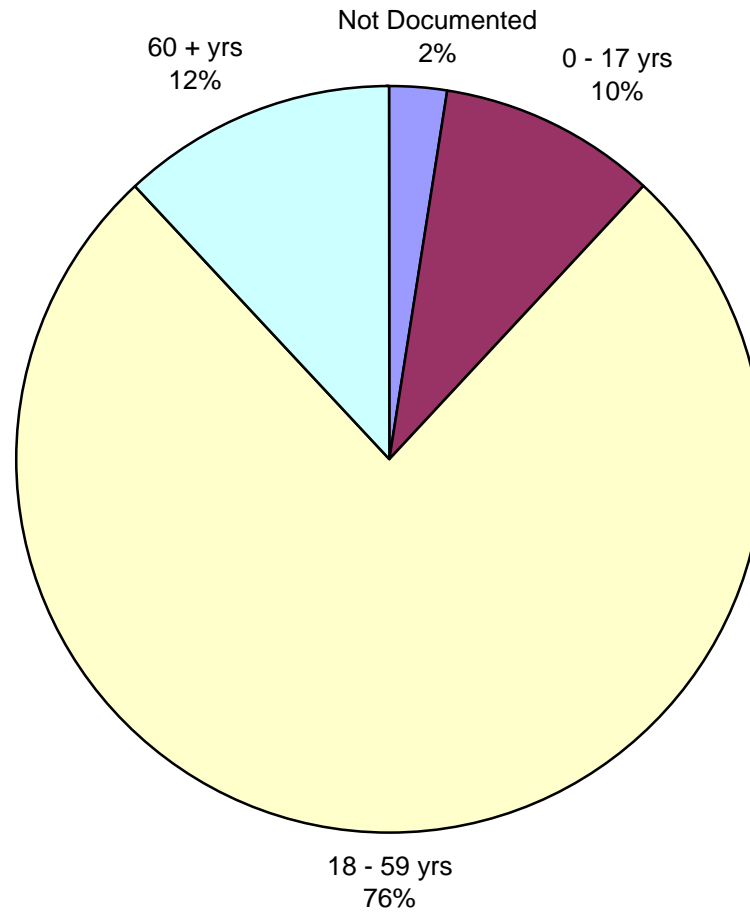
104 Alerts Issued for failure to respond.

5,160 Successful calls completed.

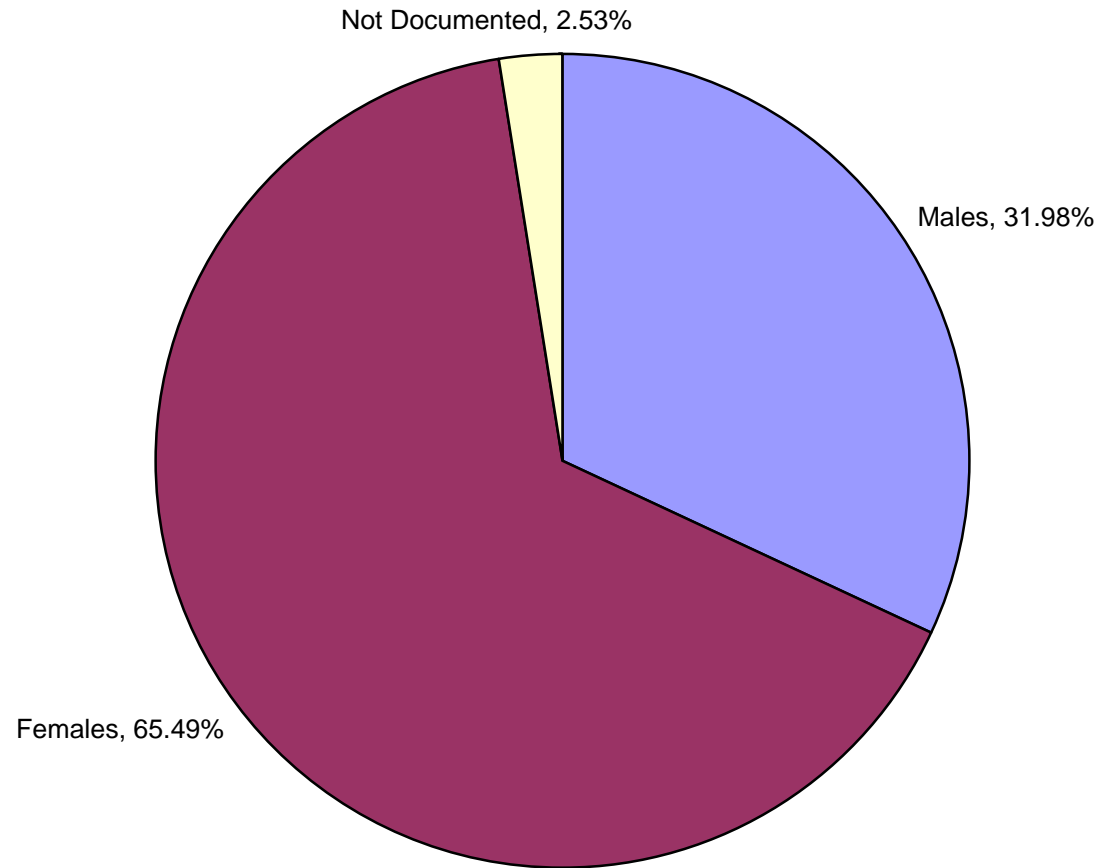
## Telephone Reassurance Calls



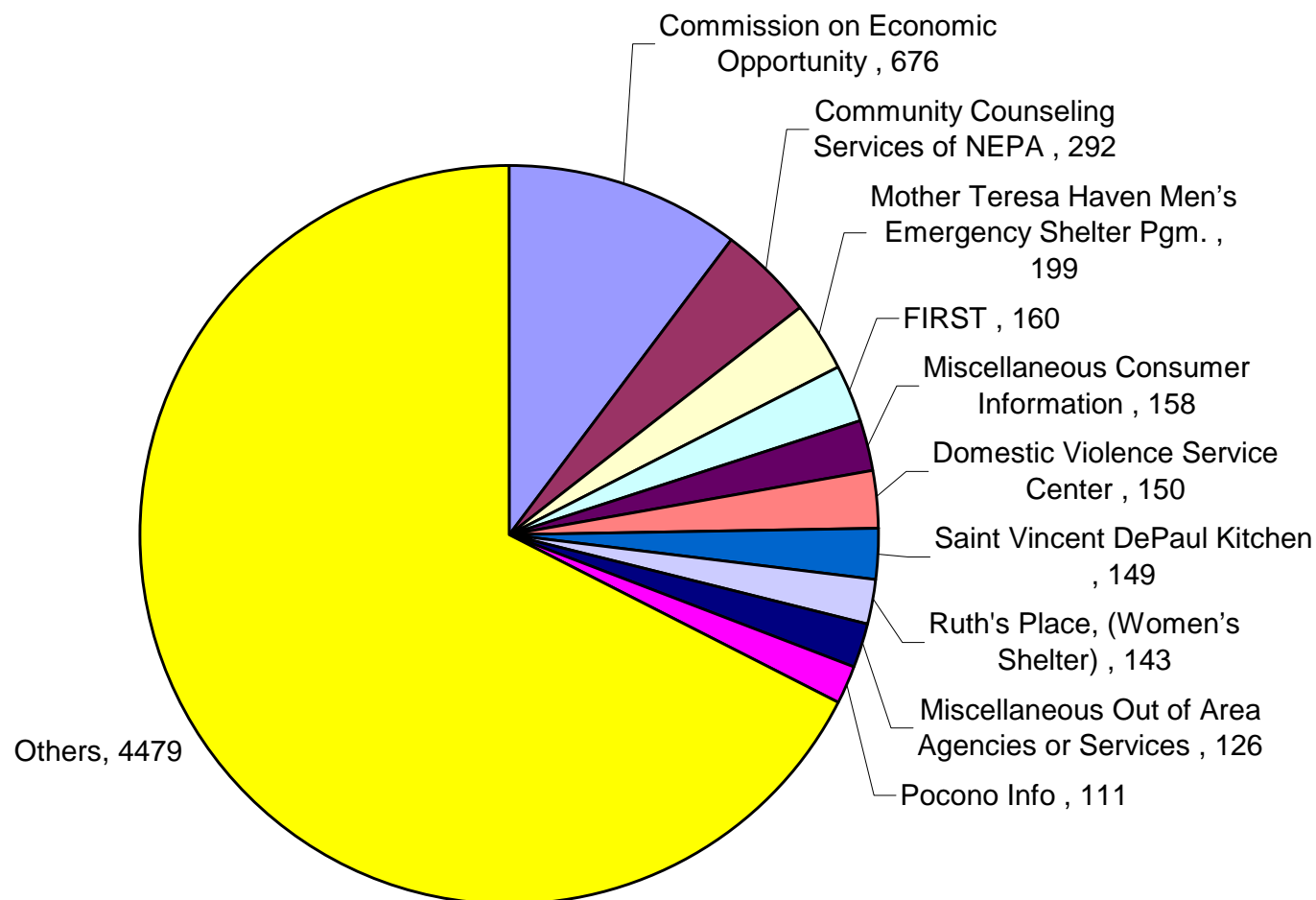
### Age Range of Consumers



### Gender of Consumers

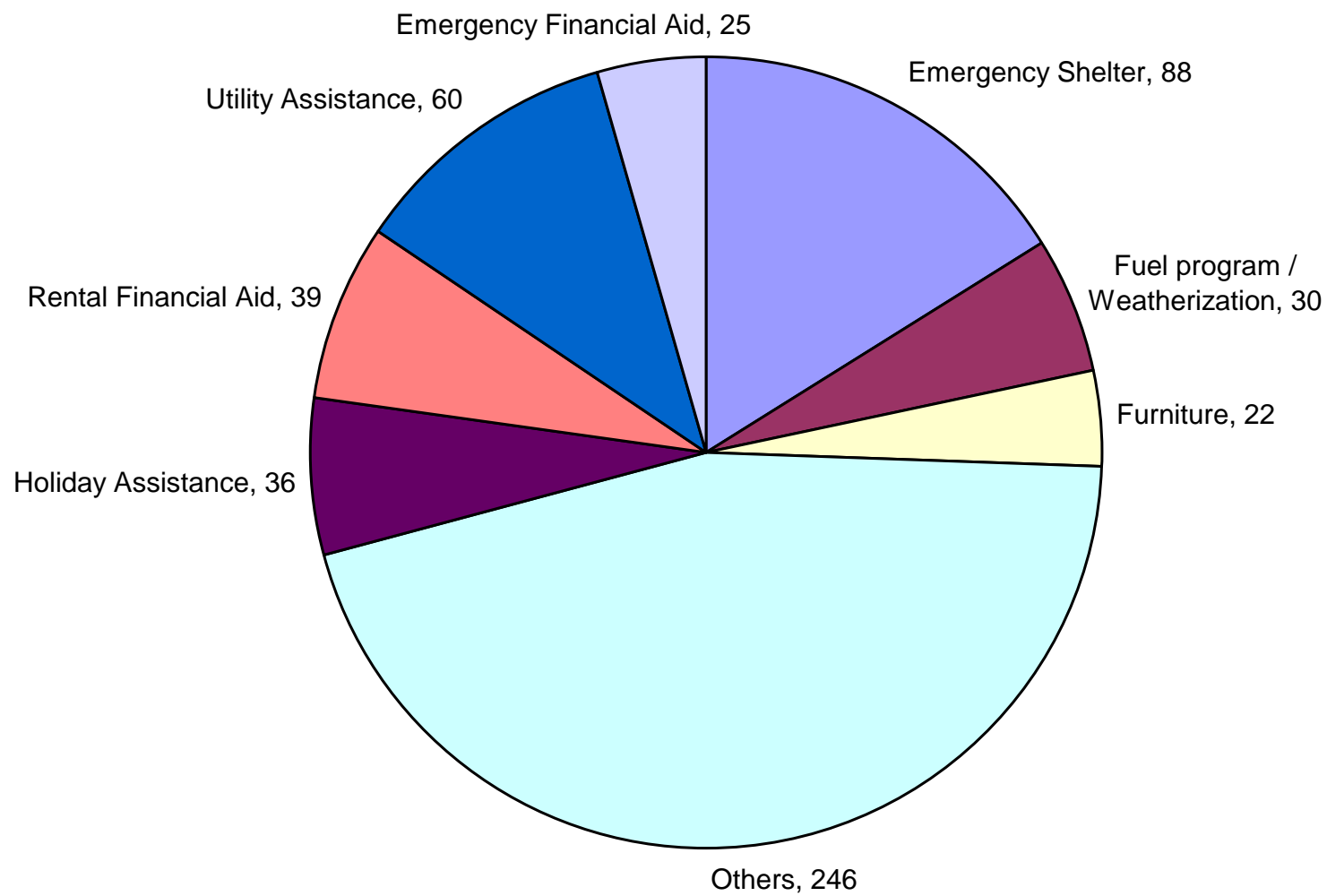


## Top Help Line Referrals



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

## Unmet Need Categories



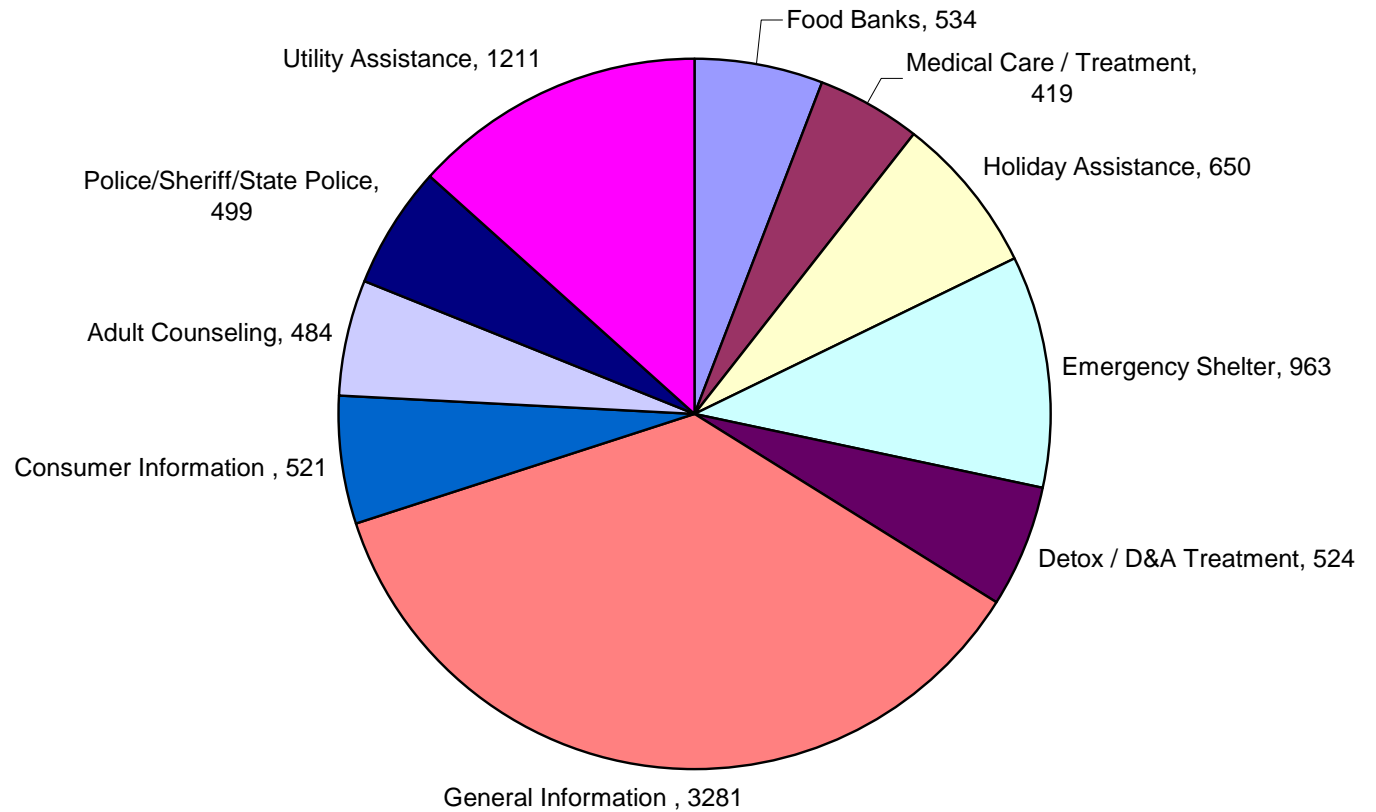
**For additional unmet needs see pages 32 and 33.**

## Problem / Need Categories

Top 10 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.



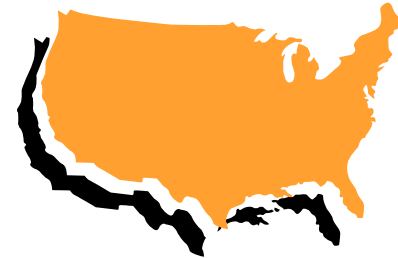
A more complete breakdown of Problems / Need can be found on pages 27 to 31.

**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

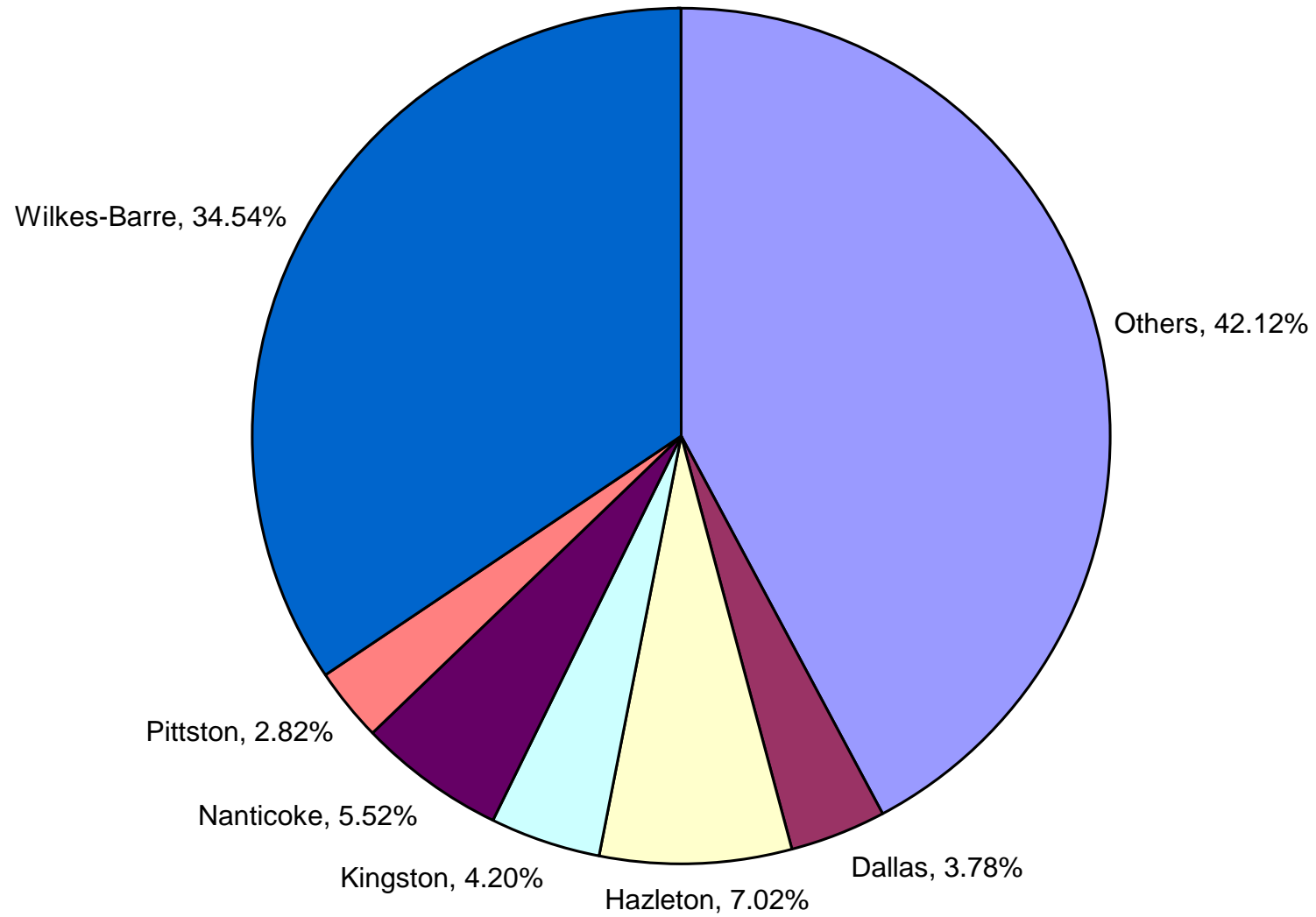
Berks  
Centre  
Columbia  
Delaware  
Lebanon  
McKean  
Montour  
Philadelphia  
Union  
Westmoreland

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		
White Haven	0.60	Windham Twp	0.00	<b>TOTALS: 327 Cities</b>	
		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. FIRST	199	Lawyer Referral Service of Luzerne County	35
Miscellaneous Phone Book or Directory Assistance	160	Care & Concern Free Health Clinic & Food Pantry	34
Domestic Violence Service Center	158	Pierce Counseling Support Groups	34
Saint Vincent DePaul Kitchen	150	Luzerne/Wyoming Counties MH & Developmental Svs	33
Ruth's Place, (Women's Shelter)	149	Miscellaneous City Government Offices	33
Miscellaneous Out of Area Agencies or Services	143	Back Mountain Free Medical & Legal Clinic	32
Miscellaneous Out of County 211 Referral	126	Center for Independent Living NEPA	32
Pocono Info	112	McAuley Health Clinic	30
Assistance Office - Luzerne County, Wilkes-Barre Office	111	STEP Program	30
Luzerne/Wyoming Counties Area Agency on Aging	103	Shoemaker Mission Central HUB	29
Catholic Social Services	103	Trehab Center	29
Wilkes-Barre Free Clinic	102	Victims Resource Center	29
North Penn Legal Services - Wilkes-Barre	101	Family Service Association of NEPA	28
Reach Program of Saint Stephen's Church, Inc	99	Conewago Pottsville	27
CHOICES Program of Wyoming Valley	99	Hope Center, The (Trucksville Free Medical/Legal Clinic)	27
White Deer Run, Inc.	96	Luzerne County Children & Youth Services	27
Kirby Family House - Salvation Army	88	CareerLink - Wilkes Barre Center	26
Northeast Counseling Services	84	Kiwanis Club & Kiwanis Wheelchair Club of Wilkes-Barre	26
Luzerne/Wyoming Counties Drug & Alcohol Program	80	Saint Nicholas Church Food Pantry	26
Clear Brook Manor	78	Volunteers of America	26
Children's Service Center - Wilkes Barre Office	73	Bridge Housing Program	25
Saint Anthony's Haven	65	VITA Tax Help	23
Salvation Army - Wilkes-Barre	64	ACCESS Plus, Health Care Insurance	22
Valley Santa (2012)	58	PA 2-1-1	22
Catherine McAuley House	52	Partnership For Prescription Assistance	22
Luzerne County 911 Communications Center	50	Greater Wilkes Barre Assoc. for the Blind	21
Wyoming Valley Alcohol and Drug Services, Inc.	50	Health Department, PA - NE District Office	21
Toys 4 Tots (2012)	50	Miscellaneous Out of Area Information & Referral	21
Volunteers in Medicine, (Free Medical Clinic)	47	Al Beech/West Side Food Pantry	20
Salvation Army, Tioga County	46	Attorney General PA	19
Miscellaneous Area Businesses	43	Social Security Administration - Wilkes-Barre	19
Pro Life Center	41	Wilkes-Barre City Offices	19
	38	Wilkes-Barre General Hospital	19

# Referrals Report

## Referrals to Programs



Program Name	# of Referrals
Luzerne County Orphans Court	18
WARM LINE, (Luzerne County)	18
Caring Alternatives	17
Childline PA State Child Abuse Registry	17
Clothing Closet	17
Feed a Friend, 2012	17
Hannah's Hope Pregnancy Shelter	17
Vital Records Division, of PA	17
American Cancer Society NEPA Regional Office	16
Maternal and Family Health Services	16
Scranton Counseling Services	16
Monroe-Noxen Health Center	15
SPCA of Luzerne County	15
Christian Service Center of Plymouth	14
Clear Brook Lodge	14
Consumer Credit Counseling Service of NEPA	14
Wilkes-Barre Housing Authority	14
Luzerne County Voter Services	13
Miscellaneous CEO like agencies in other counties	13
Suboxone.com	13
Wyoming Valley Rescue Mission	13
Ashley Food Pantry	12
Child Care Information Service of Luzerne & Wyoming Counties	12
Dollar Energy	12
Interfaith Friends	12
Luzerne County Transportation Authority	12
Revenue Department of PA, Scranton District Office	12
Alcoholics Anonymous NEPA Intergroup	11
Dial-A-Driver	11
Endless Mountains Mission Center	11
Luzerne County Medical Society	11
Professional & Occupational Affairs of PA.	11
Adult Learners' Training & Assistance Program (ALTA)	10
Clem-Mar House, Inc. (Edwardsville)	10
Eagleville Hospital	10
Miners Medical	10

Program Name	# of Referrals
Recovery Inc. MH Self Help & Support Group	10
Revenue Department - PA	10
Serento Gardens: Alcoholism and Drug Services	10
Wilkes-Barre Health Department	10
Advocacy Alliance, The - Wilkes-Barre	9
Allied Services - John Heinz Institute	9
Assistance Office - Luzerne County, Hazleton Office	9
Casey House (Halfway House)	9
Luzerne County District Justices	9
Mountaintop Free Medical Clinic	9
PUC - Harrisburg	9
Suicide Bereavement Support Group	9
United Charities, Inc.	9
American Red Cross - Wyoming Valley Chapter	8
Assistance Office - Wyoming County Office	8
BMW Free Community Clinic	8
Better Business Bureau of NEPA	8
Blue Chip Farms Animal Refuge	8
Bridge Youth Services	8
CSS Wyoming Valley - XMAS Food	8
Christmas Meals (2012)	8
Community Family Services	8
Gabriel House	8
I & R Services	8
NAMI - Wilkes-Barre Office	8
Office of Vocational Rehabilitation	8
Salvation Army Adult Rehabilitation Center	8
Voluntary Action Center of Northeastern PA	8
Alanon/Alateen Family Group - District 30	7
Bennett Home	7
Dental Hygiene Clinic at LCCC	7
Dress for Success Luzerne County	7
Grief Support Group, (Mountaintop)	7
Luzerne County Bar Assoc. Pro Bono Services	7
Luzerne County Community College	7
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
Anthracte 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	Al-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
AUTISMLINK (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 Mensajero	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		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
Parenting Center	1
Parenting Classes	1
Parents of Murdered Children - NEPA Chapter	1
Park Avenue Towers	1
Penn State Cooperative Extension - Luzerne Co.	1
Pocono Medical Center	1
Post Offices (Local)	1
Psychology Office	1
Reflex Sympathetic Dystrophy Assoc. (RSD)	1
Refugee and Immigration Services	1
Resources Unlimited	1
Responsible Parties Services	1
Retired and Senior Volunteer Program (RSVP)	1
River View Personal Care	1
Rural Health Corporation of Northeastern Pennsylvania	1
Saint Luke's Villa	1
Salvation Army Towanda Service Unit & Sullivan Cty	1
Share Food Program	1
Shickshinny Food Pantry	1
Small Business Development Center-WB	1
Social Security Administration-Scranton	1
Special Care Hospital	1
Special Olympics of Luzerne County	1
Special Transportation Efforts Program (STEP)	1
Stuttering Support Group	1
Suicide Bereavement Support Group	1
Sullivan County Housing Authority	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

Program Name	# of Referrals
US Federal Bureau of Investigation	1
US Homeland Security	1
US Representative Tom Marino 10th District	1
United Cerebral Palsy of NEPA	1
United Way of Greater Hazleton Inc.	1
United Way of Lackawanna County	1
VNA Home-Health Services	1
Valley Counseling Associates PC	1
Valley Youth House	1
Veterans Administration Homeless Program	1
Volunteer Center of Greater Hazleton	1
WARM LINE (Lackawanna / Susquehanna Counties)	1
WNEP (ABC) Television	1
WVIA (PBS) Television	1
Wayne County Drug & Alcohol Commission	1
Wellsboro Food Bank	1
Wilkes University	1
Wilkes-Barre Law & Library Association	1
Wilkes-Barre Parks and Recreation Department	1
Wyoming County Cancer Society	1
Wyoming County Children & Youth Services	1
Wyoming County Courthouse	1
Wyoming County Family Resource Center	1
Wyoming Valley Council of Churches	1
Wyoming Valley West School District	1
YMCA - Wilkes-Barre Family	1
YMCA of Greater Pittston	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**

### 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**

### 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**

## 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**

### 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**

### 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**

### 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**

### RECREATION/SOCIAL/CLUBS/ORGS

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
<b>Sub Total</b>	<b>52</b>

### SUPPORT GROUP

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

### TELEPHONE REASSURANCE

Alert Issued	104
No Call Dates	22
Other	12
Telephone Reassurance	12
<b>Sub Total</b>	<b>150</b>

### TELEPHONE TRANSLATION SERVICE

Agency Use	1
Help Line Use	10
Law Enforcement Use	1
<b>Sub Total</b>	<b>12</b>

### TRANSLATION/INTERPRETING

Hearing Impaired	5
Language	9
<b>Sub Total</b>	<b>14</b>

### TRANSPORTATION

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

### VETERAN SERVICES

**Sub Total 35**

### VOLUNTEERISM

General Vol. Opportunities	38
Holiday Volunteering	9
Valley Santa Volunteers	147
<b>Sub Total</b>	<b>194</b>

## Unmet Need Categories

302/201 Issues	<b>Total: 1</b>
Adolescent Counseling	<b>Total: 2</b>
Adoption/Foster Care	<b>Total: 2</b>
Adult Counseling	<b>Total: 6</b>
Agency Information	<b>Total: 10</b>
Appliances	<b>Total: 4</b>
Baby Formula	<b>Total: 2</b>
Business Phone	<b>Total: 3</b>
Chore Service	<b>Total: 7</b>
Clothing	<b>Total: 1</b>
Consumer Information	<b>Total: 15</b>
County D&A Funding	<b>Total: 2</b>
Custody	<b>Total: 1</b>
Death/Grief Support	<b>Total: 1</b>
Detox/D&A Treatment	<b>Total: 4</b>
Diapers	<b>Total: 1</b>
Directions/Road Condition	<b>Total: 3</b>
Disaster, Natural or Man	<b>Total: 1</b>
Divorce	<b>Total: 1</b>
Domestic Violence Counseling	<b>Total: 1</b>
Education for Children	<b>Total: 2</b>
Educational Financial Assistance	<b>Total: 3</b>
Emergency Financial Aid	<b>Total: 25</b>
Emergency Food	<b>Total: 2</b>
Emergency Shelter	<b>Total: 88</b>
Federal Government	<b>Total: 2</b>
Financial Aid for Medical Care	<b>Total: 1</b>
Financial Assistance	<b>Total: 1</b>
Food Banks	<b>Total: 7</b>
Free Dental	<b>Total: 4</b>
Free Medical Clinic``	<b>Total: 4</b>
Fuel Program/Weatherization	<b>Total: 30</b>
Furniture	<b>Total: 22</b>
General Volunteer Opportunities	<b>Total: 1</b>
Halfway House	<b>Total: 1</b>
Health Support Group	<b>Total: 3</b>
Help Line Book Info	<b>Total: 1</b>
Holiday Food	<b>Total: 24</b>

Holiday Gifts	<b>Total: 11</b>
Holiday Meals	<b>Total: 1</b>
Home Delivered Meals	<b>Total: 2</b>
Home Health/Personal Care	<b>Total: 2</b>
Home Repairs	<b>Total: 15</b>
Homemaker Services	<b>Total: 1</b>
Household Goods	<b>Total: 2</b>
Housing Search Assistance	<b>Total: 2</b>
Income Maintenance	<b>Total: 3</b>
Job Search/Placement	<b>Total: 1</b>
Legal Assistance/Representation	<b>Total: 2</b>
Loans – Mortgages	<b>Total: 1</b>
Loans (Personal/Small Business	<b>Total: 1</b>
Local Government	<b>Total: 1</b>
Mass Transit/Public Trans	<b>Total: 6</b>
Medical Care/Treatment	<b>Total: 8</b>
Medical Equipment/Supplies	<b>Total: 2</b>
Medical Transportation	<b>Total: 5</b>
Medical/Health Information	<b>Total: 2</b>
Medication Assistance	<b>Total: 1</b>
Mental Health Information	<b>Total: 1</b>
Non-Emergency Food	<b>Total: 5</b>
Other Clothing	<b>Total: 1</b>
Other Court Services	<b>Total: 1</b>
Other Information	<b>Total: 5</b>
Other Support Group	<b>Total: 1</b>
Other	<b>Total: 6</b>
Police/Sheriff/State Police	<b>Total: 3</b>
Property Tax/Rent Rebate	<b>Total: 1</b>
Psychiatric Treatment	<b>Total: 1</b>
Public Assistance/Welfare	<b>Total: 6</b>
Recreation Facilities/Pro	<b>Total: 1</b>
Rental Assistance	<b>Total: 39</b>
Rental Housing	<b>Total: 3</b>
School Issues/Problems	<b>Total: 1</b>
Seasonal Events	<b>Total: 3</b>
Shopping Assistance	<b>Total: 1</b>
Social Security	<b>Total: 1</b>

## Unmet Need Categories

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