



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

"...working with children, individuals, families and communities to achieve their potential."

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HELP LINE
1-888-829-1341
(570) 829-1341
Fax (570) 829-5055
www.help-line-nepa.info
help-line.nepa@verizon.net



Call Totals

for

July 1, 2008 to June 30, 2009

Calls in to Help Line	69,372
Calls out from Help Line	18,080
RUOK? Calls	7,832
Total Calls	95,284

Web Site Info:	Visits	4,404
	Hits	9,655

Visit us at www.fsawv.org

Help Line Annual Report

The total calls handled for the fiscal year ending June 30, 2009 was 95,284. This number includes calls to Help Line seeking some type of information or service. The 18,080 calls out deal with the 69,372 calls in to Help Line. These calls were seeking additional information, resources or assistance for the caller. Our telephone reassurance program made 7,832 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 37,220 cases that were documented during this past year. Many of these cases involved more than one telephone call.

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PROBLEMS/NEED CATEGORY STATISTICS

Calls to Help Line are categorized into Problem areas, then into sub categories for needs the Help Line caseworker.

PROBLEMS/NEED CATEGORY STATISTICS

	08-09	07-08
ABUSE/NEGLECT		
Elder Abuse/Neglect/Exploitation.	28	17
Child Abuse/Neglect	283	242
Domestic Assault	68	80
Domestic Violence Counseling	168	144
Victim Assault/Counseling	95	75
PFA	<u>101</u>	<u>91</u>
Sub Total	743	649
AGING		
Supplemental Insurance	1	4
Medicaid/Medicare	6	16
PACE	10	16
Aging Services	283	330
Senior Socialization Programs	<u>34</u>	<u>30</u>
Sub Total	334	396
ADOPTION/FOSTER CARE\GROUP		
Sub Total	73	48
ANIMALS /ANIMAL CONTROL		
Pest Control	5	7
Rodent/Skunks	2	1
Animal Shelter	59	58
Other	37	33
Veterinary Care	<u>17</u>	<u>12</u>
Sub Total	120	111
BUSINESS / INDUSTRY		
Small Business Information	6	4
Business Address	6	3
Business Phone	<u>456</u>	<u>565</u>
Sub Total	468	572
CASE MANAGEMENT		
Sub Total	10	7
CLOTHING		
Baby Clothing	27	22
Children's Clothing	30	11
Diapers	28	28
Maternity Clothing	0	1
Other Clothing	<u>47</u>	<u>47</u>
Sub Total	132	109
CRIME		
Rape/Sexual Assault	3	3
Crime Watch	1	3
Other Crimes	<u>50</u>	<u>17</u>
Sub Total	54	24

	08-09	07-08
CONSUMER		
Consumer Advocacy	69	72
Consumer Complaints	334	342
Consumer Protection	10	12
Consumer Information	1,717	1,618
Credit Counseling	6	12
Credit Info. (Reports, etc.)	7	14
Fraud	10	17
General	0	3
Sub Total	2,157	2,090
CRISIS LINES		
Sub Total	17,916	17,502
DAY CARE/CHILD CARE		
Alzheimer's Day Care	0	0
Child Care	72	66
Adult Day Care	0	3
Out of Home Respite Care	1	8
Mentoring Programs	0	3
Financial Assistance	61	74
Car Seats	4	2
Sub Total	138	156
COUNSELING		
Child	53	71
Adolescent	69	67
Eating Disorders	5	6
Death/Grief	26	25
Adult	323	351
Gambling	11	14
Family	33	40
Credit Counseling	27	44
D & A Counseling	31	36
Runaways	11	6
Sub Total	589	660
NO BUTTS		
Cessation Programs	4	11
Education/Prevention	0	4
Telephone Reassurance	0	0
Compliance	1	0
Sub Total	5	15
DONATIONS INFORMATION		
Clothing	81	77
Financial	15	4
Household/Furniture	108	91
Medical Equipment	24	24
Other	85	82
Sub Total	313	278

EDUCATION		08-09	07-08
	Adult Education	30	34
	Education for Children	157	113
	Displaced Homemaker	1	0
	ESL	4	4
	Special Education	8	15
	Parenting Classes	15	18
	Vocational/Community Education	4	8
	Literacy/Library	53	57
	Tutoring	2	2
	Educational Counseling	6	3
	School Issues/Problems	6	6
	GED	15	15
	Charter Schools	<u>1</u>	<u>0</u>
	Sub Total	302	275
EMERGENCIES			
	Poison Control	10	15
	Ambulance/Paramedics	20	14
	Fire/Rescue	15	7
	Police/Sheriff/State Police	328	285
	Disaster, Natural or Man	8	15
	Emergency Room/Hospital	37	30
	Other Crisis	<u>14</u>	<u>24</u>
	Sub Total	432	390
EMPLOYMENT			
	Job Search/Placement	141	97
	Job Training	24	20
	Job Safety	0	1
	Sheltered Employment	1	2
	Unemployment Compensation	110	40
	Subsidized Employment	1	2
	Employee Complaint	28	29
	Youth Employment	2	3
	Vocational Rehabilitation	<u>22</u>	<u>20</u>
	Sub Total	329	214
ENVIRONMENT			
	Environmental Protection	16	28
	Pollution	2	2
	Sanitation	<u>1</u>	<u>0</u>
	Sub Total	19	30
FIN. ASSISTANCE & SUPPORT			
	Emergency Financial Aid	244	229
	Educational Financial Assistance	14	14
	Burial Assistance/Funeral	17	20
	Public Assistance/Welfare	182	191
	Utility, Gas	66	69
	Utility, Water	42	35
	Utility, Electric	222	145
	Utility, Telephone	34	26
	Rent, Financial Aid	181	196
	Fuel Program/Weatherization	558	518
	Travelers Aid	66	69
	Child Support	92	75

FIN. ASSISTANCE & SUPPORT (continued)		08-09	07-08
	Food Stamps	78	113
	Black Lung	3	1
	HUD Assistance	2	11
	Financial Aid for Medical Care	46	47
	Home Repairs	41	38
	SSI/Medicaid	24	17
	SSA/Medicare	23	14
	Optional State Supplement	4	1
	Loans (Personal/Small Business)	4	3
	Social Security	124	140
	Property Tax/Rent Rebate	68	80
	Loans - Mortgages	34	49
	Income Maintenance	9	4
	Loans — Home Improvement	10	6
	Medication Assistance	61	51
	Sub Total	2,249	2,162
FOOD			
	Emergency Food	160	102
	Non-Emergency Food	25	12
	Home Delivered Meals	64	51
	Meal Sites	70	92
	Nutrition Counseling	7	6
	Food Banks	280	228
	Baby Formula	14	20
	WIC	53	79
	Sub Total	673	590
GOVERNMENT /TAXES			
	Taxes/Tax Preparation	209	282
	Local Government	111	137
	County Government	307	344
	State Government	274	294
	Federal Government	166	155
	Legislators	8	9
	Sub Total	1,075	1,221
GUARDIANSHIP			
	Sub Total	2	3
HANDICAPS			
	Visual Impairment/Blindness	16	19
	Hearing Impairment/Deafness	27	19
	Developmental Disability	43	21
	Physical Handicap	15	34
	Educational	1	1
	Mental Disabilities	4	5
	Sub Total	106	99
HEALTH/MEDICAL			
	Alzheimer's disease	3	6
	Medical/Health Information	197	220
	Medical Care/Treatment	312	223
	Medical Equipment/Supplies	33	22
	Hospice	3	2
	Sexually Transmitted Disease	20	25
	AIDS/HIV Info—Tests—Treatment	23	26

HEALTH/MEDICAL (continued)	08-09	07-08
Pregnancy/Prenatal Care	64	72
Family Planning/Birth Con	30	26
Medication	32	22
Free Clinic	550	352
Health Complaint	49	44
Physicians Referral	7	12
Blood/Organ Donation	12	11
Dental	132	139
Eyeglasses/Hearing Aids	53	37
Medical Alert	5	4
Immunizations	48	64
Elder Care Issues	3	1
West Nile Virus	0	0
Health Rehabilitative Service	9	8
Sub Total	1,585	1,316
 HOLIDAY ASSISTANCE		
Holiday Gifts	363	304
Holiday Food	182	106
Holiday Meals	116	35
Valley Santa Problem	70	71
Back to School Assistance	1	0
Monetary	4	0
Sub Total	736	516
 HOME HEALTH		
Home Nursing	1	6
Home Health/Personal Care Aide	30	16
Homemaker	4	3
Personal Care	1	3
Companion	2	2
Chore Service	25	35
Rehabilitation	0	1
Physical Therapy	0	0
Respite Care	2	0
Friendly Visitors	1	1
Hospice Care	0	1
Shopping Assistance	1	0
Sub Total	67	68
 HOUSEHOLD/FURNITURE		
Appliances	10	10
Household Goods	10	3
Furniture	69	73
Sub Total	89	86
 HOUSING		
Housing Search Assistance	127	119
Subsidized Housing	296	256
Halfway House	46	38
Nursing/Personal Care Homes	53	34
Emergency Shelter	817	781
Transitional Shelter	205	159
Life Care Community	15	5
Rental Housing	22	14

HOUSING (continued)		08-09	07-08
	Assisted Living	4	4
	Lodging	<u>28</u>	<u>28</u>
	Sub Total	1,613	1,438
INSURANCE			
	Children's Insurance	14	14
	Insurance Info/Assistance	100	95
	Nursing Home Insurance	1	1
	PA Adult Basic Insurance	20	17
	Other	<u>2</u>	<u>1</u>
	Sub Total	137	128
LEGAL			
	Legal Assistance/Representation	394	388
	Delinquency	1	1
	Discrimination	23	19
	Victim Services	1	0
	Custody	89	75
	Probation/Parole/Diversion	34	14
	Other Court Services	71	58
	Divorce	11	13
	District Justices	106	105
	Wills	7	7
	Landlord/Tenant	111	123
	Criminal Case	30	32
	Civil Case	16	18
	Pro Bono Lawyer	9	3
	Ombudsman	<u>2</u>	<u>3</u>
	Sub Total	905	859
MENTAL HEALTH			
	Mental Health Information	497	418
	Mental Illness	14	15
	Emotional Distress	64	45
	Depression	58	39
	Other Interpersonal Problems	6	5
	Other Counseling	37	22
	302/201 Issues	193	178
	Death/Grief	2	1
	Warm Line	35	0
	Anger Management	33	33
	Psychiatric Treatment	147	124
	Out of area Crisis Lines	86	83
	Anxiety/Panic Disorder	<u>22</u>	<u>8</u>
	Sub Total	1,194	971
RECREATION/SOCIAL/CLUBS /ORGS			
	Clubs	11	9
	Organizations	92	148
	Recreation Facilities/Programs	94	79
	Social Events	14	8
	Religious	18	24
	Seasonal Events	<u>29</u>	<u>15</u>
	Sub Total	258	283

RUNAWAYS		08-09	07-08
	Sub Total	3	2
SUBSTANCE ABUSE			
	Alcohol Abuse/Addiction	67	68
	Drug Abuse/Addiction	85	59
	County Funding	87	52
	Methadone Treatment	46	40
	Detox/D&A Treatment	<u>576</u>	<u>566</u>
	Sub Total	861	785
SUICIDE			
	Information about Suicide	3	3
	Suicide, Level 1 (Threat)	17	11
	Suicide, Level 2 (With Plan)	4	3
	Suicide, Level 3 (In Progress)	<u>5</u>	<u>3</u>
	Sub Total	29	20
TRANSLATION/INTERPRETING			
	Language	16	18
	Hearing Impaired	<u>8</u>	<u>7</u>
	Sub Total	24	25
TELEPHONE REASSURANCE			
	Other	30	24
	Alert Issued	166	153
	No Call Dates	24	42
	RUOK	<u>53</u>	<u>85</u>
	Sub Total	273	304
TRANSPORTATION			
	Mass Transit/Public Trans	79	63
	Special Needs Transportation	63	51
	Subsidized Transportation	138	141
	Medical Transportation	79	78
	Dial—A—Driver	0	0
	County Transportation Program	<u>0</u>	<u>0</u>
	Sub Total	659	333
VETERAN SERVICES			
	Sub Total	36	17
VOLUNTEERISM			
	Holiday Volunteering	8	6
	General Vol. Opportunities	45	53
	Valley Santa Volunteers	<u>152</u>	<u>109</u>
	Sub Total	205	168
SUPPORT GROUP			
	Health Support Group	64	82
	Mental Health Support Groups	101	86
	Substance Abuse Support Group	325	377
	Physical Support Groups	9	8
	Other Support Group	111	152
	Gambling	<u>25</u>	<u>37</u>
	Sub Total	635	742

Telephone Translation Service	08-09	<i>07-08</i>
Help Line Use	6	<i>11</i>
Agency Use	12	<i>37</i>
Medical Use	0	<i>2</i>
Community Use	3	<i>2</i>
Educational Use	2	<i>0</i>
Law Enforcement Use	<u>3</u>	<i><u>0</u></i>
Sub Total	21	<i>52</i>

GENERAL INFORMATION

Inappropriate Caller	138	<i>266</i>
Directory Assistance	1,406	<i>2,125</i>
Time/Date/Weather	345	<i>837</i>
Help Line Book Info	89	<i>415</i>
Directions/Road Conditions	138	<i>142</i>
Other Information	686	<i>575</i>
I&R Services	<u>237</u>	<i><u>251</u></i>
Sub Total	3,039	<i>4,611</i>
Grand Total	41,398	<i>40,327</i>

CITY LISTING

During this reporting period calls were documented from 25 different states, Washington D.C. and Canada to Help Line. Help Line's coverage area is Luzerne and Wyoming Counties but calls were received from 34 other counties in Pennsylvania. City Listings on the following pages are cities that calls were documented from. For cities that are not in our database, another city was chosen from the same Pennsylvania county for documentation purposes. The same hold true for cities in different states that are not listed in our database.

CONTACT/CALLER CITY STATISTICS

City	08-09	07-08	City	08-09	07-08
Unknown	2,079	5,025			
Alberta	1	0	Carbondale	14	14
Albrightsville	11	8	Carlisle	1	0
Alden	11	0	Catawissa	1	0
Allentown	28	31	Cedar Grove	0	1
Allenwood (Union)	3	0	Centermoreland	19	33
Altoona	1	4	Charleston	2	2
Ambler	0	2	Charlotte	0	1
Arlington	0	1	Cherry Hill	4	7
Ashville	2	0	Chester	5	5
Asheville	5	1	Chicago	0	3
Ashland	1	4	Clarks Summit	33	26
Ashley	164	110	Coaldale	1	3
Askam	3	3	Columbia	0	2
Atlanta	2	3	Conyngham	44	51
Austin	1	1	Courtdale	10	4
Avoca	64	72	Cresco	1	0
Baltimore	1	3	Dallas	631	1,117
Bangor	1	1	Dallas Township	6	18
Bayside	1	0	Dallas TX	1	1
Beach Haven	1	3	Dalton	14	4
Bear Creek Township	42	59	Damascus (Wayne)	1	0
Beaumont	1	0	Danbury	1	0
Beaver	2	1	Danville	20	11
Beaver Meadows	6	20	Dayton	2	0
Beaverbrook	9	1	Denville	3	1
Bemsalem	1	1	DesMoines	0	1
Benton	13	11	Dickson City	5	0
Berwick	198	123	Dorrance Township	7	6
Bethlehem	8	9	Dover	1	0
Binghamton	3	3	Doylestown	1	0
Bismark	0	1	Drifton	8	14
Blakely	2	2	Drums	237	208
Blakeslee	5	7	Dunmore	5	2
Billings	2	0	Dupont	35	28
Bismarck	2	0	Duryea	57	70
Bloomsburg	43	41	Dushore	1	5
Bresleau	6	7	East Brunswick	1	1
Boston	2	0	East Stroudsburg	6	4
Buck Township	1	0	Easton	1	3
Butler Township	4	4	Ebervale	7	0
Cababas Hills	1	0	Edwardsville	1,060	764
Camp Hill	2	0	Elysburg	1	0
Canton	2	2	Englewood	1	0
Carbon County	4	2			

City	08-09	07-08	City	08-09	07-08
Ephrata	0	1	Lake Ariel	6	1
Erie	5	5	Lake Silkworth	4	3
Evans Falls	2	0	Lake Winola	6	7
Exeter	210	181	Lakewood	0	1
Exeter Township	9	2	Lancaster	3	5
Eynon	1	0	Langhorne	1	0
Factoryville	34	43	Lansdown	1	0
Fairmount Township	2	0	Lansford	14	7
Falls	16	15	Larksville	339	127
Fern Glen	12	4	Las Vegas	1	2
Forest City	1	1	Lattimer	6	10
Fort Washington	0	3	Laurel Run	2	9
Forty-Fort	120	95	Lawrence	1	0
Franklin Township	3	2	Lebanon Township (Way)	4	1
Freeland	439	337	Lehigh Twp	0	1
Gainesville	0	3	Lehigh Valley	1	2
Glen Lyon	127	124	Lehighon	14	20
Gouldsboro	2	2	Lehman	10	13
Greentown	2	0	Lewisburg	2	2
Hallstead	1	0	Lewistown	1	0
Hamlin	6	3	Little Rock	0	2
Hanover Township	526	460	Lock Haven	2	1
Harding	17	22	Long Pond	2	1
Harleigh	2	3	Los Angeles	3	2
Harrisburg	30	13	Luzerne	118	155
Hartford	0	2	Mahanoy City	1	1
Harford	1	0	Malvern	1	1
Harvey's Lake	243	241	Mansfield	3	0
Hawley	1	1	McAdoo	74	72
Hazle Township	50	19	Mechanicsburg	0	1
Hazleton	3,761	2,771	Mehoopany	48	44
Hershey	2	2	Memphis	0	2
Hobbie	0	2	Meshoppen	34	37
Honesdale	20	11	Miami	3	4
Hop Bottom	5	2	Middletown	1	0
Horsham	3	1	Milford	10	3
Hudson	5	8	Mill City	1	0
Hughestown	27	43	Milnersville	1	0
Hughesville	3	1	Miners Mills	2	3
Hunlock Creek	100	111	Mobile	1	0
Huntington Mills	18	11	Mocanoqua	380	143
Huntington Township	1	2	Montgomery	2	1
Inkerman	9	11	Montrose	14	15
Jackson	1	0	Moosic	41	55
Jackson Township	1	3	Morristown	2	3
Jeddo	2	7	Moscow	2	5
Jenkins Township	20	31	Mount Pleasant	0	2
Jermyn	8	5	Mount Pocono	15	14
Jersey Shore	0	2	Mountaintop	330	342
Jessup	1	1	Muhlenberg	9	17
Jim Thorpe	26	19	Muncy	3	2
Junedale	0	2	Nanticoke	2,169	1,705
Kelayres	2	5	Nashville	0	2
King of Prussia	0	1	Nescopeck	51	56
Kingston	1,784	1,647	Nescopeck Twp.	1	0
Kunkle	1	3	Nesquehoning	8	3
LaPlume	0	2	New Albany	3	4
Laceyville	25	33	New Columbus	1	0
Lafin	12	6	New Fairfield	2	0

City	08-09	07-08	City	08-09	07-08
New Orleans	3	0	Selinsgrove	1	0
New York	34	27	Shamokin	19	0
Newfoundland	3	2	Shavertown	120	106
Newport Township	21	5	Shawnee-on-Delaware	1	0
Nicholson	39	42	Shawnese	1	0
Norristown	3	2	Sheatown	3	4
Noxen	30	23	Shenandoah	77	32
Nuangola	34	39	Shickshinny	157	186
Nuremburg	13	9	Slocum Township	2	1
Old Forge	12	8	Somerville	1	0
Olyphant	8	8	South Canaan	1	0
Onida	1	1	Springfield	1	2
Orange	2	1	Springville	4	0
Orefield	3	4	State College	1	9
Oregon (Wayne)	1	1	Staten Island	1	0
Orlando	1	3	Stevensville	0	1
Overland Park	1	1	Stillwater	3	8
Palm Springs	1	0	Stroudsburg	53	45
Palmerton	8	10	Sugar Notch	44	36
Pardeesville	1	4	Sugarloaf	28	30
Parsons	4	11	Sugarloaf Twp.	2	0
Peckville	2	1	Summit Hill	0	3
Philadelphia	36	71	Sunbury	9	7
Pike's Creek	0	2	Suscon	0	1
Pittsburgh	18	23	Susquehanna	1	2
Pittston	1,412	1,400	Sweet Valley	109	109
Pittston Township	21	15	Swoyersville	168	146
Plains	394	287	Tamaqua	15	5
Plains Township	18	26	Tampa	2	2
Plymouth	735	595	Tannersville	3	0
Plymouth Township	14	8	Taylor	5	20
Pocono Pines	6	7	Tobyhanna	6	5
Pocono Summit	3	11	Towanda	7	12
Port Blanchard	1	0	Tresckow	14	25
Port Griffith	2	0	Trucksville	159	131
Port Jervis	1	1	Tulsa	0	1
Portland	2	0	Tunkhannock	526	504
Pottsville	23	15	Uncasville	0	1
Pringle	17	17	Upland	1	0
Quakertown	30	0	Virginia Beach	3	6
Rapid City	0	1	Wanamie	12	8
Reading	14	5	Wapwallopen	51	46
Rice Township	2	3	Warrior Run	83	11
Ringtown	5	1	Washington D.C.	3	1
Rock Glen	2	25	Washington, PA	2	0
Rosemont	3	0	Waverly	0	2
Ross Township	1	0	Waymart	1	3
Rushville	1	0	Weatherly	26	19
Sacramento	1	0	Wellsboro	0	2
Saint Louis	0	1	West Hazleton	186	126
Saint Paul	0	1	West Nanticoke	10	27
Salem Township	7	10	West Pittston	110	73
Salt Lake City	0	1	West Wyoming	23	25
San Diego	3	0	White Haven	160	119
San Francisco	1	0	Whitehall	0	1
Sayre	1	2	Whitestone	2	0
Schuylkill Haven	5	4	Wilkes-Barre	15,044	14,740
Scottsdale	0	1	Wilkes-Barre Township	43	51
Scranton	277	234	Williamsport	24	10

City	08-09	07-08
Wilimington	1	0
Winnipeg	0	1
Woodbury	1	2
Worthington	1	1
Worcester	1	0
Wright Township	8	3
Wyalusing	8	2
Wyoming	153	161
Yatesville	2	2
York	2	4
Zion Grove	2	3

TOTALS:		08-09 Year	07-08 Year
	Total Cities	289	267
	Total Calls	37,220	37,062

CONTACT/CALLER AGE RANGE STATISTICS

Age groups	08 – 09 Year	07 – 08 Year
Unknown	1,094	1,470
0 – 17	3,216	3,037
18 – 59	29,638	28,262
60+	<u>3,271</u>	<u>4,292</u>
	37,219	37,061
	TOTALS	

CONTACT/CALLER GENDER STATISTICS

	08-09Year	07 – 08 Year
Female	24,722	23,906
Male	11,965	12,358
Not Documented	<u>533</u>	<u>798</u>
	37,220	37,062
	TOTALS	

CONTACT/HOMELESS?

	08-09 Year	07 – 08 Year
Yes	627	587
No	28,362	29,990
Not Documented	<u>8,231</u>	<u>6,485</u>
	37,220	37,062
	TOTALS	

“CONTACT IS FROM” STATISTICS

	08-09 Year		<i>07 – 08 Year</i>
Friend/Relative	1,936		1,683
Organization	3,627		3,497
Self	<u>31,657</u>		<u>31,882</u>
Total	37,220	TOTALS	37,062

CONTACT TYPE STATISTICS

	08-09 Year		<i>07 – 08 Year</i>
Emergency Intervention	12,579		13,056
Information Only	16,052		14,675
Advocacy	572		1,582
Alert	1,135		943
I & R & Support	304		303
Information & Referral	<u>6,578</u>		<u>6,503</u>
	37,220	TOTALS	37,062

CONTACT: - SOURCE OF REFERRAL

	08-09 Year		<i>07 – 08 Year</i>
Agencies	452		445
Agency Employee	4,992		4,099
Agency Referral	1,536		1,116
Attorney	10		6
Business	218		112
CareerLink	0		1
Church	53		40
Family	1,036		767
Friends	370		310
Government	157		126
Hospital/Doctor	1,196		1,014
Internet	59		51
Newspaper	141		126
Operator	175		160
Phone Book	1,466		1,958
Police	571		420
Prior	7,778		8,870
Radio	142		114
Schools	137		139
Television	680		470
Tie Lines	12,760		13,734
Unknown	2,772		2,605
Walk-in	19		26
Written	<u>441</u>		<u>216</u>
Grand Total:	37,168		36,925

REFERRAL REPORT

Most to Least Referrals for July 1, 2008 to June 30, 2009

Program Name	08 – 09 Year # Referrals	<i>07 – 08 Year</i>
Commission on Economic Opportunity	803	835
Assistance Office, Luzerne County, Wilkes Barre Office	422	364
Volunteers in Medicine	351	6
Community Counseling Services of NEPA	269	226
Wilkes-Barre Free Medical Clinic (Christian Ministries)	259	180
McAuley Health Clinic	138	162
Ruth's Place	207	196
North Penn Legal Services - Wilkes-Barre	203	238
VISION, Inc. Emergency Shelter Program	178	140
Luzerne/Wyoming Counties Area Agency on Aging	175	185
Domestic Violence Service Center	161	156
Reach Program of Saint Stephen's Inc	153	130
Saint Vincent DePaul Kitchen	151	173
Valley Santa	127	123
Miscellaneous Out of Area Information & Referral	124	119
FIRST	120	83
Children's Service Center - Wilkes Barre Office	118	118
Luzerne-Wyoming Counties Drug & Alcohol Program	118	78
Toys 4 Tots	115	73
Choices	114	111
Furniture Bank	108	87
Transportation Program of Luzerne/Wyoming Counties	108	105
Miscellaneous Out of Area Agencies or Services	99	86
Family Service Association of Wyoming Valley	97	74
Miscellaneous Local Government Mayors Offices/Local Police	90	72
Miscellaneous Phonebook Information	89	103
Wyoming Valley Alcohol and Drug Services, Inc.	89	94
Catherine McAuley House	87	100
Salvation Army - Wilkes-Barre	87	77
Commission on Economic Opportunity - Hazleton	79	60
White Deer Run, Inc.	77	46
Luzerne County Housing Authority	76	82
Alcoholics Anonymous NEPA Intergroup	73	48
Northeast Counseling Services - Nanticoke	70	87
Clear Brook	66	38
Luzerne County District Justices	65	69
Kirby Family House - Salvation Army	64	65
Internal Revenue Service - Wilkes-Barre	63	76
Catholic Social Services - Wilkes-Barre	61	84
Luzerne County Children & Youth Services	61	68
Lawyer Referral Service of Luzerne County	60	58
Pro Life Center	60	61
Revenue Department of PA, Scranton District Office	59	70
Volunteers of America	57	40
Thanksgiving Meals	56	15
Back Mountain Free Medical & Legal Clinic	52	88
Christmas Meals	50	9
Monroe-Noxen Health Center	49	63
Northeast Counseling Services (Hazleton)	48	51
Wilkes-Barre General Hospital	48	34
PA Unemployment Compensation Service Center	47	13
Bridge Housing Program	46	23
Wilkes-Barre Housing Authority	46	37
Child Care Information Service of Luzerne County	43	67

Care & Concern Free Health Clinic & Food Pantry, of Pittston	42	54
Saint Anthony's Haven	41	35
Miscellaneous Area Businesses	39	25
Wilkes-Barre City, Health Department	39	27
CareerLink Wilkes Barre Center	38	30
Childline PA State Child Abuse Registry	38	42
Commission on Economic Opportunity - Tunk.	38	31
Catholic Social Services - Hazleton	37	18
Greater Wilkes Barre Assoc. for the Blind	37	31
Vital Records Division, of PA	36	47
Assistance Office, Luzerne County - Hazleton Office	35	25
Attorney General PA	35	39
Victims Resource Center	35	45
Al Beech/West Side Food Pantry	34	27
Consumer Credit Counseling Service of NEPA	34	73
Luzerne County Communications Center	33	15
PUC Residential Termination Unit	33	48
Partnership For Prescription Assistance	33	31
Alanon/Alateen Family Group - District 30	32	30
Miscellaneous Web Sites	32	33
Saint Nicholas Church Food Pantry	32	27
Clear Brook Manor	31	27
Dial-A-Driver	30	34
WARM LINE, (Luzerne County)	30	0
Adult Basic Care Health Insurance, CHIP ABC	28	24
Center for Independent Living NEPA	28	36
North Penn Legal Services - Hazleton	28	30
Bridge Youth Services	26	20
Health Department, PA - NE District Office	26	28
Luzerne/Wyoming Counties MH/MR Program	26	30
Luzerne County Domestic Relations Section	25	23
Pierce Counseling Support Groups	25	37
Serento Gardens: Alcoholism and Drug Services	25	16
Meals on Wheels of Wyoming Valley, Inc.	24	11
Narcotics Anonymous	24	17
Luzerne County Orphans Court	23	22
PFA Order Coordinator	23	24
Social Security Administration - Wilkes-Barre	23	65
American Red Cross - Wyoming Valley Chapter	22	22
Kiwanis Club & Kiwanis Wheelchair Club of Wilkes-Barre	22	28
Marworth	22	32
Revenue Department - PA	22	14
Mountaintop Attic, (Clothing, Furniture)	21	27
Planned Parenthood of NEPA	21	24
Luzerne County Community Development Office	20	15
Nanticoke Food Pantry	20	20
Volunteer Action Center	20	27
Choices Recovery Program (Methadone)	19	15
Hope Center, The (Trucksville Free Medical/Legal Clinic)	19	37
Luzerne County Medical Society	19	15
Osterhout Free Library Central Library	19	17
Recovery Inc. MH Self Help & Support Group	19	21
SPCA of Luzerne County	19	24
Gabriel House	18	22
Pittston City Housing Authority	18	17
Wilkes University - Volunteer Income Tax Assist.	18	7
Better Business Bureau of NEPA, Inc.	17	10
Catholic Social Services - Lackawanna County	17	13

	08 – 09 Year	07 – 08 Year
Mountaintop Free Medical Clinic	17	20
Medicare & Medicaid Hotline	16	13
VNA Home-Health Services	16	15
Beginning Experience	15	10
Clothing Closet (Comm. For Women)	15	25
Community Counseling Services of NEPA - Tunkhannock Office	15	14
Drivers License Centers of PA.	15	21
Hazleton Housing Authority	15	2
Help Line	15	12
PA Housing Finance Agency	15	26
Labor Law Compliance Bureau	14	10
Overeaters Anonymous	14	13
Salvation Army - Hazleton	14	10
A Better Today, Drug & Alcohol Treatment Services	13	3
Adult Learners' Training & Assistance Program (ALTA)	13	14
Assistance Office Wyoming County Office	13	6
Children's Behavioral Health Services, Inc.	13	13
Christian Service Center of Plymouth	13	8
Housing and Urban Development Department - Phila.	13	21
United Charities, Inc.	13	8
Catholic Youth Center of Wyoming Valley	12	6
Comfort Keepers	12	23
Kirby Health Center, Dental Clinic	12	9
PA Department Of Transportation (Harrisburg)	12	10
YMCA - Wilkes-Barre Family	12	4
American Cancer Society NEPA Regional Office	11	17
Carbon County Action Committee	11	6
Gambler's Anonymous - Luzerne County	11	13
Luzerne County Bar Assoc. Pro Bono Services	11	3
Luzerne County Courthouse	11	8
McKinney Clinic RHC	11	30
Miscellaneous CEO like agencies in other counties	11	14
Miscellaneous Out of County 211 Referral	11	12
Nanticoke Housing Authority	11	20
PA PACE Program	11	6
SAFE (Supporting Autism and Families Everywhere)	11	11
Scranton Counseling Services	11	18
Advocacy Alliance, The - Wilkes-Barre	10	13
Child Development Council of NEPA - Wilkes-Barre	10	11
Crossing Over (Halfway House)	10	10
Game Commission - NE Regional Office	10	7
PA Office for the Deaf and Hard of Hearing, Northeast Regional	10	5
Sherman Hills Apartments	10	5
Special Kids Network	10	21
CHIP Children's Health Insurance Program	9	7
Court Advocate Program	9	11
First Hospital Wyoming Valley	9	13
Labor and Industry Department, of PA.	9	7
Luzerne County Veteran Affairs	9	3
Maternal and Family Health Services -Luzerne	9	13
PUC Consumer Services Bureau	9	14
Professional & Occupational Affairs of PA.	9	12
Shickshinny Food Pantry	9	6
ACCESS Plus, Health Care Insurance	8	13
American Diabetes Association Northeast Chapter	8	4
CSS Wyoming Valley - XMAS Food	8	6
Clear Brook Lodge	8	4
Community Family Services	8	7
Compassionate Friends Luzerne County	8	12

	08 – 09 Year	07 – 08 Year
Drug Deal Reporting (Tiplines)	8	8
Geisinger Health System, Danville	8	0
Guideline (Information & Referral)	8	4
Luzerne County Voter Services	8	14
Medical & Wound Care Center	8	11
NAACP - Wilkes-Barre	8	7
NAMI - Luzerne County	8	8
PA State Representative Eddie Day Pashinski, 121st District	8	9
Salvation Army - West Pittston	8	9
Scranton Counseling Center---MH/MR	8	2
Suicide Bereavement Support Group	8	13
Wyoming Valley AIDS Council	8	18
Wyoming Valley Children's Association	8	5
Anthracite Region Center for Independent Living	7	10
Ashley Food Pantry	7	12
Candy's Place	7	6
Clem-Mar House, Inc. (Edwardsville)	7	5
Drug and Alcohol Treatment Services - Scranton	7	7
Eagle Ridge Apartments (formally Edwardsville Apart.)	7	3
Freeland Health Center	7	7
Funeral Directors Association of Luzerne County	7	8
Homeowners Emergency Mortgage Assistance Program Help Center	7	5
Housing Development Corporation of NEPA	7	20
Interfaith Friends	7	10
Interfaith Heights Apartments	7	0
Luzerne County Coroner / Medical Examiner	7	0
Luzerne County District Attorney	7	5
Luzerne County Transportation Authority	7	11
MFHS Family Planning Center (Wilkes-Barre)	7	5
PA Education Department	7	4
PA State Representative John T. Yudichak, 119th District	7	1
Pride of Northeast PA	7	10
Salvation Army - Xmas Program -WB	7	5
Wage and Hour Division	7	12
Wilkes-Barre City Offices	7	12
Allied Services - John Heinz Institute	6	7
Bereavement Support Group - Hospice of the Sacred Heart	6	9
Blue Cross of NEPA	6	0
Clem-Mar House for Women, (Dallas)	6	2
Eagleville Hospital	6	5
Early Intervention Program of Luzerne/Wyoming Counties	6	7
Hear Now (Hearing Aid Assistance)	6	1
Hearing Aid HelpLine	6	5
I & R Services	6	2
Jewish Family Service	6	2
Luzerne County Community College	6	11
Narconon	6	2
Office of Child Development	6	5
PA Insurance Department	6	4
PA Supreme Court - Disciplinary Board	6	6
Pennsylvania Gang Investigators Association	6	0
Poison Control Center	6	7
Psychology Office	6	3
Salvation Army Adult Rehabilitation Center	6	0
Smedley, W.P, M.D.	6	2
US Post Office, Wilkes Barre Main Branch	6	2
United Way of Wyoming Valley	6	10
Utap	6	2
WIC Clinic #210 (Wilkes-Barre)	6	9

	08 – 09 Year	<i>07 – 08 Year</i>
WNEP (ABC) Television	6	2
Wilkes-Barre, City, Health Department	6	4
Alcohol Hotline (National)	5	6
Alexander Graham Bell, AFD	5	5
Are You O.K.? Program	5	3
Back Mountain Food Pantry	5	10
Bayada Nurses, Inc.	5	3
Bridge View Center	5	1
Caring Alternatives	5	8
Charles T. Adams Center	5	3
Dental Hygiene Clinic at LCCC	5	3
Family Practice Residency Program	5	7
GED - Adult Basic Education - LIU/LCWIDA	5	3
Gabriel Shelter	5	5
His Resting Place, (Maternity Home)	5	1
HomeSavers USA/HART	5	3
Interstate Blood Plasma Inc	5	4
Kidder House	5	0
Luzerne County Adult Probation	5	2
Luzerne County Prescription Discount Card	5	7
Luzerne County Prothonotary's Office	5	4
Luzerne County Tax Claim Bureau	5	5
Luzerne County Workforce Investment Office	5	6
Luzerne County, Recycling Program, Solid Waste Management. Dept.	5	4
Milestones Community Health Care	5	2
Office of Vocational Rehabilitation	5	14
PA Consumer Protection Bureau	5	13
PA Dental Association, Senior Dental Program	5	6
PA State Police	5	6
PA State Representative Todd Eachus, 116th District	5	2
STD & AIDS Hotline	5	9
Small Business Development Center-WB	5	2
White Haven Food Pantry	5	0
Women's Resource Center, Inc.	5	4
Wyoming Valley Rescue Mission	5	0
Al-Anon/Alateen	4	3
Alzheimer's/Related Disorders Support Group - Wilkes-Barre	4	5
American Lung Asso. of PA, Wilkes-Barre Outreach Ctr.	4	5
Autism Behavioral Services, Inc.	4	3
Bi-Polar/Chronic Clinical Depression Support Group	4	5
Bureau of Consumer Protection	4	14
CareerLink - Hazleton Center	4	3
Community Medical Center Healthcare System	4	0
Community Stroke Support Group	4	2
Fraud Hotline	4	1
GED - Adult Basic Education - WB School	4	5
Geisinger South Wilkes-Barre	4	10
Geisinger Wyoming Valley Medical Center	4	4
Hands of Hope	4	14
Hazleton Area Food Bank	4	4
Hazleton City Office of Community Development	4	2
Irem Shrine Circus	4	0
La Leche League - Greater Pittston	4	7
Life Line Services	4	12
Loftus-Vergari & Associates	4	8
Luzerne County Marriage License Bureau	4	5
Luzerne County Office of Human Services	4	4
Luzerne County Public Defender's Office	4	10
MINSEC of Scranton, (Community Corrections)	4	1

	08 – 09 Year	<i>07 – 08 Year</i>
Miscellaneous Area School Districts	4	1
Miscellaneous/Out of Town Newspapers	4	3
Mothers To Be Health Service Program	4	4
North Penn Legal Services - Scranton	4	1
Northeast Pennsylvania Lions Eye Bank	4	3
Northeast Regional Cancer Institute	4	3
One Day At A Time (ODAAT) Club	4	6
PFLAG - Parents, Families & Friends of Lesbians and Gays	4	5
Quit Line (PA. Smoking Quitline)	4	7
SHINE (Self Help Information Network)	4	0
Swoyersville Lions Club	4	3
Veterans Affairs Medical Center	4	3
WIC Nutrition Center (Kingston)	4	4
Wilkes-Barre Area School District	4	4
Wyoming County United Way	4	2
ARC of Luzerne County	3	0
Alcoholics Anonymous PA Intergroups	3	7
Alzheimer's Association of Greater Pennsylvania	3	7
American Civil Liberties Union NEPA Chapter	3	2
American Medical Association	3	2
Angel Food Ministries	3	4
Angeline Elizabeth Kirby Memorial Health Center	3	1
COBRA (Continued Health Care Coverage)	3	0
Caregiver Support Group - Edwardsville	3	5
Council on Compulsive Gambling, Pennsylvania	3	10
Credit Reporting Bureaus	3	5
Family Care Center at the Nesbitt Building	3	0
Fibromyalgia Support Group - Scranton	3	7
Grief Support Group, (Wyoming)	3	0
Hazleton City Services	3	3
Hazleton General Hospital	3	0
Head Start, Inc. of Luzerne County	3	7
Hospice Care of the VNA	3	2
Hospice Community Care	3	1
Hospice of the Sacred Heart	3	1
INFORM Audio Message Library	3	7
Lackawanna County Children and Youth Services	3	2
Lesbian, Gay, Bisexual, Transgender Support Line	3	2
Luzerne County Commission for Women	3	2
Luzerne County Juvenile Probation	3	5
Marian Community Hospital	3	0
Meals on Wheels of Pittston	3	0
Mercy Special Care Hospital	3	1
National Kidney Foundation	3	0
North Penn Legal Services - Tunkhannock	3	1
PA AIDS Testing/Counseling Programs	3	0
PA Aging Department	3	7
PA Agriculture Department Regional Office III	3	2
PA Blindness and Visual Services	3	4
PA Corrections Department	3	5
PA Department of Transportation District 4-0 (District Info.)	3	0
PA Environmental Protection Bureau - Wilkes Barre	3	8
PA Higher Education Assistance - Regional Office	3	6
PA Nursing Home Complaint Line	3	9
PA Personal Care Homes Division	3	0
PA Relay Service	3	2
PA State Police - Shickshinny	3	0
PA State Police - Wyoming	3	4
PUC - Harrisburg	3	4

	08 – 09 Year	07 – 08 Year
Pennsylvania Housing Finance Agency (PHFA)	3	26
RSVP Tax Help	3	4
Rainbow Alliance	3	8
Rural Health Corporation of Northeastern Pennsylvania	3	1
Saints Peter and Paul Food Pantry	3	12
Scranton Primary Health Care Center	3	2
Scranton State School For The Deaf	3	8
Seniors Eyecare Program	3	0
Sex Love Addicts Anon	3	5
Share Food Program	3	2
Social Security Administration - Hazleton	3	3
Step-by-Step, Inc. (Admin. Offices)	3	7
UGI Penn Natural Gas, Inc.	3	0
UGI Utilities, Inc.	3	2
US Federal Communication Commission	3	0
US Federal Trade Commission	3	2
Veterans Administration Homeless Program	3	1
Veterans of the Vietnam War	3	0
Victims Resource Center - Tunkhannock	3	0
Vision Resource Center	3	2
WBRE Television	3	0
Wyoming County Food Pantry	3	2
Affordable Dentures	2	2
Alanon/Alateen Family Group District 24	2	6
All Care Home Care Inc.	2	0
Alternative Learning Center - (Plains)	2	0
American Cancer Society - Bloomsburg Unit	2	1
American Heart Association NEPA District	2	3
Arnine Weiss	2	0
Autism Support Group	2	1
Belmont Center for Comprehensive Treatment	2	0
Bereavement Support Group - Hospice St. John	2	0
Bi-Polar/Depression Support Group	2	1
Big Brothers/Big Sisters - Wilkes-Barre	2	0
Blind Association of Pennsylvania	2	3
CODA (Co-Dependents Anonymous)- Scranton	2	3
Cancer Center of Wyoming Valley	2	2
Cancer Survivors' Support Group	2	5
Caron Foundation	2	5
Cars for Kids Program	2	0
Children's Service Center - Tunkhannock Office	2	0
Confidential Counseling	2	5
DNA Diagnostics Center	2	1
Destinations Program	2	0
Diakon Hospice Saint John	2	2
Diocese of Scranton	2	2
Domestic Violence Crisis #'s in NEPA	2	2
Eldercare Locator	2	0
Emergency Medical Service of NEPA	2	0
Empty Arms Bereavement Support Group	2	5
Equifax	2	2
Experian - (TRW)	2	1
Farmer's Market Senior Volunteer Assistance	2	7
Father's Group and Parenting Center	2	3
Fatherhood Support Group	2	0
Feed a Friend	2	57
Flu Shots	2	30
Fresenius Medical Care	2	1
GED - Testing and Test Information	2	4

	08 – 09 Year	07 – 08 Year
Grandparents Raising Grandchildren, Support Group	2	2
Greater Hazleton Senior Citizens Center, Inc.	2	0
Grief Support Group, (Mountainop)	2	0
Guardian Angles, Wilkes Barre, Scranton Groups	2	2
Hair Care - Housecalls for Elderly	2	1
Halloween/ Fall Happenings	2	1
Hampton House	2	0
Hazleton Area Literacy Volunteers	2	0
Home Evaluations, (Adoptions - Custody)	2	0
Homeowner Resource Center	2	3
Hospice Saint John - Greater Wyoming Valley/Scranton Office	2	3
Housing and Urban Development Department - Washington	2	3
Humanity Gifts Registry	2	3
Immediate Care Medical Center	2	5
Institute For Human Resources & Services	2	6
Juvenile Law Center	2	0
King's College	2	3
Kingston Senior Citizens Center	2	1
Lackawana County Area Agency on Aging	2	2
Lead Poisoning Information	2	2
Leukemia & Lymphoma Society of Eastern PA	2	0
Lourdesmont Good Shepherd Youth & Family Services	2	0
Lupus Foundation of PA, Pocono/NE Branch	2	1
Luzerne County Clerk of Courts	2	0
Luzerne County Council of the Blind, Inc.	2	0
Luzerne County Safe Kids Coalition	2	1
Luzerne County Sheriff	2	2
Luzerne Foundation	2	1
Luzerne Intermediate Unit #18	2	4
Medicare Part D Contact Info	2	2
Methadone Maintenance Treatment Center	2	4
Mountaintop Senior Citizens Center	2	0
Multiple Sclerosis Self Help Support Group	2	1
Multiple Sclerosis Society - North Central Region	2	2
NAACP - Baltimore	2	1
National Do Not Call Registry	2	0
New Seasons at Tiffany Court	2	0
North Penn Legal Services - Bloomsburg	2	0
Northeast Foster Care	2	0
Nurse-Family Partnership of Luzerne County	2	1
PA Child Care, Juvenile Detention Center	2	1
PA Commonwealth Information Center	2	4
PA Fish and Boat Commission - NE Regional Office	2	1
PA Governor's Office	2	2
PA Insurance Department - Philadelphia Regional Office	2	1
PA Mentor	2	1
PA State Parks	2	0
PA State Police - Hazleton	2	0
PA State Representative Karen Boback, 117th District	2	0
PA State Representative Phyllis Mundy, 120th District	2	1
Parenting Program for Teen Parents	2	0
Pastoral Counseling Services of NEPA, Inc.	2	2
Pastoral Outreach of Mercy Hospital Scranton	2	0
Pediatric Urgent Care Center	2	0
Pennant Laboratory Services	2	0
Pennsylvania Donated Dental Services	2	3
Pennsylvania State Police Barracks	2	6
Pittston Area School District	2	0
Public Welfare Fraud Tip Line	2	6

	08 – 09 Year	07 – 08 Year
Renfrew Center	2	0
STEP (Systematic Training for Effective Parenting)	2	0
Saint Gabriel House	2	0
Senior Peer Counseling Program	2	2
Sober House For Women	2	0
Society Towards Autistic Research	2	0
Speech-Language & Hearing Center	2	0
TOPS Club, Inc.	2	1
The Baroness Family Law Consulting (Home Evaluations)	2	0
Trans Union	2	1
US Bankruptcy Court	2	1
US Food and Drug Administration	2	1
US Representative Paul Kanjorski, 11th District	2	2
United Charities Children's Home	2	1
VITA Volunteers Income Tax Assistance (RSVP)	2	0
Valley Cat Rescue	2	3
Veterans Affairs Regional Office	2	1
Wilkes University	2	0
Women's Resource Center	2	4
Wyoming County Soup Kitchen, "Seven Loaves"	2	0
Wyoming Valley West School District	2	0
1-800-Therapist International	1	1
21st Century Appraisal's	1	7
A. C. S. Christian Manor	1	0
AAA Mid-Atlantic Wilkes-Barre Branch	1	2
AARP - American Association of Retired Persons	1	4
AARP Free Tax Preparation	1	0
AIDS Factline - PA State	1	2
Adolescent Center at Geisinger South	1	0
Adult Literacy & English as a Second Language	1	0
Alert One Services, Inc.	1	0
Allied Services - Scranton	1	1
Alternative Learning Center (W.V.W. School Dist.)	1	0
American Cancer Society--Susq/Wyoming Co Unit	1	4
American Civil Liberties Union of PA	1	1
American Diabetes Association	1	1
American Diabetes Association Information Line	1	1
American Lung Association of Central PA	1	1
American Lung Association--Scranton Outreach Center	1	2
American Red Cross - Wyoming County Chapter	1	1
Animal Abuse Hotline (24hr reporting PA)	1	1
Animal Emergency Clinic of Wyoming Valley	1	0
Arthritis Foundation of NEPA	1	2
Assistance Office, Lackawanna County	1	0
Astma Coalition of Luzerne County	1	0
Attendant Care Program	1	0
Attorney General U.S.	1	0
Autism Society of America	1	0
Back Mountain Memorial Library	1	1
Bennett Home	1	0
Berwick Woman's Shelter	1	1
Black Lung Field Office	1	0
Bonham Nursing Center	1	0
Boy Scouts of America, Northeastern PA Council	1	1
Brain Injury Support Group, John Heinz	1	0
CODA (Co-Dependents Anonymous)- Edwardsville	1	3
CONCERN Professional Services	1	0
Camp Kresge	1	0
CanSumount	1	2

	08 – 09 Year	07 – 08 Year
Centers for Disease Control	1	0
Child Development Council of NEPA - Hazleton Office	1	2
Child Support Enforcement Bureau - Wilkes-Barre	1	1
Childbirth Education WVHCS	1	1
Childhood Lead Poisoning Prevention Program	1	0
Children's Advocacy Center of NEPA	1	4
Christmas Holiday Bureau - Lack Co	1	0
Citizens' Voice	1	1
Citizenship and Immigration Service - Phila.	1	6
Clarks Summit State Hospital	1	0
Coalition For A Tobacco Free Luzerne County	1	0
Coats & Shoes for Kids, Inc.	1	4
Community Cupboard, Nescopeck Food Bank	1	2
Conyngham Valley Interfaith Food Pantry	1	0
Corporate Angel Network	1	0
Counseling & Learning Associates	1	2
Counseling Center for Children, Adolescents and Families	1	2
Cremation Society of Pennsylvania	1	0
Crestwood School District	1	0
Crohn's & Colitis Foundation of America	1	0
Cystic Fibrosis Foundation NEPA Chapter	1	1
Dan Flood Towers	1	0
DePaul School, Allied Services	1	0
Dental Health Clinic, (Berwick)	1	2
Diabetes Support Group - Hazleton	1	1
Disability Rights Network of Pennsylvania	1	0
Domestic Abuse Helpline for Men	1	4
Ear Foundation	1	0
Earth Angles, Autism Program	1	0
Epilepsy Foundation of America	1	0
Epilepsy Information, (Kings College)	1	0
Epilepsy/Seizure Support Services	1	3
F.M. Kirby Center for the Performing Arts	1	0
Faith Assembly of God	1	1
Families Supporting Families with Autism	1	0
Families United Network	1	1
Family Life Services	1	0
Fine Arts Fiesta	1	0
Forensic Assessment and Counseling Unit	1	0
Forty Fort Eye Associates	1	0
Foster Grandparent Program of Luzerne/Wyoming Counties	1	1
Freedom from Smoking	1	1
Freeland Food Pantry	1	2
Friends of the Poor	1	0
Funeral Service Consumer Assistance Program	1	0
Gam-Anon Support Group - Luzerne County	1	12
Gaudenzia at Fountain Springs	1	0
Gaudenzia, Inc. D&A Treatment Center	1	0
Gift of Life Donor Program	1	4
Girl Scouts in the Heart of Pennsylvania	1	0
Golden Living Center Summit	1	0
Governor's Commission for Children & Families	1	0
Grahm Academy	1	0
Greenhouse Center Clubhouse	1	3
Grocery Stores - Delivery Service	1	3
Guardianship Program	1	0
HCC Home Health	1	0
Hair on the Avenue	1	0
Hazleton Animal Shelter	1	0

	08 – 09 Year	07 – 08 Year
Hazleton Area Public Library	1	1
Hazleton Blind Association	1	0
Hazleton Free Legal Clinic	1	8
Healing Hearts	1	0
Health Department, PA, Harrisburg	1	2
Helping Hands Society of the Hazleton Area	1	0
Home Education Consultant & Evaluator	1	1
Home Health Corporation of America	1	2
Home Instead Senior Care	1	0
Hoyt Library	1	3
Hummels Personal Care Home	1	0
Impact Systems, Inc.	1	3
In Loving Memory	1	1
Internal Revenue Service - Washington	1	0
Internal Revenue Services - Scranton	1	0
Jewish Community Center of Wyoming Valley	1	2
Keystone Gardens Estates	1	1
Kids Peace	1	1
Kidz Sake	1	0
Lackawanna County Commission on Drug & Alcohol Abuse	1	1
Lackawanna County Courthouse	1	0
Learning Disabilities Association of Luzerne Co.	1	3
Leonard's Auto Tag Service & Title Service	1	1
Lifeline Personal Response and Support Services	1	5
Lincoln Manor Personal Care	1	0
Lost ACCESS Card Reporting	1	0
Luzerne County Commissioners Office	1	4
Luzerne County Correctional Facility	1	7
Luzerne County Dept Environmental Special Projects	1	0
Luzerne County Emergency Management Agency	1	2
Luzerne County Heroin Task Force	1	2
Luzerne County Historical Society	1	0
Luzerne County Judges of Common Pleas	1	0
Luzerne County Recorder of Deeds	1	1
Luzerne County Register of Wills and Clerk of Orphans' Court	1	0
Luzerne County Treasurer's Office	1	2
Lyme Disease Information (PA Health)	1	2
Lyme Disease Support Group	1	0
Man to Man Prostate Cancer Support Group	1	0
March of Dimes Northeast Division	1	0
Marywood University Speech-Language-Hearing Clinic	1	1
Meals on Wheels of NEPA Inc.	1	1
Med-Plus+Chip	1	1
Methadone Transportation	1	0
Moses Taylor Health Care System	1	0
Mothers Against Drunk Driving - MADD	1	1
Mothers of Preschoolers (MOPS)	1	3
Multiple Sclerosis Hazleton Area Support Group	1	0
N.O.T. (Not on Tobacco)	1	0
NEPA Chapter of Parents of Murdered Children	1	1
NEPA Multicare Veterans Alliance, (NEPA-VMA)	1	0
Nanticoke City Services	1	1
Nanticoke Senior Citizens Center	1	0
National Center For Missing & Exploited Children	1	0
National Eating Disorders Association	1	3
National Hopeline Network (Suicide Hotline)	1	1
National Information Center on Hearing Loss	1	0
National Labor Relations Board - Regional Office	1	0
National Suicide Prevention Lifeline	1	1

	08 – 09 Year	07 – 08 Year
Neuro Sensory Center of Eastern PA.	1	0
New Dawn Partial Hospitalization Program	1	0
New Directions Treatment Services of Lehigh Valley	1	2
North Penn Legal Services - Jim Thorpe	1	0
Northeast Health & Hospice Care	1	0
Obama Campaign Headquarters	1	1
OnTrack	1	1
PA American Water Company	1	2
PA Americans With Disabilities Act	1	2
PA Banking Department	1	2
PA Bar Association	1	2
PA Coalition Against Domestic Violence	1	0
PA County Children and Youth Programs - NEPA	1	0
PA Crime & Delinquency Commission - Victims Services Division	1	7
PA Department of Public Welfare	1	6
PA Highway Safety Program - NE Regional Office	1	0
PA Kids	1	0
PA Migrant Education Program	1	0
PA Migrant Education Program - Harrisburg	1	0
PA Northeast Regional Personal Care Office	1	0
PA Probation and Parole Board	1	2
PA Public School Employees Retirement System - NE Office	1	0
PA Recycling Hotline	1	0
PA Rural Opportunities, Inc.	1	0
PA State Civil Service Commission Eastern Region Office	1	1
PA State Education Association (PSEA)	1	1
PA State Employees' Retirement System	1	1
PA State Flu Hotline	1	0
PA State Foster Parent Association	1	0
PA State Police - Tunkhannock	1	0
PA State Representative John Wansacz 114th District	1	0
PA State Senator Lisa Baker, 20th District	1	0
PA Statewide Adoption Hotline (SWAN)	1	0
PA Transportation Maintenance Wilkes-Barre District	1	1
PA Turnpike Commission	1	0
PPL Electric Utilities	1	3
Papal Nuncio or Apostolic Nuncio	1	0
Parent Coalition of Wyoming Valley, Inc.	1	0
Parents Alliance	1	0
Peace Center	1	0
Pediatric Psychology Services	1	1
Penn State Cooperative Extension - Luzerne Co.	1	9
PennDot Road Condition Hotline	1	5
Pennsylvania Family Support Alliance	1	2
Pennsylvania Human Relations Commission	1	1
Pennsylvania Prison Society - Scranton	1	1
Personal Care Home Health Services, Inc.	1	0
Pfizer Share Card	1	1
Planned Parenthood of NEPA (Hazleton)	1	2
Pocono Medical Center	1	2
Pride in Parenting	1	1
Private Practitioners	1	1
Project Remain	1	1
RAINN (Rape, Abuse & Incest National Network)	1	0
Real Alternatives, Women In Need	1	3
Refugee and Immigration Services	1	0
Responsible Parties Services	1	2
Riverview Ridge	1	0
Rural Development - Wyoming Local Office	1	0

	08 – 09 Year	<i>07 – 08 Year</i>
Salvation Army Family Emergency Shelter	1	4
Seeing Without Sight Support Group of NEPA	1	0
Senior Services Program	1	1
Small Business Development Center - Scranton	1	2
Social Security Administration Benefits Counseling & Assis. Prog	1	1
Social Skills Group for Children & Adolescents	1	1
Starkey Hearing Foundation	1	0
Summer Camps in NEPA	1	0
Swimming Pools	1	2
TV Converter Box Coupon Program	1	0
Tax Preparation -Rent/Property Rebate Forms--- Senior Citizens	1	9
Tel-A-Nurse	1	1
Times Leader	1	0
Tutoring Club	1	0
Tyler Memorial Hospital	1	1
US Federal Bureau of Investigation	1	0
US Federal Consumer Information Center	1	0
US Health & Human Services Administration	1	1
US Labor Department	1	0
US Patent and Trademark Office	1	0
US Railroad Retirement Board	1	1
US Search	1	0
US Small Business Administration	1	0
US State Department Emergency Contact	1	0
US Treasury Department	1	0
United Neighborhood Center	1	1
United Way of Greater Hazleton Inc.	1	2
Unity Center for Positive Living	1	0
University of Scranton	1	0
VNA Hospice & Palliative Care Center of Lackawanna Co.	1	0
Valley Interfaith Food Pantry, Conyngham Drums	1	0
Valley Pediatrics	1	0
Vet Center	1	1
Veterans Affairs Department Regional Office & Insurance Center	1	2
Victims & Survivors Group	1	0
Vision Quest	1	0
Visiting Angles (Home Health Care)	1	0
Volunteer Center of Greater Hazleton	1	0
WIC Clinic #233 (Hazleton)	1	0
WIC Nutrition Center (Wyoming County)	1	0
WVIA (PBS) Television	1	0
Wachovia Arena	1	2
Wayne County Drug & Alcohol Commission	1	0
We Care, HIV/AIDS Support Network, Inc.	1	0
Wesley Village	1	1
Wilkes-Barre Office of Community Development	1	1
Women to Women, Inc.	1	4
Wyoming County 911	1	1
Wyoming County Cancer Society	1	0
Wyoming County Christmas Toy Give Away	1	1
Wyoming County District Justices	1	0
Wyoming County Redevelopment/Housing Auth.	1	2
Wyoming Seminary	1	0
Wyoming Valley Literacy Volunteers	1	4
Wyoming Valley Manor	1	0
Youth Advocate Program	1	2
SUMMARY STATISTICS:	08 – 09 Year	07 – 08 Year
Total Referrals:	10,456	9,926
# Programs referred to:	758	805

UNMET NEEDS REPORT

NEED	REASON	08-09	07-08
302/201 Issues	Other	1	0
	TOTAL	1	0
Adoption	No information available on request	0	1
	TOTAL	0	1
Adult Counseling	Client is ineligible for services	3	1
	Client refused referral	1	5
	No information available on request	0	1
	No program found to meet need	2	0
	Other	2	1
	TOTAL	8	8
Aging Services	Client refused referral	1	0
	No information available on request	1	0
	No program found to meet need	0	1
	TOTAL	2	1
Alcohol Abuse	No information available on request	0	1
	TOTAL	0	1
Alert Issued (RUOK)	Other	0	1
	TOTAL	0	1
Animal Shelter	No program found to meet need	1	2
	TOTAL	1	2
Appliances	No program found to meet need	1	1
	TOTAL	1	1
Assisted Living	No program found to meet need	1	0
	TOTAL	1	0
Burial Assistance	Financial assistance not available	1	0
	TOTAL	1	0
Business Phone	No information available on request	0	1
	Other	1	2
	TOTAL	1	3
Child Counseling	No program found to meet need	1	0
	TOTAL	1	0
Child Abuse/Neglect	Other	2	0
	TOTAL	2	0
Child Care	Client is ineligible for services	2	0
	Financial assistance not available	1	0
	No program found to meet need	2	0
	TOTAL	5	0
Children's Clothing	No program found to meet need	0	1
	TOTAL	0	1

NEED	REASON	08-09	07-08
Chore Service	Financial assistance not available	0	1
	No program found to meet need	9	2
	TOTAL	9	3
Clubs	No program found to meet need	1	0
	TOTAL	1	0
Consumer Advocacy	Other	0	1
	TOTAL	0	1
Consumer Information	Client refused referral	1	0
	Client terminated call	1	0
	No information available on request	2	4
	No program found to meet need	4	1
	Other	6	6
	TOTAL	14	11
County Government	Client refused referral	1	0
	TOTAL	1	0
Crisis Lines	Client is ineligible for services	1	0
	Client refused referral	0	1
	Client terminated call	2	3
	Financial assistance not available	1	3
	Funding is depleted	2	0
	Funding for service is not yet available	1	0
	No information available on request	1	1
	No program found to meet need	0	3
	Program closed	0	1
	Other	29	14
	TOTAL	36	26
Custody	Client refused referral	1	0
	TOTAL	1	0
D & A Counseling	Other	0	1
	TOTAL	0	1
Death/Grief	Client terminated call	1	0
	TOTAL	1	0
Dental	Client refused referral	2	0
	Financial assistance not available	0	1
	No program found to meet need	14	6
	Other	5	1
	TOTAL	21	8
Detox/D&A Treatment	Client refused referral	3	0
	No information available on request	0	1
	No program found to meet need	4	0
	Other	3	2
	TOTAL	10	3
Diapers	No program found to meet need	0	1
	TOTAL	0	1

NEED	REASON	08-09	07-08
Directions/Road Conditions	No information available on request	0	1
	Other	1	0
	TOTAL	1	1
Directory Assistance	Client terminated call	1	0
	No information available on request	25	6
	No program found to meet need	1	0
	Other	10	5
	TOTAL	37	11
Discrimination	No program found to meet need	0	1
	TOTAL	0	1
Domestic Assault	Other	1	0
	TOTAL	1	0
Domestic Violence	Client refused referral	1	0
	TOTAL	1	0
Drug Abuse/Addiction	Client refused referral	1	0
	Other	1	0
	TOTAL	2	0
Eating Disorders	Client terminated call	1	0
	TOTAL	1	0
Education for Children	Client refused referral	1	0
	TOTAL	1	0
Educational Financial Assistance	Financial assistance not available	4	3
	No information available on request	1	0
	No program found to meet need	0	1
	TOTAL	5	4
Elder Abuse/Neglect	Client terminated call	1	0
	TOTAL	1	0
Emergency Financial Aid	Client is ineligible for services	1	1
	Financial assistance not available	86	45
	No program found to meet need	6	8
	Program closed	0	1
	Other	1	1
	TOTAL	96	56
Emergency Food	No program found to meet need	2	0
	Program closed	4	0
	TOTAL	6	0
Emergency Shelter	Client is ineligible for services	5	1
	Client refused referral	3	1
	Client terminated call	1	0
	No program found to meet need	26	13
	Program closed	1	4
	Other	13	8
	TOTAL	50	27

NEED	REASON	08-09	07-08
Emergency Shelter	TOTAL	49	27
Emotional Distress	Client refused referral	1	0
	Other	1	0
	TOTAL	2	0
Eyeglasses/Hearing Aids	No program found to meet need	0	1
	TOTAL	0	1
Family Counseling	No program found to meet need	1	0
	TOTAL	1	0
Family Planning	No program found to meet need	1	0
	TOTAL	1	0
Financial	Program closed	1	0
	TOTAL	1	0
Financial Aid for Medical Care	Financial assistance not available	12	9
	No program found to meet need	0	3
	TOTAL	12	12
Financial Assistance	Client is ineligible for services	1	
	Financial assistance not available	16	4
	Funding is depleted	0	1
	Funding for service is not yet available	0	1
	No program found to meet need	1	1
	Other	3	4
	TOTAL	21	11
Food Banks	Client refused referral	1	0
	No program found to meet need	1	2
	Program closed	2	0
	TOTAL	4	2
Free Clinic	No program found to meet need	3	1
	Other	1	1
	TOTAL	4	2
Fuel Program/ Weatherization	Client is ineligible for services		3
	Financial assistance not available	20	18
	Funding is depleted	4	24
	Funding for service is not yet available	9	2
	No program found to meet need	5	11
	Program closed	16	14
	Other	1	13
TOTAL	55	85	
Furniture	No program found to meet need	0	1
	Other	0	2
	TOTAL	0	3
General Volunteer Opportunities	No program found to meet need	0	2
	Other	0	1
	TOTAL	0	3

NEED	REASON	08-09	07-08
General Volunteer Opportunities	TOTAL	0	3
Halfway House	No program found to meet need	1	1
	TOTAL	1	1
Health Support Group	No local support group	6	0
	Program Closed	1	0
	TOTAL	7	0
Holiday Food	No program found to meet need	3	4
	Program closed	45	4
	TOTAL	48	8
Holiday Gifts	No information available on request	1	0
	No program found to meet need	5	0
	Program closed	49	33
	Other	4	2
	TOTAL	59	35
Holiday Meals	Program Closed	3	1
	TOTAL	3	1
Home Delivered Meals	No program found to meet need	2	0
	TOTAL	2	0
Home Health/ Personal Care	No program found to meet need	1	0
	Other	1	0
	TOTAL	2	0
Home Repairs	Financial assistance not available	1	2
	No program found to meet need	1	0
	TOTAL	2	2
Homemaker	Other	1	0
	TOTAL	1	0
Hospice	No information available on request	0	1
	TOTAL	0	1
Household/Furniture	Financial assistance not available	1	0
	No program found to meet need	2	1
	Program closed	1	0
	Other	0	1
	TOTAL	4	2
Housing Search Assistance	Client refused referral	1	0
	No program found to meet need	4	2
	TOTAL	5	2
HUD Assistance	Financial assistance not available	0	1
	TOTAL	0	1
I & R Services	Client terminated call	2	0
	TOTAL	2	0

NEED	REASON	08-09	07-08
Immunizations	No information available on request	1	0
	No program found to meet need	7	0
	Program closed	1	2
	Other	8	1
	TOTAL	17	3
Inappropriate Caller	Client terminated call	0	1
	Other	0	1
	TOTAL	0	2
Insurance Information	Financial assistance not available	1	0
	No program found to meet need	1	0
	TOTAL	2	0
Job Search/Placement	No information available on request	0	1
	Other	1	0
	TOTAL	1	1
Landlord/Tenant	No program found to meet need	1	0
	Other	0	1
	TOTAL	1	1
Language	No program found to meet need	1	0
	TOTAL	1	0
Legal Assistance	Client refused referral	2	0
	No information available on request	1	0
	No program found to meet need	1	0
	TOTAL	4	0
Legislators	No information available on request	1	0
	TOTAL	1	0
Life Care Community	No program found to meet need	0	2
	TOTAL	0	2
Literacy/Library	Other	1	0
	TOTAL	1	0
Loans – Home Improvement	Financial assistance not available	0	1
	TOTAL	0	1
Loans - Mortgages	Financial assistance not available	0	1
	TOTAL	0	1
Lodging	Client is ineligible for services	1	0
	Client refused referral	1	0
	Financial assistance not available	1	0
	No program found to meet need	2	0
	Other	0	2
	TOTAL	5	2
Mass/Public Transit	No program found to meet need	1	0
	TOTAL	1	0
Meal Sites	No program found to meet need	1	1

NEED	REASON	08-09	07-08
Meal Sites	TOTAL	1	1
Medical Care/Treatment			
	Client terminated call	2	0
	No information available on request	3	1
	No program found to meet need	7	2
	Program closed	1	0
	Other	0	2
	TOTAL	13	5
Medical Equipment/Supplies			
	No program found to meet need	1	0
	Other	1	0
	TOTAL	2	0
Medical Transportation			
	No program found to meet need	2	1
	No out of county transportation	1	0
	Other	3	2
	TOTAL	6	3
Medical/Health Information			
	No program found to meet need	0	1
	Other	0	1
	TOTAL	0	2
Medication			
	No program found to meet need	3	2
	TOTAL	3	2
Medication Assistance			
	Financial assistance not available	10	1
	No program found to meet need	1	1
	TOTAL	11	2
Mental Health Information			
	No information available on request	0	2
	No program found to meet need	1	0
	Other	1	0
	TOTAL	2	2
Mental Health Support Group			
	No local support group available	8	1
	No program found to meet need	1	1
	TOTAL	9	2
Monetary Assistance			
	No program found to meet need	1	0
	TOTAL	1	0
Nursing/Personal Care Homes			
	Client terminated call	0	1
	TOTAL	0	1
Ombudsman			
	No program found to meet need	1	0
	TOTAL	1	0
Optional State Supplement			
	Financial assistance not available	1	0
	TOTAL	1	0
Organizations			
	No information available on request	0	1

NEED	REASON	08-09	07-08
Organizations	Other	0	1
	TOTAL	0	2
Other Information	Client terminated call	1	0
	Financial assistance not available	0	1
	No information available on request	1	0
	No program found to meet need	7	3
	Program closed	1	1
	Other	1	3
	TOTAL	11	8
Other Clothing	No program found to meet need	1	0
	Program closed	1	0
	TOTAL	2	0
Other Counseling	No program found to meet need	1	1
	TOTAL	1	1
Other Court Services	No program found to meet need	2	1
	TOTAL	2	1
Other Crisis Services	No program found to meet need	0	1
	TOTAL	0	1
Other Information	Client refused referral	1	0
	Client terminated call	0	2
	No information available on request	5	0
	No program found to meet need	4	4
	Other	0	5
	TOTAL	10	11
Other Interpersonal Problems	Client terminated call	1	0
	TOTAL	1	0
Other Support Groups	No local support group available	7	12
	No program found to meet need	0	2
	Program closed	1	1
	TOTAL	8	15
PA Adult Basic Insurance	Other	0	1
	TOTAL	0	1
PFA's	Client refused referral	1	0
	TOTAL	1	0
Parenting Classes	No program found to meet need	6	7
	Other	0	1
	TOTAL	6	8
Personal Care	No program found to meet need	1	0
	TOTAL	1	0
Physical Handicap	Client refused referral	1	0
	TOTAL	1	0

NEED	REASON	08-09	07-08
Physical Support Group	No local support group available	3	0
	No program found to meet need	1	0
	TOTAL	4	0
Police/Sheriff/State Police	Client refused referral	3	0
	Other	1	0
	TOTAL	4	0
Pollution	No program found to meet need	1	0
	TOTAL	1	0
Property Tax/ Rent Rebate	No local support group available	1	0
	Other	2	0
	TOTAL	3	0
Psychiatric Treatment	No information available on request	1	2
	Other	2	1
	TOTAL	3	3
Religious	Client refused referral	1	1
	Client terminated call	0	1
	No information available on request	0	1
	Other	0	0
	TOTAL	1	3
Rent Financial Aid	Client is ineligible for services	4	0
	Financial assistance not available	51	38
	Funding is depleted	3	5
	Funding for service is not yet available	1	0
	No program found to meet need	3	4
	Other	0	1
	TOTAL	62	48
Rental Housing	Financial assistance not available	1	0
	TOTAL	1	0
Seasonal Events	Financial assistance not available	1	0
	TOTAL	1	0
Social Events	No program found to meet need	1	1
	Program closed	1	0
	TOTAL	2	1
Special Needs Transportation	Client refused referral	1	0
	No program found to meet need	9	2
	No out of county transportation	1	0
	TOTAL	11	2
Subsidized Housing	No program found to meet need	2	0
	Other	1	0
	TOTAL	3	0

NEED	REASON	08-09	07-08
Subsidized Transportation	No program found to meet need	2	1
	Other	2	0
	TOTAL	4	1
Substance Abuse Support Groups	No local support group available	0	1
	Other	1	0
	TOTAL	1	1
Taxes/Tax Preparation	No program found to meet need	0	1
	Program closed	1	
	TOTAL	1	1
Transitional Shelter	Client refused referral	1	0
	No program found to meet need	3	1
	Program closed	1	0
	TOTAL	5	1
Transportation	Client terminated call	0	2
	Other	4	4
	TOTAL	4	6
Traveler Aid	Client is ineligible for services	0	1
	Client refused referral	1	1
	Financial assistance not available	14	5
	Funding is depleted	1	0
	No program found to meet need	0	1
	Other	1	4
	TOTAL	17	12
Unemployment Insurance	No program found to meet need	1	0
	TOTAL	1	0
Utility Assistance - Electric	Client is ineligible for services		1
	Financial assistance not available	122	52
	Funding is depleted	2	2
	Funding for service is not yet available	13	0
	No program found to meet need	1	2
	Program closed	0	1
	Other	1	0
	TOTAL	139	58
Utility Assistance - Gas	Client is ineligible for services	0	1
	Financial assistance not available	23	17
	Funding is depleted	0	0
	Funding for service is not yet available	2	0
	No program found to meet need	2	1
	Program closed	1	0
	Other	0	1
	TOTAL	28	20

NEED	REASON	08-09	07-08
Utility Assistance - Telephone	Financial assistance not available	4	
	TOTAL	4	<i>0</i>
Utility Assistance - Water	Financial assistance not available	14	8
	Funding for service is not yet available	1	
	No program found to meet need	1	
	TOTAL	16	<i>8</i>
Valley Santa Volunteers	Program closed		2
	TOTAL	0	<i>2</i>
Veterinary Care	Financial assistance not available	1	
	Client refused referral		1
	TOTAL	1	<i>1</i>
WIC	Client terminated call		1
	TOTAL		<i>1</i>
	GRAND TOTALS	1,002	<i>597</i>