



Family Service Association of Wyoming Valley

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

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

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Annual Report

July 1, 2010 to June 30, 2011

Call Totals;

Calls in to Help Line:	69,054
Calls out from Help Line:	23,152
Telephone Reassurance Calls:	<u>7,569</u>
Total Calls:	99,775

Web Site Totals;

Web visits:	5,618
Web hits:	11,843



ALLIANCE
FOR CHILDREN & FAMILIES



HELP LINE

1-888-829-1341

(570) 829-1341

Fax (570) 829-5055

www.helpline-nepa.info

helpline@fsawv.org

Visit us at www.fsawv.org

Help Line Annual Report

The total calls handled for the fiscal year ending June 30, 2011 was 99,775. This number includes calls to Help Line seeking some type of information or service. The 23,152 calls out deal with the 69,054 calls in to Help Line. These calls were seeking additional information, resources or assistance for the caller.

Our telephone reassurance program made 7,569 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 38,543 cases that were documented during this past year. Many of these cases involved more than one telephone call.

TABLE OF CONTENTS	Page
PROBLEMS/NEED CATEGORY STATISTICS	1
CITY LISTING.....	11
AGE RANGE.....	15
GENDER.....	15
HOMELESS.....	15
CONTACT IS FROM.....	15
CONTACT TYPE.....	16
SOURCE OF REFERRAL.....	16
REFERRAL REPORT.....	17
UNMET NEEDS REPORT.....	32

PROBLEMS/NEED

Report Period From: July 1, 2010 to: June 30, 2011

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

<u>NEED</u>	<u># of NEEDS</u>
ABUSE/NEGLECT	
Elder Abuse/Neglect/Exploit.	7
Child Abuse/Neglect	329
Domestic Assault	34
Domestic Violence Counseling	195
Victim Assault/Counseling	92
PFA	146
Sub Total	803
AGING	
Supplemental Insurance	1
Medicaid/Medicare	3
PACE	6
Aging Services	240
Senior Socialization Programs	17
Sub Total	267
ADOPTION/FOSTER CARE\GROUP	
Sub Total	102
ANIMALS/ANIMAL CONTROL	
Pest Control	7
Rat Control	0
Rodent/Skunks	4
Animal Shelter	91
Other	61
Veterinary Care	34
Sub Total	197
BUSINESS/INDUSTRY	
Small Business Information	5
Business Address	19
Business Phone	904
Sub Total	928
CASE MANAGEMENT	
Sub Total	6
CLOTHING	
Baby Clothing	15
Children's Clothing	25
Diapers	44
Maternity Clothing	3
Other Clothing	93
Sub Total	180

PROBLEMS/NEED

Report Period From: July 1, 2010 to: June 30, 2011

<u>NEED</u>	<u># of NEEDS</u>
CRIME	
Rape/Sexual Assault	4
Missing Persons	3
Crime Watch	1
Other Crimes	53
Other Crimes	7
Sub Total	68
CONSUMER	
Consumer Advocacy	15
Consumer Complaints	163
Consumer Protection	12
Consumer Information	916
Credit Counseling	18
Credit Info. (Reports, etc.)	5
Fraud	20
General	5
Sub Total	1154
CRISIS LINES	
Sub Total	15926
DAY CARE/CHILD CARE	
Alzheimer's Day Care	0
Child Care	60
Adult Day Care	2
Out of Home Respite Care	2
Mentoring Programs	3
Financial Assistance	18
Car Seats	7
Sub Total	92
COUNSELING	
Child	82
Adolescent	95
Eating Disorders	7
Death/Grief	14
Adult	534
GAMBLING	7
Family	32
Credit Counseling	15
D & A Counseling	4
Runaways	14
War Related Issues	0
Sub Total	804

PROBLEMS/NEED

Report Period From: July 1, 2010 to: June 30, 2011

<u>NEED</u>	<u># of NEEDS</u>
NO BUTTS	
Cessation Programs	7
Education/Prevention	0
Telephone Reassurance	0
Sub Total	7
DONATIONS INFORMATION	
Clothing	55
Financial	7
Household/Furniture	50
Medical Equipment	23
Other	91
Sub Total	226
EDUCATION	
Adult Education	35
Education for Children	201
Displaced Homemaker	0
ESL	5
Special Education	9
Parenting Classes	22
Vocational/Community Education	38
Literacy/Library	47
Tutoring	4
Educational Counseling	1
School Issues/Problems	10
GED	21
Charter Schools	1
Sub Total	394
EMERGENCIES	
Poison Control	23
Ambulance/Paramedics	29
Fire/Rescue	13
Police/Sheriff/State Police	538
Disaster, Natural or Man	12
Emergency Room/Hospital	59
Other Crisis	10
Terroristic Acts	0
Sub Total	684

PROBLEMS/NEED

Report Period From: July 1, 2010 to: June 30, 2011

<u>NEED</u>	<u># of NEEDS</u>
EMPLOYMENT	
Job Search/Placement	177
Job Training	13
Job Safety	1
Sheltered Employment	1
Unemployment Compensation	71
Subsidized Employment	0
Employee Complaint	29
Youth Employment	3
Vocational Rehabilitation	30
Sub Total	325
ENVIRONMENT	
Environmental Protection	24
Pollution	1
Sanitation	4
Sub Total	29
FIN. ASSISTANCE & SUPPORT	
Emergency Financial Aid	291
Educational Financial Assist.	22
Burial Assistance/Funeral	32
Public Assistance/Welfare	331
Utility, Gas	161
Utility, Water	98
Utility, Electric	294
Utility, Telephone	25
Rent, Financial Aid	165
Fuel Program/Weatherization	337
Travlers Aid	67
Child Support	65
Food Stamps	35
Black Lung	3
HUD Assistance	3
Financial Aid for Med. Care	36
Home Repairs	83
SSI/Medicaid	34
SSA/Medicare	14
Optional State Supplement	1
Loans(Personal/Small Business)	3
V.A. Benefits	0
Social Security	257
Property Tax/Rent Rebate	38
Loans - Mortgages	29

PROBLEMS/NEED

Report Period From: July 1, 2010 to: June 30, 2011

<u>NEED</u>	<u># of NEEDS</u>
FIN. ASSISTANCE & SUPPORT (continued)	
Income Maintenance	8
Loans - Home Improvement	4
Medication Assistance	23
Sub Total	2459
FOOD	
Emergency Food	19
Non-Emergency Food	129
Home Delivered Meals	42
Meal Sites	66
Nutrition Education	5
Nutrition Counseling	0
Food Banks	347
Baby Formula	11
WIC	44
Sub Total	663
FUNDING AGENCIES	
Sub Total	3
GANGS, RELATED PROBLEMS	
Sub Total	0
GOVERNMENT/TAXES	
Taxes/Tax Preparation	137
Local Government	139
County Government	371
State Government	364
Federal Government	227
Legislators	56
Sub Total	1294
GUARDIANSHIP	
Sub Total	6
HANDICAPS	
Visual Impairment/Blindness	25
Hearing Impairment/Deafness	9
Developmental Disability	29
Physical Handicap	42
Educational	3
Mental Disabilities	5
Sub Total	113
HEALTH/MEDICAL	
Alzheimer's Disease	1
Medical/Health Information	263
Medical Care/Treatment	549
Medical Equipment/Supplies	74

PROBLEMS/NEED

Report Period From: July 1, 2010 to: June 30, 2011

<u>NEED</u>	<u># of NEEDS</u>
HEALTH/MEDICAL (continued)	
Hospice	4
Sexually Transmitted Disease	20
AIDS/HIV Info-Tests-Treatment	16
Pregnancy/Prenatal Care	63
Family Planning/Birth Con	29
Medication	111
Free Clinic	390
Health Complaint	21
Physicians Referral	13
Blood/Organ Donation	15
Medication Management	1
Dental	212
Eyeglasses/Hearing Aids	45
Medical Alert	4
Immunizations	22
Elder Care Issues	2
Health Rehabilitative Service	19
Sub Total	1874
HOLIDAY ASSISTANCE	
Holiday Gifts	322
Holiday Food	153
Holiday Meals	28
Back to School Assistance	0
Monetary	0
Valley Santa Problem	81
Sub Total	584
HOME HEALTH	
Home Nursing	7
Home Health/Personal Care Aide	33
Homemaker	0
Personal Care	5
Companion	5
Chore Service	25
Rehabilitation	1
Occupational Therapy	1
Physical Therapy	4
Respite Care	2
Friendly Visitors	0
Hospice Care	1
Shopping Assistance	0
Sub Total	84

PROBLEMS/NEED

Report Period From: July 1, 2010 to: June 30, 2011

<u>NEED</u>	<u># of NEEDS</u>
HOUSEHOLD/FURNITURE	
Appliances	37
Household Goods	10
Furniture	91
Sub Total	138
HOUSING	
Housing Search Assistance	204
Subsidized Housing	267
Halfway House	33
Nursing/Personal Care Homes	100
Emergency Shelter	754
Transitional Shelter	134
Life Care Community	1
Rental Housing	27
Assisted Living	2
Lodging	33
Sub Total	1555
INSURANCE	
Children's Insurance	13
Insurance Info/Assistance	134
PA Adult Basic Insurance	6
Sub Total	153
LEGAL	
Legal Assistance/Representation	319
Delinquency	3
Discrimination	10
Victim Services	3
Custody	92
Probation/Parole/Diversion	107
Other Court Services	38
Divorce	13
District Justices	179
Small Claims	1
Wills	10
Landlord/Tenant	85
Criminal Case	48
Civil Case	14
Pro Bono Lawyer	7
Ombudsman	3
Sub Total	932

PROBLEMS/NEED

Report Period From: July 1, 2010 to: June 30, 2011

<u>NEED</u>	<u># of NEEDS</u>
MENTAL HEALTH	
Mental Health Information	482
Mental Illness	25
Emotional Distress	112
Depression	55
Other Interpersonal Problems	7
Other Counseling	12
302/201 Issues	219
Death/Grief	1
Warm Line	44
Anger Management	24
Psychiatric Treatment	196
Out of area Crisis Lines	91
Anxiety/Panic Disorder	12
Sub Total	1280
RAPE/SEXUAL ASSAULT	
Sub Total	3
RECREATION/SOCIAL/CLUBS/ORGS	
Clubs	6
Organizations	196
Recreation Facilities/Programs	107
Social Events	7
Religious	74
Youth Talent Expo	0
Seasonal Events	23
Sub Total	413
RUNAWAYS/MISSING PERSONS	
Missing Children	1
Missing Adults	0
Sub Total	1
SUBSTANCE ABUSE	
Alcohol Abuse/Addiction	74
Drug Abuse/Addiction	83
County Funding	106
Methadone Treatment	85
Detox/D&A Treatment	596
Sub Total	944

PROBLEMS/NEED

Report Period From: July 1, 2010 to: June 30, 2011

<u>NEED</u>	<u># of NEEDS</u>
SUICIDE	
Information About Suicide	6
Suicide, Level 1 (Threat)	42
Suicide, Level 2 (With Plan)	13
Suicide, Level 3 (In Progress)	3
Suicide Survivors	0
Sub Total	64
TRANSLATION/INTERPRETING	
Language	8
Hearing Impaired	3
Sub Total	11
TELEPHONE REASSURANCE	
Other	19
Alert Issued	305
No Call Dates	18
Telephone Reassurance	27
Sub Total	369
TRANSPORTATION	
Mass Transit/Public Trans	229
Special Needs Transportation	133
Subsidized Transportation	60
Medical Transportation	75
Sub Total	497
VETERAN SERVICES	
Sub Total	45
VOLUNTEERISM	
Holiday Volunteering	12
General Vol. Opportunities	56
Valley Santa Volunteers	158
Sub Total	226
SUPPORT GROUP	
Health Support Group	57
Mental Health Support Groups	64
Substance Abuse Support Group	295
Physical Support Groups	6
Other Support Group	118
Gambling	21
Sub Total	561

PROBLEMS/NEED

Report Period From: July 1, 2010 to: June 30, 2011

<u>NEED</u>	<u># of NEEDS</u>
TELEPHONE TRANSLATION SERVICE	
Help Line Use	16
Agency Use	29
Sub Total	45
GENERAL INFORMATION	
Inappropriate Caller	181
Directory Assistance	1787
Time/Date/Weather	715
Help Line Book Info	45
Directions/Road Conditions	106
Other Information	766
I&R Services	170
Sub Total	3770

All Categories Grand Total: 40,279

CITY LISTING

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

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

CONTACT/CALLER CITY

Report Period From: July 1, 2010 to: June 30, 2011

City	# of Calls	City	# of Calls
Unknown	3044	Blytheburn	1
Albrightsville	6	Boston	3
Alden	8	Bresleau	2
Allentown	31	Buck Township	4
Allenwood (Union)	1	Butler Township	8
Altoona	1	Canton	7
Ambler	3	Carbon County	2
Asheville	1	Carbondale	34
Ashland	3	Carverton	1
Ashley	454	Catawissa	3
Askam	5	Centermoreland	9
Athens	26	Charlotte	4
Athens Twp	3	Cheltenham	1
Austin	4	Chester	5
Avoca	49	Chicago	2
Bangor	2	Clarion	2
Beach Haven	2	Clarks Summit	13
Bear Creek Township	96	Clymer Twp	2
Beaumont	3	Coaldale	4
Beaver	1	Columbia Twp	1
Beaver Meadows	9	Conyngham	49
Beaverbrook	1	Courtdale	17
Benton	23	Covington Twp	8
Berwick	118	Cresco	4
Bethesda	1	Dallas	1196
Bethlehem	7	Dallas Township	19
Binghamton	4	DallasTx	1
Blakely	2	Dalton	10
Blakeslee	3	Danville	21
Bloomsburg	54	Dayton	1
Bloss Twp	1	Denver	2
Blossburg	9	Dickson City	7

City	# of Calls	City	# of Calls
Dorrance Township	3	Hallstead	3
Dover	2	Hamlin	5
Doylestown	2	Hanover Township	736
Drifton	9	Harding	47
Drums	232	Harleigh	2
Dunmore	26	Harrisburg	20
Dupont	58	Hartford	1
Duryea	138	Harvey's Lake	226
Dushore	17	Hazle Township	170
Eagles Mere	1	Hazleton	2977
East Brunswick	1	Hershey	4
East Stroudsburg	9	Honesdale	9
Easton	7	Hop Bottom	1
Ebervale	10	Horsham	2
Edwardsville	829	Hudson	6
Elk Twp	1	Hughestown	58
Elkland	9	Hunlock Creek	139
Elmira	2	Huntington Mills	25
Elysburg	1	Indiana	1
Erie	5	Inkerman	3
Exeter	344	Jackson Township	3
Exeter Township	4	Jackson Twp	1
Eynon	2	Jeddo	1
Factoryville	23	Jenkins Township	10
Fairmount Township	9	Jermyn	3
Fairview Township	2	Jersey Shore	3
Falls	21	Jessup	3
Fern Glen	3	Jim Thorpe	25
Forest City	2	Junedale	1
Forkston	1	Kelayres	4
Forksville	2	Kingston	1906
Fort Walton	1	Knoxville	2
Fort Washington	1	Kunkle	2
Fort Wayne	1	LaPlume	1
Forty-Fort	102	LaRaysville	1
Franklin Township	1	Laceyville	21
Freeland	315	Laflin	15
Gaines Twp	2	Lake Ariel	2
Gainesville	1	Lake Township (Way)	1
Glen Lyon	156	Lake Winola	10
Glendale	6	Lakeville	1
Gouldsboro	1	Lancaster	8
Grand Rapids	3	Lansford	5
Granville Twp	2	Laporte	2
Greentown	1	Larksville	300

City	# of Calls	City	# of Calls
Lattimer	8	Nashville	2
Laurel Run	3	Nelson Twp	1
Lawrence Twp	3	Nescopeck	37
Lawrenceville	13	Nescopeck Township	1
Lebanon Township (Way)	1	Nesquehoning	2
Lehigh Township	1	New Albany	26
Lehigh Valley	2	New Columbus	1
Lehighon	42	New York	29
Lehman	39	Newfoundland	1
Lewisburg	7	Newport Township	14
Liberty	8	Nicholson	34
Lititz	1	Norristown	5
Lock Haven	4	North Towanda Twp	1
Los Angeles	3	Noxen	21
Louisville	1	Nuangola	47
Luzerne	202	Nuremburg	11
Madison	1	Old Forge	10
Mahanoy City	2	Olyphant	6
Malvern	25	Orefield	10
Mansfield	53	Osceola Twp	5
Marshall's Creek	1	Palmerton	18
McAdoo	56	Pardeesville	2
Mechanicsburg	1	Parsons	12
Mehoopany	47	Peckville	1
Meshoppen	51	Philadelphia	65
Miami	3	Pike's Creek	3
Middletown	2	Pittsburgh	11
Milford	7	Pittston	1544
Milnersville	4	Pittston Township	22
Milton	2	Plains	350
Miners Mills	4	Plains Township	86
Mocanaqua	16	Plymouth	755
Mocanoqua	1	Plymouth Township	10
Monroe	1	Pocono Pines	6
Monroe Twp	4	Pocono Summit	3
Montgomery	1	Port Blanchard	2
Montrose	14	Pottsville	16
Moosic	23	Pringle	22
Morristown	3	Quakertown	1
Moscow	4	Reading	19
Mount Pocono	14	Red Rock	1
Mountaintop	469	Rice Township	3
Muhlenberg	9	Ridgebury Twp	2
Muncy	13	Ringtown	2
Nanticoke	1656	Rock Glen	2

City	# of Calls	City	# of Calls
Rome	8	Towanda	113
Roseville	4	Tresckow	20
Ross Township	4	Troy	16
Salem Township	11	Troy Twp	1
San Diego	2	Trucksville	160
Sayre	73	Tunkhannock	488
Schuylkill Haven	2	Union Township	1
Scott Township (Wayne)	12	Virginia Beach	1
Scranton	292	Wanamie	29
Seattle	1	Wapwallopen	70
Selinsgrove	2	Warren	2
Shamokin	6	Warrior Run	32
Shavertown	89	Washington D.C.	2
Shawnee-on-Delaware	2	Washington, PA	1
Shenandoah	4	Waverly	3
Shickshinny	170	Waymart	10
Silver Spring	1	Weatherly	29
Slocum Township	3	Wellsboro	53
Smithfield Twp	1	West Chester	2
South Creek Twp	1	West Hazleton	195
South Waverly	1	West Nanticoke	22
Springfield	1	West Pittston	177
Springville	2	West Wyoming	41
State College	14	Westfield	10
Staten Island	1	Westfield Twp	4
Stillwater	12	Westfield	3
Stroudsburg	35	White Haven	244
Sugar Notch	82	White Plains	1
Sugarloaf	43	Whitehall	2
Sugarloaf Township	3	Whitestone	1
Sunbury	1	Wilkes-Barre	14484
Suscon	1	Wilkes-Barre Township	76
Susquehanna	5	Williamsport	21
Sweet Valley	137	Wilmington	1
Swoyersville	275	Windham Twp	2
Sybertsville	7	Woodbury	2
Sylvania	1	Wright Township	3
Tamaqua	15	Wyalusing	16
Tampa	2	Wyoming	212
Tannersville	2	Wysox Twp	5
Taylor	11	Yatesville	3
Thornhurst	7	York	4
Tioga	12	Zion Grove	2
Tioga Twp	1		
Tobyhanna	19		
		TOTALS: 354 Cities	

CONTACT/CALLER AGE RANGE

Report Period From: July 1, 2010 to: June 30, 2011

Age Range	# of Callers	% of Callers
Unknown	1052	2.73
0-17	3372	8.75
18-59	29388	76.25
60 & Over	4730	12.27
TOTALS:	38542	100.00

CONTACT/CALLER GENDER

Report Period From: July 1, 2010 to: June 30, 2011

Gender	# of Callers	% of Callers
Female	25695	66.67
Male	11820	30.67
Undocumented	1027	2.66
TOTALS:	38542	100.00

CONTACT/Is the caller Homeless?

Report Period From: July 1, 2010 to: June 30, 2011

	# of Callers
Not Documented	11338
No	26635
Yes	569
Total:	38542

"CONTACT IS FROM" (Who called?)

Report Period From: July 1, 2010 to: June 30, 2011

Who called	# of Callers	% of Callers
Friend/Relative	2170	5.63
Organization	3599	9.34
Self	32773	85.03
TOTALS:	38542	100.00

CONTACT TYPE STATISTICS

Report Period From: July 1, 2010 to: June 30, 2011

Type of Contact	# of Contacts	% of Contacts
Emergency Intervention	11181	29.01
Information Only	20372	52.86
Advocacy, Direct	436	1.13
Alert	1395	3.62
Follow-Up & Referral	4	0.01
I & R & Support	157	0.41
Information & Referral	4997	12.97
TOTALS:	38542	100.00

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

Report Period From: July 1, 2010 to: June 30, 2011

Referral from	# of Referrals
Agencies	790
Agency Employee	4273
Agency Referral	1085
Attorney	11
Business	96
CareerLink	1
Church	23
Family	255
Friends	401
Government	37
Hospital/Doctor	1271
Internet	147
Newspaper	278
Operator	174
Phone Book	3701
Police	527
Prior	11043
Radio	229
Schools	95
Television	498
Tie Lines	11089
Unknown	1883
Web Site	12
Written	623
Grand Total:	38542

Referral Report (Callers were referred to.)

Report Period From: July 1, 2010 to: June 30, 2011

Program Name	# Referrals
Commission on Economic Opportunity	674
Community Counseling Services of NEPA	283
Wilkes-Barre Free Clinic	230
Ruth's Place, (Women's Shelter)	159
Assistance Office – Luz. County, Wilkes-Barre Office	149
Domestic Violence Service Center	146
Mother Theresa's Haven Men's Emergency Shelter (previously VISION)	138
Luzerne/Wyoming Counties Area Agency on Aging	135
North Penn Legal Services - Wilkes-Barre	132
CHOICES Program of Wyoming Valley	122
Reach Program of Saint Stephen's Church, Inc	114
FIRST	110
Miscellaneous Phone Book or Directory Assistance	106
PUC Residential Termination Unit	105
Saint Vincent DePaul Kitchen	99
Luzerne/Wyoming Counties Drug & Alcohol Program	84
Miscellaneous Out of Area Agencies or Services	84
Children's Service Center - Wilkes Barre Office	83
Valley Santa	83
White Deer Run, Inc.	78
Volunteers in Medicine, (WB Free Medical Clinic)	75
Clear Brook	71
Kirby Family House - Salvation Army	68
Miscellaneous Out of Area Information & Referral	66
Northeast Counseling Services -(Nanticoke)	64
Family Service Association of Wyoming Valley	62
Wyoming Valley Alcohol and Drug Services, Inc.	61
Lawyer Referral Service of Luzerne County	60
Catholic Social Services - Wilkes-Barre	58
Luzerne County 911 Communications Center	57
Pro Life Center	56
Saint Anthony's Haven	56
Commission on Economic Opportunity - Hazleton	53
Luzerne County Children & Youth Services	53
Northeast Counseling Services (Hazleton)	53
Catherine McAuley House	47
Care & Concern Free Health Clinic & Food Pantry, of Pittston	46
Luzerne County Housing Authority	44
Miscellaneous City Government Offices	43
Salvation Army - Wilkes-Barre	42
Caring Alternatives	39

Program Name	# Referrals
BMW Free Community Clinic	37
Endless Mountains Mission Center	37
Victims Resource Center	37
CareerLink - Wilkes Barre Center	35
Social Security Administration - Wilkes-Barre	35
CSS Wyoming Valley - XMAS Food	34
Luzerne/Wyoming Counties Transportation Program	34
Miscellaneous Area Businesses	34
Back Mountain Free Medical & Legal Clinic	33
Consumer Credit Counseling Service of NEPA	33
Center for Independent Living NEPA	32
Childline PA State Child Abuse Registry	31
Luzerne County District Justices	31
Health Department, PA - NE District Office	30
Kiwanis Club & Kiwanis Wheelchair Club of Wilkes-Barre	30
Bridge Housing Program	29
Clear Brook Manor	29
Al Beech/West Side Food Pantry	28
Luzerne County Orphans Court	28
PFA Order Coordinator	28
Child Care Information Service of Luzerne County	27
McAuley Health Clinic	27
Volunteers of America	26
Wilkes-Barre Health Department	25
Hope Center, The (Trucksville Free Medical/Legal Clinic)	24
Partnership For Prescription Assistance	24
Pierce Counseling Support Groups	24
Luzerne/Wyoming Counties MH/MR Program	23
Wilkes-Barre City Offices	23
Attorney General PA	22
Commission on Economic Opportunity - Tunk.	22
American Red Cross - Wyoming Valley Chapter	21
Bridge Youth Services	21
Monroe-Noxen Health Center	21
Toys 4 Tots	21
American Cancer Society NEPA Regional Office	20
Dial-A-Driver	20
Revenue Department - PA	20
WARM LINE, (Luzerne County)	20
ACCESS Plus, Health Care Insurance	19
Catholic Social Services - Hazleton	19
Conewago Pottsville	19
Choices Recovery Program (Methadone)	18
Planned Parenthood of NEPA	18
Revenue Department of PA, Scranton District Office	18

Program Name	# Referrals
Suboxone.com	18
Wilkes-Barre General Hospital	18
Assistance Office - Luzerne County, Hazleton Office	17
Christian Service Center of Plymouth	17
PA State Representative Eddie Day Pashinski, 121st District	17
Wilkes-Barre Housing Authority	17
Luzerne County Community Development Office	16
Miscellaneous Out of County 211 Referral	16
Luzerne County District Attorney	15
Luzerne County Medical Society	15
Marworth	15
PA Unemployment Compensation Service Center	15
United Charities, Inc.	15
Angelic Diaper Ministries, Inc.	14
Bridge of the Penn-York Valley Churches	14
Christmas Meals	14
Feed a Friend	14
Internal Revenue Service - Wilkes-Barre	14
Luzerne County Bar Assoc. Pro Bono Services	14
Luzerne County Coroner / Medical Examiner	14
Mountaintop Free Medical Clinic	14
Nanticoke Food Pantry	14
Safe Link Wireless	14
Alcoholics Anonymous NEPA Intergroup	13
Community Family Services	13
First Hospital Wyoming Valley	13
Greater Wilkes Barre Assoc. for the Blind	13
I & R Services	13
Luzerne County Veteran Affairs	13
Vital Records Division, of PA	13
Adult Learners' Training & Assistance Program (ALTA)	12
Alanon/Alateen Family Group - District 30	12
Clothing Closet	12
Disability Rights Network of Pennsylvania	12
Miners Medical	12
Miscellaneous Web Sites	12
PA State Representative Gerald Mullery, 119th District	12
Saint Nicholas Church Food Pantry	12
Volunteer Action Center	12
Adult Basic Care Health Insurance, CHIP ABC (Closed in Feb. 2011)	11
Drivers License Centers of PA.	11
Eagleville Hospital	11
Luzerne County Domestic Relations Section	11
Luzerne County Office of Human Services	11
Luzerne County Transportation Authority	11

Program Name	# Referrals
MFHS Family Planning Center (Wilkes-Barre)	11
Medicare & Medicaid Hotline	11
Mountaintop Attic, (Clothing, Furniture)	11
Suicide Bereavement Support Group	11
Valley Wide Help	11
Wyoming Valley Rescue Mission	11
Ashley Food Pantry	10
His Resting Place, (Maternity Home)	10
Labor and Industry Department, of PA.	10
NAMI - Luzerne County	10
Osterhout Free Library Central Library	10
Rainbow Alliance	10
Salvation Army Athens, Sayre, Waverly	10
Serento Gardens: Alcoholism and Drug Services	10
Thanksgiving Meals	10
US Representative Lou Barletta, 11th District	10
United Way of Wyoming Valley	10
Women to Women, Inc.	10
Hear Now (Hearing Aid Assistance)	9
Housing Development Corporation of NEPA	9
North Penn Legal Services - Hazleton	9
Office of Vocational Rehabilitation	9
PA Housing Finance Agency	9
SPCA of Luzerne County	9
Salvation Army Adult Rehabilitation Center	9
Women's Resource Center, Inc.	9
Wyoming Valley AIDS Council	9
Drug Deal Reporting (Tiplines)	8
Game Commission - NE Regional Office	8
Luzerne County Correctional Facility	8
Narcotics Anonymous	8
PA Department Of Transportation (Harrisburg)	8
Penn State Cooperative Extension - Luzerne Co.	8
Pride of Northeast PA	8
Recovery Inc. MH Self Help & Support Group	8
SAFE (Supporting Autism and Families Everywhere)	8
Scranton Counseling Services	8
Trehab Center	8
Advanced Psychological Associates	7
Allied Services - John Heinz Institute	7
American Lung Asso. of PA, Wilkes-Barre Outreach Ctr.	7
Beginning Experience	7
Better Business Bureau of NEPA, Inc.	7
CHIP Children's Health Insurance Program	7
Catholic Youth Center of Wyoming Valley	7

Program Name	# Referrals
Clear Brook Lodge	7
Confidential Counseling	7
Council on Compulsive Gambling, Pennsylvania	7
Eating Disorder Support Group	7
Gambler's Anonymous - Luzerne County	7
Luzerne County Public Defender's Office	7
Luzerne County Voter Services	7
PA Education Department	7
Professional & Occupational Affairs of PA.	7
Quit Line (PA. Smoking Quitline)	7
Valley Cat Rescue	7
Assurance Wireless	6
Bereavement Support Group - Hospice of the Sacred Heart	6
Bethel AME Church	6
Candy's Place	6
Caregiver Support Group - Edwardsville	6
Caron Foundation	6
Clem-Mar House for Women, (Dallas)	6
GED - Adult Basic Education - LIU/LCWIDA	6
Labor Law Compliance Bureau	6
Loftus-Vergari & Associates	6
Miscellaneous CEO like agencies in other counties	6
NEPA Veterans Multicare Alliance, (NEPA-VMA)	6
Scranton Counseling Center---MH/MR	6
Sex Love Addicts Anon	6
Special Kids Network	6
Step-by-Step, Inc. (Admin. Offices)	6
VITA Tax Help - RSVP	6
Wilkes University - Volunteer Income Tax Assist.	6
Wilkes-Barre Police Department	6
Advocacy Alliance, The - Wilkes-Barre	5
American Diabetes Association Northeast Chapter	5
Assistance Office - Bradford County	5
Assistance Office - Wyoming County Office	5
B/S/S/T Area Agency on Aging (Bradford)	5
Back Mountain Food Pantry	5
Caregivers America	5
Children's Service Center - Tunkhannock Office	5
Compassionate Friends Luzerne County	5
Dental Hygiene Clinic at LCCC	5
Gam-Anon Support Group - Luzerne County	5
Geisinger South Wilkes-Barre	5
Grief Support Group, (Wyoming)	5
Head Start, Inc. of Luzerne County	5
Housing and Urban Development Department - Phila.	5

Program Name	# Referrals
Kirby Health Center, Dental Clinic	5
Luzerne County Safe Kids Coalition	5
Luzerne Intermediate Unit #18	5
Maternal and Family Health Services –Luzerne	5
Nanticoke Housing Authority	5
North Penn Legal Services - Tunkhannock	5
Northeast Veterinary Emergency Hospital	5
PA Department of Public Welfare	5
PA State Representative Phyllis Mundy, 120th District	5
PA Supreme Court - Disciplinary Board Region 3	5
PUC - Harrisburg	5
PUC Consumer Services Bureau	5
STD & AIDS Hotline	5
Salvation Army - Xmas Program -WB	5
Shickshinny Food Pantry	5
Shoemaker Mission Central HUB	5
Small Business Development Center-WB	5
United Way of Greater Hazleton Inc.	5
Wilkes-Barre Area School District	5
Wyoming Valley Children's Association	5
YMCA - Wilkes-Barre Family	5
Abuse & Rape Crisis Center (ARCC)	4
Alcohol Hotline (National)	4
Assistance Office Tioga County	4
Berwick Woman's Shelter	4
Bi-Polar/Chronic Clinical Depression Support Group	4
Bureau of Consumer Protection	4
Center for Employment Opportunity	4
Children of Aging Parents	4
Crossing Over (Halfway House)	4
Drug and Alcohol Treatment Services - Scranton	4
Freeland Health Center	4
Funeral Directors Association of Luzerne County	4
GED - Adult Basic Education	4
Healing Hearts	4
Kidder House	4
Luzerne County Adult Probation	4
Luzerne County Treasurer's Office	4
Luzerne County, Recycling Program, Solid Waste Mang. Dept.	4
North Penn Legal Services - Mansfield	4
Northeast Pennsylvania Lions Eye Bank	4
Northern Tier Counseling	4
Overeaters Anonymous	4
PA Aging Department	4
PA Dental Association, Senior Dental Program	4

Program Name	# Referrals
PA Environmental Protection Bureau - Wilkes Barre	4
PA Nursing Home Complaint Line	4
PA Office for the Deaf and Hard of Hearing, Northeast Regional	4
PA State Police - Hazleton	4
PA State Representative Tarah Toohil, 116th District	4
PPL Electric Utilities	4
Poison Control Center	4
Salvation Army - West Pittston	4
Smedley, W.P, M.D.	4
UGI Penn Natural Gas, Inc.	4
Alcoholics Anonymous PA Intergroups	3
Alexander Graham Bell, AFD	3
Alzheimer's/Related Disorders Support Group - Wilkes-Barre	3
American Parkinson's Disease Association	3
Anthracite Region Center for Independent Living	3
Arc of Luzerne County, The	3
Arthritis Foundation of NEPA	3
Blue Chip Farms Animal Refuge	3
Carbon County Action Committee	3
Caregiver's Support Group	3
Child Development Council of NEPA - Wilkes-Barre	3
Comfort Keepers	3
Community Counseling Services of NEPA - Tunkhannock Office	3
Dress for Success Luzerne County	3
Early Intervention Program of Luzerne/Wyoming Counties	3
Freeland Food Pantry	3
Futures Community Support Services	3
GED - Testing and Test Information	3
Gabriel House	3
Grief Support Group, (Mountainop)	3
Hands of Hope	3
Home Evaluations, (Adoptions - Custody)	3
Immigration and Customs Enforcement (ICE) - Washington	3
Interfaith Friends	3
Interfaith Heights Apartments	3
Interstate Blood Plasma Inc	3
Jewish Family Service	3
Learning Disabilities Association of Luzerne Co.	3
Luzerne County Courthouse	3
Luzerne County DA, Victim / Witness Unit	3
Luzerne County Marriage License Bureau	3
McKinney Clinic RHC	3
Nurse-Family Partnership of Luzerne County	3
PA Consumer Protection Bureau	3
PA Department of Transportation District 4-0 (District Info.)	3

Program Name	# Referrals
PA State Police	3
PA State Police - Wyoming	3
PA State Representative Mike Carroll , 118th District	3
Parents of Murdered Children - NEPA Chapter	3
Pennsylvania Hunger Action Center	3
Project Mom	3
Public Welfare Fraud Tip Line	3
Pyramid Healthcare	3
ReStore	3
Real Alternatives, Women In Need	3
Renfew Center	3
Saint Joseph's Center---Maternity and Family Services	3
Sherman Hills Apartments	3
Special Transportation Efforts Program (STEP)	3
Swoyersville Lions Club	3
US Hill Burton Uncompensated Services Program	3
US Labor Department	3
VNA Home-Health Services	3
Veterans Administration Homeless Program	3
Veterans Affairs Medical Center	3
Vision Resource Center	3
Wage and Hour Division	3
A Better Today, Drug & Alcohol Treatment Services	2
A Better Today, Wyoming County	2
AIDS Factline - PA State	2
Adolescent Center at Geisinger South	2
Adult Literacy & English as a Second Language	2
Advocacy Alliance, The - Scranton	2
Al-Anon/Alateen	2
Alzheimer's Association of Greater Pennsylvania	2
American Dental Association	2
American Heart Association	2
Assistance Office - Lackawanna County	2
Autism Behavioral Services, Inc.	2
B/S/S/T Area Agency on Aging (Tioga)	2
Baroness Family Law Consulting (Home Evaluations)	2
Belmont Center for Comprehensive Treatment	2
Blue Cross of NEPA	2
Bradford County Mental Health Services	2
CareerLink - Hazleton Center	2
Charles T. Adams Senior Center	2
Citizens' Voice	2
Citizenship and Immigration Service - Phila.	2
Coats & Shoes for Kids, Inc.	2
Community Care Behavioral Health Program	2

Program Name	# Referrals
Community Stroke Support Group	2
Cremation Society of Pennsylvania	2
Empty Arms Bereavement Support Group	2
Eur Aupair	2
Families Supporting Families with Autism	2
Family Care Center at the Nesbitt Building	2
Food Addicts in Recovery	2
Funeral Service Consumer Assistance Program	2
GED - L.I.U.	2
Gam-Anon Support Group - Scranton	2
Gaudenzia Concept 90, D&A Treatment Center	2
Habitat for Humanity of Wyoming Valley	2
Hazleton Area Food Bank	2
Hazleton Area Literacy Volunteers	2
Hazleton General Hospital	2
Hearing Aid HelpLine	2
Help Line	2
Heritage House	2
Hospice Saint John - Greater Wyoming Valley/Scranton Office	2
Impact Systems, Inc.	2
Institute For Human Resources & Services	2
Internal Revenue Service - Washington	2
Lackawanna County Area Agency on Aging	2
Lackawanna County Commission on Drug & Alcohol Abuse	2
Livengrin Foundation	2
Luzerne County Commissioners Office	2
Luzerne County Community College	2
Luzerne County Emergency Management Agency	2
Luzerne County Prothonotary's Office	2
Luzerne County Sheriff	2
Luzerne County Tax Claim Bureau	2
Manor Care Health Services	2
Meals on Wheels of Wyoming Valley, Inc.	2
Mercy Institute of Educational Development (MIED)	2
Milestones Community Health Care	2
Mothers To Be Health Service Program	2
Mountaintop Diabetes Support Group	2
Multiple Sclerosis Society - North Central Region	2
New Directions Treatment Services of Lehigh Valley	2
North Penn Legal Services - Towanda	2
Northeast Paramedic Services, Inc	2
Ostomy Support Group	2
PA Agriculture Department Regional Office III	2
PA Coalition Against Rape	2
PA Disabilities Lawyer Referral Service	2

Program Name	# Referrals
PA State Representative Karen Boback, 117th District	2
PA State Senator John Yudichak, 14th District	2
PA Turnpike Commission	2
Pennsylvania Prison Society - Scranton	2
Personal Care Home Health Services, Inc.	2
Pittston City Housing Authority	2
Post Offices (Local)	2
Postal Service - Wilkes-Barre	2
Salvation Army - Hazleton	2
Second Time Around Support Group	2
Sunrise House Foundation Rehabilitation Center	2
Susan G. Komen Breast Cancer Found. NEPA Affiliate	2
Swimming Pools	2
Tax Preparation -Rent/Property Rebate Forms--- Senior Citizens	2
Tioga/Bradford County Housing & Redevelopment Authorities	2
Trans Union	2
UGI Utilities, Inc.	2
US Equal Employment Opportunity Commission	2
US Job Corps - Admissions Office	2
Veterans Affairs Department	2
Veterans Affairs Regional Office	2
Voluntary Action Center of Northeastern PA	2
Volunteer Center of Greater Hazleton	2
WIC Clinic #210 (Wilkes-Barre)	2
We Care, HIV/AIDS Support Network, Inc.	2
White Haven Food Pantry	2
Wyoming County Housing & Redevelopment Authority	2
1-800-Therapist International	1
24 Hour Pharmacies	1
A Better Today, Inc. - Bradford Co	1
ALS Association North Central PA Region	1
ARC of Northeastern Pennsylvania	1
Addiction Recovery- Bible Based Group	1
Alanon/Alateen Family Group District 24	1
Alzheimer's/Related Disorders Support Group - Hazleton	1
AmeriCorps	1
American Cancer Society - Bradford & Tioga County	1
American Cancer Society - Hazleton Area Unit	1
American Cancer Society Lycoming County	1
American Civil Liberties Union NEPA Chapter	1
American Diabetes Association	1
American Humane Association	1
American Lung Association of Central PA	1
American Lung Association--Scranton Outreach Center	1
American Red Cross - Hazleton Chapter	1

Program Name	# Referrals
American Red Cross of Bradford Sullivan Counties	1
American Speech Language Hearing Association	1
Angeline Elizabeth Kirby Memorial Health Center	1
Animal Abuse Hotline (24hr reporting PA)	1
Annual Credit Report Request Service	1
Are You O.K.? Program	1
Arthur A. Bryant Funeral Home	1
Assistance Office - Sullivan County	1
Assistance to Military Families	1
Attorney General U.S.	1
Autism Society of America	1
Background Clearance Checks	1
Bayada Nurses, Inc.	1
Berwick Dental Arts (Emergency Treatment)	1
Black Creek Health Center	1
Bloomsburg Hospital, Psychiatric Unit	1
Bradford / Sullivan County D&A Program Office	1
Bradford County Victim Services	1
Brain Injury Help Line	1
Brain Injury Support Group	1
CHADD	1
CONCERN Professional Services	1
Carbon-Monroe-Pike Drug & Alcohol Commission Inc.	1
Cardiac Support Group - Geisinger	1
Caregiver Support Group - Hazleton	1
Caring Communities for AIDS	1
Catholic Social Services - Lackawanna County	1
Child Day Care Work Hotline, PA.	1
Children's Bereavement Support Program	1
Children's Immunizations	1
Christ's Community Clothes Closet	1
Christmas Holiday Bureau - Lack Co	1
Clem-Mar House, Inc. (Edwardsville)	1
Communities That Care of Wyoming County	1
Community Cupboard, Nescopeck Food Bank	1
Community Medical Center Healthcare System	1
Conyngham Valley Interfaith Food Pantry	1
Counseling & Learning Associates	1
Counseling Center for Children, Adolescents and Families	1
Creating Unlimited Possibilities (formally UCP)	1
Credit Reporting Bureaus	1
Crohn's Disease- Colitis Support Group	1
Dallas Adult Day Care Center	1
Day By Day Respite Program	1
Dessin Animal Shelter	1

Program Name	# Referrals
Devereux Pocono Center	1
Domestic Violence Crisis #'s in NEPA	1
EIHAB Human Services, Inc.	1
Eagle Ridge Apartments (formally Edwardsville Apart.)	1
Educational Opportunity Center	1
Endless Mountain Transportation Authority	1
Endless Mountains Pregnancy Care Center (EMPCC)	1
Epilepsy Foundation of Eastern PA	1
Epilepsy Foundation, Northeastern Region	1
Equifax	1
Exeter Township Health Center	1
Faith Assembly of God	1
Family Practice Residency Program	1
Fatherhood Support Group	1
Fibromyalgia Support Group - Hazleton	1
Fibromyalgia Support Group - Scranton	1
Flu Shots (2010 Updated)	1
Forty Fort Eye Associates	1
Fresenius Medical Care	1
GED - Hazleton Area	1
Gabriel Shelter	1
Game Commission of PA.	1
Gaudenzia Chambers Hill	1
Geisinger Health System, Danville	1
Geisinger Wyoming Valley Medical Center	1
Gift of Life Donor Program	1
Girl Scouts in the Heart of Pennsylvania	1
Golden Living Center East Mountain	1
Golden Living Center Summit	1
Goodwill Industries - Regional Office	1
Grace Fellowship - English Classes	1
Grahm Academy	1
Grandparents Raising Grandchildren Program	1
Greater Hazleton Holiday Programs	1
Griswold Special Care	1
Grocery Stores - Delivery Service	1
Hampton House	1
Hanover Area School District	1
Harbour Center	1
Hazleton Animal Shelter	1
Hazleton Housing Authority	1
Hazleton Police Department	1
Heads Held High (Advocacy Group)	1
Health Department, PA, Harrisburg	1
Healthy Beginnings Plus - Hazleton	1

Program Name	# Referrals
Heartland Home Health Care & Hospice	1
Helping Hands Society of the Hazleton Area	1
Her Heart's Wish	1
Hershey Medical Center	1
Highland Manor Nursing Home	1
Home Health Care Agencies	1
Home Health Corporation of America	1
HomeSavers USA/HART	1
Homeowner Resource Center	1
Homeowners Emergency Mortgage Assistance Program Help Center	1
Immediate Care Medical Center	1
Kids Peace	1
Kids Peace Luzerne County	1
La Leche League - Greater Pittston	1
Lackawanna County Medical Society	1
Life Line Medical Alert Service	1
Locust Street Recovery House, (Hazleton)	1
Lupus Foundation of PA, Pocono/NE Branch	1
Luzerne County Clerk of Courts	1
Luzerne County Dept Environmental Special Projects	1
Luzerne County Juvenile Probation	1
Luzerne County Offices - ALL PHONE #'S	1
Luzerne County Prescription Discount Card	1
MFHS Family Planning Center (Laceyville)	1
Mansfield Food Bank	1
Marywood University Speech-Language-Hearing Clinic	1
Maternal and Family Health Services-Hazleton	1
Meals on Wheels of Pittston	1
Mercy Special Care Hospital	1
Methadone Maintenance Treatment Center	1
Mill Memorial Library	1
Milton Hershey School	1
Miscellaneous/Out of Town Newspapers	1
Mohegan Sun at Pocono Downs	1
Mothers Against Drunk Driving - MADD	1
Mothers of Preschoolers (MOPS)	1
Multiple Sclerosis Hazleton Area Support Group	1
Muscular Dystrophy Association	1
NAACP - Baltimore	1
Nanticoke City Department of Community Dev.	1
Nanticoke City Services	1
Nanticoke Senior Citizens Center	1
National Depressive & Manic Depressive Association	1
National Eating Disorders Association	1
National Multiple Sclerosis Society	1

Program Name	# Referrals
New Dawn Partial Hospitalization Program	1
New Legacies	1
North Penn Legal Services - Honesdale	1
Northeast Foster Care	1
Nursing and Personal Care Homes	1
Occupational Health and Safety Administration	1
Office of Child Development	1
OnTrack	1
PA AIDS Testing/Counseling Programs	1
PA American Water Company	1
PA Bar Association	1
PA Commonwealth Information Center	1
PA County Children and Youth Programs - NEPA	1
PA Department of Conservation & Natural Resources Bur. of Fore	1
PA Emergency Management Agency (PEMA)	1
PA Fish and Boat Commission - NE Regional Office	1
PA Governor's Office	1
PA Healthy Baby Hotline	1
PA Higher Education Assistance	1
PA Insurance Department	1
PA Insurance Department - Philadelphia Regional Office	1
PA Kids	1
PA Lottery	1
PA Mentor	1
PA Military & Veterans Affairs Department - Wilkes-Barre	1
PA Recycling Hotline	1
PA Relay Service	1
PA Statewide Adoption Hotline (SWAN)	1
PA Workers' Compensation - Hazleton	1
PA Workers' Compensation - Wilkes-Barre	1
PUC Transportation and Safety Bureau	1
Paper Shop	1
Parent-Child Home Program (PCHP)	1
Parents Alliance	1
Pastoral Counseling Services of NEPA, Inc.	1
Penn State Cooperative Extension - Tioga County	1
PennDot Road Condition Hotline	1
Pennsylvania Donated Dental Services	1
Pennsylvania Gaming Control Board	1
Pennsylvania Prison Society - Phila	1
Pennsylvania State Police Barracks	1
Pittston Area School District	1
Plymouth Senior Citizens Center	1
Pocono Medical Center	1
Prom Dresses	1

Program Name	# Referrals
Psychology Office	1
Public Welfare Department - Hearing and Appeals	1
RAINN (Rape, Abuse & Incest National Network)	1
Refugee and Immigration Services	1
Resources Unlimited	1
Riverside Rehabilitation Center	1
Riverstreet Manor	1
Rural Development - PA State Office	1
SHINE (Self Help Information Network)	1
School Violence Tip Line - Luzerne County	1
Scranton Cultural Center	1
Scranton School For The Deaf & Hard of Hearing Children	1
Shape Up PA	1
Smoking Cessation Programs Luzerne County	1
Society Towards Autistic Research	1
Special Olympics of Luzerne County	1
Speech-Language & Hearing Center	1
Starfish Advocacy Association	1
Tel-A-Nurse	1
That Special Woman	1
Timber Ridge Health Care Center	1
Times Leader	1
Treatment and Rehabilitation Center of Montrose	1
Tyler Memorial Hospital	1
US Federal Trade Commission	1
US Job Corps - Keystone	1
US Patent and Trademark Office	1
US State Department Emergency Contact	1
United Cerebral Palsy of NEPA	1
United Neighborhood Center	1
Unity Center for Positive Living	1
Urgent Care Center (Hazleton)	1
Utap	1
Veterans Affairs Department Regional Office & Insurance Center	1
Victims Resource Center - Tunkhannock	1
Visiting Angles (Home Health Care)	1
Volunteer Home Care	1
WARM LINE (Lackawanna / Susquehanna Counties)	1
WIC Nutrition Center (Wyoming County)	1
WNEP (ABC) Television	1
Wayne County Drug & Alcohol Commission	1
Wellsboro Food Bank	1
Wesley Village	1
West Niles Surveillance Program	1
Wheelchair Getaways of PA	1

Program Name	# Referrals
Wilkes-Barre Law & Library Association	1
Women's Resource Center	1
Wyoming County Children & Youth Services	1
Wyoming County United Way	1
Wyoming Seminary	1
Wyoming Valley Family Practice	1
Wyoming Valley Health Care Cancer Support Group	1
Wyoming Valley West School District	1
YMCA and YWCA of Greater Hazleton	1
Youth Advocate Program	1

SUMMARY STATISTICS:

Total Referrals: 7617
Programs referred to: 682

Unmet Needs Report

Report Period From: July 1, 2010 to: June 30, 2011

Unmet Need

302/201 Issues	Total: 1
Adult Counseling	Total: 5
Adult Education	Total: 2
Agency Use	Total: 1
Aging Services	Total: 1
Animal Shelter	Total: 1
Appliances	Total: 17
Business Address	Total: 1
Business Phone	Total: 11
C&Y Random Testing	Total: 1
CEO-Heating Assistance	Total: 1
CEO-Lodging	Total: 1
CSC - Mobil Crisis	Total: 1
Child Counseling	Total: 1
Child Care	Total: 1
Child Support	Total: 1
Children's Clothing	Total: 1
Chore Service	Total: 2
Consumer Complaints	Total: 1
Consumer Information	Total: 37
County Government	Total: 1
Dental	Total: 4
Detox/D&A Treatment	Total: 7
Developmental Disability	Total: 2

Unmet Need

Directions/Road Condition	Total: 1
Directory Assistance	Total: 7
District Justices	Total: 3
Drug Abuse/Addiction	Total: 1
Education for Children	Total: 1
Educational Financial Ass	Total: 4
Emergency Financial Aid	Total: 28
Emergency Food	Total: 4
Emergency Shelter	Total: 31
Eyeglasses/Hearing Aids	Total: 3
Family Counseling	Total: 1
Federal Government	Total: 3
Financial Aid for Med. Ca	Total: 2
Financial Assistance	Total: 3
Food Banks	Total: 6
Free Clinic	Total: 3
Fuel Program/Weatherization	Total: 29
Furniture	Total: 49
Halfway House	Total: 2
Health Support Group	Total: 3
Holiday Food	Total: 8
Holiday Gifts	Total: 18
Holiday Meals	Total: 1
Home Health/Personal Care	Total: 4
Home Repairs	Total: 7
Household/Furniture	Total: 5
Housing Search Assistance	Total: 7
Income Maintenance	Total: 2
Insurance Info/Assistance	Total: 3
Job Search/Placement	Total: 2
Language	Total: 1
Legal Assistance/Representation	Total: 2
Legislators	Total: 2
Loans - Mortgages	Total: 1
Local Government	Total: 1
Lodging	Total: 10
Mass Transit/Public Trans	Total: 2
Meal Sites	Total: 1
Medical Care/Treatment	Total: 17
Medical Equipment/Supplies	Total: 1
Medical Transportation	Total: 1
Medical/Health Information	Total: 1
Medication	Total: 1
Mental Health Information	Total: 1
Mental Health Support Group	Total: 1

Unmet Need

Methadone Treatment	Total: 1
NEC	Total: 4
NEC - ICM	Total: 2
Non-Emergency Food	Total: 3
Nursing/Personal Care Home	Total: 2
Ombudsman	Total: 1
Organizations	Total: 1
Other Clothing	Total: 3
Other Crisis	Total: 2
Other Information	Total: 13
Other Support Group	Total: 7
Out of area Crisis Lines	Total: 1
Parenting Classes	Total: 3
Police/Sheriff/State Police	Total: 1
Pregnancy/Prenatal Care	Total: 1
Public Assistance/Welfare	Total: 2
Recreation Facilities/Pro	Total: 1
Religious	Total: 1
Rent, Financial Aid	Total: 12
Social Events	Total: 1
Special Needs Transportation	Total: 3
State Government	Total: 3
Subsidized Housing	Total: 1
Subsidized Transportation	Total: 5
Substance Abuse Support G	Total: 5
Taxes/Tax Preparation	Total: 6
Transitional Shelter	Total: 1
Travlers Aid	Total: 9
Utility, Electric	Total: 42
Utility, Gas	Total: 30
Utility, Water	Total: 20
Veterinary Care	Total: 1

Grand Total: 574

For a more detailed unmet needs report, click [here](#).