



2015 – 2016 Annual Report

**PA 2-1-1 Northeast is managed by
Help Line which is a program of
Family Service Association of
Northeastern Pennsylvania.**





PA 2-1-1

ONE NUMBER, ONE RESOURCE

2-1-1 is a FREE, accessible, 3-digit telephone number available to everyone. All residents have easy access to customized health, housing and human services information in one place.

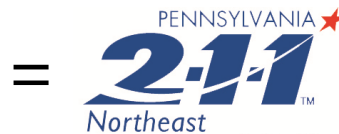
Every hour of every day, someone in PA searches for services, from substance abuse treatment to care for a child or an aging parent. By simply dialing 2-1-1 our trained information specialists can help by answering your questions and connecting you to thousands of health and human service programs.

2-1-1 is a one-stop resource to get information about community services: no more guessing or unnecessary calls.

PA 2-1-1 Northeast



PA 2-1-1 Northeast is a collaboration with Family Service Association of Northeastern PA’s Help Line program and Pocono Alliance’s PoconoInfo program. Help line is a twenty four hour, seven days a week operation that has been providing information and referral services since 1972. Over the years it has grown from assisting residents of the Wyoming Valley in their recovery efforts from Hurricane Agnes to supplying I & R services to seventeen counties in Northeastern and Central PA. The PoconoInfo helpline is dedicated to assisting Monroe County individuals find the health and human service information they need. Help Line provides telephone services to Monroe County residents after Pocono Alliance’s normal business hours and on weekends and holidays. Help Line also contracts with eighteen different agencies involving over thirty programs in five counties to provide after hour crisis services.



Funding

Funding for PA 2-1-1 Northeast is provided by a number of sources in our coverage area. Unfortunately there is no federal or state funding for 2-1-1 services in Pennsylvania. Funding comes to us from United Ways, Human Services Development Funds from some counties, grants and contracts with agencies for after hour services.



Technology

PA 2-1-1 Northeast not only provides 24/7 telephone coverage but our PA 2-1-1 database is available from our web site; www.helpline-nepa.info or at www.pa211.communityos.org. PoconoInfo's database for Monroe County can be found at www.poconoinfo.org.

Texting services are also available 24/7 by texting your zip code to 898211, where you can receive the same information and referrals as over the telephone.

Help line and PA 2-1-1 maintain a Social Media presence on both Facebook and Tweeter.

Who is calling ?

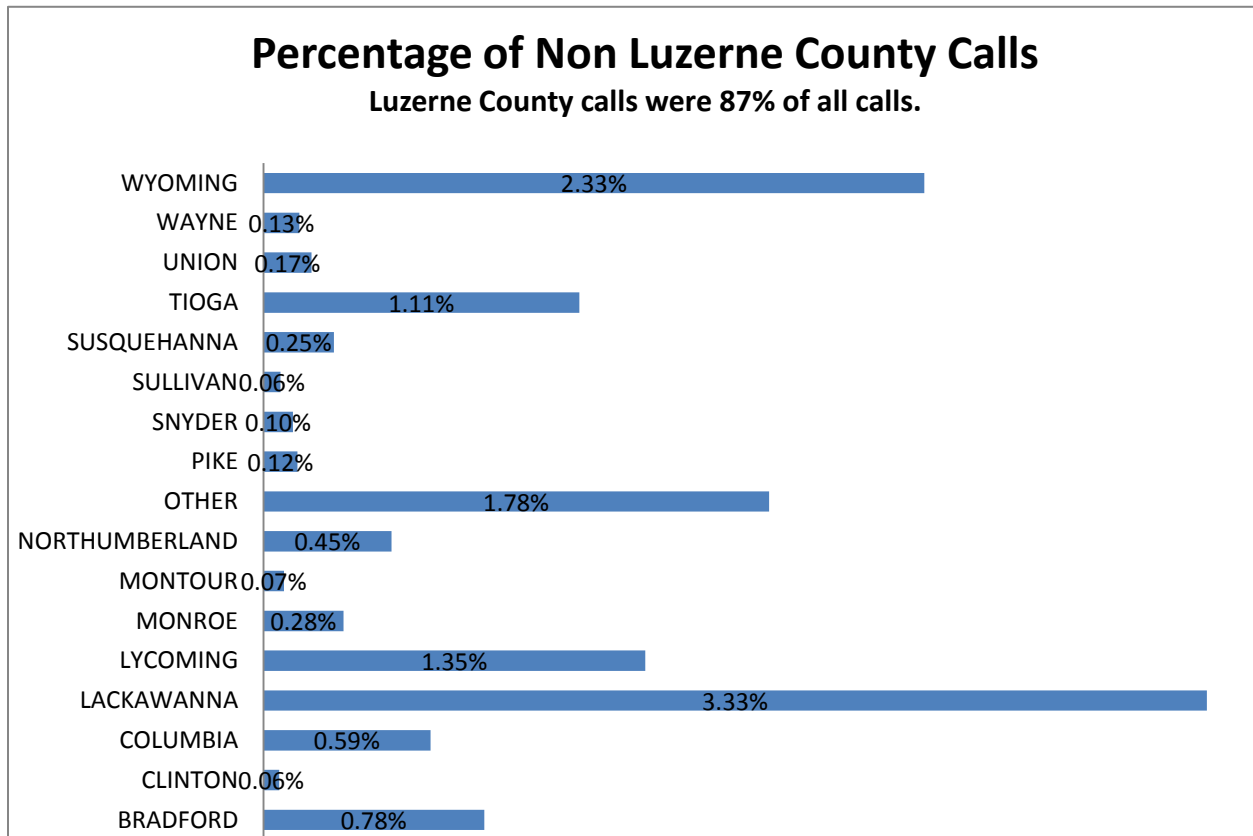
Call Totals & Web Sites:

Total Calls: 98,134

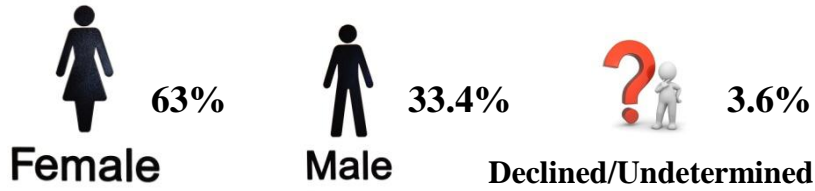
Total Web Visits: 8,953 Total Web Hits: 15,756

Calls From:

87% of our calls were from Luzerne County the remaining 13% were divided among the following counties:



Gender:



Age Range:

Age	
0 to 5 years	3.6%
6 to 13 years	1.6%
13 to 17 years	6.2%
18 to 25 years	6.4%
26 to 54 years	61.1%
55 to 59 years	7.0%
60 to 64 years	3.9%
65 to 74 years	4.5%
75 to 84 years	1.3%
85 + years	0.9%
Undetermined	3.5%



Telephone Reassurance Calls:



Warm Line Calls:

984



Top 10 Needs:

- Rent Payment Assistance
- Food Pantries
- Electric Service Payment Assistance
- Homeless Shelter
- Basic Needs
- Friendly Chat
- Water Service Payment Assistance
- Community Mental Health Agencies
- Gas Service Payment Assistance
- Mental Health Support Services



Top 10 Referrals:

- Northeast Counseling Services
- Luzerne County Children & Youth Services
- Children's Service Center
- Commission on Economic Opportunity
- Area Agency on Aging for Luzerne & Wyoming Counties
- Luzerne Wyoming County MH/DS office
- Victims Resource Center
- Catholic Social Services of the Diocese of Scranton
- Pennsylvania Department of Human Services
- American Rescue Workers



AMERICAN RESCUE WORKERS



Top 10 Unmet Needs:

1. Rent Payment Assistance
2. Water Service Payment Assistance
3. Gas Service Payment Assistance
4. Emergency Shelter
5. Furniture
6. Electric Service Payment Assistance
7. LiHeap / Heating Payment Assistance
8. Christmas Toys / Baskets
9. Automobiles
10. Other Holiday Assistance



Help Line is an information and referral service and first response point for crisis calls in Bradford, Clinton, Columbia, Lackawanna, Luzerne, Lycoming, Monroe, Montour, Northumberland, Pike, Snyder, Sullivan, Susquehanna, Tioga, Union, Wayne and Wyoming Counties. It operates 24 hours a day, 365 days a year. Help Line is manned by trained caseworkers as a program of the Family Service Association of Northeastern Pennsylvania.

Contact Information

Telephone: 211 or 580-829-1341 or 1-888-829-1341.

Text your zip code to 898211.

Fax: 570-829-1341

email: helpline@fsanepa.org

Web site: www.helpline-nepa.info

Mailing Address: 31 W. Market St.
Wilkes-Barre, PA 18701

