

# Charlotte 2-1-1

## Report for January 2014

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**Statistical Data from IRIS:**

IRIS call records created 01/01/14 through 01/31/14

Total Records: 1,438

**Top 10 Call Topic Groups:**

1. Care/Treatment/Medical Equip/ General Health /Dental/Medical Ins	126
2. Housing/Rental/Mortgage (32)/Deposit Assist/Emg Shelter/Homeless (2)/Foreclosure	118
3. Electric (83) /Water (10)/Telephone/Utility Deposit Assistance	112
4. Helpline # other community	82
5. Food Pantries/Food Stamps/HDM/ Meals Share/Food/WIC	54
6. Employment/Unemployment	42
7. Senior Services/Daycare/Aging Issues/Facilities	39
8. Transportation – Medical/Misc./Public/SV/TD	37
9. Legal Assistance/Referrals/Court/Consumer Comp/Protect/Advocacy	31
10. Mental Health Resources	31

**Other Call Topics of Interest:**

• Children & Families (13)/Child Care/Safety/Support/Clothing/Parenting	27
• Police/Sheriff /FHP-Non-emergency/emergency	16
• Substance Abuse	16
• Domestic Violence (8)/Neglect/Abuse/Sexual Assault	13
• Veteran Services/ /Disabled /Homeless Vet	10

**Special Report is available upon request**

Health Department referrals for January 2014:	21
Virginia B Andes Volunteer Community Clinic referrals for January 2014:	26

**Community Unmet Needs Total 25:**

- Affordable/Rental Housing 1 (short term housing or rental facility need due to house fire)
- Auto Repair unemployed 3 (2 auto repair / 1 tune up or free car)
- Bus/Gas Vouchers 3 (all gasoline vouchers/ gas money)
- Child Support 1 (no local telephone number)
- Detox Resources 1 (no free detox facility available)
- Electric Bill Assistance 5 (2 agencies out of funds / 1 does not live CC at this time / 2 utilized all resources available)
- Emergency Shelter 2 ( both on waiting list)
- Home Repairs/Modifications 2 (1 plumbing needed / 1 mobile home modifications)
- Homeless Caller 2 (both on waiting list / 1 17 people ahead / 1 family with 2 children)
- Other Insurance Inquiries 1 (auto insurance monetary assist)
- Prescription Cost Assistance 1(after hours program, ran out of Psychotropic meds for bipolar, uninsured)
- Uninsured 2 (1 unemployed, unable to apply for medical insurance / 1 income less than allowed limits, not eligible for Medicaid)
- Utility Bill Deposit Assist 1 (no funds for deposit assist)