

# Charlotte 2-1-1

## Report for February 2014

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### Statistical Data from IRIS:

IRIS call records created 02//01/14 through 02/28/14

Total Records: 955

### Top 10 Call Topic Groups:

1. Housing/Rental/Mortgage (20)/Deposit Assist/Emg Shelter/Homeless (10)/Foreclosure	98
2. Care/Treatment/Medical Equip/ General Health /Dental/Medical Ins	94
3. Helpline # other community	81
4. Electric (45) /Water (9)/Telephone/Utility Deposit Assistance	70
5. Food Pantries/Food Stamps/HDM/ Meals Share/Food/WIC	49
6. Transportation – Medical/Misc./Public/SV/TD	39
7. Senior Services/Daycare/Aging Issues/Facilities	33
8. Children & Families (13)/Child Care/Safety/Support/Clothing/Parenting	30
9. Legal Assistance/Referrals/Court/Consumer Comp/Protect/Advocacy	29
10. Mental Health Resources	24

### Other Call Topics of Interest:

• Employment/Unemployment	22
• Substance Abuse	11
• Domestic Violence (4)/Neglect/Abuse/Sexual Assault	11
• Police/Sheriff /FHP-Non-emergency/emergency	10
• Veteran Services/ /Disabled /Homeless Vet	4

### Special Report is available upon request

Health Department referrals for February 2014:	19
Virginia B Andes Volunteer Community Clinic referrals for February 2014:	12

### Community Unmet Needs Total 23:

- Affordable/Rental Housing 1 (low income rental house, not apartment)
- Burial/Funeral Assistance 1 (burial assist for non-veteran)
- Bus/Gas Vouchers 2 ( gasoline voucher/ gas card)
- Dental Services 1 (on waiting list, need not met)
- Education/School/Grants 1 (no resources for free tutoring)
- Electric Bill Assistance 4 (3 agencies out of funds / 1 immediate cash assist)
- Home Repairs/Modifications 1 ( permit for repairs assist)
- Hospital/Medical Bills 1 (unable to pay insurance co-pay)
- Housing/Rental Deposit Assist 2 (both move in cost includes deposit, first/last month rent)
- Mental Health Counseling 1 (grandparent seeking outreach counseling for runaway teen)
- Moving Assistance 1 (no free moving help)
- Prescription Cost Assistance 1(narcotics assist)
- Public/Mass Transportation 1 (transport to Fort Myers Hearing Aid store)
- State Government 1 (no state funded disability program)
- Subsidized Employment 1 (mother requesting subsidized employment for adult disable child plus day treatment program)
- Teens Runaway Shelter 2 (1 seeking runaway shelter for teen / 1 teacher looking for shelter for 17 y/o homeless student)
- Utility Bill Deposit Assist 1 (no funds for deposit assist)