

# Charlotte 2-1-1

## Report for April 2014

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**Statistical Data from IRIS:**

IRIS call records created 04/01/14 through 04/30/14

Total Records: 994

**Top 10 Call Topic Groups:**

1. Housing/Rental/Mortgage (35)/Deposit Assist/Emg Shelter/Homeless (16)/Foreclosure	112
2. Care/Treatment/Medical Equip/ General Health /Dental/Medical Ins	98
3. Electric (50) /Water (10)/Telephone/Utility Deposit Assistance	75
4. Helpline # other community	69
5. Transportation – Medical/Misc./Public/SV/TD	46
6. Legal Assistance/Referrals/Court/Consumer Comp/Protect/Advocacy	43
7. Food Pantries/Food Stamps/HDM/ Meals Share/Food/WIC	43
8. Senior Services/Daycare/Aging Issues/Facilities	40
9. Mental Health Resources	33
10. Children & Families (16)/Child Care/Safety/Support/Clothing/Parenting	31

**Other Call Topics of Interest:**

• Employment/Unemployment	26
• Police/Sheriff /FHP-Non-emergency/emergency	17
• Domestic Violence (4)/Neglect/Abuse/Sexual Assault	10
• Veteran Services/ /Disabled /Homeless Vet	6
• Substance Abuse	5

**Special Report is available upon request**

Health Department referrals for April 2014:	13
Virginia B Andes Volunteer Community Clinic referrals for April 2014:	20

**Community Unmet Needs Total 26:**

- Auto Repair Assistance 4(3 auto repair / 1 free auto)
- Bus/Gas Vouchers 8 ( 6 gasoline for auto/ 1 taxi voucher / 1 gas for taxi cab- drives for job)
- Court/Legal Assist/Referrals 2 (1 legal aid unable to help, no other pro-bono legal services / 1 help to fill out eviction forms)
- DMV/Misc Transport/Programs 1 (gas voucher to go to work at 10PM)
- Domestic Violence 1 (domestic violence situation between biological mother and 24 year old daughter who is in need of shelter)
- Electric Bill Assistance 1 (monthly financial assist with electric bill)
- Emergency Shelter 2 (on waiting list)
- Home Repairs/Modifications 1 ( roof for Florida room)
- Homeless caller 1 (CCHS has no beds at this time on a waiting list)
- Homemaker/HMK 1 (housecleaning services for an elderly on fixed income)
- Medical Transportation 1 (free service/ unemployed)
- Moving Assistance 1 (free moving help, fixed income)
- Other Emergency Financial Aid 1 (refrigerator repair/ unemployed)
- Rental/Mortgage Assistance 1 (Services closed due to Good Friday holiday)