

# Charlotte 2-1-1

## Report for July, 2014

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IRIS call records created 07//01/14 through 07/31/14

Total Records: 1,229

**Top 10 Call Topic Groups:**

1. Housing/Rental/Mortgage (156)/Deposit Assist/Emg Shelter/Homeless(74) Foreclosure (6)	236
2. Children & Families (100)/Child Care/Safety/Support/Clothing/Parenting (31)	167
3. Electric ( 85 )/Water (18)/Telephone/Utility Deposit Assistance (14)	117
4. Helpline # other community	112
5. Care/Treatment/Medical Equip/ General Health /Dental/Medical Ins	96
6. Food Pantries/Food Stamps/HDM/ Meals Share/Food/WIC	83
7. Senior Services/Daycare/Aging Issues/Facilities	68
8. Transportation – Medical/Misc./Public/SV/TD	31
9. Legal Assistance/Referrals/Court/Consumer Comp/Protect/Advocacy	30
10. Employment/Unemployment	18

**Other Call Topics of Interest:**

• Mental Health Resources	27
• Police/Sheriff /FHP-Non-emergency/emergency	22
• Domestic Violence (3)/Neglect/Abuse/Sexual Assault	16
• Substance Abuse	11
• Veteran Services/ /Disabled /Homeless Vet	6

**Special Report is available upon request**

Virginia B Andes Volunteer Community Clinic referrals	26
Health Department referrals	16

**Community Unmet Needs Total: 65**

- Auto Repair Assistance 2 (assistance to buy car / assistance to pay for car loan)
- Bus/Gas Vouchers 2 (bus ticket / 2 gas vouchers, to get to place of employment)
- Benefits/welfare/cash assist 3 (help to pay car insurance)
- Education School Grants 1 (u t i l i z e d all resources)
- Electric Bill Assistance 3 (utilized all resources , Utility Bill Deposit Assist , electric bill deposit to have electric turned on , water bill assistance today only)
- Emergency Shelter 34 (on waiting list shelter unavailable / mom with 2 year old and 3 month old are homeless)
- Home Repairs/Modifications 2 (no resources for septic tank backup / utilized all resources)
- Hospital/Medical Bills 1 (needed help with copays)
- Housing Issues 1 (newcomer to CC homeless/wanted funds for hotel)
- Housing/Rental Deposit Assist 10 (#1 Living in Cincinnati Ohio, wants to move back to Charlotte County, owes back rent, #2 Security deposit to move into apartment #3 fixed income in need of move in cost first & last month & deposit. #4 no low income housing available with having a pet/ #5 move in assistance 1<sup>st</sup>/last/security deposit/ rest are all deposits)
- Moving Assistance 1 (moving van / monetary assistance)
- Other Emergency Financial Aid 1 (f u n d i n g for a hotel)
- Other Insurance Inquires 1 (Help to pay car insurance from out of town not a Charlotte County Resident)
- Rental/Mortgage Assistance 2 (Utilized all resources available)
- Teens Runaway Shelter 1 (out of county info given )