

Charlotte 2-1-1

Report for September 2014

Statistical Data from IRIS:

IRIS call records: 09/01/14 through 09/30/14

Total Records: 1,281

Top 10 Call Topic Groups:

• Housing/Rental/Mortgage (160)/Deposit Assist/Emg Shelter/(151)Foreclosure(9)	320
• Electric (137) /Water (9)/Telephone/Utility Deposit Assistance (9)	155
• Care/Treatment/Medical Equip/ General Health /Dental/Medical Ins (147)	147
• Helpline # other community (102)	102
• Children & Families (72)/Child Care/Safety/Support/Clothing/Parenting (19)	91
• Food Pantries/Food Stamps/HDM/ Meals Share/Food/WI	75
• Senior Services/Daycare/Aging Issues/Facilities	71
• Legal Assistance/Referrals/Court/Consumer Comp/Protect/Advocacy	56
• Employment/Unemployment	29
• Transportation – Medical/Misc./Public/SV/TD (25

Other Call Topics of Interest:

• Mental Health Resources	37
• Veteran Services/ /Disabled /Homeless Vet	14
• Police/Sheriff /FHP-Non-emergency/emergency	12
• Substance Abuse	11
• Domestic Violence (3)/Neglect/Abuse/Sexual Assault	10

Special Report is available upon request

Virginia B Andes Volunteer Community Clinic referrals for September 2014:	62
Health Department referrals for September 2014:	12

Community Unmet Needs Total 106

- Affordable/Rental Housing 2 (unmet due to having an eviction notice / prison record and unable to rent due to charges)
- Auto Repair Assistance 5 (car repair/ car broke down Madison FL needs help with cash assistance /needed tires /car repair / needed a new car donation)
- Bus/Gas Vouchers 8 (2 bus ticket / 6 gas vouchers / bus money ,gas cards, gas money to go to Hillsborough County for a residential program)
- Benefits/welfare/cash assist 7 (money to pay for driver's license, / needed help washing clothes/ money to pay off previous college expenses , so she can go back to school / Start- up money for business / cash assistance)
- Community Agencies 1 (Agency no longer there)
- Donations Given Requested 1 (donation of a computer)
- Electric, Gas, Water, Assistance 13 (already used agency funding)
- Emergency Shelter(40) (3 on waiting list/ 36 shelter unavailable)
- Health Issues Services 1 (free in home drug testing)
- Home Repairs/Modifications 1
- Housing/Rental Deposit Assist 9 (deposits needed for rent)
- Incarceration MH 1
- Moving Assistance 1
- Other Insurance Inquires 1(funding for car insurance)
- Rental/Mortgage Assistance 2 (all other agencies out of funding)
- Utility Bill Deposit Assist 3 (Agencies out of funds)