

# Charlotte 2-1-1

## Report for October 2014

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IRIS call records created 10/01/14 through 10/31/14

Total Records 1,422

**Top 10 Call Topic Groups:**

1. Housing/Rental/Mortgage (173 )/Deposit Assist/Emg Shelter/(159)Foreclosure(4)	336
2. Care/Treatment/Medical Equip/ General Health /Dental/Medical Ins	221
3. Electric (198) /Water (17) /Gas( 2 )/Telephone/Utility Deposit Assistance (4)	150
4. Senior Services/Daycare/Aging Issues/Facilities	149
5. Children & Families (121 )/Child Care/Safety/Support/Clothing/Parenting (25 )	146
6. Helpline # other community	104
7. Food Pantries/Food Stamps/HDM/ Meals Share/Food/WI	81
8. Transportation – Medical/Misc./Public/SV/TD (	51
9. Employment/Unemployment	41
10. Legal Assistance/Referrals/Court/Consumer Comp/Protect/Advocacy	31

**Other Call Topics of Interest:**

• Mental Health Resources	31
• Substance Abuse	17
• Police/Sheriff /FHP-Non-emergency/emergency	16
• Veteran Services/ /Disabled /Homeless Vet	15
• Domestic Violence (3)/Neglect/Abuse/Sexual Assault	15

**Special Report is available upon request**

Virginia B Andes Volunteer Community Clinic referrals for Oct 2014:	48
Health Department referrals for Oct 2014:	24

**Community Unmet Needs Total: 124**

- Affordable/Rental Housing 6 (rental rates too high ,felon wanting rental housing, HUD Section 8 closed)
- Auto Repair Assistance 1 (car repair for elderly)
- Bus/Gas Vouchers 7 (7 gas vouchers ( gas, gas cards, gas money to visit cancer patient)
- Benefits/welfare/cash assist 5 (3 for cash,1 for cash assistance to move to Florida from Pennsylvania, cash assistance due to reduced work hours
- Childcare/Pre-school/Camps 1 (Childcare u/a for a 7 years old )
- Dental Services 1 (referred to outside the county)
- DMV/Misc Transport/Programs/TD Special Needs Transport 3(requested services unavailable)
- Donations Requested 1 (donation of a car)
- Electric, Gas assistance 22 (utilized all resources)
- Emergency Shelter 37 (on waiting list shelter unavailable, 2 wanted tents)
- Furniture/Household Items 1 (homeless wanted furniture moved from Florida to North Carolina)
- Home Repairs/Modifications 2 (septic system & elderly on fixed income in need of assistance with house repair)
- Housing/Rental Deposit Assist 27(deposits needed for rent, used all available resource & one unemployed)
- Job Training/Education 1 (free GED)
- Local/County/City Government 1 (requested services not available)
- Moving Assistance 2 (wanted furniture moved from Florida to North Carolina, she was homeless)
- Other Emergency Financial Aid 1 (funding u/a for childcare)
- Prescription Cost Assistance 1 (narcotic drug prescriptions low cost)
- Public Mass Transportation 1 (needs children picked up closer by school bus)
- Telephone Bill Assistance 1 (requested services not available)