

Charlotte 2-1-1

Report for December 2014

IRIS call records created 11/01/14 through 11/30/14

Total Records 1,012

Top 10 Call Topic Groups:

1. Housing/Rental/Mortgage (80)/Deposit Assist/Emg Shelter/(99)Foreclosure(1)	180
2. Senior Services/Daycare/Aging Issues/Facilities	100
3. Electric (80) /Water (13) /Gas(1)/Telephone/Utility Deposit Assistance (3)	97
4. Care/Treatment/Medical Equip/ General Health /Dental/Medical Ins	94
5. Children & Families (77)/Child Care/Safety/Support/Clothing/Parenting (7)	84
6. Helpline # other community	64
7. Food Pantries/Food Stamps/HDM/ Meals Share/Food/WI	52
8. Transportation – Medical/Misc./Public/SV/TD	51
9. Legal Assistance/Referrals/Court/Consumer Comp/Protect/Advocacy	42
10. Employment/Unemployment	25

11.

Other Call Topics of Interest:

• Hurricane Drill	161
• Mental Health Resources	24
• Police/Sheriff /FHP-Non-emergency/emergency	12
• Domestic Violence (3)/Neglect/Abuse/Sexual Assault	12
• Veteran Services/ /Disabled /Homeless Vet	11
• Substance Abuse	9

Special Report is available upon request

Health Department referrals for December 2014:	25
Virginia B Andes Volunteer Community Clinic referrals for December 2014:	20

Community Unmet Needs Total: 50

- Affordable/Rental Housing 1(unemployed unable to find housing)
- Auto Repair Assistance 1 (unable to get to place of employment in need of car repairs)
- Bus/Gas Vouchers 3 (unemployed, 1 gas cards 2 bus tickets)
- Dental Services 4 (referred outside of county)
- Electric bill, Gas utility assistance 6 (utilized all resources)
- Emergency Shelter 20 (families on waiting list)
- Home Repairs Modifications 2 (Elderly on a fixed income/ grant to rebuild condo, new septic system)
- Housing Authority Programs/HUD 1 (Section 8 closed)
- Housing/Rental Deposit Assist 4 (families/utilized all resources)
- Pollution/Sanitation/Environmental Pests 3 (fixed income in need of financial assistance with pest control)
- Public/Mass Transportation 2 (immediate transportation needed)
- Rental Mortgage Assistance 2 (Sarasota resident, felony record)
- Unemployment 1 (in need of one to one assistance with the unemployment Claim)