

Charlotte 2-1-1

Report for January 2015

IRIS call records created 01/01/15 through 01/31/15

Total Records 1,012

Top 10 Call Topic Groups:

1. Housing/Rental/Mortgage (145)/Deposit Assist/Emg Shelter/(23)Foreclosure(1)	168
2. Care/Treatment/Medical Equip/ General Health /Dental/Medical Ins.	113
3. Electric (65) /Water (13) /Gas(2)/Telephone/Utility Deposit Assistance (5)	97
4. Senior Services/Daycare/Aging Issues/Facilities	90
5. Children & Families (55)/Child Care/Safety/Support/Clothing/Parenting (24)	79
6. Helpline # other community	64
7. Food Pantries/Food Stamps/HDM/ Meals Share/Food/WI	61
8. Legal Assistance/Referrals/Court/Consumer Comp/Protect/Advocacy	42
9. Transportation – Medical/Misc./Public/SV/TD	33
10. Employment/Unemployment	25

Other Call Topics of Interest:

• Mental Health Resources	22
• Police/Sheriff /FHP-Non-emergency/emergency	14
• Veteran Services/ /Disabled /Homeless Vet	13
• Substance Abuse	5
• Domestic Violence (3)/Neglect/Abuse/Sexual Assault	3

Special Report is available upon request

Health Department referrals for January 2015: 33

Virginia B Andes Volunteer Community Clinic referrals for January 2015: 26

Community Unmet Needs Total : 35

- Auto Repair Assistance 1 (unemployed in need of car repairs)
- Benefits /welfare / cash assistance 2 (needs a tent today and money to repair a bicycle tire)
- Burial/ Funeral Assistance 1 (help paying for cremation)
- Child Care/ preschool/ camps 2 (child care not open on Saturday)
- Children and Families 1(DCF location in Charlotte Co.)
- Dental Services 3 (referred outside of county)
- Electric bill/utility assistance 1 (utilized all resources)
- Emergency Shelter 17 (16 on waiting list and 1 power turned off by landlord)
- Home Repairs Modifications 2 (windows, free home repairs)
- Medical Equipment / Supplies 1 (needed an oxygen tank)
- Physician Referrals 1 (narcotic prescriptions)
- Rental Mortgage Assistance 3 (All resources utilized)