

Charlotte 2-1-1

Report for May 2015

IRIS call records created 05/01/15 through 05/31/15

Total Records 917

Top 10 Call Topic Groups:

1. Housing/Rental/Mortgage (168)/Deposit Assist/Emg Shelter/(137)Foreclosure (2)	307
2. Senior Services/Daycare/Aging Issues/Facilities	120
3. Care/Treatment/Medical Equip/ General Health /Dental/Medical Ins.	99
4. Children & Families (75) Child Care/Safety/Support/Clothing/Parenting (20)	95
5. Electric (66) Water (6)/Gas/Telephone/Utility Deposit Assistance (4)	76
6. Helpline # other community	60
7. Food Pantries/Food Stamps/HDM/ Meals Share/Food/WIC	55
8. Legal Assistance/Referrals/Court/Consumer Comp/Protect/Advocacy	41
9. Transportation – Medical/Misc./Public/SV/TD	40
10. Employment/Unemployment	19

Other Call Topics of Interest:

• Mental Health Resources	25
• Domestic Violence (3)/Neglect/Abuse/Sexual Assault	18
• Substance Abuse	15
• Veteran Services/ /Disabled /Homeless Vet	12
• Police/Sheriff /FHP-Non-emergency/emergency	9

Special Report is available upon request

Virginia B Andes Volunteer Community Clinic referrals for May 2015:	32
Health Department referrals for May 2015:	14

Community Unmet Needs Total : 113

- Auto Repair Assistance 1 (Bicycle tire repair)
- Benefits /welfare / cash assistance 4(1) cash (1) car insurance(1) moving expenses(1) car payment
- Budget /Credit Counseling (3) (1) credit counseling (1) help with inherited IRA (1) Bankruptcy counseling , used all resources
- Bus/Gas Vouchers 6 (1) bus voucher (1) gas voucher (1) transportation to another state (1) airplane ticket to Hungary (2) services unavailable
- Dental Services (3) out of county dental
- DMV/Misc Transport/Programs (3) (1) registration and car insurance (1) ride to Charlotte County to Sarasota County (1)car donation
- Elder/Aging Issues, General (1) has a large amount of money, wanted money so she didn't delete her savings
- Electric Bill Assistance (3) (1) utilized all resources (1) deposit (1) electric bill for previous house lived in
- Emergency Shelter 60 (59) wait list (1) homeless wanting hotel paid
- Environmental Issues (1) can't afford tree trimming
- Financial Assist/Support (1) long term cash assistance
- Food Pantry (1) on bicycle wanted Food Pantry in Punta Gorda, none open
- Gas Bill Assistance (2) gas bill (1) deposit (1) payment
- Home Repairs Modifications (3) (2) wait list SHIP (1) home repair
- Housing Authority programs/HUD 3 (section 8 closed)
- Housing/Rental Deposit Assist (6) Deposits
- Incarceration Housing/Shelter (1) Housing unavailable due to current charges
- Medical Transportation (1) ride to Fort Myers
- Pollution/Sanitation /Pests (2) bug treatments
- Prescription Cost Assistance (1) prescription help, he called all resources, denied
- Public/Mass Transportation (3) (1) to take children to school ages 3, 5, 7, and 9 Daily (1)ride to bank now (1) ride to St. Petersburg
- Recreation Program/Facility (1) requested services unavailable
- Rental/Mortgage Assistance (3) (1) hotel funding (1) first month's rent (1) rental assistance on Thursday only