

Charlotte 2-1-1

Report for June 2015

IRIS call records created 06/01/15 through 06/30/15

Total Records 1,026

Top 10 Call Topic Groups:

1. Housing/Rental/Mortgage (189)/Deposit Assist/Emg Shelter/(106)Foreclosure (0)	295
2. Care/Treatment/Medical Equip/ General Health /Dental/Medical Ins.	108
3. Electric (66) Water (6)/Gas/Telephone/Utility Deposit Assistance (4)	97
4. Senior Services/Daycare/Aging Issues/Facilities	95
5. Children & Families (63) Child Care/Safety/Support/Clothing/Parenting (23)	86
6. Food Pantries/Food Stamps/HDM/ Meals Share/Food/WIC	72
7. Helpline # other community	69
8. Legal Assistance/Referrals/Court/Consumer Comp/Protect/Advocacy	46
9. Transportation – Medical/Misc./Public/SV/TD	25
10. Employment/Unemployment	16

Other Call Topics of Interest:

• Domestic Violence (3)/Neglect/Abuse/Sexual Assault	18
• Mental Health Resources	17
• Veteran Services/ /Disabled /Homeless Vet	17
• Substance Abuse	15
• Police/Sheriff /FHP-Non-emergency/emergency	14

Special Report is available upon request

Health Department referrals for June 2015:	26
Virginia B Andes Volunteer Community Clinic referrals for June 2015:	25

Community Unmet Needs Total : 96

- Affordable/Rental Housing 7 (1) wait list (1) felon (1) eviction (1) rental for dogs over 125 lbs. (1) room for rent \$125 a week (1) Utilized all resources (1) house not an apartment
- Auto Repair Assistance 4 (2) car repairs (1) car A/C fixed (1) car towed off property
- Benefits /welfare / cash assistance due to unemployment 8 (2) insurance (2) car insurance (1) cash to get housing, evicted((1) cash for bedbug removal 1(cash to move) (1) cash for ID
- Bus/Gas Vouchers 2 (1) bus voucher (1) gas voucher, used resources already
- Child Safety 1 (car seat, didn't want to take classes to get one)
- DMV/Misc Transport/Programs 1 (unemployed unable to pay for DMV tags, too expensive, moved here from Virginia)
- Electric Bill Assistance 1 (wanted a 20% discount on her electric bill)
- Emergency Shelter 46 (wait list)
- Environmental Issues 1 (septic system, SHIP, wait list)
- Home Repairs Modifications seniors on the fixed income 5 (2) wait list SHIP (3) A/C Fixed requested services not avail.
- Hospital /Medical bills deductibles surgery 2 (deductibles for surgery)
- Housing Authority programs /HUD 1 (wait list)
- Housing/Rental Deposit Assist 5 (Deposits)
- Medical Transportation 1 (senior back issues ,can't ride bus/ has no money ,needs a volunteer)
- Moving Assistance 6 (services unavailable, moving help)
- Other Emergency Financial Aid 1 (pay property taxes)
- Other Insurance Inquiries 1 (house insurance payment)
- Pollution/Sanitation /Pests (1(bed bug treatment)
- Rental Mortgage Assistance 1 (utilized all resources)
- Utility Bill Deposit Assist 1 (deposits for electric)