

Charlotte 2-1-1

Report for August 2015

IRIS call records created 08/01/15 through 08/31/15

Total Records 1,130

Top 10 Call Topic Groups:

1. Housing/Rental/Mortgage (168)/Deposit Assist/Emg Shelter/(92)Foreclosure (5)	253
2. Electric (105) Water (15) /Gas/Telephone/Utility Deposit Assistance (7)	127
3. Senior Services/Daycare/Aging Issues/Facilities	93
4. Children & Families (57) Child Care/Safety/Support/Clothing/Parenting (28)	85
5. Helpline # other community	84
6. Care/Treatment/Medical Equip/ General Health /Dental/Medical Ins.	81
7. Food Pantries/Food Stamps/HDM/ Meals Share/Food/WIC	72
8. Legal Assistance/Referrals/Court/Consumer Comp/Protect/Advocacy	51
9. Transportation – Medical/Misc./Public/SV/TD	29
10. Employment/Unemployment	18

Other Call Topics of Interest:

• Police/Sheriff /FHP-Non-emergency/emergency	16
• Veteran Services/ /Disabled /Homeless Vet	12
• Mental Health Resources	11
• Substance Abuse	8
• Domestic Violence (2)/Neglect/Abuse/Sexual Assault	3

Special Report is available upon request

Health Department referrals for August 2015:	33
Virginia B Andes Volunteer Community Clinic referrals for August 2015:	30

Community Unmet Needs Total: 95

- Affordable/Rental Housing 5 (3) felony (2) evictions
- Auto Repair Assistance 2 (unemployed in need of assistance with car repairs)
- Benefits/welfare/cash assist 6 (cash)
- Bus/Gas Vouchers 13 (3) bus voucher (8) gas vouchers (2) plane ticket
- Child Care/Pre-School/Camps 1 (special school for 17 month old)
- Children's Clothing/Diapers 3 (2) school uniforms (1) work uniform
- Donations 1 (donation of motorized bicycle)
- Electric Bill Assistance 4 (3) used all resources (1) reduce bill monthly
- Environmental Issues 1 (In need of financial assistance to remove bed bugs)
- Emergency Shelter 35 (family on the wait list)
- Food Pantries/Soup Kitchens 1 (Food Pantry not open on Sundays)
- Gas Bill Assistance (1) gas bill
- Home Repairs /Modifications 5 (waiting list / SHIP)
- Housing/Rental Deposit Assist 6 (Deposits)
- Housing Authority Programs/HUD 4 (section 8)
- Moving Assistance 3 (family, in need of moving help)
- Prescription Cost Assistance 1 (elderly in need of vouchers for medication)
- Telephone Bill/Service Assist 1 (telephone bill)
- Utility Bill Deposit Assist 1 (Elderly/fixed income in need of deposits for electric)
- Water Bill Assistance 1 (utilized all resources)