

Charlotte 2-1-1

Report for September 2015

IRIS call records created 09//01/15 through 09/31/15

Total Records 947

Top 10 Call Topic Groups:

1. Housing/Rental/Mortgage (138)/Deposit Assist/Emg Shelter/(51)Foreclosure (0)	189
2. Electric (101) Water (5)/Gas/Telephone/Utility Deposit Assistance (11)	117
3. Senior Services/Daycare/Aging Issues/Facilities	111
4. Helpline # other community	89
5. Care/Treatment/Medical Equip/ General Health /Dental/Medical Ins.	89
6. Children & Families (64) Child Care/Safety/Support/Clothing/Parenting (21)	85
7. Food Pantries/Food Stamps/HDM/ Meals Share/Food/WIC	56
8. Legal Assistance/Referrals/Court/Consumer Comp/Protect/Advocacy	48
9. Transportation – Medical/Misc./Public/SV/TD	20
10. Employment/Unemployment	19

Other Call Topics of Interest:

• Mental Health Resources	27
• Domestic Violence (2)/Neglect/Abuse/Sexual Assault	18
• Police/Sheriff /FHP-Non-emergency/emergency	15
• Substance Abuse	10
• Veteran Services/ /Disabled /Homeless Vet	7

Special Report is available upon request

Health Department referrals for September 2015:	19
Virginia B Andes Volunteer Community Clinic referrals for September 2015:	44

Community Unmet Needs Total: 87

- Affordable/Rental Housing 1 (felony)
- Animal Issues 1 (bee removal)
- Auto Repair Assistance 2 (car repairs)
- Benefits/welfare/cash assist 6 (cash)
- Bus/Gas Vouchers 5(0) bus voucher (5) gas vouchers (0) plane ticket
- Child Safety 1 (free car seat)
- Electric Bill Assistance 5 (4) used all resources (1) deposit
- Environmental Issues 1 (mow drainage ditch for elderly on fixed income)
- Emergency Shelter 38 (families on wait list)
- Gas Bill Assistance (1) gas bill
- Home Repairs /Modifications 8 (wait list SHIP)
- Hospital/Medical Bills 1 (doctor consultation fees \$700)
- Housing/Rental Deposit Assist 6 (Deposits) SOS out of funding
- Housing Authority Programs/HUD 5 (section 8)
- Medical Equipment /Supplies 1 (hospital equipment that cost \$200,000)
- Medical Transportation (1) pay for ambulance service
- Public Mass Transportation 1 (ride to bank needed immediately, no money to pay)
- Rental Mortgage Assistance 1 (utilized all resources)
- Telephone Bill/Service Assist 1 (telephone bill)
- Utility Bill Deposit Assist 1 (deposits for electric)