

Charlotte 2-1-1

Report for October 2015

IRIS call records created 10/01/15 through 10/31/15

Total Records 1,434

Top 10 Call Topic Groups:

1.	Housing/Rental/Mortgage (100)/Deposit Assist/Emg Shelter/(38)Foreclosure (3)	141
2.	Electric (99) Water (10) /Gas/Telephone/Utility Deposit Assistance (8)	117
3.	Senior Services/Daycare/Aging Issues/Facilities	101
4.	Care/Treatment/Medical Equip/ General Health /Dental/Medical Ins.	82
5.	Helpline # other community	75
6.	Food Pantries/Food Stamps/HDM/ Meals Share/Food/WIC	65
7.	Children & Families (64) Child Care/Safety/Support/Clothing/Parenting (21)	55
8.	Legal Assistance/Referrals/Court/Consumer Comp/Protect/Advocacy	34
9.	Transportation – Medical/Misc./Public/SV/TD	19
10.	Employment/Unemployment	17

Other Call Topics of Interest:

•	Mental Health Resources	18
•	Domestic Violence (2)/Neglect/Abuse/Sexual Assault	17
•	Veteran Services/ /Disabled /Homeless Vet	14
•	Substance Abuse	10
•	Police/Sheriff /FHP-Non-emergency/emergency	9

Special Report is available upon request

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

Community Unmet Needs Total: 86

- Affordable/Rental Housing 1 (under aged adults wanting to rent)
- Animal Issues 1 (insect control)
- Auto Repair Assistance 3 (car repairs)
- Benefits/welfare/cash assist 4 (2) cash (1) car insurance (1)cancer treatment
- Bus/Gas Vouchers 8 (2) bus voucher (6) gas vouchers to place of employment
- Child Care/Pre-school/Camps (1) Refused to give agencies referred her personal information(Social Security Number)
- Electric Bill Assistance 5 (1) monthly reduction to electric bill
- Environmental Issues /unemployed 2 (1) bed bugs (1) propane tank donation
- Emergency Shelter 31 (wait list)
- Home Repairs /Modifications 1(Trailer Repairs)
- Housing/Rental Deposit Assist 2 (Deposits) agencies are out of funds
- Housing Issues 1 (house fire, immediate housing, wait list)
- Moving Assistance/ unemployed 1 (services not available)
- Other Emergency Financial Aid 2 (1) storage of items (1) purchase a phone charger
- Rental Mortgage Assistance 1 (utilized all resources)
- Subsidized Housing 2 (Section 8 closed)
- Telephone Bill/on fixed income /Service Assist 2 (telephone bill)