

Charlotte 2-1-1

Report for December 2015

IRIS call records created 12/01/15 through 12/31/15

Total Records 957

Top 10 Call Topic Groups:

1. Housing/Rental/Mortgage (104)/Deposit Assist/Emg Shelter/43)Foreclosure (3)	150
2. Senior Services/Daycare/Aging Issues/Facilities	103
3. Electric (74) Water (14) /Gas/Telephone/Utility Deposit Assistance (4)	92
4. Care/Treatment/Medical Equip/ General Health /Dental/Medical Ins.	87
5. Food Pantries/Food Stamps/HDM/ Meals Share/Food/WIC	73
6. Helpline # other community	68
7. Children & Families (42) Child Care/Safety/Support/Clothing/Parenting (4)	46
8. Legal Assistance/Referrals/Court/Consumer Comp/Protect/Advocacy	31
9. Transportation – Medical/Misc./Public/SV/TD	22
10. Employment/Unemployment	20

Other Call Topics of Interest:

• Domestic Violence (2)/Neglect/Abuse/Sexual Assault	19
• Mental Health Resources	17
• Police/Sheriff /FHP-Non-emergency/emergency	11
• Veteran Services/ /Disabled /Homeless Vet	11
• Substance Abuse	7

Special Report is available upon request

Virginia B Andes Volunteer Community Clinic referrals for December 2015:	22
Health Department referrals for December 2015:	16

Community Unmet Needs Total: 73

- Animal Issues 1 (squirrels)
- Benefits/welfare/cash assist 5(1) pay bills monthly (1) property taxes (2) pay for hotel rooms (1) to pay for moving truck costs, that their furniture is in.
- Bus/Gas Vouchers 8 (3) bus voucher (3) gas vouchers (1) gas, bus, or plane ticket
- DMV/Misc. Transport/Programs (1) pay his registration
- Gas Bill Assistance 1 (utilized all resources)
- Education/School/Grants 2 (tutor for a 6 year old)
- Emergency Shelter 37 (35) wait list (with children wait list (1) wait list due to house fire)
- Holiday Gifts 1 (Christmas tree)
- Home Delivered Meals (1) Grocery store delivery
- Housing Authority Programs/HUD 4 (3) Section 8 (1) pay persons HUD rent
- Housing/Rental Deposit Assist 4 (Deposits) Medical Transportation 1 (same day appointment, disabled veteran)
- Job Training/Education 1 (someone to pay for schooling)
- Medicaid/Medicare 1 (Payment of Medicaid insurance bill)
- Moving Assistance 2 (1) move furniture to another state (1) moving assistance for elderly
- Rental /Mortgage Assistance 1 (down payment for a house)
- Utility Bill Deposit Assist (2) deposit (1) Sarasota resident electric bill deposit