

# Charlotte 2-1-1

## Report for January 2016

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IRIS call records created 01/01/16 through 01/31/16

Total Records 1125

### **Top 10 Call Topic Groups:**

1. Housing/Rental/Mortgage (75 )/Deposit Assist/Emg Shelter/55)Foreclosure (2)	132
2. Electric (83) Water ( 15) /Gas (1)/Telephone/Utility Deposit Assistance (3)	101
3. Senior Services/Daycare/Aging Issues/Facilities	91
4. Helpline # other community	78
5. Care/Treatment/Medical Equip/ General Health /Dental/Medical Ins.	72
6. Food Pantries/Food Stamps/HDM/ Meals Share/Food/WIC	65
7. Children & Families (42 ) Child Care/Safety/Support/Clothing/Parenting (21 )	63
8. Legal Assistance/Referrals/Court/Consumer Comp/Protect/Advocacy	48
9. Transportation – Medical/Misc./Public/SV/TD	27
10. Employment/Unemployment	20

### **Other Call Topics of Interest:**

• Domestic Violence ( 2)/Neglect/Abuse/Sexual Assault	19
• Substance Abuse	18
• Police/Sheriff/FHP-Non-emergency/emergency	15
• Mental Health Resources	9
• Veteran Services/ /Disabled /Homeless Vet	6

### **Special Report is available upon request**

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

### **Community Unmet Needs Total: 67**

- Affordable/Rental Housing 3 (1) affordable 2 large dogs (2) wait lists
- Auto Repair Assistance 3 ( auto repairs)
- Benefits/welfare/cash assist 3 (1) pay bills monthly (1) pay for hotel rooms (1) resources unavailable
- Bus/Gas Vouchers 5(0) bus voucher (5) gas vouchers
- DMV/Misc Transport/Programs (1) pay for driver's license
- Emergency Shelter 41 (37) wait list (with children wait list (1) wait list on controlled substance (1) told to leave homeless coalition (1) just got out of jail and homeless )
- Housing/Rental Deposit Assist 2(Deposits)
- Mental House Housing (1) group home for youth
- Moving Assistance 1 (money to help her move, or someone to move her)
- Public/Mass Transportation 2 (1) transportation out of the county (1) take seniors to shows after 5PM.
- Rental /Mortgage Assistance 2 (services unavailable)
- Utility Bill Deposit Assist (2) deposit