

Charlotte 2-1-1

Report for February 2016

IRIS call records created 02//01/16 through 02/29/16

Total Records 932

Top 10 Call Topic Groups:

1. Housing/Rental/Mortgage (69)/Deposit Assist/Emg Shelter/38)Foreclosure (0)	107
2. Senior Services/Daycare/Aging Issues/Facilities	85
3. Care/Treatment/Medical Equip/ General Health /Dental/Medical Ins.	71
4. Helpline # other community	68
5. Electric (45) Water (8) /Gas (1)/Telephone/Utility Deposit Assistance (1)	47
6. Food Pantries/Food Stamps/HDM/ Meals Share/Food/WIC	37
7. Legal Assistance/Referrals/Court/Consumer Comp/Protect/Advocacy	35
8. Children & Families (42) Child Care/Safety/Support/Clothing/Parenting (21)	30
9. Transportation – Medical/Misc./Public/SV/TD	21
10. Employment/Unemployment	11

Other Call Topics of Interest:

• Police/Sheriff /FHP-Non-emergency/emergency	15
• Mental Health Resources	14
• Veteran Services/ /Disabled /Homeless Vet	13
• Substance Abuse	6
• Domestic Violence (2)/Neglect/Abuse/Sexual Assault	2
• Hurricanes	2

Special Report is available upon request

Virginia B Andes Volunteer Community Clinic referrals for February 2016:	25
Health Department referrals for February 2016:	13

Community Unmet Needs Total: 51

- Affordable/Rental Housing 2 (1) felon (1) utilized all resources
- Benefits/welfare/cash assist (1) property taxes
- Budget/Credit Counseling (1) licensed accountant
- Bus/Gas Vouchers 4 (1) gas voucher, (3)bus tickets (0)plane ticket
- Court/Legal Assist/Referrals (1)utilized all resources
- Emergency Shelter 26 (18) wait list (3) with children wait list (1) one with dog
- Housing Authority Programs/HUD (4) Section 8
- Housing/Rental Deposit Assist 4 (Deposits) Medical Transportation 1 (same day appointment, disabled veteran)
- Home Repairs/Modifications 2 (1) carpentry work and unclog sink (1) utilized all resources
- Housing Search/Purchase Assist (1) mobile home rental
- Hurricanes 2 (1) repair roof (1) road flooded
- Public/Mass Transportation 4 (1) free taxi (2) After hours transportation unavailable (1) free car for single mom
- Rental /Mortgage Assistance 1 (caller looking for SOS funds)