

# Charlotte 2-1-1

## Report for April 2016

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IRIS call records created 04/01/16 through 04/30/16

Total Records 927

### *Top 10 Call Topic Groups:*

1. Housing/Rental/Mortgage (143)/Deposit Assist/Emg Shelter(17) Foreclosure (0)	160
2. Electric 76) Water (12) /Gas (0)/Telephone/Utility Deposit Assistance ( 3)	91
3. Food Pantries/Food Stamps/HDM/ Meals Share/Food/WIC	91
4. Senior Services/Daycare/Aging Issues/Facilities	84
5. Care/Treatment/Medical Equip/ General Health /Dental/Medical Ins.	77
6. Helpline # other community	76
7. Legal Assistance/Referrals/Court/Consumer Comp/Protect/Advocacy	43
8. Children & Families ( 19 ) Child Care/Safety/Support/Clothing/Parenting ( 8 )	27
9. Transportation – Medical/Misc./Public/SV/TD	18
10. Employment/Unemployment	4

### *Other Call Topics of Interest:*

• Domestic Violence ( 2)/Neglect/Abuse/Sexual Assault	15
• Veteran Services/ /Disabled /Homeless Vet	12
• Mental Health Resources	9
• Substance Abuse	7
• Police/Sheriff /FHP-Non-emergency/emergency	7

### *Special Report is available upon request*

Virginia B Andes Volunteer Community Clinic referrals for April 2016:	26
Health Department referrals for April 2016:	19

### *Community Unmet Needs Total: 29*

- *Benefits Assistance utilized all resources(1)*
- *Bus Fare/indigent needs to move out of county (1)*
- *Domestic Violence Shelter for parent & child(1)*
- *Electric Service Payment Assistance /utilized all resources (4)*
- *Immediate Medical Transport (1)*
- *Emergency Shelter family/individuals on a wait list (11 )*
- *Gas Money/unemployed(3)*
- *Local Transportation (4) after hours*
- *Pharmacy Referral (1)utilized all resources*
- *Rent Payment Assistance(1) utilized all resources*