

# Charlotte 2-1-1

## Report for May 2016

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IRIS call records created 05/01/16 through 05/31/16

Total Records 919

### *Top 10 Call Topic Groups:*

|   |     |
|---|-----|
| 1. Housing/Rental/Mortgage (212)/Deposit Assist/Emg Shelter(28) Foreclosure (0) | 240 |
| 2. Senior Services/Daycare/Aging Issues/Facilities                              | 99  |
| 3. Food Pantries/Food Stamps/HDM/ Meals Share/Food/WIC                          | 74  |
| 4. Electric (62) Water ( 5 /Gas (0)/Telephone/Utility Deposit Assistance (0)    | 67  |
| 5. Children & Families (37) Child Care/Safety/Support/Clothing/Parenting (19 )  | 56  |
| 6. Care/Treatment/Medical Equip/ General Health /Dental/Medical Ins.            | 54  |
| 7. Legal Assistance/Referrals/Court/Consumer Comp/Protect/Advocacy              | 33  |
| 8. Helpline # other community   | 19  |
| 9. Transportation – Medical/Misc./Public/SV/TD                                  | 13  |
| 10. Employment/Unemployment   | 3   |

### *Other Call Topics of Interest:*

|   |    |
|---|----|
| • Substance Abuse                                     | 17 |
| • Domestic Violence ( 1)/Neglect/Abuse/Sexual Assault | 12 |
| • Mental Health Resources                             | 10 |
| • Police/Sheriff /FHP-Non-emergency/emergency         | 10 |
| • Veteran Services/ /Disabled /Homeless Vet           |    |

### *Special Report is available upon request*

|   |    |
|---|----|
| Virginia B Andes Volunteer Community Clinic referrals for May 2016: | 25 |
| Health Department referrals for May 2016:                           | 17 |

### *Community Unmet Needs Total: 67*

- Bed bug control 1
- Bus/Gas Vouchers 2 (2) unemployed seeking employment requesting gas voucher
- Cash /family with children requesting cash benefits 1
- Child Care expense assistance /on a wait list 3
- Child Custody Orders 1
- Dental Care 3
- Emergency Shelter Homeless Shelter (23) individual & families on wait list
- Food Pantries after hours 2
- Indigent Transportation after hours 1
- Low Income/subsidized rental housing (14) on wait list
- Medical Expense Assistance/ senior on fixed income 1
- Moving Assistance (3) low income
- Rental assistance (11) utilized all resources
- Utility Assistance (1) utilized all resources