

# 2-1-1 Charlotte

## Report for June 2009

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### Statistical Data from IRIS

#### Statistical Data from IRIS:

IRIS call records created 06/01/09 through 06/30/09

Total Records: **1,460**

#### Top 10 Call Topic Groups:

1. Housing/Rental/Mortgage (72)/Deposit Assist/Emg Shelter/Homeless (20)/Foreclosure (6)	232
2. Electric (165) /Water (26)/Telephone/Utility Deposit Assistance	221
3. Care/Treatment/Medical Equip/ General Health /Dental/Medical Ins	175
4. Children & Families (76)/Child Care/Safety/Support/Clothing/Parenting	115
5. Food Pantries/Food Stamps/HDM/ Meals Share/Food/WIC	90
6. Legal Assistance/Referrals/Court/Consumer Comp/Protect/Adv	79
7. Transportation – Medical/Misc./Public/SV/TD	64
8. Helpline # other community	62
9. Employment/Unemployment	49
10. Senior Services/Daycare/Aging Issues/Facilities	46

#### Other Call Topics of Interest:

• Mental Health Resources	35
• Substance Abuse	20
• Police/Sheriff /FHP-Non-emergency/emergency (1)	19
• Veteran Services/ Disabled /Homeless Vet	18
• Domestic Violence (5)/Neglect/Abuse/Sexual Assault	16
• Incarceration	4
• Spanish Speaking Calls	4
• Fire/EMS/Non-emergency/emergency	1

#### Special Report is available upon request:

Health Department referrals for June 2009:	46
St Vincent de Paul Health Clinic referrals for June 2009:	36

#### Community Unmet Needs Total 15:

- **Bus/Gas Vouchers 8** (1 Requesting bus ticket to MN to visit sister who is dying, 1 Gas to go to Naples for job as he was laid off in Charlotte County & 6 No bus/gas vouchers at this time)
- **Electric Bill Assistance** (Requested services unavailable at this time)
- **Housing/Rental Deposit 3** (1 Caller re-locating From Desoto County into Charlotte County & 2 Requested services unavailable at this time)
- **Other Insurance Inquiries** (Assistance to pay car insurance )
- **Rental/Mortgage Assistance** (Requested services unavailable at this)
- **Utility Bill Deposit Assistance (Moving into Charlotte County from Arcadia. Wanted resources to help with move in cost on utility bill deposits)**