

# 2-1-1 Charlotte

## Report for July 2009

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### Statistical Data from IRIS

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IRIS call records created 07/01/09 through 07/31/09

Total Records: **1,798**

#### Top 10 Call Topic Groups:

1. Electric ( <b>280</b> ) /Water ( <b>31</b> )/Telephone/Utility Deposit Assistance	<b>353</b>
2. Housing/Rental/Mortgage ( <b>102</b> )/Deposit Assist/Emg Shelter/ <i>Homeless</i> ( <b>12</b> )/Foreclosure ( <b>8</b> )	<b>256</b>
3. Care/Treatment/Medical Equip/ General Health /Dental/Medical Ins	<b>241</b>
4. Children & <b>Families</b> ( <b>76</b> )/Child Care/Safety/Support/Clothing/Parenting	<b>169</b>
5. Food Pantries/Food Stamps/HDM/ Meals Share/Food/WIC	<b>121</b>
6. Helpline # other community	<b>68</b>
7. Transportation – Medical/Misc./Public/SV/TD	<b>62</b>
8. Legal Assistance/Referrals/Court/Consumer Comp/Protect/Adv	<b>58</b>
9. Employment/Unemployment	<b>50</b>
10. Senior Services/Daycare/Aging Issues/Facilities	<b>45</b>

#### Other Call Topics of Interest:

• Mental Health Resources	30
• Police/Sheriff /FHP-Non-emergency/emergency (2)	30
• Substance Abuse	21
• Domestic Violence (5)/Neglect/Abuse/Sexual Assault	8
• Veteran Services/ Disabled /Homeless Vet	6
• Spanish Speaking Calls	5
• Fire/EMS/Non-emergency/emergency	2

#### Special Report is available upon request:

Health Department referrals for July 2009:	<b>76</b>
St Vincent de Paul Health Clinic referrals for July 2009:	<b>48</b>

#### Community Unmet Needs Total 9:

- **Assessment/Case Management** (84 year old female with cancer taking care of 54 year old daughter with mental health issues. Her daughter is non compliance with services. She would like an outreach counselor available to do home visits for her daughter who is non compliance with her psychotropic medications )
- **Bus/Gas Vouchers 2** (Gas vouchers requested – requested services unavailable)
- **Misc. Transportation** (Assistance with car payment)
- **Moving Assistance 2** (1 Moving assistance & 1 moving cost to move out of state)
- **Other Insurance Inquiries 2** (1 Assistance with car insurance & 1 Car insurance/payment requested)