

2-1-1 Charlotte

Report for August 2009

Statistical Data from IRIS

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IRIS call records created 08/01/09 through 08/31/09

Total Records: **1,835**

Top 10 Call Topic Groups:

1. Electric (308) /Water (29)/Telephone/Utility Deposit Assistance	359
2. Housing/Rental/Mortgage (99)/Deposit Assist/Emg Shelter/ <i>Homeless (15)</i> /Foreclosure (<i>17</i>)	281
3. Care/Treatment/Medical Equip/ General Health /Dental/Medical Ins	215
4. Children & Families (74) /Child Care/Safety/Support/Clothing/Parenting	145
5. Food Pantries/Food Stamps/HDM/ Meals Share/Food/WIC	123
6. Legal Assistance/Referrals/Court/Consumer Comp/Protect/Adv	86
7. Helpline # other community	82
8. Employment/Unemployment	59
9. Transportation – Medical/Misc./Public/SV/TD	57
10. Senior Services/Daycare/Aging Issues/Facilities	56

Other Call Topics of Interest:

• Police/Sheriff /FHP-Non-emergency/emergency (1)	27
• Substance Abuse	26
• Mental Health Resources	15
• Domestic Violence (3)/Neglect/Abuse/Sexual Assault	10
• Spanish Speaking Calls	9
• Veteran Services/ Disabled /Homeless Vet	7
• Fire/EMS/Non-emergency/emergency	1

Special Report is available upon request:

Health Department referrals for August 2009:	82
St Vincent de Paul Health Clinic referrals for August 2009:	31

Community Unmet Needs Total 8:

- **Bus/Gas Vouchers 5** (*Gas vouchers requested – requested services unavailable/No agencies providing gas vouchers at this time*)
- **Electric Bill Assistance** (*Caller utilized all resources available*)
- **Other Emergency Financial Aid** (*Financial assistance to pick up animal out of animal welfare*)
- **Rental/Mortgage Assistance** (*Has been to all the agencies, none can meet the needed amount*)