

2-1-1 Charlotte

Report for September 2009

Statistical Data from IRIS

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

Total Records: **1,601**

Top 10 Call Topic Groups:

1. Electric (298) /Water (28)/Telephone/Utility Deposit Assistance	351
2. Housing/Rental/Mortgage (79)/Deposit Assist/Emg Shelter/ <i>Homeless (11)</i> /Foreclosure (7)	242
3. Care/Treatment/Medical Equip/ General Health /Dental/Medical Ins	206
4. Food Pantries/Food Stamps/HDM/ Meals Share/Food/WIC	113
5. Legal Assistance/Referrals/Court/Consumer Comp/Protect/Adv	89
6. Children & Families (45) /Child Care/Safety/Support/Clothing/Parenting	78
7. Helpline # other community	73
8. Employment/Unemployment	49
9. Transportation – Medical/Misc./Public/SV/TD	47
10. Senior Services/Daycare/Aging Issues/Facilities	43

Other Call Topics of Interest:

• Police/Sheriff /FHP-Non-emergency/emergency (3)	29
• Mental Health Resources	23
• Substance Abuse	22
• Domestic Violence (4)/Neglect/Abuse/Sexual Assault	12
• Spanish Speaking Calls	7
• Veteran Services/ Disabled /Homeless Vet	7
• Fire/EMS/Non-emergency/emergency	3

Special Report is available upon request:

Health Department referrals for September 2009:	68
St Vincent de Paul Health Clinic referrals for September 2009:	42

Community Unmet Needs Total 13:

- **Bus/Gas Vouchers 7** (Gas vouchers requested – requested services unavailable/No agencies providing gas vouchers at this time)
- **Electric Bill Assistance** (Caller utilized all resources available)
- **Homeless Caller** (Had to give other counties shelters Charlotte County shelter filled)
- **Misc Transportation (1)** Requesting Red Cross referral travel aid service – **2** no service in this county / trying to get back to NY)
- **Other Emergency Financial Aid** (needed car insurance paid)
- **Water Bill Assistance** (Assistance to pay the water bill on a monthly basis)