

Santa Cruz County January-March 2019 Call Report		
Total Calls	1098	
Total Needs	1700	
Call Management		
Average Speed of Answer	5	
Average Length of Call	5	
Caller Statistics		
Language calls		
English	685	
Spanish	158	
Tele-interpreter used	1	
Total	844	
Referred by		
Govt - Other government (inc County office)	16	
Media-Television/Provider	58	
Agency	115	
Other	30	
Flyer/Brochure/Poster	24	
Website	18	
School	6	
Friend/Family	52	
Other 211	3	
Total	322	
Caller Needs		
Category	Number of Referrals	
Arts Culture and Recreation	4	0.2%
Clothing/Personal/Household Needs	30	1.8%
Disaster Services	8	0.5%
Education	8	0.5%
Employment	18	1.1%
Food/Meals	158	9.3%
Health Care	83	4.9%
Housing	477	28.1%
Income Support/Assistance	486	28.6%
Individual Family and Community Support	75	4.4%
Information Services	11	0.6%
Legal Consumer and Public Safety Services	97	5.7%
Mental Health/Addictions	96	5.6%

Other Government/Economic Services	11	0.6%
Transportation	22	1.3%
Utility Assistance	106	6.2%
Volunteers/Donations	10	0.6%
Total	1700	100.0%
Agency		
VOLUNTEER INCOME TAX ASSISTANCE	445	
SAINT VINCENT DE PAUL SOCIETY OF SANTA CRUZ	125	
CATHOLIC CHARITIES OF THE DIOCESE OF MONTEREY	55	
HOUSING AUTHORITY OF SANTA CRUZ COUNTY	53	
VALLEY CHURCHES UNITED	46	
MIDPEN HOUSING CORPORATION	45	
CALIFORNIA RURAL LEGAL ASSISTANCE INC.	39	
CENTRAL COAST ENERGY SERVICES INC.	33	
ENCOMPASS COMMUNITY SERVICES	32	
COMMUNITY ACTION BOARD OF SANTA CRUZ COUNTY INC. (CAB Inc.)	30	
Follow Up		
Callers Accepting Follow Up Call	2	
Follow Up Made to Callers	2	

