

Santa Cruz County October-December 2018 Call Report		
Total Calls	846	
Total Needs	1327	
Call Management		
Average Speed of Answer	5	
Average Length of Call	6.3	
Caller Statistics		
Language calls		
English	585	
Spanish	131	
Tele-interpreter used	1	
Total	717	
Referred by		
Govt - Other government (including County office)	21	
Media-Television/Provider	8	
Agency	78	
Other	36	
Flyer/Brochure/Poster	12	
Website	19	
School	2	
Friend/Family	35	
Other 211	7	
Total	218	
Caller Needs		
Category		
Arts Culture and Recreation	2	0.2%
Clothing/Personal/Household Needs	43	3.2%
Disaster Services	4	0.3%
Education	4	0.3%
Employment	10	0.8%
Food/Meals	204	15.4%
Health Care	64	4.8%
Housing	491	37.0%
Income Support/Assistance	29	2.2%
Individual Family and Community Support	50	3.8%
Information Services	23	1.7%
Legal Consumer and Public Safety Services	81	6.1%
Mental Health/Addictions	102	7.7%
Other Government/Economic Services	11	0.8%

Transportation	30	2.3%
Utility Assistance	171	12.9%
Volunteers/Donations	8	0.6%
Total	1327	1
Agency	Number of Referrals	
CATHOLIC CHARITIES OF THE DIOCESE OF MONTEREY	81	
SAINT VINCENT DE PAUL SOCIETY OF SANTA CRUZ	64	
MIDPEN HOUSING CORPORATION	45	
COMMUNITY ACTION BOARD OF SANTA CRUZ COUNTY INC. (CAB Inc.)	39	
SAINT VINCENT DE PAUL SOCIETY OF SANTA CRUZ	38	
VALLEY CHURCHES UNITED	36	
THE SALVATION ARMY SANTA CRUZ CORPS COMMUNITY CENTER	31	
THE SALVATION ARMY WATSONVILLE CORPS	29	
CENTRAL COAST ENERGY SERVICES INC.	21	
ENCOMPASS COMMUNITY SERVICES	19	
Follow Up		
Callers Accepting Follow Up Call	6	
Follow Up Made to Callers	5	