

2-1-1 (Information Referral) Call Tracking

Report Date 3/23/2018

Month	# callers	Arts, Culture Recreation	Clothing/ Personal/ Hou	Disaster Response	Education Tutoring	Employment	Food	Government	Health Prescription	Housing Rent Utilities	Income Assistance	Community Groups	Legal Aid /Document	MentalHealth/Addiction	Transportation	Volunteers Donations	Info & Other
Jan	193	3	18	1	3	1	28	1	5	81	8	4	21	3	8	7	23
Feb	87		3		3	1	9	1	7	36	5	1	12	4	2	2	16
Mar	114	1	6		3	1	10		5	52	4	2	15	3	9	5	12
Apr	123	1	5		2	1	8	3	4	42	15	2	17	5	5	1	11
May	221	1	15		2	6	39	1	7	95	7	9	30	8	16	4	18
Jun	222	2	17		2	1	43	1	4	97	11	4	15		6	5	16
Jul	165		12		4	2	30		5	60	9	3	9	2	8	3	18
Aug	197	1	17	5	7	4	37	2	11	93	12	5	11	6	9	5	19
Sep	183	1	8	2	1	7	19	1	10	79	5	9	15	3	12	5	29
Oct	205	3	21		1	3	53		9	76	2	2	16	1	12	3	27
Nov	220	2	16		1	2	35	2	2	92	2	3	11	3	12	1	36
Dec	217		23	1	2	1	19		4	77	2	5	12	1	8	5	56
2017	2147	15	161	9	31	30	330	12	73	880	82	49	184	39	107	46	281
			7%				14%			38%			8%		5%		

Month 12

Avg monthly 178.9

Pop 56000
Saturation 3.8%
Goal 4%

	Calls per			Calls per	
	Year	Growth		Year	Growth
2012	1533	4%	2007	567	
2013	1638	11%	2008	937	65%
2014	1877	27%	2009	1301	39%
2015	1981	29%	2010	1322	2%
2016	1593	-3%	2011	1475	12%