

2-1-1 Santa Barbara County

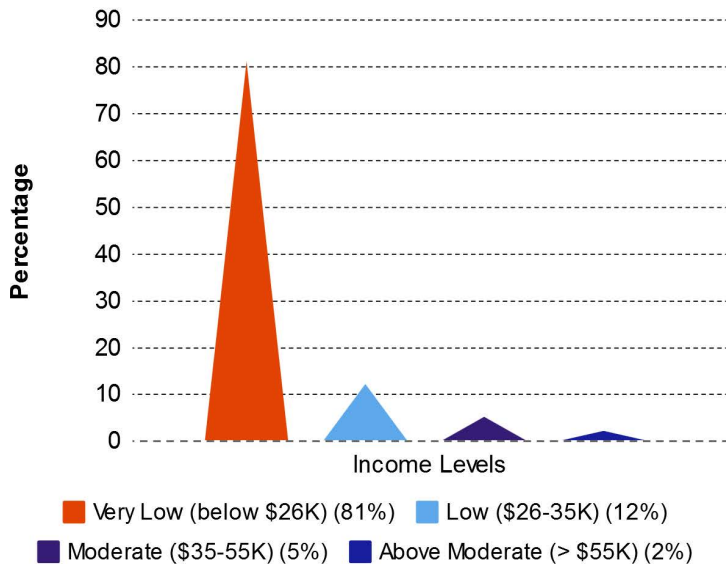
(July 1, 2015 - June 30, 2016)

Total Calls: 6280

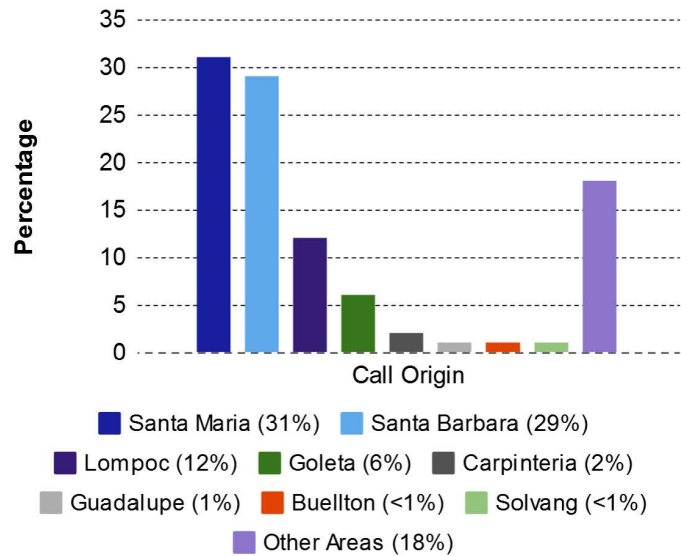
Top Requested Caller Needs

- Mental Health/Addictions
- Housing
- Legal Consumer & Public Safety Services
- Individual Family, and Community Support

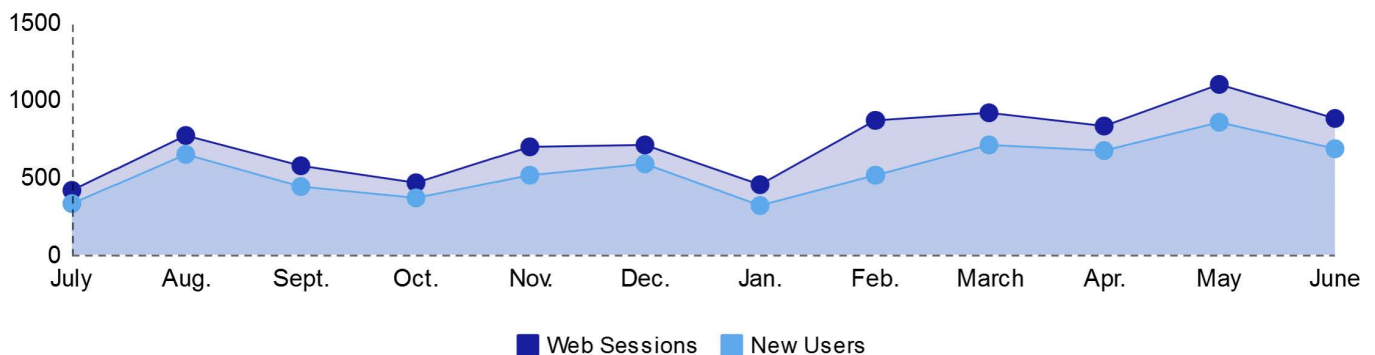
Income Levels of Callers



Call Origin



Web Sessions & New Users



Statistics exclude callers who decline to answer demographic questions

* Legal Consumer and Public Safety definition: Programs that promote and preserve the conditions that enable individuals to live in a safe and peaceful environment through the enforcement of laws that protect life and property; the operation of all aspects of the justice system; and the provision of public safety prevention and rescue programs. Also included are programs that protect consumers and that issue licenses, certificates and permits for services that affect the public.

** Individual, Family and Community Support Definition: Programs that support individuals, families and the broader community by providing services that replace, protect or supplement the care and support that is generally available through the family, assist with the settlement of new residents and advocate for changes that will have a beneficial effect on the community and its residents. Includes programs that provide for the humane care and protection of domestic animals.

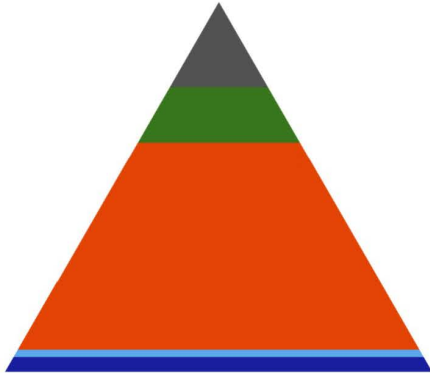


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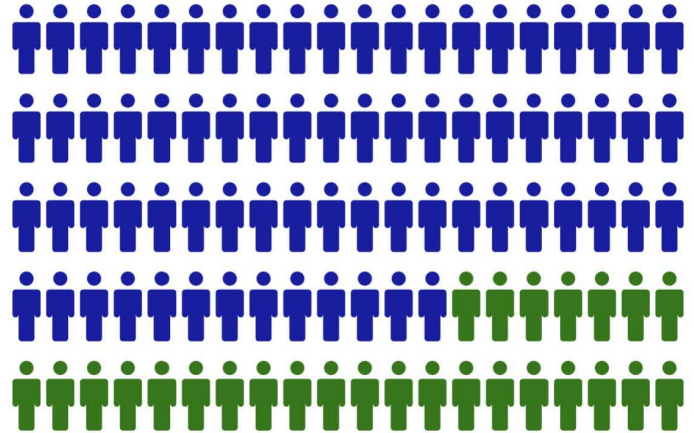
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Age of Callers



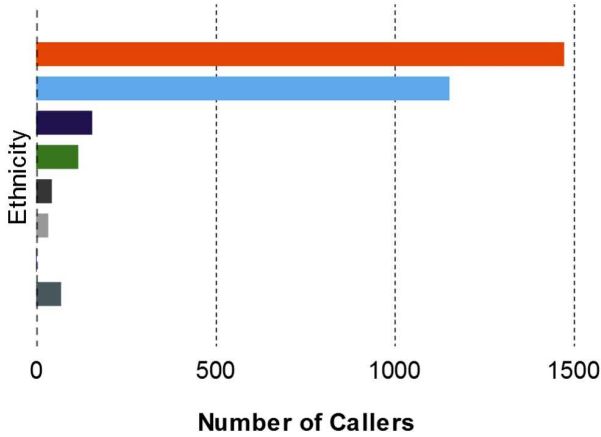
under 18 (4%) 19-29 (2%) 30-54 (56%)
 55-61 (15%) 62+ (23%)

Gender of Callers



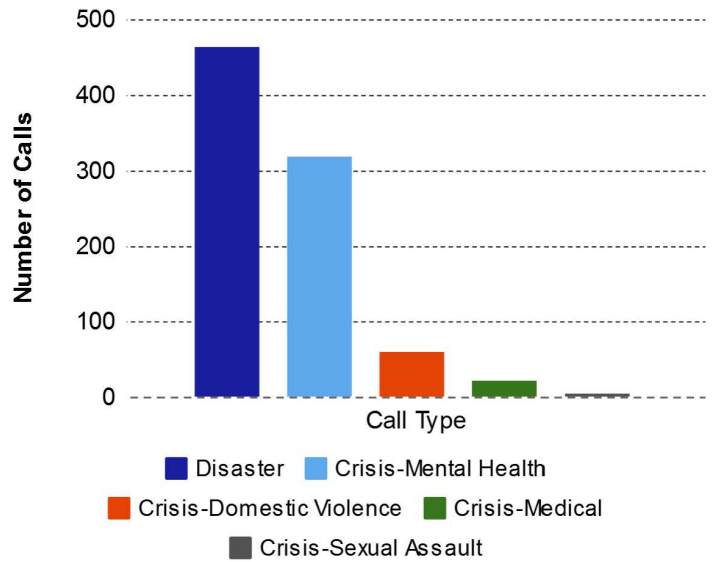
Female (73%) Male (27%)

Ethnicity of Callers



Hispanic/Latino (48%) Caucasian (38%)
 African American/Black (5%) Multi-ethnicity (4%)
 Native American (1%) Asian (1%)
 Pacific Islander (< 1%) Other (2%)

Crisis Calls



Disaster Crisis-Mental Health
 Crisis-Domestic Violence Crisis-Medical
 Crisis-Sexual Assault

