

## 2-1-1 Sonoma County Call Report

### 4<sup>th</sup> Quarter Report 2016

I&R Call Volume	Sonoma County (Business Hours)	Sonoma County (After Hours)	Sonoma County Totals
Information & Referral Calls	2,311	348	2,659
Information Only Calls	396	44	440
Total	2,707	392	3,099

Information & Referral Statistics			
Number of People in Household	4,291	691	4,982
Number of Referrals	4,801	552	5,353

Primary Language						
English	2207	79.6%	418	85.7%	2625	80.5%
Spanish	546	19.7%	54	11.1%	600	18.4%
Other	18	0.6%	16	3.3%	34	1.0%
	2771		488		3259	

*\*sometimes the totals for Language may be slightly more than the Total I&R Call Volume*

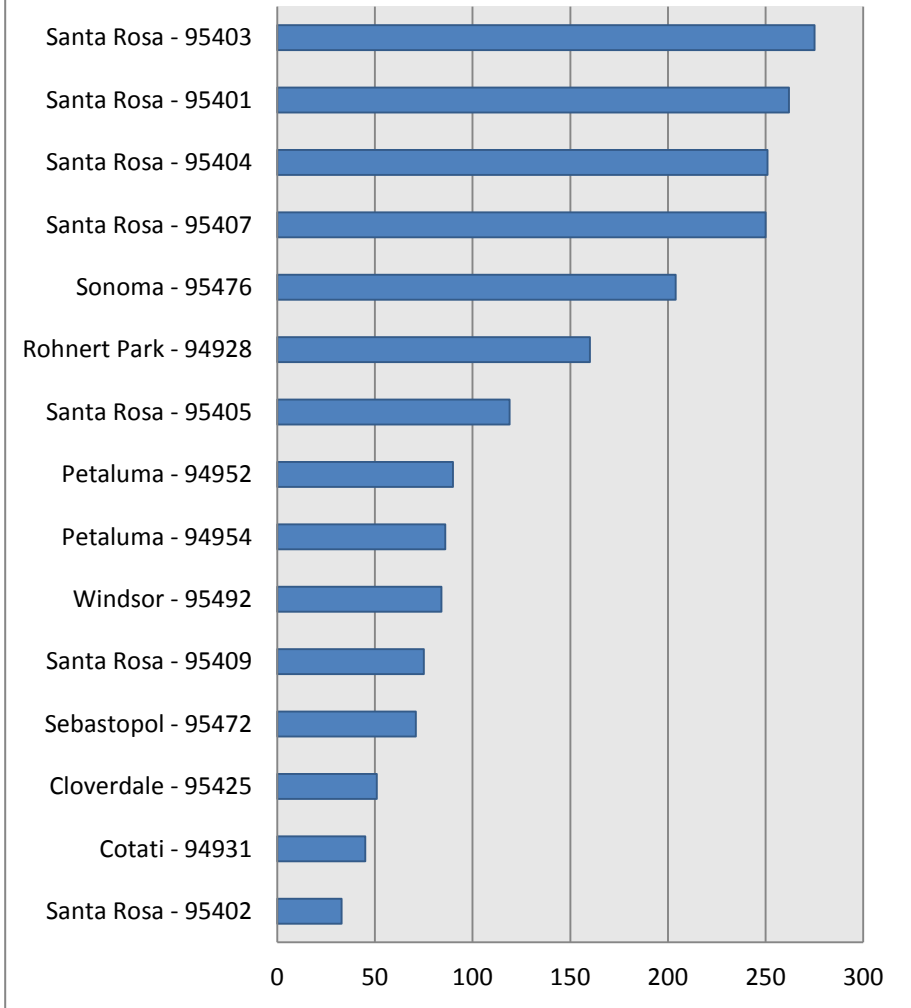
<b>Web Visits</b>	8843
<b>Total Searches</b>	11863

<b>Email Contacts</b>	1
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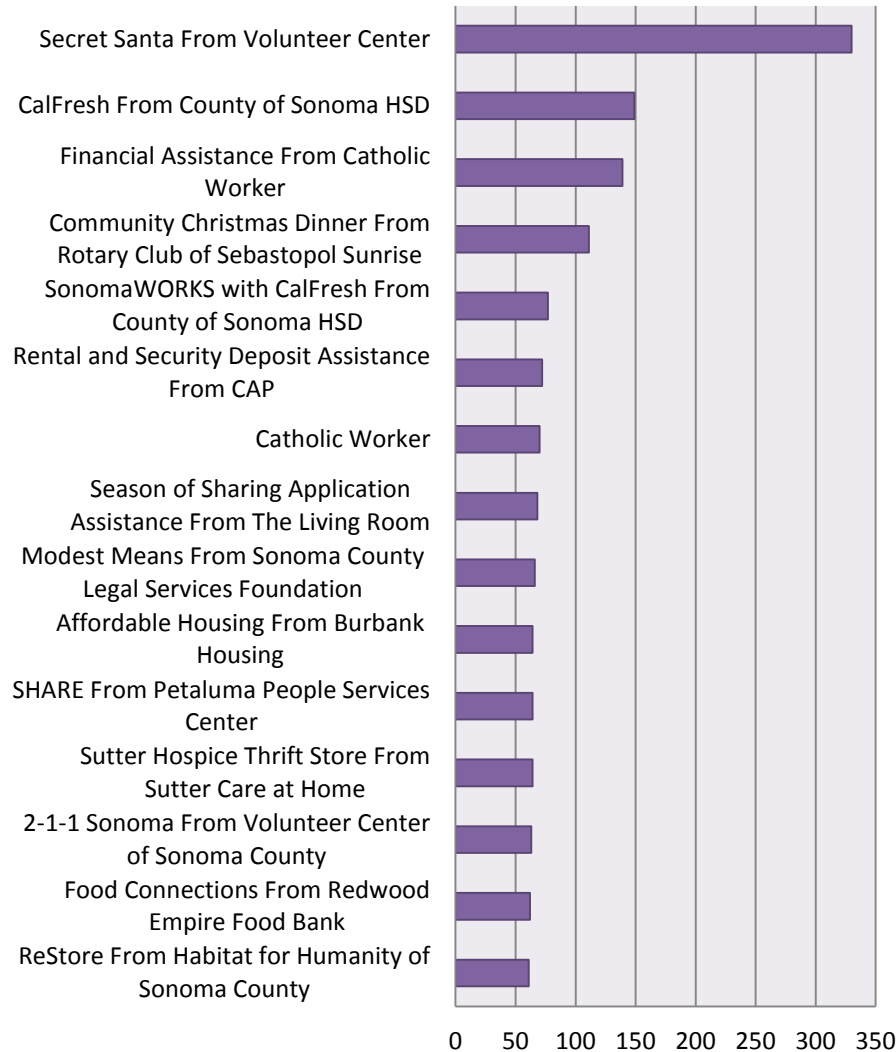
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### Location of Callers



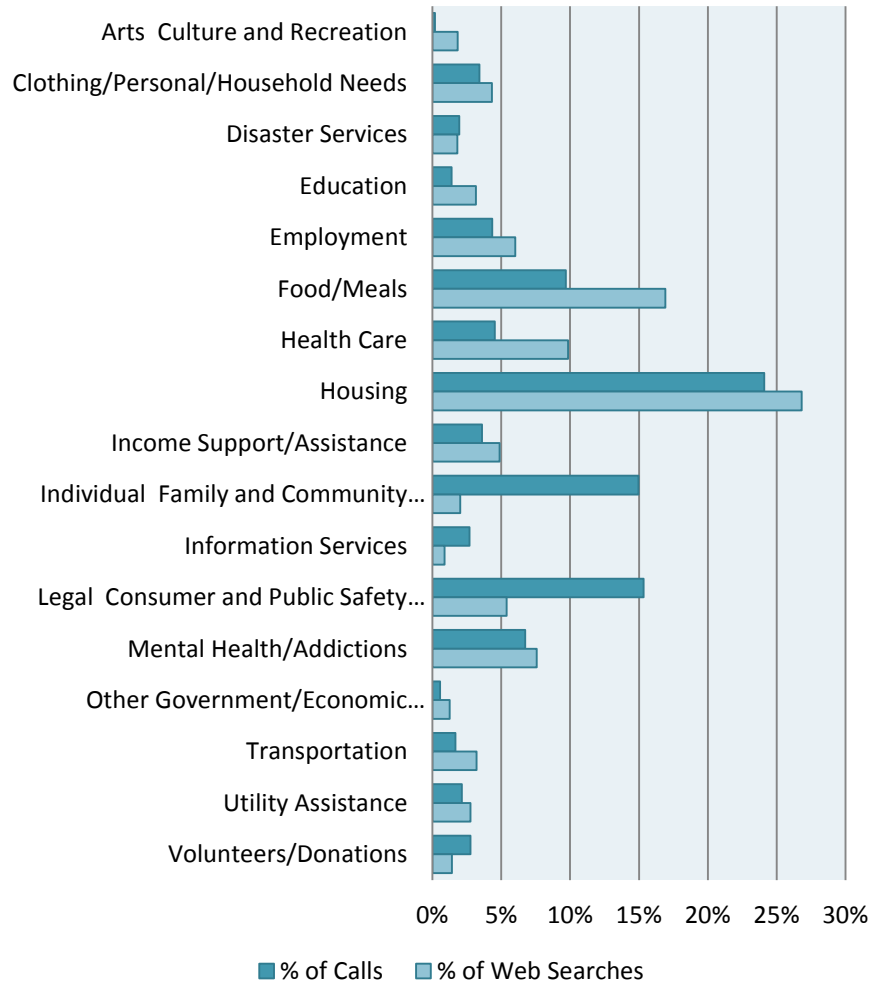
Location	Calls
Santa Rosa - 95403	275
Santa Rosa - 95401	262
Santa Rosa - 95404	251
Santa Rosa - 95407	250
Sonoma - 95476	204
Rohnert Park - 94928	160
Santa Rosa - 95405	119
Petaluma - 94952	90
Petaluma - 94954	86
Windsor - 95492	84
Santa Rosa - 95409	75
Sebastopol - 95472	71
Cloverdale - 95425	51
Cotati - 94931	45
Santa Rosa - 95402	33

**Top Referrals**



Secret Santa From Volunteer Center	330
CalFresh From County of Sonoma HSD	149
Financial Assistance From Catholic Worker	139
Community Christmas Dinner From Rotary Club of Sebastopol Sunrise	111
SonomaWORKS with CalFresh From County of Sonoma HSD	77
Rental and Security Deposit Assistance From CAP	72
Catholic Worker	70
Season of Sharing Application Assistance From The Living Room	68
Modest Means From Sonoma County Legal Services Foundation	66
Affordable Housing From Burbank Housing	64
SHARE From Petaluma People Services Center	64
Sutter Hospice Thrift Store From Sutter Care at Home	64
2-1-1 Sonoma From Volunteer Center of Sonoma County	63
Food Connections From Redwood Empire Food Bank	62
ReStore From Habitat for Humanity of Sonoma County	61

**Comparison of Caller Needs and Web Searches**



Needs	Callers	Web Searches
Arts Culture and Recreation	2	61
Clothing/Personal/Household Needs	37	144
Disaster Services	21	60
Education	15	105
Employment	47	201
Food/Meals	105	565
Health Care	49	329
Housing	261	896
Income Support/Assistance	39	163
Individual Family and Community Support	162	67
Information Services	29	29
Legal Consumer and Public Safety Services	166	180
Mental Health/Addictions	73	253
Other Government/Economic Services	6	42
Transportation	18	107
Utility Assistance	23	92
Volunteers/Donations	30	47



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<b>Unmet/Under Resourced Needs</b>	<b>Calls</b>
Donated furniture	1
Drug/Alcohol rehab.	1
Transportation	4
Water bill assistance	1
Car repairs	2
Dental	3
Food pantry delivery	1
Gas vouchers	8
Hotel/Motel vouchers	15