

2-1-1 Sonoma County Call Report

1st Quarter of 2017

I&R Call Volume	Sonoma County (Business Hours)	Sonoma County (After Hours)	Sonoma County Totals
Information & Referral Calls	5,281	726	6,007
Information Only Calls	687	95	782
Total	5,968	821	6,789

Information & Referral Statistics			
Number of People in Household	8,607	1,292	9,899
Number of Referrals	7,407	756	8,163

Primary Language						
English	4947	82.4%	779	85.0%	5726	82.7%
Spanish	1028	17.1%	122	13.3%	1150	16.6%
Other	31	0.5%	16	1.7%	47	0.7%
	6006		917		6923	

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

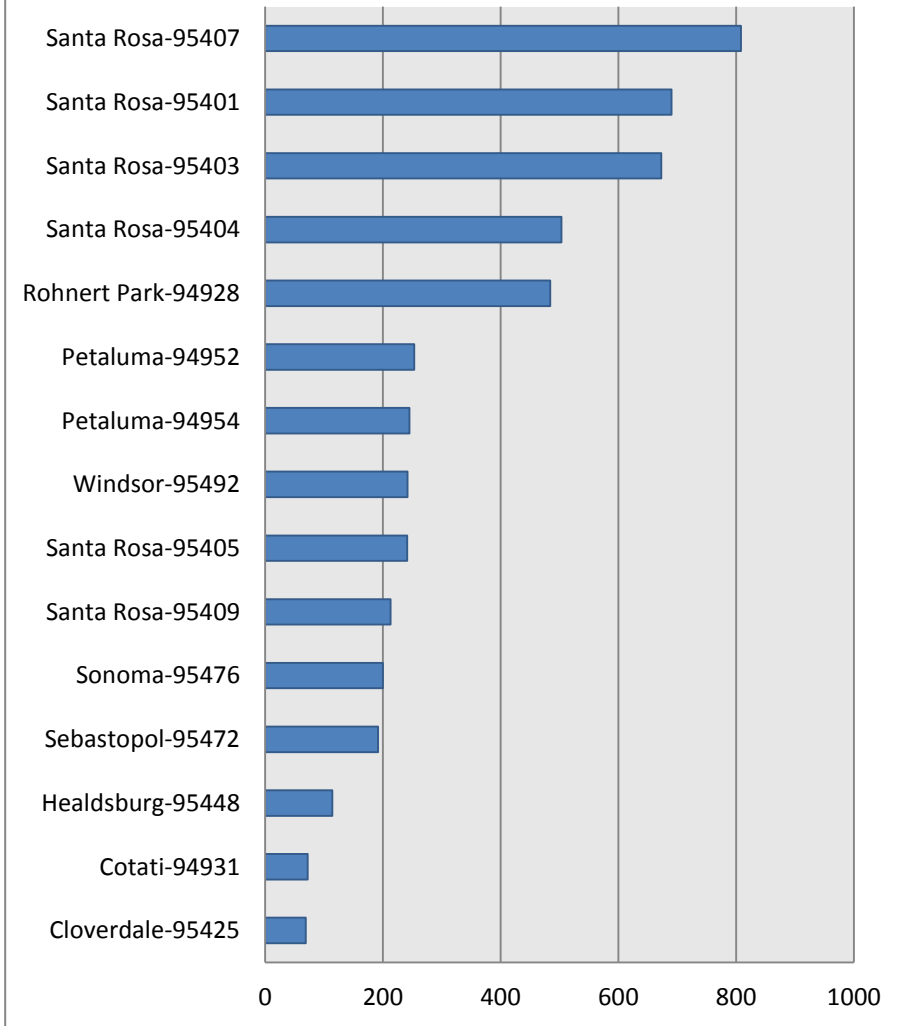
Web Visits	9995
Total Searches	13126

Email Contacts	2
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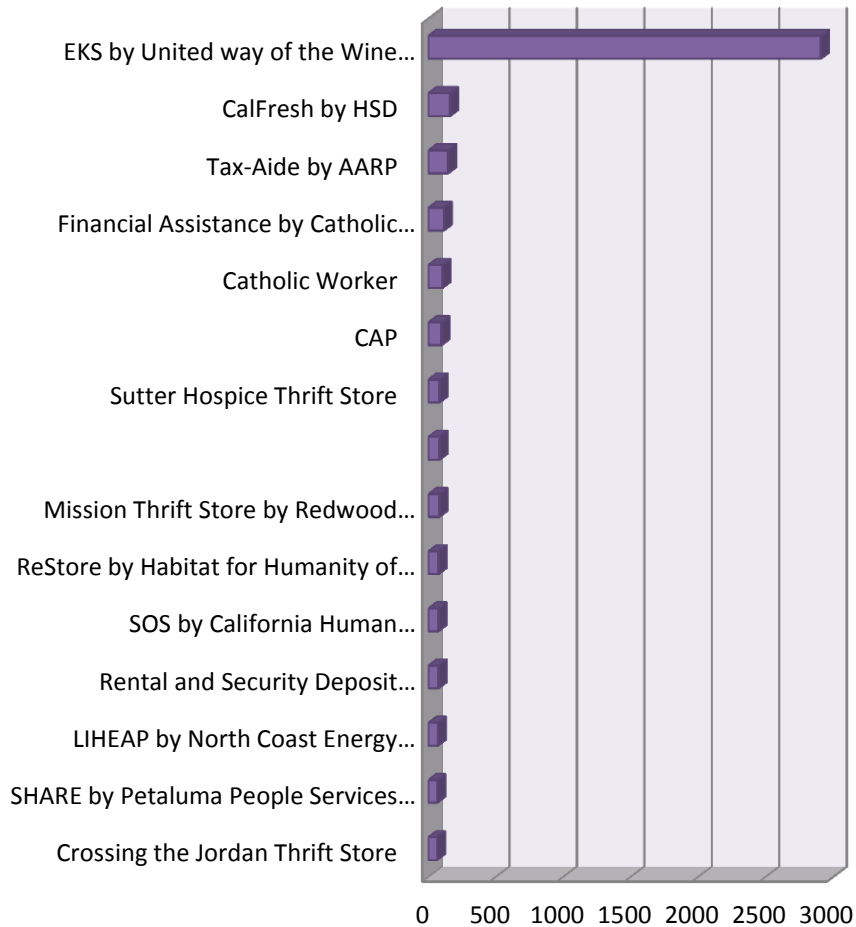
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Location of Callers



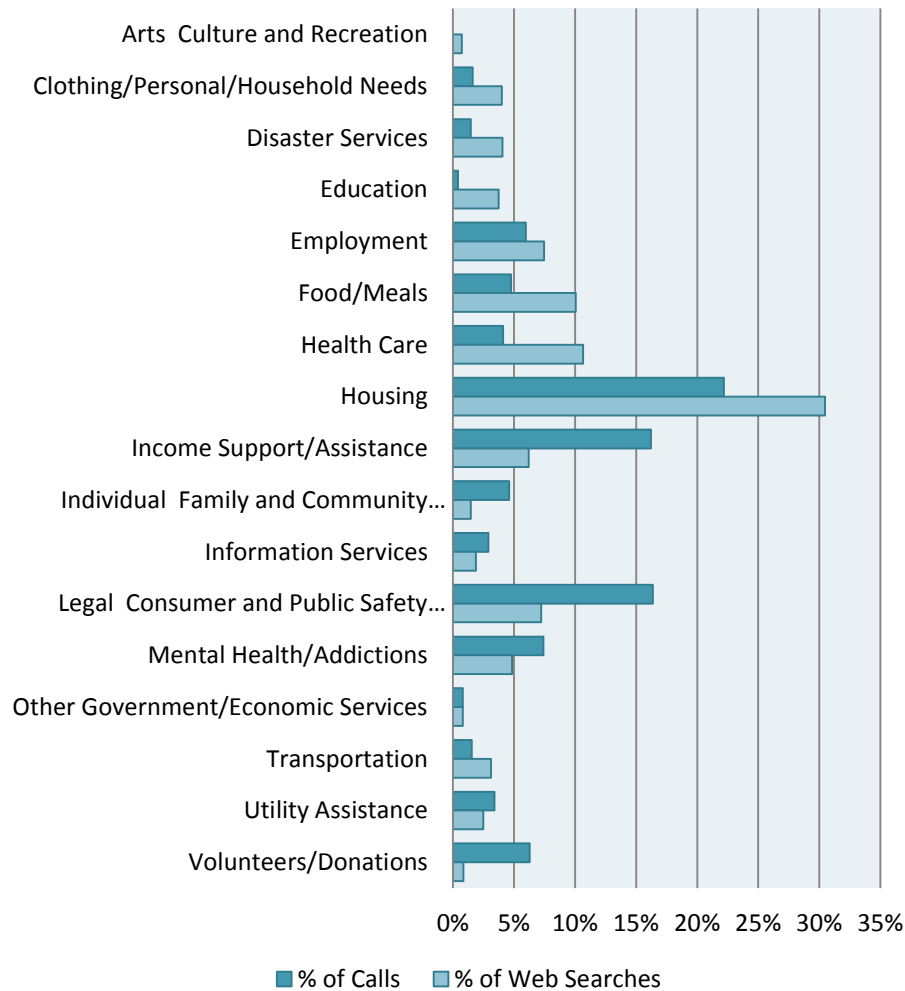
Location	CountOfCalls
Santa Rosa-95407	808
Santa Rosa-95401	690
Santa Rosa-95403	673
Santa Rosa-95404	503
Rohnert Park-94928	484
Petaluma-94952	253
Petaluma-94954	245
Windsor-95492	242
Santa Rosa-95405	241
Santa Rosa-95409	213
Sonoma-95476	200
Sebastopol-95472	192
Healdsburg-95448	114
Cotati-94931	72
Cloverdale-95425	69

Top Referrals



Referrals	Count
EKS by United way of the Wine Country	2910
CalFresh by HSD	162
Tax-Aide by AARP	148
Financial Assistance by Catholic Worker	115
Catholic Worker	106
CAP	98
Sutter Hospice Thrift Store	84
Lawyer Referral by Legal Serv. Found.	83
Mission Thrift Store by Redwood Gospel Mission	82
ReStore by Habitat for Humanity of Sonoma County	76
SOS by California Human Development Corporation	75
Rental and Security Deposit Assistance by CAP	75
LIHEAP by North Coast Energy Services	72
SHARE by Petaluma People Services Center	66
Crossing the Jordan Thrift Store	65

Comparison of Caller Needs and Web Searches



Categories	Callers	Web Searches
Arts Culture and Recreation	0	27
Clothing/Personal/Household Needs	20	151
Disaster Services	18	153
Education	5	141
Employment	74	282
Food/Meals	59	380
Health Care	51	403
Housing	275	1151
Income Support/Assistance	201	234
Individual Family and Community Support	57	55
Information Services	36	71
Legal Consumer and Public Safety Services	203	273
Mental Health/Addictions	92	183
Other Government/Economic Services	10	30
Transportation	19	117
Utility Assistance	42	94
Volunteers/Donations	78	32

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Unmet / Under Resourced Needs	Count
Donated furniture	1
Drug/Alcohol rehab.	1
Transportation	3
Water bill assistance	1
Car repairs	0
Dental	1
Donated cars	1
Gas vouchers	7
Hotel/Motel vouchers	7
Shelters for people with service dogs	2
Volunteer movers/Uhal rentals	2