

2-1-1 Sonoma County Call Report

3rd Quarterly Report 2016

I&R Call Volume	Sonoma County (Business Hours)	Sonoma County (After Hours)	Sonoma County Totals
Information & Referral Calls	2,111	325	2,436
Information Only Calls	535	46	581
Total	2,646	371	3,017

Information & Referral Statistics			
Number of People in Household	3,411	675	4,086
Number of Referrals	4,976	573	5,549

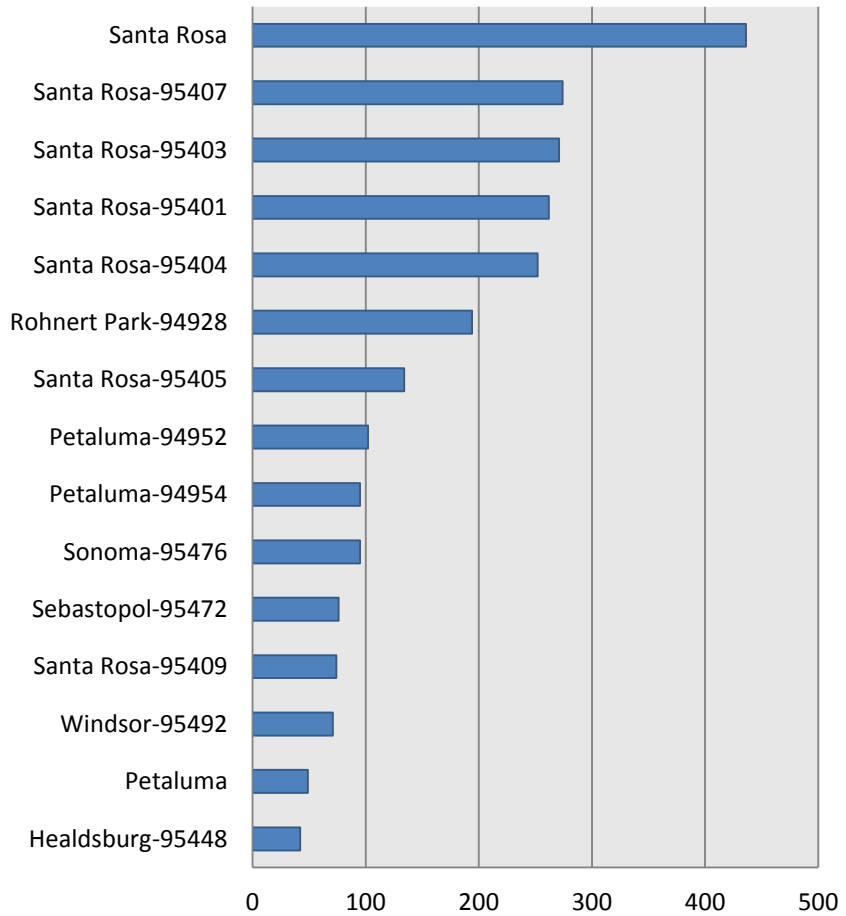
Primary Language						
English	2418	87.6%	503	84.4%	2921	87.1%
Spanish	325	11.8%	93	15.6%	418	12.5%
Other	16	0.6%	0	0.0%	16	0.5%
	2759		596		3355	

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

Web Visits	28250
Total Searches	65656

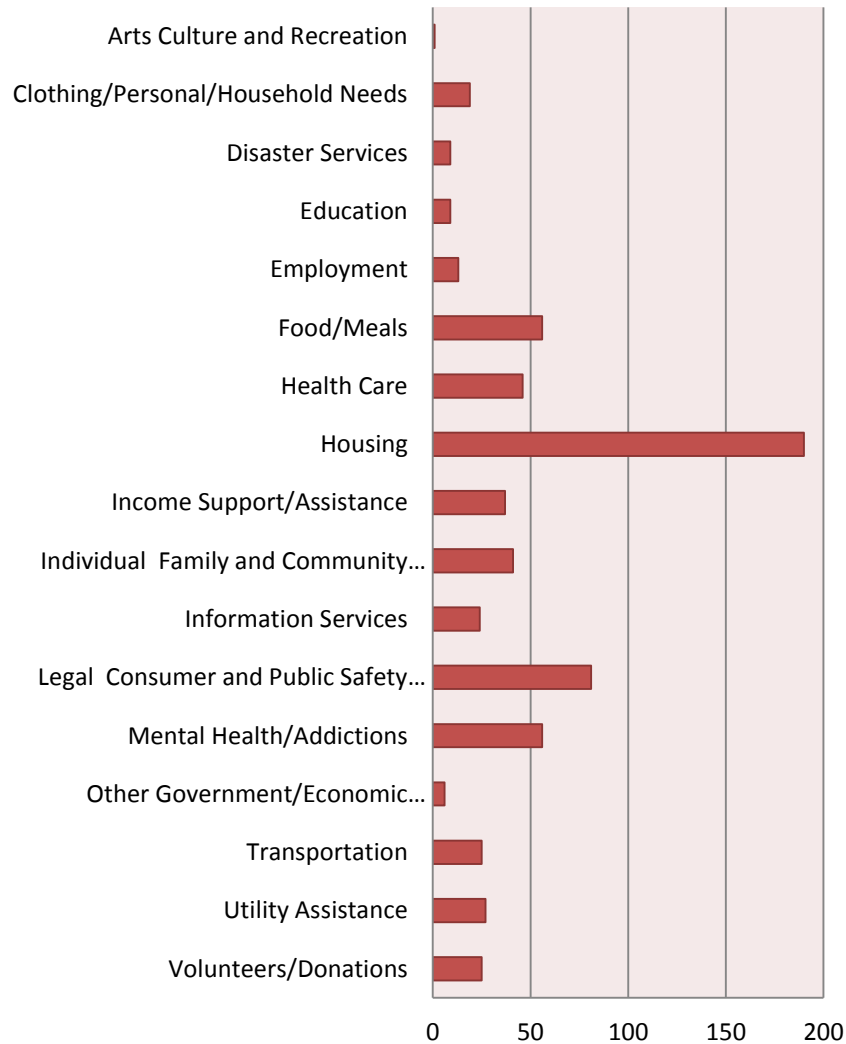
Email Contacts	1
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Location of Callers



Santa Rosa	436
Santa Rosa-95407	274
Santa Rosa-95403	271
Santa Rosa-95401	262
Santa Rosa-95404	252
Rohnert Park-94928	194
Santa Rosa-95405	134
Petaluma-94952	102
Petaluma-94954	95
Sonoma-95476	95
Sebastopol-95472	76
Santa Rosa-95409	74
Windsor-95492	71
Petaluma	49
Healdsburg-95448	42

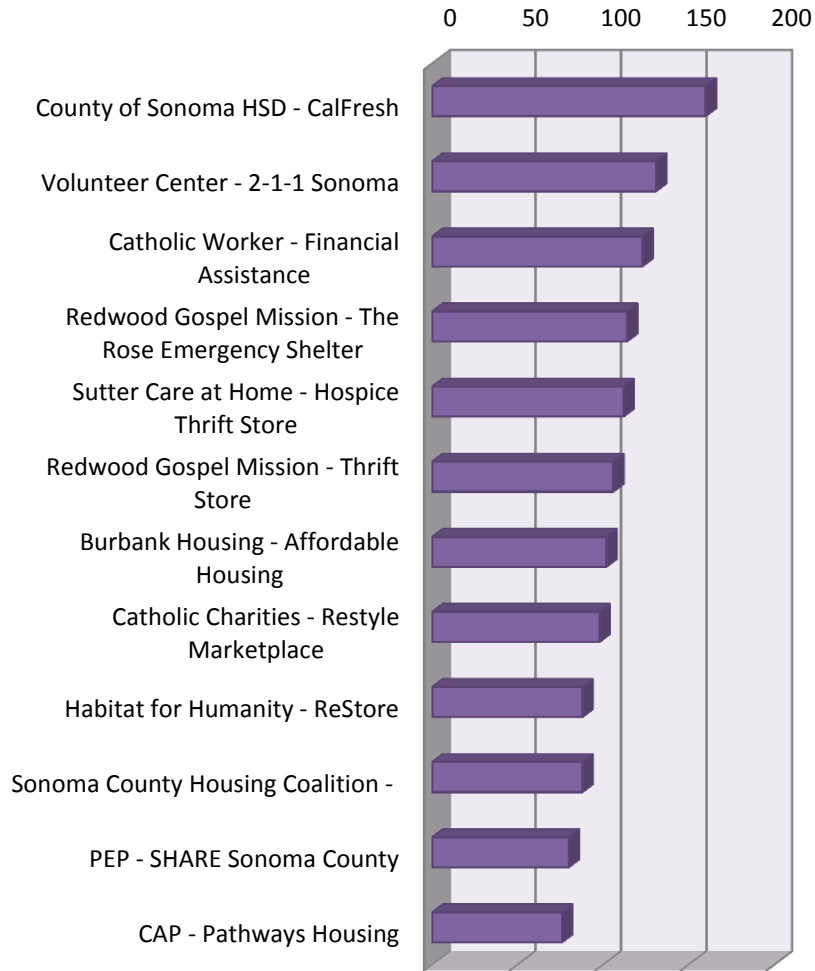
Category of Needs



Arts Culture and Recreation	1
Clothing/Personal/Household Needs	19
Disaster Services	9
Education	9
Employment	13
Food/Meals	56
Health Care	46
Housing	190
Income Support/Assistance	37
Individual Family and Community Support	41
Information Services	24
Legal Consumer and Public Safety Services	81
Mental Health/Addictions	56
Other Government/Economic Services	6
Transportation	25
Utility Assistance	27
Volunteers/Donations	25

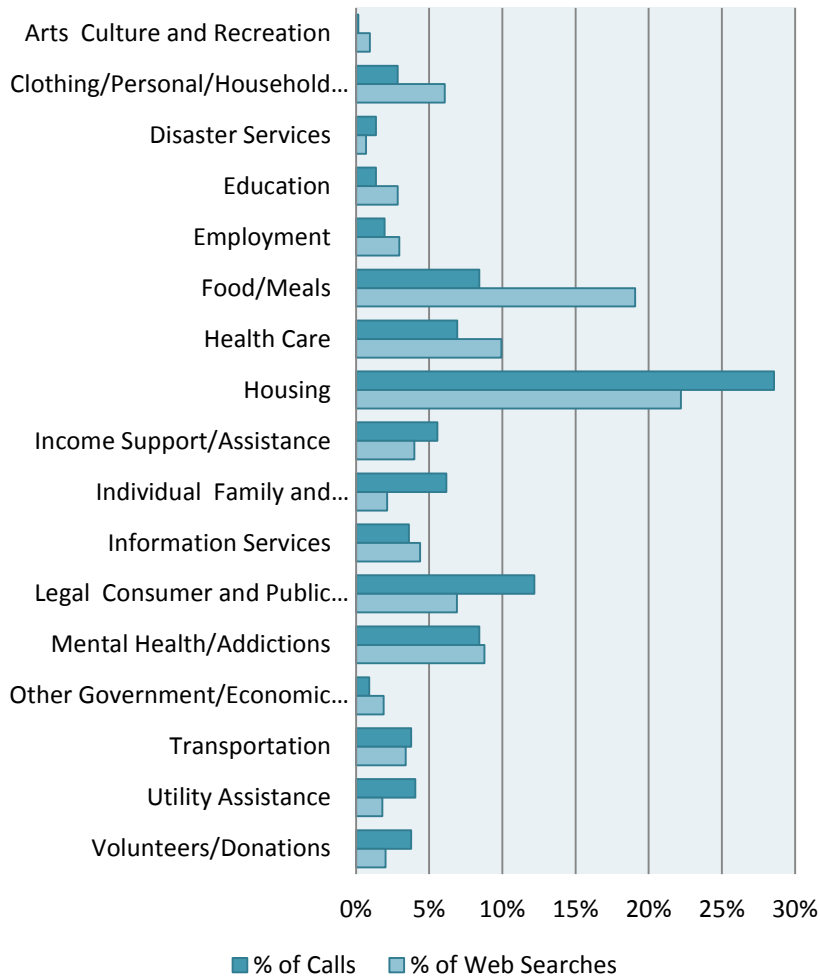
Unmet/Under Resourced Needs	
Clothing & shoes vouchers	1
Donated furniture	2
Drug/Alcohol rehab.	1
Transportation	1
Car repairs	3
Dental	3
Gas vouchers	7
Hotel/Motel vouchers	8
Bus Passes	3
Pro bono Lawyers/Attorneys	4
Volunteer movers/Uhaul rentals	1

Top Referrals



County of Sonoma HSD - CalFresh	160
Volunteer Center - 2-1-1 Sonoma	131
Catholic Worker - Financial Assistance	123
Redwood Gospel Mission - The Rose Emergency Shelter	114
Sutter Care at Home - Hospice Thrift Store	112
Redwood Gospel Mission - Thrift Store	106
Burbank Housing - Affordable Housing	102
Catholic Charities - Restyle Marketplace	98
Habitat for Humanity - ReStore	88
Sonoma County Housing Coalition -	88
PEP - SHARE Sonoma County	80
CAP - Pathways Housing	76

Comparison of Caller Needs and Web Searches



	Callers	Web Searches
Arts Culture and Recreation	1	26
Clothing/Personal/Household Needs	19	168
Disaster Services	9	19
Education	9	79
Employment	13	82
Food/Meals	56	528
Health Care	46	275
Housing	190	614
Income Support/Assistance	37	110
Individual Family and Community Support	41	59
Information Services	24	121
Legal Consumer and Public Safety Services	81	191
Mental Health/Addictions	56	243
Other Government/Economic Services	6	52
Transportation	25	94
Utility Assistance	27	50
Volunteers/Donations	25	56