

2-1-1 Sonoma County Call Report

2nd Quarter 2017

I&R Call Volume	Sonoma County (Business Hours)	Sonoma County (After Hours)	Sonoma County Totals
Information & Referral Calls	2,546	512	3,058
Information Only Calls	391	61	452
Total	2,937	573	3,510

Information & Referral Statistics			
Number of People in Household	4,442	943	5,385
Number of Referrals	5,012	725	5,737

Primary Language						
English	2595	87.0%	530	84.4%	3125	86.5%
Spanish	375	12.6%	90	14.3%	465	12.9%
Other	13	0.4%	8	1.3%	21	0.6%
	2983		628		3611	

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

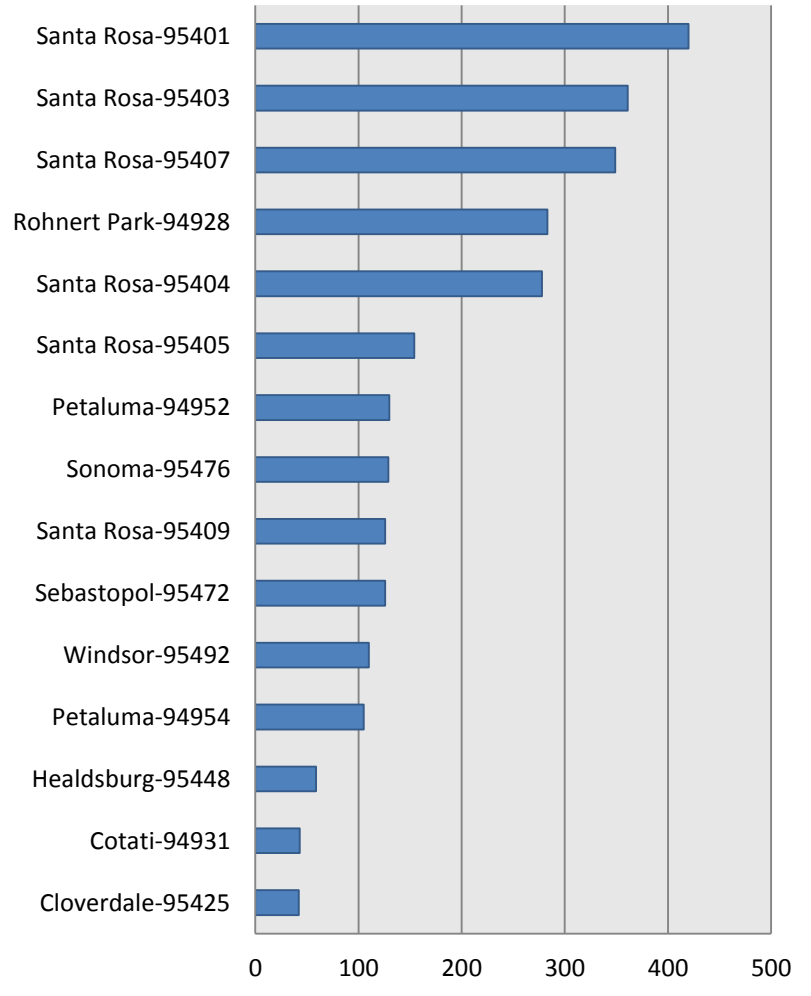
Web Visits	8818
Total Searches	10641

Email Contacts	2
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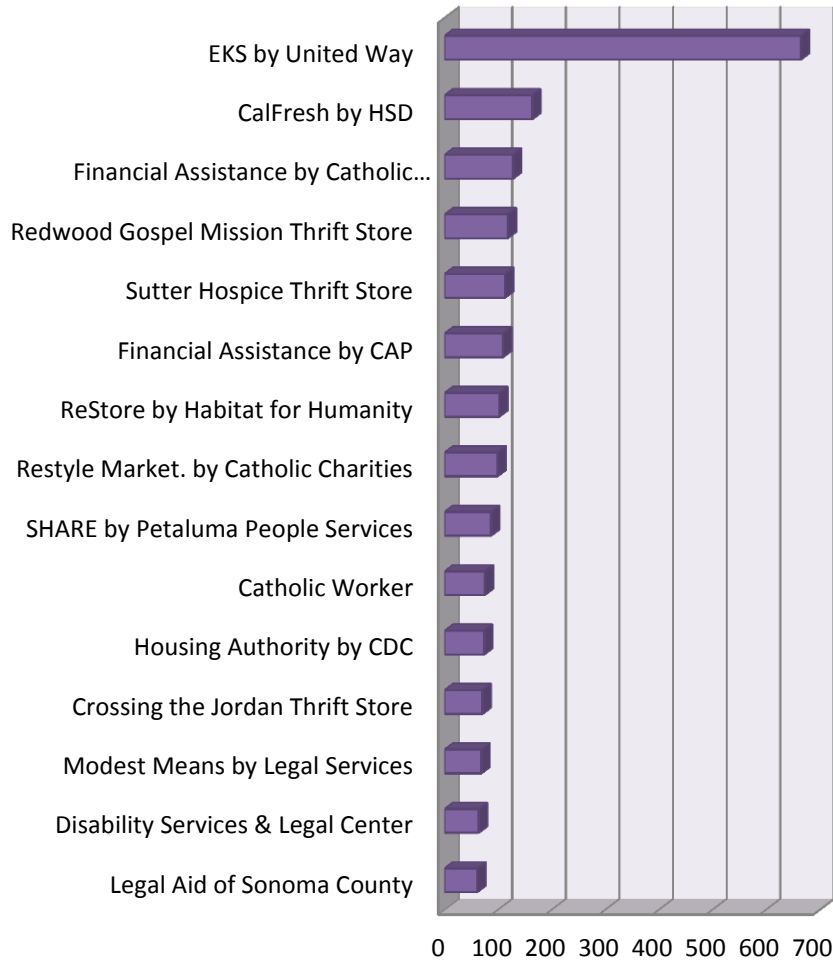
2nd Quarter 2017

Location of Callers



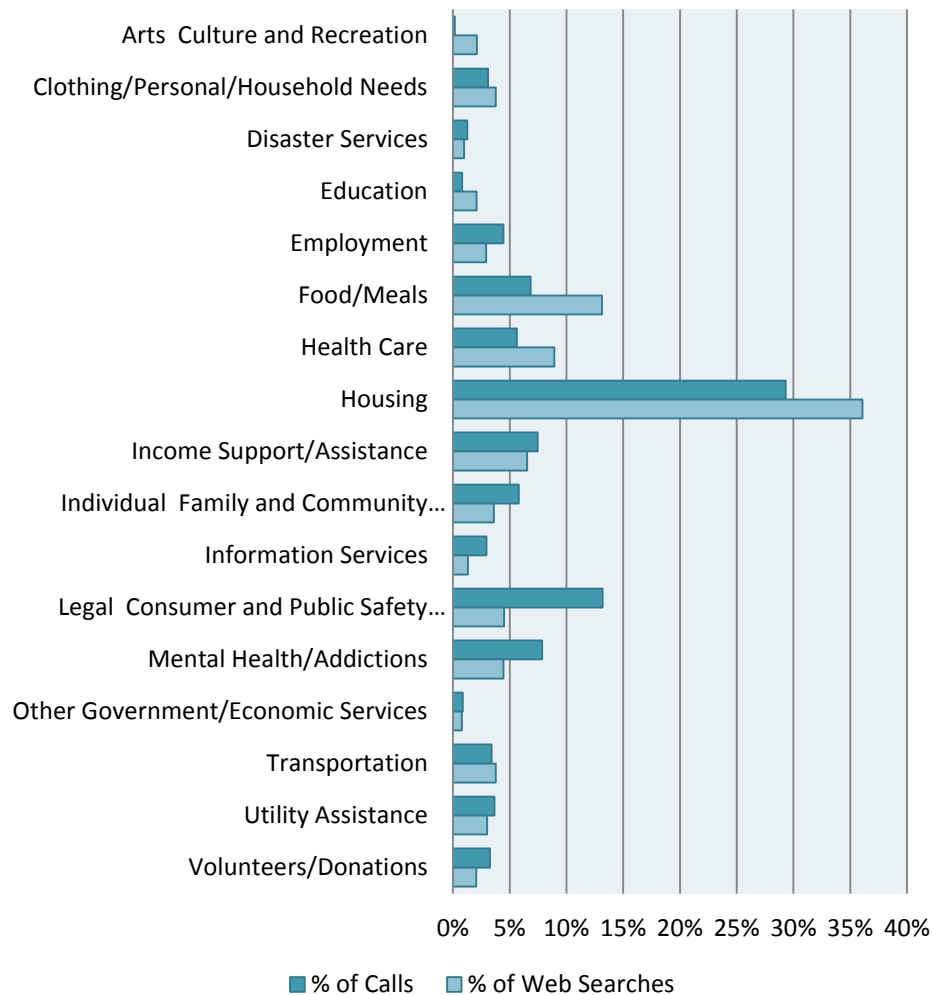
Location	Count Of Calls
Santa Rosa-95401	420
Santa Rosa-95403	361
Santa Rosa-95407	349
Rohnert Park-94928	283
Santa Rosa-95404	278
Santa Rosa-95405	154
Petaluma-94952	130
Sonoma-95476	129
Santa Rosa-95409	126
Sebastopol-95472	126
Windsor-95492	110
Petaluma-94954	105
Healdsburg-95448	59
Cotati-94931	43
Cloverdale-95425	42

Top Referrals



Referred To	Count
EKS by United Way	665
CalFresh by HSD	164
Financial Assistance by Catholic Worker	128
Redwood Gospel Mission Thrift Store	118
Sutter Hospice Thrift Store	113
Financial Assistance by CAP	109
ReStore by Habitat for Humanity	102
Restyle Market. by Catholic Charities	99
SHARE by Petaluma People Services	87
Catholic Worker	75
Housing Authority by CDC	74
Crossing the Jordan Thrift Store	71
Modest Means by Legal Services	69
Disability Services & Legal Center	64
Legal Aid of Sonoma County	61

Comparison of Caller Needs and Web Searches



	Callers	Web Searches
Arts Culture and Recreation	2	62
Clothing/Personal/Household Needs	39	111
Disaster Services	16	29
Education	10	61
Employment	56	86
Food/Meals	86	386
Health Care	71	262
Housing	369	1060
Income Support/Assistance	94	192
Individual Family and Community Support	73	106
Information Services	37	39
Legal Consumer and Public Safety Services	166	132
Mental Health/Addictions	99	131
Other Government/Economic Services	11	23
Transportation	43	111
Utility Assistance	46	88
Volunteers/Donations	41	60

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Unmet / Under Resourced Needs	Count
Drug/Alcohol rehab.	1
Transportation	2
Car repairs	3
Donated cars	1
Food pantry delivery	1
Gas vouchers	6
Hotel/Motel vouchers	6
Shelters for people with service dogs	2