



211 Sonoma County Call Report – January - March, 2015



I&R Call Volume	Sonoma County (Business Hours)	Sonoma County (After Hours)	Sonoma County Totals
Information & Referral Calls	4,142	1,092	5,234
Information Only Calls	944	373	1,317
Total	5,086	1,465	6,551

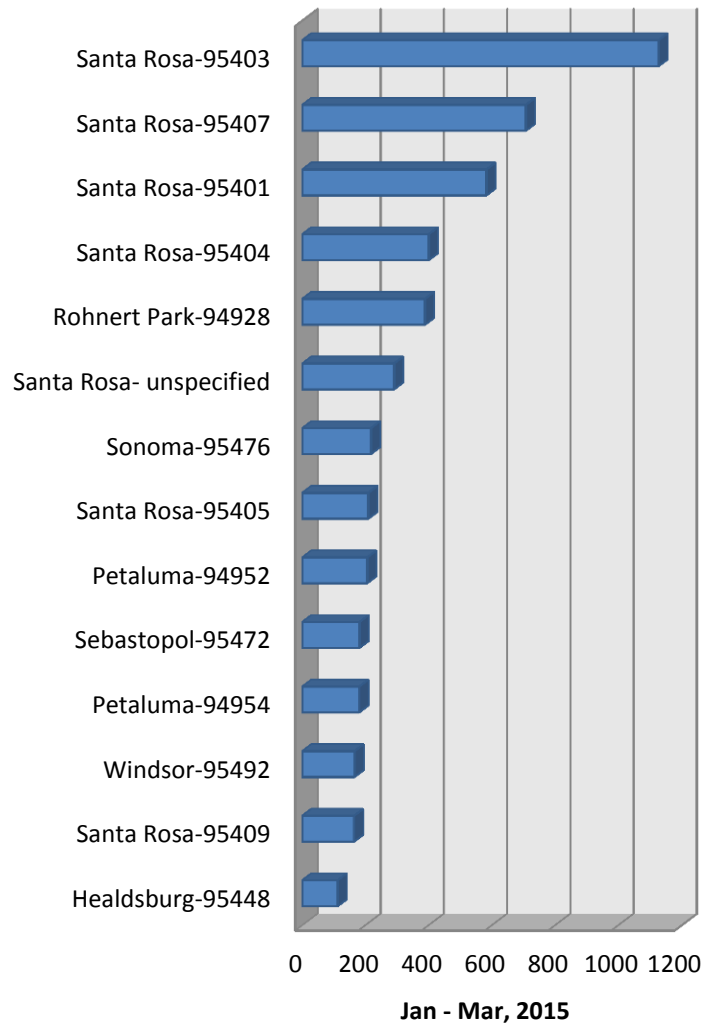
Information & Referral Statistics

Number of People in Household	6,896	2,020	8,916
Number of Referrals	5,972	1,566	7,538

Primary Language						
English	4607	86.1%	1248	78.0%	5855	84.3%
Spanish	742	13.9%	351	22.0%	1093	15.7%
Other	0	0.0%	0	0.0%	0	0.0%

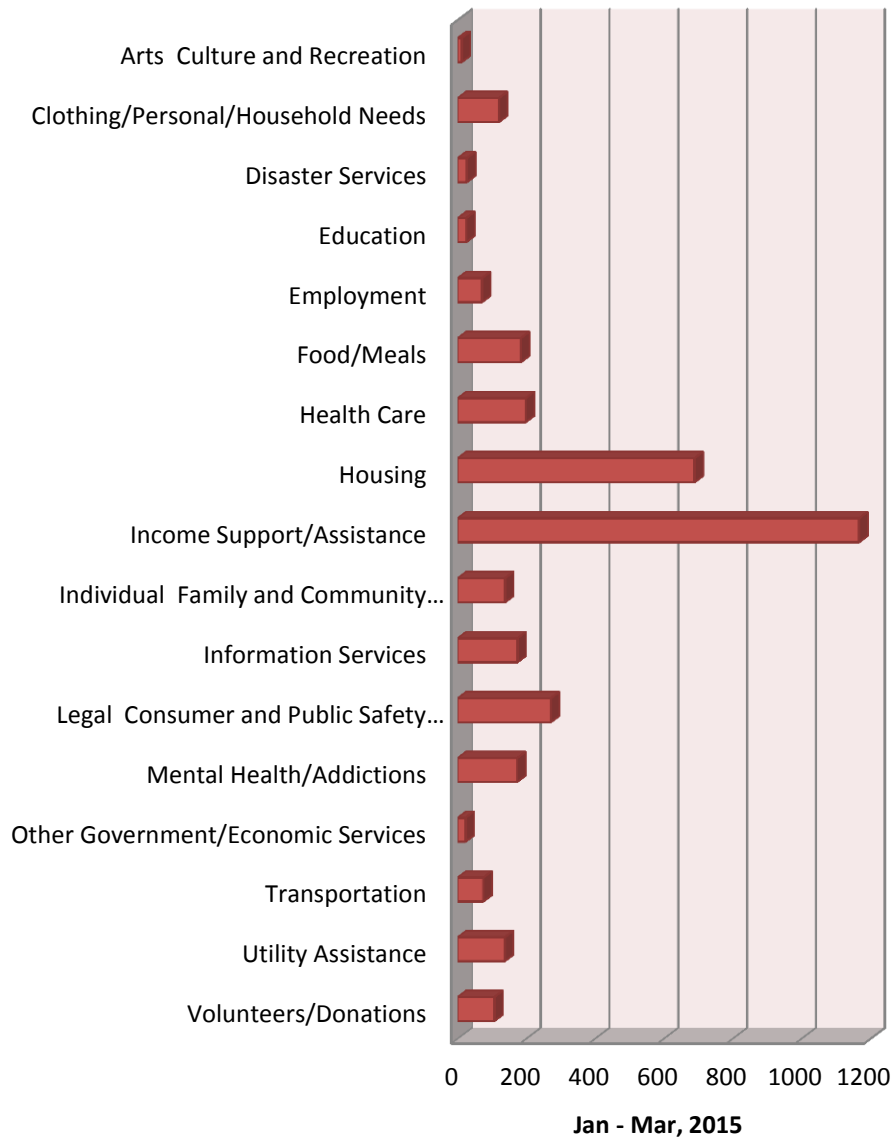
	2-1-1 Sonoma County
Web Visits	6,696
Total Searches	17,468
Email Contacts	8

Top Locations of Caller



Santa Rosa-95403	1128
Santa Rosa-95407	708
Santa Rosa-95401	583
Santa Rosa-95404	401
Rohnert Park-94928	389
Santa Rosa- unspecified	291
Sonoma-95476	218
Santa Rosa-95405	210
Petaluma-94952	206
Sebastopol-95472	182
Petaluma-94954	181
Windsor-95492	166
Santa Rosa-95409	165
Healdsburg-95448	113

Category of Caller Needs

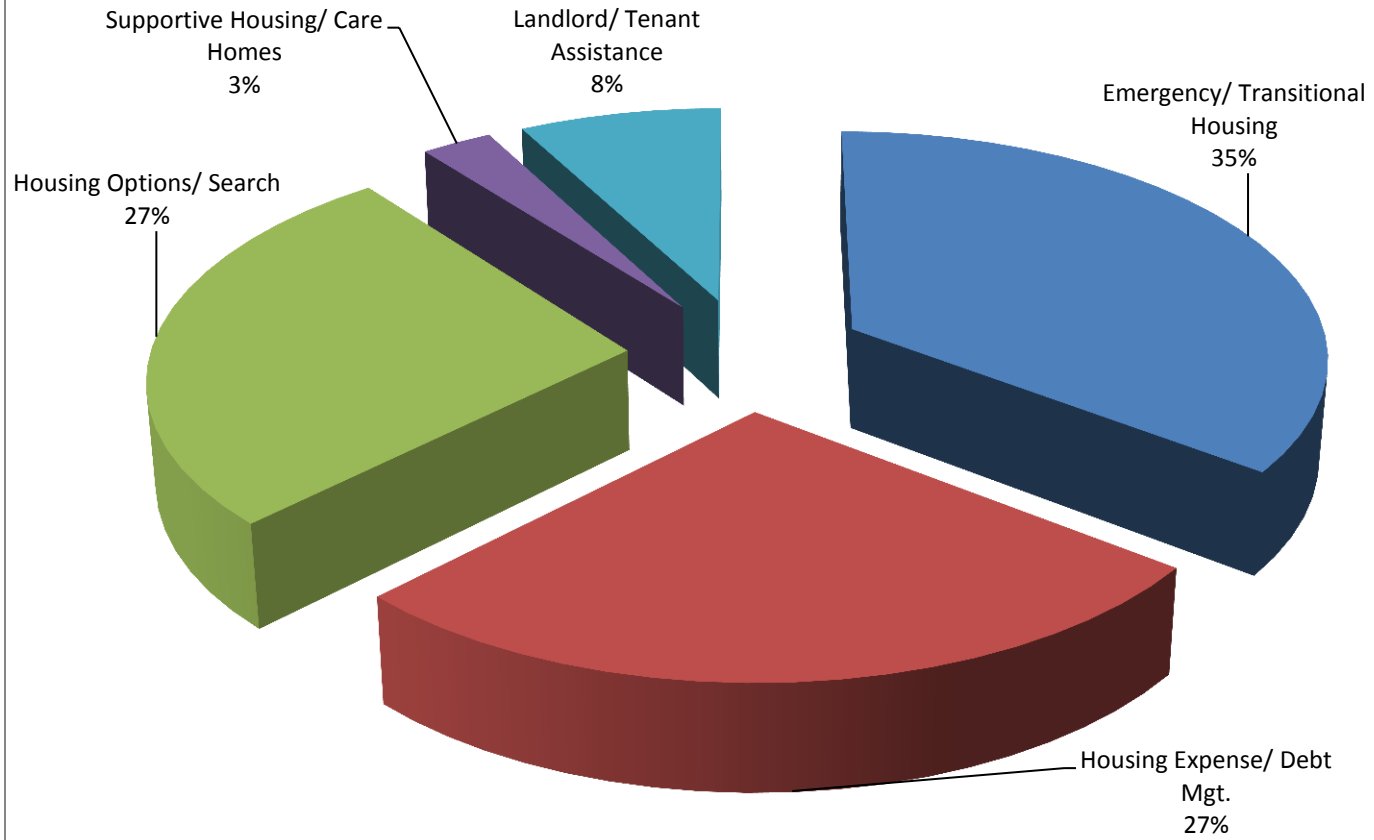


Arts Culture and Recreation	12
Clothing/Personal/Household Needs	120
Disaster Services	27
Education	25
Employment	71
Food/Meals	184
Health Care	198
Housing	689
Income Support/Assistance**	1167
Individual Family and Community Support	138
Information Services	174
Legal Consumer and Public Safety Services	271
Mental Health/Addictions	173
Other Government/Economic Services	23
Transportation	75
Utility Assistance	137
Volunteers/Donations	107

** The majority of these are Tax Assistance Referrals

Housing Needs Detail

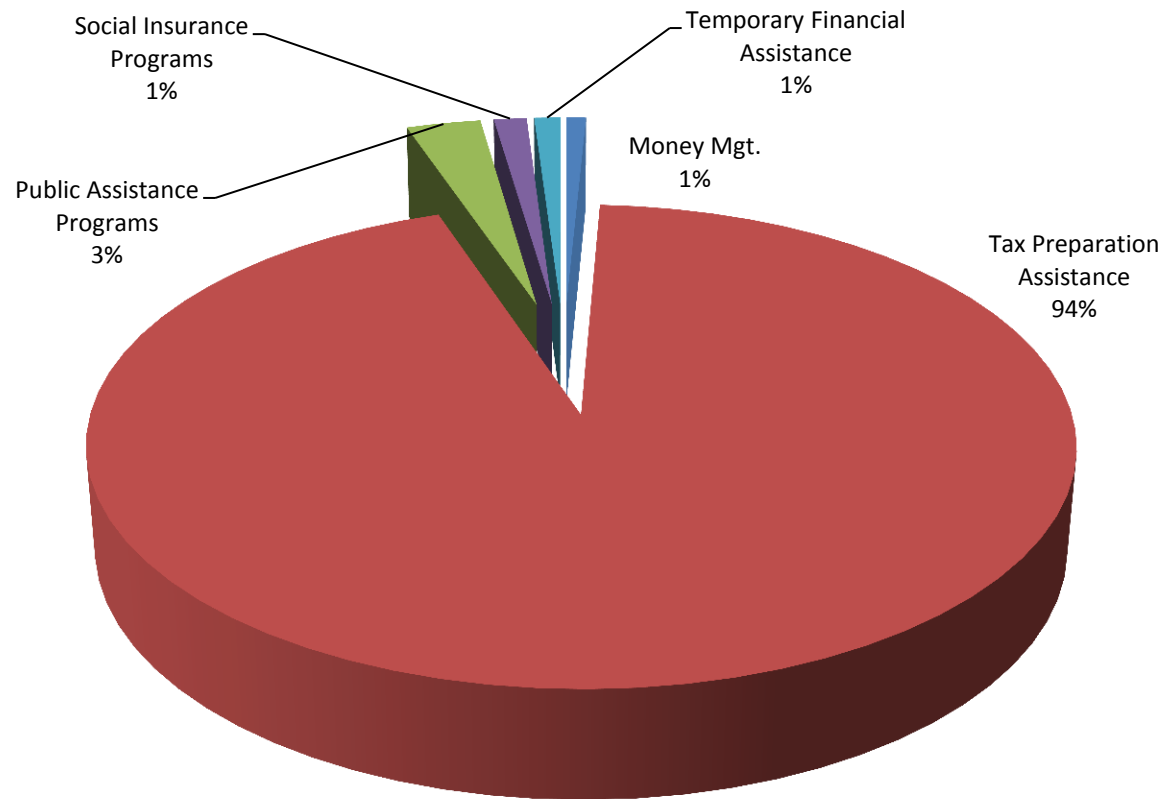
Jan - Mar, 2015



Total Housing related calls = 689

Income Support / Assistance Needs Detail

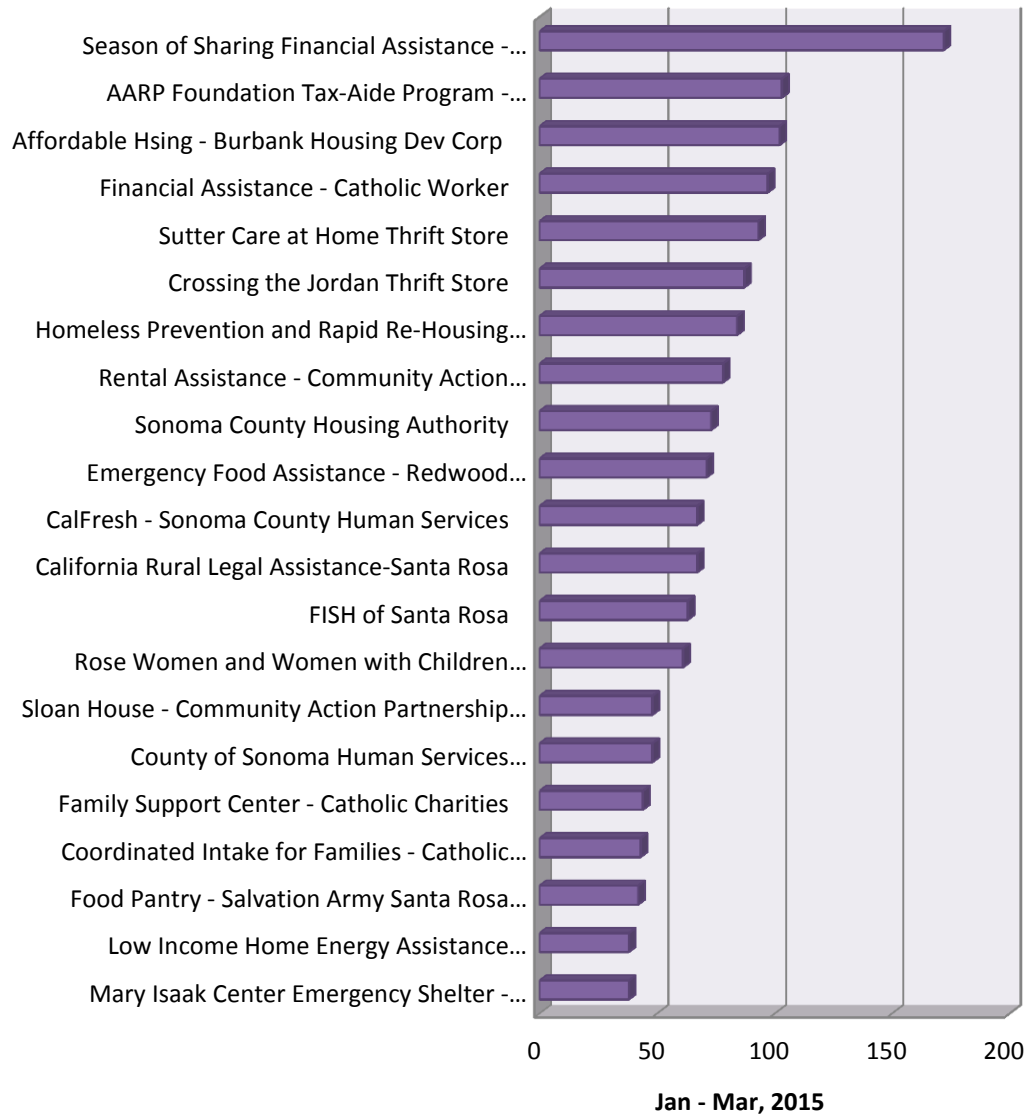
Jan - Mar, 2015



Total Income support related calls = 1,167

Unmet/ Under Resourced Needs	#
Hotel/Motel vouchers	19
Transportation	18
Gas vouchers	8
Clothing & shoes vouchers	4
Dental	4
Food pantry delivery	4
Pro bono Lawyers/Attorneys	4
Animal medical services	3
Help with Utilities	3
Volunteer movers/Uhaul rentals	2
Blood Donation	1
Donated furniture	1
Drug/Alcohol rehab.	1
Education for Job Skills	1
ESL classes in Rohnert Park	1
Eye Glasses	1
Financial Asst. Large Appliance	1
Help with medical copay	1
Homeless Shelter	1
Mental Health hotline	1
Payment Asst. for Drunk Driving class	1
Storage	1
Tax Preparation	1
Volunteering Opportunities	1

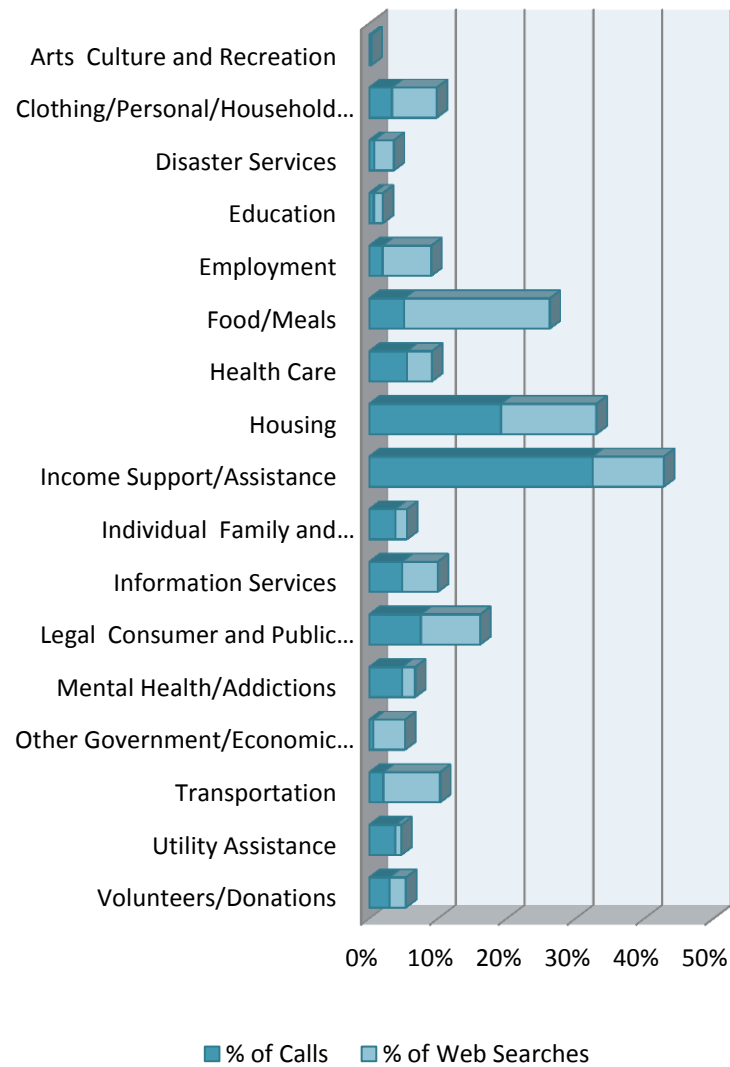
Top Referrals



VITA Tax Preparation Assistance (All Programs) - United Way - Earn it Keep it Save it	3,006
Season of Sharing Financial Assistance - Salvation Army Santa Rosa Corps	172
AARP Foundation Tax-Aide Program - Sonoma County	103
Affordable Housing - Burbank Housing Dev Corp	102
Financial Assistance - Catholic Worker	97
Sutter Care at Home Thrift Store	93
Crossing the Jordan Thrift Store	87
Homeless Prevention and Rapid Re-Housing - Catholic Charities	84
Rental Assistance - Community Action Partnership of Sonoma County	78
Sonoma County Housing Authority	73
Emergency Food Assistance - Redwood Empire Food Bank	71
California Rural Legal Assistance-Santa Rosa	67
CalFresh - Sonoma County Human Services	67
FISH of Santa Rosa	63
Rose Women and Women with Children Emergency Shelter - Redwood Gospel Mission	61
County of Sonoma Human Services Department	48
Sloan House - Community Action Partnership of Sonoma County	48
Family Support Center - Catholic Charities	44
Coordinated Intake for Families - Catholic Charities	43
Food Pantry - Salvation Army Santa Rosa Corps	42
Mary Isaak Center Emergency Shelter - Committee on the Shelterless	38
Low Income Home Energy Assistance Program - North Coast Energy Services	38

Comparison of Caller Needs and Web Searches,

Jan - Mar, 2015



	Callers	Web Searches
Arts Culture and Recreation	12	1
Clothing/Personal/Household Needs	120	342
Disaster Services	27	150
Education	25	69
Employment	71	372
Food/Meals	184	1114
Health Care	198	191
Housing	689	730
Income Support/Assistance	1167	545
Individual Family and Community Support	138	88
Information Services	174	271
Legal Consumer and Public Safety Services	271	453
Mental Health/Addictions	173	99
Other Government/Economic Services	23	242
Transportation	75	434
Utility Assistance	137	46
Volunteers/Donations	107	125