



211 Sonoma County Call Report – April - June, 2015



I&R Call Volume	Sonoma County (Business Hours)	Sonoma County (After Hours)	Sonoma County Totals
Information & Referral Calls	2,275	637	2,912
Information Only Calls	573	129	702
Total	2,848	766	3,614

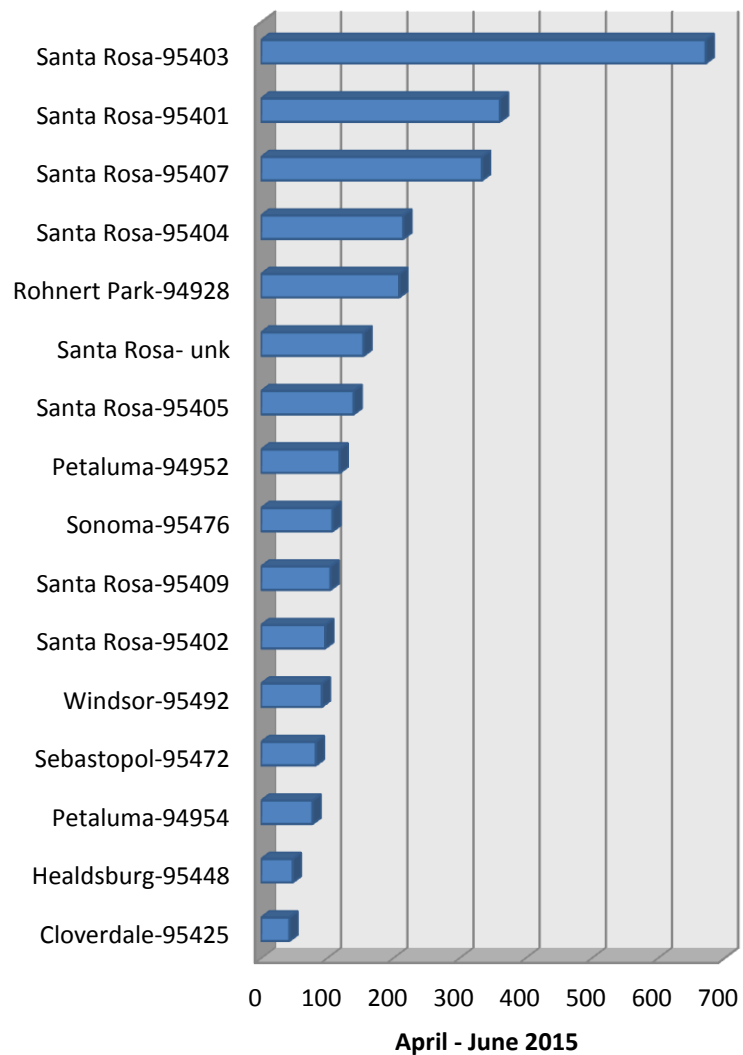
Information & Referral Statistics

Number of People in Household	3,669	1,191	4,860
Number of Referrals	3,722	1,206	4,928

Primary Language						
English	2678	89.9%	767	84.8%	3445	88.7%
Spanish	302	10.1%	137	15.2%	439	11.3%
Other	0	0.0%	0	0.0%	0	0.0%

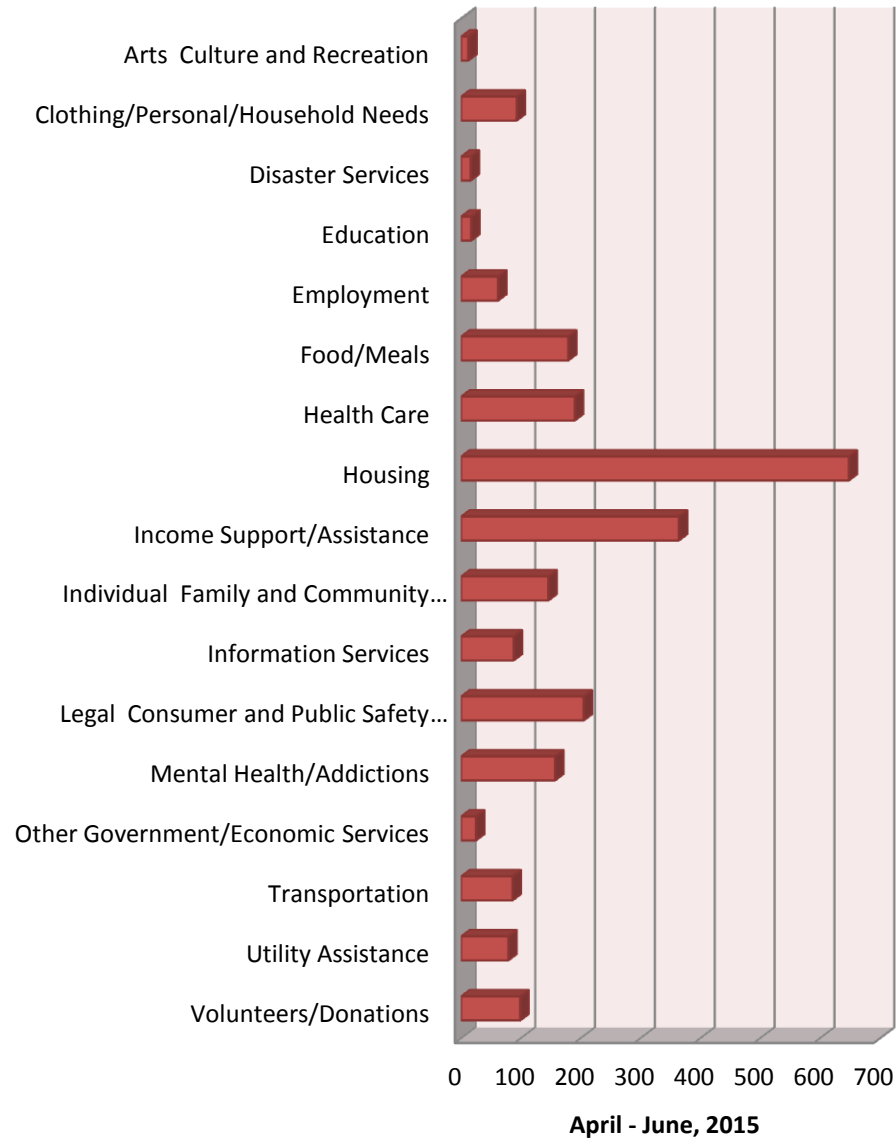
	2-1-1 Sonoma County
Web Visits	6,546
Total Searches	19,862
Email Contacts	3

Top Location of Caller



Location	Number of Calls
Santa Rosa-95403	672
Santa Rosa-95401	361
Santa Rosa-95407	334
Santa Rosa-95404	215
Rohnert Park-94928	209
Santa Rosa- unk	155
Santa Rosa-95405	140
Petaluma-94952	119
Sonoma-95476	108
Santa Rosa-95409	105
Santa Rosa-95402	97
Windsor-95492	92
Sebastopol-95472	83
Petaluma-94954	78
Healdsburg-95448	48
Cloverdale-95425	43

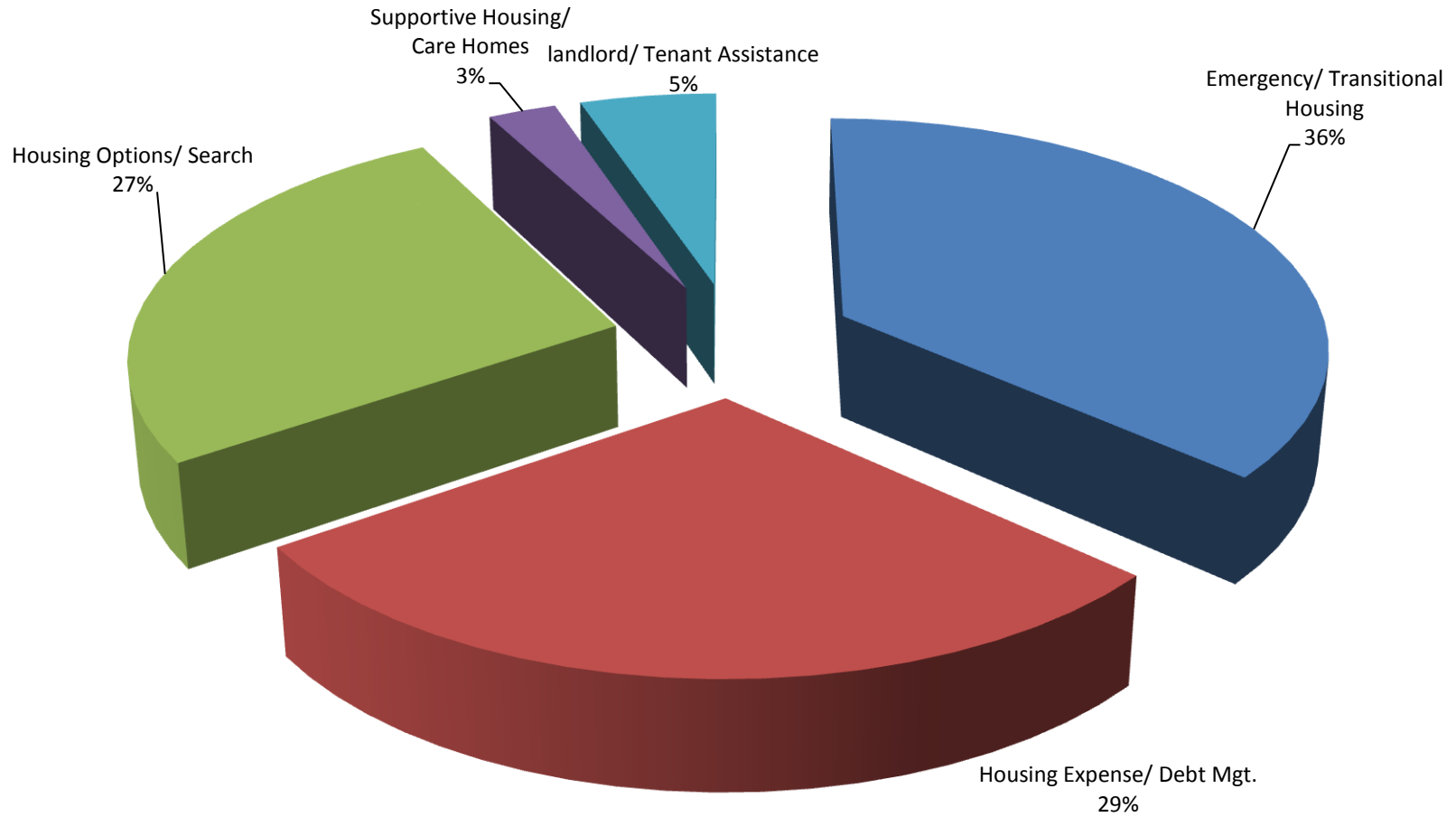
Category of Needs



Arts Culture and Recreation	12
Clothing/Personal/Household Needs	93
Disaster Services	16
Education	17
Employment	62
Food/Meals	179
Health Care	190
Housing	648
Income Support/Assistance	364
Individual Family and Community Support	146
Information Services	88
Legal Consumer and Public Safety Services	205
Mental Health/Addictions	157
Other Government/Economic Services	25
Transportation	86
Utility Assistance	79
Volunteers/Donations	99

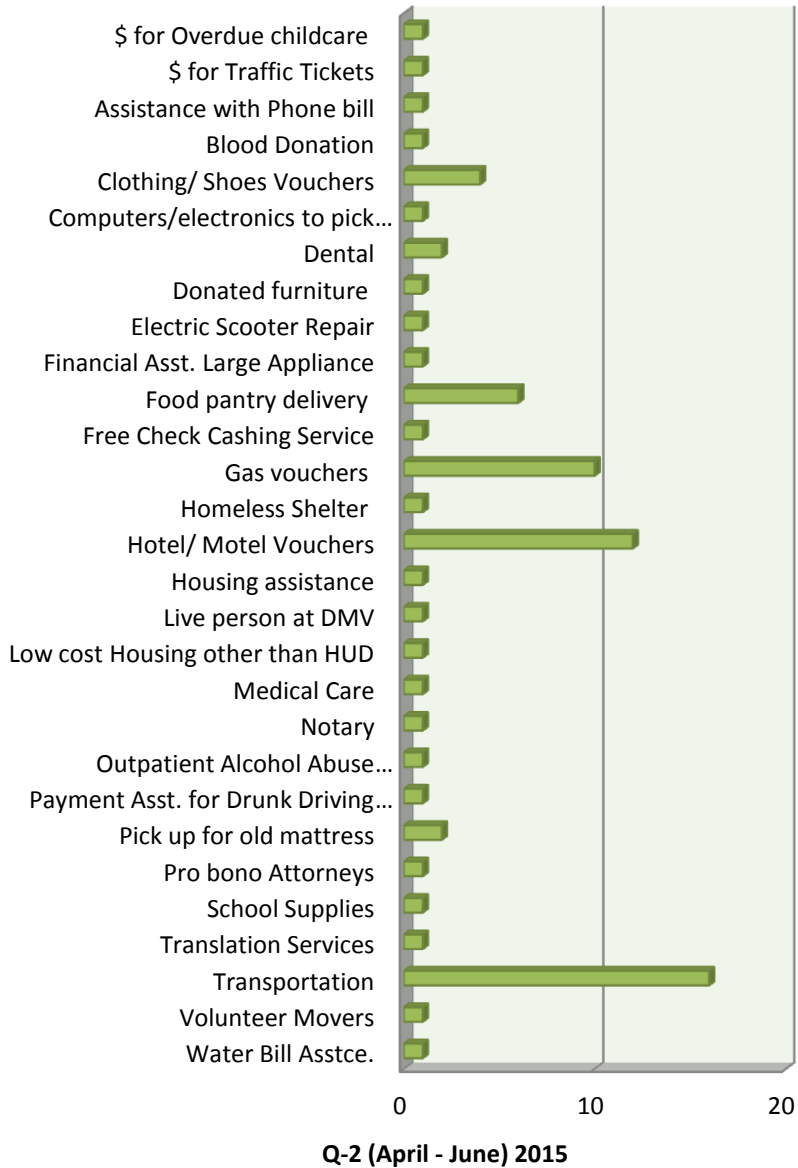
Housing Needs Detail

April - June 2015



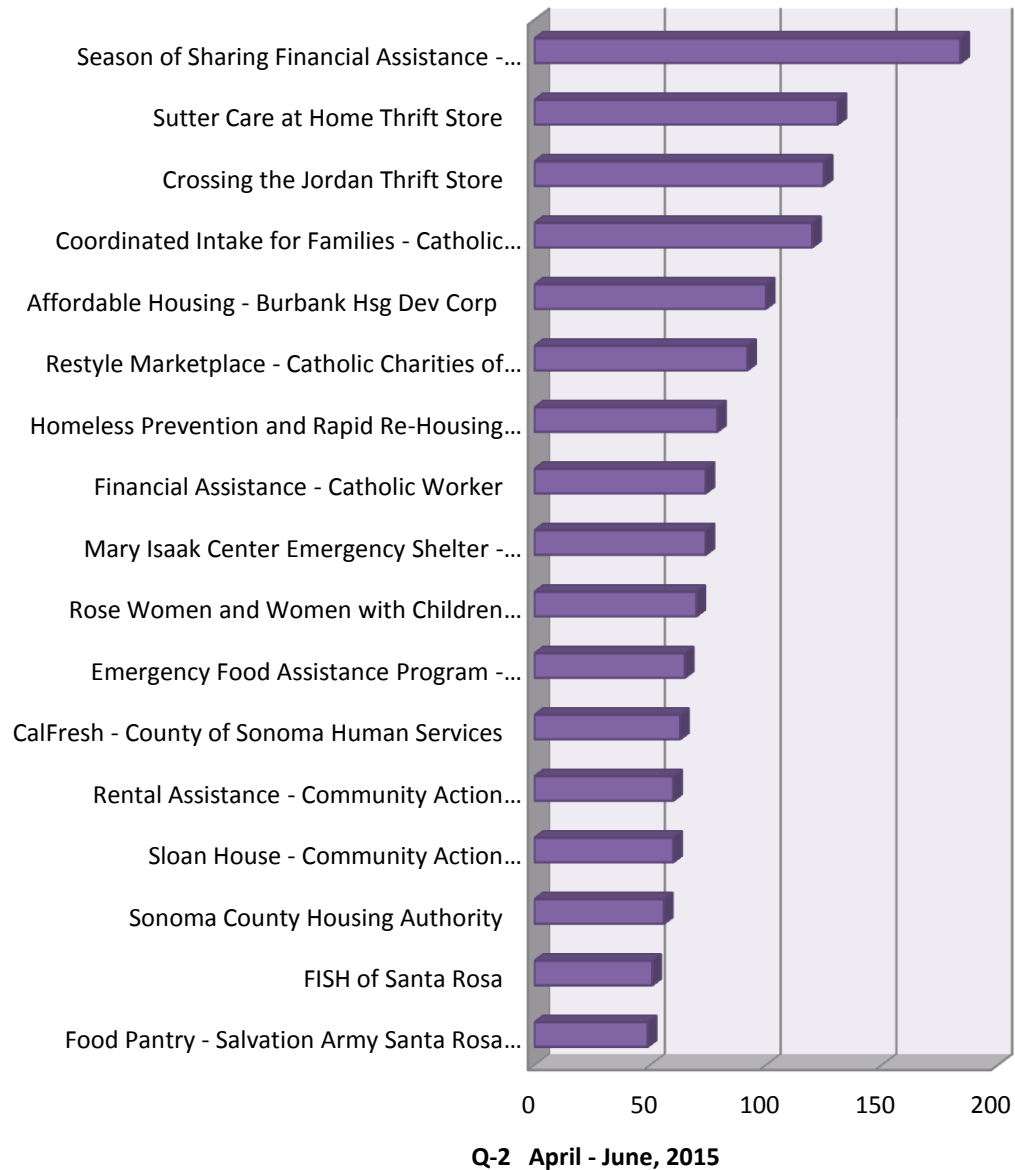
Total Housing Related Calls - 648

Unmet/Under Resourced Needs



\$ for Overdue childcare	1
\$ for Traffic Tickets	1
Assistance with Phone bill	1
Blood Donation	1
Clothing/ Shoes Vouchers	4
Computers/electronics to pick up for recycling	1
Dental	2
Donated furniture	1
Electric Scooter Repair	1
Financial Asst. Large Appliance	1
Food pantry delivery	6
Free Check Cashing Service	1
Gas vouchers	10
Homeless Shelter	1
Hotel/ Motel Vouchers	12
Housing assistance	1
Live person at DMV	1
Low cost Housing other than HUD	1
Medical Care	1
Notary	1
Outpatient Alcohol Abuse Treatment in Petaluma	1
Payment Asst. for Drunk Driving class	1
Pick up for old mattress	2
Pro bono Attorneys	1
School Supplies	1
Translation Services	1
Transportation	16
Volunteer Movers	1
Water Bill Asstce.	1

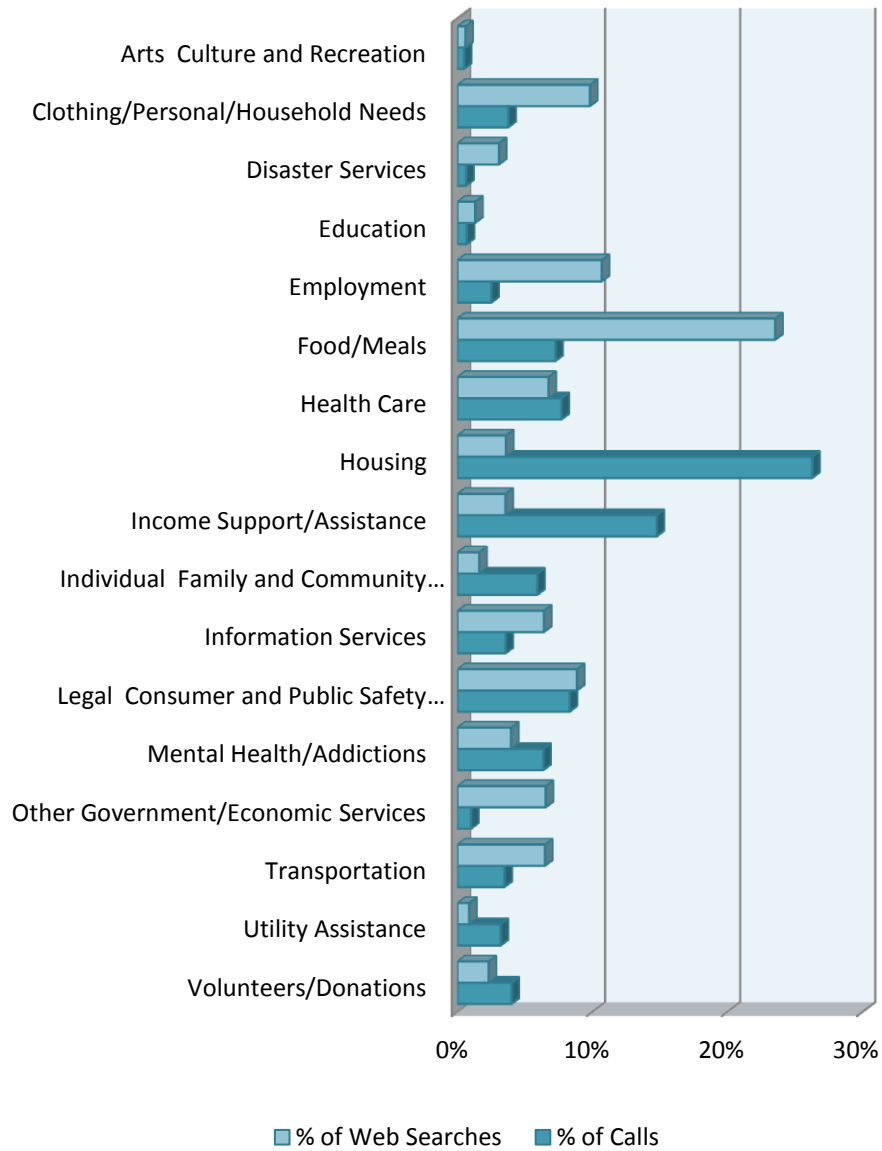
Top Referrals - Sonoma County



EKS Tax Assistance Program	651
Season of Sharing Financial Assistance - Salvation Army Santa Rosa Corps	184
Sutter Care at Home Thrift Store	131
Crossing the Jordan Thrift Store	125
Coordinated Intake for Families - Catholic Charities of the Diocese of Santa Rosa	120
Affordable Housing - Burbank Housing Development Corporation	100
Restyle Marketplace - Catholic Charities of the Diocese of Santa Rosa	92
Homeless Prevention and Rapid Re- Housing Program - Catholic Charities of the Diocese of Santa Rosa	79
Financial Assistance - Catholic Worker	74
Mary Isaak Center Emergency Shelter - Committee on the Shelterless	74
Rose Women and Women with Children Emergency Shelter - Redwood Gospel Mission	70
Emergency Food Assistance Program - Redwood Empire Food Bank	65
CalFresh - County of Sonoma Human Services	63
Rental Assistance - Community Action Partnership of Sonoma County	60
Sloan House - Community Action Partnership of Sonoma County	60

Comparison of Caller Needs and Web Searches

Q-2 (April - June) 2015



Category of Need	Callers	Web Searches
Arts Culture and Recreation	12	32
Clothing/Personal/Household Needs	93	530
Disaster Services	16	166
Education	17	71
Employment	62	577
Food/Meals	179	1270
Health Care	190	364
Housing	648	194
Income Support/Assistance	364	192
Individual Family and Community Support	146	87
Information Services	88	346
Legal Consumer and Public Safety Services	205	478
Mental Health/Addictions	157	214
Other Government/Economic Services	25	353
Transportation	86	350
Utility Assistance	79	47
Volunteers/Donations	99	125