

## 2-1-1 Sonoma County Call Report

Jan-Mar, 2016

I&R Call Volume	Sonoma County (Business Hours)	Sonoma County (After Hours)	Sonoma County Totals
Information & Referral Calls	4,309	1,282	5,591
Information Only Calls	604	202	806
Total	4,913	1,484	6,397

Information & Referral Statistics			
Number of People in Household	6,633	2,458	9,091
Number of Referrals	6,113	1,477	7,590

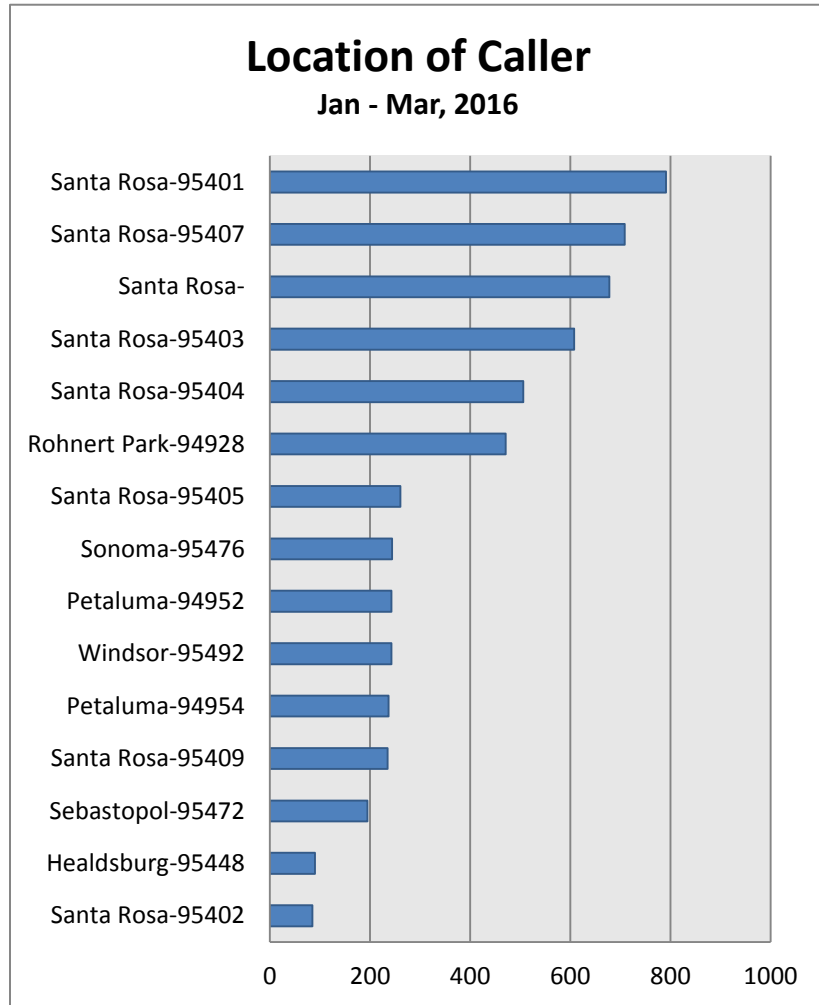
Primary Language							
English	4445	84.8%	1374	79.8%	5819	83.6%	
Spanish	789	15.1%	347	20.2%	1136	16.3%	
Other	5	0.1%	0	0.0%	5	0.1%	
	5239		1721		6960		

<b>Web Visits</b>	8346
<b>Total Searches</b>	15472

<b>Email Contacts</b>	1
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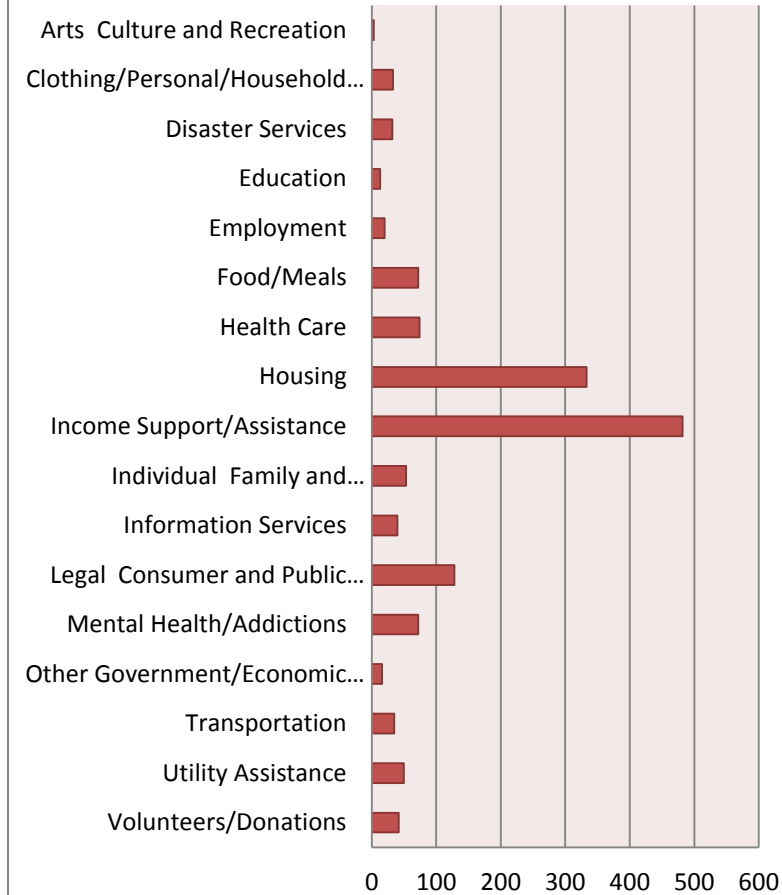
Santa Rosa-95401	791
Santa Rosa-95407	709
Santa Rosa-	678
Santa Rosa-95403	608
Santa Rosa-95404	506
Rohnert Park-94928	471
Santa Rosa-95405	261
Sonoma-95476	244
Petaluma-94952	243
Windsor-95492	243
Petaluma-94954	237
Santa Rosa-95409	235
Sebastopol-95472	195
Healdsburg-95448	90
Santa Rosa-95402	85

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### Category of Needs

Jan-Mar, 2016



Need	Count
Arts Culture and Recreation	3
Clothing/Personal/Household Needs	33
Disaster Services	32
Education	13
Employment	20
Food/Meals	72
Health Care	74
Housing	333
Income Support/Assistance	482
Individual Family and Community Support	53
Information Services	40
Legal Consumer and Public Safety Services	128
Mental Health/Addictions	72
Other Government/Economic Services	16
Transportation	35
Utility Assistance	50
Volunteers/Donations	42

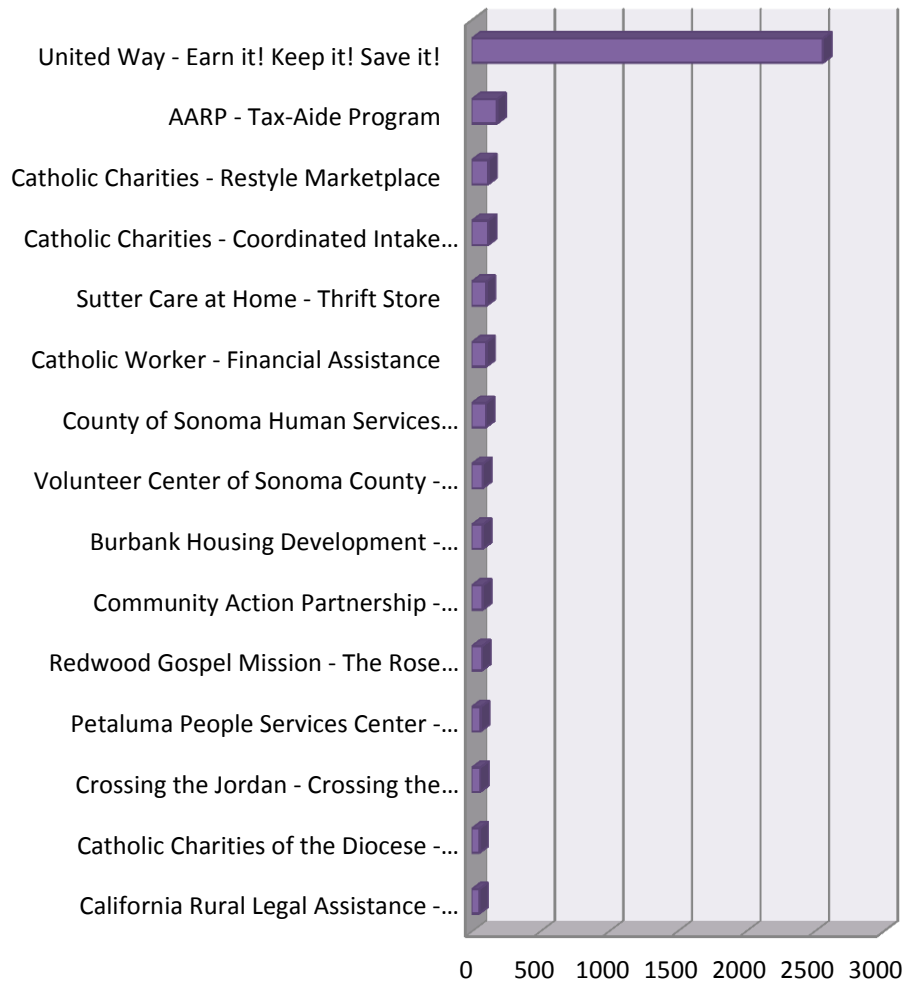
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Unmet/Under Resourced Need	Count
Car repairs	3
Child Care	1
Dental	3
Donated cars	2
Drug/Alcohol rehab.	2
Gas vouchers	3
Home health care	1
Hotel/Motel vouchers	11
Immediate temporary housing/shelter	1
Job Centers	2
Pro bono Lawyers/Attorneys	2
Transportation	2

**Top Referrals**

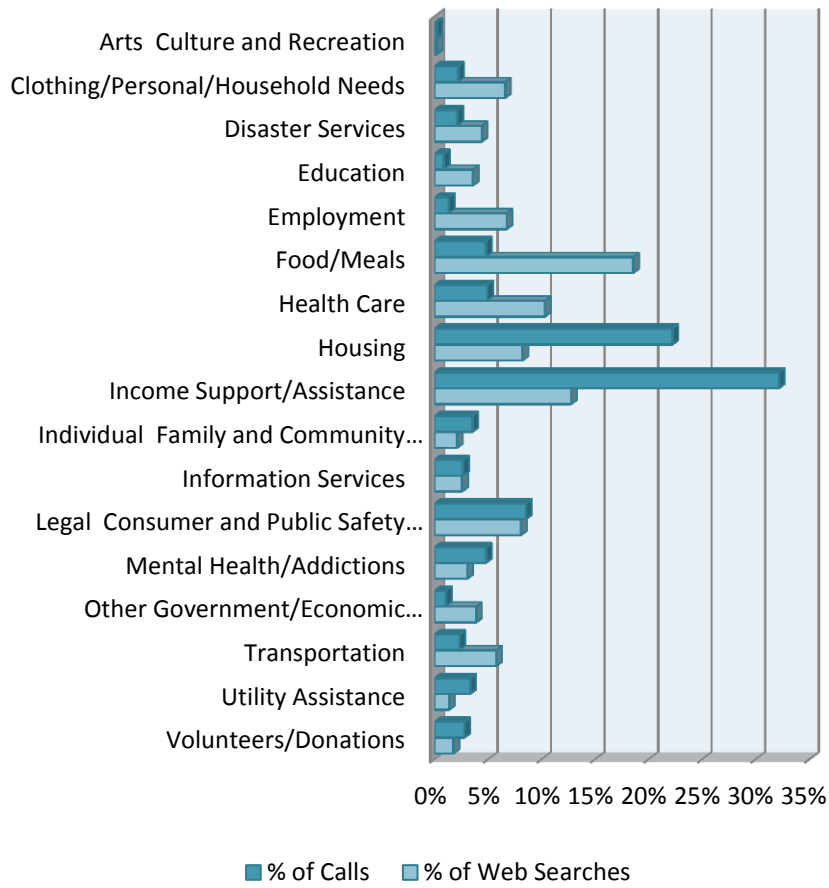
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United Way - Earn it! Keep it! Save it!	2561
AARP - Tax-Aide Program	186
Catholic Charities - Restyle Marketplace	121
Catholic Charities - Coordinated Intake for Families	119
Sutter Care at Home - Thrift Store	108
Catholic Worker - Financial Assistance	107
County of Sonoma Human Services Department - CalFresh	104
Volunteer Center of Sonoma County - 2-1-1 Sonoma	82
Burbank Housing Development - Affordable Housing	81
Community Action Partnership - Rental or Deposit Assistance	81
Redwood Gospel Mission - The Rose Emergency Shelter for Women & Children	76
Petaluma People Services Center - SHARE Sonoma County	66
Crossing the Jordan - Crossing the Jordan Thrift Store	62
Catholic Charities of the Diocese - Homeless Prevention and Rapid Re-Housing Program	57
California Rural Legal Assistance - California Rural Legal Assistance	56

**Comparison of Caller Needs and Web Searches**

Jan-Mar, 2016



	Callers	Web Searches
Arts Culture and Recreation	3	9
Clothing/Personal/Household Needs	33	276
Disaster Services	32	185
Education	13	150
Employment	20	282
Food/Meals	72	777
Health Care	74	432
Housing	333	344
Income Support/Assistance	482	534
Individual Family and Community Support	53	88
Information Services	40	108
Legal Consumer and Public Safety Services	128	338
Mental Health/Addictions	72	128
Other Government/Economic Services	16	163
Transportation	35	241
Utility Assistance	50	57
Volunteers/Donations	42	74