

2-1-1 Sonoma County Call Report

2nd Quarter 2016

I&R Call Volume	Sonoma County (Business Hours)	Sonoma County (After Hours)	Sonoma County Totals
Information & Referral Calls	2,670	573	3,243
Information Only Calls	767	84	851
Total	3,437	657	4,094

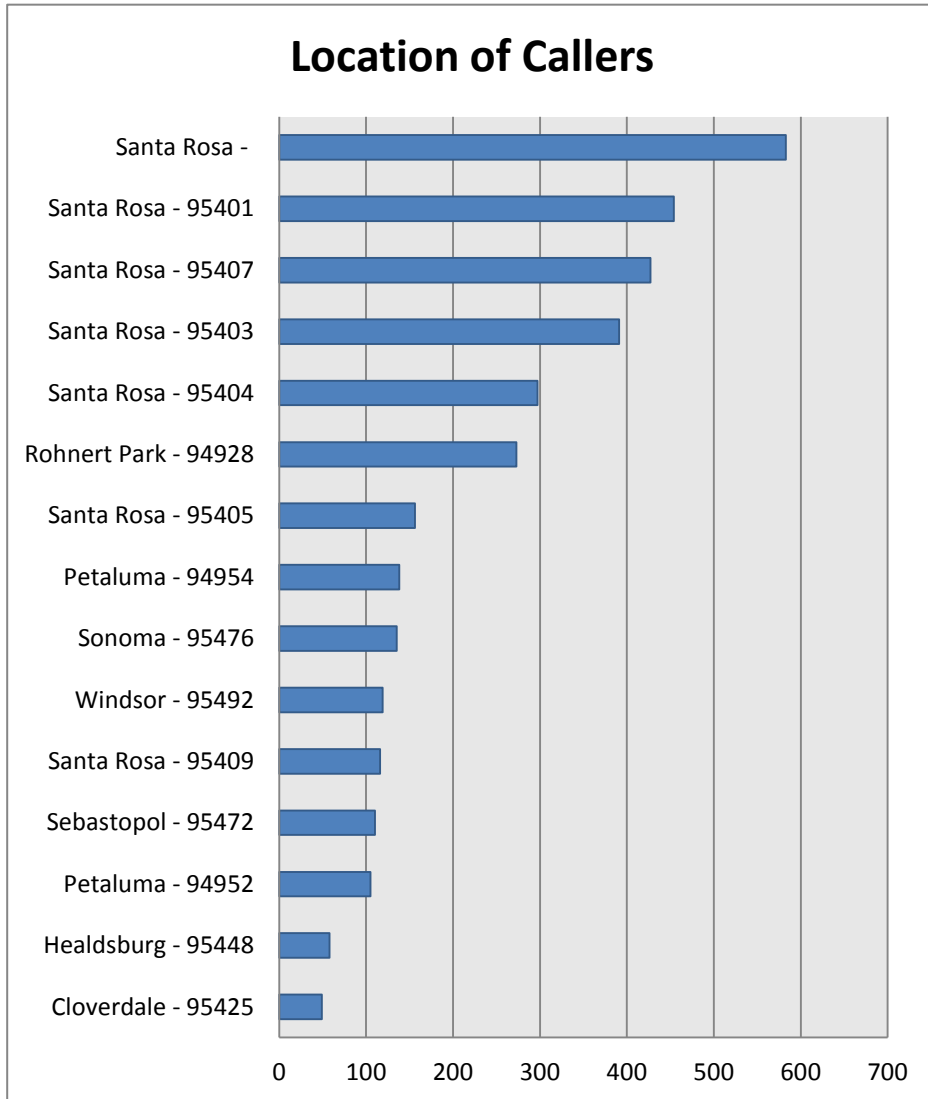
Information & Referral Statistics			
Number of People in Household	4,091	1,022	5,113
Number of Referrals	5,688	914	6,602

Primary Language						
English	3178	89.1%	747	84.7%	3925	88.2%
Spanish	380	10.7%	135	15.3%	515	11.6%
Other	10	0.3%	0	0.0%	10	0.2%

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

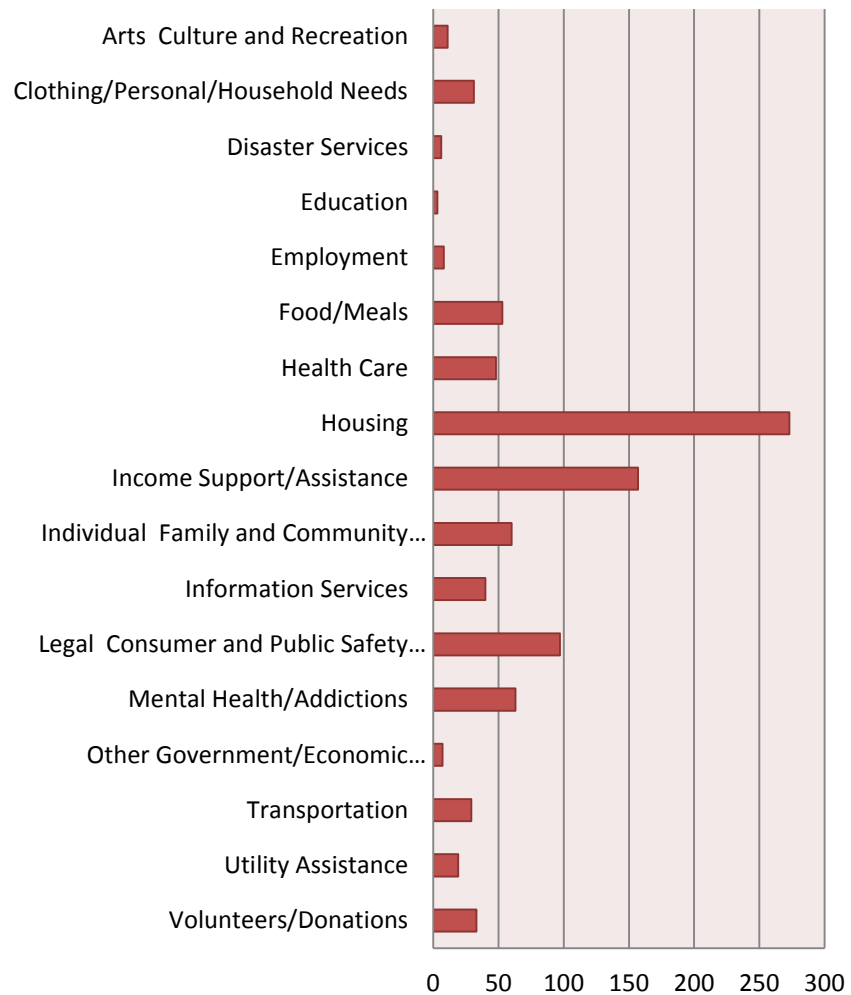
Web Visits	7662
Total Searches	12556

Email Contacts	2
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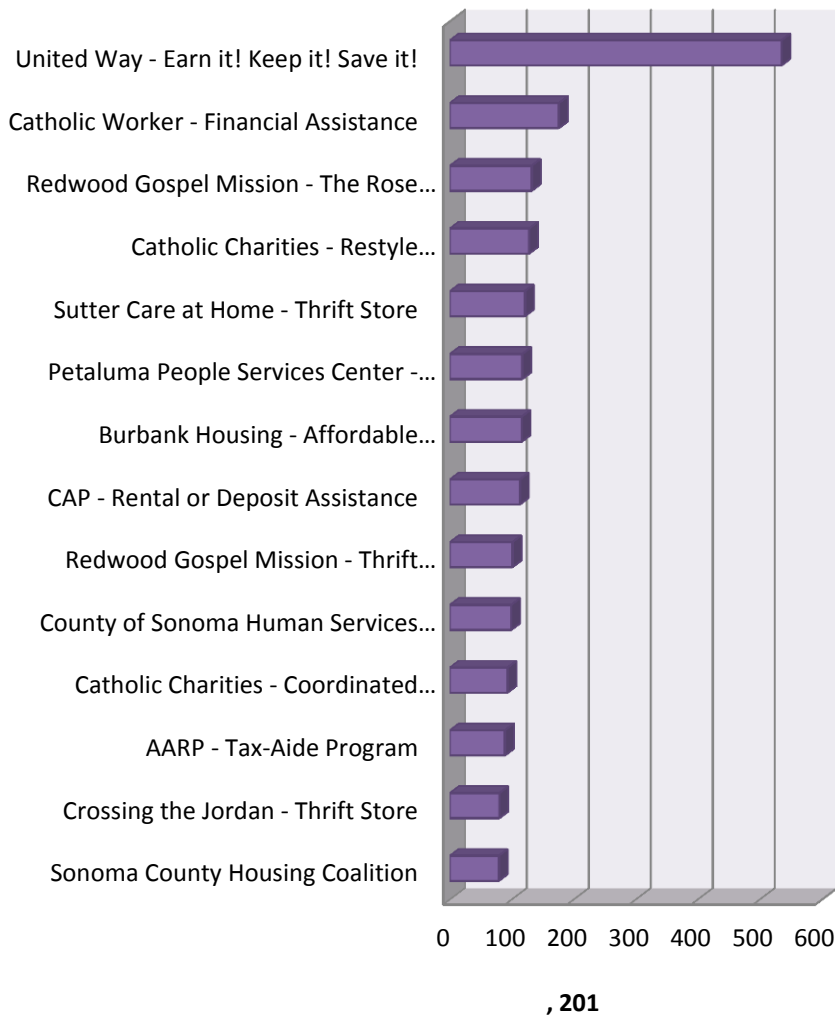
Location	Calls
Santa Rosa -	583
Santa Rosa - 95401	454
Santa Rosa - 95407	427
Santa Rosa - 95403	391
Santa Rosa - 95404	297
Rohnert Park - 94928	273
Santa Rosa - 95405	156
Petaluma - 94954	138
Sonoma - 95476	135
Windsor - 95492	119
Santa Rosa - 95409	116
Sebastopol - 95472	110
Petaluma - 94952	105
Healdsburg - 95448	58
Cloverdale - 95425	49

Category of Needs



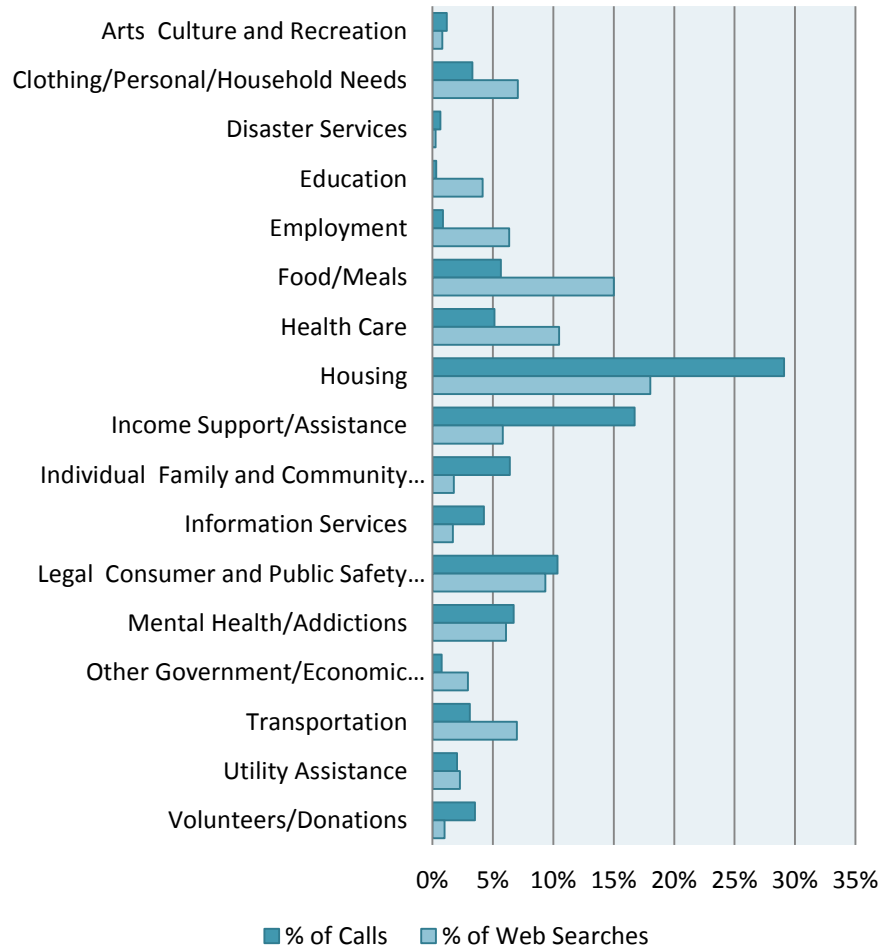
Category	Count
Arts Culture and Recreation	11
Clothing/Personal/Household Needs	31
Disaster Services	6
Education	3
Employment	8
Food/Meals	53
Health Care	48
Housing	273
Income Support/Assistance	157
Individual Family and Community Support	60
Information Services	40
Legal Consumer and Public Safety Services	97
Mental Health/Addictions	63
Other Government/Economic Services	7
Transportation	29
Utility Assistance	19
Volunteers/Donations	33

Top Referrals



Resources	Referrals
United Way - Earn it! Keep it! Save it!	535
Catholic Worker - Financial Assistance	176
Redwood Gospel Mission - The Rose Emergency Shelter	132
Catholic Charities - Restyle Marketplace	128
Sutter Care at Home - Thrift Store	121
Petaluma People Services Center - SHARE	117
Burbank Housing - Affordable Housing	116
CAP - Rental or Deposit Assistance	113
Redwood Gospel Mission - Thrift Store	101
County of Sonoma Human Services Department - CalFresh	99
Catholic Charities - Coordinated Intake for Families	93
AARP - Tax-Aide Program	89
Crossing the Jordan - Thrift Store	80
Sonoma County Housing Coalition	79

Comparison of Caller Needs and Web Searches



Needs	% of Calls	% of Web Searches
Arts Culture and Recreation	1%	1%
Clothing/Personal/Household Needs	3%	7%
Disaster Services	1%	0%
Education	0%	4%
Employment	1%	6%
Food/Meals	6%	15%
Health Care	5%	10%
Housing	29%	18%
Income Support/Assistance	17%	6%
Individual Family and Community Support	6%	2%
Information Services	4%	2%
Legal Consumer and Public Safety Services	10%	9%
Mental Health/Addictions	7%	6%
Other Government/Economic Services	1%	3%
Transportation	3%	7%
Utility Assistance	2%	2%
Volunteers/Donations	4%	1%