



## 211 Sonoma County Call Report – *First Quarter, 2014*

I&R Call Volume	Sonoma County (Business Hours)	Sonoma County (After Hours)	Sonoma County Totals
Information & Referral Calls	3,918	918	4,836
Information Only Calls	1,361	518	1,879
Total	5,279	1,436	6,715
<i>Static/Phantom Calls</i>	163	126	289

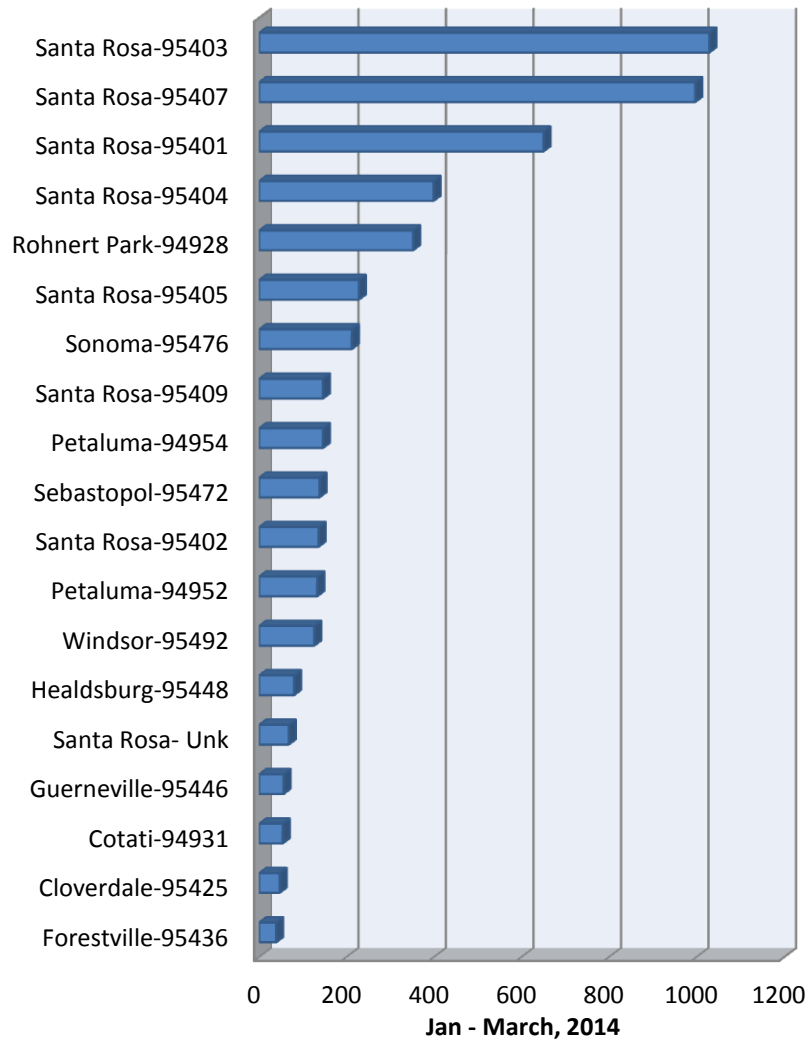
### Information & Referral Statistics

Number of People in Household	4,937	1,582	6,519
Number of Referrals	4,649	1,195	5,844

Primary Language						
English	4,557	83.8%	1,395	82.3%	5,952	83.4%
Spanish	882	16.2%	300	17.7%	1,182	16.6%
Other	1	0.0%	0	0.0%	1	0.0%

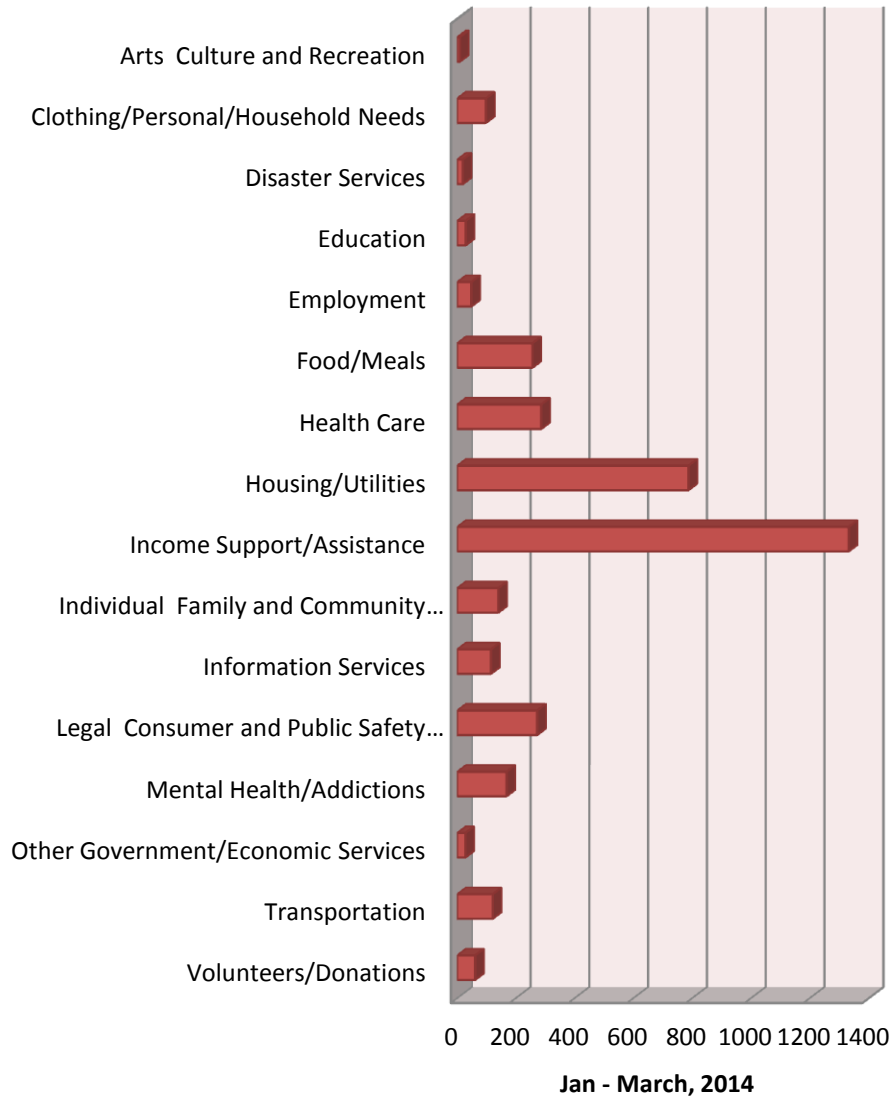
2-1-1 Sonoma County	
Web Visits	6,256
Total Searches	16,884
Email Contacts	9

## Top Locations of Caller



Caller Zip Code	Count of Calls
Santa Rosa-95403	1029
Santa Rosa-95407	997
Santa Rosa-95401	650
Santa Rosa-95404	399
Rohnert Park-94928	352
Santa Rosa-95405	228
Sonoma-95476	212
Petaluma-94954	146
Santa Rosa-95409	146
Sebastopol-95472	138
Santa Rosa-95402	136
Petaluma-94952	133
Windsor-95492	126
Healdsburg-95448	80
Santa Rosa- Unk	68
Guerneville-95446	56
Cotati-94931	54
Cloverdale-95425	47
Forestville-95436	39

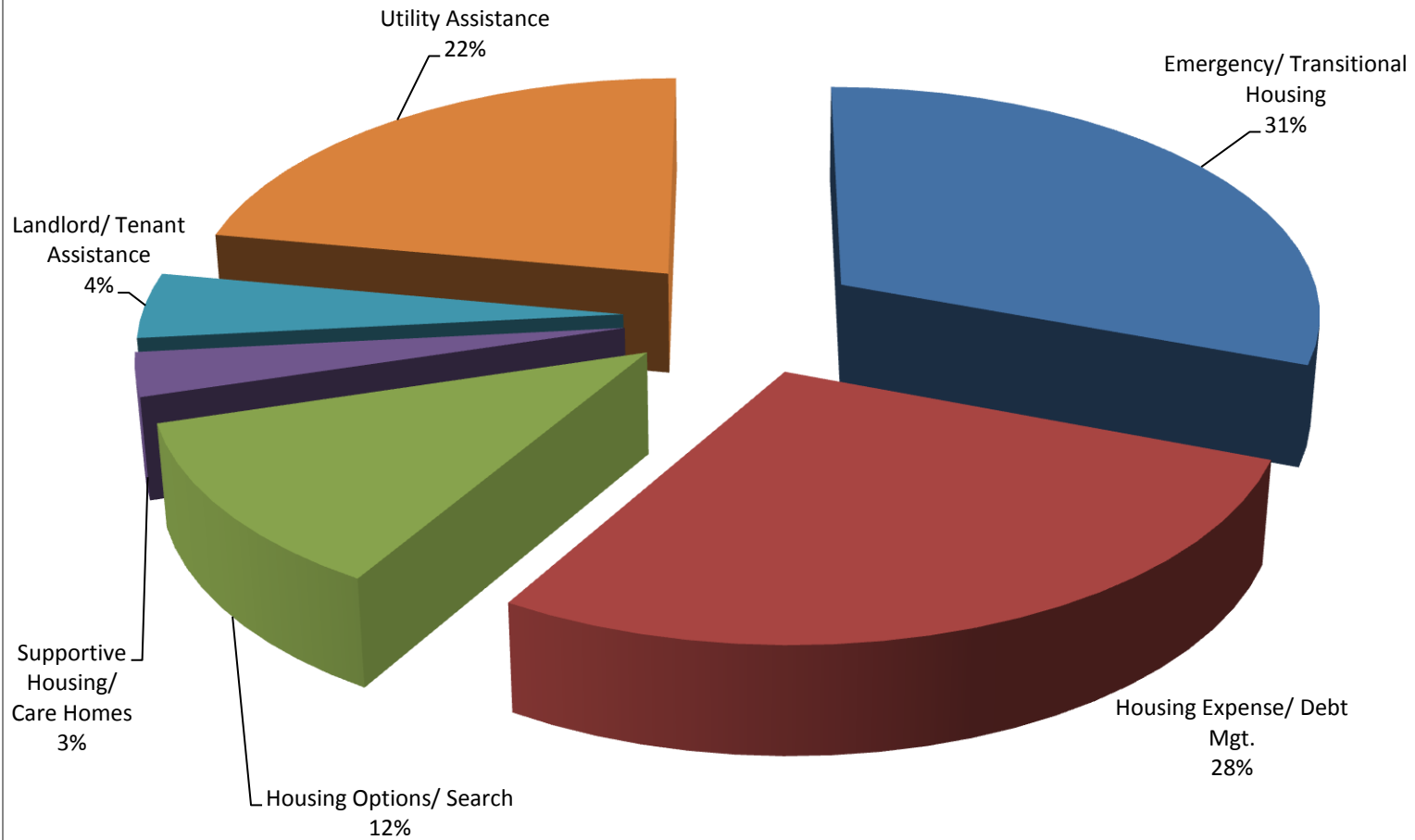
## Category of Needs - Sonoma County



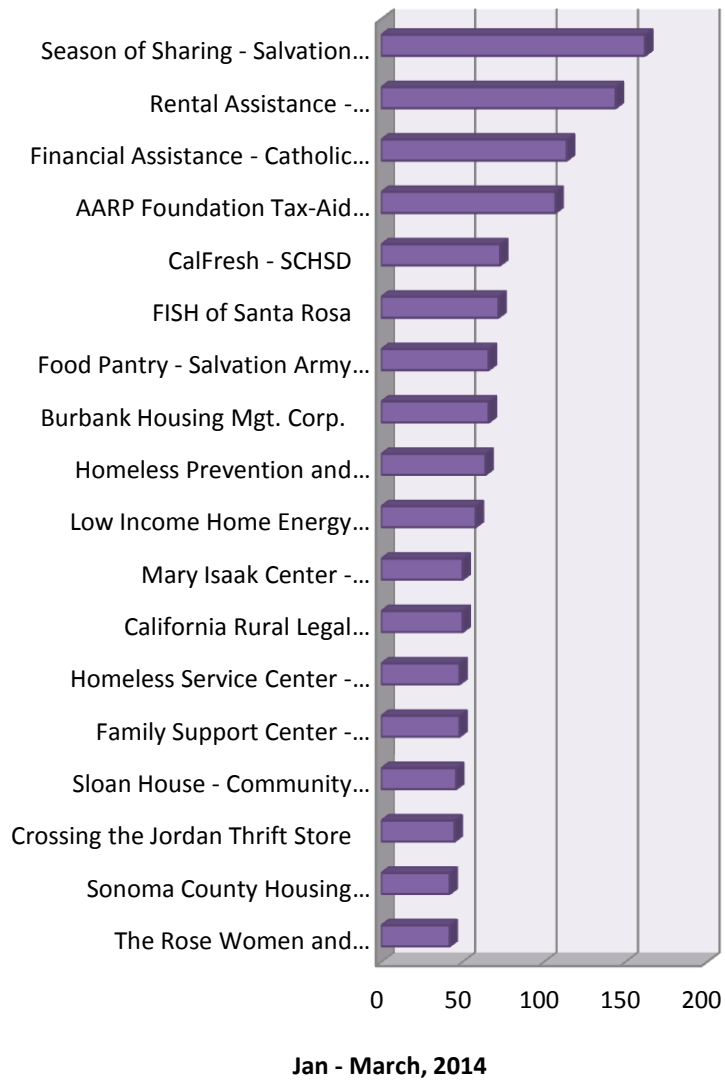
	#
Arts Culture and Recreation	9
Clothing/Personal/Household Needs	98
Disaster Services	19
Education	29
Employment	48
Food/Meals	256
Health Care	286
Housing/Utilities	787
Income Support/Assistance	1332
Individual Family and Community Support	140
Information Services	115
Legal Consumer and Public Safety Services	272
Mental Health/Addictions	168
Other Government/Economic Services	28
Transportation	121
Volunteers/Donations	61

Unmet Needs	#
<b>Hotel/ Motel Vouchers</b>	<b>14</b>
<b>Misc</b>	<b>10</b>
<b>Water Bill Assistance</b>	<b>5</b>
<b>Car Repairs</b>	<b>4</b>
<b>Gas Vouchers</b>	<b>4</b>
<b>Pro bono Attorneys</b>	<b>4</b>
<b>Volunteer Movers/ Uhaul/ Storage</b>	<b>4</b>
<b>Transportation</b>	<b>3</b>
<b>Dental</b>	<b>2</b>
<b>Rental Assistance</b>	<b>2</b>
<b>List of Section 8 homes</b>	<b>1</b>
<b>\$ for fingerprinting</b>	<b>1</b>
<b>Typing certificate</b>	<b>1</b>
<b>Chiropractor who takes MediCal</b>	<b>1</b>

## Housing/ Utilities Needs Detail - Q-1, 2014

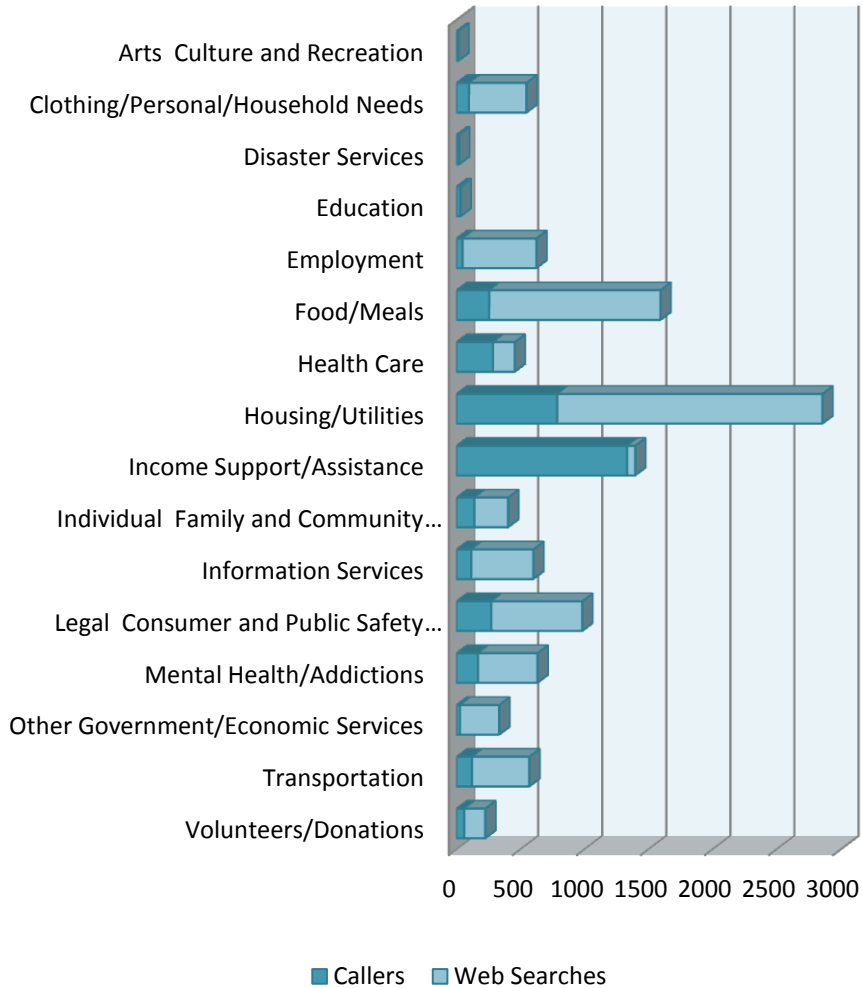


## Top Referrals - Sonoma County



<b><i>United Way Earn it Keep it Save it Tax Prep Appts. And Referrals</i></b>	<b>1,784</b>
Season of Sharing - Salvation Army Santa Rosa Corps	162
Rental Assistance - Community Action Partnership of Sonoma County	144
Financial Assistance - Catholic Worker	114
AARP Foundation Tax-Aid Assistance Program (Sonoma County)	107
CalFresh - SCHSD	73
FISH of Santa Rosa	72
Burbank Housing Mgt. Corp.	66
Food Pantry - Salvation Army Santa Rosa Corps	66
Homeless Prevention and Rapid Re-Housing Program - Catholic Charities	64
Low Income Home Energy Assistance Program - North Coast Energy Services	58
California Rural Legal Assistance-Santa Rosa	50
Mary Isaak Center - Committee on the Shelterless	50
Family Support Center - Catholic Charities of the Diocese of Santa Rosa	48
Homeless Service Center - Catholic Charities of the Diocese of Santa Rosa	48
Sloan House - Community Action Partnership of Sonoma County	46
Crossing the Jordan Thrift Store	45
The Rose Women and Childrens Emergency Shelter - Redwood Gospel Mission	42
Sonoma County Housing Authority-Rental Assistance	42

**Comparison of Caller Needs and Web Searches  
Sonoma County,  
Jan - March 2014**



	Callers	Web Searches
Arts Culture and Recreation	9	6
Clothing/Personal/Household Needs	98	448
Disaster Services	19	1
Education	29	3
Employment	48	576
Food/Meals	256	1337
Health Care	286	169
Housing/Utilities	787	2070
Income Support/Assistance	1332	63
Individual Family and Community Support	140	263
Information Services	115	485
Legal Consumer and Public Safety Services	272	710
Mental Health/Addictions	168	465
Other Government/Economic Services	28	306
Transportation	121	448
Volunteers/Donations	61	164