



211 Sonoma County Call Report – April – June, 2014

I&R Call Volume	Sonoma County (Business Hours)	Sonoma County (After Hours)	Sonoma County Totals
Information & Referral Calls	2,168	518	2,686
Information Only Calls	794	242	1,036
Total	2,962	760	3,722

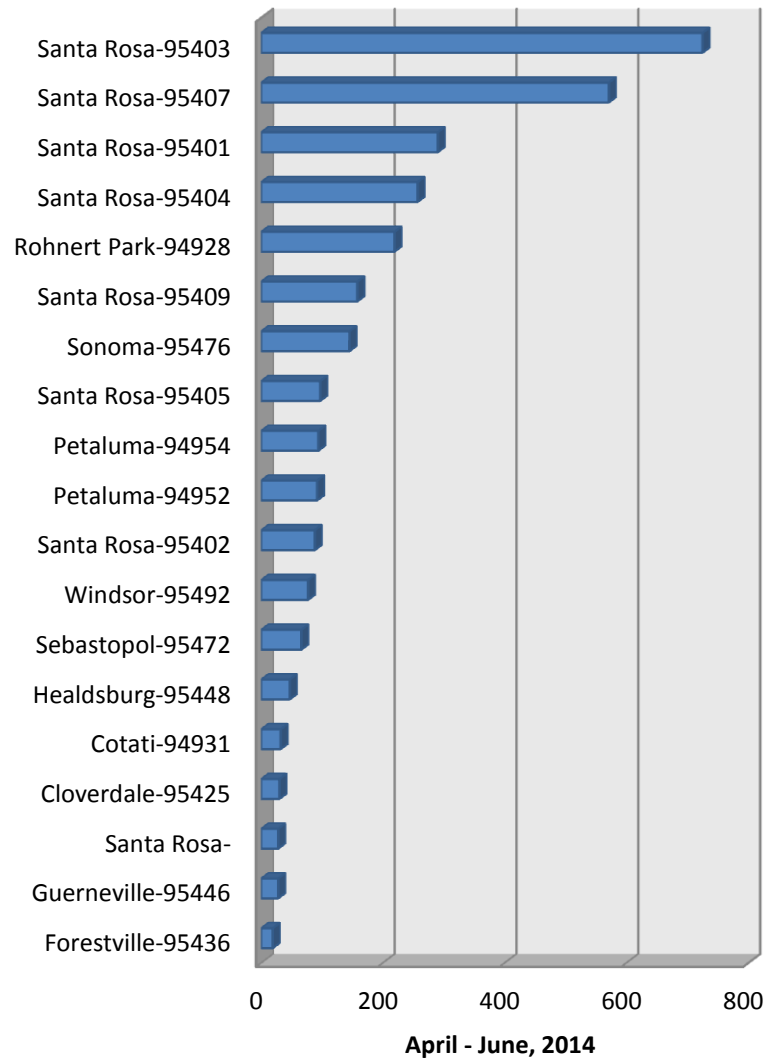
Information & Referral Statistics

Number of People in Household	3,522	883	4,405
Number of Referrals	3,543	880	4,423

Primary Language						
English	2864	91.6%	789	86.7%	3653	90.5%
Spanish	263	8.4%	121	13.3%	384	9.5%
Other	1	0.0%	0	0.0%	1	0.0%

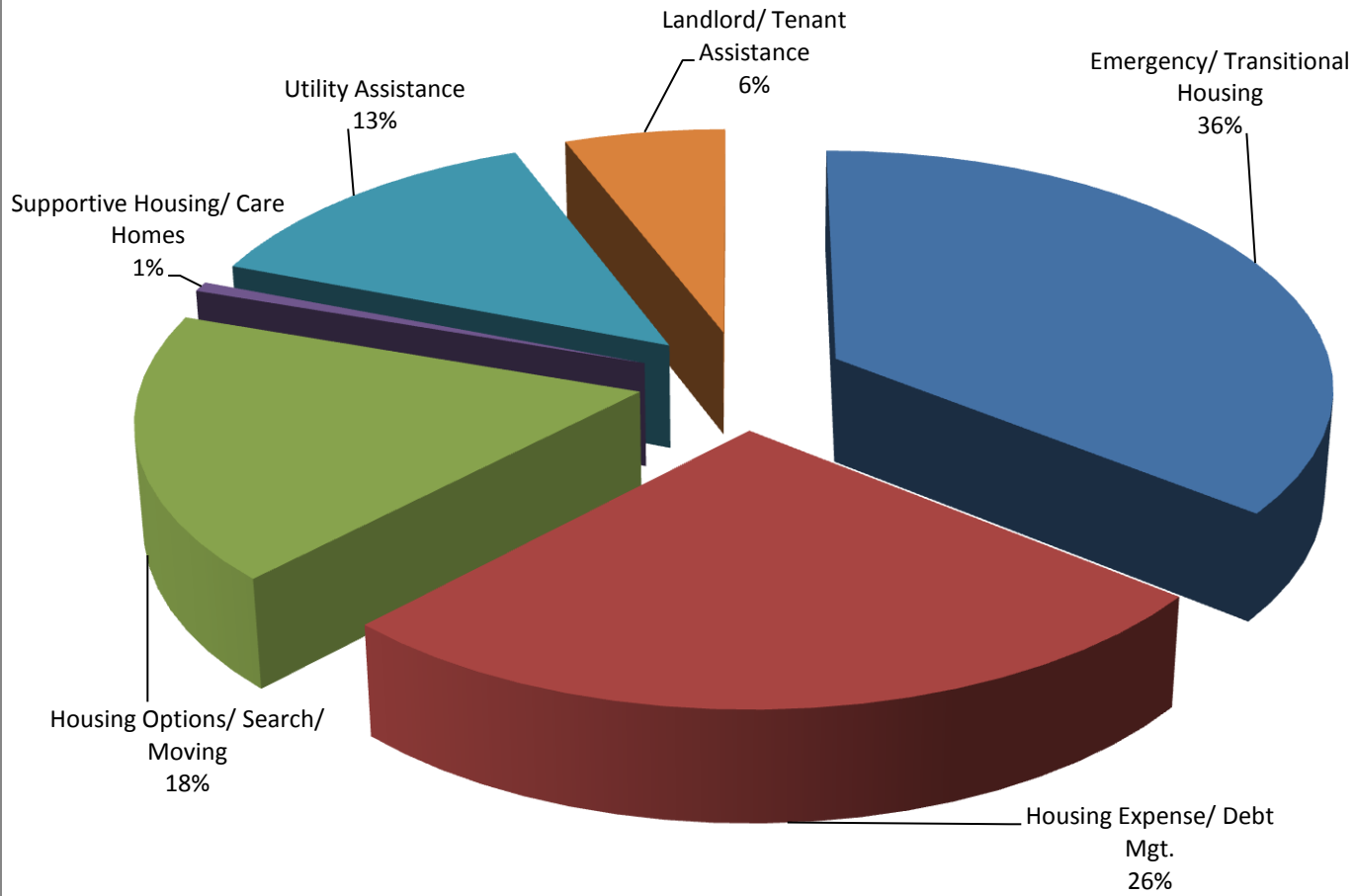
	2-1-1 Sonoma County
Web Visits	5,810
Total Searches	18,155
Email Contacts	8

Top Locations of Caller

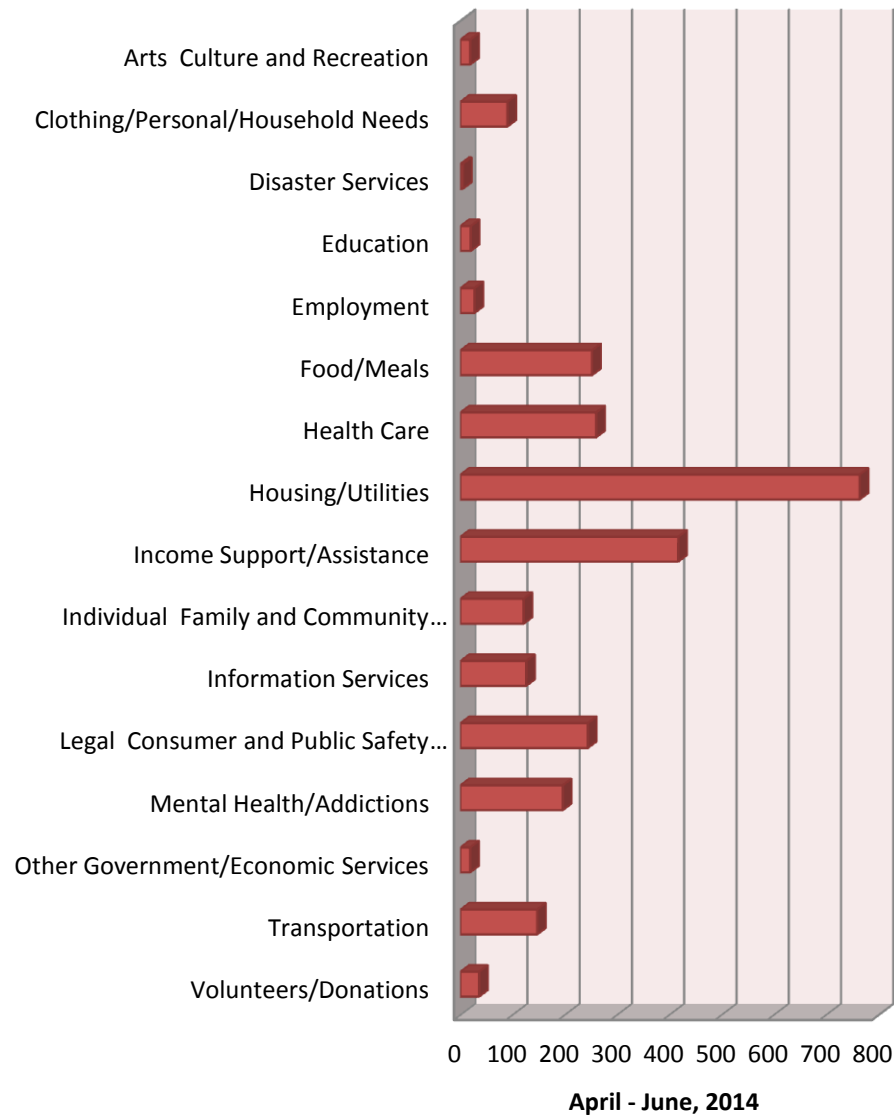


Santa Rosa-95403	725
Santa Rosa-95407	571
Santa Rosa-95401	290
Santa Rosa-95404	257
Rohnert Park-94928	219
Santa Rosa-95409	158
Sonoma-95476	145
Santa Rosa-95405	97
Petaluma-94954	94
Petaluma-94952	92
Santa Rosa-95402	88
Windsor-95492	77
Sebastopol-95472	66
Healdsburg-95448	47
Cotati-94931	32
Cloverdale-95425	30
Guerneville-95446	28
Santa Rosa- unk zip	28
Forestville-95436	19

Housing - Utilities Detail, Q-2 April - June 2014



Category of Needs - Sonoma County

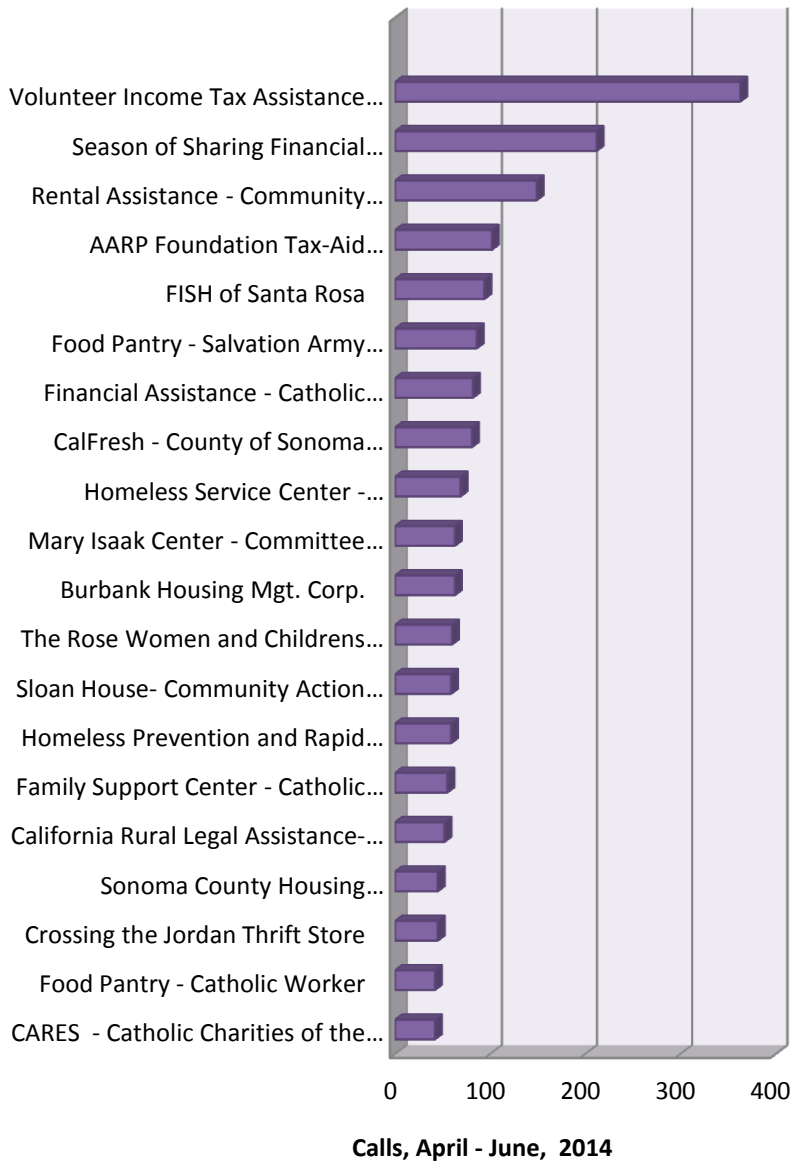


Arts Culture and Recreation	19
Clothing/Personal/Household Needs	90
Disaster Services	5
Education	20
Employment	27
Food/Meals	252
Health Care	260
Housing/Utilities	764
Income Support/Assistance	417
Individual Family and Community Support	121
Information Services	126
Legal Consumer and Public Safety Services	244
Mental Health/Addictions	196
Other Government/Economic Services	19
Transportation	147
Volunteers/Donations	36

Unmet/ Under Resourced Needs*	#
Pro bono Lawyers/Attorneys	7
Hotel/Motel vouchers	15
Transportation - non-medical	5
Food pantry delivery	1
Transportation costs out of state	3
\$ Assistance for DUI /or traffic tickets	3
Location for free Laundry (not homeless)	1
Place to donate cassettes	1
Suicide Survivor support group	1
\$ for medical-related transportation	3
Dental	2
Domestic Violence shelter	1
Financial for Auto- related expenses: repairs, registration, purchase, license, gas, etc.	11
Eyeglasses	1
Free First Aid Kit	1
Hot meal delivery in evening	1
Low cost Storage Unit	1
Volunteer movers/Uhaul rentals	1
Water bill assistance	1
Clothing & shoes vouchers	1
Assistance filling out college application	1
\$ for background check & fingerprints	1
\$ for summer camp for child	1

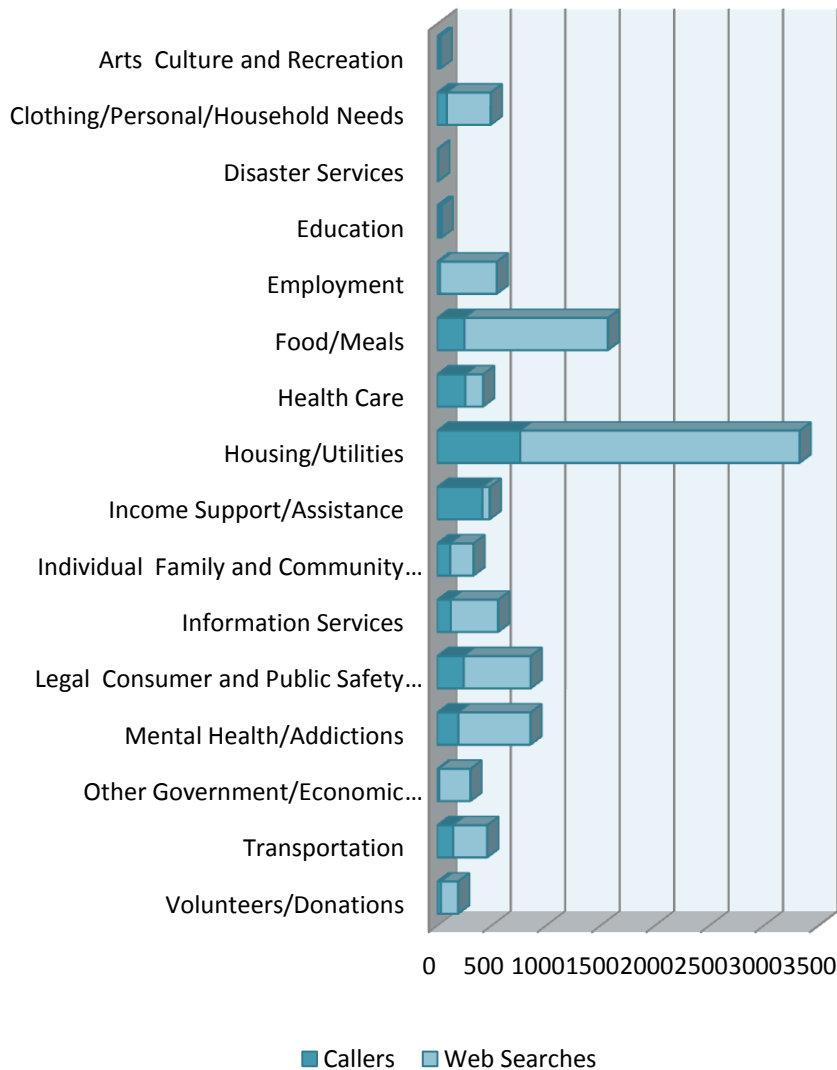
**** Based on this report, a number of these under-resourced issues have been researched and resources now identified.***

Top Referrals - Sonoma County



Volunteer Income Tax Assistance Program- United Way EKS	363
Season of Sharing Financial Assistance	212
Rental Assistance - Community Action Partnership of Sonoma County	149
AARP Foundation Tax-Aid Assistance Program (Sonoma County)	102
FISH of Santa Rosa	94
Food Pantry - Salvation Army Santa Rosa Corps	86
Financial Assistance - Catholic Worker	82
CalFresh - County of Sonoma Human Services Department	81
Homeless Service Center - Catholic Charities of the Diocese of Santa Rosa	69
Burbank Housing Mgt. Corp.	63
Mary Isaak Center - Committee on the Shelterless	63
The Rose Women and Childrens Emergency Shelter - Redwood Gospel Mission	60
Homeless Prevention and Rapid Re-Housing Program - Catholic Charities of the Diocese of Santa Rosa	59
Sloan House- Community Action Partnership of Sonoma County	59
Family Support Center - Catholic Charities of the Diocese of Santa Rosa	55
California Rural Legal Assistance-Santa Rosa	52
Crossing the Jordan Thrift Store	45
Sonoma County Housing Authority-Rental Assistance	45
CARES - Catholic Charities of the Diocese of Santa Rosa	42
Food Pantry - Catholic Worker	42

Comparison of Caller Needs and Web Searches Sonoma County, April - June, 2014



	Callers	Web Searches
Arts Culture and Recreation	19	12
Clothing/Personal/Household Needs	90	402
Disaster Services	5	5
Education	20	21
Employment	27	521
Food/Meals	252	1316
Health Care	260	162
Housing/Utilities	764	2564
Income Support/Assistance	417	66
Individual Family and Community Support	121	213
Information Services	126	434
Legal Consumer and Public Safety Services	244	615
Mental Health/Addictions	196	661
Other Government/Economic Services	19	287
Transportation	147	313
Volunteers/Donations	36	156