



211 Sonoma County Call Report – July - September, 2014



I&R Call Volume	Sonoma County (Business Hours)	Sonoma County (After Hours)	Sonoma County Totals
Information & Referral Calls	1,971	663	2,634
Information Only Calls	534	97	631
Total	2,505	760	3,265

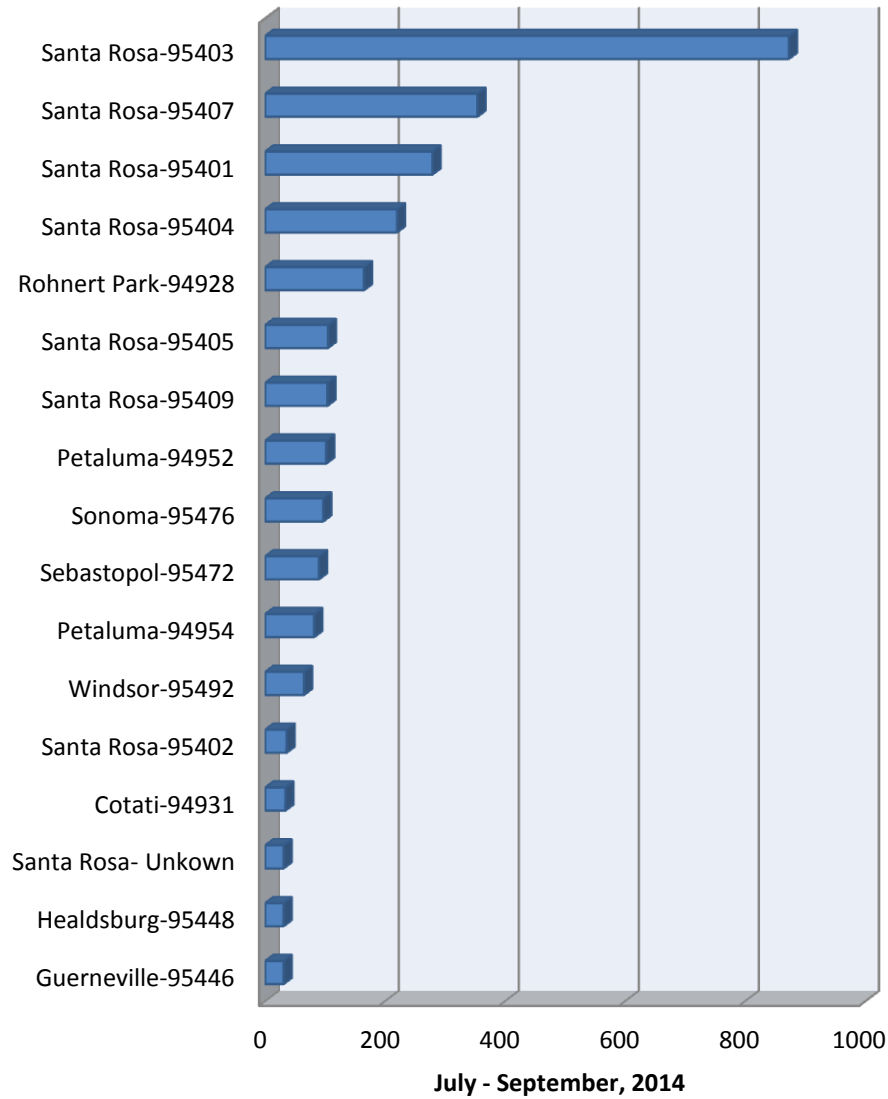
Information & Referral Statistics

Number of People in Household	3,287	1,077	4,364
Number of Referrals	3,095	1,099	4,194

Primary Language						
English	2242	90.8%	670	84.9%	2912	89.4%
Spanish	227	9.2%	119	15.1%	346	10.6%
Other	0		0		0	0.0%

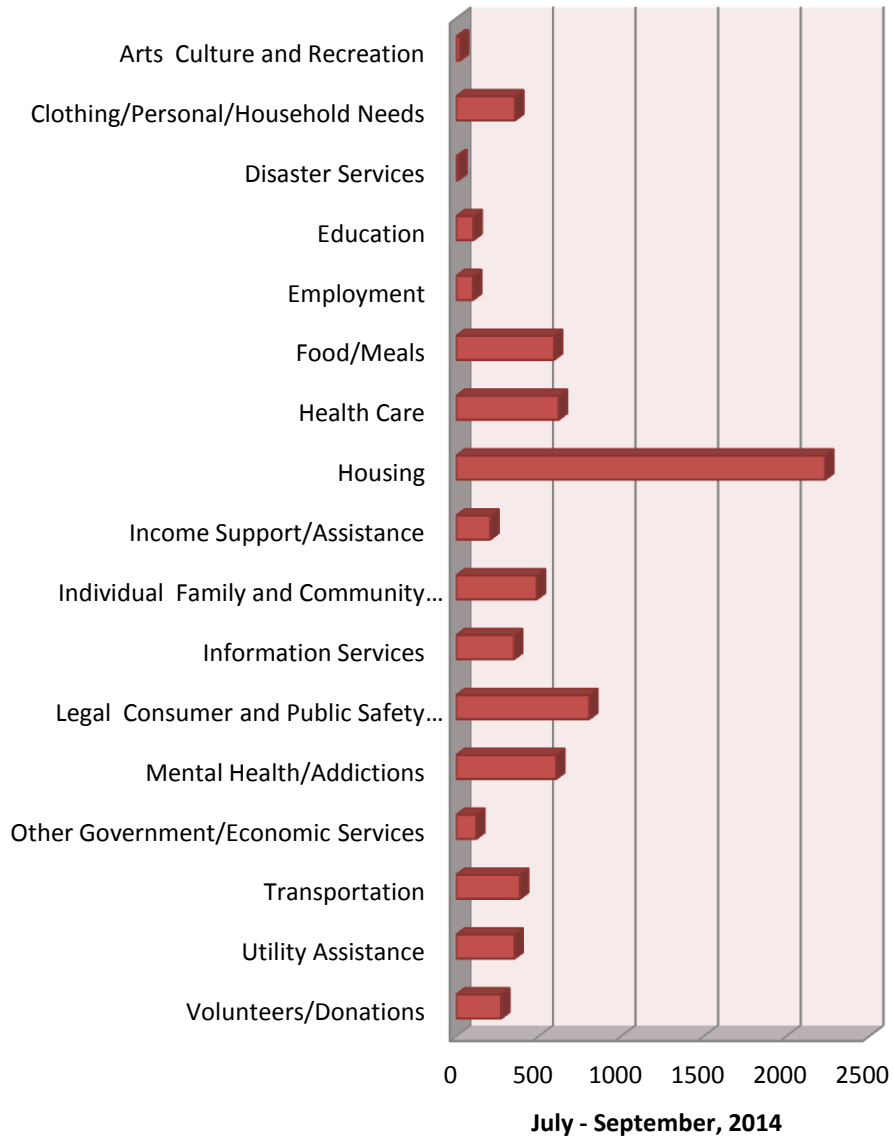
	2-1-1 Sonoma County
Web Visits	5,082
Total Searches	17,780
Email Contacts	5

Top Locations of Caller



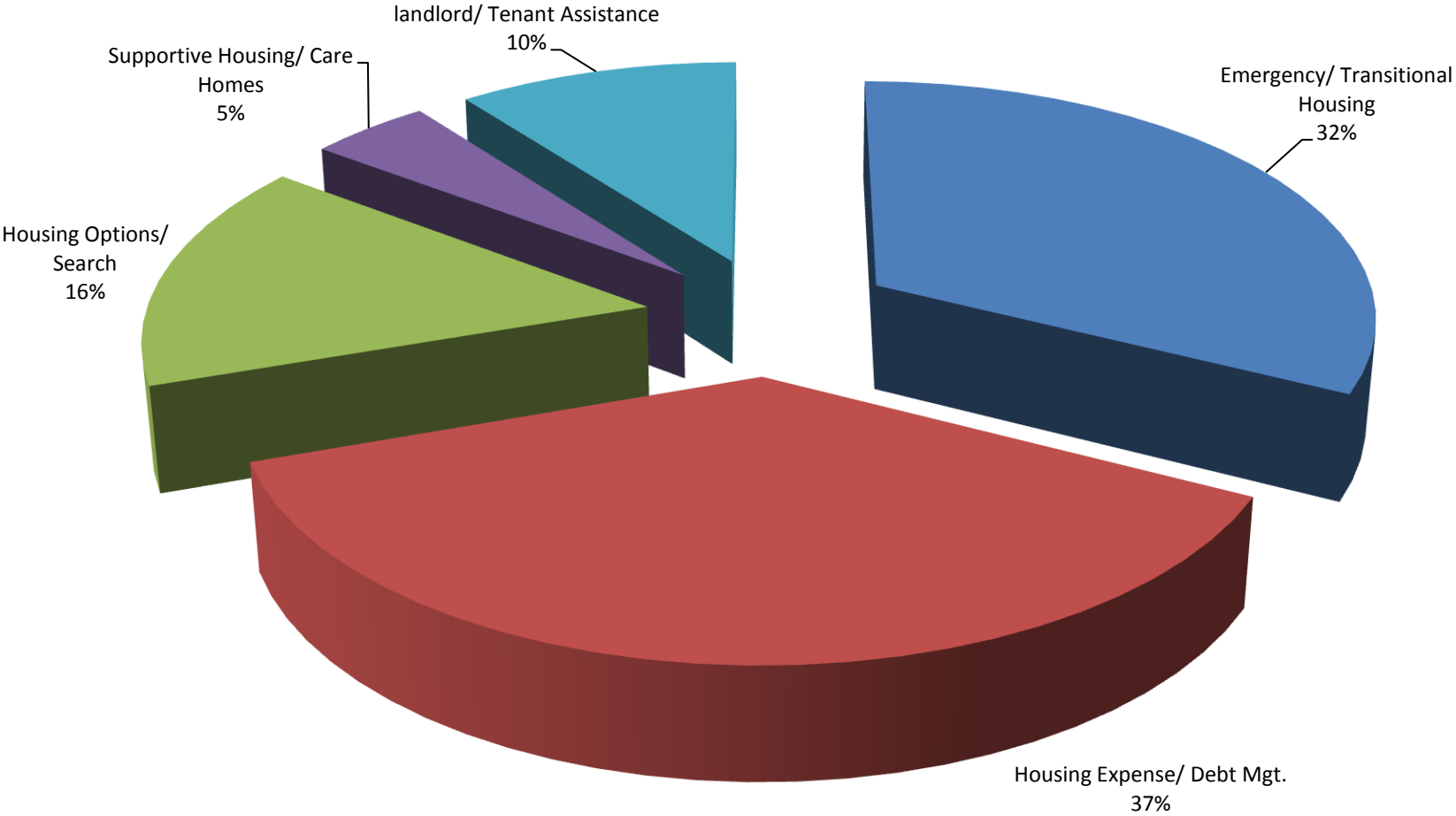
Location	Nbr. Of Calls
Santa Rosa-95403	873
Santa Rosa-95407	354
Santa Rosa-95401	279
Santa Rosa-95404	220
Rohnert Park-94928	165
Santa Rosa-95405	105
Santa Rosa-95409	104
Petaluma-94952	102
Sonoma-95476	97
Sebastopol-95472	90
Petaluma-94954	82
Windsor-95492	65
Santa Rosa-95402	36
Cotati-94931	34
Guerneville-95446	31
Healdsburg-95448	31
Santa Rosa- Unkown	31

Category of Needs - Sonoma County



Arts Culture and Recreation	24
Clothing/Personal/Household Needs	357
Disaster Services	13
Education	105
Employment	102
Food/Meals	593
Health Care	621
Housing	2,235
Income Support/Assistance	207
Individual Family and Community Support	489
Information Services	351
Legal Consumer and Public Safety Services	806
Mental Health/Addictions	606
Other Government/Economic Services	122
Transportation	387
Utility Assistance	354
Volunteers/Donations	273

Housing Detail Q-3, July - September, 2014

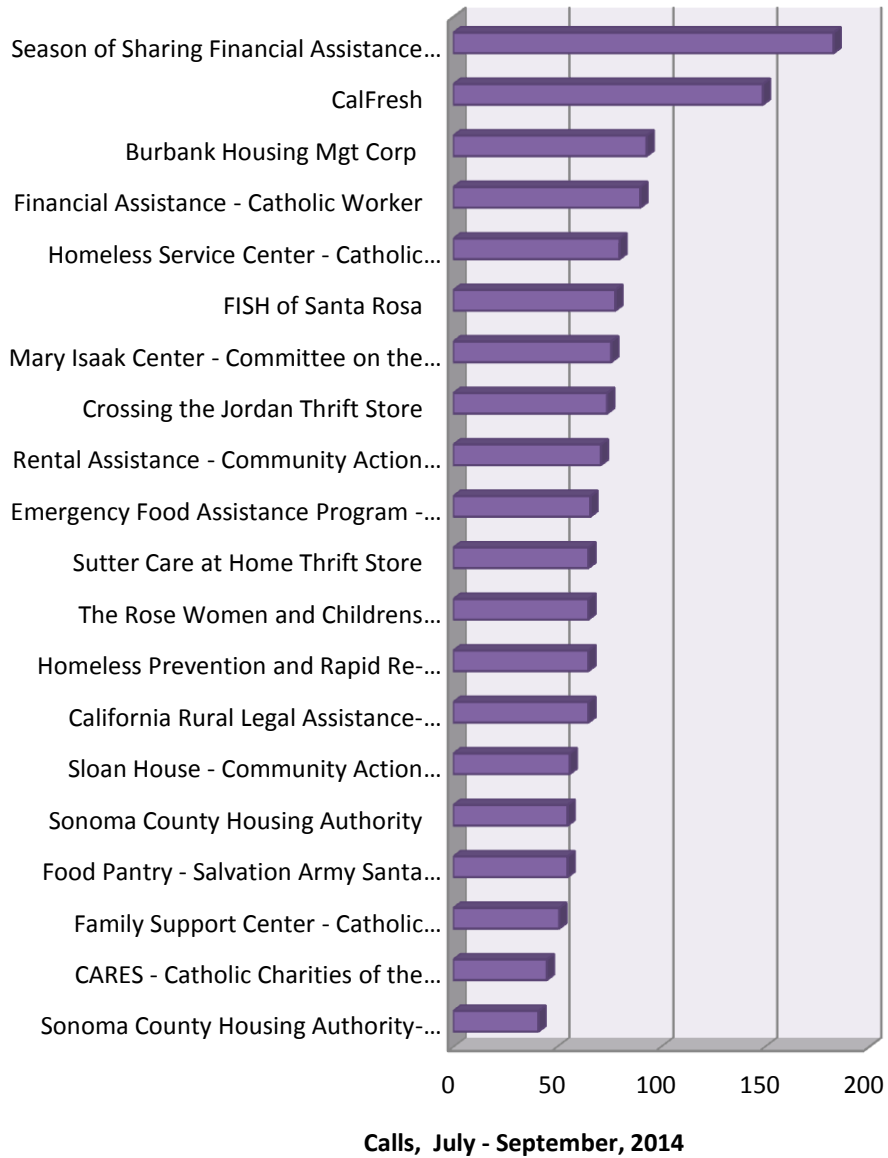


Unmet and Under Resourced Needs, July – Sept., 2014

Assistance with pest control	1
Baby Formula	1
Car repairs/ registration	4
Child Care Cost assistance	1
Clothing & shoes vouchers	3
Donated cars	2
Financial Assistance - general	3
Food pantry delivery	1
Friendly visitor in Spanish	1
Furniture for senior	2
Gas vouchers	14
GED test online	1
Hotel/Motel vouchers	7
Hotline for bereavement	1
Mattress to dump	1
Place to park motor home	1
Pro bono Lawyers/Attorneys	1
Rental Assistance (not on lease)	1
Shelter	1
Skilled Nursing for homeless	1
Talk Lines	1
Transportation	7
Utility bill assistance	3

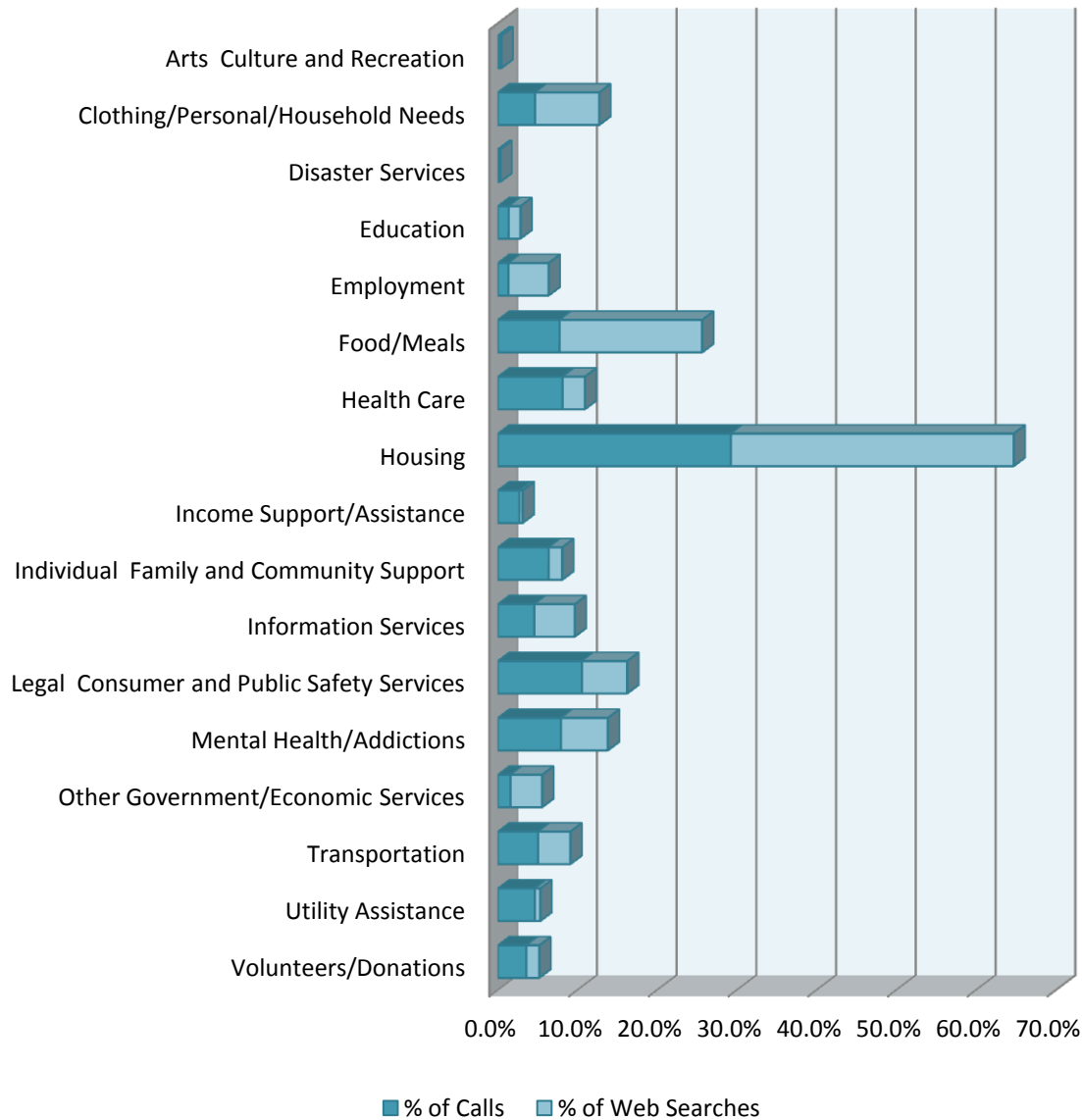
** Based on this report, a number of these under-resourced issues have been researched and resources now identified.*

Top Referrals - Sonoma County



Season of Sharing Financial Assistance - Salvation Army Santa Rosa Corps	183
CalFresh	149
Burbank Housing Mgt Corp	93
Financial Assistance - Catholic Worker	90
Homeless Service Center - Catholic Charities of the Diocese of Santa Rosa	80
FISH of Santa Rosa	78
Mary Isaak Center - Committee on the Shelterless	76
Crossing the Jordan Thrift Store	74
Rental Assistance - Community Action Partnership of Sonoma County	71
Emergency Food Assistance Program - Redwood Empire Food Bank	66
California Rural Legal Assistance-Santa Rosa	65
Homeless Prevention and Rapid Re-Housing Program - Catholic Charities of the Diocese of Santa Rosa	65
The Rose Women and Childrens Emergency Shelter - Redwood Gospel Mission	65
Sutter Care at Home Thrift Store	65
Sloan House - Community Action Partnership of Sonoma County	56
Food Pantry - Salvation Army Santa Rosa Corps	55
Sonoma County Housing Authority	55
Family Support Center - Catholic Charities of the Diocese of Santa Rosa	51
CARES - Catholic Charities of the Diocese of Santa Rosa	45
Sonoma County Housing Authority-Rental Assistance	41

Comparison of Caller Needs and Web Searches Sonoma County, July - Sept. 2014



	% of Calls	% of Web Searches
Arts Culture and Recreation	0.3%	0.1%
Clothing/Personal/Household Needs	4.7%	8.1%
Disaster Services	0.2%	0.1%
Education	1.4%	1.5%
Employment	1.3%	5.0%
Food/Meals	7.8%	17.9%
Health Care	8.1%	2.8%
Housing	29.2%	35.5%
Income Support/Assistance	2.7%	0.4%
Individual Family and Community Support	6.4%	1.7%
Information Services	4.6%	5.1%
Legal Consumer and Public Safety Services	10.5%	5.7%
Mental Health/Addictions	7.9%	5.9%
Other Government/Economic Services	1.6%	4.0%
Transportation	5.1%	4.0%
Utility Assistance	4.6%	0.7%
Volunteers/Donations	3.6%	1.6%