



211 Sonoma County Call Report – Oct. – Dec., 2014



I&R Call Volume	Sonoma County (Business Hours)	Sonoma County (After Hours)	Sonoma County Totals
Information & Referral Calls	2,250	414	2,664
Information Only Calls	646	86	732
Total	2,896	500	3,396

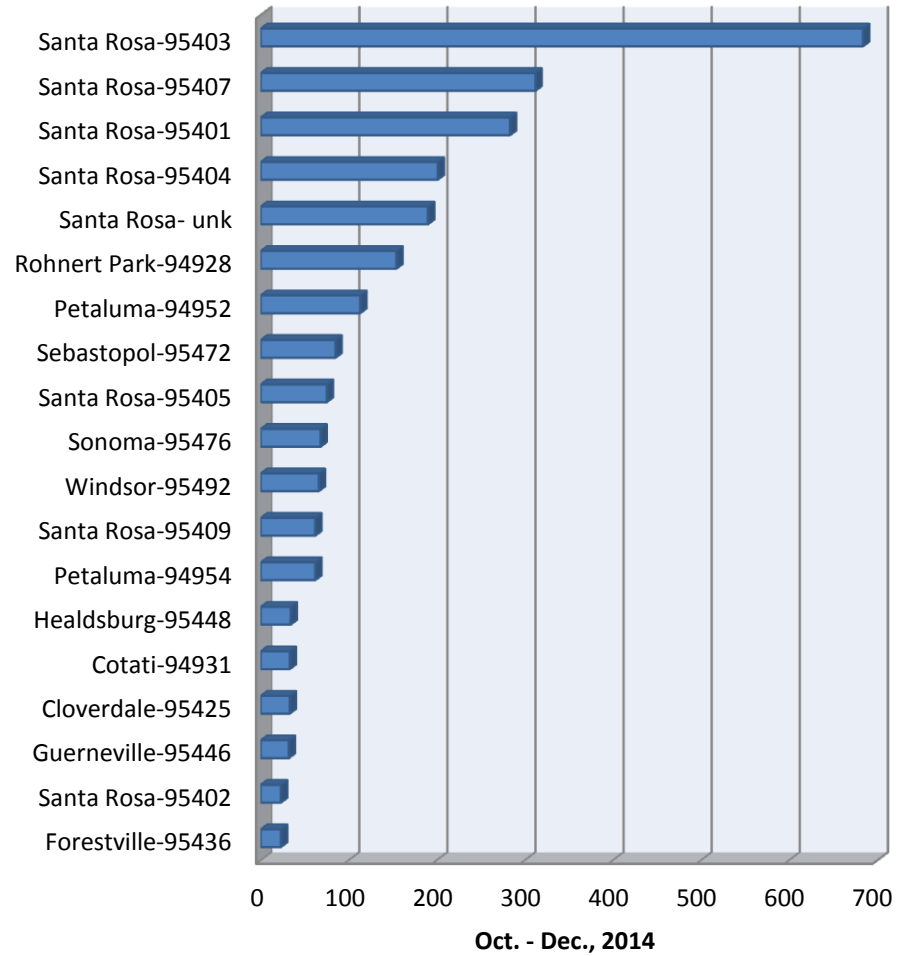
Information & Referral Statistics

Number of People in Household	4,055	767	4,822
Number of Referrals	3,827	818	4,645

Primary Language						
English	2817	89.0%	513	85.5%	3330	88.5%
Spanish	347	11.0%	87	14.5%	434	11.5%
Other	0	0.0%	0	0.0%	0	0.0%

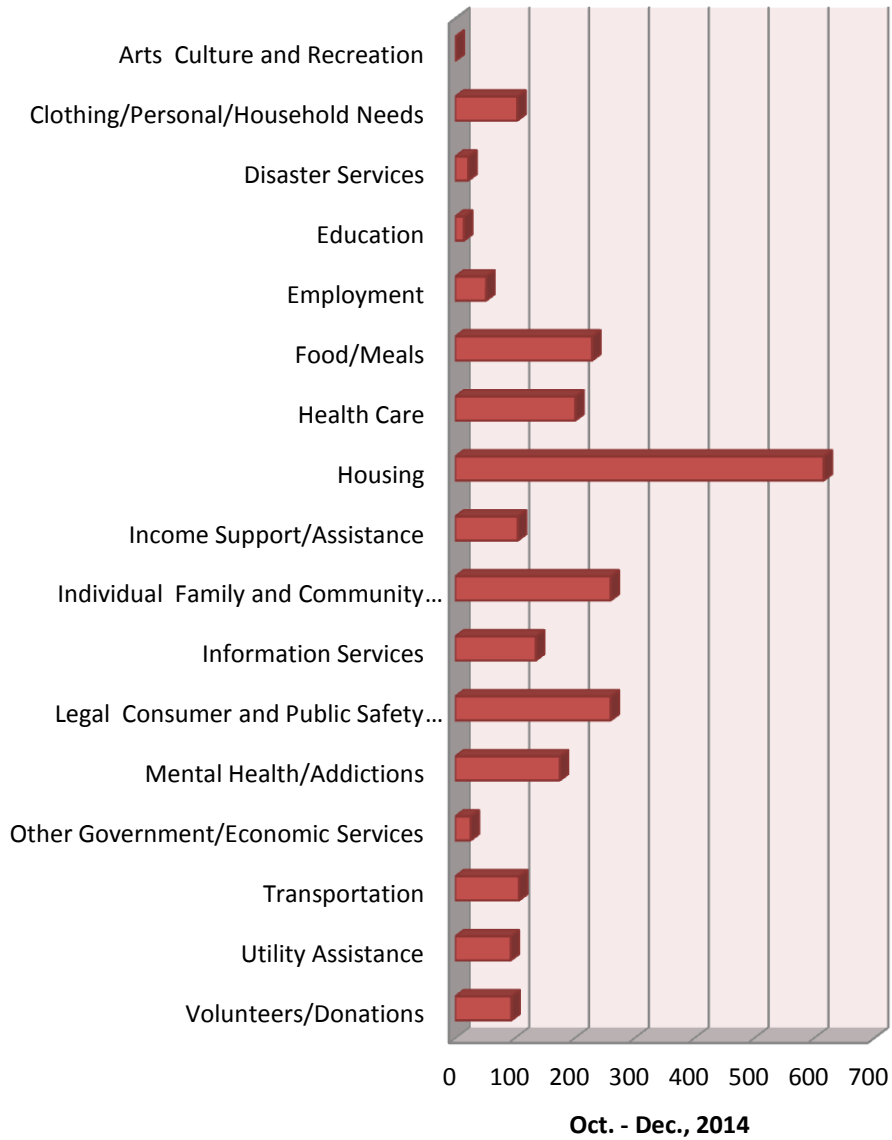
	2-1-1 Sonoma County
Web Visits	5,958
Total Searches	19,811
Email Contacts	8

Top Location of Caller



Location	Nbr. Of Calls
Santa Rosa-95403	684
Santa Rosa-95407	312
Santa Rosa-95401	283
Santa Rosa-95404	201
Santa Rosa- unk	190
Rohnert Park-94928	154
Petaluma-94952	113
Sebastopol-95472	85
Santa Rosa-95405	75
Sonoma-95476	68
Windsor-95492	66
Petaluma-94954	62
Santa Rosa-95409	62
Healdsburg-95448	34
Cloverdale-95425	33
Cotati-94931	33
Guerneville-95446	32
Forestville-95436	23
Santa Rosa-95402	23

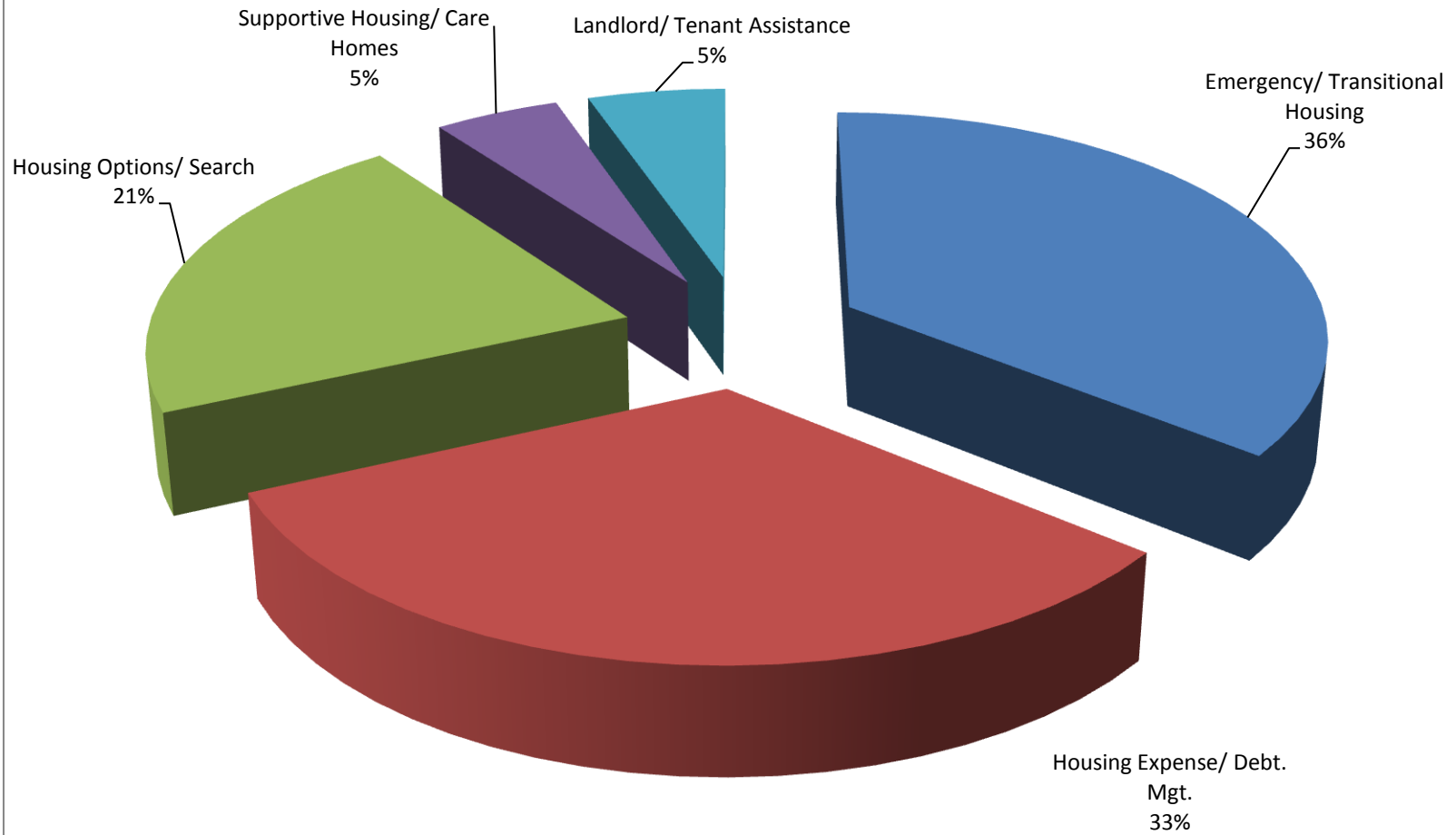
Category of Needs - Sonoma County



Arts Culture and Recreation	1
Clothing/Personal/Household Needs	104
Disaster Services	22
Education	15
Employment	52
Food/Meals	229
Health Care	201
Housing	616
Income Support/Assistance	105
Individual Family and Community Support	260
Information Services	135
Legal Consumer and Public Safety Services	260
Mental Health/Addictions	175
Other Government/Economic Services	26
Transportation	107
Utility Assistance	93
Volunteers/Donations	94

Housing Needs Detail

Oct. - Dec., 2014



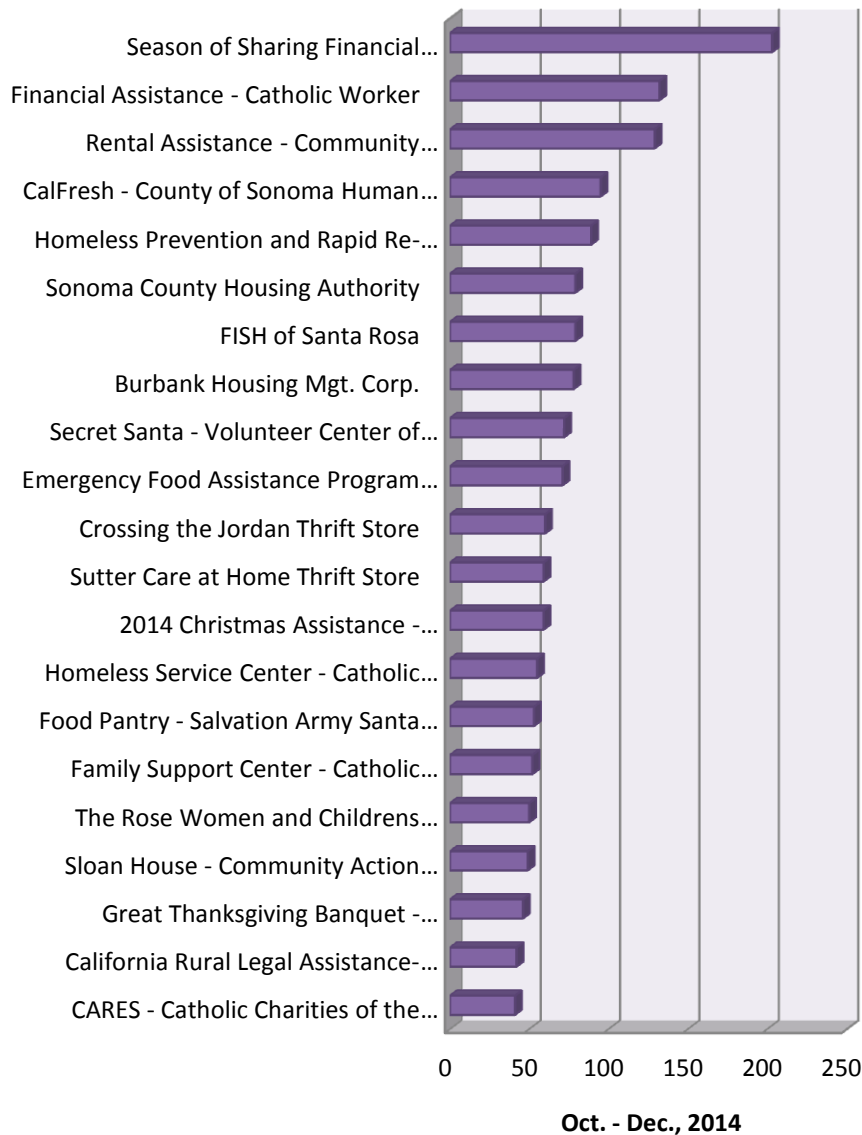
Total = 618

Unmet/ Under Resourced Needs*, Oct. – Dec., 2014

Car Registration Expense	2
Car Repairs	3
Cash for junk car	1
Clothing & Shoes Vouchers	4
Donated Car	1
Drug/Alcohol Rehab	3
Food Pantry Delivery	3
Free Christmas Tree	1
Gas Vouchers	17
Help paying for child care	1
Hepatitis C Support Group	1
Hotel/Motel Vouchers	15
Low Cost Oral Surgeon in Sonoma County	1
Moving Assistance	2
Payee Svcs. For non Senior	1
Pro bono Attorneys	7
Refrigerator	2
Rent Assistance	2
Roof Repair	1
Rooms for rent	2
Sand Bags	1
Shelters for people with service dogs	2
Thanksgiving Basket Delivery	1
Transportation	9
Treatment for Eating Disorders	1
Water bill assistance	2

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

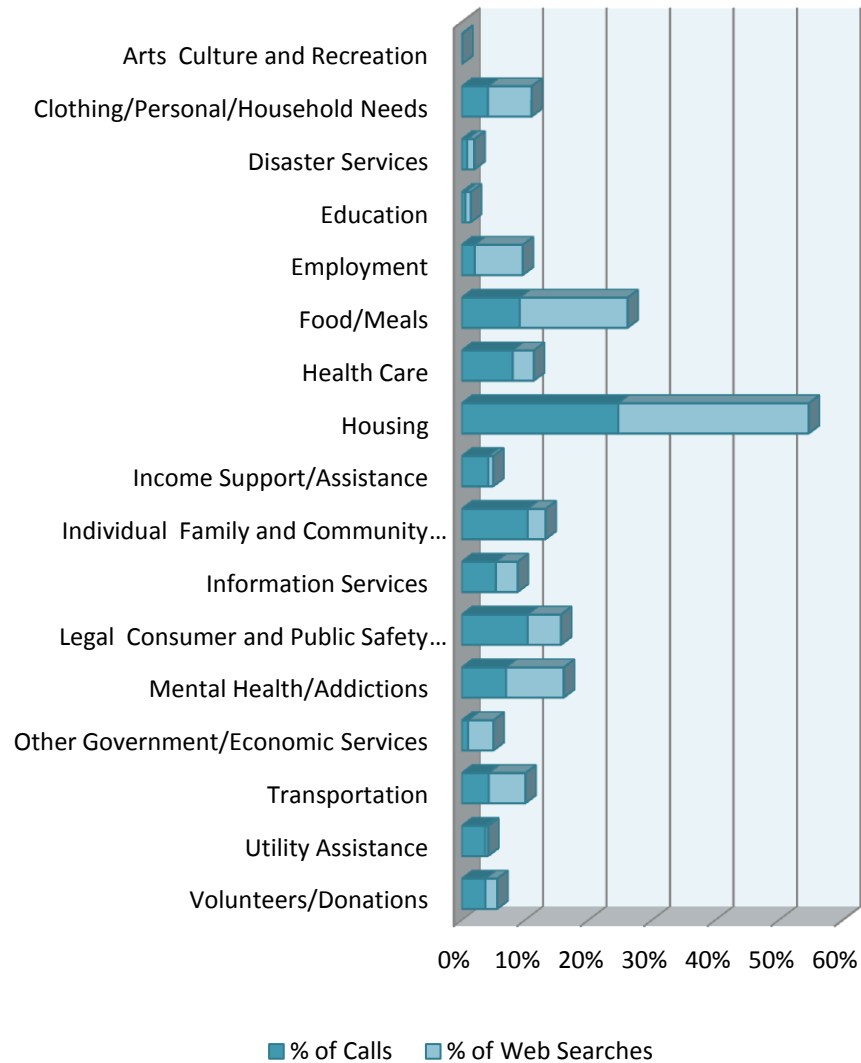
Top Referrals - Sonoma County



Season of Sharing Financial Assistance - Salvation Army Santa Rosa Corps	203
Financial Assistance - Catholic Worker	132
Rental Assistance - Community Action Partnership of Sonoma County	129
CalFresh - County of Sonoma Human Svcs Dept	95
Homeless Prevention and Rapid Re-Housing Program - Catholic Charities of the Diocese of Santa Rosa	89
FISH of Santa Rosa	79
Sonoma County Housing Authority	79
Burbank Housing Mgt. Corp.	78
Secret Santa - Volunteer Center of Sonoma County	72
Emergency Food Assistance Program - Redwood Empire Food Bank	71
Crossing the Jordan Thrift Store	60
2014 Christmas Assistance - Salvation Army Santa Rosa Corps	59
Sutter Care at Home Thrift Store	59
Homeless Service Center - Catholic Charities of the Diocese of Santa Rosa	55
Food Pantry - Salvation Army Santa Rosa Corps	53
Family Support Center - Catholic Charities of the Diocese of Santa Rosa	52
The Rose Women and Childrens Emergency Shelter - Redwood Gospel Mission	50
Sloan House - Community Action Partnership of Sonoma County	49
Great Thanksgiving Banquet - Redwood Gospel Mission	46
California Rural Legal Assistance-Santa Rosa	42
CARES - Catholic Charities of the Diocese of Santa Rosa	41

Comparison of Caller Needs and Web Searches

Oct. - Dec., 2014



	Callers	Web Searches
Arts Culture and Recreation	1	5
Clothing/Personal/Household Needs	104	550
Disaster Services	22	90
Education	15	68
Employment	52	606
Food/Meals	229	1361
Health Care	201	266
Housing	616	2407
Income Support/Assistance	105	62
Individual Family and Community Support	260	225
Information Services	135	275
Legal Consumer and Public Safety Services	260	420
Mental Health/Addictions	175	728
Other Government/Economic Services	26	319
Transportation	107	463
Utility Assistance	93	35
Volunteers/Donations	94	148