

## 2-1-1 Sonoma County Call Report

### 4<sup>th</sup> Quarter Report 2017

I&R Call Volume	Sonoma County (Business Hours)	Sonoma County (After Hours)	Sonoma County Totals
Information & Referral Calls	3,071	1,460	4,531
Information Only Calls	620	817	1,437
Total	3,691	2,277	5,968

<b>Disaster Related Calls:</b>	3,669
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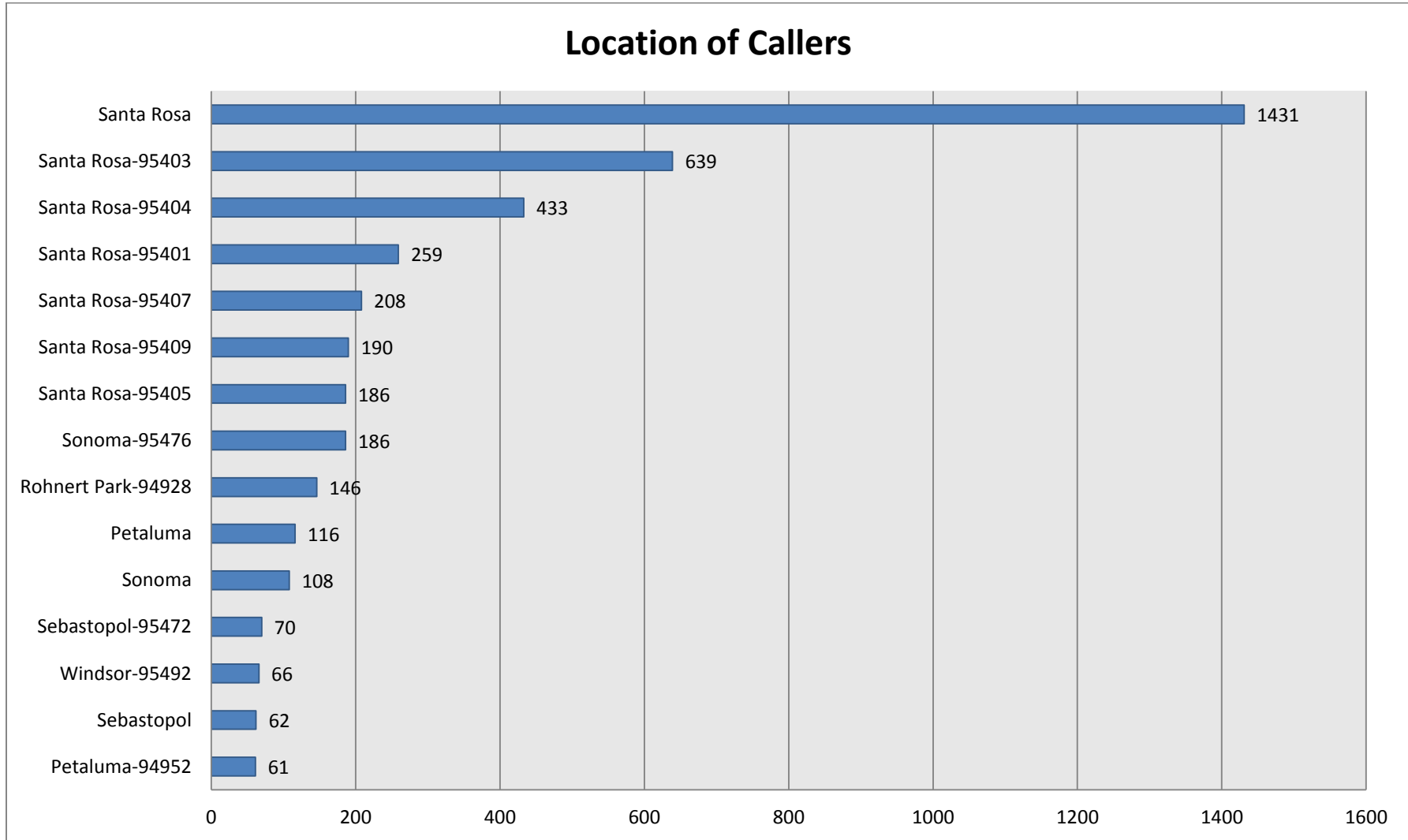
Information & Referral Statistics			
Number of People in Household	2,118	2,346	4,464
Number of Referrals	2,869	1,529	4,398

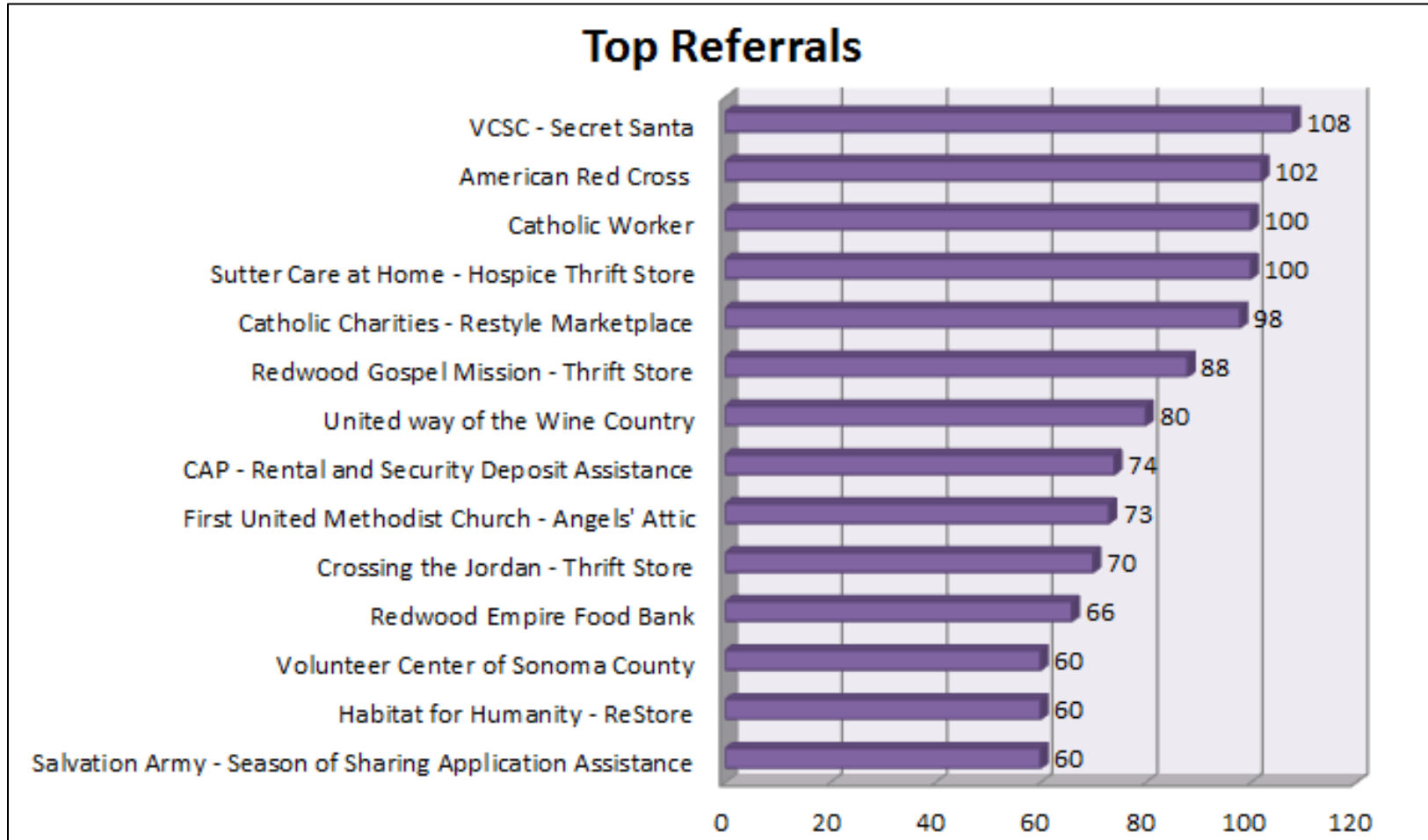
Primary Language						
English	3224	92.4%	2023	89.4%	5247	91.2%
Spanish	253	7.3%	210	9.3%	463	8.1%
Other	11	0.3%	30	1.3%	41	0.7%
	3488		2263		5751	

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

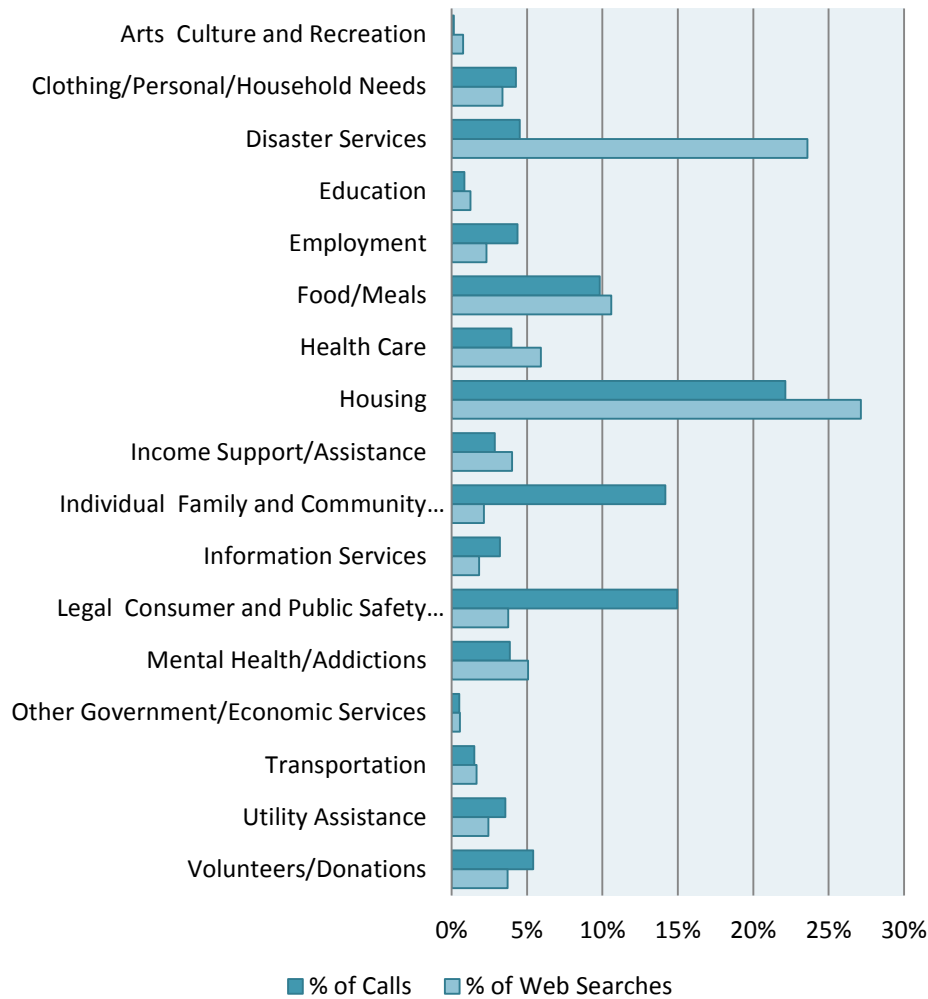
<b>Web Visits</b>	10197
<b>Total Searches</b>	13254

<b>Email Contacts</b>	1
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### Comparison of Caller Needs and Web Searches



	Callers	Web Searches
Arts Culture and Recreation	3	34
Clothing/Personal/Household Needs	85	151
Disaster Services	90	1059
Education	17	56
Employment	87	104
Food/Meals	196	475
Health Care	79	266
Housing	442	1219
Income Support/Assistance	57	180
Individual Family and Community Support	283	96
Information Services	64	82
Legal Consumer and Public Safety Services	299	168
Mental Health/Addictions	77	227
Other Government/Economic Services	10	24
Transportation	30	74
Utility Assistance	71	109
Volunteers/Donations	108	166

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<b>Unmet/Under-resourced Needs</b>	
Car repairs	3
Dental	2
Donated cars	1
Food pantry delivery	3
Gas vouchers	1
Hotel/Motel vouchers	2
Other	5