

## 2-1-1 Sonoma County Call Report

*3<sup>rd</sup> Quarter of 2017*

I&R Call Volume	Sonoma County (Business Hours)	Sonoma County (After Hours)	Sonoma County Totals
Information & Referral Calls	6,954	4,096	11,050
Information Only Calls	347	61	408
Total	7,301	4,157	11,458

<b>Disaster Related</b>	4
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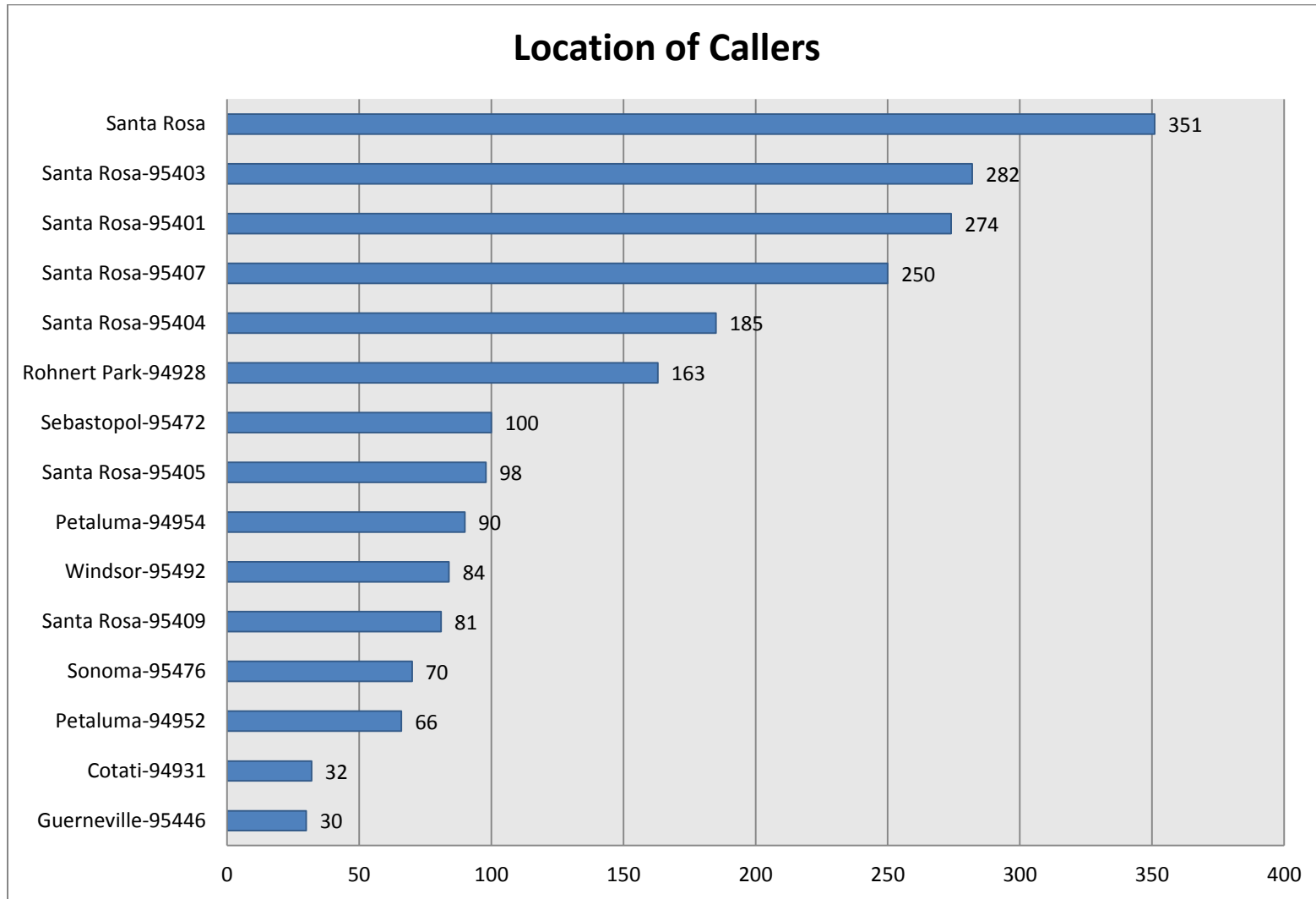
Information & Referral Statistics			
Number of People in Household	138	41	179
Number of Referrals	155	10	165

Primary Language						
English	279	93.0%	38	86.4%	317	92.2%
Spanish	20	6.7%	6	13.6%	26	7.6%
Other	1	0.3%	0	0.0%	1	0.3%
	300		44		344	

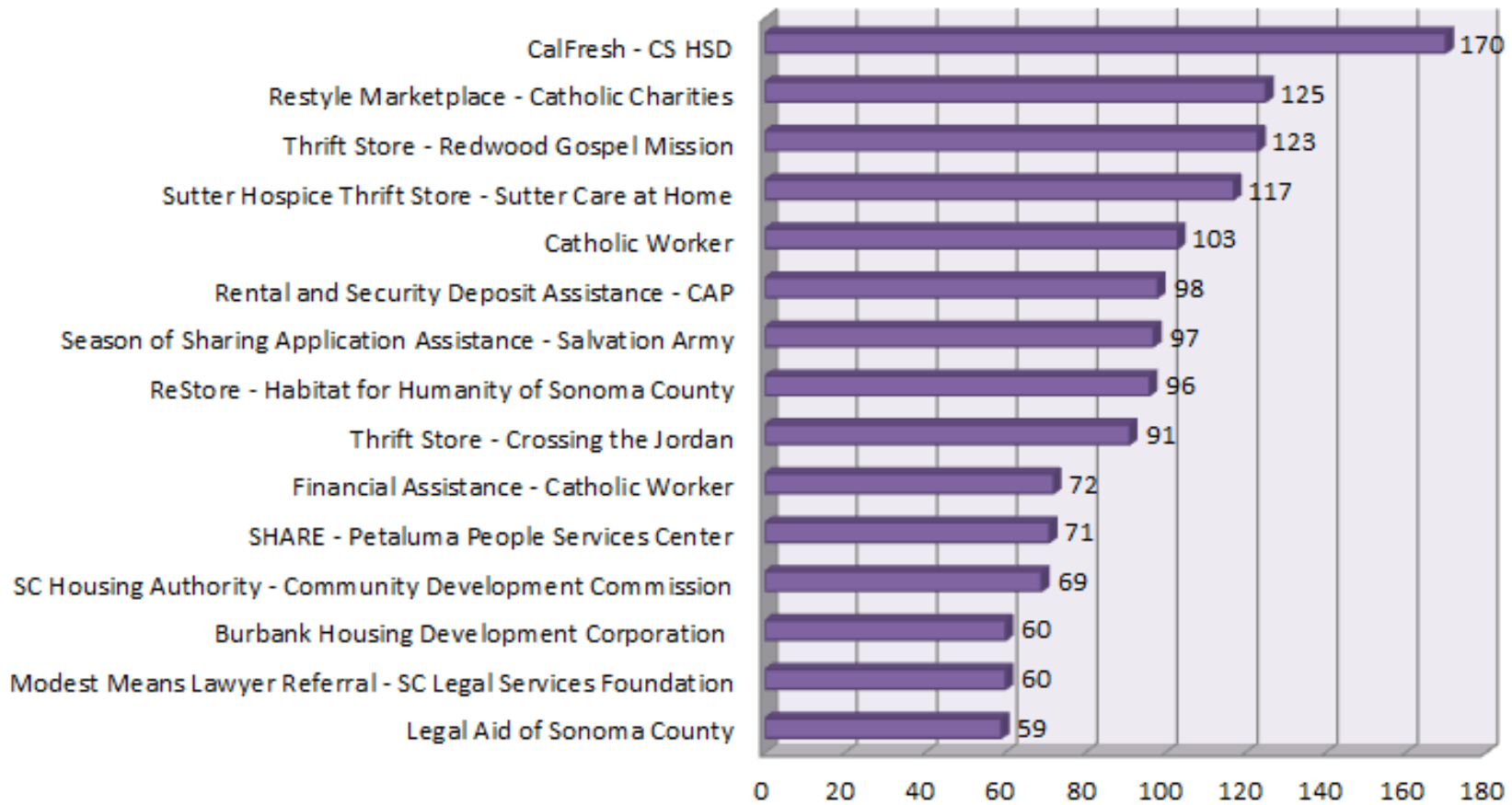
*\*sometimes the totals for Language may be slightly more than the Total I&R Call Volume*

<b>Web Visits</b>	8591
<b>Total Searches</b>	8277

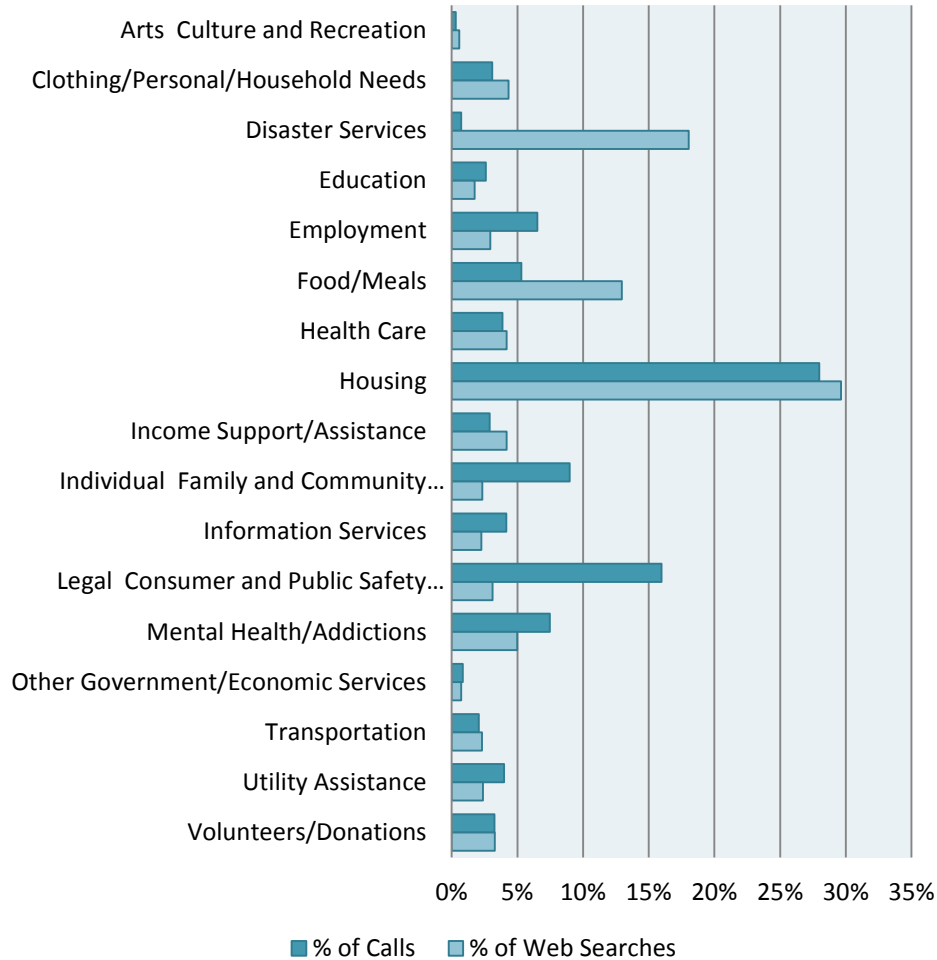
<b>Email Contacts</b>	5
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### Top Referrals



### Comparison of Caller Needs and Web Searches



	Callers	Web Searches
Arts Culture and Recreation	5	30
Clothing/Personal/Household Needs	51	227
Disaster Services	12	945
Education	43	92
Employment	108	154
Food/Meals	88	678
Health Care	64	219
Housing	464	1551
Income Support/Assistance	48	219
Individual Family and Community Support	149	122
Information Services	69	118
Legal Consumer and Public Safety Services	265	163
Mental Health/Addictions	124	261
Other Government/Economic Services	14	38
Transportation	34	121
Utility Assistance	66	125
Volunteers/Donations	54	172
	1658	5235



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<b>Unmet / Under Resourced Needs</b>	
Clothing & shoes vouchers	1
Transportation	3
Car repairs	3
Food pantry delivery	2
Gas vouchers	1
Hotel/Motel vouchers	4