

## 2-1-1 Sonoma County Call Report

### 1st Quarter Report 2018

I&R Call Volume	Sonoma County (Business Hours)	Sonoma County (After Hours)	Sonoma County Totals
Information & Referral Calls	4,269	1,356	5,625
Information Only Calls	916	444	1,360
Total	5,185	1,800	6,985

<b>Disaster Related Calls</b>	264
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<b>Information &amp; Referral Statistics</b>			
Number of People in Household	3,930	2,547	6,477
Number of Referrals	4,441	1,191	5,632

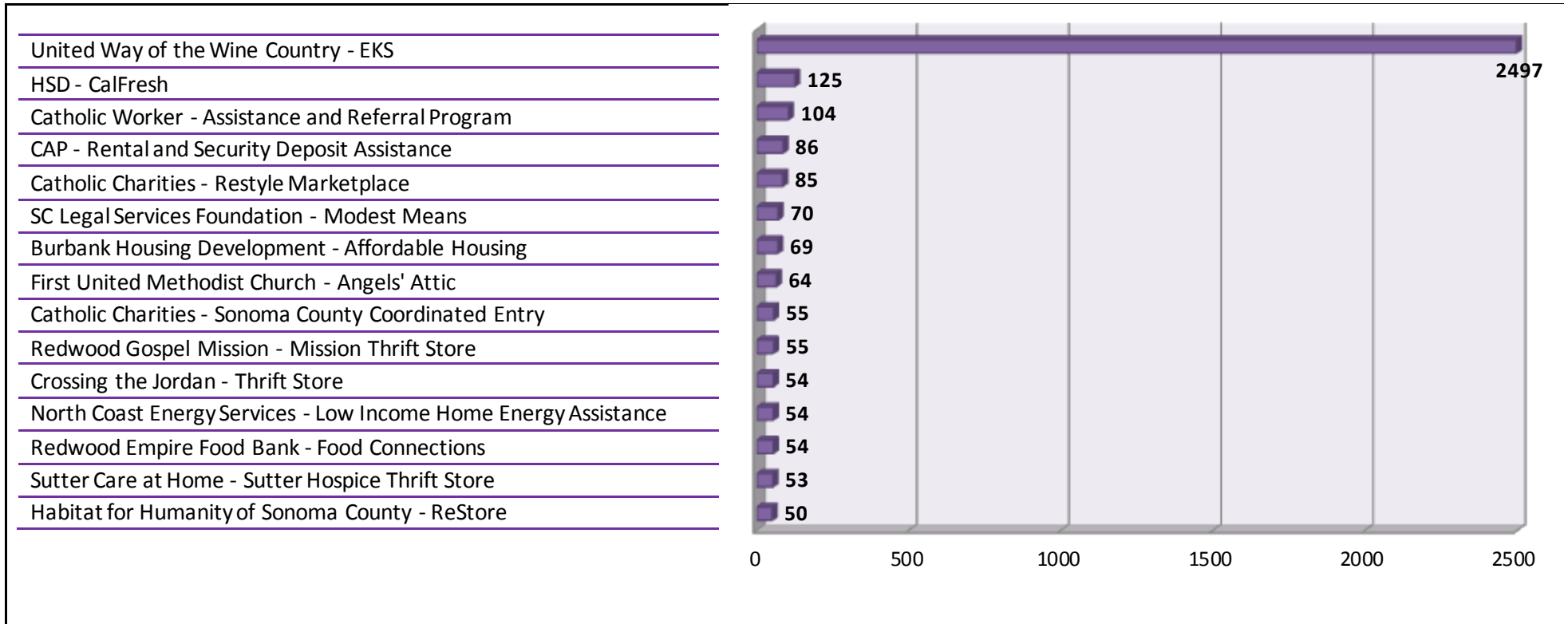
<b>Primary Language</b>						
English	4237	86.0%	1413	76.5%	5650	83.4%
Spanish	676	13.7%	388	21.0%	1064	15.7%
Other	14	0.3%	46	2.5%	60	0.9%
	4927		1847		6774	

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

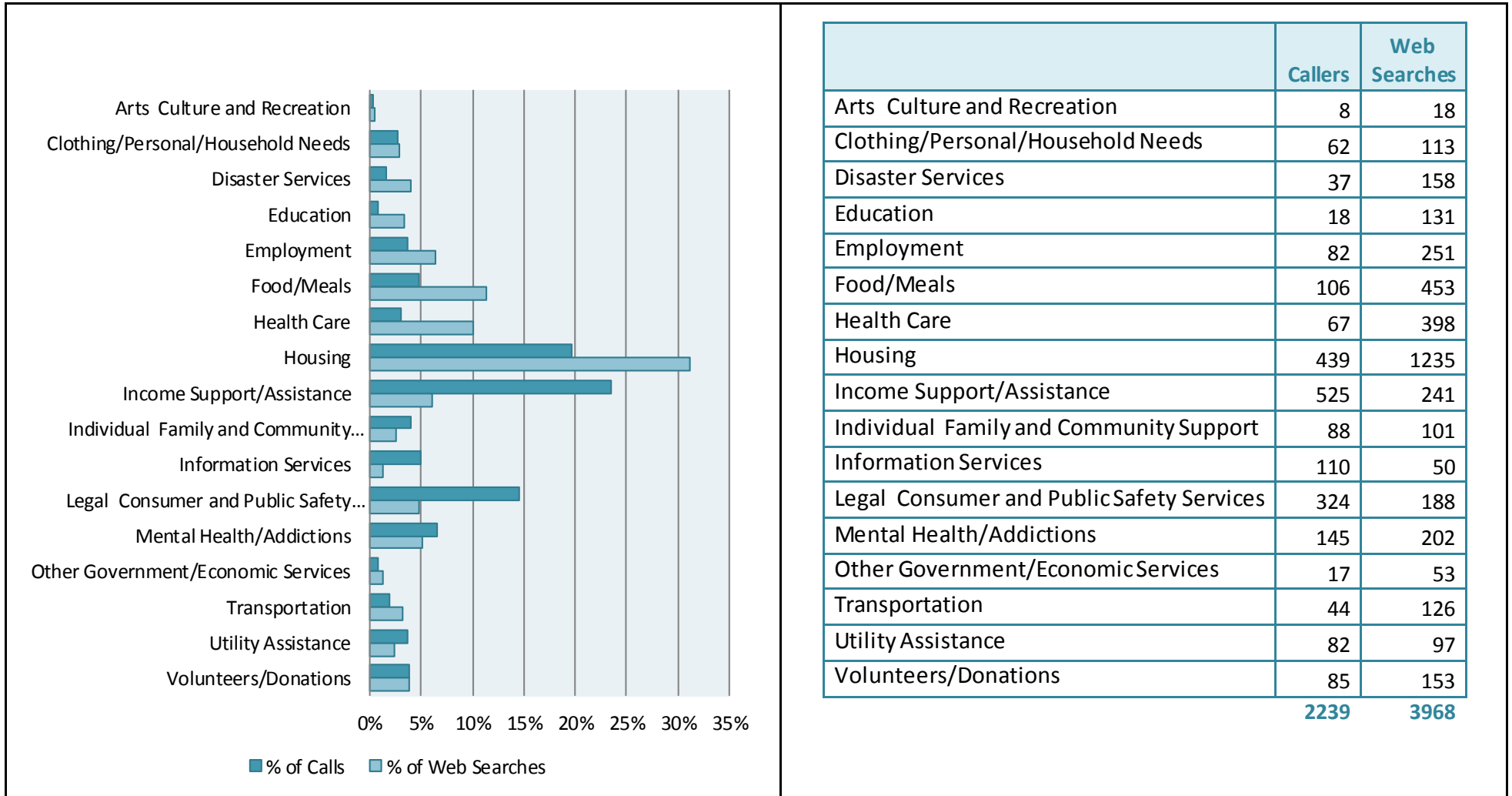
<b>Web Visits</b>	9329
<b>Total Searches</b>	14110

<b>Email Contacts</b>	2
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**Top Referrals**



**Comparison of Caller Needs and Web Searches**



	Callers	Web Searches
Arts Culture and Recreation	8	18
Clothing/Personal/Household Needs	62	113
Disaster Services	37	158
Education	18	131
Employment	82	251
Food/Meals	106	453
Health Care	67	398
Housing	439	1235
Income Support/Assistance	525	241
Individual Family and Community Support	88	101
Information Services	110	50
Legal Consumer and Public Safety Services	324	188
Mental Health/Addictions	145	202
Other Government/Economic Services	17	53
Transportation	44	126
Utility Assistance	82	97
Volunteers/Donations	85	153
<b>Total</b>	<b>2239</b>	<b>3968</b>

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### Unmet / Under Resourced Needs

Need	Count
Clothing & shoes vouchers	1
Transportation	3
Food pantry delivery	2
Hotel/Motel vouchers	3