

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

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

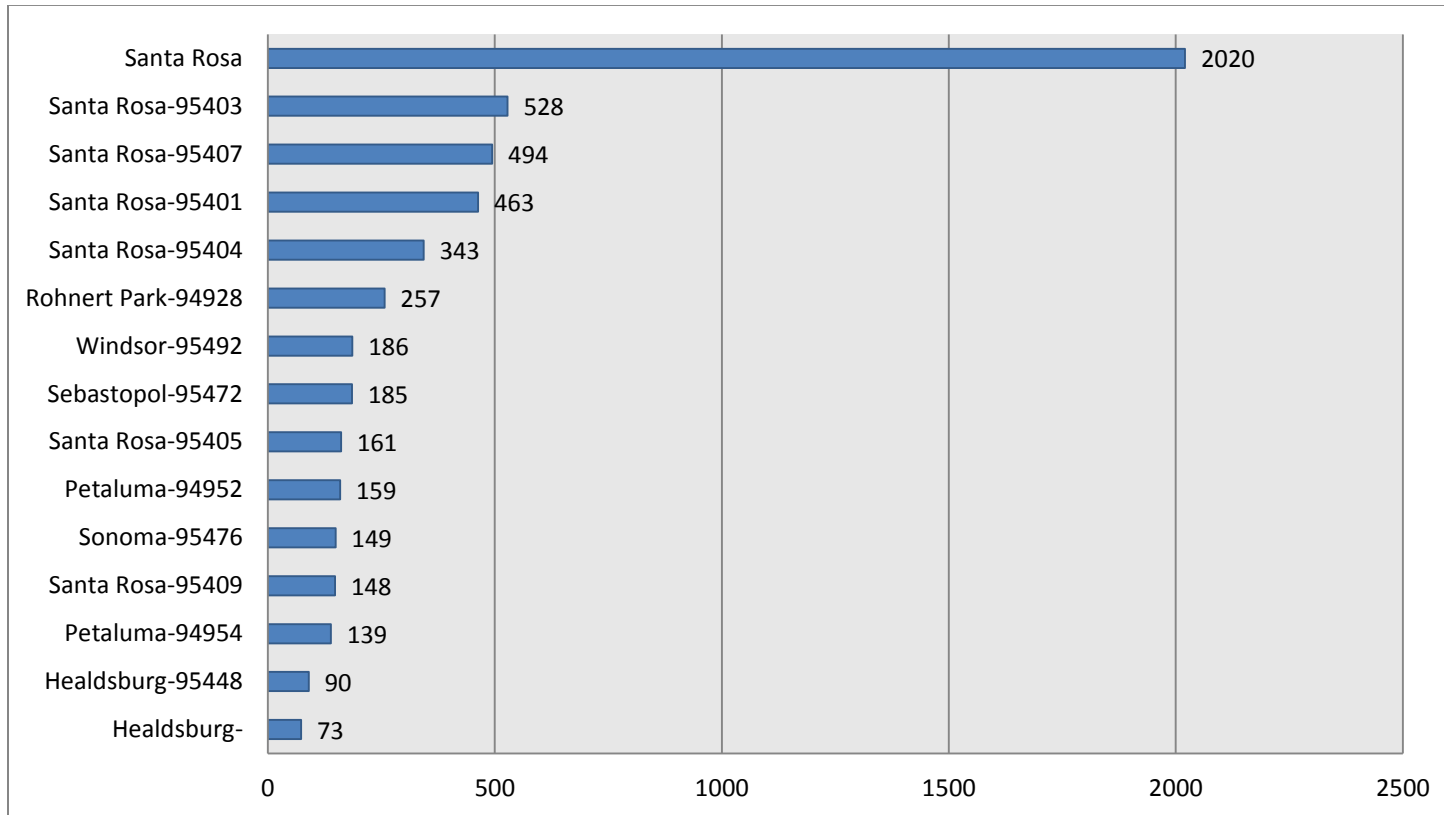
Primary Language						
English	4237	86.0%	1413	76.5%	5650	83.4%
Spanish	676	13.7%	388	21.0%	1064	15.7%
Other	14	0.3%	46	2.5%	60	0.9%
	4927		1847		6774	

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

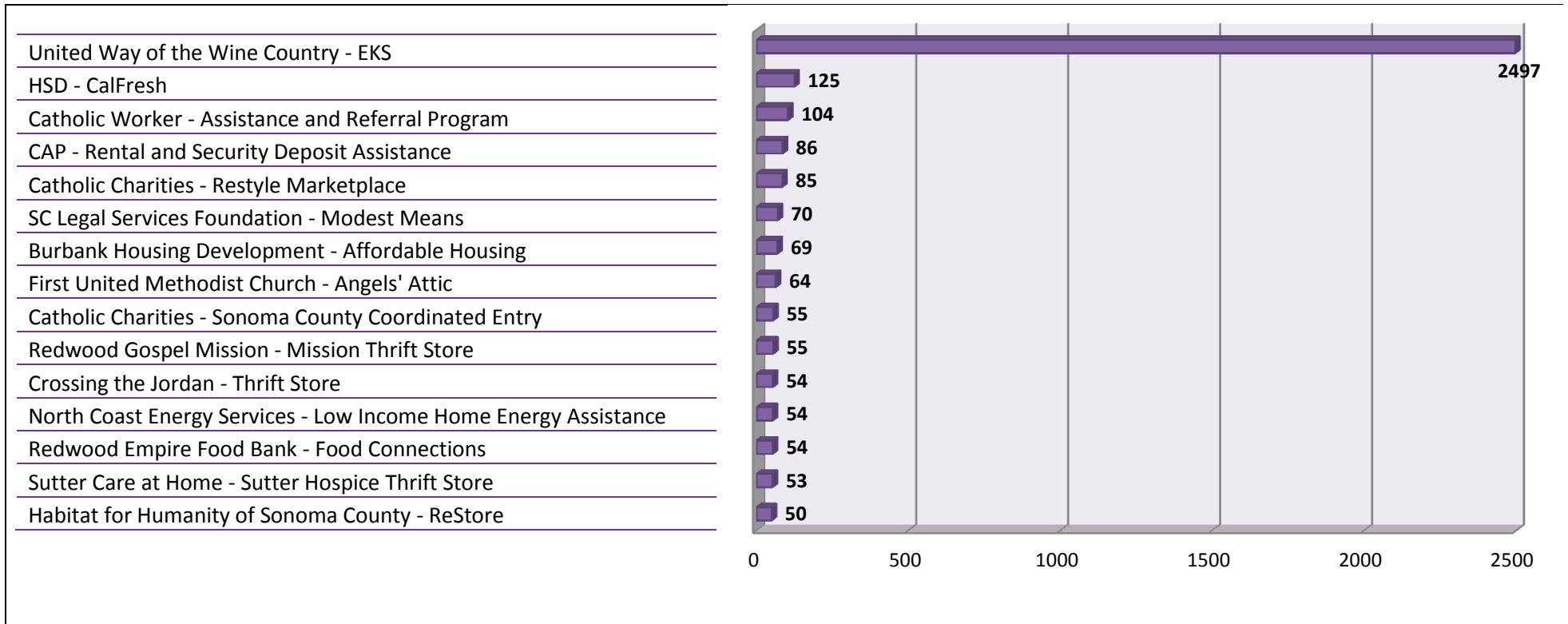
Web Visits	9329
Total Searches	14110

Email Contacts	2
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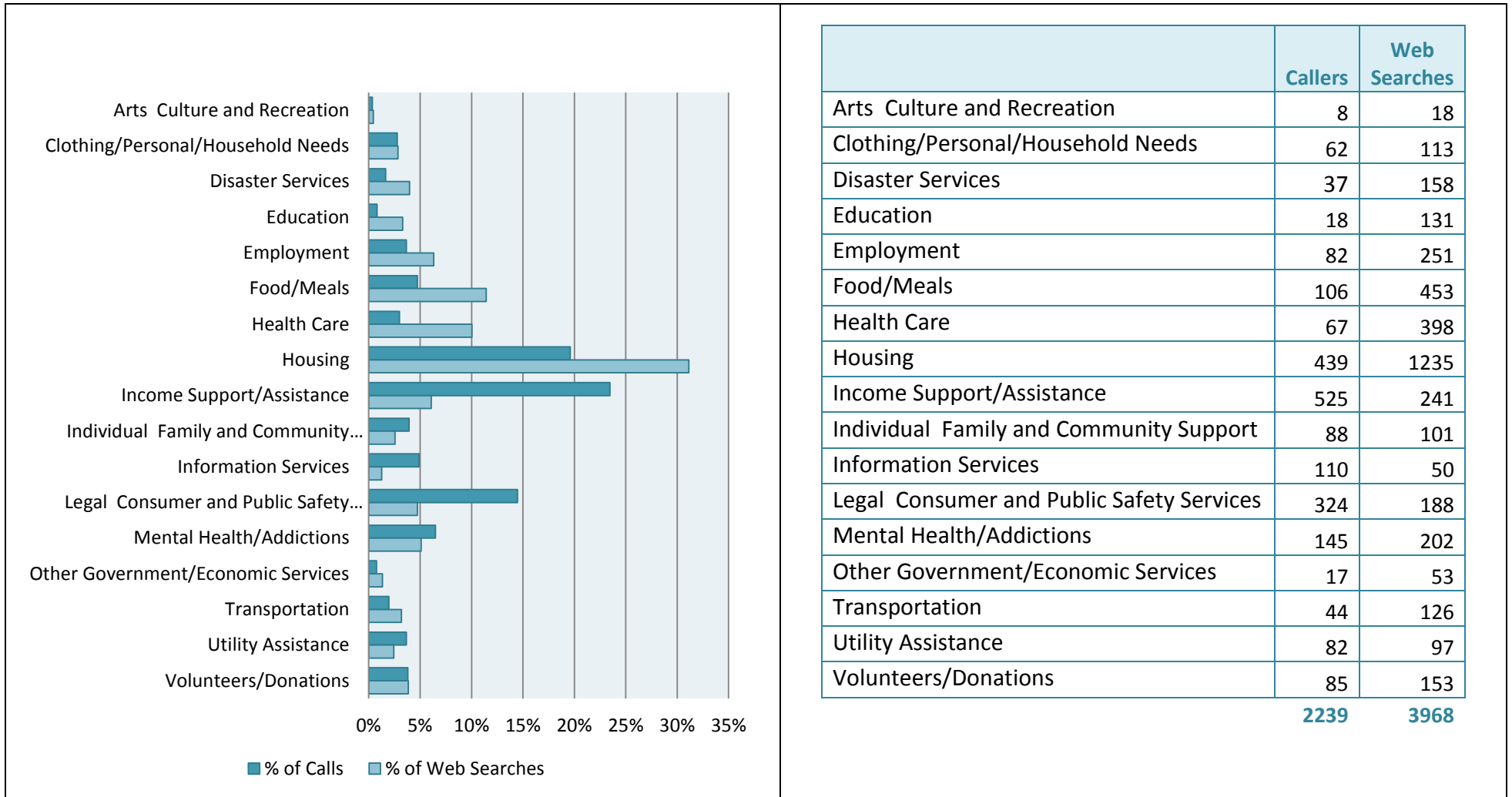
Location of Callers



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

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Unmet / Under Resourced Needs

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