

Alameda County Summary By City
9/1/2019 Through 9/30/2019; 2-1-1

City	Total CONTACTS	Total Referrals	¹ Un-duplicated Clients	Disabled Clients	Male Clients	Female Clients	² Youth Under 18	Single Mom W/Minor Children
Alameda	98	144	43	25	11	31	14	9
Albany	24	20	8	4	2	6	1	0
Berkeley	399	586	130	74	46	82	26	17
Castro Valley	42	76	23	11	6	16	11	4
Dublin	26	63	18	8	4	13	5	2
Emeryville	59	97	20	12	4	15	6	5
Fremont	326	420	114	70	43	69	33	22
Hayward	726	1045	239	134	47	180	103	66
Livermore	108	146	39	20	8	30	12	6
Newark	45	73	26	13	8	15	14	11
Oakland	2047	3217	842	410	187	623	320	220
Piedmont	1	2	0	0	0	0	0	0
Pleasanton	62	82	21	10	9	11	5	4
San Leandro	233	447	106	56	25	79	29	27
San Lorenzo	34	62	17	9	2	15	11	9
Union City	68	122	29	17	4	22	13	9
Other	1462	927	127	36	37	70	34	24
Grand Total:	5760	7529	1802	909	443	1277	637	435

Monthly and year-to-date 2-1-1 statistics include all CALLS/2WAY TEXT CONVERSATIONS handled by 2-1-1 Phone Resource Specialists, including incoming calls, INCOMING TEXTS, and completed quality assurance calls. Contacts include individuals in need of resource referrals as well as service providers and advocates seeking resource referrals for clients. The column Total Contacts includes CALLS/2WAY TEXT CONVERSATIONS from clients who provided demographic information and can be counted as unduplicated, as well as clients who chose not to provide such information.

1. Unduplicated Clients: The number of unduplicated clients who called during the reporting period.

These are contacts who provided their demographic information on a completed 2-1-1 phone intake.

2. Youth Under 18: The total number of households reporting youth under the age of 18 in the household.