

Alameda County Summary By City

7/1/2019 Through 10/31/2019; 2-1-1

<i>City</i>	Total CONTACTS	Total Referrals	¹ Un-duplicated Clients	Disabled Clients	Male Clients	Female Clients	² Youth Under 18	Single Mom W/Minor Children
Alameda	401	574	124	70	28	94	39	26
Albany	68	64	17	7	4	12	3	1
Berkeley	1557	2082	445	260	164	261	79	52
Castro Valley	168	240	63	35	21	40	20	12
Dublin	107	199	45	26	11	31	10	7
Emeryville	195	301	59	34	19	37	18	11
Fremont	1269	1567	331	182	122	200	92	57
Hayward	2649	3839	779	395	166	581	301	194
Livermore	398	568	122	66	30	88	43	27
Newark	213	311	85	41	17	63	33	24
Oakland	8476	12880	2726	1310	706	1913	1005	703
Piedmont	6	2	0	0	0	0	0	0
Pleasanton	302	366	62	30	22	38	20	11
San Leandro	1028	1589	360	171	78	269	118	90
San Lorenzo	127	231	55	25	5	50	27	19
Union City	307	472	105	47	22	75	42	30
Other	6236	4143	511	181	135	312	143	95
Grand Total:	23507	29428	5889	2880	1550	4064	1993	1359

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 CONVERASATIONS 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.