

Alameda County Summary By City

3/1/2019 Through 3/31/2019; 2-1-1

City	Total CONTACTS	Total Referrals	<sup>1</sup> Un-duplicated Clients	Disabled Clients	Male Clients	Female Clients	<sup>2</sup> Youth Under 18	Single Mom W/Minor Children
Alameda	128	229	52	30	14	35	12	8
Albany	14	70	7	3	4	2		
Berkeley	300	542	144	79	54	75	26	19
Castro Valley	65	76	33	12	8	24	8	4
Dublin	25	50	14	6	2	11	3	2
Emeryville	46	79	27	13	8	18	8	6
Fremont	287	374	103	49	44	53	25	16
Hayward	808	1107	412	197	89	298	139	81
Livermore	118	231	62	25	16	39	20	12
Newark	58	110	30	14	4	24	16	12
Oakland	2076	4066	953	458	257	630	309	223
Piedmont	4	7	1	0	0	0	0	0
Pleasanton	41	55	19	6	4	12	1	3
San Leandro	273	529	137	69	39	88	33	20
San Lorenzo	38	98	21	9	4	15	9	9
Union City	75	161	43	20	14	28	12	7
Other	1467	1144	155	55	45	77	38	31
<b>Grand Total:</b>	<b>5823</b>	<b>8928</b>	<b>2213</b>	<b>1045</b>	<b>606</b>	<b>1429</b>	<b>659</b>	<b>453</b>

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.