

# Alameda County Summary By City

7/1/2018 Through 3/31/2019; 2-1-1

City	Total <b>CONTACTS</b>	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	1061	1881	361	176	83	250	114	69
Albany	111	209	37	19	13	20	7	3
Berkeley	3516	5469	1122	614	452	576	173	121
Castro Valley	498	868	182	82	42	124	55	31
Dublin	288	417	92	33	24	59	21	16
Emeryville	376	796	155	85	41	106	43	29
Fremont	2279	3240	673	311	247	386	177	105
Hayward	5228	8632	1778	772	428	1211	624	401
Livermore	674	1155	280	122	65	184	84	56
Newark	443	867	170	79	45	118	80	49
Oakland	17424	32450	6000	2778	1605	3961	1964	1394
Piedmont	14	20	3	1	0	1	0	0
Pleasanton	385	653	131	58	36	83	31	18
San Leandro	2162	4187	817	382	213	549	243	180
San Lorenzo	312	702	134	66	26	97	56	36
Union City	526	930	209	92	46	151	79	53
Other	8950	6352	1001	308	244	527	206	138
<b>Grand Total:</b>	<b>44247</b>	<b>68828</b>	<b>13145</b>	<b>5978</b>	<b>3610</b>	<b>8403</b>	<b>3957</b>	<b>2699</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.