

**Alameda County Summary By City**

**4/1/2019 Through 4/30/2019; 2-1-1**

<i>City</i>	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	125	224	58	35	12	44	15	10
Albany	15	24	3	1	1	2	0	1
Berkeley	384	563	152	98	62	82	20	17
Castro Valley	68	155	38	17	12	25	12	4
Dublin	41	85	17	7	3	13	9	9
Emeryville	61	164	29	13	4	25	10	8
Fremont	243	350	100	47	42	55	25	20
Hayward	563	969	244	129	66	167	84	56
Livermore	98	179	44	21	9	31	14	8
Newark	65	133	29	16	4	24	14	12
Oakland	2156	4010	986	477	255	692	346	233
Piedmont	6	12	4	2	2	2	2	0
Pleasanton	54	75	16	8	8	6	1	1
San Leandro	267	527	136	60	36	89	41	25
San Lorenzo	41	84	20	9	6	12	7	4
Union City	62	96	29	11	7	22	13	8
Other	1385	1067	144	51	40	81	35	29
<b>Grand Total:</b>	<b>5634</b>	<b>8717</b>	<b>2049</b>	<b>1002</b>	<b>569</b>	<b>1372</b>	<b>648</b>	<b>445</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.