

## Alameda County Summary By City

7/1/2018 Through 4/30/2019; 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	1186	2105	395	197	89	277	122	75
Albany	126	233	40	20	14	22	7	4
Berkeley	3900	6032	1224	678	500	626	186	132
Castro Valley	566	1023	206	90	50	139	62	34
Dublin	329	502	105	39	26	69	26	22
Emeryville	437	960	173	94	41	125	49	33
Fremont	2522	3590	736	337	275	419	195	121
Hayward	5791	9601	1930	849	475	1307	673	432
Livermore	772	1334	308	136	69	205	90	61
Newark	508	1000	187	88	46	133	86	55
Oakland	19580	36460	6597	3055	1769	4368	2175	1528
Piedmont	20	32	7	3	2	3	2	0
Pleasanton	439	728	142	65	41	88	32	19
San Leandro	2428	4714	902	417	238	600	269	195
San Lorenzo	353	786	145	70	28	105	60	38
Union City	588	1026	224	96	51	162	88	58
Other	10334	7419	1108	345	277	583	230	154
<b>Grand Total:</b>	<b>49879</b>	<b>77545</b>	<b>14429</b>	<b>6579</b>	<b>3991</b>	<b>9231</b>	<b>4352</b>	<b>2961</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.