

Alameda County Summary By City

7/1/2018 Through 5/31/2019; 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	1320	2316	435	213	98	306	140	89
Albany	135	235	40	20	14	22	7	4
Berkeley	4271	6606	1328	738	543	682	203	144
Castro Valley	614	1087	215	97	55	143	63	36
Dublin	391	594	118	47	26	82	32	28
Emeryville	493	1048	182	98	45	130	50	32
Fremont	2862	4055	821	375	303	473	216	132
Hayward	6396	10546	2085	938	515	1415	722	462
Livermore	851	1489	324	141	72	217	97	63
Newark	555	1078	200	95	49	143	90	59
Oakland	21744	39994	7181	3311	1958	4732	2351	1643
Piedmont	21	33	7	3	2	3	2	0
Pleasanton	488	779	146	69	42	91	32	19
San Leandro	2747	5199	980	461	269	647	293	211
San Lorenzo	393	840	159	75	36	110	60	39
Union City	672	1144	248	108	62	175	95	61
Other	11873	8409	1217	398	305	646	253	174
Grand Total:	55826	85452	15686	7187	4394	10017	4706	3196

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.