

Alameda County Summary By City

7/1/2018 Through 6/30/2019; 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	1438	2491	465	224	111	323	153	95
Albany	147	245	41	20	14	23	8	4
Berkeley	4618	7112	1382	766	570	711	206	150
Castro Valley	656	1175	227	104	59	152	65	38
Dublin	437	655	126	51	26	90	36	33
Emeryville	541	1139	191	103	48	134	53	35
Fremont	3141	4393	893	407	332	514	234	141
Hayward	7154	11680	2235	1022	562	1515	784	498
Livermore	938	1618	339	149	80	222	99	63
Newark	601	1143	216	101	52	155	96	65
Oakland	23923	43377	7684	3596	2108	5074	2532	1781
Piedmont	22	33	6	2	2	2	1	0
Pleasanton	534	820	155	72	46	96	34	21
San Leandro	3000	5586	1031	491	284	681	312	223
San Lorenzo	426	870	162	76	37	111	62	39
Union City	754	1305	274	118	70	193	101	64
Other	13343	9269	1342	449	346	714	276	185
Grand Total:	61673	92911	16769	7751	4747	10710	5052	3435

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.