

Alameda County Summary By City

7/1/2019 Through 7/31/2019; 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	116	171	44	28	7	37	12	10
Albany	15	11	3	2	0	3	0	0
Berkeley	432	553	146	83	57	79	28	20
Castro Valley	47	61	18	12	7	11	6	4
Dublin	25	40	13	9	4	9	0	2
Emeryville	56	89	27	17	12	14	8	6
Fremont	309	461	109	58	43	64	25	17
Hayward	710	1038	266	143	59	198	89	70
Livermore	107	158	47	27	12	33	17	11
Newark	51	97	27	15	6	19	10	5
Oakland	2159	3289	846	436	228	586	304	227
Piedmont	0	0	0	0	0	0	0	0
Pleasanton	74	96	22	9	6	16	12	8
San Leandro	252	346	113	63	26	82	36	29
San Lorenzo	30	50	15	10	0	15	6	4
Union City	79	135	36	16	10	23	12	7
Other	1675	1000	141	51	35	91	39	29
Grand Total:	6137	7595	1873	979	512	1280	604	449

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.