

Alameda County Summary By City

8/1/2019 Through 8/31/2019; 2-1-1

City	Total CONTACTS	Total Referrals	¹ Un-duplicated Clients	Disabled Clients	Male Clients	Female Clients	² Youth Under 18	Single Mom W/Minor Children
Alameda	90	136	33	20	8	24	12	9
Albany	10	8	2	1	0	1	0	0
Berkeley	312	441	113	70	36	72	19	14
Castro Valley	28	31	10	5	3	7	3	2
Dublin	16	28	8	4	1	7	5	1
Emeryville	41	63	11	3	3	8	4	2
Fremont	271	339	84	52	28	53	24	15
Hayward	549	772	195	107	33	157	76	49
Livermore	81	141	30	16	6	24	13	8
Newark	50	70	24	15	5	19	5	5
Oakland	1993	3076	811	381	211	572	312	224
Piedmont	2	0	0	0	0	0	0	0
Pleasanton	71	88	20	14	6	14	5	2
San Leandro	257	397	116	51	17	96	42	30
San Lorenzo	31	74	18	8	2	16	9	5
Union City	81	102	29	10	5	23	12	9
Other	1593	1154	167	69	45	105	50	33
Grand Total:	5476	6920	1671	826	409	1198	591	408

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.