

**Alameda County Summary By City**

**7/1/2019 Through 8/31/2019; 2-1-1**

<i>City</i>	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	206	307	71	44	15	55	20	15
Albany	25	19	5	3	0	4	0	0
Berkeley	744	994	245	145	87	144	43	33
Castro Valley	75	92	26	15	10	16	8	6
Dublin	41	68	20	12	4	16	5	3
Emeryville	97	152	34	16	11	22	12	8
Fremont	580	800	176	99	66	106	43	27
Hayward	1259	1810	416	217	82	320	152	108
Livermore	188	299	69	37	17	50	28	17
Newark	101	167	45	25	8	35	13	9
Oakland	4152	6365	1515	741	408	1052	561	409
Piedmont	2	0	0	0	0	0	0	0
Pleasanton	145	184	38	21	11	27	17	9
San Leandro	509	743	214	103	41	165	71	54
San Lorenzo	61	124	30	16	2	28	13	8
Union City	160	237	60	23	13	43	22	15
Other	3268	2154	291	115	79	184	84	57
<b>Grand Total:</b>	<b>11613</b>	<b>14515</b>	<b>3255</b>	<b>1632</b>	<b>854</b>	<b>2267</b>	<b>1092</b>	<b>778</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.