

**Alameda County Summary By City**

**10/1/2019 Through 10/31/2019; 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	97	123	30	17	5	25	9	5
Albany	19	25	5	1	2	3	2	1
Berkeley	414	502	130	78	46	77	22	11
Castro Valley	51	72	18	11	6	11	5	3
Dublin	40	68	17	12	3	12	5	3
Emeryville	39	52	18	13	6	11	5	1
Fremont	363	347	105	52	34	66	30	20
Hayward	664	984	238	119	50	178	91	53
Livermore	102	123	34	21	9	24	8	7
Newark	67	71	29	14	4	24	11	9
Oakland	2277	3298	816	405	199	584	292	206
Piedmont	3	0	0	0	0	0	0	0
Pleasanton	95	100	18	9	7	10	4	4
San Leandro	286	399	94	45	23	68	35	25
San Lorenzo	32	45	16	7	1	15	6	5
Union City	79	113	31	15	8	22	13	11
Other	1506	1062	140	50	29	92	41	24
<b>Grand Total:</b>	<b>6134</b>	<b>7384</b>	<b>1739</b>	<b>869</b>	<b>432</b>	<b>1222</b>	<b>579</b>	<b>388</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.