<table>
<thead>
<tr>
<th>City</th>
<th>Total CONTACTS</th>
<th>Total Referrals</th>
<th>1(^1) Un-duplicated Clients</th>
<th>Disabled Clients</th>
<th>Male Clients</th>
<th>Female Clients</th>
<th>2(^2) Youth Under 18</th>
<th>Single Mom W/Minor Children</th>
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**Grand Total:** 5760 | 7529 | 1802 | 909 | 443 | 1277 | 637 | 435

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*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 CONVERSATIONS 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.