

Alameda County Summary By City

11/1/2019 Through 11/30/2019; 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	84	29	20	4	25	6	6
Albany	23	22	7	5	3	4	1	1
Berkeley	292	389	120	72	36	75	27	20
Castro Valley	31	55	15	8	7	8	3	2
Dublin	38	60	14	10	3	11	5	3
Emeryville	48	107	19	13	5	13	4	3
Fremont	290	313	81	49	29	50	18	14
Hayward	496	593	162	81	42	111	60	43
Livermore	55	82	18	13	3	14	3	0
Newark	41	56	14	7	4	10	7	4
Oakland	1921	2821	713	345	169	514	287	193
Piedmont	1	7	1	1	0	1	1	1
Pleasanton	59	97	16	7	3	12	5	4
San Leandro	189	295	79	42	18	60	26	14
San Lorenzo	26	38	13	9	2	11	5	2
Union City	77	79	29	11	7	20	8	5
Other	1093	745	108	40	23	66	21	16
Grand Total:	4770	5843	1438	733	358	1005	487	331

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.