

Alameda County Summary By City

7/1/2019 Through 11/30/2019; 2-1-1

<i>City</i>	Total CONTACTS	Total Referrals	¹ Un-duplicated Clients	Disabled Clients	Male Clients	Female Clients	² Youth Under 18	Single Mom W/Minor Children
Alameda	491	658	144	82	30	112	44	31
Albany	91	86	23	11	7	15	4	2
Berkeley	1849	2471	530	308	187	315	98	67
Castro Valley	199	295	75	41	27	46	23	14
Dublin	145	259	53	31	14	36	12	7
Emeryville	243	408	73	42	23	46	22	14
Fremont	1559	1880	382	208	137	234	102	66
Hayward	3145	4432	885	437	198	649	345	224
Livermore	453	650	134	74	31	99	45	27
Newark	254	367	91	44	18	68	37	26
Oakland	10397	15701	3195	1517	828	2235	1192	820
Piedmont	7	9	1	1	0	1	1	1
Pleasanton	361	463	73	35	24	47	23	12
San Leandro	1217	1884	415	198	92	309	137	101
San Lorenzo	153	269	64	31	7	57	31	19
Union City	384	551	127	54	28	89	49	34
Other	7329	4888	594	208	155	358	156	103
Grand Total:	28277	35271	6859	3322	1806	4716	2321	1568

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.