

Alameda County Summary By City

12/1/2019 Through 12/31/2019; 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	100	164	37	22	9	27	10	5
Albany	16	13	3	2	0	3	0	0
Berkeley	344	446	124	67	40	81	31	18
Castro Valley	27	52	10	5	4	6	4	1
Dublin	24	28	9	3	1	8	6	2
Emeryville	30	41	17	10	5	10	7	3
Fremont	227	347	96	46	38	55	24	17
Hayward	624	806	222	115	54	161	82	52
Livermore	108	131	28	17	11	17	12	9
Newark	40	74	23	12	8	15	8	7
Oakland	2093	2861	714	320	176	519	273	174
Piedmont	0	0	0	0	0	0	0	0
Pleasanton	70	95	19	8	4	15	10	5
San Leandro	236	405	102	51	21	81	41	27
San Lorenzo	21	25	9	7	1	8	2	2
Union City	53	72	21	10	7	14	13	9
Other	1465	945	134	53	40	78	34	26
Grand Total:	5478	6505	1568	748	419	1098	557	357

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.