

Alameda County Summary By City

7/1/2019 Through 12/31/2019; 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	591	822	167	94	37	127	53	34
Albany	107	99	25	12	7	17	4	2
Berkeley	2193	2917	602	343	214	359	116	78
Castro Valley	226	347	85	46	31	52	27	15
Dublin	169	287	61	33	15	43	17	8
Emeryville	273	449	82	45	25	52	27	16
Fremont	1786	2227	448	235	165	270	118	78
Hayward	3769	5238	1016	505	241	735	398	256
Livermore	561	781	156	87	40	112	54	33
Newark	294	441	103	48	22	76	42	29
Oakland	12490	18562	3641	1713	953	2548	1353	917
Piedmont	7	9	1	1	0	1	1	1
Pleasanton	431	558	84	38	24	58	29	14
San Leandro	1453	2289	485	229	106	366	168	121
San Lorenzo	174	294	67	33	7	60	33	21
Union City	437	623	143	61	35	99	59	40
Other	8794	5833	694	246	187	411	179	120
Grand Total:	33755	41776	7860	3769	2109	5386	2678	1783

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.