

Alameda County Summary By City

1/1/2020 Through 1/31/2020; 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	133	177	60	32	14	44	23	15
Albany	14	12	3	2	3	0	1	0
Berkeley	406	510	114	71	41	70	22	14
Castro Valley	43	103	17	12	6	11	6	5
Dublin	27	48	7	5	3	4	3	2
Emeryville	46	68	26	13	6	19	7	6
Fremont	250	452	81	45	31	49	23	12
Hayward	647	1077	255	115	60	184	94	56
Livermore	118	129	34	22	8	24	14	9
Newark	40	73	20	12	5	15	9	7
Oakland	2296	3560	770	370	210	547	281	209
Piedmont	1	1	0	0	0	0	0	0
Pleasanton	51	58	18	7	4	12	3	5
San Leandro	272	428	105	44	19	82	41	28
San Lorenzo	34	81	16	9	2	13	6	3
Union City	70	94	20	7	4	15	6	5
Other	1503	1139	122	48	39	77	41	27
Grand Total:	5951	8010	1668	814	455	1166	580	403

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.