

Number of Calls by Line	Month	FYTD
211	2,756	5,521
Homeless Hotline (800.808.6444)	72	133
Total	2,828	5,654

Average Speed to Answer (seconds)	Month	FYTD
211	5.8	6.5
Homeless Hotline (800.808.6444)	5.6	5.9
Total	5.8	6.2

Abandonment Rate	Month	FYTD
211	2.9%	3.2%
Homeless Hotline (800.808.6444)	5.7%	4.4%
Total	3.2%	3.8%

Client's Location	Month	FYTD
East: Antioch	367	738
East: Bay Point	95	165
East: Bethel Island	3	4
East: Brentwood	59	127
East: Byron	5	8
East: Discovery Bay	6	8
East: Oakley/Knightsen	53	102
East: Pittsburg	299	571
Total: East County	31%	30%

Central: Concord/Clayton/Clyde	414	850
Central: Lafayette	8	22
Central: Martinez/Pacheco	84	219
Central: Moraga/Canyon	3	6
Central: Orinda	5	6
Central: Pleasant Hill	39	77
Central: Walnut Creek	83	166
Total: Central County	22%	24%

South: Alamo	0	5
South: Blackhawk/Danville/Diablo	16	31
South: San Ramon	42	86
Total: South County	3%	2%

West: Crockett	1	4
West: El Cerrito/Kensington	22	37
West: El Sobrante	33	60
West: Hercules	24	56
West: Pinole/Port Costa	32	75
West: Richmond	697	1,338
West: Rodeo	29	57
West: San Pablo	131	259
Total: West County	34%	33%

Other/Unknown	278	577
Total: Other/Unknown	10%	10%

Client's Gender	Month	FYTD
Male	20%	20%
Female	80%	80%
Transgender	0%	0%

Client's Age	Month	FYTD
Youths (0-18)	3%	3%
Adults (19-60)	88%	88%
Seniors (61+)	9%	9%

Client's Ethnicity	Month	FYTD
African-American/Black	38%	39%
Asian	2%	2%
Caucasian/White	39%	38%
Hawaiian/Pacific Islander	1%	1%
Hispanic/Latino	16%	16%
Native American	0%	0%
Mixed/Other	4%	4%

Client's Language	Month	FYTD
English	92%	92%
Spanish	8%	8%
Other	0%	0%

Client's Issues	Month	FYTD
Basic Needs: Clothing/Household	57	105
Basic Needs: Financial Assistance	136	303
Basic Needs: Food	158	334
Basic Needs: Homeless Services	627	1244
Basic Needs: Housing/Eviction	15	26
Basic Needs: Housing/Foreclosure	7	16
Basic Needs: Housing/Rent Assistance	249	516
Basic Needs: Housing/Seniors	13	30
Basic Needs: Housing/Subsidized	240	406
Basic Needs: Jobs/Employment	49	104
Health Care: Dental	24	42
Health Care: Insurance Coverage	32	66
Health Care: Medical/Physical	15	84
Health Care: Mental Health	198	354
Health Care: Prenatal/Postpartum	2	5
Health Care: Substance Abuse	80	152
Other: Education/Literacy	23	33
Other: Emergency Services	4	11
Other: Immigration Services	5	15
Other: Legal Services	140	268
Other: Physical/Sexual Abuse	54	103
Other: Senior Services	35	53
Other: Special Needs/Disability	20	37
Other: Transportation	33	48

Outcomes	Month	FYTD
Suicide Risk: Referred to Crisis Lines	7	15
Homeless: Referred to County Shelters	956	1,874
Homeless: Provided Motel Voucher	2	10
Voucher Bednights/Adults	2	11
Voucher Bednights/Youths	12	22
Referred for Food Stamps	38	125
Referred to Utility Assistance	100	233
Referred to EITC Program	1	3
Referred to CETF Program	0	0
Richmond Tenant-Landlord Counseling	134	240
Provided Other Referrals	2,724	5,187

Caller's Mood at End of Call	Month	FYTD
Mood Improved	97%	96%
Mood Unchanged	3%	4%
Mood Worsened	0%	0%

211 Database	Month	FYTD
Agencies in Database	652	1,303
Programs in Database	1,438	2,872
Records Updated	158	293
Visitors to Site (unduplicated)	21,872	43,716
Agencies/Sites/Services Searched	10,687	20,373
Resource Guides: East Co./English	410	802
Resource Guides: East Co./Spanish	105	167
Resource Guides: Central Co./English	240	477
Resource Guides: Central Co./Spanish	75	156
Resource Guides: West Co./English	419	770
Resource Guides: West Co./Spanish	75	129
Help in Hard Times/English	491	999
Help in Hard Times/Spanish	142	270
Low-cost Medical Resources/English	965	2,076
Low-cost Medical Resources/Spanish	181	313
Parenting Resources/English	220	402
Parenting Resources/Spanish	98	207