

Number of Calls by Line	Month	FYTD
211	3,139	31,309
Homeless Hotline (800.808.6444)	73	905
Total	3,212	32,214

Average Speed to Answer (seconds)	Month	FYTD
211	6.5	6.7
Homeless Hotline (800.808.6444)	6.9	6.7
Total	6.5	6.7

Abandonment Rate	Month	FYTD
211	3.5%	3.7%
Homeless Hotline (800.808.6444)	5.5%	4.0%
Total	3.6%	3.9%

Client's Location	Month	FYTD
East: Antioch	515	4,762
East: Bay Point	61	750
East: Bethel Island	6	56
East: Brentwood	68	852
East: Byron	1	30
East: Discovery Bay	6	59
East: Oakley/Knightsen	74	722
East: Pittsburg	295	3,289
Total: East County	32%	33%

Central: Concord/Clayton/Clyde	432	4,349
Central: Lafayette	16	122
Central: Martinez/Pacheco	126	1,196
Central: Moraga/Canyon	1	34
Central: Orinda	4	47
Central: Pleasant Hill	35	396
Central: Walnut Creek	92	881
Total: Central County	22%	22%

South: Alamo	3	31
South: Blackhawk/Danville/Diablo	14	179
South: San Ramon	52	426
Total: South County	3%	2%

West: Crockett	5	37
West: El Cerrito/Kensington	39	330
West: El Sobrante	35	383
West: Hercules	21	241
West: Pinole/Port Costa	36	455
West: Richmond	766	7,578
West: Rodeo	23	277
West: San Pablo	164	1,607
Total: West County	34%	34%

Other/Unknown	322	3,125
Total: Other/Unknown	10%	10%

Client's Gender	Month	FYTD
Male	22%	21%
Female	78%	79%
Transgender	0%	0%

Client's Age	Month	FYTD
Youths (0-18)	3%	2%
Adults (19-60)	84%	86%
Seniors (61+)	13%	12%

Client's Ethnicity	Month	FYTD
African-American/Black	40%	40%
Asian	2%	1%
Caucasian/White	39%	38%
Hawaiian/Pacific Islander	0%	0%
Hispanic/Latino	15%	17%
Native American	0%	0%
Mixed/Other	4%	4%

Client's Language	Month	FYTD
English	93%	92%
Spanish	7%	8%
Other	0%	0%

Client's Issues	Month	FYTD
Basic Needs: Clothing/Household	32	535
Basic Needs: Financial Assistance	199	1770
Basic Needs: Food	295	2795
Basic Needs: Homeless Services	581	5976
Basic Needs: Housing/Eviction	15	103
Basic Needs: Housing/Foreclosure	5	55
Basic Needs: Housing/Rent Assistance	210	2309
Basic Needs: Housing/Seniors	23	226
Basic Needs: Housing/Subsidized	284	2182
Basic Needs: Jobs/Employment	43	359
Health Care: Dental	27	235
Health Care: Insurance Coverage	66	589
Health Care: Medical/Physical	14	200
Health Care: Mental Health	159	1613
Health Care: Prenatal/Postpartum	2	28
Health Care: Substance Abuse	120	912
Other: Disaster Services	1	11
Other: Education/Literacy	22	392
Other: Emergency Services	17	163
Other: Immigration Services	7	83
Other: Legal Services	137	1501
Other: Physical/Sexual Abuse	55	511
Other: Senior Services	25	299
Other: Special Needs/Disability	63	520
Other: Transportation	38	412

Outcomes	Month	FYTD
Suicide Risk: Referred to Crisis Lines	8	72
Homeless: Referred to County Shelters	857	8,279
Homeless: Provided Motel Voucher	0	51
Voucher Bednights/Adults	0	80
Voucher Bednights/Youths	0	118
Referred for Food Stamps	46	701
Referred to Utility Assistance	106	1,262
Referred to EITC Program	154	724
Referred to CETF Program	0	277
Provided Other Referrals	3,307	33,133

Caller's Mood at End of Call	Month	FYTD
Mood Improved	95%	95%
Mood Unchanged	5%	5%
Mood Worsened	0%	0%

211 Database	Month	FYTD
Agencies in Database	650	1,300
Programs in Database	1,433	2,866
Records Updated	73	1,130
Visitors to Site (unduplicated)	2,476	15,844
Agencies/Sites/Services Searched	17,266	144,706
Resource Guides: East Co./English	529	4,377
Resource Guides: East Co./Spanish	27	419
Resource Guides: Central Co./English	330	3,120
Resource Guides: Central Co./Spanish	61	500
Resource Guides: West Co./English	352	3,104
Resource Guides: West Co./Spanish	32	416
Help in Hard Times/English	461	4,178
Help in Hard Times/Spanish	30	509
Low-cost Medical Resources/English	584	4,999
Low-cost Medical Resources/Spanish	96	820
Parenting Resources/English	181	1,489
Parenting Resources/Spanish	52	375