

Number of Calls by Line	Month	FYTD
211	2,533	13,989
211 Text	38	242
Total	2,571	14,231

Average Speed to Answer (seconds)	Month	FYTD
211	7.5	7.4
Total	7.5	7.4

Abandonment Rate	Month	FYTD
211	3.6%	5.9%
Total	3.6%	5.9%

Client's Location	Month	FYTD
East: Antioch	295	1,675
East: Bay Point	8	72
East: Bethel Island	2	10
East: Brentwood	43	240
East: Byron	4	15
East: Discovery Bay	7	18
East: Oakley/Knightsen	38	192
East: Pittsburg	214	1,155
Total: East County	24%	24%
Central: Concord/Clayton/Clyde	256	1,531
Central: Lafayette	4	24
Central: Martinez/Pacheco	74	388
Central: Moraga/Canyon	1	8
Central: Orinda	4	16
Central: Pleasant Hill	24	99
Central: Walnut Creek	46	218
Total: Central County	16%	16%
South: Alamo	0	6
South: Blackhawk/Danville/Diablo	3	35
South: San Ramon	22	109
Total: South County	3%	3%
West: Crockett	2	12
West: El Cerrito/Kensington	16	83
West: El Sobrante	13	87
West: Hercules	12	52
West: Pinole/Port Costa	20	92
West: Richmond	295	1,761
West: Rodeo	8	48
West: San Pablo	59	393
Total: West County	17%	18%
Other/Unknown	1,101	5,892
Total: Other/Unknown	43%	41%

Client's Gender	Month	FYTD
Male	26%	25%
Female	74%	75%
Transgender	0%	0%

Client's Age	Month	FYTD
Youths (0-18)	2%	1%
Adults (19-60)	79%	78%
Seniors (61+)	19%	21%

Client's Ethnicity	Month	FYTD
African-American/Black	34%	31%
Asian	3%	3%
Caucasian/White	39%	41%
Hawaiian/Pacific Islander	1%	0%
Hispanic/Latino	20%	22%
Native American	0%	0%
Mixed/Other	3%	3%

Client's Language	Month	FYTD
English	96%	96%
Spanish	4%	4%
Other	0%	0%

Client's Issues	Month	FYTD
Basic Needs: Clothing/Household	76	214
Basic Needs: Financial Assistance	151	927
Basic Needs: Food	233	737
Basic Needs: Homeless Services	933	5,198
Basic Needs: Housing/Eviction	9	47
Basic Needs: Housing/Foreclosure	0	6
Basic Needs: Housing/Rent Assistance	114	752
Basic Needs: Housing/Seniors	22	178
Basic Needs: Housing/Subsidized	65	502
Basic Needs: Jobs/Employment	15	94
Health Care: Dental	9	65
Health Care: Insurance Coverage	21	113
Health Care: Medical/Physical	15	71
Health Care: Mental Health	184	1,051
Health Care: Prenatal/Postpartum	1	10
Health Care: Substance Abuse	75	499
Other: Disaster Services	30	105
Other: Education/Literacy	2	42
Other: Emergency Services	30	121
Other: Immigration Services	4	19
Other: Legal Services	66	518
Other: Parent Services	67	392
Other: Physical/Sexual Abuse	8	292
Other: Senior Services	38	299
Other: Special Needs/Disability	24	186
Other: Transportation	110	400

Outcomes	Month	FYTD
Referrals Provided	3,910	24,721
Homeless: Provided Motel Voucher	5	19
Voucher Bednights/Adults	11	34
Voucher Bednights/Youths	9	30

Caller's Mood at End of Call	Month	FYTD
Mood Improved	92%	92%
Mood Unchanged	8%	8%
Mood Worsened	0%	0%

211 Database	Month	FYTD
Agencies in Database	655	N/A
Programs in Database	1,684	N/A
Records Updated	94	491
Visitors to Site	2,308	11,369
Agencies/Sites/Services Searched	17,071	87,621
Resource Guides: East Co./English	264	1,542
Resource Guides: East Co./Spanish	34	180
Resource Guides: Central Co./English	173	1,079
Resource Guides: Central Co./Spanish	21	113
Resource Guides: West Co./English	162	970
Resource Guides: West Co./Spanish	29	161
Help in Hard Times/English	228	1,247
Help in Hard Times/Spanish	29	146
Low-cost Medical Resources/English	82	464
Low-cost Medical Resources/Spanish	14	94
Parenting Resources/English	76	493
Parenting Resources/Spanish	19	102

Follow-Up Action	Month	FYTD
211 & HMG Follow-up (# People)	1	138
211 & HMG Follow-up (# Calls)	2	230

Footnote: Homeless & HMG included in 211 Call Count