

Number of Calls by Line	Month	FYTD
211	2,871	21,194
Homeless Hotline (800.808.6444)	58	1,010
<b>Total</b>	<b>2,929</b>	<b>22,204</b>

Average Speed to Answer (sec.)	Month	FYTD
211	5.51	5.62
Homeless Hotline (800.808.6444)	4.84	5.45
<b>Total</b>	<b>5.45</b>	<b>5.85</b>

Abandonment Rate	Month	FYTD
211	5.0%	4.4%
Homeless Hotline (800.808.6444)	5.5%	5.6%
<b>Total</b>	<b>5.0%</b>	<b>4.6%</b>

Client's Location	Month	FYTD
East: Antioch	344	2,706
East: Bay Point	60	354
East: Bethel Island	3	37
East: Brentwood	75	636
East: Byron	10	60
East: Discovery Bay	2	13
East: Oakley/Knightsen	68	392
East: Pittsburg	277	1,894
<b>Total: East County</b>	<b>29%</b>	<b>27%</b>

Central: Concord/Clayton/Clyde	449	3,106
Central: Lafayette	8	85
Central: Martinez/Pacheco	120	783
Central: Moraga/Canyon	8	48
Central: Orinda	11	30
Central: Pleasant Hill	51	192
Central: Walnut Creek	73	659
<b>Total: Central County</b>	<b>25%</b>	<b>22%</b>

South: Alamo	1	24
South: Blackhawk/Danville/Diablo	25	148
South: San Ramon	56	393
<b>Total: South County</b>	<b>3%</b>	<b>3%</b>
West: Crockett	0	52
West: El Cerrito/Kensington	32	226
West: El Sobrante	32	236
West: Hercules	42	265
West: Pinole/Port Costa	37	256
West: Richmond	591	4,469
West: Rodeo	15	189
West: San Pablo	203	1,119
<b>Total: West County</b>	<b>33%</b>	<b>31%</b>

Other/Unknown	336	3,832
<b>Total: Other/Unknown</b>	<b>11%</b>	<b>17%</b>

Client's Gender	Month	FYTD
Male	24%	24%
Female	76%	76%
Transgender	0%	0%

Client's Age	Month	FYTD
Youths (0-18)	39%	43%
Adults (19-60)	55%	52%
Seniors (61+)	6%	5%

Client's Ethnicity	Month	FYTD
African-American/Black	33%	36%
Asian	2%	2%
Caucasian/White	38%	39%
Hawaiian/Pacific Islander	1%	1%
Hispanic/Latino	22%	19%
Native American	0%	0%
Mixed/Other	4%	3%

Client's Language	Month	FYTD
English	88%	90%
Spanish	12%	10%
Other	0%	0%

Client's Issues	Month	FYTD
Abuse	39	316
Bereavement Services/Issues	6	534
Clothing/Household	33	275
Education/Literacy	6	51
Emergency Services	7	58
Environment/Recycle/Donation	14	125
Financial Assistance	220	1,548
Food	168	1,841
Health Services	179	1,571
Homeless Services	427	4,915
Housing	417	3,726
Immigration Services	9	86
Information (General)	1,252	5,637
Intervention and Crisis Services	18	111
Jobs/Employment Services	31	251
Legal Services	148	808
LGBTQ Services/Issues	2	12
Mental Health Services/Issues	185	1,665
Parent Services	39	321
Prank Call	1	64
Recreation Services	0	3
Senior Services	31	225
Special Needs/Disability	15	147
Substance Abuse Services/Issues	75	559
Transportation Services	20	179
Veteran Services/Issues	1	20
Youth Services/Issues	8	39

Outcomes	Month	FYTD
Suicide Risk; Referred to Crisis Lines	16	26
Homeless; Referred to County Shelters	623	7,087
Homeless; Provided Motel Voucher	21	207
Voucher Bednights/Adults	15	360
Voucher Bednights/Youths	12	340
Referred for Food Stamps	34	326
Referred to Utility Assistance	176	1,260
Referred to EITC Program	1,089	1,515
Richmond Tenant-Landlord Counseling	98	662
Provided Other Referrals	2,511	25,121

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

211 Database	Month	FYTD
Agencies in Database	651	3,847
Programs in Database	1,523	9,147
Records Updated	215	1,166
Visitors to Site (unduplicated)	20,616	63,011
Agencies / Sites / Services Searched	8,016	26,628
Regional Guides: East Co./English	647	4,932
Regional Guides: East Co./Spanish	143	1,073
Regional Guides: Central Co./English	396	3,228
Regional Guides: Central Co./Spanish	163	1,036
Regional Guides: West Co./English	353	3,709
Regional Guides: West Co./Spanish	121	998
Help in Hard Times/English	605	4,583
Help in Hard Times/Spanish	184	1,326
Medical Resources/English	999	5,683
Medical Resources/Spanish	188	1,089