



Number of Calls by Line	Month	FYTD
211	2,962	34,063
211 Text	65	781
Total	3,027	34,844

Average Speed to Answer (seconds)	Month	FYTD
211	19.0	18.4
Total	19.0	18.4

Abandonment Rate	Month	FYTD
211	7.9%	8.1%
Total	7.9%	8.1%

Client's Location	Month	FYTD
East: Antioch	401	3,882
East: Bay Point	19	214
East: Bethel Island	6	57
East: Brentwood	74	655
East: Byron	6	43
East: Discovery Bay	9	55
East: Oakley/Knightsen	82	464
East: Pittsburg	280	3,063
Total: East County	29%	24%
Central: Concord/Clayton/Clyde	310	3,358
Central: Lafayette	10	73
Central: Martinez/Pacheco	111	884
Central: Moraga/Canyon	6	68
Central: Orinda	4	45
Central: Pleasant Hill	41	418
Central: Walnut Creek	77	801
Total: Central County	18%	16%
South: Alamo	3	24
South: Blackhawk/Danville/Diablo	7	121
South: San Ramon	43	484
Total: South County	2%	2%
West: Crockett	3	34
West: El Cerrito/Kensington	32	239
West: El Sobrante	35	353
West: Hercules	24	213
West: Pinole/Port Costa	28	279
West: Richmond	493	4,545
West: Rodeo	16	177
West: San Pablo	178	1,621
Total: West County	27%	21%
Other/Unknown	729	12,674
Total: Other/Unknown	24%	36%

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

Client's Age	Month	FYTD
Youths (0-18)	1%	1%
Adults (19-60)	73%	73%
Seniors (61+)	26%	26%

Client's Language	Month	FYTD
English	88%	88%
Spanish	11%	11%
Other	1%	1%

Client's Ethnicity	Month	FYTD
African-American/Black	26%	26%
Asian	3%	4%
Caucasian/White	39%	39%
Hawaiian/Pacific Islander	1%	0%
Hispanic/Latino	30%	30%
Native American	0%	0%
Mixed/Other	1%	1%

Client's Issues	Month	FYTD
Basic Needs: Clothing/Household	29	599
Basic Needs: Financial Assistance	541	5351
Basic Needs: Food	140	2184
Basic Needs: Homeless Services	516	6,852
Basic Needs: Housing/Eviction	19	146
Basic Needs: Housing/Foreclosure	5	26
Basic Needs: Housing/Rent Assistance	261	3132
Basic Needs: Housing/Seniors	30	347
Basic Needs; Housing/Subsidized	123	939
Basic Needs: Jobs/Employment	24	198
Covid-19 Related	260	2866
Health Care: Dental	8	171
Health Care: Insurance Coverage	22	229
Health Care: Health Services	78	1590
Health Care: Mental Health	406	4387
Health Care: Substance Abuse	107	1145
Other: Disaster Services	1	1072
Other: Education/Literacy	9	101
Other: Emergency Services	18	189
Other: Immigration Services	11	88
Other: Legal Services	172	1463
Other: Parent Services	96	1055
Other: Physical/Sexual Abuse	65	573
Other: Senior Services	80	1026
Other: Special Needs/Disability	83	883
Other: Transportation	24	248

Outcomes	Month	FYTD
Referrals Provided	6,668	70,847
Homeless: Provided Motel Voucher	1	14
Voucher Bednights/Adults	2	41
Voucher Bednights/Youths	0	21

Caller's Mood at End of Call	Month	FYTD
Mood Improved	93%	94%
Mood Unchanged	7%	6%
Mood Worsened	0%	0%

211 Database	Month	FYTD
Agencies in Database	663	N/A
Programs in Database	1,732	N/A
Records Updated	193	1,921
Visitors to Site	3,614	37,197
Agencies/Sites/Services Searched	12,647	154,106
Parenting Resources/English	22	312
Parenting Resources/Spanish	4	108

Footnote: Homeless & HMG included in 211 Call Count