

**Alameda County Summary By City**

**4/1/2017 Through 4/30/2017; 2-1-1**

<i>City</i>	<sup>1</sup> Total Calls	<sup>2</sup> Client Calls	<sup>3</sup> General Calls	<sup>4</sup> Un-duplicated Clients	Disabled Clients	Male Clients	Female Clients	<sup>5</sup> Youth Under 18	Single Mom W/Minor Children	Referrals
Alameda	195	80	115	59	23	8	42	15	10	223
Albany	11	4	7	4	0	0	3	1	1	18
Berkeley	341	153	188	108	47	34	58	18	8	521
Castro Valley	93	33	60	26	8	1	21	13	9	149
Dublin	40	15	25	13	3	4	7	1	0	52
Emeryville	55	29	26	21	7	2	18	6	6	115
Fremont	214	105	109	88	31	20	57	24	12	318
Hayward	821	345	476	249	97	41	172	80	45	1165
Livermore	115	47	68	39	14	12	23	8	6	132
Newark	48	24	24	21	11	2	18	11	8	87
Oakland	2521	1112	1409	882	323	190	560	250	185	4296
Piedmont	2	0	2	0	0	0	0	0	0	2
Pleasanton	38	11	27	9	2	1	8	6	3	57
San Leandro	389	206	183	166	74	29	115	52	40	696
San Lorenzo	60	32	28	23	9	7	11	8	2	115
Union City	79	49	30	42	18	11	23	11	5	131
Other	980	141	839	127	28	29	53	12	5	617
<b>Grand Total:</b>	<b>6002</b>	<b>2386</b>	<b>3616</b>	<b>1877</b>	<b>695</b>	<b>391</b>	<b>1189</b>	<b>516</b>	<b>345</b>	<b>8694</b>

Monthly and year-to-date 2-1-1 statistics include all calls/intakes handled by 2-1-1 Resource Specialists, including incoming calls and quality assurance calls. Callers include individuals in need of resource referrals as well as service providers and advocates seeking resource referrals for clients.

- 1. **Total Calls:** The total of Client Calls and General Calls for the reporting period.
- 2. **Client Calls:** The number of times Clients called during the reporting period.
- 3. **General Calls:** The number of callers who did not provide demographic information, birth date, and full address.
- 4. **Unduplicated Clients:** The number of unduplicated clients who called during the reporting period. These are callers willing to provide demographic information, birth date, and full address.
- 5. **Youth Under 18:** The total number of households with youth under the age of 18 in the household.