

Alameda County Summary By City

7/1/2017 Through 7/31/2017; 2-1-1

<i>City</i>	¹ Total Calls	² Client Calls	³ General Calls	⁴ Un-duplicated Clients	Disabled Clients	Male Clients	Female Clients	⁵ Youth Under 18	Single Mom W/Minor Children	Referrals
Alameda	109	63	46	41	15	4	31	11	4	131
Albany	7	3	4	3	1	1	1	0	0	4
Berkeley	264	116	148	90	41	25	51	21	13	317
Castro Valley	57	20	37	19	8	3	14	4	2	109
Dublin	48	20	28	13	7	2	10	2	1	55
Emeryville	34	27	7	19	6	1	16	7	6	49
Fremont	218	92	126	72	19	20	42	26	12	366
Hayward	730	380	350	290	107	54	201	113	66	1010
Livermore	81	32	49	27	6	4	10	7	4	100
Newark	59	28	31	21	6	6	14	12	3	106
Oakland	2315	1056	1259	787	352	171	531	268	175	3504
Piedmont	2	1	1	1	1	0	0	0	0	4
Pleasanton	41	15	26	11	3	1	8	4	1	68
San Leandro	323	177	146	127	55	36	79	42	28	598
San Lorenzo	49	27	22	16	12	4	12	7	3	66
Union City	70	41	29	32	16	5	25	12	8	127
Other	968	174	794	135	37	23	60	13	11	680
Grand Total:	5375	2272	3103	1704	692	360	1105	549	337	7294

Monthly and year-to-date 2-1-1 statistics include all calls/intakes handled by 2-1-1 Resource Specialists, including incoming calls and completed 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.