

Alameda County Summary By City

3/1/2017 Through 3/31/2017; 2-1-1

City	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	140	59	81	48	21	7	34	11	8	234
Albany	12	2	10	2	1	0	2	0	0	12
Berkeley	259	97	162	83	38	20	51	14	8	391
Castro Valley	55	28	27	27	8	7	16	7	4	124
Dublin	28	8	20	8	5	1	6	1	1	33
Emeryville	36	15	21	12	5	3	9	2	2	60
Fremont	228	88	140	70	29	14	52	22	10	356
Hayward	608	256	352	204	86	46	132	63	36	1003
Livermore	84	37	47	29	11	3	22	15	11	115
Newark	44	24	20	21	10	4	17	10	7	89
Oakland	2229	922	1307	758	311	170	486	224	155	3616
Piedmont	3	0	3	0	0	0	0	0	0	2
Pleasanton	52	20	32	19	6	6	8	6	3	67
San Leandro	343	146	197	122	56	37	74	35	26	550
San Lorenzo	41	20	21	14	6	2	12	5	3	64
Union City	96	42	54	36	17	9	22	14	4	157
Other	1081	100	981	93	24	14	40	14	10	536
Grand Total:	5339	1864	3475	1546	634	343	983	443	288	7409

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.