

**Alameda County Summary By City**

**5/1/2017 Through 5/31/2017; 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	183	67	116	56	29	9	43	20	13	183
Albany	18	4	14	3	1	0	3	0	1	38
Berkeley	318	113	205	83	40	29	42	17	12	459
Castro Valley	63	29	34	24	14	4	16	8	4	88
Dublin	62	38	24	30	13	5	23	6	4	66
Emeryville	46	28	18	20	7	2	16	5	5	87
Fremont	238	98	140	71	27	12	53	19	10	320
Hayward	806	363	443	272	113	59	189	97	64	1227
Livermore	136	58	78	34	20	6	25	9	6	199
Newark	51	13	38	12	3	1	10	7	7	69
Oakland	2563	1000	1563	712	339	150	502	260	185	4181
Piedmont	4	1	3	1	1	0	1	0	0	9
Pleasanton	163	56	107	51	16	6	39	16	12	90
San Leandro	360	166	194	110	56	26	73	36	25	652
San Lorenzo	55	31	24	19	6	7	10	8	3	91
Union City	104	48	56	37	15	13	20	14	4	148
Other	968	131	837	103	27	16	59	24	19	800
<b>Grand Total:</b>	<b>6138</b>	<b>2244</b>	<b>3894</b>	<b>1638</b>	<b>727</b>	<b>345</b>	<b>1124</b>	<b>546</b>	<b>374</b>	<b>8707</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 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.