

Alameda County Summary By City

11/1/2016 Through 11/30/2016; 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	128	84	44	66	33	10	52	14	19	226
Albany	11	2	9	2	1	0	2	0	1	13
Berkeley	313	185	128	144	51	26	109	70	42	462
Castro Valley	52	31	21	25	9	5	19	2	2	105
Dublin	25	16	9	13	4	2	10	5	8	42
Emeryville	47	32	15	28	10	6	21	7	7	109
Fremont	174	97	77	77	32	14	59	15	21	264
Hayward	579	362	217	286	98	46	223	78	79	1147
Livermore	54	21	33	18	3	4	13	4	5	61
Newark	43	22	21	21	7	6	15	6	6	67
Oakland	2055	1185	870	919	330	160	687	210	253	3718
Piedmont	1	0	1	0	0	0	0	0	0	1
Pleasanton	39	21	18	15	6	4	11	2	2	81
San Leandro	288	200	88	151	57	33	108	37	34	524
San Lorenzo	31	22	9	16	7	4	12	5	4	64
Union City	63	39	24	32	9	6	24	15	12	122
Other	1084	153	931	240	22	28	85	14	14	786
Grand Total:	4987	2472	2515	2053	679	354	1450	484	509	7792

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.