

Alameda County Summary By City

10/1/2016 Through 10/31/2016; 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	90	54	36	45	24	14	27	6	9	169
Albany	10	7	3	7	3	0	6	2	3	39
Berkeley	270	141	129	122	55	34	85	20	16	404
Castro Valley	62	34	28	29	8	2	24	5	8	91
Dublin	26	14	12	12	4	3	9	1	2	46
Emeryville	72	52	20	38	18	5	31	5	11	106
Fremont	233	147	86	109	49	28	77	23	22	381
Hayward	624	415	209	317	117	66	235	83	82	1156
Livermore	58	35	23	25	12	5	19	10	7	94
Newark	41	28	13	27	11	6	19	6	5	84
Oakland	2202	1353	849	1032	392	221	747	241	265	4134
Piedmont	0	0	0	0	0	0	0	0	0	0
Pleasanton	28	19	9	17	3	5	11	6	3	52
San Leandro	282	205	77	156	62	37	117	45	31	616
San Lorenzo	24	17	7	16	4	2	13	4	4	37
Union City	66	41	25	28	13	4	23	10	10	100
Other	1203	240	963	203	44	44	131	23	23	938
Grand Total:	5291	2802	2489	2183	819	476	1574	490	501	8447

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.