

Alameda County Summary By City

12/1/2016 Through 12/31/2016; 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	98	68	30	37	17	8	29	18	11	116
Albany	9	2	7	2	0	0	2	1	1	16
Berkeley	359	214	145	192	59	24	151	120	65	491
Castro Valley	44	21	23	19	5	0	18	9	4	72
Dublin	34	20	14	12	5	3	9	3	1	48
Emeryville	54	29	25	25	12	9	13	7	4	62
Fremont	196	96	100	83	31	18	61	32	20	267
Hayward	542	304	238	228	87	38	179	99	70	857
Livermore	66	32	34	27	8	5	20	12	9	117
Newark	40	23	17	20	9	1	19	8	4	65
Oakland	1854	979	875	791	300	167	572	296	200	3124
Piedmont	3	0	3	0	0	0	0	0	0	3
Pleasanton	25	7	18	7	1	2	4	3	1	24
San Leandro	253	147	106	115	45	28	81	41	26	507
San Lorenzo	39	23	16	19	9	2	17	7	6	71
Union City	54	29	25	25	6	4	20	12	7	86
Other	1059	127	932	108	24	24	69	17	13	755
Grand Total:	4729	2121	2608	1710	618	333	1264	685	442	6681

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.