

Alameda County Summary By City

2/1/2017 Through 2/28/2017; 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	118	59	59	44	20	6	29	12	7	181
Albany	10	5	5	4	2	2	2	0	0	11
Berkeley	234	93	141	80	44	20	48	17	10	359
Castro Valley	50	23	27	16	6	4	12	5	4	71
Dublin	17	7	10	7	2	1	6	3	1	37
Emeryville	40	21	19	15	6	2	10	5	5	76
Fremont	184	71	113	56	26	12	38	13	10	228
Hayward	547	221	326	180	85	30	128	61	40	918
Livermore	73	30	43	25	11	5	18	10	5	99
Newark	26	9	17	8	5	3	5	5	1	37
Oakland	1849	729	1120	578	239	118	391	196	142	3011
Piedmont	2	0	2	0	0	0	0	0	0	0
Pleasanton	27	9	18	9	1	1	7	5	4	37
San Leandro	247	112	135	92	39	19	65	33	26	473
San Lorenzo	32	18	14	15	7	3	10	5	4	54
Union City	47	20	27	19	7	8	10	6	2	102
Other	1843	375	1468	346	12	24	46	9	9	674
Grand Total:	5346	1802	3544	1494	512	258	825	385	270	6368

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.