

Alameda County Summary By City

1/1/2017 Through 1/31/2017; 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	92	43	49	35	19	3	33	11	8	180
Albany	8	3	5	3	2	0	3	1	0	9
Berkeley	249	104	145	87	36	22	52	20	11	349
Castro Valley	59	32	27	27	10	4	18	8	6	88
Dublin	32	20	12	17	7	3	13	8	6	43
Emeryville	41	26	15	19	11	4	13	5	5	71
Fremont	209	100	109	69	39	21	40	14	6	273
Hayward	599	291	308	230	84	32	169	95	62	959
Livermore	80	28	52	26	13	5	19	8	4	129
Newark	41	16	25	14	2	2	12	8	5	119
Oakland	2015	966	1049	756	303	158	500	271	189	3018
Piedmont	6	0	6	0	0	0	0	0	0	13
Pleasanton	44	23	21	14	4	1	11	5	3	49
San Leandro	315	173	142	128	55	30	89	42	27	465
San Lorenzo	44	24	20	21	11	6	13	9	4	53
Union City	83	45	38	33	11	6	23	17	13	113
Other	1335	164	1171	145	27	18	53	14	12	868
Grand Total:	5252	2058	3194	1624	634	315	1061	536	361	6799

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.