

## Alameda County Summary By City

8/1/2017 Through 8/31/2017; 2-1-1

City	<sup>1</sup> Total Calls	<sup>2</sup> Client Calls	<sup>3</sup> General Calls	<sup>4</sup> Un-duplicated Clients	Disabled Clients	Male Clients	Female Clients	<sup>5</sup> Youth Under 18	Single Mom W/Minor Children	Referrals
Alameda	163	112	51	87	39	21	57	24	15	202
Albany	18	4	14	3	1	1	1	1	0	28
Berkeley	247	137	110	99	47	18	68	21	15	400
Castro Valley	59	31	28	23	12	8	13	6	2	93
Dublin	44	22	22	16	7	3	11	0	0	63
Emeryville	50	34	16	25	10	5	19	6	5	82
Fremont	246	128	118	95	43	19	62	29	15	342
Hayward	676	382	294	293	108	58	213	112	76	993
Livermore	96	56	40	40	14	6	23	12	9	150
Newark	43	20	23	16	4	5	10	9	4	65
Oakland	2292	1164	1128	885	359	188	583	313	217	3834
Piedmont	3	0	3	0	0	0	0	0	0	5
Pleasanton	59	30	29	26	6	2	21	9	6	98
San Leandro	335	198	137	143	58	28	100	53	37	510
San Lorenzo	53	31	22	16	10	5	6	5	5	98
Union City	56	33	23	28	13	8	16	7	6	97
Other	1089	225	864	190	42	31	82	31	20	826
<b>Grand Total:</b>	<b>5529</b>	<b>2607</b>	<b>2922</b>	<b>1985</b>	<b>773</b>	<b>406</b>	<b>1285</b>	<b>638</b>	<b>432</b>	<b>7886</b>

Monthly and year-to-date 2-1-1 statistics include all calls/intakes handled by 2-1-1 Resource Specialists, including incoming calls and completed 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.