

Alameda County Summary By City

6/1/2017 Through 6/30/2017; 2-1-1

<i>City</i>	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	391	288	103	217	94	48	156	76	55	242
Albany	23	8	15	8	5	2	3	1	0	34
Berkeley	306	127	179	91	45	34	47	18	10	476
Castro Valley	72	31	41	24	12	8	13	5	4	109
Dublin	120	94	26	78	31	15	59	25	19	96
Emeryville	42	27	15	19	10	3	15	6	6	62
Fremont	232	107	125	81	40	18	54	26	11	323
Hayward	1701	1272	429	927	338	183	682	366	231	1489
Livermore	106	53	53	42	17	5	31	9	5	132
Newark	43	21	22	14	5	3	11	11	8	74
Oakland	2451	1199	1252	930	408	197	642	337	237	3431
Piedmont	2	0	2	0	0	0	0	0	0	1
Pleasanton	44	17	27	14	3	3	7	4	2	40
San Leandro	326	168	158	123	58	28	86	25	25	463
San Lorenzo	46	22	24	12	9	3	9	3	3	88
Union City	84	45	39	31	14	5	24	11	3	134
Other	947	154	793	123	33	27	56	21	16	652
Grand Total:	6936	3633	3303	2734	1122	582	1895	944	635	7846

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.