

**Alameda County Summary By City**

**9/1/2017 Through 9/30/2017; 2-1-1**

<i>City</i>	<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	103	50	53	41	21	10	29	11	9	172
Albany	11	4	7	4	3	1	3	3	0	16
Berkeley	228	68	160	57	27	14	34	14	9	329
Castro Valley	77	36	41	24	13	9	13	3	1	121
Dublin	30	14	16	13	5	1	11	2	2	54
Emeryville	47	26	21	17	8	4	11	4	1	79
Fremont	225	95	130	76	27	21	49	25	12	372
Hayward	574	231	343	194	78	33	140	72	48	871
Livermore	95	45	50	34	12	2	28	11	6	130
Newark	53	23	30	21	5	3	13	8	5	72
Oakland	1994	845	1149	629	267	122	429	224	165	3246
Piedmont	10	0	10	0	0	0	0	0	0	9
Pleasanton	46	12	34	11	0	0	8	5	2	50
San Leandro	290	127	163	97	40	25	63	21	30	500
San Lorenzo	38	16	22	12	10	2	9	3	2	62
Union City	63	22	41	18	6	6	9	6	4	106
Other	871	128	743	103	36	13	61	20	14	650
<b>Grand Total:</b>	<b>4755</b>	<b>1742</b>	<b>3013</b>	<b>1351</b>	<b>558</b>	<b>266</b>	<b>910</b>	<b>432</b>	<b>310</b>	<b>6839</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.