

Alameda County Summary By City

10/1/2017 Through 10/31/2017; 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	118	61	57	48	26	12	28	14	9	209
Albany	8	2	6	2	0	0	2	0	0	16
Berkeley	260	120	140	88	37	15	61	15	13	376
Castro Valley	66	38	28	26	13	9	13	6	4	105
Dublin	36	18	18	13	7	1	10	5	3	59
Emeryville	58	36	22	27	12	5	21	4	3	115
Fremont	239	124	115	83	26	20	47	28	17	396
Hayward	577	281	296	209	96	44	142	71	49	963
Livermore	86	46	40	33	15	3	25	10	8	157
Newark	31	20	11	17	7	4	10	6	3	46
Oakland	2065	1055	1010	756	325	179	479	264	189	3615
Piedmont	2	1	1	1	1	0	1	0	0	7
Pleasanton	42	15	27	14	6	4	7	4	2	58
San Leandro	307	156	151	110	55	24	79	34	21	691
San Lorenzo	28	18	10	16	9	3	11	4	2	55
Union City	70	32	38	27	13	7	18	11	8	128
Other	892	146	746	112	34	21	54	20	14	774
Grand Total:	4885	2169	2716	1582	682	351	1008	496	345	7770

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.