

Alameda County Summary By City

11/1/2017 Through 11/30/2017; 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	91	41	50	33	15	7	22	9	5	151
Albany	12	2	10	2	1	2	0	0	0	19
Berkeley	405	236	169	147	62	40	90	49	36	553
Castro Valley	40	21	19	17	11	2	13	2	2	61
Dublin	19	15	4	12	4	1	10	1	2	44
Emeryville	54	39	15	28	12	7	19	12	11	89
Fremont	179	94	85	66	32	18	43	22	15	319
Hayward	509	252	257	193	88	42	137	67	50	977
Livermore	64	23	41	20	10	3	12	3	4	104
Newark	37	18	19	16	8	3	9	7	6	65
Oakland	1913	1054	859	742	321	152	514	277	209	3636
Piedmont	1	0	1	0	0	0	0	0	0	3
Pleasanton	43	15	28	13	8	2	10	2	0	79
San Leandro	213	112	101	88	48	20	61	29	21	393
San Lorenzo	24	18	6	15	7	4	11	5	2	60
Union City	78	39	39	28	8	8	18	14	9	109
Other	715	99	616	82	25	19	38	18	9	498
Grand Total:	4397	2078	2319	1502	660	330	1007	517	381	7160

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.