

Alameda County Summary By City

12/1/2017 Through 12/31/2017; 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 | 72 | 30 | 42 | 20 | 9 | 3 | 15 | 3 | 4 | 125 |
| Albany | 9 | 3 | 6 | 3 | 2 | 0 | 3 | 0 | 0 | 8 |
| Berkeley | 443 | 243 | 200 | 166 | 86 | 48 | 99 | 67 | 48 | 628 |
| Castro Valley | 35 | 16 | 19 | 15 | 5 | 5 | 7 | 3 | 2 | 70 |
| Dublin | 18 | 8 | 10 | 8 | 3 | 2 | 4 | 2 | 1 | 28 |
| Emeryville | 43 | 30 | 13 | 18 | 10 | 5 | 11 | 7 | 6 | 76 |
| Fremont | 175 | 82 | 93 | 63 | 30 | 19 | 39 | 21 | 9 | 329 |
| Hayward | 424 | 213 | 211 | 155 | 61 | 35 | 100 | 50 | 35 | 738 |
| Livermore | 68 | 27 | 41 | 20 | 7 | 3 | 16 | 10 | 3 | 99 |
| Newark | 43 | 22 | 21 | 20 | 10 | 1 | 17 | 9 | 6 | 62 |
| Oakland | 1956 | 999 | 957 | 682 | 277 | 147 | 473 | 280 | 198 | 3574 |
| Piedmont | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| Pleasanton | 33 | 13 | 20 | 12 | 1 | 4 | 7 | 2 | 2 | 63 |
| San Leandro | 252 | 133 | 119 | 99 | 49 | 19 | 72 | 41 | 26 | 539 |
| San Lorenzo | 21 | 10 | 11 | 9 | 7 | 4 | 5 | 3 | 2 | 39 |
| Union City | 50 | 27 | 23 | 21 | 13 | 6 | 14 | 7 | 2 | 108 |
| Other | 699 | 107 | 592 | 78 | 17 | 16 | 38 | 11 | 8 | 523 |
| Grand Total: | 4342 | 1963 | 2379 | 1389 | 587 | 317 | 920 | 516 | 352 | 7014 |

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.