

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	743	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	1190	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.