

# Alameda County Summary By City

1/1/2018 Through 1/31/2018; 2-1-1

City	<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	108	63	45	50	21	9	33	14	11	198
Albany	15	7	8	7	5	3	4	2	1	48
Berkeley	391	200	191	131	64	45	78	31	28	620
Castro Valley	41	17	24	14	6	6	7	2	1	89
Dublin	21	8	13	7	3	2	5	5	3	40
Emeryville	38	16	22	11	7	1	9	4	4	57
Fremont	220	108	112	85	38	28	51	31	17	377
Hayward	506	282	224	211	98	56	141	79	51	807
Livermore	74	35	39	28	13	3	24	8	7	129
Newark	50	18	32	13	4	2	10	8	5	61
Oakland	2186	1183	1003	807	345	177	549	284	203	3561
Piedmont	3	1	2	1	1	0	1	0	0	3
Pleasanton	42	17	25	11	6	3	7	5	1	60
San Leandro	320	164	156	116	46	24	78	36	24	491
San Lorenzo	33	20	13	15	5	2	11	3	2	47
Union City	71	36	35	32	6	3	25	11	7	116
Other	931	173	758	115	40	21	62	17	10	681
<b>Grand Total:</b>	<b>5050</b>	<b>2348</b>	<b>2702</b>	<b>1654</b>	<b>708</b>	<b>385</b>	<b>1095</b>	<b>540</b>	<b>375</b>	<b>7385</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.