

Alameda County Summary By City

7/1/2017 Through 1/31/2018; 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	765	421	344	245	98	51	160	65	40	1188
Albany	80	25	55	22	11	7	13	6	1	139
Berkeley	2240	1125	1115	625	275	173	371	166	121	3223
Castro Valley	376	179	197	116	54	34	67	24	13	648
Dublin	216	105	111	69	27	10	52	16	11	343
Emeryville	324	208	116	105	43	21	74	34	25	547
Fremont	1503	725	778	433	163	118	259	145	73	2503
Hayward	3996	2029	1967	1221	471	278	806	442	279	6360
Livermore	564	264	300	164	58	21	108	50	33	869
Newark	316	150	166	108	35	19	74	49	24	477
Oakland	14721	7384	7337	4106	1633	907	2666	1447	1018	24962
Piedmont	22	3	19	3	3	0	2	0	0	36
Pleasanton	306	117	189	84	25	16	54	22	10	470
San Leandro	2039	1073	966	597	242	137	397	206	140	3699
San Lorenzo	246	141	105	75	41	19	47	22	11	427
Union City	458	231	227	152	59	35	101	52	32	791
Other	6166	1054	5112	707	180	119	335	110	74	4630
Grand Total:	34338	15234	19104	8832	3418	1965	5586	2856	1905	51312

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.