

Alameda County Summary By City

2/1/2018 Through 2/28/2018; 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 | 153 | 126 | 27 | 100 | 41 | 19 | 63 | 27 | 23 | 214 |
| Albany | 17 | 12 | 5 | 9 | 3 | 0 | 6 | 3 | 2 | 34 |
| Berkeley | 320 | 226 | 94 | 170 | 78 | 55 | 82 | 30 | 20 | 430 |
| Castro Valley | 52 | 30 | 22 | 21 | 8 | 3 | 15 | 9 | 5 | 88 |
| Dublin | 32 | 27 | 5 | 22 | 9 | 4 | 16 | 10 | 6 | 32 |
| Emeryville | 43 | 37 | 6 | 30 | 12 | 9 | 19 | 9 | 5 | 98 |
| Fremont | 227 | 158 | 69 | 114 | 40 | 31 | 63 | 28 | 13 | 364 |
| Hayward | 532 | 386 | 146 | 290 | 115 | 69 | 181 | 103 | 65 | 846 |
| Livermore | 81 | 59 | 22 | 46 | 17 | 8 | 35 | 19 | 12 | 84 |
| Newark | 38 | 24 | 14 | 24 | 8 | 4 | 17 | 13 | 8 | 68 |
| Oakland | 1908 | 1343 | 565 | 987 | 360 | 203 | 616 | 315 | 229 | 3262 |
| Piedmont | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Pleasanton | 37 | 21 | 16 | 15 | 5 | 3 | 11 | 4 | 1 | 54 |
| San Leandro | 242 | 194 | 48 | 137 | 67 | 41 | 81 | 43 | 28 | 463 |
| San Lorenzo | 32 | 26 | 6 | 23 | 10 | 4 | 17 | 8 | 5 | 49 |
| Union City | 71 | 49 | 22 | 40 | 13 | 4 | 28 | 17 | 11 | 99 |
| Other | 680 | 164 | 516 | 135 | 27 | 18 | 62 | 27 | 14 | 434 |
| Grand Total: | 4465 | 2882 | 1583 | 2163 | 813 | 475 | 1312 | 665 | 447 | 6619 |

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.