

**Alameda County Summary By City**

**3/1/2018 Through 3/31/2018; 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	126	91	35	69	32	11	47	20	16	243
Albany	22	17	5	10	4	1	9	0	0	40
Berkeley	436	342	94	217	104	73	110	40	28	705
Castro Valley	70	47	23	36	14	8	22	9	6	130
Dublin	69	55	14	27	7	6	17	6	3	150
Emeryville	67	55	12	42	23	11	25	12	7	104
Fremont	311	220	91	159	68	43	97	46	22	479
Hayward	661	483	178	333	129	77	219	112	70	1136
Livermore	87	64	23	55	18	15	34	22	12	143
Newark	53	42	11	31	11	9	19	16	13	129
Oakland	2210	1590	620	1092	429	239	729	371	254	3989
Piedmont	3	1	2	0	0	0	0	0	0	4
Pleasanton	53	37	16	29	8	6	19	10	5	67
San Leandro	354	269	85	190	76	51	106	43	31	598
San Lorenzo	31	23	8	21	8	6	14	6	2	75
Union City	48	32	16	30	16	6	22	10	8	72
Other	880	229	651	185	44	33	88	25	16	631
<b>Grand Total:</b>	<b>5481</b>	<b>3597</b>	<b>1884</b>	<b>2526</b>	<b>991</b>	<b>595</b>	<b>1577</b>	<b>748</b>	<b>493</b>	<b>8695</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.