

Alameda County Summary By City

7/1/2017 Through 3/31/2018; 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	1046	647	399	341	136	68	221	90	58	1645
Albany	119	56	63	35	12	9	21	6	2	213
Berkeley	2999	1724	1275	956	417	289	526	212	155	4357
Castro Valley	498	256	242	164	72	44	98	40	23	866
Dublin	317	188	129	104	37	17	75	27	16	525
Emeryville	435	303	132	160	67	34	110	47	35	749
Fremont	2041	1122	919	673	249	180	394	206	103	3346
Hayward	5189	2928	2261	1694	637	389	1089	593	378	8345
Livermore	733	394	339	249	85	45	159	82	54	1096
Newark	407	216	191	148	48	31	97	66	35	674
Oakland	18839	10439	8400	5599	2132	1241	3550	1888	1321	32222
Piedmont	25	4	21	3	3	0	2	0	0	40
Pleasanton	396	175	221	114	34	21	74	30	14	591
San Leandro	2635	1561	1074	833	330	203	527	270	183	4783
San Lorenzo	309	191	118	110	51	27	71	32	16	551
Union City	577	319	258	207	77	43	136	71	43	962
Other	7719	1478	6241	940	209	153	424	131	80	5698
Grand Total:	44284	22001	22283	12330	4596	2794	7574	3791	2516	66663

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.