

**Alameda County Summary By City**

**4/1/2018 Through 4/30/2018; 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	169	115	54	90	43	24	59	29	19	278
Albany	15	8	7	6	1	2	4	0	0	28
Berkeley	492	369	123	216	100	98	102	29	17	735
Castro Valley	62	40	22	32	11	7	21	5	4	111
Dublin	59	48	11	28	13	5	20	7	7	76
Emeryville	48	33	15	24	6	4	18	7	8	108
Fremont	267	177	90	121	59	37	80	37	25	449
Hayward	668	458	210	274	114	59	191	87	66	1125
Livermore	107	67	40	50	25	7	40	14	8	216
Newark	56	43	13	29	16	8	20	12	8	73
Oakland	2149	1436	713	943	408	227	634	317	232	4056
Piedmont	3	0	3	0	0	0	0	0	0	9
Pleasanton	27	16	11	14	7	5	8	6	3	60
San Leandro	342	246	96	143	67	40	89	38	14	666
San Lorenzo	57	44	13	22	15	4	18	9	6	108
Union City	101	63	38	45	19	10	30	15	10	181
Other	857	179	678	139	48	36	75	22	20	606
<b>Grand Total:</b>	<b>5479</b>	<b>3342</b>	<b>2137</b>	<b>2176</b>	<b>952</b>	<b>573</b>	<b>1409</b>	<b>634</b>	<b>447</b>	<b>8885</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.