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	1216	764	452	389	159	83	254	103	66	1940
Albany	134	64	70	37	11	10	22	6	2	250
Berkeley	3494	2099	1395	1056	455	345	565	218	157	5102
Castro Valley	560	296	264	184	74	50	108	44	26	981
Dublin	376	236	140	121	45	20	88	32	21	601
Emeryville	483	336	147	163	60	35	112	48	36	862
Fremont	2308	1300	1008	744	284	206	438	226	118	3812
Hayward	5857	3386	2471	1861	699	433	1193	631	406	9481
Livermore	840	461	379	278	99	48	185	89	56	1335
Newark	463	259	204	170	59	35	115	76	43	748
Oakland	20986	11878	9108	6220	2408	1419	3950	2066	1462	36346
Piedmont	28	4	24	3	3	0	2	0	0	49
Pleasanton	423	191	232	127	40	26	81	34	16	654
San Leandro	2977	1807	1170	949	381	235	598	302	193	5463
San Lorenzo	366	235	131	128	63	31	85	40	22	673
Union City	678	382	296	247	91	51	163	85	53	1147
Other	8575	1659	6916	1096	264	195	512	166	111	6067
Grand Total:	**49764**	**25357**	**24407**	**13773**	**5195**	**3222**	**8471**	**4166**	**2788**	**75511**

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.**