

Alameda County Summary By City

5/1/2018 Through 5/31/2018; 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	220	171	49	117	62	25	84	36	22	272
Albany	19	16	3	8	3	3	5	0	0	45
Berkeley	482	321	161	178	89	65	96	24	18	705
Castro Valley	63	46	17	25	10	6	13	4	1	108
Dublin	42	31	11	18	6	4	14	6	4	68
Emeryville	31	21	10	18	9	5	13	3	3	65
Fremont	254	165	89	118	55	30	82	42	24	376
Hayward	639	420	219	292	133	77	196	93	66	1106
Livermore	87	55	32	42	12	7	30	19	11	158
Newark	54	34	20	28	12	8	18	13	6	73
Oakland	2294	1544	750	990	425	235	670	346	241	4073
Piedmont	4	2	2	2	1	1	1	0	0	7
Pleasanton	51	32	19	24	10	7	17	7	5	84
San Leandro	331	256	75	140	66	37	93	36	26	523
San Lorenzo	36	23	13	18	9	0	15	9	6	97
Union City	73	50	23	33	20	5	27	13	11	142
Other	921	192	729	132	39	35	56	25	18	678
Grand Total:	5601	3379	2222	2183	961	550	1430	676	462	8580

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.