

**Alameda County Summary By City**

**6/1/2018 Through 6/30/2018; 2-1-1**

<i>City</i>	<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	589	488	101	302	133	68	194	77	56	527
Albany	19	12	7	9	5	2	6	0	0	45
Berkeley	493	377	116	189	106	77	100	27	17	830
Castro Valley	46	28	18	20	11	4	11	4	3	87
Dublin	58	40	18	33	15	9	22	9	4	116
Emeryville	52	43	9	25	11	8	15	5	2	97
Fremont	217	135	82	87	37	26	58	23	13	331
Hayward	558	378	180	236	109	49	175	84	50	908
Livermore	61	38	23	27	13	6	17	7	3	100
Newark	36	25	11	15	4	5	9	9	6	50
Oakland	2099	1334	765	878	427	222	600	283	207	3857
Piedmont	1	1	0	1	1	0	1	0	0	3
Pleasanton	47	34	13	21	10	5	14	5	5	74
San Leandro	329	229	100	127	74	35	85	26	19	544
San Lorenzo	32	25	7	19	9	1	17	8	7	62
Union City	49	33	16	25	15	4	18	10	7	85
Other	860	160	700	125	44	32	75	25	18	585
<b>Grand Total:</b>	<b>5546</b>	<b>3380</b>	<b>2166</b>	<b>2139</b>	<b>1024</b>	<b>553</b>	<b>1417</b>	<b>602</b>	<b>417</b>	<b>8301</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.