

**Alameda County Summary By City**

**7/1/2018 Through 7/31/2018; 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	142	79	63	50	25	10	37	19	12	220
Albany	10	8	2	6	5	3	3	0	0	16
Berkeley	437	305	132	190	108	77	92	20	14	590
Castro Valley	51	36	15	25	8	4	19	8	5	80
Dublin	21	10	11	4	3	3	1	1	0	25
Emeryville	32	18	14	14	5	2	10	2	3	67
Fremont	259	174	85	110	47	33	69	27	16	343
Hayward	605	382	223	241	89	54	170	88	58	928
Livermore	78	58	20	40	11	6	27	13	8	122
Newark	55	37	18	27	12	6	21	17	8	115
Oakland	1998	1291	707	890	438	195	631	277	213	3564
Piedmont	1	1	0	1	1	0	1	0	0	0
Pleasanton	41	16	25	14	8	2	11	6	2	65
San Leandro	304	219	85	148	74	33	102	37	30	522
San Lorenzo	29	21	8	15	6	3	11	3	2	36
Union City	60	32	28	22	13	4	18	9	5	101
Other	1012	189	823	128	30	23	80	29	22	677
<b>Grand Total:</b>	<b>5135</b>	<b>2876</b>	<b>2259</b>	<b>1925</b>	<b>883</b>	<b>458</b>	<b>1303</b>	<b>556</b>	<b>398</b>	<b>7471</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.