

Alameda County Summary By City

8/1/2018 Through 8/31/2018; 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	132	99	33	62	31	13	48	26	18	236
Albany	14	9	5	5	2	1	4	0	0	16
Berkeley	441	344	97	194	119	75	113	33	22	596
Castro Valley	49	34	15	25	8	9	16	10	3	88
Dublin	31	23	8	10	1	3	6	2	2	33
Emeryville	43	35	8	27	12	8	18	10	8	83
Fremont	257	176	81	122	61	46	69	34	22	367
Hayward	579	417	162	247	106	47	187	94	65	864
Livermore	76	53	23	31	14	7	21	8	7	99
Newark	57	35	22	31	20	9	21	16	10	105
Oakland	2072	1432	640	939	428	244	636	321	228	3655
Piedmont	1	0	1	0	0	0	0	0	0	2
Pleasanton	36	15	21	13	8	3	9	4	0	58
San Leandro	274	187	87	133	58	36	91	46	34	489
San Lorenzo	34	29	5	20	12	3	16	9	6	59
Union City	67	47	20	33	14	9	21	10	7	91
Other	929	192	737	130	53	31	69	23	16	665
Grand Total:	5092	3127	1965	2022	947	544	1345	646	448	7506

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.