

Alameda County Summary By City

7/1/2018 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	274	178	96	105	51	22	79	42	28	456
Albany	24	17	7	9	6	3	6	0	0	32
Berkeley	878	650	228	348	199	139	184	47	31	1186
Castro Valley	100	70	30	46	14	12	32	18	8	168
Dublin	52	33	19	14	4	6	7	3	2	58
Emeryville	75	53	22	39	16	9	27	12	11	150
Fremont	516	350	166	212	99	70	127	57	35	710
Hayward	1184	799	385	449	178	91	329	169	113	1792
Livermore	154	111	43	67	25	13	44	19	12	221
Newark	112	73	39	53	30	15	37	27	15	220
Oakland	4071	2726	1345	1691	791	414	1161	546	403	7219
Piedmont	2	1	1	1	1	0	1	0	0	2
Pleasanton	77	31	46	26	16	5	19	10	2	123
San Leandro	578	407	171	256	118	62	175	77	60	1011
San Lorenzo	63	50	13	32	15	6	24	11	7	95
Union City	127	79	48	49	23	11	35	17	12	192
Other	1962	383	1579	247	80	50	145	49	36	1342
Grand Total:	10249	6011	4238	3644	1666	928	2432	1104	775	14977

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.