

Alameda County Summary By City

9/1/2018 Through 9/30/2018; 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	99	79	20	45	20	11	30	16	11	163
Albany	4	3	1	3	1		3	1	1	4
Berkeley	381	265	116	165	99	61	94	22	16	543
Castro Valley	61	37	24	29	13	7	18	4	4	102
Dublin	39	33	6	17	5	3	14	6	5	58
Emeryville	39	33	6	21	11	1	18	10	8	71
Fremont	232	155	77	92	47	35	54	27	15	299
Hayward	438	319	119	233	104	60	162	86	54	719
Livermore	71	48	23	40	20	11	26	11	7	121
Newark	51	32	19	26	7	6	18	12	7	104
Oakland	1815	1215	600	854	406	227	576	297	200	3039
Piedmont	0	0	0	0	0	0	0	0	0	0
Pleasanton	35	18	17	12	8	4	8	8	2	47
San Leandro	215	153	62	111	53	24	83	36	21	379
San Lorenzo	27	20	7	16	10	2	14	5	3	57
Union City	52	31	21	23	16	4	17	7	7	81
Other	769	167	602	115	39	30	57	22	16	534
Grand Total:	4328	2608	1720	1802	859	486	1192	570	377	6321

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.