

Alameda County Summary By City

7/1/2018 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	373	257	116	138	64	32	98	54	37	619
Albany	28	20	8	11	7	3	8	1	1	36
Berkeley	1259	916	343	461	263	180	248	61	40	1729
Castro Valley	162	108	54	69	24	18	46	19	9	270
Dublin	91	66	25	27	9	8	18	7	5	116
Emeryville	114	86	28	54	25	10	40	19	16	221
Fremont	748	506	242	273	129	91	165	78	47	1009
Hayward	1621	1118	503	632	253	142	450	234	155	2511
Livermore	225	159	66	102	44	23	67	29	18	342
Newark	163	105	58	76	34	20	53	38	21	324
Oakland	5884	3947	1937	2334	1080	599	1574	761	545	10256
Piedmont	2	1	1	1	1	0	1	0	0	2
Pleasanton	112	49	63	37	23	9	26	17	4	170
San Leandro	792	562	230	340	156	81	237	109	77	1388
San Lorenzo	90	71	19	46	23	8	36	16	10	152
Union City	179	110	69	68	36	14	49	22	17	273
Other	2734	557	2177	349	107	79	191	63	45	1880
Grand Total:	14577	8638	5939	5018	2278	1317	3307	1528	1047	21298

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.