

Alameda County Summary By City

7/1/2018 Through 10/31/2018; 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	501	361	140	180	88	41	127	65	44	823
Albany	35	23	12	11	8	4	7	1	1	52
Berkeley	1673	1225	448	605	342	245	314	80	51	2374
Castro Valley	223	158	65	101	37	25	68	29	15	400
Dublin	130	96	34	41	17	12	25	9	6	190
Emeryville	149	112	37	67	33	16	48	20	16	286
Fremont	991	678	313	362	179	119	220	102	58	1335
Hayward	2191	1538	653	858	362	206	598	306	207	3515
Livermore	281	193	88	122	50	25	81	35	23	432
Newark	222	149	73	96	41	23	70	48	28	426
Oakland	7979	5473	2506	3101	1441	811	2074	1027	742	14111
Piedmont	3	1	2	1	1		1	0	0	2
Pleasanton	143	65	78	49	27	16	31	17	4	236
San Leandro	1066	767	299	444	201	108	310	138	97	1902
San Lorenzo	126	99	27	59	28	11	44	20	12	235
Union City	236	154	82	96	47	17	73	39	28	355
Other	3544	724	2820	461	139	106	244	86	59	2530
Grand Total:	19493	11816	7677	6654	3041	1785	4335	2022	1391	29204

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.