

Alameda County Summary By City

11/1/2018 Through 11/30/2018; 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	94	70	24	50	20	13	32	17	7	177
Albany	13	6	7	6	4	2	3	0	0	12
Berkeley	372	294	78	184	92	66	101	46	31	622
Castro Valley	31	16	15	15	8	5	9	10	4	45
Dublin	27	18	9	15	4	3	10	3	3	46
Emeryville	33	27	6	21	12	3	17	6	2	63
Fremont	206	152	54	96	40	37	55	21	15	373
Hayward	496	356	140	243	116	44	177	89	65	860
Livermore	73	57	16	40	18	11	24	7	5	130
Newark	40	33	7	22	12	6	15	13	8	100
Oakland	1754	1260	494	853	394	191	614	307	198	3595
Piedmont	0	0	0	0	0	0	0	0	0	0
Pleasanton	33	16	17	14	6	1	12	1	0	58
San Leandro	166	126	40	89	53	22	62	18	16	354
San Lorenzo	33	28	5	18	7	4	11	8	7	71
Union City	49	33	16	25	10	7	18	9	7	119
Other	688	146	542	97	32	24	50	18	15	445
Grand Total:	4108	2638	1470	1788	828	439	1210	573	383	7070

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.