

Alameda County Summary By City

7/1/2018 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	595	431	164	217	99	52	148	76	47	1000
Albany	48	29	19	15	10	5	9	1	1	64
Berkeley	2045	1519	526	738	402	293	384	115	77	2996
Castro Valley	254	174	80	110	43	28	73	37	19	445
Dublin	157	114	43	54	20	14	34	12	9	236
Emeryville	182	139	43	83	42	19	60	23	17	349
Fremont	1197	830	367	433	203	145	262	118	68	1708
Hayward	2687	1894	793	1038	443	240	725	372	250	4375
Livermore	354	250	104	159	66	35	103	42	28	562
Newark	262	182	80	111	51	29	78	55	32	526
Oakland	9733	6733	3000	3695	1711	959	2480	1220	866	17706
Piedmont	3	1	2	1	1	0	1	0	0	2
Pleasanton	176	81	95	63	33	17	43	18	4	294
San Leandro	1232	893	339	517	242	128	359	154	113	2256
San Lorenzo	159	127	32	73	32	14	52	25	16	306
Union City	285	187	98	114	53	23	85	44	32	474
Other	4232	870	3362	539	160	128	280	97	68	2975
Grand Total:	23601	14454	9147	7960	3611	2129	5176	2409	1647	36274

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.