

**Alameda County Summary By City**

**12/1/2018 Through 12/31/2018; 2-1-1**

City	<sup>1</sup> Total Calls	<sup>2</sup> Client Calls	<sup>3</sup> General Calls	<sup>4</sup> Un-duplicated Clients	Disabled Clients	Male Clients	Female Clients	<sup>5</sup> Youth Under 18	Single Mom W/Minor Children	Referrals
Alameda	79	60	19	45	27	10	33	13	4	190
Albany	6	5	1	5	1	1	4	2	1	15
Berkeley	390	276	114	165	91	71	79	35	24	656
Castro Valley	56	40	16	28	17	5	20	4	3	126
Dublin	14	11	3	10	4	3	6	2	2	21
Emeryville	63	59	4	37	26	8	27	11	6	157
Fremont	200	149	51	89	46	30	58	27	20	354
Hayward	489	317	172	227	105	61	146	83	56	906
Livermore	53	31	22	27	13	4	20	10	8	99
Newark	42	36	6	26	16	10	15	11	5	75
Oakland	1687	1178	509	871	419	203	609	297	221	3311
Piedmont	2	0	2	0	0	0	0	0	0	0
Pleasanton	28	15	13	14	4	6	7	3	4	49
San Leandro	178	135	43	105	39	21	70	28	28	384
San Lorenzo	34	28	6	22	8	2	16	10	8	99
Union City	39	27	12	24	11	2	19	12	8	88
Other	722	146	576	114	40	25	68	33	21	657
<b>Grand Total:</b>	<b>4082</b>	<b>2513</b>	<b>1569</b>	<b>1809</b>	<b>867</b>	<b>462</b>	<b>1197</b>	<b>581</b>	<b>419</b>	<b>7187</b>

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.