

Alameda County Summary By City

7/1/2018 Through 12/31/2018; 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	674	491	183	251	118	60	172	84	49	1190
Albany	54	34	20	18	10	5	12	3	2	79
Berkeley	2435	1795	640	837	454	340	425	135	90	3652
Castro Valley	310	214	96	129	53	33	84	39	22	571
Dublin	171	125	46	62	23	16	39	14	11	257
Emeryville	245	198	47	113	64	27	80	31	22	506
Fremont	1397	979	418	483	222	161	295	135	80	2062
Hayward	3176	2211	965	1193	506	283	819	426	285	5281
Livermore	407	281	126	179	76	38	117	51	34	661
Newark	304	218	86	126	59	36	85	60	34	601
Oakland	11420	7911	3509	4304	1978	1107	2892	1429	1018	21017
Piedmont	5	1	4	1	1	0	1	0	0	2
Pleasanton	204	96	108	77	37	23	50	21	8	343
San Leandro	1410	1028	382	586	263	143	403	170	131	2640
San Lorenzo	193	155	38	85	35	15	60	31	20	405
Union City	324	214	110	131	59	25	97	52	37	562
Other	4954	1016	3938	635	191	151	337	126	85	3632
Grand Total:	27683	16967	10716	9210	4149	2463	5968	2807	1928	43461

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.