Alameda County Summary By City   **1/1/2019 Through 1/31/2019; 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	138	98	40	68	37	12	51	25	16	245
Albany	28	11	17	9	4	2	6	2		43
Berkeley	420	274	146	180	114	75	97	22	21	687
Castro Valley	65	44	21	30	15	2	24	7	5	132
Dublin	71	53	18	42	15	10	27	11	9	61
Emeryville	47	35	12	23	15	3	20	7	5	110
Fremont	314	170	144	106	53	44	59	29	20	484
Hayward	618	399	219	271	126	63	187	82	53	1135
Livermore	78	47	31	39	19	10	27	16	13	137
Newark	50	30	20	26	14	6	20	12	10	94
Oakland	2171	1481	690	1019	520	254	699	341	243	4066
Piedmont	1	0	1	0	0	0	0	0	0	0
Pleasanton	67	32	35	28	11	8	18	6	4	132
San Leandro	273	197	76	136	74	39	86	44	34	556
San Lorenzo	43	32	11	24	17	7	16	12	6	95
Union City	71	40	31	34	17	7	25	17	11	116
Other	1112	202	910	147	45	28	89	31	17	755
Grand Total:	**5567**	**3145**	**2422**	**2182**	**1096**	**570**	**1451**	**664**	**467**	**8848**

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.