

Alameda County Summary By City

7/1/2018 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	812	589	223	298	144	69	206	98	59	1435
Albany	82	45	37	26	14	7	17	5	2	122
Berkeley	2855	2069	786	957	526	389	491	146	103	4339
Castro Valley	375	258	117	150	63	35	100	46	27	703
Dublin	242	178	64	75	27	20	47	18	14	318
Emeryville	292	233	59	123	70	29	89	32	22	616
Fremont	1711	1149	562	555	255	193	332	153	90	2546
Hayward	3794	2610	1184	1389	591	332	949	483	321	6416
Livermore	485	328	157	212	93	48	139	63	44	798
Newark	354	248	106	145	70	41	99	67	40	695
Oakland	13591	9392	4199	4993	2312	1292	3340	1652	1178	25083
Piedmont	6	1	5	1	1	0	1	0	0	2
Pleasanton	271	128	143	98	45	28	64	26	12	475
San Leandro	1683	1225	458	680	310	176	455	201	154	3196
San Lorenzo	236	187	49	105	49	21	73	41	24	500
Union City	395	254	141	155	67	32	112	63	44	678
Other	6066	1218	4848	757	223	173	408	152	97	4387
Grand Total:	33250	20112	13138	10719	4860	2885	6922	3246	2231	52309

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.