

Alameda County Summary By City

2/1/2019 Through 2/28/2019; 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	121	74	47	48	26	9	36	16	9	217
Albany	15	7	8	7	4	3	3	2	1	17
Berkeley	361	241	120	145	91	58	81	28	21	588
Castro Valley	58	36	22	21	14	6	15	7	4	89
Dublin	21	16	5	13	4	4	8	1	1	49
Emeryville	38	22	16	19	11	5	12	10	6	101
Fremont	281	119	162	78	42	32	41	18	11	320
Hayward	626	386	240	251	127	61	177	95	60	1109
Livermore	71	47	24	33	16	8	24	12	10	126
Newark	31	17	14	14	6	4	10	7	5	62
Oakland	1757	1130	627	774	404	194	541	253	186	3301
Piedmont	4	1	3	1	0	0	0	0	0	11
Pleasanton	73	39	34	24	10	6	14	5	4	123
San Leandro	205	133	72	99	59	30	68	36	24	462
San Lorenzo	38	30	8	23	16	3	20	12	9	104
Union City	56	31	25	29	15	6	22	10	7	91
Other	1416	205	1211	139	53	37	76	33	22	821
Grand Total:	5172	2534	2638	1718	898	466	1148	545	380	7591

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.