

Alameda County Summary By City

7/1/2018 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	933	663	270	329	159	76	228	106	63	1652
Albany	97	52	45	32	17	10	19	7	3	139
Berkeley	3216	2310	906	1036	576	425	529	158	110	4927
Castro Valley	433	294	139	165	74	38	112	50	29	792
Dublin	263	194	69	82	29	22	52	19	15	367
Emeryville	330	255	75	134	77	34	93	37	25	717
Fremont	1992	1268	724	609	281	219	355	164	97	2866
Hayward	4420	2996	1424	1545	666	375	1051	554	363	7525
Livermore	556	375	181	235	103	53	156	71	50	924
Newark	385	265	120	152	73	43	104	72	43	757
Oakland	15348	10522	4826	5427	2523	1426	3614	1776	1265	28384
Piedmont	10	2	8	2	1	0	1	0	0	13
Pleasanton	344	167	177	118	54	33	75	30	16	598
San Leandro	1888	1358	530	739	346	194	498	223	168	3658
San Lorenzo	274	217	57	120	60	23	87	49	29	604
Union City	451	285	166	177	77	34	131	71	50	769
Other	7482	1423	6059	874	264	208	467	177	112	5208
Grand Total:	38422	22646	15776	11776	5380	3213	7572	3564	2438	59900

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.