

Alameda County Summary By City

9/1/2016 Through 9/30/2016; 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	93	59	34	42	24	4	37	10	11	182
Albany	10	5	5	4	1	1	3	1	0	17
Berkeley	242	138	104	103	35	26	74	14	19	514
Castro Valley	42	26	16	22	7	7	11	5	4	69
Dublin	33	27	6	24	11	2	19	3	5	101
Emeryville	65	51	14	34	16	5	29	3	7	146
Fremont	288	172	116	115	45	28	81	25	19	797
Hayward	537	349	188	264	95	63	188	74	62	1251
Livermore	70	33	37	30	10	6	23	8	8	147
Newark	52	36	16	33	9	10	20	10	11	122
Oakland	2033	1189	844	908	340	196	650	202	226	4681
Piedmont	4	1	3	1	0	0	1	0	0	2
Pleasanton	26	13	13	13	2	2	10	6	6	40
San Leandro	260	177	83	128	48	27	95	31	24	687
San Lorenzo	34	26	8	17	5	4	9	5	6	73
Union City	72	45	27	34	14	12	18	7	10	137
Other	1651	229	1422	202	34	45	123	27	22	1469
Grand Total:	5512	2576	2936	1974	696	438	1391	431	440	10435

Monthly and year-to-date 2-1-1 statistics include all calls/intakes handled by 2-1-1 Resource Specialists, including incoming calls and 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.