

**Alameda County Summary By City**

**12/1/2017 Through 12/31/2017; 2-1-1**

<i>City</i>	<sup>1</sup> Total Calls	<sup>2</sup> Client Calls	<sup>3</sup> General Calls	<sup>4</sup> Un-duplicated Clients	Disabled Clients	Male Clients	Female Clients	<sup>5</sup> Youth Under 18	Single Mom W/Minor Children	Referrals
Alameda	72	30	42	20	9	3	15	3	4	125
Albany	9	3	6	3	2	0	3	0	0	8
Berkeley	443	243	200	166	86	48	99	67	48	628
Castro Valley	35	16	19	15	5	5	7	3	2	70
Dublin	18	8	10	8	3	2	4	2	1	28
Emeryville	43	30	13	18	10	5	11	7	6	76
Fremont	175	82	93	63	30	19	39	21	9	329
Hayward	424	213	211	155	61	35	100	50	35	738
Livermore	68	27	41	20	7	3	16	10	3	99
Newark	43	22	21	20	10	1	17	9	6	62
Oakland	1956	999	957	682	277	147	473	280	198	3574
Piedmont	1	0	1	0	0	0	0	0	0	5
Pleasanton	33	13	20	12	1	4	7	2	2	63
San Leandro	252	133	119	99	49	19	72	41	26	539
San Lorenzo	21	10	11	9	7	4	5	3	2	39
Union City	50	27	23	21	13	6	14	7	2	108
Other	699	107	592	78	17	16	38	11	8	523
<b>Grand Total:</b>	<b>4342</b>	<b>1963</b>	<b>2379</b>	<b>1389</b>	<b>587</b>	<b>317</b>	<b>920</b>	<b>516</b>	<b>352</b>	<b>7014</b>

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.

Alameda County Summary By City

7/1/2017 Through 12/31/2017; 2-1-1

City	<sup>1</sup> Total Calls	<sup>2</sup> Client Calls	<sup>3</sup> General Calls	<sup>4</sup> Un-duplicated Clients	Disabled Clients	Male Clients	Female Clients	<sup>5</sup> Youth Under 18	Single Mom W/Minor Children	Referrals
Alameda	659	358	301	211	89	47	136	56	32	990
Albany	65	18	47	17	8	5	10	4	0	91
Berkeley	1849	923	926	533	236	135	323	147	105	2603
Castro Valley	335	162	173	107	52	30	63	22	12	559
Dublin	195	97	98	62	24	8	47	11	8	303
Emeryville	286	192	94	98	38	21	68	31	23	490
Fremont	1283	616	667	376	142	99	227	125	64	2126
Hayward	3490	1743	1747	1074	406	229	721	390	247	5553
Livermore	490	229	261	146	47	19	91	47	29	740
Newark	266	132	134	98	32	17	67	42	20	416
Oakland	12535	6193	6342	3588	1433	782	2337	1280	904	21410
Piedmont	19	2	17	2	2	0	1	0	0	33
Pleasanton	264	100	164	78	21	13	52	21	11	410
San Leandro	1719	907	812	515	215	120	344	177	119	3231
San Lorenzo	213	121	92	66	40	18	40	20	10	380
Union City	387	195	192	130	56	33	84	48	31	675
Other	5233	880	4353	617	154	101	289	95	64	3951
<b>Grand Total:</b>	<b>29288</b>	<b>12868</b>	<b>16420</b>	<b>7718</b>	<b>2995</b>	<b>1677</b>	<b>4900</b>	<b>2516</b>	<b>1679</b>	<b>43961</b>

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