

2-1-1 San Bernardino County Second Anniversary Report

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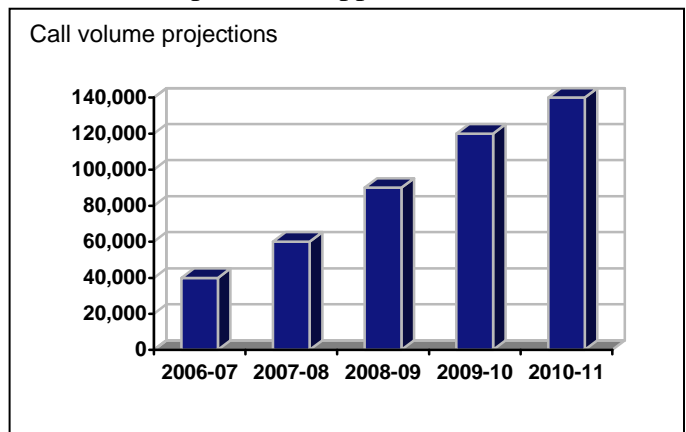
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Foreword

Regular monthly, and more in-depth quarterly 2-1-1 reports are written and distributed, always remaining available on the Inland Empire United Way website (ieuw.org) under the community data section. So, while some of the standard kinds of information are included in the regional summaries and countywide summary portions of this report, our main focus will be on the identification of service gaps – broadly expressed needs for which there is no or limited resources. The 2-1-1 system, in its role as social service gatekeeper, is in a unique position to be able to document these gaps.

Not every caller is willing to provide demographic information; and callers to 2-1-1 are under no obligation to do so. The free and confidential nature of 2-1-1 is a part of its appeal. Still, most callers are obliging, seemingly delighted that there is someplace for them to call where the whole intention of the person on the other end of the line is to help them find a solution to their problems. 2-1-1 is like an oasis in the middle of the desert. People are tired of being “sold”. The end result is that after only 2 years of operation, rich caller details from more than 58,000 calls are available for analysis. When fully mature, the 2-1-1 system in San Bernardino County will more receive calls at more than double the current rate.



About 2-1-1 San Bernardino County.

The goal of 2-1-1 San Bernardino is to provide timely, effective access to accurate and comprehensive information and referral for the residents of San Bernardino County, and provide coordination support in times of disaster, either natural or deliberate. The California Public Utilities Commission, the agency responsible for approving 2-1-1 provider applications in California, requires that national standards set by AIRS, the Alliance of Information & Referral Systems, be followed. Local objectives include call volume (70,000 or more calls answered this year), abandoned call rate (less than 8% of calls abandoned), and time to answer (answering 90% of all calls within 30 seconds or less).

The 2-1-1 system is still young in San Bernardino County. Fully matured, the call volume will exceed 140,000 calls per year and require a budget of about \$1,800,000. Additional product development and the identification and securing of additional diverse funding streams are planned. Surge capacity and disaster resiliency need to be incorporated into the 2-1-1 system in coordination with the Office of Emergency Services and Public Health. As the system grows and can handle increased call volume, carefully planned marketing of 2-1-1 to the general public is needed. The average person does not yet know about 2-1-1. While arguably not representative of the general population, *callers to 2-1-1 are certainly representative of the general population who are seeking free or low cost services and do not know where to find them.*

The 2-1-1 system is a fundamental public safety resource, in times of personal crisis, and during and following disaster. Accurate information, easily accessed, is the keystone of successful response to any problem, whether personal or regional. 2-1-1 is the “Google” of social and health service information. Nationwide, 2-1-1 is available to about 77% of the population. Coverage in California is at about 85%.

2-1-1 San Bernardino is the 8th to launch in California. There are now 19 live 2-1-1 centers. San Bernardino is one of 6 projected “enhanced” 2-1-1 call centers, providing coverage for other counties as a fee for service, currently answering after hours calls for San Diego, Orange, Fresno, and Stanislaus, and also answering the after hours calls for Behavioral Health’s Access Unit. The revenue generated from these services accounts for more than 10% of the current budget. 2-1-1 San Bernardino County has mutual aid agreements with 7 other 2-1-1 providers in southern California.

Because 2-1-1 has become the easy access single point of contact between those seeking services, and those providing services, the entire system of delivering services to the public has become more streamlined, more efficient. Proper use of the easy access 2-1-1 phone number and comprehensive database of resources by county personnel can avoid costly new toll-free numbers and greatly reduce duplication of services. An eventual analysis using 2-1-1 data of where services are needed coupled with an overlay of where services are provided could be used to intelligently locate new or expanded programs. A national cost benefit analysis conducted by the University of Texas estimates a net value to society of a national 2-1-1 system approaching \$130 million in the first year alone and a conservative estimate of \$1.1 billion over ten years.

As the public becomes more aware of the 2-1-1 system, continuous data analysis is required to report on service gaps and identify trends. Knowledge of service gaps and need trends are essential elements of intelligent decision making by private and public decision makers. 2-1-1 performs triage for the social service network and has a finger on the pulse of public needs. 14 months ago, the monthly 2-1-1 report analysis showed that 42% of all calls to 2-1-1 were from the 10 zip codes where foreclosures were highest.

2-1-1 San Bernardino County provides leadership on the CAIRS (California Alliance of Information Services) board of directors, helping to implement the plan to have statewide 2-1-1 coverage by the end of 2010.



EXECUTIVE SUMMARY

To begin, it is important for us to note an alarming trend. Since the middle of July of 2008 until the time of this writing, late September 2008, there has been a steady and dramatic increase in calls to 2-1-1. This increase is not unique to San Bernardino County, but seems to be at least regional in scope. A similar pattern has been occurring in Los Angeles, Orange, Riverside, and San Diego Counties. While obvious issues of job loss and foreclosures may be significant factors, no specific causes have been identified as yet.

Requests for transportation, cash aid, parenting education, tenant/landlord issues, housing and shelter top the list of underserved needs throughout San Bernardino County. The Inland Empire has become known as the thirteenth MSA (metropolitan statistical area) in the country. High growth is usually followed by a generational lag in infrastructure and the appearance of supportive services.

Transportation issues are a deep problem for the residents of San Bernardino County. This is not surprising in a county of more than 20,000 square miles. The tremendous growth rate over the last 20 years has produced continuous sprawl in the Central and Victor Valleys with a population density still too low for cost effective comprehensive transportation services. The best description for the rest of the county is fractured. Trying to fix this problem is like trying to sew together patches for a quilt when you can't get the pieces closer than 2 or 3 inches of each other.

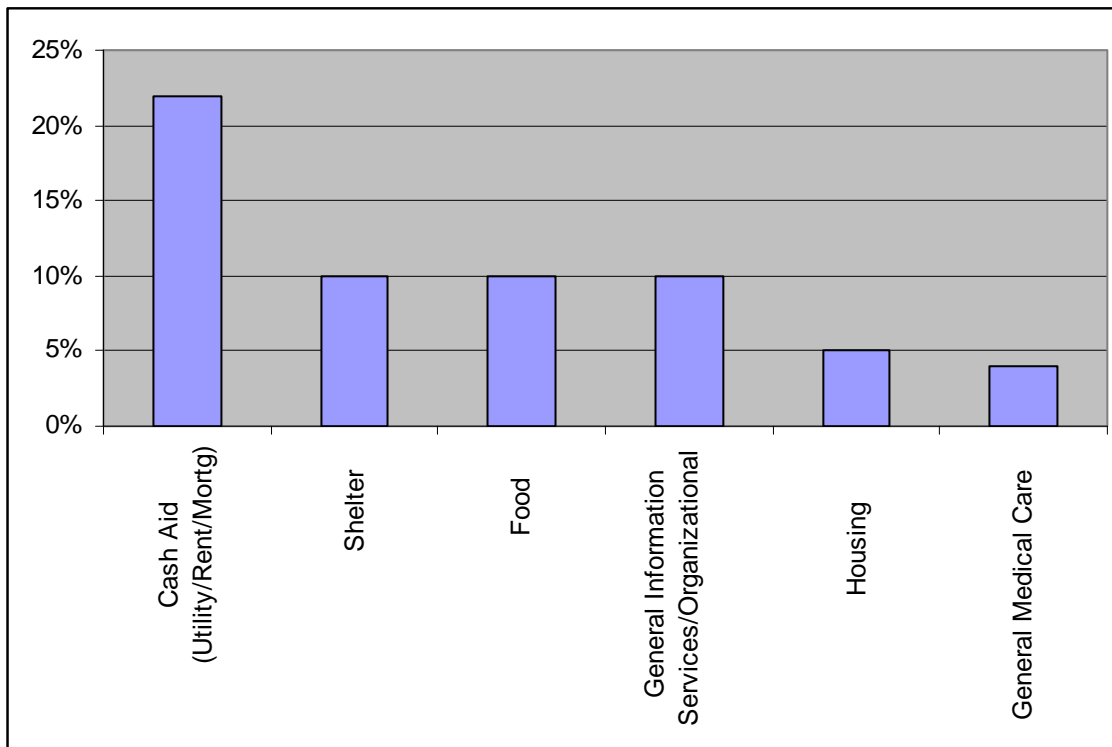
Calls for help with transportation constitute about 2% of the calls to 2-1-1 and 40% of all 2-1-1 callers do not have their own vehicle, or one they can use.. Surveys show that about 2/3 of transportation callers fail in their quest. Likewise, the 2-1-1 Resource Database shows few transportation solutions: 40 specialized providers, many of which are for people with critical health or transplant needs or are confined within city jurisdictions, and 12 expense assistance providers to serve the whole county.

There are efforts underway to improve the transportation network. Several County departments that must ensure transportation availability for their consumers and 2-1-1 are applying for Caltrans mobility management grants to assess transportation needs and make recommendations based on the findings.

Recommendations

While the larger transportation concerns require a larger fix, a limited but relatively inexpensive solution would be to broaden the availability of bus passes. This would serve the portion of the low income community for whom existing public routes will suffice. A secondary benefit is that increasing usage of existing systems encourage their expansion and demonstrate viability. To avoid abuse, other areas provide safeguards like requiring a notice of a doctor or clinic appointment, job interview request, or similar. Family resource centers, libraries, senior centers, and other community centers are likely locations for bus pass outlets.

Assistance for utilities, rent or mortgage payments exist currently, but are extremely limited. *Calls for this kind of cash aid comprise about 22% of all calls to 2-1-1.*



Clearly, the current economic conditions in San Bernardino County are not healthy for many of our residents. Surveys indicate that 78% and 63% of callers did not get the help they needed for rent/mortgage payment assistance and utility payment assistance respectively. The Homeless Partnership, under the guidance of the newly formed Department of Homeless Services, has made expanding this kind of cash aid coupled with case management and other components an important strategy to help prevent homelessness. **Housing** and **Shelter** needs are also embedded in the Partnership’s process of responding to the call to end homelessness in our county.

Parenting Education requests to 2-1-1 represent less than 1% of the total calls. The surveys suggest a 25% success rate in linking callers to the kind of parenting resources they are looking for. There were a total of 336 calls during the 19 month period of this report. The staff at 2-1-1 will be paying close attention to be sure and capture resources of this type as they are discovered. It is possible that there are providers of this service that have yet be catalogued into the 2-1-1 database. Because the sample size was small, further assessment and analysis is needed before a comprehensive report can be given. Yet, this category was included because the implications of not having sufficient resources for parents in a county of 600,000 children are far reaching.

Household Items represent about 1% of the requests in calls to 2-1-1. They surveys indicate that the callers only have about a 29% success rate. Most of the requests are for common, more essential items like refrigerators and beds.

Recommendation

A collaborative public/private effort can effectively support this need. And for the health and wellbeing of our residents we should do it. This is, perhaps, a “low hanging fruit”.

Conclusion

An analysis of 2-1-1 caller data and callback surveys adds documentation to some of the ideas many knew to be true and provides additional insight into what is and is not working in terms of some social services. There is a serious deficit of transportation resources. Cash assistance needed to help people who can effectively be helped is in very short supply compared to the need. Parents willing to reach out for help in being parents should find those resources readily available. Common household items are much needed, and not easily found.

The next year of collecting caller data should prove to be adequate for a much more in-depth report. Data can be looked at from many different perspectives. All requests for specific data analysis of 2-1-1 data will be considered.

GAPS IN SERVICE

There would be little argument among service providers with the idea that there are insufficient transportation resources or cash aid for utility payment, or rent and mortgage payment assistance in San Bernardino County to meet the need. To provide documentation as to the extent or particulars of these and other underserved needs is not so easy. This report is the beginning of that documentation.

There were 58,350 calls to 2-1-1 from January of 2007 through August of 2008 with sufficient demographic data to be useful for this study. Following those calls, random surveys were performed, and a total of 1707 successful surveys completed, a rate of 2.9%. A successful survey is one where the caller was contacted at least 2 days after the initial call and the caller answered the survey questions.

The survey question used for the service gap analysis was *CSQ3- Did you get the help you needed?* where the response was “No”. There were 4 possible answers offered to each caller. See Table 1 to the right.

Table 1

CSQ3- Did you get the help you needed?			
No	No response	Undecided	Yes
695	24	213	775
41%	1%	12%	45%

Table 2 shows the top 20 needs expressed among all calls. Table 3 is the top 20 needs expressed in the callback surveys. Although the surveys were performed randomly, there is not, nor should there be an expectation of, a perfect ratio of top needs between all calls during the period and the calls where surveys were successfully performed. Still, there is enough of a correlation for evaluation purposes.

Some of the calls for a specific need are under represented in the surveys, for example, where the caller was homeless, or otherwise without a return phone number. These kinds of calls were mostly for food, shelter and transportation.

Table 2. Greatest Needs – All Calls

Needs Expressed	Total
Utility Bill Payment Assist.	11,509
Rent/Mort. Payment Assist.	7,095
Shelter	5,919
Food	5,914
Gen. Info/Organizational	5,835
Housing	2,757
General Medical Care	2,376
Counseling	1,775
Motel Vouchers	1,306
Legal Assistance	1,019
Transportation	914
Training/Employment Services	824
Clothing	753
Substance Abuse Services	699
Diapers	634
Dental Health	627
Child Care	606
Consumer Complaints/Assist.	555
Household Items	518
Income Maintenance Programs	395

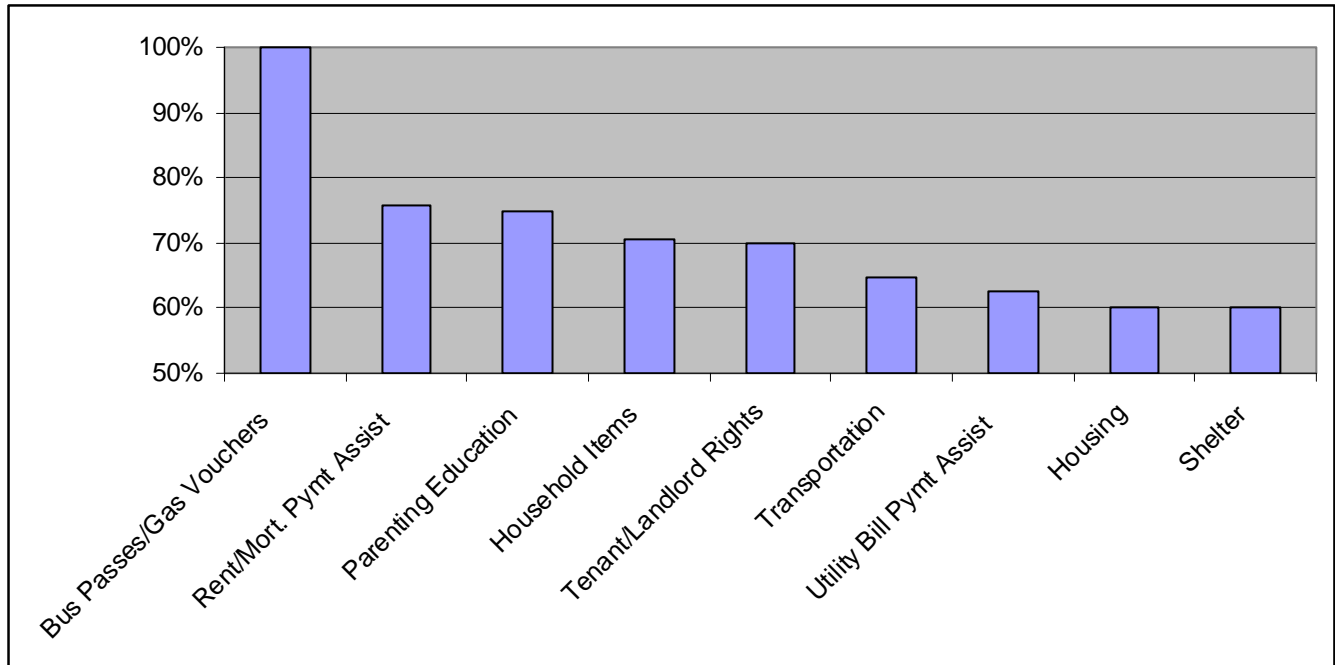
Table 3. Greatest Needs - Survey Answers

Needs Expressed	Total
Utility Bill Payment Assist.	405
Food	240
Rent/Mort. Payment Assist.	219
General Medical Care	69
Housing	55
Counseling	43
Gen. Info/Organizational	37
Training/Employment Services	33
Clothing	32
Shelter	30
Diapers	29
Child Care	25
Legal Assistance	25
Dental Health	20
Substance Abuse Services	20
Household Items	17
Support Groups	17
Transportation	17
Tenant/Landlord Rights	10
Income Maintenance Programs	9

Some needs were excluded from the service gaps analysis because, although consumers had difficulty in successfully finding help, there were too few records to analyze. Those excluded are Adoption/Foster Care, Baby Formula, Burial/Funeral Assistance, Child Passenger Safety/Seats, Sober Living, Diapers, Environmental Protection/Maintenance, and Residential Drug Treatment. Although they were left out for lack of documentation, these may still be categories where there is a significant lack of resources.

Chart 1 is a graphical representation of the top 9 services where callers indicated in the surveys that they did not get the requested help. Each of these categories had more indications of failure than success.

Chart 1. - Percentage of callers not helped per need



Bus Passes/Gas Vouchers and Transportation

There were 7 surveys on requests for bus passes or gas vouchers. All 7 callers were unsuccessful in obtaining help. Other callers looking for transportation were unsuccessful 11 out of 17 times (65%). Transportation is a need severely under served in the county. All transportation requests comprise about 2% of calls to 2-1-1.

Rent/Mortgage Payment Assistance

Of the 219 surveys of callers looking for rent or mortgage payment assistance, 166 (78%) were unable to find help. It is probably remarkable that 53 were successful in finding this cash aid. However, it is likely that many more of the callers with this need who did not get help were not reachable for the survey. Not surprisingly, calls for all kinds of cash aid have accelerated recently as mortgage defaults have increased. 12% of all calls to 2-1-1 are for rent or mortgage payment assistance.

Parenting Education

Out of the 8 surveys of callers looking for parenting education, only 2 indicated they got help (75%). Many school districts and non profit organizations offer some kind(s) of parenting education. These could be in the form of child development classes, court-ordered parenting programs, expectant parent assistance, home-based parenting education, parenting skills classes and more. The kind of parenting education requested by the callers does not often match what is offered in type, location, hours of

operation, or other considerations. The scope of parenting education offered in a county with more than 600,000 children under 17 years old is far less than the need suggests. Less than 1% of calls to 2-1-1 are for parenting education.

Household Items

Of the 17 surveys where the need was for household items, 12 callers (71%) were not able to get help. The most requested items are refrigerators and beds. These are two items that should be considered as necessary for health reasons. Perhaps this is an area that could be solved easily with a concerted and coordinated effort. Less than 1% of calls to 2-1-1 are for household items.

Tenant/Landlord Rights

Less than 1/3 of 1% of calls to 2-1-1 are for tenant or landlord rights issues. Of the 10 surveys where the need was in this area, 7 of the callers indicated not getting the help they needed. We were not able to determine whether, in some cases, this could mean the caller was not happy with the outcome of the help received, rather than that they did not get help.

Utility Bill Payment Assistance

This cash aid category is the highest for calls to 2-1-1, representing a whopping 20% of all calls (11,509 out of 58,350). Of the 405 surveys of callers with this request, 254 (63%) indicate that they did not receive help.

Housing

Housing as a category for 2-1-1 is low cost or low income housing such as Section 8, senior or other subsidized housing. Housing needs constitute about 5% of all calls to 2-1-1. 33 out of 55 (60%) callers indicate that they did not get help.

Housing, especially permanent supportive housing, cash aid, and landlord or mortgage holder negotiation are indicated by the Homeless Partnership 10 Year Plan to End Homelessness in San Bernardino County as some of the important strategies that need to be expanded to prevent people from becoming homeless.

Shelter

18 out of 30 (60%) of the surveyed callers looking for shelter report not getting help. Sheltering people, as critical as it may be, does not move people out of homelessness without permanent housing, case management, and a broad range of supportive services. For more information, consult the Community Action Partnership's Homelessness in San Bernardino County webpage at <http://www.co.san-bernardino.ca.us/csd/homelessness.htm> which includes the 2007 San Bernardino County Homeless Census and Survey Comprehensive Report. There will also be abundant and specific information available at the Homeless Symposium in November. Call the County of San Bernardino Office of Homeless Services, 909-387-7447 for more information.

Additional Analysis of Gaps in Service

There were some significant differences when comparing certain demographic categories as to whether or not people got help.

Women callers, about 78% of all callers to 2-1-1) did not get help at a 6% higher rate than men. See Chart 2.

Chart 2 – Not Getting Help - Women Compared With Men

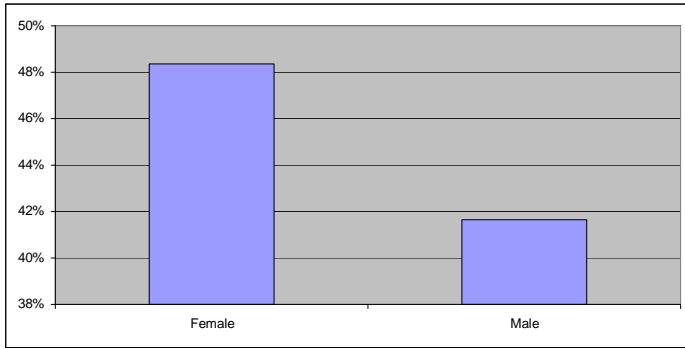
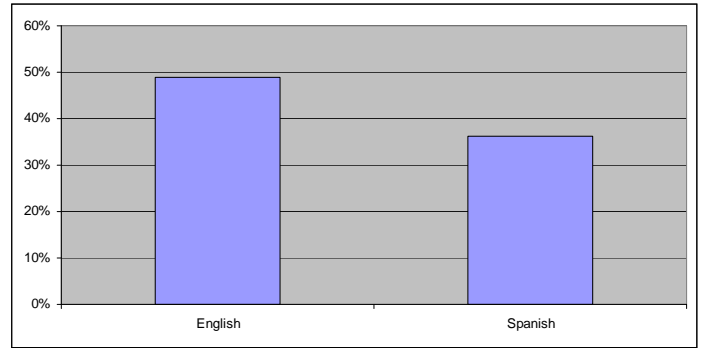


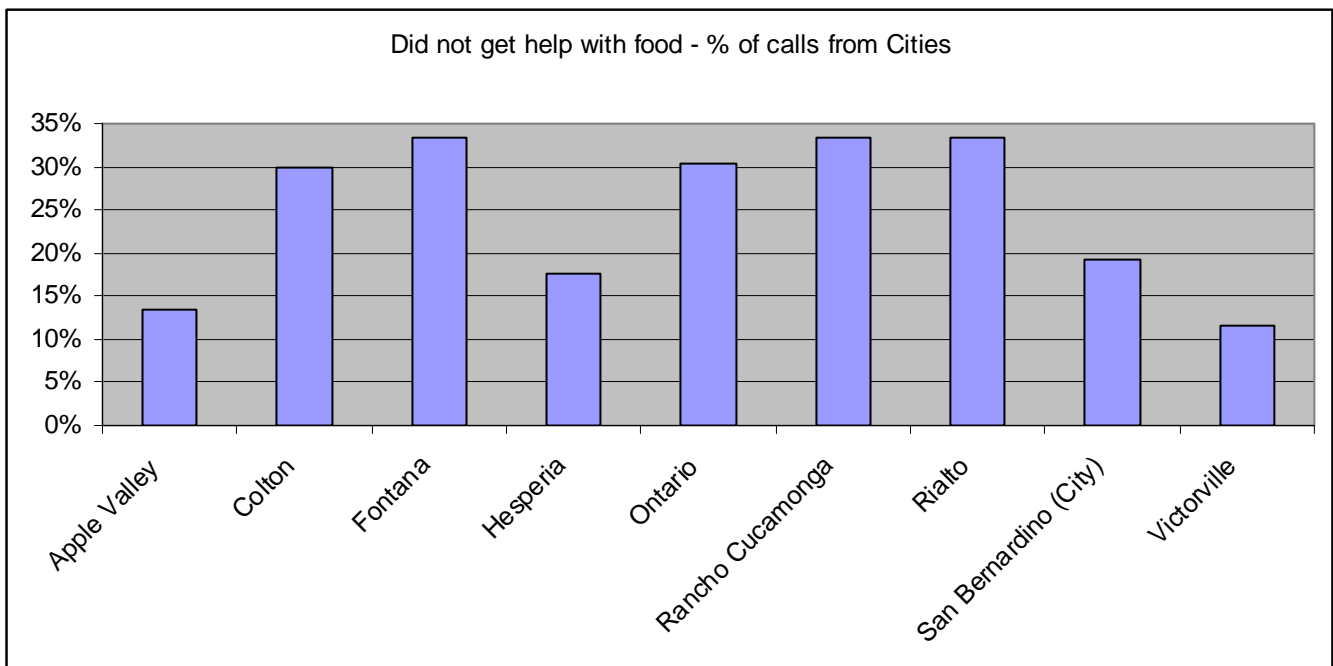
Chart 3 – Not Getting Help – English Compared With Spanish



English speaking callers indicated a 13% greater rate of failure in getting the help they need than Spanish speaking callers. See Chart 3. About 7% of callers choose the Spanish menu option. These callers request cash assistance at a lower rate than English speaking callers.

A word about food. Pantries that used to have full shelves have been relatively bare for months. Even before the current economic meltdown, dollars and donations distributed among the many non-profit food providers have been coming less and less frequently. We are in the midst of a food crisis which is likely to worsen if jobs continue to be lost and houses continue to be foreclosed on. As shown in Chart 4 below, callers from the High Desert cities have better success procuring food than other cities.

Chart 4 - Percentage of callers not helped per city when requesting food



REGIONAL SUMMARIES

The county, for the purposes of 2-1-1 data collection, is divided up into 6 regions and one additional called unknown.

Calls from Central Valley (22% of all calls) came from Bloomington, Colton, Grand Terrace, Lytle Creek, Rialto, and San Bernardino.

East County calls (6%) came from Calimesa, Highland, Loma Linda, Mentone, Redlands, and Yucaipa.

The High Desert calls (26%) include Adelanto, Apple Valley, Barstow, Helendale, Hesperia, Lucerne Valley, Newberry Springs, Oro Grande, Phelan, Pinon Hills, Victorville, Wrightwood, and Yermo.

Mid-Desert (1%) includes Joshua Tree, Morongo, Needles, Twenty-Nine Palms, and Yucca Valley.

The Mountains contain calls (2%) from Big Bear City, Big Bear Lake, Blue Jay, Crestline, Lake Arrowhead, Rimforest, Running Springs, and Skyforest.

The West End calls (23%) came from Alta Loma, Chino, Chino Hills, Etiwanda, Fontana, Montclair, Ontario, Rancho Cucamonga, and Upland.

Unknown region calls (16%) are calls where the caller could not or would not identify his/her location.

The highest percentage of calls to 2-1-1 fall into 6 categories, Basic Needs, Health Care, Income Security, Individual and Family Life, and Mental Health Care and Counseling. The following is a snapshot of the 6 plus regions and the percentage of calls per each of the 6 categories.

Table 4. Central Valley

Category	%
Basic Needs	79%
Health Care	8%
Income Security	4%
Individual and Family Life	4%
Mental Health Care and Counseling	5%

Table 5. East County

Category	%
Basic Needs	73%
Health Care	10%
Income Security	5%
Individual and Family Life	5%
Mental Health Care and Counseling	7%

Table 6. High Desert

Category	%
Basic Needs	82%
Health Care	8%
Income Security	3%
Individual and Family Life	2%
Mental Health Care and Counseling	4%

Table 7. Mid-Desert

Category	%
Basic Needs	80%
Health Care	8%
Income Security	4%
Individual and Family Life	4%
Mental Health Care and Counseling	4%

Table 8. Mountains

Category	%
Basic Needs	78%
Health Care	9%
Income Security	4%
Individual and Family Life	4%
Mental Health Care and Counseling	6%

Table 9. West End

Category	%
Basic Needs	73%
Health Care	11%
Income Security	5%
Individual and Family Life	5%
Mental Health Care and Counseling	7%

Table 10. Unknown area calling from

Category	%
Basic Needs	79%
Health Care	8%
Income Security	3%
Individual and Family Life	3%
Mental Health Care and Counseling	6%

COUNTYWIDE SUMMARY

Table 11. Countywide needs as a percentage of all calls

Need	% of Total
Utility Bill Payment Assistance	19.72%
Rent/Mortgage Payment Assistance	12.16%
Shelter	10.14%
Food	10.14%
General Information Services/Organizational	10.00%
Housing	4.72%
General Medical Care	4.07%
Counseling	3.04%
Motel Vouchers	2.24%
Legal Assistance	1.75%
Transportation	1.57%
Training/Employment Services	1.41%
Clothing	1.29%
Substance Abuse Services	1.20%
Diapers	1.09%
Dental Health	1.07%
Child Care	1.04%
Consumer Complaints/Assistance	0.95%
Household Items	0.89%
Income Maintenance Programs	0.68%
Donations	0.63%
Tax Assistance	0.61%
Mental Health Care Facilities	0.58%
Parenting Education	0.58%
General Information Services/Mental Health Care	0.56%
Support Groups	0.48%
Anger Management	0.40%
Courts/Probation System	0.38%
Baby Formula	0.36%
Law Enforcement	0.35%
Tenant/Landlord Rights	0.35%
Educational Programs	0.33%
Medi-Cal/Medicare	0.33%
Temporary Financial Aid	0.33%
Bus Passes/Gas Vouchers	0.32%
Sober Living	0.32%
Environmental Protection/Maintenance	0.31%
Residential Drug Treatment	0.29%
Elder/Senior Services	0.25%
Unemployment/EDD	0.24%
Immunizations	0.23%
Burial/Funeral Assistance	0.22%
Emergency Medical Care	0.21%
Animal Services	0.16%
Volunteer Opportunities	0.14%
Social Security	0.14%

The 58,350 calls with rich demographic data used in this report occurred from January of 2007 through August of 2008. Table 12 indicates where these people were calling from and for what.

Table 12. Top 25 Needs per City/Town

Need Expressed	Call Totals
Adelanto	
Utility Bill Payment Assistance	568
Rent/Mortgage Payment Assistance	207
Food	124
General Information/Organizational	78
General Medical Care	53
Shelter	44
Housing	42
Clothing	33
Training/Employment Services	24
Transportation	22
Dental Health	22
Counseling	20
Legal Assistance	19
Household Items	16
Donations	15
Diapers	9
Income Maintenance Programs	8
Child Care	8
Motel Vouchers	7
Consumer Complaints/Assistance	7
Tenant/Landlord Rights	4
Tax Assistance	4
Substance Abuse Services	4
Medi-Cal/Medicare	4
Immigration/Citizenship	4
Alta Loma	
Food	6
Utility Bill Payment Assistance	6
Shelter	3
Elder/Senior Services	2
Housing	2
Motel Vouchers	2
Bus Passes/Gas Vouchers	1
Emergency Medical Care	1
General Information/Organizational	1
Household Items	1
Income Maintenance Programs	1
Rent/Mortgage Payment Assistance	1
Substance Abuse Services	1
Volunteer Opportunities	1

Apple Valley	
Utility Bill Payment Assistance	970
Rent/Mortgage Payment Assistance	377
Food	308
General Information/Organizational	150
Shelter	118
Housing	101
Counseling	87
General Medical Care	83
Transportation	54
Legal Assistance	48
Clothing	34
Dental Health	31
Training/Employment Services	31
Motel Vouchers	29
Household Items	27
Diapers	25
Donations	24
Mental Health Care Facilities	24
Consumer Complaints/Assistance	22
Substance Abuse Services	21
Environmental Protection/Maint.	17
Income Maintenance Programs	17
Anger Management	15
Child Care	14
Tax Assistance	14
Barstow	
Utility Bill Payment Assistance	408
Rent/Mortgage Payment Assistance	95
General Information/Organizational	80
Food	79
Shelter	58
General Medical Care	55
Transportation	46
Housing	34
Counseling	23
Legal Assistance	23
Substance Abuse Services	19
Motel Vouchers	17
Consumer Complaints/Assistance	15
Clothing	13
Training/Employment Services	13
Household Items	9
Support Groups	8
Bus Passes/Gas Vouchers	7
Tenant/Landlord Rights	7
Burial/Funeral Assistance	6
Child Care	6
Dental Health	6
Environmental	6
Protection/Maintenance	6
Income Maintenance Programs	6
Temporary Financial Aid	6

Big Bear City	
Utility Bill Payment Assistance	7
Rent/Mortgage Payment Assistance	5
Consumer Complaints/Assistance	3
Food	2
Mental Health Care Facilities	2
Animal Services	1
Counseling	1
General Information/Organizational	1
Housing	1
Legal Assistance	1
Medi-Cal/Medicare	1
Motel Vouchers	1
Shelter	1
Substance Abuse Services	1
Temporary Financial Aid	1
Transportation	1
Unemployment/EDD	1
Big Bear Lake	
Utility Bill Payment Assistance	69
General Information/Organizational	40
Rent/Mortgage Payment Assistance	28
Shelter	18
Food	15
Housing	9
General Medical Care	6
Motel Vouchers	4
Counseling	3
Mental Health Care Facilities	3
Sober Living	3
Support Groups	3
Child Care	2
Consumer Complaints/Assistance	2
Dental Health	2
Diapers	2
Legal Assistance	2
Licenses and Certificates	2
Substance Abuse Services	2
Transportation	2
Anger Management	1
Animal Services	1
Baby Formula	1
Burial/Funeral Assistance	1
Child Abuse	1

Bloomington	
Rent/Mortgage Payment Assistance	19
Utility Bill Payment Assistance	15
Food	13
Housing	13
General Medical Care	10
Shelter	10
Counseling	5
Income Maintenance Programs	5
Anger Management	4
Training/Employment Services	4
Consumer Complaints/Assistance	3
General Information/Organizational	3
Motel Vouchers	3
Substance Abuse Services	3
Baby Formula	2
Diapers	2
Educational Programs	2
Law Enforcement	2
Legal Assistance	2
Licenses and Certificates	2
Medi-Cal/Medicare	2
Parks & Recreation Services	2
Transportation	2
Animal Services	1
Burial/Funeral Assistance	1
Blue Jay	
General Information/Organizational	10
Food	2
Consumer Complaints/Assistance	1
Training/Employment Services	1
Utility Bill Payment Assistance	1

Chino	
Utility Bill Payment Assistance	160
Shelter	130
Rent/Mortgage Payment Assistance	116
Food	90
General Information/Organizational	75
General Medical Care	61
Housing	53
Counseling	51
Legal Assistance	25
Motel Vouchers	25
Substance Abuse Services	21
Child Care	17
Tax Assistance	14
General Information	
Services/Mental Health Care	11
Training/Employment Services	11
Mental Health Care Facilities	10
Income Maintenance Programs	9
Dental Health	8
Parenting Education	7
Clothing	6
Diapers	6
Household Items	6
Consumer Complaints/Assistance	5
Donations	5
Law Enforcement	5

Chino Hills	
Utility Bill Payment Assistance	40
Shelter	26
Rent/Mortgage Payment Assistance	24
Counseling	21
Food	21
General Information/Organizational	20
General Medical Care	15
Substance Abuse Services	14
Housing	10
Child Care	7
Legal Assistance	4
Motel Vouchers	4
Clothing	3
Consumer Complaints/Assistance	3
Income Maintenance Programs	3
Medi-Cal/Medicare	3
Mental Health Care Facilities	3
Parenting Education	3
Residential Drug Treatment	3
Support Groups	3
Tax Assistance	3
Volunteer Opportunities	3
Animal Services	2
Dental Health	2
Donations	2

Colton	
Utility Bill Payment Assistance	237
Rent/Mortgage Payment Assistance	180
Food	161
Shelter	138
General Information/Organizational	103
General Medical Care	69
Housing	53
Counseling	33
Child Care	30
Legal Assistance	29
Transportation	27
Training/Employment Services	25
Substance Abuse Services	19
Clothing	18
Motel Vouchers	18
Diapers	17
Household Items	17
Consumer Complaints/Assistance	15
Dental Health	15
Income Maintenance Programs	10
Tax Assistance	10
Donations	9
Educational Programs	9
Mental Health Care Facilities	9
Immunizations	7

Crestline	
Utility Bill Payment Assistance	43
Rent/Mortgage Payment Assistance	39
General Information/Organizational	35
Food	28
Shelter	17
Housing	13
Legal Assistance	8
Counseling	7
Dental Health	6
Elder/Senior Services	6
General Medical Care	6
Training/Employment Services	5
Temporary Financial Aid	4
Transportation	4
Consumer Complaints/Assistance	3
Diapers	3
Environ. Protection/Maintenance	3
Household Items	3
Income Maintenance Programs	3
Motel Vouchers	3
Tenant/Landlord Rights	3
Educational Programs	2
Medi-Cal/Medicare	2
Substance Abuse Services	2
Anger Management	1

Fontana	
Food	640
Utility Bill Payment Assistance	574
Shelter	468
Rent/Mortgage Payment Assistance	416
General Information/Organizational	317
General Medical Care	247
Housing	226
Counseling	166
Training/Employment Services	122
Legal Assistance	101
Clothing	81
Dental Health	67
Child Care	66
Motel Vouchers	57
Transportation	52
Substance Abuse Services	51
Consumer Complaints/Assistance	43
Diapers	43
Parenting Education	41
Tax Assistance	40
Donations	37
Income Maintenance Programs	29
Mental Health Care Facilities	27
Household Items	25
Medi-Cal/Medicare	24

Grand Terrace	
Utility Bill Payment Assistance	19
Rent/Mortgage Payment Assistance	16
General Information/Organizational	12
Food	9
Housing	8
General Medical Care	7
Shelter	6
Tax Assistance	6
Training/Employment Services	5
Child Care	3
Legal Assistance	3
Motel Vouchers	3
Consumer Complaints/Assistance	2
Immunizations	2
Support Groups	2
Baby Formula	1
Bus Passes/Gas Vouchers	1
Clothing	1

Counseling	1
Dental Health	1
Donations	1
Educational Programs	1
Elder/Senior Services	1
Household Items	1
Law Enforcement	1

Helendale	
Food	3
Utility Bill Payment Assistance	2
Animal Services	1
Child Passenger Safety/Seats	1
Consumer Complaints/Assistance	1
Diapers	1
General Medical Care	1
Labor Board/Fair Employment	1
Legal Assistance	1
Training/Employment Services	1

Hesperia	
Utility Bill Payment Assistance	900
Food	346
Rent/Mortgage Payment Assistance	312
General Information/Organizational	146
Shelter	144
General Medical Care	120
Housing	118
Counseling	76
Diapers	54
Legal Assistance	42
Transportation	42
Training/Employment Services	40
Clothing	37
Dental Health	33
Income Maintenance Programs	31
Motel Vouchers	30
Substance Abuse Services	25
Consumer Complaints/Assistance	22
Household Items	17
Tax Assistance	17
Parenting Education	15
General Information	
Services/Mental Health Care	14
Anger Management	13
Environ. Protection/Maintenance	13
Bus Passes/Gas Vouchers	12

Highland	
Utility Bill Payment Assistance	221
Rent/Mortgage Payment Assistance	191
Food	126
Shelter	96
General Information/Organizational	68
Housing	57
Counseling	37
General Medical Care	35
Training/Employment Services	26
Clothing	21
Legal Assistance	17
Transportation	17
Child Care	16
Motel Vouchers	14
Diapers	13
Household Items	12
Substance Abuse Services	12
Dental Health	10
Income Maintenance Programs	9
Baby Formula	7
Tax Assistance	7
Anger Management	6
Environ. Protection/Maintenance	6
Burial/Funeral Assistance	5
Bus Passes/Gas Vouchers	5
Joshua Tree	
Utility Bill Payment Assistance	24
Rent/Mortgage Payment Assistance	10
Shelter	7
Food	6
Counseling	5
General Information/Organizational	3
General Information	
Services/Mental Health Care	2
General Medical Care	2
Housing	2
Temporary Financial Aid	2
Transportation	2
Unemployment/EDD	2
Child Care	1
Dental Health	1
Income Maintenance Programs	1
Legal Assistance	1
Library Services	1
Mental Health Care Facilities	1
Motel Vouchers	1
Parenting Education	1
Residential Drug Treatment	1
Substance Abuse Services	1
Support Groups	1
Tax Assistance	1
Tenant/Landlord Rights	1

Lake Arrowhead	
General Information/Organizational	213
Food	7
Rent/Mortgage Payment Assistance	7
Utility Bill Payment Assistance	6
Consumer Complaints/Assistance	5
General Medical Care	4
Housing	3
Legal Assistance	3
Shelter	3
Counseling	2
Dental Health	2
Medi-Cal/Medicare	2
Mental Health Care Facilities	2
Anger Management	1
Child Care	1
Clothing	1
Elder Abuse	1
Environ. Protection/Maintenance	1
Labor Board/Fair Employment	1
Residential Drug Treatment	1
Substance Abuse Services	1
Tax Assistance	1
Temporary Financial Aid	1
Loma Linda	
Rent/Mortgage Payment Assistance	28
Shelter	28
Utility Bill Payment Assistance	21
Food	17
Counseling	12
General Information/Organizational	10
Housing	9
General Medical Care	8
Dental Health	5
Income Maintenance Programs	5
Legal Assistance	5
Training/Employment Services	5
Household Items	4
Transportation	4
Consumer Complaints/Assistance	3
Motel Vouchers	3
Substance Abuse Services	3
Unemployment/EDD	3
Anger Management	2
Animal Services	2
Clothing	2
Environ. Protection/Maintenance	2
Mental Health Care Facilities	2
Child Care	1
Courts/Probation System	1

Lucerne Valley	
Utility Bill Payment Assistance	40
Food	19
Rent/Mortgage Payment Assistance	17
General Medical Care	6
Housing	6
Transportation	6
Household Items	4
Shelter	4
Consumer Complaints/Assistance	3
Counseling	3
Tax Assistance	2
Temporary Financial Aid	2
After School Programs	1
Bus Passes/Gas Vouchers	1
Child Passenger Safety/Seats	1
Clothing	1
Dental Health	1
Diapers	1
Elder/Senior Services	1
Immigration/Citizenship	1
Legal Assistance	1
Library Services	1
Medi-Cal/Medicare	1
Mental Health Care Facilities	1
Motel Vouchers	1
Lytle Creek	
Food	2
Utility Bill Payment Assistance	2
General Information/Organizational	1
Housing	1
Shelter	1
Mentone	
Rent/Mortgage Payment Assistance	7
Food	3
General Information/Organizational	3
General Medical Care	3
Shelter	3
Transportation	3
Counseling	2
Housing	2
Substance Abuse Services	2
Utility Bill Payment Assistance	2
Animal Services	1
Clothing	1
Consumer Complaints/Assistance	1
Cooling Center	1
Tax Assistance	1
Training/Employment Services	1

Montclair	
Rent/Mortgage Payment Assistance	113
Utility Bill Payment Assistance	104
Shelter	75
Food	63
General Information/Organizational	49
General Medical Care	42
Counseling	41
Housing	26
Motel Vouchers	23
Legal Assistance	16
Training/Employment Services	13
Child Care	12
Parenting Education	10
Tax Assistance	10
Dental Health	9
Diapers	9
Household Items	8
Clothing	7
Substance Abuse Services	6
Support Groups	6
Donations	5
Transportation	5
Sober Living	4
Educational Programs	3
Immigration/Citizenship	3
Morongo	
Child Care	2
Consumer Complaints/Assistance	1
Elder/Senior Services	2
General Information	
Services/Mental Health Care	1
Housing	1
Mental Health Care Facilities	1
Rent/Mortgage Payment Assistance	9
Shelter	1
Utility Bill Payment Assistance	1
Needles	
Anger Management	1
Dental Health	3
Food	4
General Information/Organizational	6
General Medical Care	3
Housing	2
Income Maintenance Programs	1
Legal Assistance	2
Motel Vouchers	2
Rent/Mortgage Payment Assistance	5
Shelter	8
Substance Abuse Services	3
Transportation	4
Utility Bill Payment Assistance	14

Newberry Springs	
Motel Vouchers	1
Utility Bill Payment Assistance	1
Ontario	
Utility Bill Payment Assistance	581
Shelter	574
Rent/Mortgage Payment Assistance	463
Food	439
Motel Vouchers	309
Housing	242
General Information/Organizational	236
General Medical Care	185
Counseling	175
Legal Assistance	64
Child Care	62
Substance Abuse Services	58
Training/Employment Services	54
Dental Health	50
Clothing	45
Transportation	45
Consumer Complaints/Assistance	33
Diapers	33
General Information	
Services/Mental Health Care	25
Income Maintenance Programs	25
Parenting Education	24
Residential Drug Treatment	22
Tax Assistance	22
Household Items	21
Anger Management	19
Oro Grande	
Shelter	2
Dental Health	1
General Medical Care	1
Motel Vouchers	1
Temporary Financial Aid	1
Unemployment/EDD	1
Utility Bill Payment Assistance	1
Volunteer Opportunities	1

Outside County	
General Information/Organizational	722
Shelter	308
Housing	144
Rent/Mortgage Payment Assistance	108
Food	100
Counseling	90
Utility Bill Payment Assistance	85
General Medical Care	79
Motel Vouchers	49
General Information	
Services/Mental Health Care	46
Consumer Complaints/Assistance	43
Legal Assistance	42
Substance Abuse Services	35
Mental Health Care Facilities	33
Tax Assistance	29
Courts/Probation System	26
Income Maintenance Programs	24
Support Groups	24
Transportation	23
Parenting Education	20
Child Care	19
Dental Health	18
Law Enforcement	16
Medi-Cal/Medicare	15
Training/Employment Services	15
Outside Of California	
Consumer Complaints/Assistance	2
Food	1
General Information/Organizational	1
General Medical Care	1
Housing	1
Rent/Mortgage Payment Assistance	1
Shelter	1
Temporary Financial Aid	1
Transportation	1

Phelan	
Utility Bill Payment Assistance	7
Rent/Mortgage Payment Assistance	4
Consumer Complaints/Assistance	2
Counseling	2
Food	2
Income Maintenance Programs	2
Shelter	2
Substance Abuse Services	2
Clothing	1
Credit Counseling	1
Elder/Senior Services	1
General Medical Care	1
Housing	1
Law Enforcement	1
Residential Drug Treatment	1
Sober Living	1
Transportation	1
Unemployment/EDD	1
Piñon Hills	
Dental Health	1
Food	2
General Medical Care	2
Legal Assistance	1
Parenting Education	1
Rent/Mortgage Payment Assistance	1
Utility Bill Payment Assistance	3
Pomona (City)	
Shelter	20
Food	6
Housing	6
Rent/Mortgage Payment Assistance	6
Consumer Complaints/Assistance	5
General Information/Organizational	5
Motel Vouchers	5
General Medical Care	4
Substance Abuse Services	3
Counseling	2
Emergency Medical Care	2
Transportation	2
Utility Bill Payment Assistance	2
Burial/Funeral Assistance	1
Child Care	1
Dental Health	1
Donations	1
Medi-Cal/Medicare	1
Residential Drug Treatment	1
Support Groups	1
Tax Assistance	1
Temporary Financial Aid	1
Tenant/Landlord Rights	1
Training/Employment Services	1

Rancho Cucamonga	
Utility Bill Payment Assistance	219
Rent/Mortgage Payment Assistance	215
Shelter	181
Food	114
General Medical Care	88
Housing	77
Counseling	56
General Information/Organizational	51
Motel Vouchers	47
Legal Assistance	38
Training/Employment Services	32
Child Care	31
Dental Health	25
Transportation	21
Clothing	19
Income Maintenance Programs	19
Substance Abuse Services	19
Consumer Complaints/Assistance	17
Parenting Education	16
Support Groups	15
Mental Health Care Facilities	13
General Information	
Services/Mental Health Care	12
Immunizations	12
Tax Assistance	12
Donations	11
Redlands	
Rent/Mortgage Payment Assistance	189
Utility Bill Payment Assistance	166
Shelter	145
Food	113
General Information/Organizational	104
Housing	84
General Medical Care	82
Counseling	45
Motel Vouchers	35
Training/Employment Services	28
Dental Health	27
Legal Assistance	27
Clothing	23
Transportation	23
Diapers	19
Support Groups	17
Child Care	16
Substance Abuse Services	16
Anger Management	13
Mental Health Care Facilities	13
Volunteer Opportunities	13
Income Maintenance Programs	12
Parenting Education	12
Consumer Complaints/Assistance	11
Sober Living	10

Rialto	
Utility Bill Payment Assistance	452
Rent/Mortgage Payment Assistance	335
Food	305
Shelter	249
General Information/Organizational	196
Housing	148
General Medical Care	103
Counseling	57
Training/Employment Services	51
Legal Assistance	50
Clothing	38
Child Care	37
Transportation	37
Diapers	36
Household Items	35
Motel Vouchers	35
Substance Abuse Services	33
Dental Health	32
Income Maintenance Programs	24
Parenting Education	19
Tax Assistance	19
Donations	17
Consumer Complaints/Assistance	16
Medi-Cal/Medicare	15
Mental Health Care Facilities	15

Rimforest	
General Information/Organizational	5
Counseling	1
Rent/Mortgage Payment Assistance	1

Running Springs	
General Information/Organizational	26
Utility Bill Payment Assistance	16
Food	14
Rent/Mortgage Payment Assistance	5
Consumer Complaints/Assistance	4
General Medical Care	4
Baby Formula	2
Counseling	2
Elder/Senior Services	2
Environ. Protection/Maintenance	2
Legal Assistance	2
Shelter	2
Tenant/Landlord Rights	2

Transportation	2
Burial/Funeral Assistance	1
Business License	1
Donations	1
Housing	1
Immunizations	1
Income Maintenance Programs	1
Motel Vouchers	1
Parenting Education	1
School Readiness Programs	1
Temporary Financial Aid	1

San Bernardino (City)	
Utility Bill Payment Assistance	1668
Rent/Mortgage Payment Assistance	1290
Food	1095
Shelter	988
Housing	476
General Information/Organizational	314
General Medical Care	274
Counseling	226
Motel Vouchers	188
Household Items	154
Clothing	138
Training/Employment Services	134
Diapers	129
Legal Assistance	125
Transportation	118
Substance Abuse Services	108
Consumer Complaints/Assistance	106
Child Care	82
Dental Health	79
Baby Formula	62
Income Maintenance Programs	56
Parenting Education	52
Courts/Probation System	51
General Information	
Services/Mental Health Care	50
Law Enforcement	48

Skyforest	
General Information/Organizational	2
Child Care	1
Consumer Complaints/Assistance	1
Rent/Mortgage Payment Assistance	1

Twenty-Nine Palms	
Utility Bill Payment Assistance	65
Food	32
Rent/Mortgage Payment Assistance	27
Shelter	23
Housing	15
General Medical Care	9
Clothing	6
Transportation	6
Diapers	5
General Information/Organizational	5
Legal Assistance	5
Child Care	4
Training/Employment Services	4
Consumer Complaints/Assistance	3
Dental Health	3
Child Abuse	2
Income Maintenance Programs	2
Tax Assistance	2
Temporary Financial Aid	2
Tenant/Landlord Rights	2
Anger Management	1
Baby Formula	1
Bus Passes/Gas Vouchers	1
Counseling	1
Courts/Probation System	1
Unknown Area Calling From	
General Information/Organizational	2155
Utility Bill Payment Assistance	1262
Shelter	1165
Rent/Mortgage Payment Assistance	1016
Food	729
Housing	402
General Medical Care	314
Counseling	281
Motel Vouchers	201
Transportation	173
Legal Assistance	153
Diapers	126
Substance Abuse Services	112
Clothing	103
Donations	90
Child Care	87
Consumer Complaints/Assistance	71
Household Items	65
Training/Employment Services	61
Dental Health	60
Tax Assistance	60
Mental Health Care Facilities	55
General Information	
Services/Mental Health Care	52
Parenting Education	48
Courts/Probation System	43

Upland	
Shelter	315
Rent/Mortgage Payment Assistance	255
Utility Bill Payment Assistance	251
Food	158
General Information/Organizational	88
General Medical Care	84
Housing	82
Motel Vouchers	66
Counseling	48
Legal Assistance	35
Substance Abuse Services	34
Child Care	29
Dental Health	22
Sober Living	17
Transportation	15
Donations	14
Tax Assistance	14
Clothing	13
Parenting Education	13
Training/Employment Services	13
Household Items	12
Income Maintenance Programs	12
Diapers	11
General Information	
Services/Mental Health Care	11
Consumer Complaints/Assistance	10
Victorville	
Utility Bill Payment Assistance	2113
Rent/Mortgage Payment Assistance	823
Food	644
Shelter	456
General Information/Organizational	415
General Medical Care	258
Housing	246
Counseling	159
Transportation	129
Legal Assistance	111
Motel Vouchers	111
Training/Employment Services	87
Clothing	86
Dental Health	74
Diapers	65
Substance Abuse Services	58
Consumer Complaints/Assistance	55
Household Items	51
Donations	42
Income Maintenance Programs	38
Child Care	34
General Information	
Services/Mental Health Care	33
Mental Health Care Facilities	32
Tenant/Landlord Rights	32
Support Groups	28

Walk In	
Child Care	2
Consumer Complaints/Assistance	4
Diapers	1
Elder/Senior Services	11
Food	5
General Information/Organizational	9
Wrightwood	
Utility Bill Payment Assistance	6
Transportation	3
Food	2
General Information/Organizational	2
Labor Board/Fair Employment	2
Anger Management	1
Counseling	1
General Information	
Services/Mental Health Care	1
General Medical Care	1
Housing	1
Law Enforcement	1
Licenses and Certificates	1
Parenting Education	1
Paternity/Drug Testing	1
Support Groups	1
Support Groups	1
Training/Employment Services	1
Yermo	
Utility Bill Payment Assistance	6
Food	3
Substance Abuse Services	3
General Medical Care	2
Child Care	1
Counseling	1
Courts/Probation System	1
Environ. Protection/Maintenance	1
General Information/Organizational	1
Rent/Mortgage Payment Assistance	1
Transportation	1
Yucaipa	
Utility Bill Payment Assistance	98
Rent/Mortgage Payment Assistance	90
Shelter	68
Food	48
General Medical Care	39
General Information/Organizational	32
Housing	29

Counseling	27
Transportation	12
Clothing	11
Legal Assistance	11
Training/Employment Services	11
Dental Health	8
Environ. Protection/Maintenance	8
Motel Vouchers	8
Household Items	6
Bus Passes/Gas Vouchers	4
Medi-Cal/Medicare	4
Mental Health Care Facilities	4
Consumer Complaints/Assistance	3
Elder/Senior Services	3
Emergency Medical Care	3
General Information	
Services/Mental Health Care	3
Income Maintenance Programs	3
School Readiness Programs	3

Yucca Valley	
Utility Bill Payment Assistance	53
Rent/Mortgage Payment Assistance	41
Shelter	13
General Medical Care	9
Housing	9
General Information/Organizational	8
Food	7
Counseling	5
Income Maintenance Programs	4
Child Care	3
Diapers	3
Support Groups	3
Transportation	3
Bus Passes/Gas Vouchers	2
Clothing	2
Consumer Complaints/Assistance	2
Household Items	2
Legal Assistance	2
Medi-Cal/Medicare	2
Mental Health Care Facilities	2
Sober Living	2
Temporary Financial Aid	2
Tenant/Landlord Rights	2
Training/Employment Services	2
Dental Health	1