

2-1-1 San Bernardino County Statistical Update for April 2008



Monthly Reports

This month we expanded the view of needs expressed per cities/towns to include percentages per city and of the whole county for comparison. See the 13 pages of Needs per City. [All of the most recent 2-1-1 monthly reports can be found on www.ieuw.org/communitydata.htm.](http://www.ieuw.org/communitydata.htm)

2-1-1 San Bernardino County Advisory Committee meeting: May 30, 2008, 9am at Inland Empire United Way in Rancho Cucamonga.

2-1-1 Training

90-minute 2-1-1 Training sessions are currently scheduled for the end May and June.
Contact Nancy at 909-980-2857 x246 or nmaiden@ieuw.org.

Brief 2-1-1 Call Center and Data Highlights

Here is a comparison of the basic needs and general medical care requests expressed by callers from the 10 top cities. Percentages are shown for 10% and over.

	Clothing	Food	General Medical Care	Housing	Rent/Mortgage Payment Assistance	Shelter	Utility Bill Payment Assistance
Adelanto	2	8	2	4	17 (14%)	4	57 (48%)
Apple Valley	2	27 (10%)	5	11	41 (16%)	6	97 (38%)
Fontana	3	38 (13%)	16	17	36 (13%)	29	35 (12%)
Hesperia		31 (14%)	12	6	32 (14%)	11	77 (34%)
Ontario	4	19	11	20	35 (14%)	25 (10%)	45 (18%)
Rialto	1	24 (12%)	8	13	27 (14%)	17	31 (16%)
Rancho Cucamonga	0	13	8	11	18 (13%)	22 (16%)	9
Upland	0	10	5	5	23 (19%)	14 (11%)	13 (11%)
San Bernardino (City)	10	92	32	52	123 (14%)	90 (10%)	189 (21%)
Victorville	13	44	19	22	61 (11%)	30	236 (42%)

Rent/mortgage payment assistance requests are increasing and are high countywide. Additionally, the four High-Desert cities continue to experience tremendous need for utility payment assistance. It is important to note that at best, less than half of all callers seeking utility payment assistance succeed in obtaining it. Safety net resources are extremely low in San Bernardino County and demand is very high.

The city of Ontario is an important jurisdiction to monitor because of their decision to directly address the need for shelter and affordable housing. Although Utility/Rent/Mortgage Assistance requests have steadily increased under the pressure of foreclosures and economic meltdown, requests for shelter in Ontario have declined, even during the period after the Homeless Rest Area was reduced to city residents.

City Of Ontario

3rd Qtr 2007		4th Qtr 2007		1st Qtr 2008	
Food	97	Food	108	Food	87
Housing	43	Housing	42	Housing	40
Rent Assistance	100	Rent Assistance	77	Rent Assistance	88
Shelter	96	Shelter	101	Shelter	83
Utilities	106	Utilities	109	Utilities	134

Thanks to 2-1-1 funding partners:



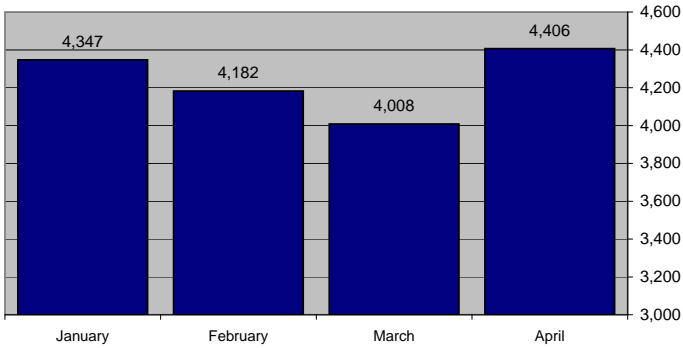
Other support from:



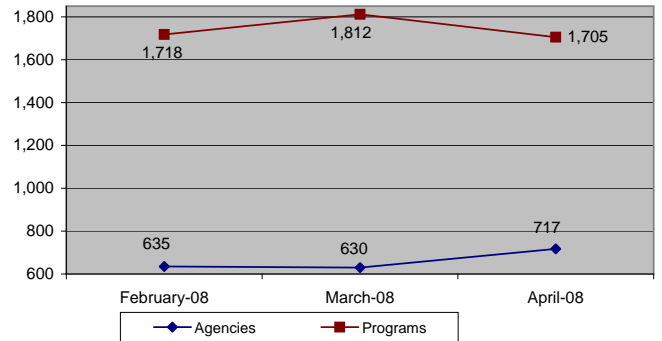
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April 2008 Data Analysis

Total number of documented calls



2-1-1 database totals



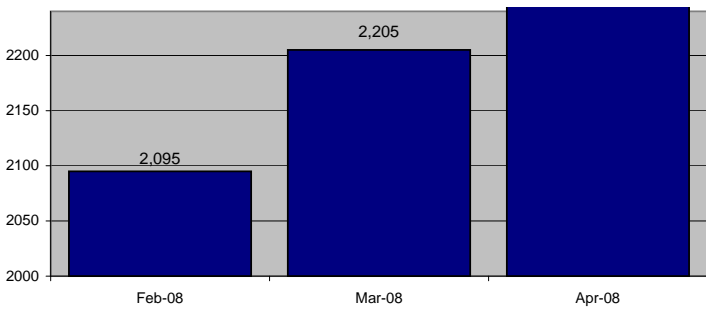
Total number of documented calls**

Month	Total number of documented calls**
April	4,406
March	4,008
February	4,182
January	4,347

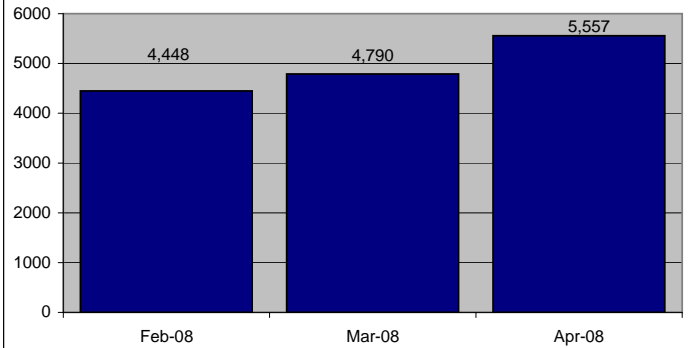
** No longer includes hangups, wrong numbers, internal, etc.

Agencies	Database totals	Programs
717	Apr-08	1,705
630	Mar-08	1,812
635	Feb-08	1,718

Total # of callers with children in the households



Total number of children involved



Call totals per # of children in household:

	Apr-08	Mar-08	Feb-08
0	2109	2196	2160
1	648	673	601
2	731	723	638
3	497	441	450
4	255	216	252
5	97	94	88
6	40	41	45
7	18	11	15
8	7	2	3
9	1	1	2
More than 9	2	3	1
Total	2296	2205	2095

Total Number of Children

Month	Total Number of Children
Apr-08	5557
Mar-08	4790
Feb-08	4448
Percentage of callers w/children	52%

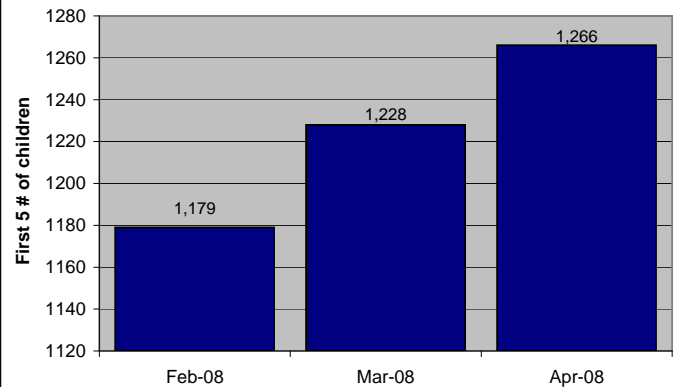
First 5 Calls

Total # First 5 Children represented	2023
Total number of calls this month	4406
Total # of First 5 Calls	1266
Percentage of F5 calls	29%

Call totals per # of children under 6:

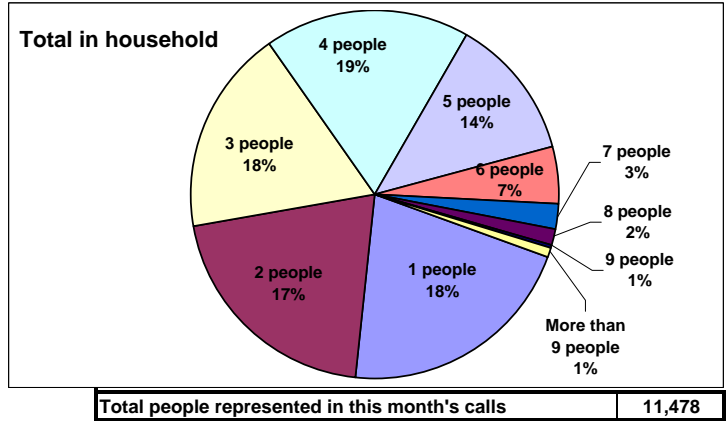
	Apr-08	Mar-08	Feb-08
0	3133	3172	3073
1	731	702	671
2	373	386	369
3	115	109	107
4	38	23	23
5	6	8	6
6	2	0	3
7	1	0	0
8	0	0	0
9	0	0	0
More than 9	0	0	0
Total F5 Calls	1266	1228	1179

Total number of children under 6

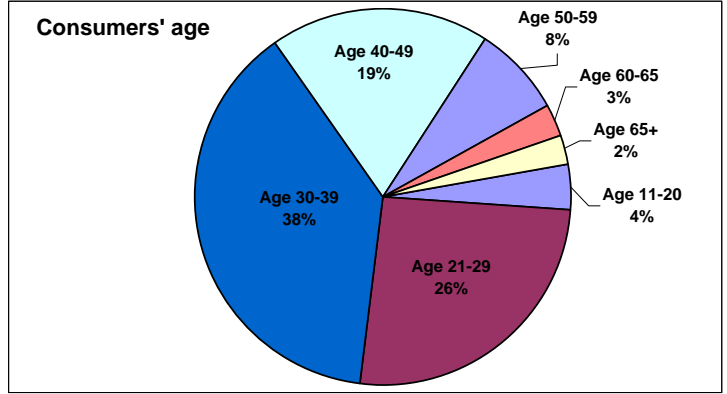


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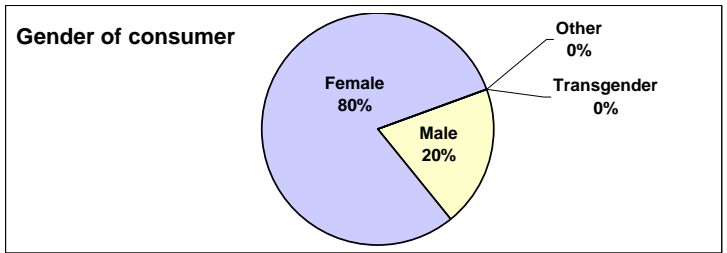
Total # in household:			
	Apr-08	Mar-08	Feb-08
Unknown	787	837	1166
1	768	786	725
2	736	691	590
3	660	618	648
4	648	578	577
5	455	383	433
6	177	203	217
7	86	76	127
8	47	53	49
9	11	15	14
9+	28	11	23
Total	3616	3414	3403



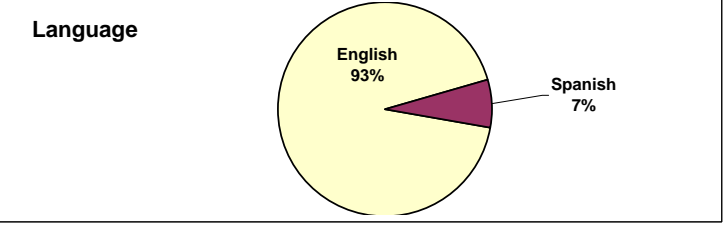
Consumer's age:			
	Apr-08	Mar-08	Feb-08
Age 0-3	6	6	2
Age 4-5	5	6	5
Age 6-10	18	12	18
Age 11-20	145	196	160
Age 21-29	959	875	708
Age 30-39	1417	1260	1111
Age 40-49	696	653	660
Age 50-59	290	347	379
Age 60-65	109	139	125
Age 65+	88	141	123
Total	3733	3635	3291



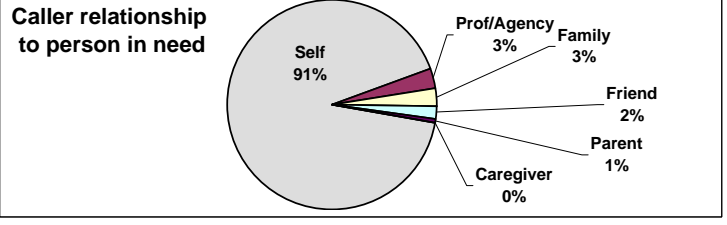
Gender			
	Apr-08	Mar-08	Feb-08
Male	867	922	929
Female	3521	3400	3246
Other	2	8	2
Transgender	0	1	0
Unknown	15	28	29
Total	4390	4331	4177



Language			
	Apr-08	Mar-08	Feb-08
English	4086	4061	3921
Spanish	318	340	333
Somali	1	0	0

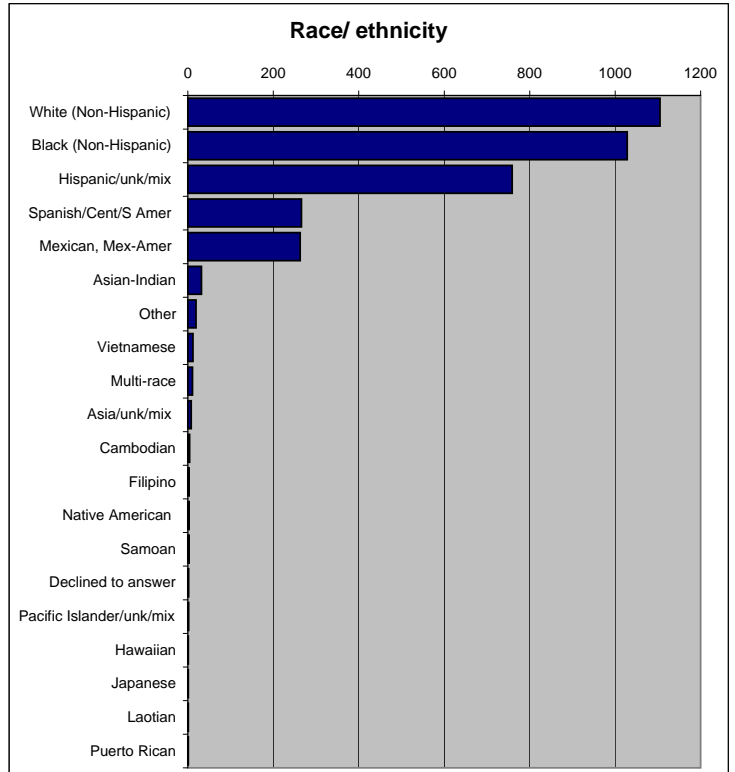


Caller relationship to person in need:			
	Apr-08	Mar-08	Feb-08
Self	4040	4013	3952
Prof/Agency	132	139	96
Family	120	115	103
Friend	84	89	63
Parent	24	38	30
Caregiver	5	7	11

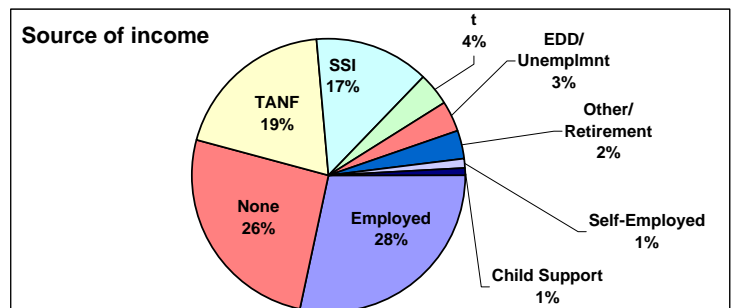


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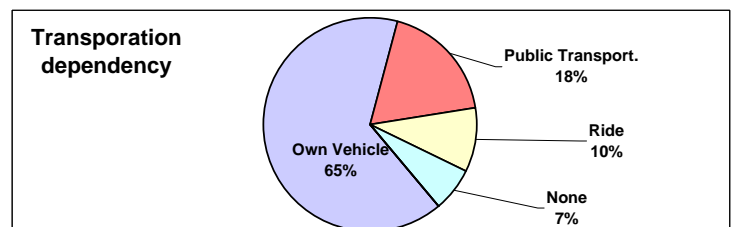
Race/ ethnicity			
	Apr-08	Mar-08	Feb-08
White (Non-Hispanic)	1105	1162	967
Black (Non-Hispanic)	1028	903	877
Hispanic/unk/mix	759	669	723
Spanish/Cent/S Amer	266	261	239
Mexican, Mex-Amer	263	248	295
Asian-Indian	32	16	15
Other	19	13	14
Vietnamese	12	13	11
Multi-race	11	13	5
Asia/unk/mix	8	7	4
Cambodian	4	6	6
Filipino	3	5	3
Native American	3	5	2
Samoan	3	4	7
Declined to answer	2	4	5
Pacific Islander/unk/mix	2	3	2
Hawaiian	1	2	2
Japanese	1	1	4
Laotian	1	1	3
Puerto Rican	1	1	1
Hawaiian	0	0	1
Cuban	0	0	0
Korean	0	0	0
Guamanian	0	0	0
Unknown	882	671	996
Total Known	3524	3337	3186



Source of income:			
	Apr-08	Mar-08	Feb-08
Employed	1028	983	920
None	938	853	883
TANF	703	646	607
SSI	492	617	549
Other/Retirement	140	104	71
Disability	132	166	210
EDD/Unemployment	119	83	86
Self-Employed	37	43	33
Child Support	34	32	28

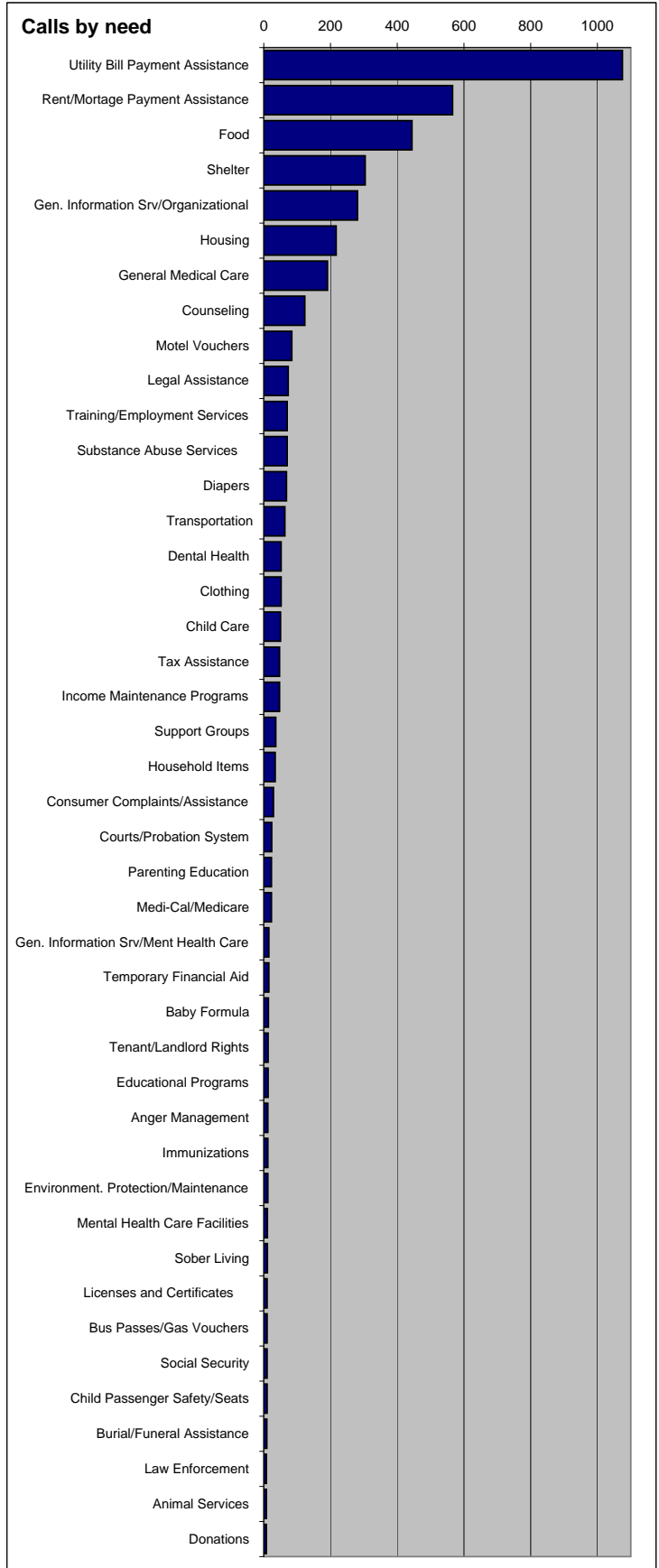


Transportation dependency:			
	Apr-08	Mar-08	Feb-08
Own Vehicle	2347	2208	2065
Public Transportation	653	644	607
Ride	346	390	374
None	240	256	274
Transportation Voucher	2	2	4
Taxi	0	1	0



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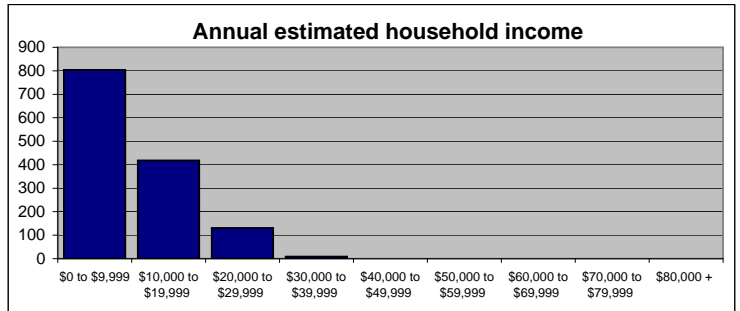
Calls by need:			
	Apr-08	Mar-08	Feb-08
Utility Bill Payment Assistance	1075	1022	1001
Rent/Mortgage Payment Assistance	566	431	403
Food	444	376	353
Shelter	304	298	295
Gen. Information Srv/Organizational	281	245	238
Housing	217	190	178
General Medical Care	191	178	158
Counseling	123	119	109
Motel Vouchers	84	75	66
Legal Assistance	73	77	66
Training/Employment Services	70	73	72
Substance Abuse Services	70	52	58
Diapers	68	41	28
Transportation	63	49	52
Dental Health	52	41	48
Clothing	52	26	30
Child Care	50	37	41
Tax Assistance	47	89	79
Income Maintenance Programs	47	39	26
Support Groups	36	46	39
Household Items	34	19	30
Consumer Complaints/Assistance	29	23	12
Courts/Probation System	24	13	18
Parenting Education	23	24	24
Medi-Cal/Medicare	23	18	34
Gen. Information Srv/Ment Health Care	15	16	16
Temporary Financial Aid	15	2	22
Baby Formula	14	12	6
Tenant/Landlord Rights	13	12	32
Educational Programs	13	10	23
Anger Management	12	24	22
Immunizations	12	13	15
Environment. Protection/Maintenance	12	10	17
Mental Health Care Facilities	11	20	8
Sober Living	11	8	17
Licenses and Certificates	10	7	3
Bus Passes/Gas Vouchers	10	6	5
Social Security	10	6	4
Child Passenger Safety/Seats	10	1	2
Burial/Funeral Assistance	9	6	6
Law Enforcement	8	20	12
Animal Services	8	10	12
Donations	8	9	10
Emergency Medical Care	7	6	8
Tutoring Services	6	4	9
Residential Drug Treatment	5	7	8
School Readiness Programs	5	4	6
Unemployment/EDD	4	5	5
Mentoring Programs	4	5	5
Volunteer Opportunities	4	5	5
Immigration/Citizenship	4	4	1
Paternity/Drug Testing	4	3	2
Child Abuse	3	5	1
Parks & Recreation Services	3	4	3
Adoption/Foster Care	3	3	4
Library Services	3	2	2
Domestic Violence	3	0	3
Credit Counseling	2	5	1
After School Programs	2	3	1
Developmental Assessment	2	0	1
Support Groups	2	0	0
Elder Abuse	1	1	4
Business License	1	1	0
Restraining Orders	1	0	2
Social Security	1	0	0
School District	1	0	0



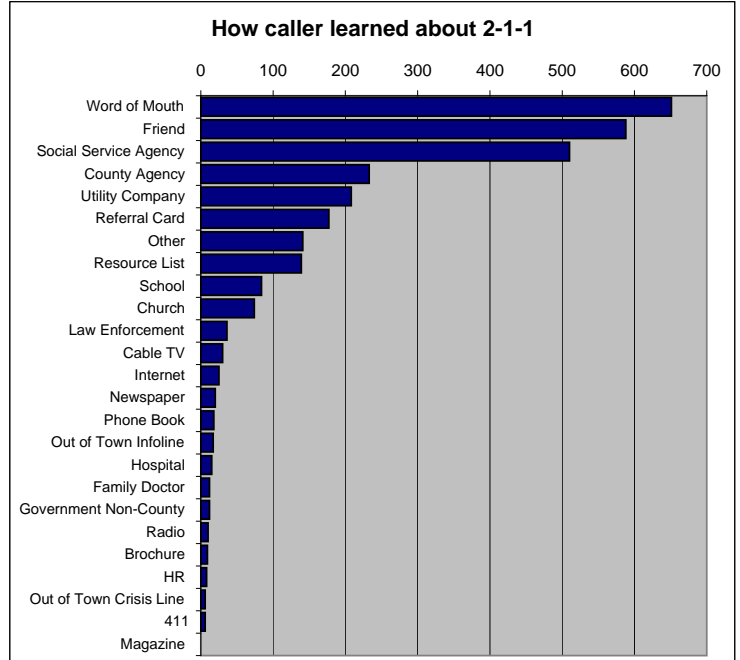
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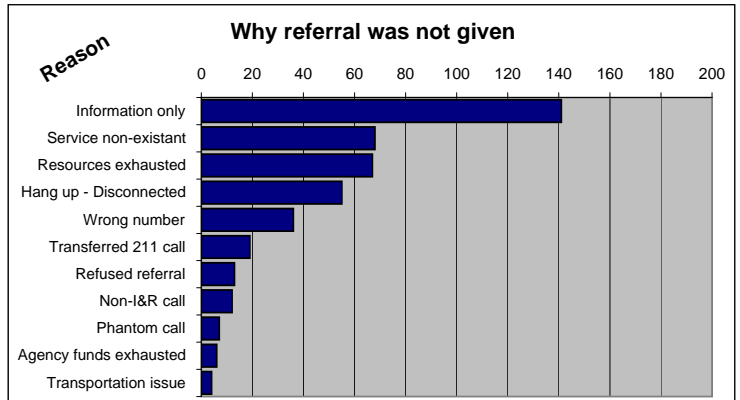
Annual estimated household income			
	Apr-08	Mar-08	Feb-08
Declined to state	3043	2906	2571
\$0 to \$9,999	804	780	985
\$10,000 to \$19,999	418	481	491
\$20,000 to \$29,999	131	195	167
\$30,000 to \$39,999	9	34	31
\$40,000 to \$49,999	0	5	9
\$50,000 to \$59,999	0	0	1
\$60,000 to \$69,999	0	0	0
\$70,000 to \$79,999	0	0	0
\$80,000 +	0	0	0



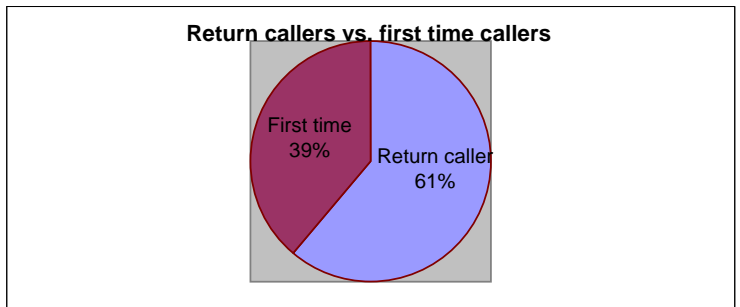
How caller learned about 2-1-1			
	Apr-08	Mar-08	Feb-08
Word of Mouth	651	606	558
Friend	588	416	428
Social Service Agency	510	639	565
County Agency	233	166	198
Utility Company	208	266	202
Referral Card	177	242	232
Other	141	103	135
Resource List	139	130	135
School	84	72	95
Church	74	55	58
Law Enforcement	36	39	39
Cable TV	30	43	31
Internet	25	33	23
Newspaper	20	33	55
Phone Book	18	22	15
Out of Town Infoline	17	12	20
Hospital	15	15	12
Family Doctor	12	7	8
Government Non-County	12	6	5
Radio	10	15	13
Brochure	9	6	4
HR	8	4	5
Out of Town Crisis Line	6	4	1
411	6	2	7
Magazine	0	2	0



Why referral not given			
Reason	Apr-08	Mar-08	Feb-08
Information only	141	194	191
Service non-existent	68	50	46
Resources exhausted	67	71	66
Hang up - Disconnected	55	76	69
Wrong number	36	63	49
Transferred 211 call	19	10	13
Refused referral	13	12	15
Non-I&R call	12	5	3
Phantom call	7	10	11
Agency funds exhausted	6	14	12
Transportation issue	4	1	2
Returned call	2	0	0



Return callers vs. first time callers			
	Apr-08	Mar-08	Feb-08
Return caller	2686	2599	2296
First time caller	1718	1802	1959



Callers affected by October 07 fires			
	Apr-08	Mar-08	Feb-08
Was not affected	4396	4398	4249

Needs Per City - April 2008

City/Town	Need	Total	% of City Needs	% of Total
Adelanto	Child Passenger Safety/Seats	1	1%	0.03%
	Baby Formula	1	1%	0.03%
	Child Care	2	2%	0.05%
	Clothing	2	2%	0.05%
	Counseling	2	2%	0.05%
	Courts/Probation System	1	1%	0.03%
	Dental Health	3	3%	0.08%
	Diapers	2	2%	0.05%
	Educational Programs	1	1%	0.03%
	Emergency Medical Care	1	1%	0.03%
	Food	8	7%	0.21%
	General Information Services/Organizational	3	3%	0.08%
	General Medical Care	2	2%	0.05%
	Household Items	2	2%	0.05%
	Housing	4	3%	0.10%
	Income Maintenance Programs	1	1%	0.03%
	Legal Assistance	2	2%	0.05%
	Rent/Mortgage Payment Assistance	17	14%	0.44%
	Shelter	4	3%	0.10%
	Substance Abuse Services	1	1%	0.03%
	Training/Employment Services	1	1%	0.03%
Utility Bill Payment Assistance	57	48%	1.47%	
Adelanto Total		118		3.03%
Alta Loma	Housing	1	50%	0.03%
	Legal Assistance	1	50%	0.03%
Alta Loma Total		2		0.05%
Apple Valley	Burial/Funeral Assistance	1	0%	0.03%
	Clothing	2	1%	0.05%
	Consumer Complaints/Assistance	1	0%	0.03%
	Counseling	8	3%	0.21%
	Courts/Probation System	3	1%	0.08%
	Dental Health	1	0%	0.03%
	Donations	2	1%	0.05%
	Educational Programs	1	0%	0.03%
	Environmental Protection/Maintenance	3	1%	0.08%
	Food	27	10%	0.69%
	General Information Services/Organizational	10	4%	0.26%
	General Medical Care	5	2%	0.13%
	Household Items	2	1%	0.05%
	Housing	11	4%	0.28%
	Immunizations	1	0%	0.03%
	Income Maintenance Programs	3	1%	0.08%
	Legal Assistance	5	2%	0.13%
	Library Services	1	0%	0.03%
	Medi-Cal/Medicare	1	0%	0.03%
	Mental Health Care Facilities	2	1%	0.05%
	Motel Vouchers	3	1%	0.08%
	Rent/Mortgage Payment Assistance	41	16%	1.05%
	Residential Drug Treatment	1	0%	0.03%
	School Readiness Programs	1	0%	0.03%
	Shelter	6	2%	0.15%
Social Security	3	1%	0.08%	
Substance Abuse Services	4	2%	0.10%	

Needs Per City - April 2008

	Support Groups	2	1%	0.05%
	Tax Assistance	1	0%	0.03%
	Tenant/Landlord Rights	2	1%	0.05%
	Training/Employment Services	3	1%	0.08%
	Transportation	4	2%	0.10%
	Utility Bill Payment Assistance	97	38%	2.49%
Apple Valley Total		258		6.63%
Barstow	Burial/Funeral Assistance	1	1%	0.03%
	Clothing	5	7%	0.13%
	Consumer Complaints/Assistance	2	3%	0.05%
	Counseling	3	4%	0.08%
	Courts/Probation System	1	1%	0.03%
	Diapers	1	1%	0.03%
	Educational Programs	1	1%	0.03%
	Food	5	7%	0.13%
	General Information Services/Organizational	4	5%	0.10%
	General Medical Care	4	5%	0.10%
	Housing	2	3%	0.05%
	Income Maintenance Programs	1	1%	0.03%
	Legal Assistance	1	1%	0.03%
	Rent/Mortgage Payment Assistance	5	7%	0.13%
	School Readiness Programs	1	1%	0.03%
	Shelter	2	3%	0.05%
	Social Security	1	1%	0.03%
	Substance Abuse Services	3	4%	0.08%
	Temporary Financial Aid	1	1%	0.03%
	Tenant/Landlord Rights	1	1%	0.03%
Transportation	1	1%	0.03%	
Utility Bill Payment Assistance	30	39%	0.77%	
Barstow Total		76		1.95%
Big Bear Lake	General Information Services/Organizational	2	13%	0.05%
	Rent/Mortgage Payment Assistance	4	27%	0.10%
	Substance Abuse Services	1	7%	0.03%
	Utility Bill Payment Assistance	8	53%	0.21%
Big Bear Lake Total		15		0.39%
Bloomington	General Medical Care	1	20%	0.03%
	Housing	3	60%	0.08%
	Utility Bill Payment Assistance	1	20%	0.03%
Bloomington Total		5		0.13%
Chino	Child Care	1	1%	0.03%
	Clothing	1	1%	0.03%
	Counseling	3	4%	0.08%
	Developmental Assessment	1	1%	0.03%
	Domestic Violence	2	3%	0.05%
	Food	9	13%	0.23%
	General Information Services/Organizational	3	4%	0.08%
	General Medical Care	5	7%	0.13%
	Household Items	1	1%	0.03%
	Housing	4	6%	0.10%
	Legal Assistance	2	3%	0.05%
	Medi-Cal/Medicare	1	1%	0.03%
	Mental Health Care Facilities	1	1%	0.03%
	Motel Vouchers	1	1%	0.03%
	Rent/Mortgage Payment Assistance	9	13%	0.23%

Needs Per City - April 2008

	Shelter	6	9%	0.15%
	Sober Living	2	3%	0.05%
	Substance Abuse Services	2	3%	0.05%
	Tax Assistance	4	6%	0.10%
	Temporary Financial Aid	1	1%	0.03%
	Tenant/Landlord Rights	1	1%	0.03%
	Training/Employment Services	2	3%	0.05%
	Utility Bill Payment Assistance	3	4%	0.08%
	Volunteer Opportunities	2	3%	0.05%
Chino Total		67	1.72%	
Chino Hills	Child Care	2	11%	0.05%
	Counseling	4	21%	0.10%
	Food	1	5%	0.03%
	General Information Services/Organizational	1	5%	0.03%
	General Medical Care	2	11%	0.05%
	Immunizations	1	5%	0.03%
	Shelter	3	16%	0.08%
	Support Groups	2	11%	0.05%
	Temporary Financial Aid	1	5%	0.03%
	Utility Bill Payment Assistance	2	11%	0.05%
Chino Hills Total		19	0.49%	
Colton	Animal Services	1	1%	0.03%
	Child Care	3	3%	0.08%
	Clothing	1	1%	0.03%
	Counseling	4	4%	0.10%
	Courts/Probation System	1	1%	0.03%
	Dental Health	1	1%	0.03%
	Diapers	1	1%	0.03%
	Environmental Protection/Maintenance	1	1%	0.03%
	Food	20	19%	0.51%
	General Information Services/Organizational	7	6%	0.18%
	General Medical Care	6	6%	0.15%
	Household Items	2	2%	0.05%
	Housing	3	3%	0.08%
	Immunizations	1	1%	0.03%
	Income Maintenance Programs	1	1%	0.03%
	Legal Assistance	6	6%	0.15%
	Mental Health Care Facilities	1	1%	0.03%
	Motel Vouchers	1	1%	0.03%
	Rent/Mortgage Payment Assistance	5	5%	0.13%
	Shelter	7	6%	0.18%
	Substance Abuse Services	4	4%	0.10%
	Tax Assistance	2	2%	0.05%
	Training/Employment Services	2	2%	0.05%
	Transportation	4	4%	0.10%
Utility Bill Payment Assistance	23	21%	0.59%	
Colton Total		108	2.78%	
Crestline	Counseling	1	7%	0.03%
	Dental Health	1	7%	0.03%
	General Information Services/Organizational	1	7%	0.03%
	Legal Assistance	1	7%	0.03%
	Rent/Mortgage Payment Assistance	4	29%	0.10%
	Training/Employment Services	1	7%	0.03%
	Utility Bill Payment Assistance	5	36%	0.13%

Needs Per City - April 2008

Crestline Total		14		0.36%
Daggett	Child Abuse	1	100%	0.03%
Daggett Total		1		0.03%
Fontana	Anger Management	1	0%	0.03%
	Animal Services	2	1%	0.05%
	Baby Formula	2	1%	0.05%
	Burial/Funeral Assistance	1	0%	0.03%
	Bus Passes/Gas Vouchers	1	0%	0.03%
	Child Care	6	2%	0.15%
	Clothing	3	1%	0.08%
	Consumer Complaints/Assistance	3	1%	0.08%
	Counseling	8	3%	0.21%
	Courts/Probation System	1	0%	0.03%
	Dental Health	3	1%	0.08%
	Diapers	4	1%	0.10%
	Educational Programs	2	1%	0.05%
	Emergency Medical Care	1	0%	0.03%
	Food	38	13%	0.98%
	General Information Services/Organizational	18	6%	0.46%
	General Medical Care	16	6%	0.41%
	Household Items	2	1%	0.05%
	Housing	17	6%	0.44%
	Immigration/Citizenship	1	0%	0.03%
	Immunizations	1	0%	0.03%
	Income Maintenance Programs	5	2%	0.13%
	Law Enforcement	2	1%	0.05%
	Legal Assistance	7	2%	0.18%
	Licenses and Certificates	1	0%	0.03%
	Medi-Cal/Medicare	1	0%	0.03%
	Mental Health Care Facilities	1	0%	0.03%
	Motel Vouchers	5	2%	0.13%
	Parenting Education	2	1%	0.05%
	Parks & Recreation Services	1	0%	0.03%
	Paternity/Drug Testing	1	0%	0.03%
	Rent/Mortgage Payment Assistance	36	13%	0.93%
	Shelter	29	10%	0.75%
Sober Living	3	1%	0.08%	
Social Security	1	0%	0.03%	
Substance Abuse Services	3	1%	0.08%	
Support Groups	3	1%	0.08%	
Tax Assistance	2	1%	0.05%	
Temporary Financial Aid	2	1%	0.05%	
Tenant/Landlord Rights	1	0%	0.03%	
Training/Employment Services	6	2%	0.15%	
Transportation	4	1%	0.10%	
Tutoring Services	1	0%	0.03%	
Utility Bill Payment Assistance	35	12%	0.90%	
Volunteer Opportunities	1	0%	0.03%	
Fontana Total		284		7.30%
Grand Terrace	Food	2	18%	0.05%
	General Information Services/Organizational	1	9%	0.03%
	Housing	1	9%	0.03%
	Legal Assistance	1	9%	0.03%
	Support Groups	1	9%	0.03%
	Tax Assistance	1	9%	0.03%

Needs Per City - April 2008

	Training/Employment Services	2	18%	0.05%
	Utility Bill Payment Assistance	2	18%	0.05%
Grand Terrace Total		11		0.28%
Helendale	Food	1	33%	0.03%
	General Medical Care	1	33%	0.03%
	Utility Bill Payment Assistance	1	33%	0.03%
Helendale Total		3		0.08%
Hesperia	Child Care	2	1%	0.05%
	Consumer Complaints/Assistance	1	0%	0.03%
	Counseling	6	3%	0.15%
	Courts/Probation System	1	0%	0.03%
	Dental Health	2	1%	0.05%
	Diapers	9	4%	0.23%
	Food	31	14%	0.80%
	General Information Services/Mental Health Care	1	0%	0.03%
	General Information Services/Organizational	11	5%	0.28%
	General Medical Care	12	5%	0.31%
	Household Items	2	1%	0.05%
	Housing	6	3%	0.15%
	Income Maintenance Programs	4	2%	0.10%
	Legal Assistance	4	2%	0.10%
	Licenses and Certificates	1	0%	0.03%
	Medi-Cal/Medicare	1	0%	0.03%
	Mental Health Care Facilities	1	0%	0.03%
	Motel Vouchers	1	0%	0.03%
	Parenting Education	1	0%	0.03%
	Parks & Recreation Services	1	0%	0.03%
	Rent/Mortgage Payment Assistance	32	14%	0.82%
	Shelter	11	5%	0.28%
	Sober Living	1	0%	0.03%
	Substance Abuse Services	1	0%	0.03%
	Support Groups	1	0%	0.03%
	Tax Assistance	3	1%	0.08%
	Training/Employment Services	3	1%	0.08%
	Transportation	1	0%	0.03%
Utility Bill Payment Assistance	77	34%	1.98%	
Hesperia Total		228		5.86%
Highland	Animal Services	1	2%	0.03%
	Child Care	1	2%	0.03%
	Child Passenger Safety/Seats	1	2%	0.03%
	Clothing	2	3%	0.05%
	Counseling	1	2%	0.03%
	Diapers	1	2%	0.03%
	Emergency Medical Care	1	2%	0.03%
	Food	10	16%	0.26%
	General Information Services/Mental Health Care	2	3%	0.05%
	General Information Services/Organizational	3	5%	0.08%
	General Medical Care	4	6%	0.10%
	Household Items	2	3%	0.05%
	Housing	4	6%	0.10%
	Income Maintenance Programs	2	3%	0.05%
	Licenses and Certificates	1	2%	0.03%
	Motel Vouchers	1	2%	0.03%
	Rent/Mortgage Payment Assistance	8	13%	0.21%
	Shelter	3	5%	0.08%

Needs Per City - April 2008

	Support Groups	1	2%	0.03%
	Transportation	1	2%	0.03%
	Utility Bill Payment Assistance	12	19%	0.31%
Highland Total		62		1.59%
JoshuaTree	Dental Health	1	25%	0.03%
	Rent/Mortgage Payment Assistance	1	25%	0.03%
	Transportation	1	25%	0.03%
	Tutoring Services	1	25%	0.03%
JoshuaTree Total		4		0.10%
Lake Arrowhead	Food	1	20%	0.03%
	General Medical Care	1	20%	0.03%
	Parenting Education	1	20%	0.03%
	Rent/Mortgage Payment Assistance	1	20%	0.03%
	Utility Bill Payment Assistance	1	20%	0.03%
Lake Arrowhead Total		5		0.13%
Loma Linda	Business License	1	5%	0.03%
	Clothing	2	9%	0.05%
	Counseling	1	5%	0.03%
	Food	2	9%	0.05%
	General Information Services/Organizational	2	9%	0.05%
	General Medical Care	1	5%	0.03%
	Motel Vouchers	1	5%	0.03%
	Rent/Mortgage Payment Assistance	3	14%	0.08%
	Shelter	3	14%	0.08%
	Support Groups	1	5%	0.03%
	Tax Assistance	1	5%	0.03%
	Training/Employment Services	1	5%	0.03%
	Utility Bill Payment Assistance	3	14%	0.08%
	Loma Linda Total		22	
Lucerne Valley	Food	1	9%	0.03%
	General Medical Care	3	27%	0.08%
	Rent/Mortgage Payment Assistance	1	9%	0.03%
	Sober Living	1	9%	0.03%
	Substance Abuse Services	1	9%	0.03%
	Transportation	1	9%	0.03%
	Utility Bill Payment Assistance	3	27%	0.08%
Lucerne Valley Total		11		0.28%
Montclair	Animal Services	1	2%	0.03%
	Child Care	1	2%	0.03%
	Consumer Complaints/Assistance	1	2%	0.03%
	Counseling	5	12%	0.13%
	Food	5	12%	0.13%
	General Information Services/Organizational	3	7%	0.08%
	Housing	1	2%	0.03%
	Immigration/Citizenship	1	2%	0.03%
	Motel Vouchers	1	2%	0.03%
	Rent/Mortgage Payment Assistance	6	14%	0.15%
	Shelter	3	7%	0.08%
	Substance Abuse Services	1	2%	0.03%
	Support Groups	1	2%	0.03%
	Tax Assistance	3	7%	0.08%
	Transportation	1	2%	0.03%
Utility Bill Payment Assistance	8	19%	0.21%	

Needs Per City - April 2008

Montclair Total		42	1.08%	
Mountains	Bus Passes/Gas Vouchers	1	25%	0.03%
	Household Items	1	25%	0.03%
	Substance Abuse Services	1	25%	0.03%
	Tenant/Landlord Rights	1	25%	0.03%
Mountains Total		4	0.10%	
Needles	General Information Services/Organizational	1	50%	0.03%
	Utility Bill Payment Assistance	1	50%	0.03%
Needles Total		2	0.05%	
Ontario	Bus Passes/Gas Vouchers	1	0%	0.03%
	Child Care	4	2%	0.10%
	Child Passenger Safety/Seats	2	1%	0.05%
	Clothing	4	2%	0.10%
	Counseling	11	4%	0.28%
	Courts/Probation System	1	0%	0.03%
	Dental Health	3	1%	0.08%
	Diapers	3	1%	0.08%
	Educational Programs	1	0%	0.03%
	Emergency Medical Care	1	0%	0.03%
	Environmental Protection/Maintenance	1	0%	0.03%
	Food	19	7%	0.49%
	General Information Services/Mental Health Care	1	0%	0.03%
	General Information Services/Organizational	11	4%	0.28%
	General Medical Care	11	4%	0.28%
	Household Items	3	1%	0.08%
	Housing	20	8%	0.51%
	Immunizations	1	0%	0.03%
	Income Maintenance Programs	3	1%	0.08%
	Legal Assistance	3	1%	0.08%
	Licenses and Certificates	1	0%	0.03%
	Medi-Cal/Medicare	3	1%	0.08%
	Motel Vouchers	20	8%	0.51%
	Parenting Education	2	1%	0.05%
	Rent/Mortgage Payment Assistance	35	14%	0.90%
	Shelter	25	10%	0.64%
	Substance Abuse Services	7	3%	0.18%
	Support Groups	1	0%	0.03%
	Tax Assistance	2	1%	0.05%
	Temporary Financial Aid	1	0%	0.03%
	Tenant/Landlord Rights	1	0%	0.03%
Training/Employment Services	5	2%	0.13%	
Transportation	5	2%	0.13%	
Utility Bill Payment Assistance	45	18%	1.16%	
Ontario Total		257	6.61%	
Outside County	Anger Management	2	1%	0.05%
	Baby Formula	2	1%	0.05%
	Child Care	2	1%	0.05%
	Child Passenger Safety/Seats	1	1%	0.03%
	Consumer Complaints/Assistance	2	1%	0.05%
	Counseling	3	2%	0.08%
	Courts/Probation System	2	1%	0.05%
	Dental Health	3	2%	0.08%
	Donations	1	1%	0.03%
	Emergency Medical Care	2	1%	0.05%

Needs Per City - April 2008

	Food	11	6%	0.28%
	General Information Services/Mental Health Care	2	1%	0.05%
	General Information Services/Organizational	65	37%	1.67%
	General Medical Care	8	5%	0.21%
	Housing	8	5%	0.21%
	Immigration/Citizenship	1	1%	0.03%
	Immunizations	1	1%	0.03%
	Income Maintenance Programs	2	1%	0.05%
	Legal Assistance	6	3%	0.15%
	Licenses and Certificates	1	1%	0.03%
	Medi-Cal/Medicare	4	2%	0.10%
	Mental Health Care Facilities	1	1%	0.03%
	Motel Vouchers	3	2%	0.08%
	Parenting Education	1	1%	0.03%
	Rent/Mortgage Payment Assistance	10	6%	0.26%
	Residential Drug Treatment	1	1%	0.03%
	Shelter	14	8%	0.36%
	Sober Living	1	1%	0.03%
	Substance Abuse Services	2	1%	0.05%
	Tax Assistance	4	2%	0.10%
	Training/Employment Services	3	2%	0.08%
	Transportation	1	1%	0.03%
	Unemployment/State Disability	1	1%	0.03%
	Utility Bill Payment Assistance	3	2%	0.08%
	Volunteer Opportunities	1	1%	0.03%
Outside County Total		175	4.50%	
Phelan	Diapers	1	20%	0.03%
	Food	2	40%	0.05%
	Utility Bill Payment Assistance	2	40%	0.05%
Phelan Total		5	0.13%	
Pinon Hills	Tax Assistance	1	100%	0.03%
Pinon Hills Total		1	0.03%	
Pomona (City)	Consumer Complaints/Assistance	1	20%	0.03%
	General Medical Care	1	20%	0.03%
	Motel Vouchers	1	20%	0.03%
	Shelter	1	20%	0.03%
	Tax Assistance	1	20%	0.03%
Pomona (City) Total		5	0.13%	
Rancho Cucamonga	Child Care	1	1%	0.03%
	Counseling	4	3%	0.10%
	Courts/Probation System	1	1%	0.03%
	Dental Health	1	1%	0.03%
	Diapers	2	1%	0.05%
	Donations	1	1%	0.03%
	Educational Programs	1	1%	0.03%
	Environmental Protection/Maintenance	1	1%	0.03%
	Food	13	9%	0.33%
	General Information Services/Mental Health Care	2	1%	0.05%
	General Information Services/Organizational	9	7%	0.23%
	General Medical Care	8	6%	0.21%
	Household Items	3	2%	0.08%
	Housing	11	8%	0.28%
	Immunizations	1	1%	0.03%
	Income Maintenance Programs	2	1%	0.05%

Needs Per City - April 2008

	Legal Assistance	6	4%	0.15%
	Medi-Cal/Medicare	1	1%	0.03%
	Motel Vouchers	4	3%	0.10%
	Rent/Mortgage Payment Assistance	18	13%	0.46%
	Residential Drug Treatment	1	1%	0.03%
	School Readiness Programs	1	1%	0.03%
	Shelter	22	16%	0.57%
	Substance Abuse Services	2	1%	0.05%
	Support Groups	2	1%	0.05%
	Tax Assistance	3	2%	0.08%
	Tenant/Landlord Rights	1	1%	0.03%
	Training/Employment Services	4	3%	0.10%
	Transportation	1	1%	0.03%
	Unemployment/State Disability	1	1%	0.03%
	Utility Bill Payment Assistance	9	7%	0.23%
Rancho Cucamonga Total		137		3.52%
Redlands	After School Programs	1	1%	0.03%
	Anger Management	1	1%	0.03%
	Baby Formula	1	1%	0.03%
	Child Care	1	1%	0.03%
	Clothing	2	3%	0.05%
	Counseling	2	3%	0.05%
	Dental Health	2	3%	0.05%
	Diapers	2	3%	0.05%
	Food	3	4%	0.08%
	General Information Services/Mental Health Care	1	1%	0.03%
	General Information Services/Organizational	6	9%	0.15%
	General Medical Care	5	7%	0.13%
	Housing	5	7%	0.13%
	Income Maintenance Programs	1	1%	0.03%
	Motel Vouchers	3	4%	0.08%
	Parenting Education	1	1%	0.03%
	Rent/Mortgage Payment Assistance	7	10%	0.18%
	Shelter	1	1%	0.03%
	Temporary Financial Aid	2	3%	0.05%
	Training/Employment Services	3	4%	0.08%
Transportation	1	1%	0.03%	
Tutoring Services	1	1%	0.03%	
Utility Bill Payment Assistance	17	25%	0.44%	
Redlands Total		69		1.77%
Rialto	Anger Management	1	1%	0.03%
	Baby Formula	2	1%	0.05%
	Burial/Funeral Assistance	1	1%	0.03%
	Child Abuse	1	1%	0.03%
	Child Care	2	1%	0.05%
	Child Passenger Safety/Seats	2	1%	0.05%
	Clothing	1	1%	0.03%
	Counseling	6	3%	0.15%
	Courts/Probation System	1	1%	0.03%
	Credit Counseling	1	1%	0.03%
	Dental Health	4	2%	0.10%
	Diapers	6	3%	0.15%
	Donations	1	1%	0.03%
	Environmental Protection/Maintenance	1	1%	0.03%
	Food	24	12%	0.62%
	General Information Services/Mental Health Care	1	1%	0.03%

Needs Per City - April 2008

	General Information Services/Organizational	7	4%	0.18%
	General Medical Care	8	4%	0.21%
	Housing	13	7%	0.33%
	Income Maintenance Programs	3	2%	0.08%
	Licenses and Certificates	2	1%	0.05%
	Medi-Cal/Medicare	1	1%	0.03%
	Motel Vouchers	5	3%	0.13%
	Rent/Mortgage Payment Assistance	27	14%	0.69%
	Restraining Orders	1	1%	0.03%
	Shelter	17	9%	0.44%
	Sober Living	1	1%	0.03%
	Social Security	2	1%	0.05%
	Substance Abuse Services	4	2%	0.10%
	Support Groups	5	3%	0.13%
	Tax Assistance	1	1%	0.03%
	Temporary Financial Aid	1	1%	0.03%
	Training/Employment Services	5	3%	0.13%
	Transportation	9	5%	0.23%
	Tutoring Services	1	1%	0.03%
	Utility Bill Payment Assistance	31	16%	0.80%
Rialto Total		199		5.12%
Running Springs	Animal Services	1	20%	0.03%
	Food	1	20%	0.03%
	Utility Bill Payment Assistance	3	60%	0.08%
Running Springs Total		5		0.13%
San Bernardino (City)	Adoption/Foster Care	1	0%	0.03%
	Anger Management	4	0%	0.10%
	Animal Services	1	0%	0.03%
	Baby Formula	5	1%	0.13%
	Burial/Funeral Assistance	3	0%	0.08%
	Bus Passes/Gas Vouchers	6	1%	0.15%
	Child Abuse	1	0%	0.03%
	Child Care	9	1%	0.23%
	Child Passenger Safety/Seats	1	0%	0.03%
	Clothing	10	1%	0.26%
	Consumer Complaints/Assistance	6	1%	0.15%
	Counseling	21	2%	0.54%
	Courts/Probation System	7	1%	0.18%
	Credit Counseling	1	0%	0.03%
	Dental Health	8	1%	0.21%
	Diapers	21	2%	0.54%
	Donations	1	0%	0.03%
	Educational Programs	4	0%	0.10%
	Elder Abuse	1	0%	0.03%
	Emergency Medical Care	1	0%	0.03%
	Environmental Protection/Maintenance	2	0%	0.05%
	Food	92	10%	2.37%
	General Information Services/Mental Health Care	3	0%	0.08%
	General Information Services/Organizational	60	7%	1.54%
	General Medical Care	32	4%	0.82%
	Household Items	9	1%	0.23%
	Housing	52	6%	1.34%
	Immigration/Citizenship	1	0%	0.03%
	Immunizations	2	0%	0.05%
	Income Maintenance Programs	11	1%	0.28%
	Law Enforcement	4	0%	0.10%

Needs Per City - April 2008

	Legal Assistance	14	2%	0.36%
	Library Services	1	0%	0.03%
	Licenses and Certificates	1	0%	0.03%
	Medi-Cal/Medicare	3	0%	0.08%
	Mental Health Care Facilities	1	0%	0.03%
	Mentoring Programs	1	0%	0.03%
	Motel Vouchers	13	1%	0.33%
	Parenting Education	9	1%	0.23%
	Parks & Recreation Services	1	0%	0.03%
	Paternity/Drug Testing	1	0%	0.03%
	Rent/Mortgage Payment Assistance	123	14%	3.16%
	Residential Drug Treatment	1	0%	0.03%
	School District	1	0%	0.03%
	School Readiness Programs	1	0%	0.03%
	Shelter	90	10%	2.31%
	Social Security	1	0%	0.03%
	Substance Abuse Services	16	2%	0.41%
	Support Groups	1	0%	0.03%
	Support Groups	6	1%	0.15%
	Tax Assistance	8	1%	0.21%
	Temporary Financial Aid	4	0%	0.10%
	Tenant/Landlord Rights	2	0%	0.05%
	Training/Employment Services	9	1%	0.23%
	Transportation	14	2%	0.36%
	Tutoring Services	1	0%	0.03%
	Unemployment/State Disability	2	0%	0.05%
	Utility Bill Payment Assistance	189	21%	4.86%
San Bernardino (City) Total		894	22.98%	
Twentynine Palms	Bus Passes/Gas Vouchers	1	4%	0.03%
	Clothing	1	4%	0.03%
	Counseling	1	4%	0.03%
	Courts/Probation System	1	4%	0.03%
	Dental Health	1	4%	0.03%
	Food	3	11%	0.08%
	General Medical Care	3	11%	0.08%
	Housing	2	7%	0.05%
	Licenses and Certificates	1	4%	0.03%
	Mentoring Programs	1	4%	0.03%
	Motel Vouchers	1	4%	0.03%
	Rent/Mortgage Payment Assistance	3	11%	0.08%
	Shelter	2	7%	0.05%
	Transportation	1	4%	0.03%
	Utility Bill Payment Assistance	5	19%	0.13%
Twentynine Palms Total		27	0.69%	
Unknown	Rent/Mortgage Payment Assistance	2	67%	0.05%
	Shelter	1	33%	0.03%
Unknown Total		3	0.08%	
Upland	Anger Management	1	1%	0.03%
	Child Care	4	3%	0.10%
	Consumer Complaints/Assistance	2	2%	0.05%
	Counseling	3	2%	0.08%
	Dental Health	1	1%	0.03%
	Diapers	4	3%	0.10%
	Donations	1	1%	0.03%
	Food	10	8%	0.26%

Needs Per City - April 2008

	General Information Services/Mental Health Care	1	1%	0.03%
	General Information Services/Organizational	6	5%	0.15%
	General Medical Care	5	4%	0.13%
	Housing	5	4%	0.13%
	Income Maintenance Programs	1	1%	0.03%
	Legal Assistance	2	2%	0.05%
	Medi-Cal/Medicare	1	1%	0.03%
	Motel Vouchers	4	3%	0.10%
	Parenting Education	2	2%	0.05%
	Rent/Mortgage Payment Assistance	23	19%	0.59%
	Shelter	14	11%	0.36%
	Sober Living	2	2%	0.05%
	Substance Abuse Services	6	5%	0.15%
	Support Groups	1	1%	0.03%
	Tax Assistance	2	2%	0.05%
	Tenant/Landlord Rights	1	1%	0.03%
	Training/Employment Services	7	6%	0.18%
	Transportation	1	1%	0.03%
	Utility Bill Payment Assistance	13	11%	0.33%
Upland Total		123		3.16%
Victorville	Adoption/Foster Care	2	0%	0.05%
	After School Programs	1	0%	0.03%
	Anger Management	1	0%	0.03%
	Baby Formula	1	0%	0.03%
	Burial/Funeral Assistance	1	0%	0.03%
	Child Care	4	1%	0.10%
	Clothing	13	2%	0.33%
	Consumer Complaints/Assistance	4	1%	0.10%
	Counseling	12	2%	0.31%
	Courts/Probation System	2	0%	0.05%
	Dental Health	10	2%	0.26%
	Developmental Assessment	1	0%	0.03%
	Diapers	4	1%	0.10%
	Domestic Violence	1	0%	0.03%
	Donations	1	0%	0.03%
	Educational Programs	1	0%	0.03%
	Environmental Protection/Maintenance	2	0%	0.05%
	Food	44	8%	1.13%
	General Information Services/Organizational	25	4%	0.64%
	General Medical Care	19	3%	0.49%
	Household Items	5	1%	0.13%
	Housing	22	4%	0.57%
	Immunizations	2	0%	0.05%
	Income Maintenance Programs	4	1%	0.10%
	Law Enforcement	1	0%	0.03%
	Legal Assistance	5	1%	0.13%
	Library Services	1	0%	0.03%
	Medi-Cal/Medicare	2	0%	0.05%
	Mental Health Care Facilities	1	0%	0.03%
	Motel Vouchers	15	3%	0.39%
	Parenting Education	3	1%	0.08%
	Paternity/Drug Testing	1	0%	0.03%
	Rent/Mortgage Payment Assistance	61	11%	1.57%
	Shelter	30	5%	0.77%
	Social Security	1	0%	0.03%
	Social Security	1	0%	0.03%
	Substance Abuse Services	3	1%	0.08%

Needs Per City - April 2008

	Support Groups	1	0%	0.03%
	Tax Assistance	1	0%	0.03%
	Temporary Financial Aid	1	0%	0.03%
	Tenant/Landlord Rights	2	0%	0.05%
	Training/Employment Services	6	1%	0.15%
	Transportation	11	2%	0.28%
	Utility Bill Payment Assistance	236	42%	6.07%
	Volunteer Opportunities	1	0%	0.03%
Victorville Total		566		14.55%
Wrightwood	Utility Bill Payment Assistance	1	100%	0.03%
Wrightwood Total		1		0.03%
Yermo	Courts/Probation System	1	33%	0.03%
	General Information Services/Organizational	1	33%	0.03%
	General Medical Care	1	33%	0.03%
Yermo Total		3		0.08%
Yucaipa	Clothing	1	3%	0.03%
	Counseling	1	3%	0.03%
	Food	5	14%	0.13%
	General Information Services/Organizational	3	9%	0.08%
	General Medical Care	4	11%	0.10%
	Household Items	1	3%	0.03%
	Law Enforcement	1	3%	0.03%
	Medi-Cal/Medicare	1	3%	0.03%
	Motel Vouchers	1	3%	0.03%
	Rent/Mortgage Payment Assistance	7	20%	0.18%
	Shelter	1	3%	0.03%
	Social Security	1	3%	0.03%
	Support Groups	1	3%	0.03%
	Utility Bill Payment Assistance	7	20%	0.18%
Yucaipa Total		35		0.90%
Yucca Valley	Consumer Complaints/Assistance	1	4%	0.03%
	Food	3	13%	0.08%
	General Information Services/Organizational	1	4%	0.03%
	General Medical Care	1	4%	0.03%
	Housing	1	4%	0.03%
	Medi-Cal/Medicare	2	8%	0.05%
	Rent/Mortgage Payment Assistance	6	25%	0.15%
	Shelter	2	8%	0.05%
	Support Groups	1	4%	0.03%
	Temporary Financial Aid	1	4%	0.03%
	Utility Bill Payment Assistance	5	21%	0.13%
Yucca Valley Total		24		0.62%
Grand Total		3890		100.00%

2-1-1 San Bernardino County Monthly Report

Referral Totals			
Agency Name	Apr-08	Mar-08	Feb-08
2-1-1 Kern County	4	0	3
2-1-1 Los Angeles County	147	98	108
2-1-1 Orange County	12	9	5
2-1-1 San Bernardino County	3	0	0
2-1-1 San Diego County	7	5	5
2-1-1 Stanislaus County	1	0	0
2-1-1 Ventura County	1	1	0
The 29 Palms Community Food Pantry & Outreach Ministries, Inc	3	1	2
AARP - State California Office	4	11	10
ACLU of Southern California	1	0	1
Adelanto School District	1	0	0
Adventist Community Team Services	3	3	3
AL-ANON Family Groups and ALATEEN	1	0	2
Alcoholics Anonymous	8	6	6
Aletheian Christian Foundation	283	248	187
Alta Loma School District	1	0	0
Alternate Avenues Women's Resource Center	1	1	0
American Lung Association	1	0	0
American Red Cross - High Desert Chapter	3	7	0
American Red Cross - Inland Empire Chapter, West Valley Division	3	1	0
American Social Health Association	1	0	1
American Society For The Prevention of Cruelty to Animals	3	0	0
Apple Valley Unified School District	2	3	0
Arrowhead Regional Medical Center	52	38	34
Asian-American Educational & Cultural Center, Inc.	1	0	1
Assistance League of San Bernardino	1	1	4
Associated Clinical Therapists, Inc.	10	5	6
Barstow Community Hospital	1	0	0
Barstow Counseling Center	2	2	1
Barstow Humane Society	1	1	2
Barstow Unified School District	2	0	0
BBB Wise Giving Alliance	1	0	0
Benevolent Animal Rescue Committee	1	4	3
Bethany Christian Services	2	2	0
Better Business Bureau	2	0	1
Bienestar Human Services	5	4	2
Big Brothers Big Sisters of Greater Los Angeles and the Inland Empire	3	3	2
Bilingual Family Counseling Service, Inc.	27	27	24
Blindness Support Services	1	0	1
Boys & Girls Club of Redlands	1	0	0
Boys & Girls Club of San Bernardino/Rialto	2	1	1
Boys Town National Hotline	2	4	1
Braille Institute of America, Inc.	1	0	0
Building a Generation	4	1	1
C.A.S.T.L.E	4	0	0
California Attorney General	2	0	1
California Coalition for Youth	2	3	4
California Department of Consumer Affairs	5	1	0
California Department of Fair Employment and Housing	2	2	0
California Department of Industrial Relations	5	1	1
California Department of Motor Vehicles	2	4	7
California Department of Social Services	1	0	0
California Franchise Tax Board	4	3	1
California Smokers Helpline	1	0	0
California State University San Bernardino	13	13	19
California Student Aid Commission	2	0	1

2-1-1 San Bernardino County Monthly Report

California Youth Crisis Line	1	1	0
Call for Life Pregnancy Help Center	25	16	10
Cancer Information Service of California	1	0	1
Caring for the Hills	1	4	2
Carpenters House	79	71	72
Cars 4 Causes	1	0	1
Casa Colina Centers for Rehabilitation	1	2	2
Casa de San Bernardino	6	4	4
Catholic Charities - Brother Miguel Center	9	8	92
Catholic Charities of San Bernardino/Riverside	1535	1319	1264
Cedar House Rehabilitation Center	24	23	20
Center for Individual Development	1	0	0
Central City Lutheran Mission	86	70	83
Chaffey Joint Union High School District	1	0	0
Chino Hills Counseling	7	2	4
Chino Neighborhood House	12	11	9
Chino Valley Medical Center	2	0	0
Christian Counseling Service of the East Valley	4	9	7
Circle of Hope - God's Kitchen	47	35	39
City of Chino	1	1	4
City of Colton	4	5	9
City of Fontana	2	2	0
City of Fontana Police Department	3	0	0
City of Hope Medical Center	2	2	1
City of Montclair	28	27	25
City Of Montclair	1	8	0
City of Ontario Fire Department	1	3	2
City of Redlands	2	1	0
City of Rialto	1	0	0
City of San Bernardino	2	3	0
City of San Bernardino Employment and Training Agency	3	5	8
City of Twentynine Palms	1	0	0
City of Victorville	4	1	1
Clear View Treatment Center	3	7	2
Colton Joint Unified School District	1	1	0
Colton-Redlands-Yucaipa ROP	3	1	1
Community Action Partnership of San Bernardino County	1092	931	841
Community Assistance Program	2	0	4
The Community Fellows Program at Claremont Graduate University	2	0	0
Community Health Systems, Inc.	50	50	36
Community Hospital of San Bernardino	64	50	36
Compulsive Eaters Anonymous	1	0	0
Cooling Centers	1	3	0
Crime Scene Steri-Clean, LLC	1	0	0
Crosslight/EI Faro Family Ministries	12	18	22
Delmann Heights Community Center	9	2	0
Denti-Cal Referral Line	3	5	1
Department of Managed Health Care	1	1	0
Department of Rehabilitation Inland Empire District	5	7	14
Desert Manna Ministries	45	67	90
Desert Sanctuary, Inc.	40	48	38
Desert Valley Hospital	1	1	2
Disabled American Veterans	1	1	1
DOVES of Big Bear Valley, Inc.	1	1	6
Drug Alternative Program	3	1	1
East Valley Community Health Center, Inc.	17	16	10
Echos Of Faith World Outreach Ministries	2	0	0
El Sol Neighborhood Educational Center	1	1	1
Employment Development Department	59	77	86

2-1-1 San Bernardino County Monthly Report

Environmental Protection Agency	1	0	2
Equal Employment Opportunity Commission	3	3	0
EyeCare America	1	2	3
Faith Lutheran Church	4	0	3
Faiths Hope Foundation	2	3	3
Family Service Agency of San Bernardino	49	55	47
Family Service Association of Redlands	71	73	82
Family Solutions	2	1	1
First 5 Commission of San Bernardino County	3	5	3
First Chance/Y-CHOW, Inc.	9	9	12
Fisher House Foundation, Inc.	1	0	0
Fontana Unified School District	1	0	0
Foothill Family Shelter	72	64	49
Foster Youth Services	1	0	0
Frazer Community Center	148	124	140
Friends Outside	2	2	2
G.A.P. Food Bank	49	36	44
Gamblers Anonymous	1	0	1
Gift Ministries	11	12	19
Girl Scouts, San Gorgonio Council	1	0	0
Goodwill Southern California	2	7	10
Gospel Shelter for Women	4	4	2
Greater American Care Centers, Inc.	1	0	0
Hands On Inland Empire	1	1	2
Health Careers Foundation	1	0	0
Healthy Families	7	3	5
Helping Mountain Hearts and Homes	2	4	0
High Desert Child Adolescent and Family Services Center	26	22	1
High Desert Domestic Violence Program, Inc.	9	6	6
High Desert Homeless Services, Inc	40	43	35
Higher Ground Christian Intervention Program	7	7	7
His Hands Ministry	29	17	25
House of Ruth, Inc.	20	24	11
Housing and Community Development, State of California	2	1	1
Housing and Urban Development Department	5	1	6
Housing Authority of the County of San Bernardino	107	84	76
Hutton Community Center	1	0	0
Inland Agency	41	31	21
Inland AIDS Project	2	2	4
Inland Caregivers Resource Center	7	5	2
Inland Empire Health Plan	9	5	12
Inland Empire United Way	6	5	9
Inland Fair Housing and Mediation Board	32	37	50
Inland Hospice Association	3	2	2
Inland Regional Center	4	5	4
Inland Temporary Homes	75	65	66
Inland Valley Council of Churches	280	264	242
Inland Valley Recovery Services	19	18	17
Inland Valleys Justice Center	2	2	7
Internal Revenue Service	2	1	4
Jericho Outreach, Inc.	14	8	7
Job Corps	7	7	3
Josephine Knopf Senior Center	1	4	1
Joslyn Senior Center	2	1	2
Kaiser Permanente Medical Center	2	1	5
Kids Come First Community Clinic	2	4	3
Kids Turf Day Care Center	7	5	9
La Salle Medical Associates	4	5	11
La Vista	2	0	1

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Legal Aid Society of San Bernardino	53	65	57
Libreria del Pueblo, Inc.	13	9	12
Loma Linda Diabetes Support Group	1	0	1
Loma Linda Marriage & Family Therapy Clinic	9	11	11
Loma Linda University Medical Center	1	0	1
Loma Linda University Psychology Department	1	4	1
Loveland Jubilee Pantry	98	78	81
Lucerne Valley Domestic Violence Outreach	2	1	1
Lucerne Valley Unified School District	1	0	0
Lupus Foundation of Southern California	1	0	0
Lupus Support Network, Inc.	1	0	0
Lutheran Social Services of Southern California	2	7	5
Luvlee's Residential Care Transitional Housing	2	5	2
Mary's Mercy Center, Inc.	143	147	102
McKinley Children's Center	1	1	0
Meals On Wheels- Redlands, Inc	1	1	4
Mercy House	170	137	124
Merrill Community Services, Inc.	4	1	3
Mexican Consulate General	5	3	0
Modest Needs	2	2	1
Mojave Basin Youth Corps, Inc.	1	0	0
Morongo Basin Unity Home, Inc.	1	2	2
Moses House Ministries	45	42	45
Mountain View Child Care, Inc.	1	0	9
Mountain View Community Church	46	48	54
Mustard Seed Tutorial Center	1	0	1
Narcotics Anonymous	11	3	8
National Center for Victims of Crime	1	0	1
National Community Renaissance	97	90	89
National Domestic Violence Hotline	2	3	1
National Health Information Center	2	2	1
National Organization of Social Security Claimants Representatives	2	1	0
National Runaway Switchboard	1	1	0
National Suicide Prevention Lifeline	4	6	3
Neighborhood Housing Services of the Inland Empire, Inc.	10	10	10
New Directions	1	0	0
New Hope Village, Inc.	3	0	3
Nightlight Christian Adoptions	1	1	1
Northtown Housing Development Corp.	13	14	30
Oldtimers Foundation	9	11	14
Olive Branch Counseling Center	19	12	16
Omnitrans	8	6	8
Ontario City Library	1	0	0
Operation Breakthrough	1	0	0
Operation Phoenix Foundation	1	0	1
Operation Provider	11	15	7
Option House, Inc.	16	27	17
Our Lady of Hope	111	95	79
Our Lady of the Desert	102	100	80
Pacific Clinics	1	1	2
Pacific Lifeline	23	21	14
Para Los Niños	54	42	33
Partnership for Prescription Assistance	9	16	10
People's Choice, Inc.	1	3	3
Planned Parenthood of Orange and San Bernardino Counties	17	5	11
Pomona Valley Hospital Medical Center	1	0	0
Pomona Valley Workshop	2	0	0
Pregnancy Resource Center	3	0	0
Project Cuddle	1	0	0

2-1-1 San Bernardino County Monthly Report

Project Cuidar-SB	1	2	1
Project Sister Family Services	1	2	1
Provisional Accelerated Learning (PAL) Center	8	6	10
Public Health Service Bureau	1	0	0
Reach Out West End	1	1	2
REACH-St. Catherine of Siena	10	6	13
Rebuilding Mountain Hearts & Lives	2	5	4
Redlands Community Hospital	1	0	0
Redlands Police Department Recreation Bureau	3	3	1
Rolling Start, Inc.	11	5	5
Rose of Sharon Life Center	34	14	12
Running Springs Assembly of God	3	3	3
Rx Help For Californians	14	20	11
Salvation Army - Ontario	136	122	192
Salvation Army - Pomona	1	2	4
Salvation Army - Redlands	39	26	39
Salvation Army - San Bernardino	172	130	127
Salvation Army Service Extension	14	15	13
Salvation Army-Victor Valley	570	548	572
San Antonio Community Hospital	2	4	3
San Bernardino City Unified School District	1	2	3
San Bernardino County Animal Care & Control	8	3	7
San Bernardino County Auditor-Controller/Recorder	4	8	7
San Bernardino County Department of Aging and Adult Services	71	54	48
San Bernardino County Department of Behavioral Health	68	74	57
San Bernardino County Department of Child Support Services	10	8	8
San Bernardino County Department of Childrens Services	16	16	9
San Bernardino County Department of Community Development and Housing	4	2	3
San Bernardino County Department of Public Health	65	75	70
San Bernardino County Department of Veterans Affairs	1	0	3
San Bernardino County District Attorney	5	3	5
San Bernardino County Library	4	2	4
San Bernardino County Preschool Services Department	5	4	7
San Bernardino County Public Authority	3	5	3
San Bernardino County Sheriff's Department	12	14	8
San Bernardino County Superintendent of Schools	37	24	30
San Bernardino County Transitional Assistance Department	150	109	121
San Bernardino County Workforce Development Department	3	3	2
San Bernardino Sexual Assault Services, Inc	4	4	0
Save The Babies	1	0	0
SCHEU Family YMCA of Upland	1	1	1
Senior Center	1	1	2
Social Action Community Health System	40	58	52
Social Security Administration	17	8	12
Southern California Edison	8	6	9
Southern California Gas Company	8	1	7
Southwest Gas Company	5	5	4
St. John of God Health Care Services	446	368	369
St. John's Community Success Center	5	9	4

2-1-1 San Bernardino County Monthly Report

Calls Handled Statistics

Report: Queue Group Performance by Day of Week

Site: Inland Empire United Way 2-1-1

Device: 005 - All SB QG's

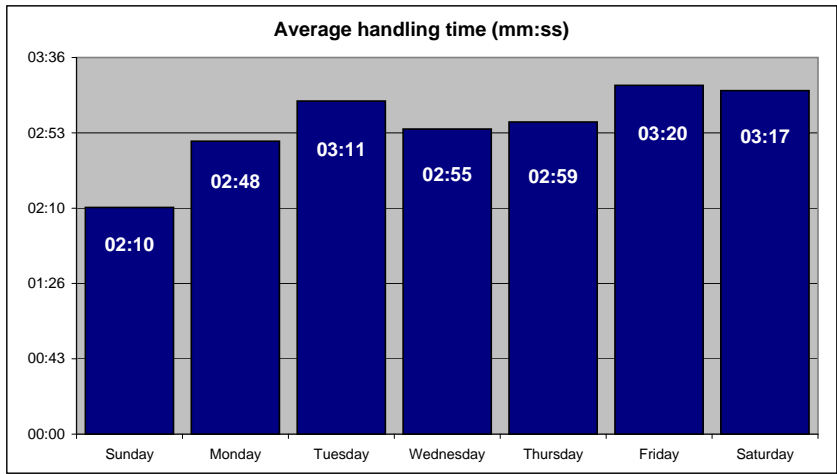
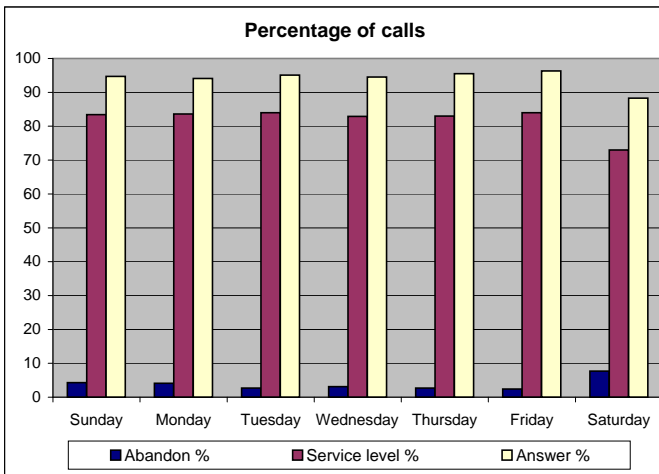
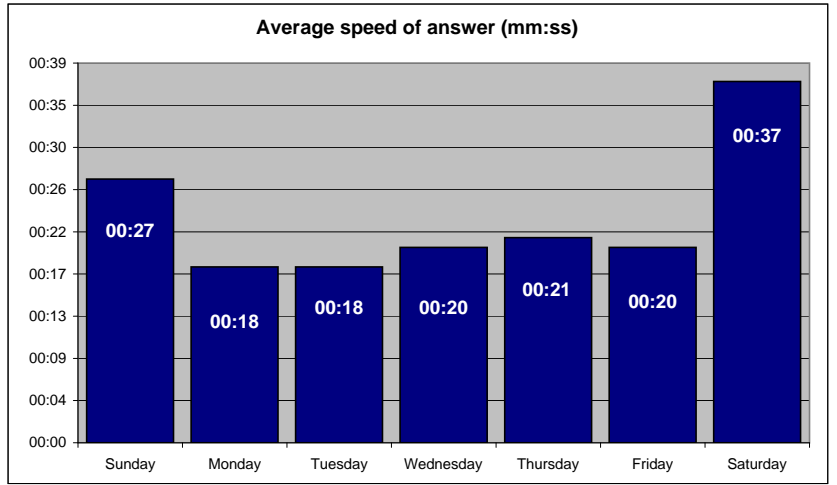
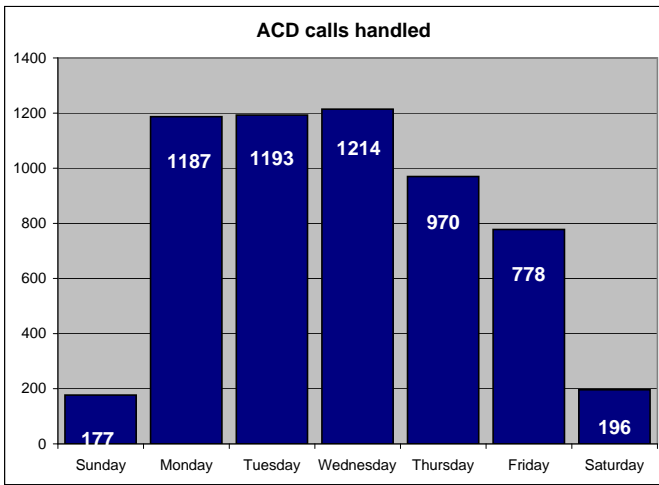
Date range: 4/1/2008 - 4/30/2008 12:00 AM - 12:00 AM

Created on: 4/4/2008

Created by: gmadden

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requested	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
Sunday	187	177	9	8	2	5	0	177	0	0	0	0:00:27	0:01:51	0:01:02	6:25:57	0:02:10	4.3	83.4	94.7
Monday	1262	1187	24	52	23	32	2	1187	0	0	0	0:00:18	0:03:18	0:04:13	55:26:04	0:02:48	4.1	83.6	94.1
Tuesday	1254	1193	35	34	27	34	0	1193	0	0	0	0:00:18	0:01:48	0:01:10	63:24:39	0:03:11	2.7	84.0	95.1
Wednesday	1285	1214	34	40	31	35	3	1203	11	0	0	0:00:20	0:01:11	0:01:08	59:04:34	0:02:55	3.1	82.9	94.5
Thursday	1016	970	12	27	19	21	0	970	0	0	0	0:00:21	0:01:19	0:01:49	48:19:47	0:02:59	2.7	83.0	95.5
Friday	808	778	23	19	11	10	1	778	0	0	0	0:00:20	0:02:18	0:01:40	43:14:58	0:03:20	2.4	84.0	96.3
Saturday	222	196	8	17	9	5	1	196	0	0	0	0:00:37	0:02:13	0:01:15	10:46:45	0:03:17	7.7	73.0	88.3

Total	6034	5715	145	197	122	142	7	5704	11	0	0	0:00:21	0:02:06	0:01:53	286:42:44	0:03:01	3.3	83.1	94.7
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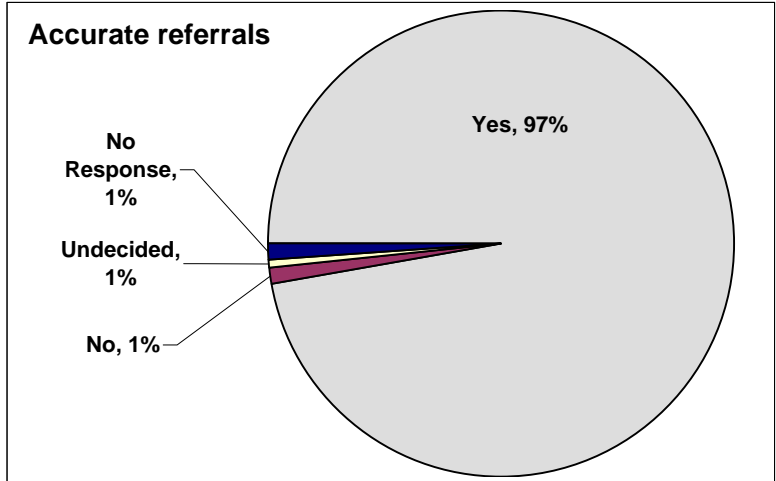


Callback Survey Responses

April 2008

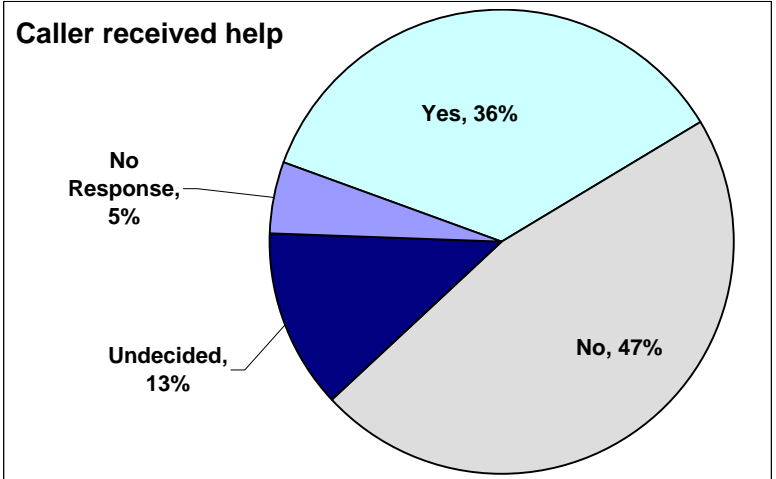
Total of 177 Respondents

Were the referral(s) accurate?	
Yes	97%
No	1%
Undecided	1%
No Response	1%



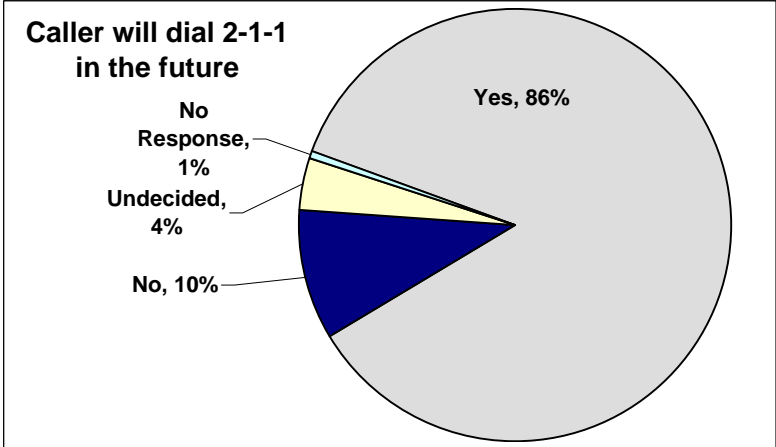
Did you contact the referral agency (ies)?	
Yes	93%
No	6%
Undecided	1%
No Response	1%

If yes, did you get the help you needed?	
Yes	36%
No	47%
Undecided	13%
No Response	5%



Was the information useful?	
Yes	90%
No	6%
Undecided	4%
No Response	1%

Will you call 2-1-1 in the future?	
Yes	86%
No	10%
Undecided	4%
No Response	1%



Are you a registered voter?	
Yes	62%
No	29%
Undecided	4%
No Response	5%