

April 2011

## **2-1-1 San Bernardino County Statistical Update**

# 2-1-1 San Bernardino County Monthly Report - April 2011



United Ways serving  
San Bernardino County



## 2-1-1 News Items

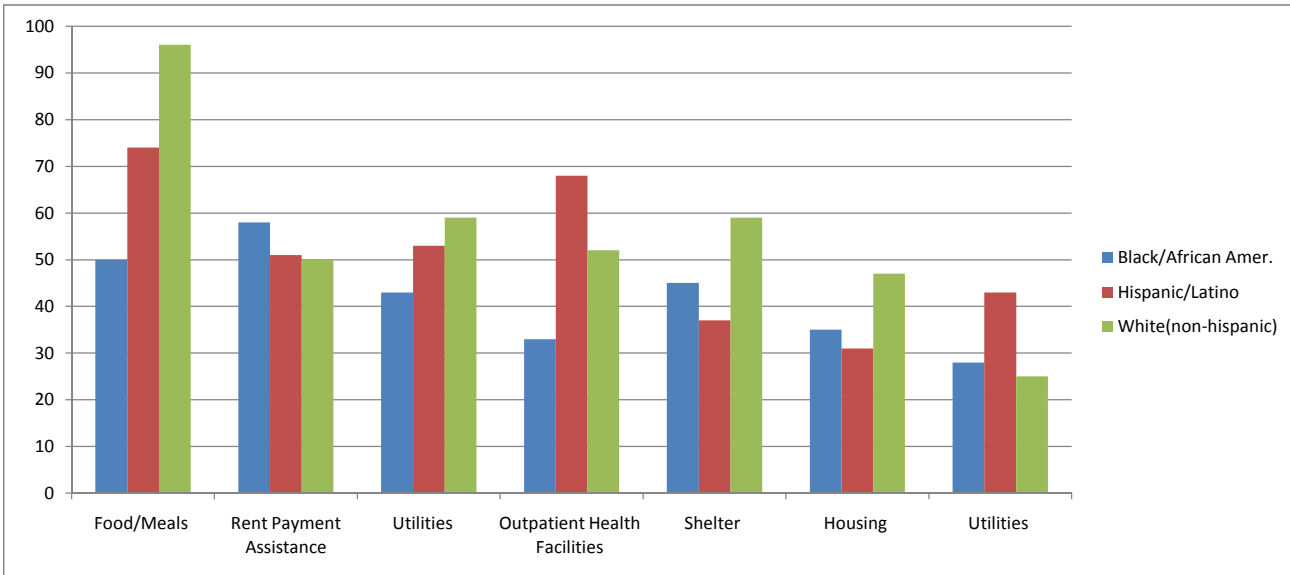
### 2-1-1 Advisory Committee Meeting

The next meeting of the 2-1-1 Advisory Committee will be held at 9:00am at the 2-1-1 Call Center on May 26 and normally occurs regularly on the 4th Thursday of every other month.

### Focus: Rancho Cucamonga

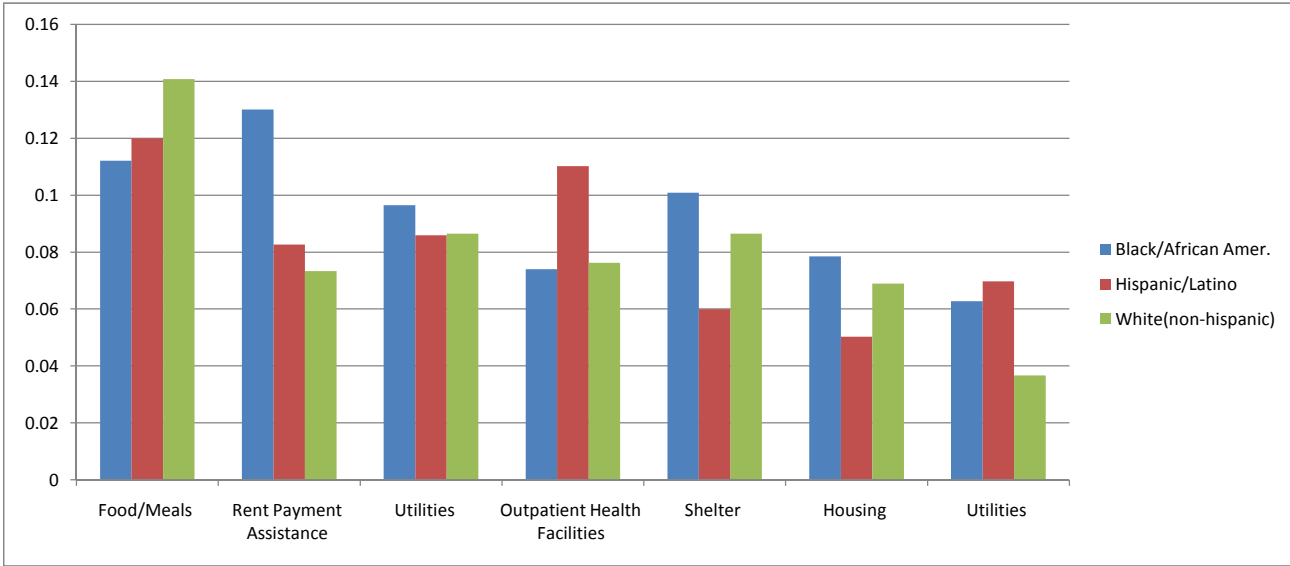
In the past 12 months 2660 calls have come to 2-1-1 from the City of Rancho Cucamonga, an area of about 40 square miles and a population of almost 200,000 residents with a median income of about \$73,000. In partnership with many non profit agencies, the city operates a very active Family Resource Center.

The vast majority of calls came from the three main race/ethnic groups, Black/African American, Hispanic/Latino, and White (non-Hispanic). But, as the following chart shows, there are many differences in these groups with respect to the top 7 requests for help over the past year as a straight call total view.



Black/African Americans only account for about 8% of the Rancho Cucamonga population and therefore are overrepresented in 2-1-1 calls. Hispanic/Latinos account for about 30% of the population, and Whites for over 50%.

The following chart shows the same 7 top needs per race/ethnicity but each race/ethnicity is measured separately. This way we can see how the needs compare across the 3 groups.



Food is a greater need for Whites than for the other groups, rent payment assistance is highest for Black/African Americans, and outpatient health services tops the list for Hispanic/Latino callers. It is also significant that shelter and housing is a lesser need for Hispanic/Latinos than the other groups.

This kind of data view is one of the ways the 2-1-1 system can be useful for community planning and to augment need assessment efforts. If you are interested in exploring the possibilities of utilizing 2-1-1 data, contact me at 909-980-2857 ext 202, or gmadden@ieuw.org.

Until next month,

Thank You and Be Well!

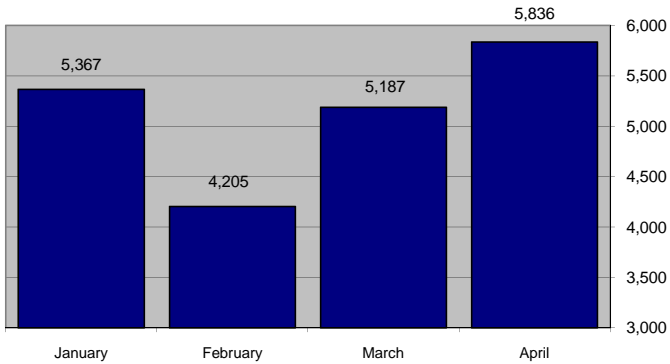
Gary Madden, Director  
2-1-1 San Bernardino County



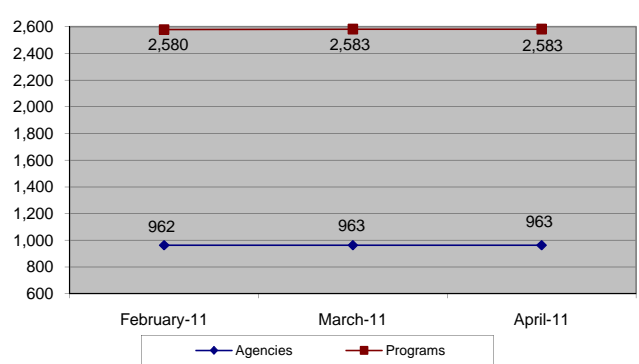
## 2-1-1 San Bernardino County

### April 2011 Data Analysis

**Total number of documented calls**



**2-1-1 database totals**



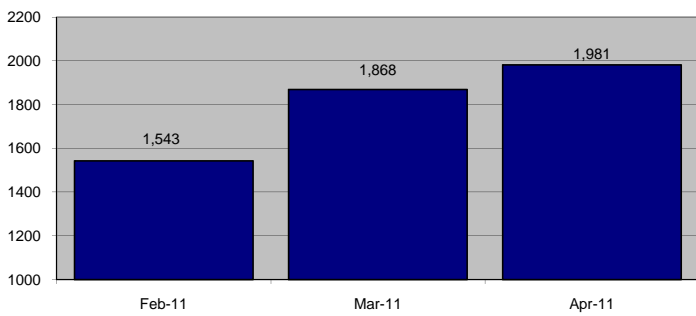
**Total number of documented calls\*\***

Month	Total number of documented calls**
April	5,836
March	5,187
February	4,205
January	5,367

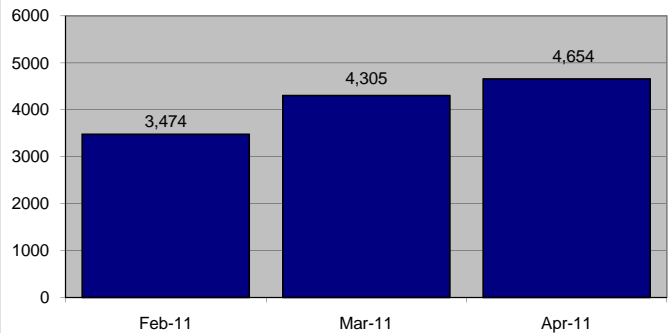
\*\* Does not include hangups, wrong numbers, internal, etc.

Agencies	Database totals	Programs
963	Apr-11	2,583
963	Mar-11	2,583
962	Feb-11	2,580

**Total # of callers with children in the households**



**Total number of children involved**



**Call totals per # of children in household:**

	Apr-11	Mar-11	Feb-11
0 or unknown	3,855	3,319	2,662
1	623	612	512
2	638	595	510
3	359	340	284
4	214	197	149
5	94	77	57
6	33	26	19
7	10	16	5
8	6	3	4
9	4	2	2
More than 9	0	0	1
<b>Total</b>	<b>1,981</b>	<b>1,868</b>	<b>1,543</b>

**Total Number of Children**

Month	Total Number of Children
Apr-11	4,654
Mar-11	4,305
Feb-11	3,474

Percentage of callers w/children: 34%

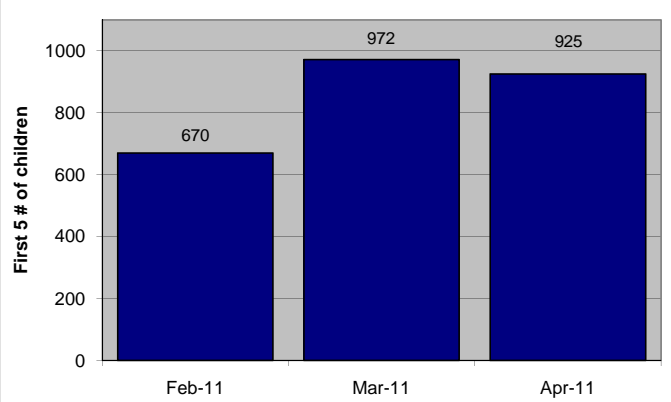
**First 5 Calls**

<b>Total # First 5 Children represented</b>	<b>1,456</b>
Total number of calls this month	5,836
<b>Total # of First 5 Calls</b>	<b>925</b>
Percentage of F5 calls	16%

**Call totals per # of children under 6:**

	Apr-11	Mar-11	Feb-11
0 or unknown	4,911	4,267	3,535
1	530	564	392
2	290	287	197
3	82	85	61
4	16	30	15
5	6	5	3
6	1	1	2
7	0	0	0
8	0	0	0
9	0	0	0
More than 9	0	0	0
<b>Total F5 Calls</b>	<b>925</b>	<b>972</b>	<b>670</b>

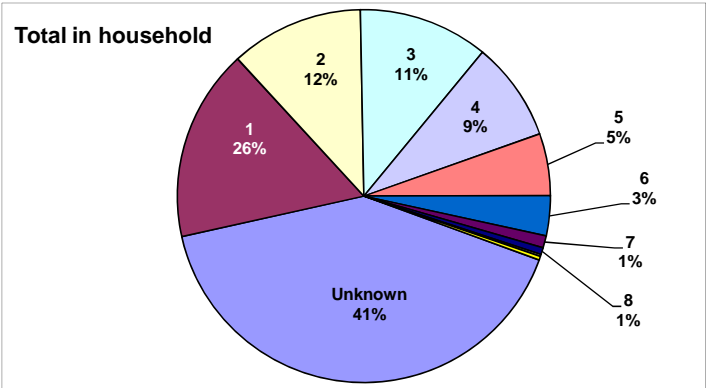
**Total number of children under 6**



## 2-1-1 San Bernardino County

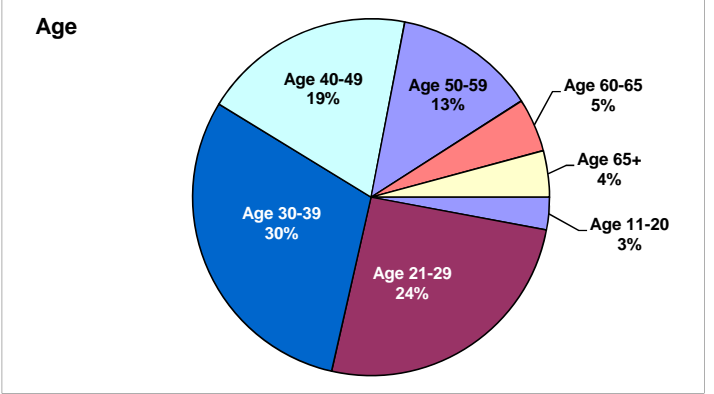
Total # in household:			
	Apr-11	Mar-11	Feb-11
Unknown	2390	1670	1235
1	972	1124	902
2	674	718	616
3	657	578	529
4	503	472	420
5	314	338	263
6	201	161	139
7	62	76	55
8	35	29	22
9	10	13	12
9+	18	8	12
<b>Total</b>	<b>3446</b>	<b>3517</b>	<b>2970</b>

NA  
28%  
20%  
19%  
15%  
9%  
6%  
2%  
1%  
0%  
1%

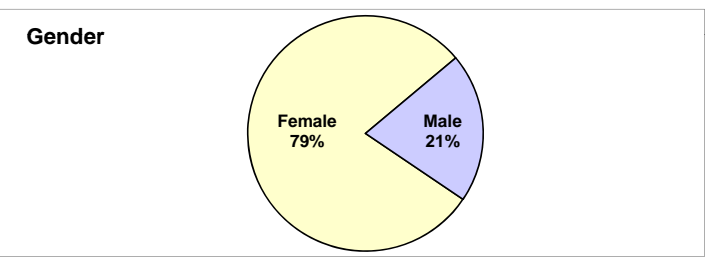


**Total people represented in this month's calls**      **10,045**

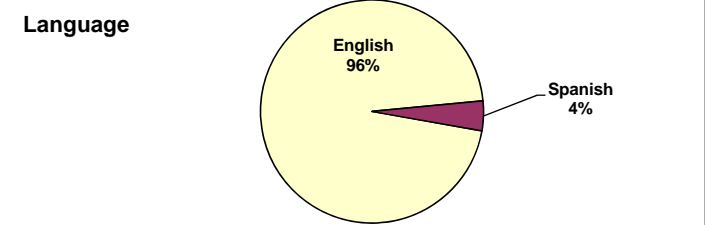
Age:			
	Apr-11	Mar-11	Feb-11
Age 0-3	3	9	10
Age 4-5	4	3	4
Age 6-10	14	18	16
Age 11-20	88	107	86
Age 21-29	766	696	526
Age 30-39	903	799	714
Age 40-49	577	518	488
Age 50-59	386	441	368
Age 60-65	145	163	144
Age 65+	126	130	140
<b>Total</b>	<b>3012</b>	<b>2884</b>	<b>2496</b>



Gender			
	Apr-11	Mar-11	Feb-11
Female	3656	3834	3131
Male	945	1143	941
Other	4	2	1
Transgender	0	1	0
Unknown	1	1	0
<b>Total</b>	<b>4606</b>	<b>4981</b>	<b>4073</b>

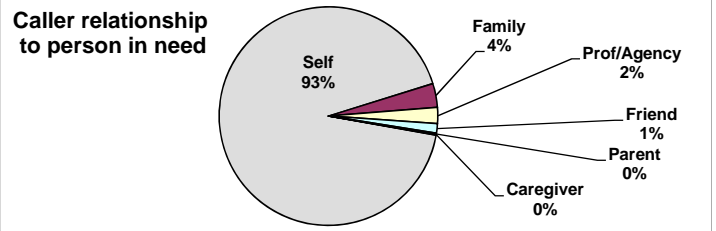


Language			
	Apr-11	Mar-11	Feb-11
English	5585	4859	3927
Spanish	251	327	276
Hindi	0	1	0
Korean	0	0	1
Chinese	0	0	1
Vietnamese	0	0	0

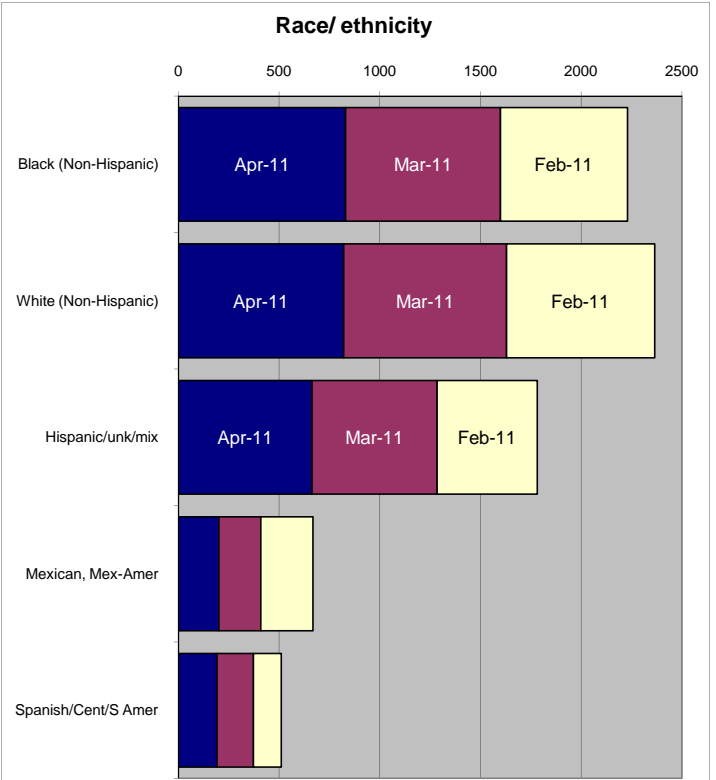


## 2-1-1 San Bernardino County

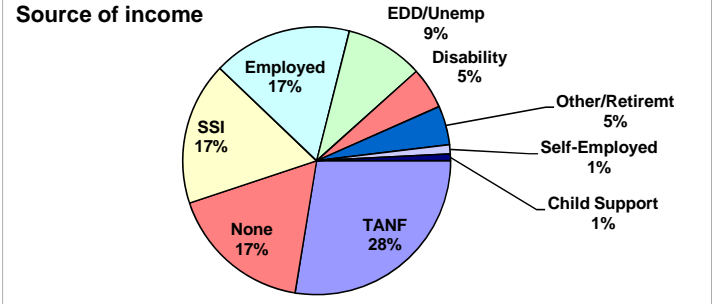
Caller relationship to person in need:			
	Apr-11	Mar-11	Feb-11
Self	5393	4696	3761
Family	207	215	190
Prof/Agency	138	143	133
Friend	82	110	72
Parent	11	18	42
Caregiver	5	5	7



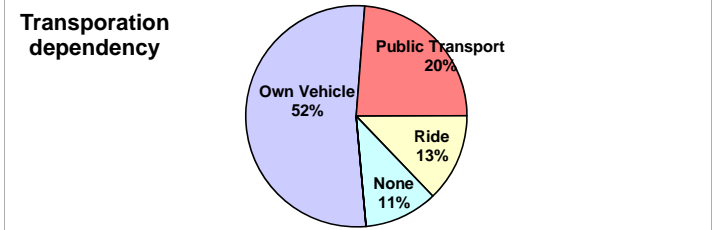
Race/ ethnicity				
	Apr-11	Mar-11	Feb-11	
Black (Non-Hispanic)	830	769	631	30%
White (Non-Hispanic)	820	809	736	29%
Hispanic/unk/mix	663	621	498	24%
Mexican, Mex-Amer	200	208	260	7%
Spanish/Cent/S Amer	191	180	139	7%
Multi-race	24	23	20	1%
Other	21	10	8	
Vietnamese	7	3	0	
Pacific Islander/unk/mix	5	6	2	
Filipino	5	4	3	
Asian-Indian	4	11	9	
Native American	4	11	4	
Asia/unk/mix	3	7	3	
Chinese	3	3	4	
Samoan	3	2	4	
Korean	2	0	3	
Hawaiian	2	0	0	
Cuban	1	0	1	
Puerto Rican	1	0	0	
Japanese	1	0	0	
Cambodian	0	0	1	
Laotian	0	0	1	
Guamanian	0	0	0	
Unknown	3046	2520	1878	
<b>Total Known</b>	<b>2790</b>	<b>2667</b>	<b>2327</b>	



Source of income:			
	Apr-11	Mar-11	Feb-11
TANF	839	781	547
None	527	542	443
SSI	525	490	455
Employed	511	482	455
EDD/Unemp	287	262	225
Disability	152	183	139
Other/Retiremt	144	142	167
Self-Employed	33	40	31
Child Support	25	30	26



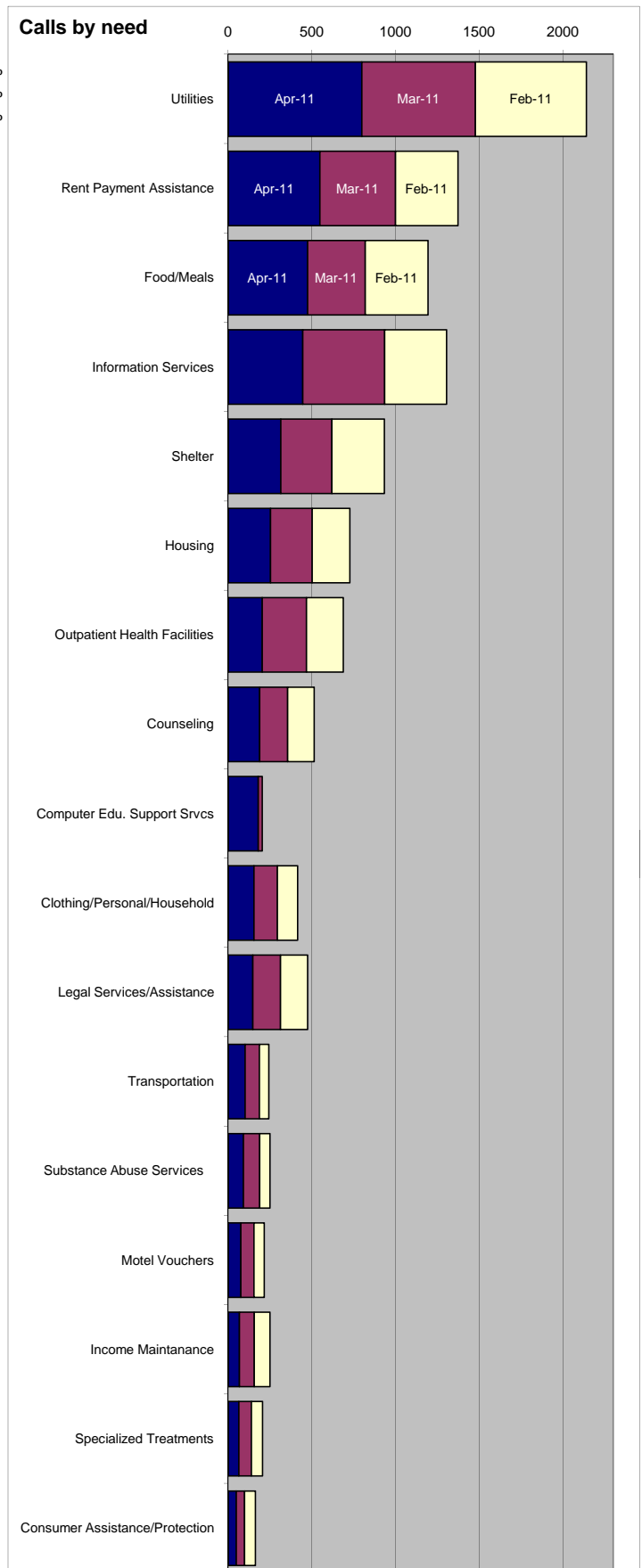
Transportation dependency:			
	Apr-11	Mar-11	Feb-11
Own Vehicle	1458	1316	1103
Public Transportation	657	607	494
Ride	358	383	355
None	297	300	276
Transportation Voucher	1	1	3
Taxi	0	1	2



## 2-1-1 San Bernardino County

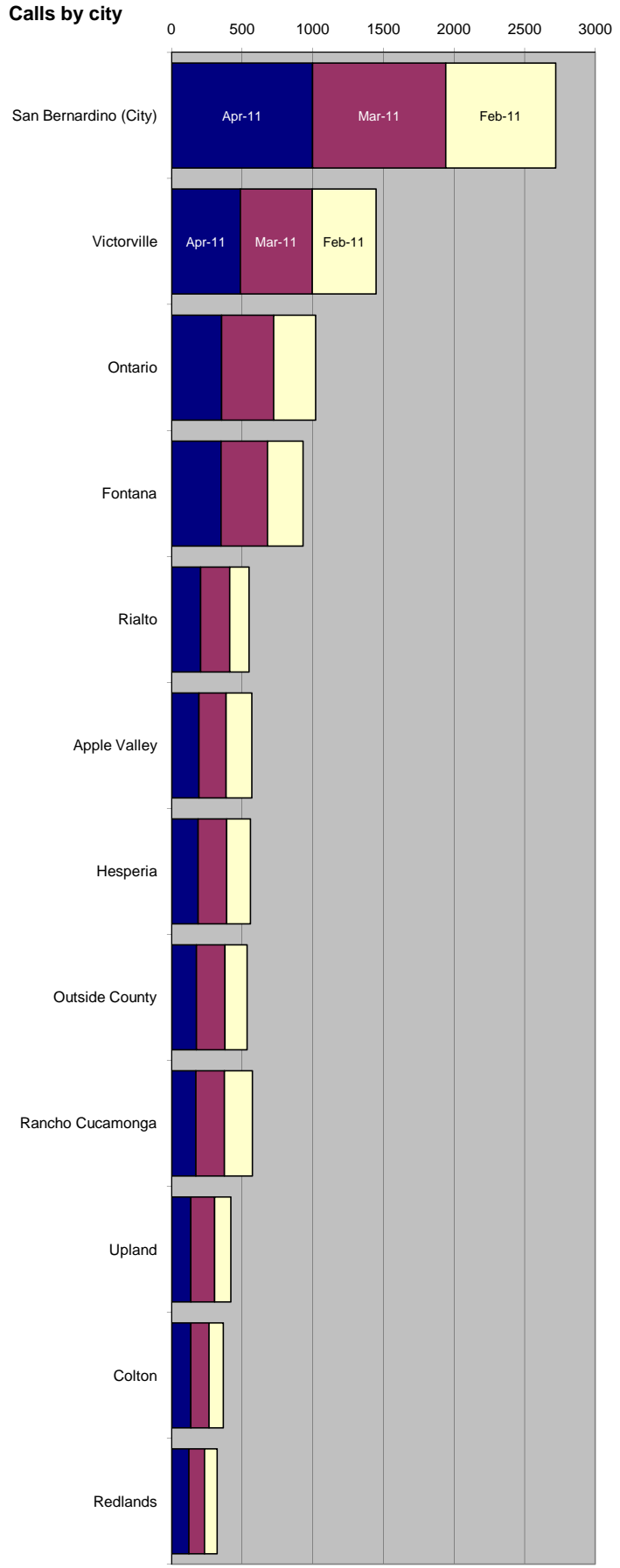
Calls by need*:			
Need	Apr-11	Mar-11	Feb-11
Utilities	799	678	663
Rent Payment Assistance	548	452	372
Food/Meals	474	344	375
Information Services	446	489	370
Shelter	315	304	314
Housing	253	248	225
Outpatient Health Facilities	203	264	221
Counseling	188	167	159
Computer Edu. Support Svcs	180	24	0
Clothing/Personal/Household	154	139	122
Legal Services/Assistance	147	165	162
Transportation	102	85	55
Substance Abuse Services	91	97	62
Motel Vouchers	76	78	61
Income Maintanance	68	88	94
Specialized Treatments	64	74	67
Consumer Assistance/Protection	49	48	65
Health Supportive Services	41	57	75
Mental Health Care Facilities	41	30	23
Health Screening/Diagnostic Services	39	49	25
Community Groups/Services*	38	102	49
Day Care	32	35	25
Nutrition Public Assist. Prgms	32	24	74
Family Based Svcs/Mentoring	31	46	21
Volunteer Opportunities	31	40	14
Parenting Education	31	34	19
Outpatient Mental Health Care	30	39	40
Psychiatric/Mental Health Support	30	26	9
Employment	28	29	54
Courts/Correctional System	24	29	31
Support Groups	21	14	11
Social Insurance Programs	21	12	17
Medical Public Assistance Programs	20	35	26
Environmental Protection/Improvement	20	16	10
Death Certification/Burial Arrangements	17	16	15
Protective Services	17	7	14
Law Enforcement	16	24	20
Animal Services	16	16	14
Crime Victim Support	14	13	6
Social Develop. and Enrichment	14	12	13
Early Education	14	9	5
Disability Issues/Services	12	13	19
Org. Development and Mgmt Services	12	9	10
Immigration/Naturalization Legal Services	11	6	4
Formal Education	10	13	12
Mortgage Payment Assistance	10	12	8
Emergency Medical Care	9	11	14
Inpatient Health Facilities	9	8	7
Special Education	9	2	7
Safety Equipment	8	7	6
Donations	7	11	7
Consumer Regulations	6	3	2
Crime Reporting/Prevention	5	6	10
Suicide Calls/Lethality Assessment	5	3	0
Public Health Information	4	11	9
Public Safety/Emergency Services	4	5	7
Credit Counseling	4	5	5
Household Related Public Asst	4	3	9
Disaster (Incident)	2	4	4
Bad Weather Shelters	2	4	2
Tutoring/Homework Assistance	2	3	4
Parks & Recreation Services	2	3	3
Disaster Services	2	3	1
Adoption/Foster Services	2	2	2
Mortgage Foreclosure Information	2	0	2
Rehabilitation/Habilitative Services	1	4	5

Note: \* Includes Only First Need Presented



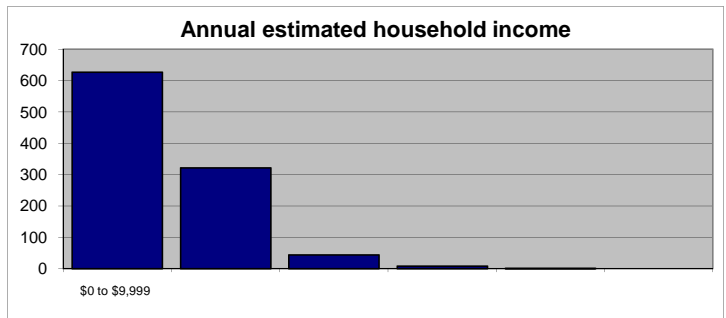
## 2-1-1 San Bernardino County

Calls per city/town			
City	Apr-11	Mar-11	Feb-11
San Bernardino (City)	998	942	778
Victorville	486	509	452
Ontario	353	370	297
Fontana	349	329	252
Rialto	205	207	135
Apple Valley	193	193	182
Hesperia	188	202	167
Outside County	176	202	156
Rancho Cucamonga	171	203	197
Upland	136	169	113
Colton	136	129	100
Redlands	121	112	88
Adelanto	119	150	99
Highland	89	91	78
Barstow	80	79	56
Chino	76	83	67
Yucaipa	62	72	45
Montclair	53	43	38
Yucca Valley	34	42	33
Bloomington	30	24	32
Loma Linda	28	36	26
Crestline	24	25	17
Phelan	23	26	24
Chino Hills	21	28	35
Twenty-Nine Palms	20	31	16
Big Bear City	18	16	16
Lucerne Valley	11	13	12
Alta Loma	11	13	7
Big Bear Lake	10	7	7
Lake Arrowhead	10	6	10
Mentone	8	9	8
Running Springs	7	10	9
Grand Terrace	6	12	15
Joshua Tree	6	11	18
Helendale	6	10	3
Outside Of California	4	4	3
Rimforest	4	3	2
Oro Grande	3	5	3
Pinon Hills	3	3	6
Needles	3	2	1
Wrightwood	3	1	0
Hinkley	3	0	0
Newberry Springs	2	1	1
Morongo	2	1	0
Cedar Glen	2	0	0
Skyforest	1	3	1
Forest Falls	1	2	2
Etiwanda	1	2	0
Devore	1	1	3
Yermo	1	1	3
Blue Jay	0	3	5
Lytle Creek	0	0	4
Daggett	0	0	1
Mt Baldy	0	0	1
Big River	0	0	0
Landers	0	0	0
Trona	0	0	0
Unknown	1,538	751	581

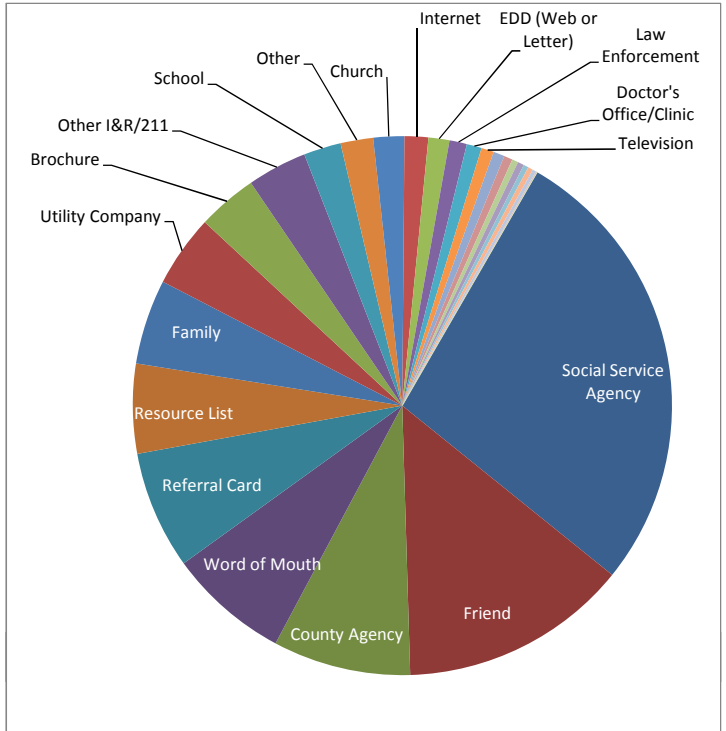


## 2-1-1 San Bernardino County

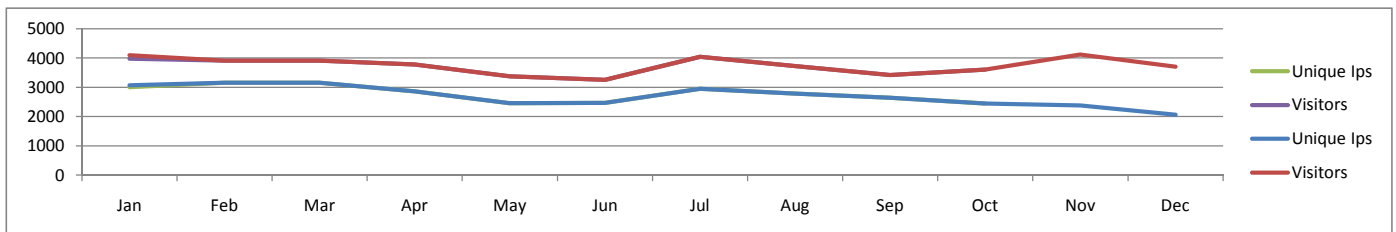
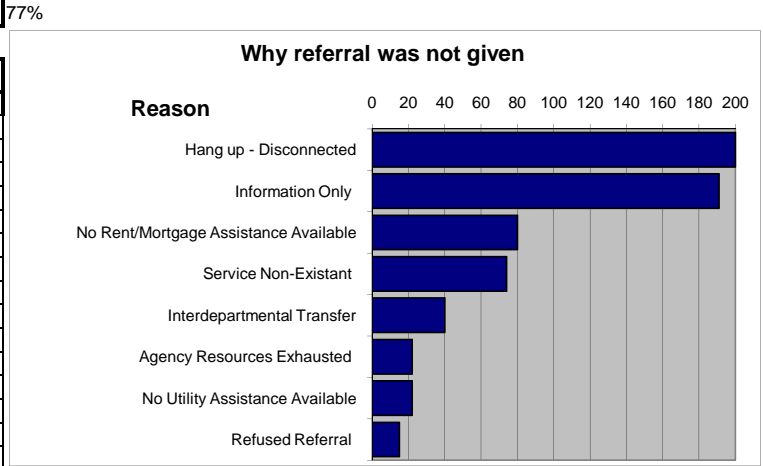
Annual estimated household income			
	Apr-11	Mar-11	Feb-11
Declined to state/Unknown	4835	4221	3344
\$0 to \$9,999	627	656	586
\$10,000 to \$19,999	321	262	224
\$20,000 to \$29,999	44	27	38
\$30,000 to \$39,999	8	12	6
\$40,000 to \$49,999	1	7	4
\$50,000 to \$59,999	0	1	2
\$60,000 to \$69,999	0	0	0
\$70,000 to \$79,999	0	0	0
\$80,000 +	0	1	1



How caller learned about 2-1-1			
	Apr-11	Mar-11	Feb-11
Social Service Agency	368	403	279
Friend	184	232	225
County Agency	111	127	73
Word of Mouth	97	95	98
Referral Card	95	103	114
Resource List	72	82	89
Family	68	76	67
Utility Company	58	80	79
Brochure	48	53	54
Other I&R/211	48	46	38
School	30	39	45
Other	26	30	30
Church	25	31	34
Internet	19	26	23
EDD (Web or Letter)	17	21	12
Law Enforcement	14	22	19
Doctor's Office/Clinic	12	19	15
Television	10	16	8
Billboards	9	30	27
Phone Book	7	23	16
Hospital	5	8	6
Government Non-County	5	4	3
Radio	4	6	5
Human Resources	4	1	3
Newspaper	3	5	14
Get Connected/CETF Flyer	1	0	1
411	0	1	1
Crisis Line	0	1	0
Return Caller (not incl. in chart)	4401	3536	2827



Why referral not given			
Reason	Apr-11	Mar-11	Feb-11
Hang up - Disconnected	200	27	28
Information Only	191	202	211
No Rent/Mortgage Assistance Available	80	123	323
Service Non-Existant	74	60	54
Interdepartmental Transfer	40	221	78
Agency Resources Exhausted	22	27	41
No Utility Assistance Available	22	15	36
Refused Referral	15	12	15
No Shelter Bed Availability	7	4	11
Agency/Organization Calling	5	6	0
Chronic Caller/Abusive Caller	1	1	1
Caller Doesn't Qualify	1	1	1
Wrong Number	0	65	6
Services Too Expensive	0	0	1



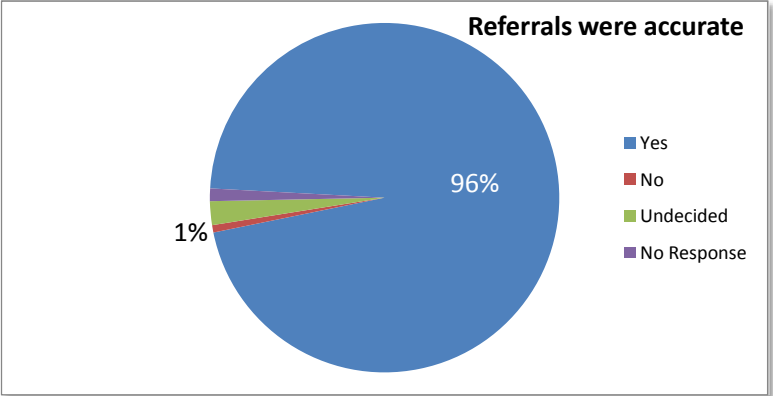
2-1-1 San Bernardino County Report

**Callback Survey Responses**

January - April 2011

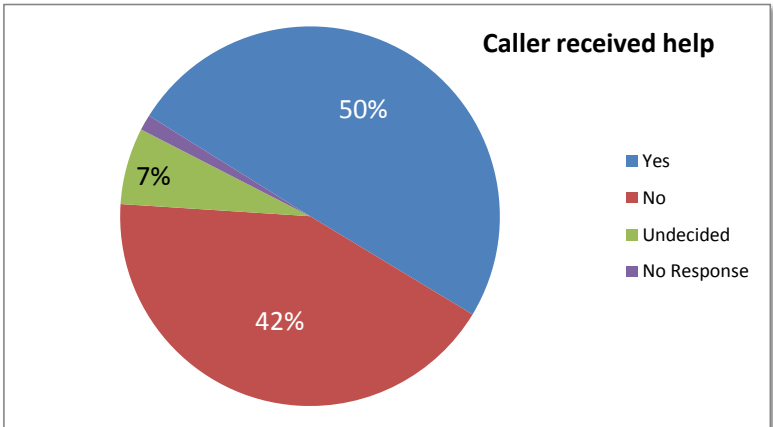
Total of 1045 Respondents

Were the referrals you received accurate?	
Yes	96%
No	1%
Undecided	2%
No Response	1%



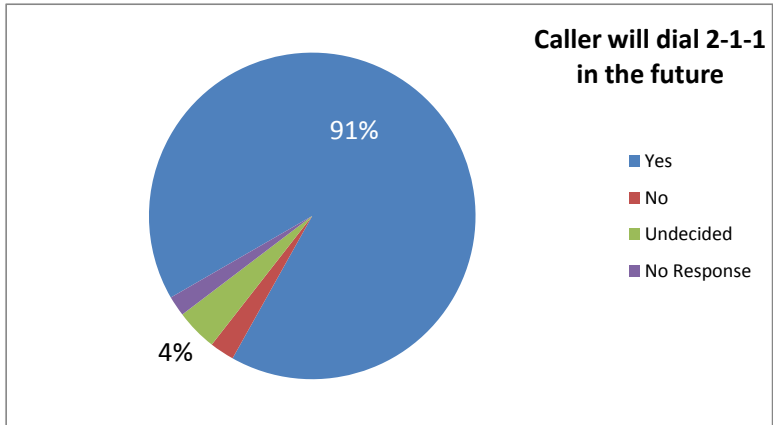
Did you contact the referral agency (ies)?	
Yes	92%
No	6%
Undecided	1%
No Response	1%

If yes, did you get the help you needed?	
Yes	50%
No	42%
Undecided	7%
No Response	1%



Was the information useful?	
Yes	84%
No	7%
Undecided	6%
No Response	2%

Will you call 2-1-1 in the future?	
Yes	91%
No	2%
Undecided	4%
No Response	2%



Are you a registered voter?	
Yes	59%
No	31%
Undecided	5%
No Response	5%

## 2-1-1 San Bernardino County Monthly Report

### Calls Handled Statistics (from phone system data)

**Report: Queue Group Performance by Day of Week**

**Site: Inland Empire United Way 2-1-1**

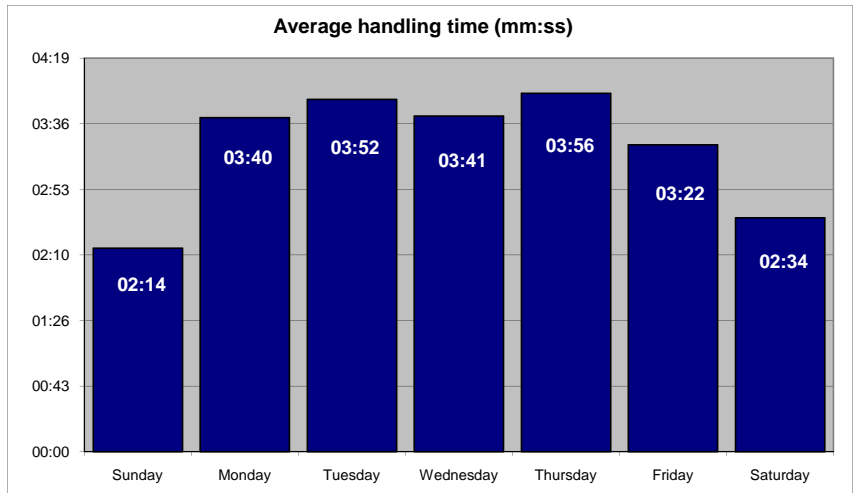
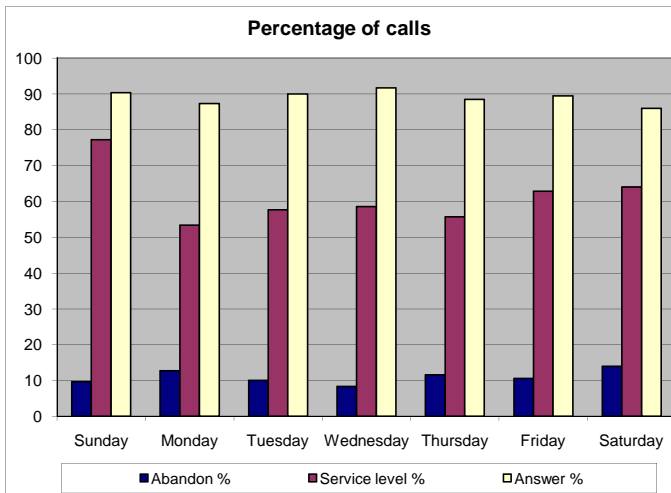
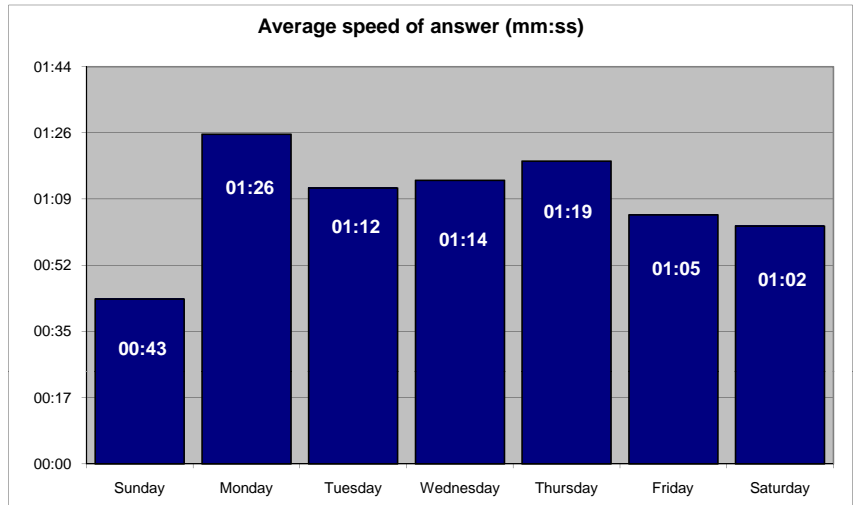
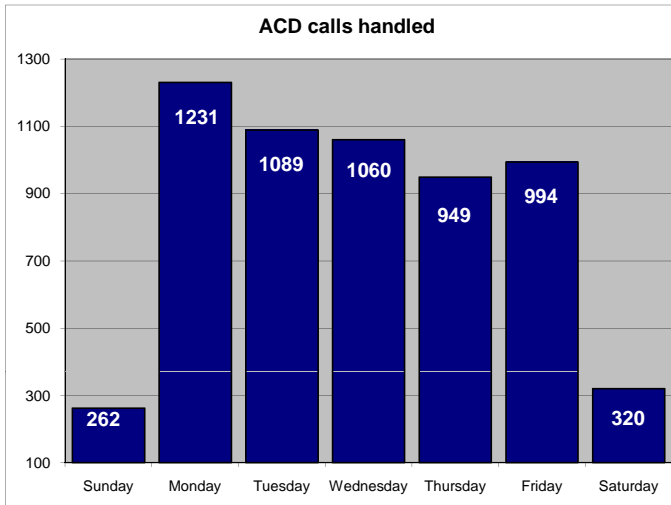
**Device: 005 - All SB QG's**

**Date range: 4/1/2011 - 4/30/2011 12:00 AM - 12:00 AM**

**Created on: 5/2/2011**

**Created by: gmadden**

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls queued	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 %
<b>Sunday</b>	290	262	7	28	0	2	0	259	3	0	0	0:00:43	0:02:31	0:00:00	9:49:21	0:02:14	9.7	77.2	90.3
<b>Monday</b>	1410	1231	39	179	0	20	0	1223	8	0	0	0:01:26	0:03:11	0:00:00	75:19:46	0:03:40	12.7	53.4	87.3
<b>Tuesday</b>	1210	1089	39	121	0	23	0	1085	4	0	0	0:01:12	0:03:04	0:00:00	70:15:15	0:03:52	10.0	57.7	90.0
<b>Wednesday</b>	1156	1060	32	96	0	14	0	1058	2	0	0	0:01:14	0:02:49	0:00:00	65:11:54	0:03:41	8.3	58.6	91.7
<b>Thursday</b>	1073	949	32	124	0	12	0	948	1	0	0	0:01:19	0:02:57	0:00:00	62:22:53	0:03:56	11.6	55.7	88.4
<b>Friday</b>	1111	994	35	117	0	14	0	989	5	0	0	0:01:05	0:03:06	0:00:00	55:51:26	0:03:22	10.5	62.8	89.5
<b>Saturday</b>	372	320	13	52	0	3	0	318	2	0	0	0:01:02	0:03:02	0:00:00	13:43:36	0:02:34	14.0	64.0	86.0
<b>Total</b>	<b>6622</b>	<b>5905</b>	<b>197</b>	<b>717</b>	<b>0</b>	<b>88</b>	<b>0</b>	<b>5880</b>	<b>25</b>	<b>0</b>	<b>0</b>	<b>0:01:14</b>	<b>0:03:02</b>	<b>0:00:00</b>	<b>352:34:11</b>	<b>0:03:35</b>	<b>10.8</b>	<b>58.7</b>	<b>89.2</b>



**2-1-1 Monthly Report - Needs Per City/Town**

<b>City/Town Needs from April 2011</b>	<b>Total</b>
<b>Adelanto</b>	<b>33</b>
Housing	6
Parenting Education	4
Outpatient Health Facilities	4
Counseling	3
Safety Equipment	2
Specialized Treatments	2
Clothing/Personal/Household Needs	2
Mental Health Care Facilities	1
Income Maintenance	1
Protective Services	1
Support Groups	1
Special Education	1
Transportation	1
Nutrition Related Public Assistance Programs	1
Formal Education	1
Health Supportive Services	1
Outpatient Mental Health Care	1
<b>Alta Loma</b>	<b>4</b>
Outpatient Health Facilities	2
Counseling	1
Employment	1
<b>Apple Valley</b>	<b>95</b>
Housing	12
Clothing/Personal/Household Needs	11
Legal Services/Assistance	9
Counseling	8
Health Screening/Diagnostic Services	5
Transportation	4
Outpatient Health Facilities	4
Consumer Assistance/Protection	3
Specialized Treatments	3
Death Certification/Burial Arrangements	3
Substance Abuse Services	3
Emergency Medical Care	3
Health Supportive Services	3
Parenting Education	2
Immigration/Naturalization Legal Services	2
Mental Health Care Facilities	2
Income Maintenance	2
Volunteer Opportunities	1
Community Groups/Services	1
Social Insurance Programs	1
Medical Public Assistance Programs	1
Animal Services	1
Courts/Correctional System	1
Safety Equipment	1
Mortgage Foreclosure Information	1
Day Care	1
Credit Counseling	1
Suicide Calls/Lethality Assessment	1
Outpatient Mental Health Care	1
Tutoring/Homework Assistance	1
Crime Reporting/Prevention	1
Donations	1
Psychiatric/Mental Health Support Services	1
<b>Barstow</b>	<b>38</b>

## 2-1-1 Monthly Report - Needs Per City/Town

City/Town Needs from April 2011	Total
Substance Abuse Services	5
Outpatient Health Facilities	5
Consumer Assistance/Protection	4
Housing	4
Animal Services	3
Legal Services/Assistance	3
Income Maintenance	3
Clothing/Personal/Household Needs	1
Mental Health Care Facilities	1
Health Supportive Services	1
Early Education	1
Organizational Development and Management Services	1
Specialized Treatments	1
Public Health Information	1
Crime Reporting/Prevention	1
Environmental Protection/Improvement	1
Crime Victim Support	1
Law Enforcement	1
<b>Big Bear City</b>	<b>6</b>
Outpatient Health Facilities	1
Social Development and Enrichment	1
Outpatient Mental Health Care	1
Health Supportive Services	1
Courts/Correctional System	1
Housing	1
<b>Big Bear Lake</b>	<b>6</b>
Housing	2
Disaster Services	1
Legal Services/Assistance	1
Employment	1
Health Supportive Services	1
<b>Bloomington</b>	<b>13</b>
Clothing/Personal/Household Needs	3
Outpatient Health Facilities	2
Volunteer Opportunities	2
Community Groups/Services	1
Housing	1
Substance Abuse Services	1
Animal Services	1
Day Care	1
Early Education	1
<b>Cedar Glen</b>	<b>2</b>
Housing	1
Counseling	1
<b>Chino</b>	<b>43</b>
Counseling	5
Outpatient Health Facilities	5
Health Screening/Diagnostic Services	5
Income Maintenance	4
Outpatient Mental Health Care	3
Clothing/Personal/Household Needs	3
Housing	3
Psychiatric/Mental Health Support Services	2
Day Care	2
Health Supportive Services	2
Transportation	2
Legal Services/Assistance	2

## 2-1-1 Monthly Report - Needs Per City/Town

City/Town Needs from April 2011	Total
Substance Abuse Services	1
Protective Services	1
Medical Public Assistance Programs	1
Consumer Assistance/Protection	1
Social Insurance Programs	1
<b>Chino Hills</b>	<b>16</b>
Counseling	3
Substance Abuse Services	3
Housing	3
Outpatient Health Facilities	2
Day Care	1
Consumer Assistance/Protection	1
Volunteer Opportunities	1
Health Supportive Services	1
Rehabilitation/Habilitative Services	1
<b>Colton</b>	<b>49</b>
Outpatient Health Facilities	7
Counseling	5
Housing	5
Legal Services/Assistance	4
Clothing/Personal/Household Needs	3
Environmental Protection/Improvement	3
Community Groups/Services	2
Support Groups	2
Transportation	2
Medical Public Assistance Programs	1
Social Insurance Programs	1
Employment	1
Family Based Services/Mentoring	1
Substance Abuse Services	1
Courts/Correctional System	1
Mental Health Care Facilities	1
Credit Counseling	1
Public Safety/Emergency Services	1
Health Supportive Services	1
Specialized Treatments	1
Crime Victim Support	1
Consumer Assistance/Protection	1
Day Care	1
Formal Education	1
Health Screening/Diagnostic Services	1
<b>Crestline</b>	<b>10</b>
Counseling	2
Clothing/Personal/Household Needs	2
Employment	1
Community Groups/Services	1
Law Enforcement	1
Protective Services	1
Disaster Services	1
Disaster (Incident)	1
<b>Fontana</b>	<b>178</b>
Counseling	23
Housing	23
Legal Services/Assistance	22
Outpatient Health Facilities	17
Specialized Treatments	9
Clothing/Personal/Household Needs	9

## 2-1-1 Monthly Report - Needs Per City/Town

City/Town Needs from April 2011	Total
Consumer Assistance/Protection	7
Transportation	7
Mental Health Care Facilities	6
Disability Issues/Services	3
Health Screening/Diagnostic Services	3
Outpatient Mental Health Care	3
Crime Victim Support	3
Volunteer Opportunities	3
Substance Abuse Services	3
Health Supportive Services	3
Income Maintenance	3
Immigration/Naturalization Legal Services	3
Protective Services	2
Community Groups/Services	2
Support Groups	2
Early Education	2
Parenting Education	2
Inpatient Health Facilities	2
Day Care	2
Employment	2
Nutrition Related Public Assistance Programs	2
Family Based Services/Mentoring	2
Animal Services	1
Organizational Development and Management Services	1
Emergency Medical Care	1
Psychiatric/Mental Health Support Services	1
Courts/Correctional System	1
Social Insurance Programs	1
Environmental Protection/Improvement	1
Formal Education	1
<b>Grand Terrace</b>	<b>3</b>
Emergency Medical Care	1
Substance Abuse Services	1
Specialized Treatments	1
<b>Helendale</b>	<b>2</b>
Public Safety/Emergency Services	1
Outpatient Mental Health Care	1
<b>Hesperia</b>	<b>79</b>
Outpatient Health Facilities	10
Legal Services/Assistance	9
Substance Abuse Services	8
Income Maintenance	7
Transportation	6
Housing	6
Clothing/Personal/Household Needs	5
Employment	3
Parenting Education	3
Specialized Treatments	2
Family Based Services/Mentoring	2
Environmental Protection/Improvement	2
Counseling	2
Social Development and Enrichment	2
Medical Public Assistance Programs	2
Health Screening/Diagnostic Services	1
Public Safety/Emergency Services	1
Mental Health Care Facilities	1
Community Groups/Services	1

## 2-1-1 Monthly Report - Needs Per City/Town

City/Town Needs from April 2011	Total
Crime Victim Support	1
Day Care	1
Consumer Assistance/Protection	1
Protective Services	1
Nutrition Related Public Assistance Programs	1
Psychiatric/Mental Health Support Services	1
Highland	41
Clothing/Personal/Household Needs	5
Outpatient Health Facilities	4
Family Based Services/Mentoring	3
Legal Services/Assistance	3
Substance Abuse Services	3
Consumer Assistance/Protection	3
Housing	3
Income Maintenance	2
Day Care	2
Counseling	2
Social Insurance Programs	1
Animal Services	1
Transportation	1
Consumer Regulations	1
Courts/Correctional System	1
Law Enforcement	1
Health Supportive Services	1
Employment	1
Volunteer Opportunities	1
Mental Health Care Facilities	1
Nutrition Related Public Assistance Programs	1
Hinkley	1
Nutrition Related Public Assistance Programs	1
Joshua Tree	6
Housing	2
Substance Abuse Services	1
Legal Services/Assistance	1
Counseling	1
Clothing/Personal/Household Needs	1
Lake Arrowhead	2
Support Groups	1
Housing	1
Loma Linda	11
Transportation	2
Specialized Treatments	2
Health Supportive Services	2
Housing	2
Special Education	1
Counseling	1
Family Based Services/Mentoring	1
Lucerne Valley	5
Outpatient Mental Health Care	1
Counseling	1
Transportation	1
Mental Health Care Facilities	1
Nutrition Related Public Assistance Programs	1
Mentone	4
Outpatient Health Facilities	1
Nutrition Related Public Assistance Programs	1
Health Supportive Services	1

## 2-1-1 Monthly Report - Needs Per City/Town

City/Town Needs from April 2011	Total
Housing	1
Montclair	29
Housing	11
Outpatient Health Facilities	6
Psychiatric/Mental Health Support Services	2
Clothing/Personal/Household Needs	2
Outpatient Mental Health Care	2
Day Care	1
Family Based Services/Mentoring	1
Public Health Information	1
Substance Abuse Services	1
Animal Services	1
Legal Services/Assistance	1
Morongo	1
Legal Services/Assistance	1
Ontario	168
Housing	27
Counseling	17
Outpatient Health Facilities	14
Legal Services/Assistance	13
Clothing/Personal/Household Needs	10
Transportation	8
Day Care	7
Income Maintenance	6
Substance Abuse Services	6
Consumer Assistance/Protection	5
Health Screening/Diagnostic Services	4
Parenting Education	3
Social Development and Enrichment	3
Psychiatric/Mental Health Support Services	3
Community Groups/Services	3
Medical Public Assistance Programs	3
Specialized Treatments	3
Support Groups	2
Special Education	2
Social Insurance Programs	2
Formal Education	2
Outpatient Mental Health Care	2
Environmental Protection/Improvement	2
Mental Health Care Facilities	2
Law Enforcement	2
Public Health Information	1
Early Education	1
Animal Services	1
Mortgage Payment Assistance	1
Crime Victim Support	1
Nutrition Related Public Assistance Programs	1
Safety Equipment	1
Consumer Regulations	1
Donations	1
Death Certification/Burial Arrangements	1
Employment	1
Health Supportive Services	1
Courts/Correctional System	1
Disability Issues/Services	1
Volunteer Opportunities	1
Adoption/Foster Services	1

## 2-1-1 Monthly Report - Needs Per City/Town

City/Town Needs from April 2011	Total
Immigration/Naturalization Legal Services	1
Oro Grande	2
Outpatient Health Facilities	1
Legal Services/Assistance	1
Outside County	58
Housing	9
Counseling	6
Legal Services/Assistance	5
Transportation	3
Mental Health Care Facilities	3
Specialized Treatments	3
Substance Abuse Services	3
Income Maintenance	3
Clothing/Personal/Household Needs	3
Outpatient Health Facilities	2
Psychiatric/Mental Health Support Services	2
Protective Services	2
Death Certification/Burial Arrangements	2
Health Supportive Services	2
Outpatient Mental Health Care	1
Early Education	1
Parenting Education	1
Consumer Regulations	1
Crime Reporting/Prevention	1
Courts/Correctional System	1
Mortgage Payment Assistance	1
Immigration/Naturalization Legal Services	1
Organizational Development and Management Services	1
Law Enforcement	1
Outside Of California	2
Law Enforcement	1
Family Based Services/Mentoring	1
Phelan	13
Consumer Assistance/Protection	2
Housing	2
Substance Abuse Services	1
Outpatient Health Facilities	1
Legal Services/Assistance	1
Emergency Medical Care	1
Safety Equipment	1
Transportation	1
Counseling	1
Clothing/Personal/Household Needs	1
Inpatient Health Facilities	1
Pinon Hills	1
Mental Health Care Facilities	1
Pomona (City)	2
Law Enforcement	1
Animal Services	1
Rancho Cucamonga	100
Housing	22
Substance Abuse Services	11
Counseling	8
Outpatient Health Facilities	7
Specialized Treatments	5
Clothing/Personal/Household Needs	5
Health Screening/Diagnostic Services	4

**2-1-1 Monthly Report - Needs Per City/Town**

<b>City/Town Needs from April 2011</b>	<b>Total</b>
Legal Services/Assistance	4
Income Maintenance	4
Medical Public Assistance Programs	4
Protective Services	3
Transportation	3
Psychiatric/Mental Health Support Services	3
Social Insurance Programs	2
Social Development and Enrichment	2
Outpatient Mental Health Care	2
Disability Issues/Services	1
Community Groups/Services	1
Mortgage Foreclosure Information	1
Tutoring/Homework Assistance	1
Mental Health Care Facilities	1
Donations	1
Immigration/Naturalization Legal Services	1
Inpatient Health Facilities	1
Health Supportive Services	1
Early Education	1
Parenting Education	1
<b>Redlands</b>	<b>61</b>
Housing	10
Counseling	8
Outpatient Health Facilities	8
Transportation	7
Legal Services/Assistance	4
Specialized Treatments	3
Health Screening/Diagnostic Services	3
Income Maintenance	3
Employment	2
Inpatient Health Facilities	2
Clothing/Personal/Household Needs	2
Substance Abuse Services	2
Support Groups	1
Consumer Assistance/Protection	1
Death Certification/Burial Arrangements	1
Disability Issues/Services	1
Health Supportive Services	1
Medical Public Assistance Programs	1
Nutrition Related Public Assistance Programs	1
<b>Rialto</b>	<b>108</b>
Outpatient Health Facilities	17
Housing	10
Clothing/Personal/Household Needs	8
Environmental Protection/Improvement	6
Legal Services/Assistance	6
Substance Abuse Services	6
Counseling	6
Consumer Assistance/Protection	5
Health Screening/Diagnostic Services	5
Income Maintenance	4
Specialized Treatments	3
Family Based Services/Mentoring	3
Day Care	3
Mental Health Care Facilities	3
Early Education	2
Transportation	2

## 2-1-1 Monthly Report - Needs Per City/Town

City/Town Needs from April 2011	Total
Nutrition Related Public Assistance Programs	2
Immigration/Naturalization Legal Services	2
Law Enforcement	1
Public Safety/Emergency Services	1
Protective Services	1
Community Groups/Services	1
Animal Services	1
Medical Public Assistance Programs	1
Parenting Education	1
Formal Education	1
Psychiatric/Mental Health Support Services	1
Mortgage Payment Assistance	1
Employment	1
Emergency Medical Care	1
Disability Issues/Services	1
Health Supportive Services	1
Outpatient Mental Health Care	1
Rimforest	2
Outpatient Health Facilities	1
Clothing/Personal/Household Needs	1
Running Springs	3
Crime Victim Support	1
Income Maintenance	1
Housing	1
San Bernardino (City)	429
Clothing/Personal/Household Needs	53
Housing	46
Counseling	42
Outpatient Health Facilities	40
Transportation	27
Legal Services/Assistance	27
Income Maintenance	16
Employment	11
Substance Abuse Services	11
Mental Health Care Facilities	11
Family Based Services/Mentoring	10
Health Supportive Services	9
Parenting Education	8
Specialized Treatments	8
Nutrition Related Public Assistance Programs	7
Day Care	6
Death Certification/Burial Arrangements	6
Consumer Assistance/Protection	6
Volunteer Opportunities	5
Support Groups	5
Social Insurance Programs	4
Psychiatric/Mental Health Support Services	4
Law Enforcement	4
Outpatient Mental Health Care	4
Courts/Correctional System	4
Protective Services	4
Formal Education	4
Mortgage Payment Assistance	4
Organizational Development and Management Services	3
Disability Issues/Services	3
Inpatient Health Facilities	3
Medical Public Assistance Programs	3

## 2-1-1 Monthly Report - Needs Per City/Town

City/Town Needs from April 2011	Total
Health Screening/Diagnostic Services	3
Household Related Public Assistance Programs	3
Community Groups/Services	3
Safety Equipment	3
Early Education	3
Social Development and Enrichment	3
Consumer Regulations	3
Animal Services	2
Crime Victim Support	2
Environmental Protection/Improvement	1
Parks & Recreation Services	1
Disaster (Incident)	1
Special Education	1
Crime Reporting/Prevention	1
Emergency Medical Care	1
Twenty-Nine Palms	9
Housing	2
Counseling	1
Outpatient Health Facilities	1
Organizational Development and Management Services	1
Family Based Services/Mentoring	1
Social Insurance Programs	1
Clothing/Personal/Household Needs	1
Legal Services/Assistance	1
Unknown	145
Community Groups/Services	21
Volunteer Opportunities	16
Courts/Correctional System	11
Nutrition Related Public Assistance Programs	11
Counseling	9
Transportation	9
Substance Abuse Services	7
Outpatient Health Facilities	6
Specialized Treatments	5
Health Supportive Services	5
Housing	5
Legal Services/Assistance	5
Suicide Calls/Lethality Assessment	3
Donations	3
Clothing/Personal/Household Needs	3
Social Insurance Programs	2
Employment	2
Law Enforcement	2
Income Maintenance	2
Organizational Development and Management Services	2
Psychiatric/Mental Health Support Services	2
Family Based Services/Mentoring	2
Credit Counseling	1
Special Education	1
Animal Services	1
Protective Services	1
Crime Reporting/Prevention	1
Medical Public Assistance Programs	1
Support Groups	1
Social Development and Enrichment	1
Mortgage Payment Assistance	1
Death Certification/Burial Arrangements	1

## 2-1-1 Monthly Report - Needs Per City/Town

City/Town Needs from April 2011	Total
Household Related Public Assistance Programs	1
Outpatient Mental Health Care	1
Upland	49
Housing	9
Transportation	6
Outpatient Health Facilities	5
Counseling	5
Clothing/Personal/Household Needs	4
Legal Services/Assistance	2
Health Screening/Diagnostic Services	2
Support Groups	2
Bad Weather Shelters	2
Income Maintenance	2
Consumer Assistance/Protection	1
Specialized Treatments	1
Volunteer Opportunities	1
Early Education	1
Suicide Calls/Lethality Assessment	1
Environmental Protection/Improvement	1
Crime Victim Support	1
Parenting Education	1
Disability Issues/Services	1
Psychiatric/Mental Health Support Services	1
Victorville	208
Counseling	26
Outpatient Health Facilities	23
Legal Services/Assistance	20
Housing	18
Clothing/Personal/Household Needs	13
Substance Abuse Services	11
Specialized Treatments	8
Transportation	8
Consumer Assistance/Protection	7
Outpatient Mental Health Care	5
Social Insurance Programs	5
Parenting Education	5
Mental Health Care Facilities	5
Income Maintenance	5
Support Groups	4
Psychiatric/Mental Health Support Services	4
Family Based Services/Mentoring	4
Special Education	3
Health Screening/Diagnostic Services	3
Crime Victim Support	3
Death Certification/Burial Arrangements	3
Organizational Development and Management Services	3
Day Care	2
Medical Public Assistance Programs	2
Environmental Protection/Improvement	2
Health Supportive Services	2
Animal Services	2
Mortgage Payment Assistance	2
Nutrition Related Public Assistance Programs	1
Immigration/Naturalization Legal Services	1
Disability Issues/Services	1
Credit Counseling	1
Emergency Medical Care	1

## 2-1-1 Monthly Report - Needs Per City/Town

City/Town Needs from April 2011	Total
Public Health Information	1
Social Development and Enrichment	1
Parks & Recreation Services	1
Adoption/Foster Services	1
Law Enforcement	1
Wrightwood	2
Donations	1
Counseling	1
Yucaipa	31
Outpatient Health Facilities	6
Housing	4
Psychiatric/Mental Health Support Services	3
Clothing/Personal/Household Needs	3
Specialized Treatments	2
Day Care	2
Legal Services/Assistance	2
Health Supportive Services	1
Outpatient Mental Health Care	1
Employment	1
Courts/Correctional System	1
Environmental Protection/Improvement	1
Mental Health Care Facilities	1
Transportation	1
Nutrition Related Public Assistance Programs	1
Community Groups/Services	1
Yucca Valley	10
Specialized Treatments	2
Substance Abuse Services	2
Courts/Correctional System	1
Social Development and Enrichment	1
Transportation	1
Housing	1
Consumer Assistance/Protection	1
Outpatient Health Facilities	1
<b>Grand Total</b>	<b>2080</b>

**Referrals from 2-1-1 San Bernardino County**

**211 Referrals: April 2011**

Month-Year	
Row Labels	Referral Totals
<b>1-800-FREE411</b>	<b>17</b>
Directory Assistance	17
<b>2-1-1 Kern County</b>	<b>2</b>
2-1-1 Information and Referral (No Program Selected)	1 1
<b>2-1-1 Los Angeles County</b>	<b>124</b>
2-1-1 Information and Referral	124
<b>2-1-1 National</b>	<b>8</b>
2-1-1 Search (No Program Selected)	6 2
<b>2-1-1 Orange County</b>	<b>12</b>
2-1-1 Information and Referral (No Program Selected)	8 4
<b>2-1-1 Sacramento County</b>	<b>1</b>
2-1-1 Information and Referral	1
<b>2-1-1 San Bernardino County</b>	<b>11</b>
2-1-1 San Bernardino County-2-1-1 Information and Referral	11
<b>2-1-1 San Diego County</b>	<b>2</b>
2-1-1 Information and Referral (No Program Selected)	1 1
<b>A Watershed Addition Treatment Center, Inc.</b>	<b>2</b>
National Crisis Help Line for Substance Abuse	2
<b>AARP - State California Office</b>	<b>9</b>
Tax Aide	9
<b>Abundant Living Family Church</b>	<b>88</b>
Angel Food Ministry	12
Counseling Services	8
Outreach Center (No Program Selected)	66 2
<b>ACT Family Counseling Services</b>	<b>4</b>
Parenting Bridge Program	4
<b>Adelanto Branch Library</b>	<b>2</b>
Basic Computer Classes (No Program Selected)	1 1
<b>Adelanto Detention Center</b>	<b>1</b>
Detention Center	1
<b>Adelanto Senior Center</b>	<b>2</b>
Home Delivered Meals (No Program Selected)	1 1
<b>Adventist Community Team Services</b>	<b>3</b>
Emergency Food Assistance	2
Meals on Wheels	1
<b>Aegis Medical Systems, Inc.</b>	<b>8</b>
Methadone Replacement Therapy	8
<b>Alannah Foster Family Agency and Homes</b>	<b>1</b>
Foster Homes	1
<b>AL-ANON Family Groups and ALATEEN</b>	<b>1</b>
(No Program Selected)	1
<b>Alcoholics Anonymous</b>	<b>11</b>
Alcoholics Anonymous	10

## Referrals from 2-1-1 San Bernardino County

(No Program Selected)	1
<b>Alliance Human Services Foster Family</b>	<b>1</b>
Foster Parent Recruiting and Training Services	1
<b>American Cancer Society</b>	<b>2</b>
Education and Support	2
<b>American Heart Association</b>	<b>1</b>
Public Education and Public Advocacy	1
<b>American Lung Association</b>	<b>1</b>
Stop Smoking Program	1
<b>American Red Cross - Claremont Chapter</b>	<b>1</b>
(No Program Selected)	1
<b>American Red Cross - High Desert Chapter</b>	<b>2</b>
Health and Safety Training	1
(No Program Selected)	1
<b>American Red Cross - Inland Empire Chapter</b>	<b>4</b>
Health and Safety	4
<b>Annual Credit Report Request</b>	<b>1</b>
Fraud Victim Assistance	1
<b>Anthony Munoz Community Center</b>	<b>1</b>
(No Program Selected)	1
<b>Apple Valley Fire Protection District</b>	<b>1</b>
Friends of Animals During Disasters	1
<b>Apple Valley Newton T. Bass Branch Library</b>	<b>2</b>
Library Services	1
Adult Literacy Program	1
<b>Arrowhead Regional Medical Center</b>	<b>37</b>
Hospital Services	11
Medically Indigent Adult Health Care (MIA)	22
(No Program Selected)	2
Family and Elder Care Center	2
<b>Asante Family Agency, Inc.</b>	<b>33</b>
Counseling, Training and Visitation Center	31
(No Program Selected)	2
<b>Asian-American Educational and Cultural Center, Inc.</b>	<b>5</b>
Traffic Safety Awareness	5
<b>Assistance League</b>	<b>1</b>
Volunteering	1
<b>Associated Clinical Therapists, Inc.</b>	<b>25</b>
Counseling Services	25
<b>Barstow Community Hospital</b>	<b>1</b>
Hospital Services	1
<b>Barstow Counseling Center</b>	<b>2</b>
Counseling Services	2
<b>Barstow Humane Society</b>	<b>5</b>
Animal Care	5
<b>Barstow Senior Citizens Center</b>	<b>3</b>
Meals on Wheels	3
<b>Benevolent Animal Rescue Committee</b>	<b>1</b>
Animal Rescue Committee	1
<b>Better Business Bureau</b>	<b>3</b>
Complaint Department	2
(No Program Selected)	1
<b>Bienestar Human Services</b>	<b>1</b>
Community Service	1
<b>Bilingual Family Counseling Service, Inc.</b>	<b>5</b>

## Referrals from 2-1-1 San Bernardino County

Preserving Safe and Stable Families	1
Support Group	4
<b>Blindness Support Services</b>	<b>3</b>
Support Services	2
Orientation Mobility Travel Training	1
<b>Boys &amp; Girls Club of Fontana</b>	<b>1</b>
Core Programs	1
<b>Boys &amp; Girls Club of Pomona Valley</b>	<b>1</b>
Power Hour	1
<b>Boys &amp; Girls Club of San Bernardino</b>	<b>4</b>
(No Program Selected)	2
Day Camp	1
Recreation Activities	1
<b>Boys Town National Hotline</b>	<b>19</b>
National Hotline	18
(No Program Selected)	1
<b>Braille Institute of America, Inc.</b>	<b>1</b>
(No Program Selected)	1
<b>Building a Generation</b>	<b>1</b>
Family Resource Center	1
<b>C.A.S.T.L.E</b>	<b>5</b>
Parenting Skill Classes	5
<b>California Coalition for Youth</b>	<b>2</b>
Youth Crisis Line	2
<b>California Department of Aging</b>	<b>1</b>
California Care Network	1
<b>California Department of Consumer Affairs</b>	<b>3</b>
(No Program Selected)	1
Bureau of Automotive Repair	1
Bureau of Security and Investigative Services	1
<b>California Department of Forestry and Fire Protection</b>	<b>1</b>
Sandbag Program	1
<b>California Department of Industrial Relations</b>	<b>2</b>
Labor Standards Enforcement	2
<b>California Department of Insurance</b>	<b>1</b>
Low Cost Auto Insurance	1
<b>California Department of Motor Vehicles</b>	<b>10</b>
DMV Services	10
<b>California Department of Social Services</b>	<b>1</b>
Welfare Fraud Hotline	1
<b>California Franchise Tax Board</b>	<b>1</b>
Tax Information	1
<b>California Highway Patrol</b>	<b>1</b>
Freeway Patrol Service	1
<b>California Public Utilities Commission</b>	<b>14</b>
California Relay Service (CRS)	1
LifeLine Telephone Service	10
(No Program Selected)	2
California Telephone Access Program (CTAP)	1
<b>California State University San Bernardino</b>	<b>13</b>
Counseling Services	10
First Five Early Intervention	3
<b>California Victim Compensation and Government Claims Board</b>	<b>1</b>
Victim Compensation Program	1
<b>California Youth Crisis Line</b>	<b>2</b>

## Referrals from 2-1-1 San Bernardino County

Crisis Hotline	2
<b>Call for Life Pregnancy Help Center</b>	<b>9</b>
Crisis Pregnancy Center	9
<b>Cancer Information Service of California</b>	<b>1</b>
Cancer Information Service	1
<b>CancerCare</b>	<b>1</b>
Connect Education Workshop	1
<b>Canyon Ridge Hospital</b>	<b>6</b>
Access Center	3
Hospital Services	3
<b>CareConnect USA</b>	<b>7</b>
Bankruptcy Advice Helpline	4
Mortgage Assistance Helpline	2
Debt Counseling Helpline	1
<b>Caring for the Hills</b>	<b>7</b>
Emergency Food Boxes	4
Food Pantry	3
<b>Carnegie Library</b>	<b>2</b>
Library Services	1
Families for Literacy	1
<b>Carolyn Owens Community Center</b>	<b>4</b>
Counseling Services	2
Substance Abuse	1
Batterers Treatment	1
<b>Carpenters House</b>	<b>19</b>
ACTS 29 Food Ministry	19
<b>Cars 4 Causes</b>	<b>1</b>
Nationwide Car Donations	1
<b>Casa de San Bernardino</b>	<b>5</b>
Youth Substance Abuse Outpatient Program	5
<b>Catholic Charities - Brother Miguel Center</b>	<b>3</b>
Counseling Services	3
<b>Catholic Charities of San Bernardino/Riverside</b>	<b>896</b>
Advocacy and Referrals	17
Anger Management Classes	6
Case Management	6
Clothes/Household Items	28
Food Assistance	124
Funeral Referral	9
Individual/Family Counseling	21
Parenting Classes	13
Prescription Service	11
Refugee & Immigration Services	1
Rent/Mortgage Assistance	340
Transportation Assistance	43
Utility Assistance	266
(No Program Selected)	4
Clothing Referrals	1
Food Voucher	6
<b>Cedar House Rehabilitation Center</b>	<b>31</b>
Detoxification	15
Outpatient Therapy and Counseling Program	4
Residential Treatment	9
Women with Children Program	1
(No Program Selected)	2

**Referrals from 2-1-1 San Bernardino County**

<b>Central City Lutheran Mission</b>	<b>79</b>
Cold Weather Shelter	43
Food Giveaway	8
Kinship Family Center	4
The H Street Clinic	21
(No Program Selected)	3
<b>Chaffey Joint Union High School District</b>	<b>2</b>
Chaffey Adult School	2
<b>Childrens Fund</b>	<b>2</b>
Childrens Fund	2
<b>Childrens Network of San Bernardino County</b>	<b>1</b>
Child Abuse Planning Prevention Committee	1
<b>ChildSharing, Inc.</b>	<b>2</b>
Co Parenting Classes	2
<b>Chino Hills Counseling</b>	<b>5</b>
Chino Hills Counseling	5
<b>Chino Neighborhood House</b>	<b>11</b>
Emergency Food	8
Household Item Distribution	3
<b>Chino Senior Center</b>	<b>3</b>
Senior Nutrition Lunch Program	1
Computer Class	1
P.A.T.C.H.	1
<b>Chino Valley YMCA</b>	<b>1</b>
School Age Care	1
<b>Christian and Missionary Alliance Church</b>	<b>6</b>
USDA Food Distribution	6
<b>Christian Counseling Service of the East Valley</b>	<b>2</b>
Counseling Services	1
Parent Child Interaction Therapy	1
<b>Church of the Nazarene</b>	<b>40</b>
Clothes Closet	13
Food Pantry	26
(No Program Selected)	1
<b>City of Chino</b>	<b>6</b>
Chino Human Services Programs	5
City Hall	1
<b>City of Chino Hills</b>	<b>1</b>
Public Works	1
<b>City of Colton</b>	<b>1</b>
City Hall	1
<b>City of Fontana</b>	<b>1</b>
City Hall	1
<b>City of Hesperia</b>	<b>3</b>
City Hall	1
Community Services	2
<b>City of Highland</b>	<b>1</b>
City Hall	1
<b>City of Hope Medical Center</b>	<b>1</b>
Hospital Services	1
<b>City of Loma Linda</b>	<b>1</b>
City Hall	1
<b>City of Montclair</b>	<b>33</b>
Health Service Alliance	3
USDA Food Distribution	5

## Referrals from 2-1-1 San Bernardino County

Senior Luncheon	1
Montclair Medical Clinic	24
<b>City of Ontario</b>	<b>4</b>
City Hall	2
(No Program Selected)	1
City Maintenance Services	1
<b>City of Rancho Cucamonga</b>	<b>3</b>
City Hall	2
Community Services	1
<b>City of Redlands</b>	<b>3</b>
City Hall	2
Licenses/Permits	1
<b>City of Rialto</b>	<b>1</b>
City Hall	1
<b>City of San Bernardino</b>	<b>10</b>
City Hall	4
Senior Companion Program	5
Passports	1
<b>City of Upland</b>	<b>2</b>
City Hall	1
Recreation & Community Services Division	1
<b>City of Victorville</b>	<b>8</b>
City Hall	2
Community Services	1
Senior Home Repair Program	1
(No Program Selected)	2
Mortgage Assistance Program	2
<b>Clear View Treatment Center</b>	<b>1</b>
Substance Abuse Recovery	1
<b>Colton-Redlands-Yucaipa ROP</b>	<b>2</b>
(No Program Selected)	1
Extreme Summer Day Camp	1
<b>Community Action Partnership of San Bernardino County</b>	<b>770</b>
Energy, Education and Environmental Services Department (HEAP)	466
Family Development	281
Food Bank	12
Individual Development Accounts (IDA)	1
(No Program Selected)	10
<b>Community Health Action Network</b>	<b>27</b>
Parent Resource Center	27
<b>Community Health Systems, Inc.</b>	<b>63</b>
Dental Clinic	28
Medical Clinic	21
Optometry Services	14
<b>Community Hospital of San Bernardino</b>	<b>68</b>
Behavioral Health Services	12
Community Education Classes	1
Hospital	1
(No Program Selected)	2
Family Resources	51
Child Passenger Safety Seats	1
<b>Compulsive Eaters Anonymous</b>	<b>1</b>
Compulsive Eaters	1
<b>Contra Costa Crisis Center</b>	<b>1</b>
2-1-1 Information & Referral	1

## Referrals from 2-1-1 San Bernardino County

<b>Corona/Norco Rescue Mission</b>	<b>18</b>
Overnight Emergency Shelter	7
Transitional Living Program	11
<b>CRC Health Corporation</b>	<b>7</b>
Drug Addiction Services	7
<b>Crestline Branch Library</b>	<b>1</b>
Library Services	1
<b>Crosslight Family Ministries / Fortress Christian Center</b>	<b>11</b>
Outreach	11
<b>Cucamonga School District</b>	<b>1</b>
Public Education	1
<b>David and Margaret Youth and Family Services</b>	<b>1</b>
Community Based Education	1
<b>De Anza Community and Teen Center</b>	<b>4</b>
(No Program Selected)	1
ESL Classes	3
<b>Delmann Heights Community Center</b>	<b>9</b>
Senior Center	1
Swimming Pool	1
USDA Food Distribution	2
Salvaged Bread Program	5
<b>Denti-Cal Referral Line</b>	<b>1</b>
Hotline	1
<b>Department of Rehabilitation Inland Empire District</b>	<b>2</b>
Vocational Rehabilitation	1
Counselor Teacher for the Blind	1
<b>Depression and Bipolar Support Alliance</b>	<b>8</b>
Information, Referrals and Advocacy	8
<b>Desert Manna Ministries</b>	<b>42</b>
Electric Assistance Fund (EAF)	25
Emergency Shelter	6
Food Program	8
Transportation Assistance	1
USDA Food Distribution	1
(No Program Selected)	1
<b>Desert Sanctuary, Inc.</b>	<b>28</b>
Catholic Charities Grants Case Management	19
Cedar Chest Thrift Shop	1
Haley House Domestic Violence Shelter	8
<b>Desert Valley Hospital</b>	<b>3</b>
Charity Bill Assistance	1
Hospital Services	2
<b>Disability Rights Legal Center</b>	<b>2</b>
(No Program Selected)	2
<b>Dorothy A. Quesada Community Center</b>	<b>6</b>
Computer Lab	3
ESL Classes	3
<b>Dorothy Inghram Branch Library</b>	<b>1</b>
Storytime and Crafts	1
<b>DOVES of Big Bear Valley, Inc.</b>	<b>2</b>
(No Program Selected)	2
<b>Drug Alternative Program</b>	<b>2</b>
DAP	2
<b>Dyslexia Foundation</b>	<b>1</b>
Dyslexia Information and Referral	1

## Referrals from 2-1-1 San Bernardino County

<b>East Valley Community Health Center, Inc.</b>	<b>14</b>
General Medical Services	13
(No Program Selected)	1
<b>Easter Seals Southern California</b>	<b>1</b>
Child Development Center	1
<b>Echos Of Faith World Outreach Ministries</b>	<b>11</b>
Operation Fresh Start	11
<b>Employment Development Department</b>	<b>18</b>
Bonding	1
State Disability Insurance	6
Unemployment Insurance	11
<b>Equal Employment Opportunity Commission</b>	<b>1</b>
Employment Discrimination Assistance	1
<b>Fairplex Child Development Center</b>	<b>3</b>
Child Development Center	3
<b>Faith Lutheran Church</b>	<b>1</b>
Community Food Pantry	1
<b>Faiths Hope Foundation</b>	<b>12</b>
(No Program Selected)	3
Medical Expense Assistance	2
Necessity Assistance	7
<b>Families and Friends of Murder Victims</b>	<b>2</b>
Support Group	2
<b>Family Service Agency of San Bernardino</b>	<b>51</b>
Crestline Food and Clothing Bank	1
Disaster Recovery Services	2
Domestic Violence Program	7
Individual, Family and Group Therapy	25
USDA Food Distribution	2
Utility Assistance Fund (EAF & GAF)	10
Mental Health and Case Management	4
<b>Family Service Association of Redlands</b>	<b>52</b>
Family Support	12
Home Again	5
Rental Assistance	20
(No Program Selected)	2
Cold Weather Vouchers	13
<b>Fifth Street Senior Center</b>	<b>1</b>
Cooling Center	1
<b>First 5 Commission of San Bernardino County</b>	<b>3</b>
First 5 Commission of San Bernardino County	2
(No Program Selected)	1
<b>First Chance/Y-CHOW, Inc.</b>	<b>3</b>
Sober Living	3
<b>First Presbyterian Church</b>	<b>4</b>
USDA Food Distribution	4
<b>First Steps Child Development Center, Inc.</b>	<b>2</b>
Affordable Child Care	2
<b>Fontana Lewis Library &amp; Technology Center</b>	<b>9</b>
Basic Computer Classes	9
<b>Foothill AIDS Project</b>	<b>1</b>
Case Management	1
<b>Foothill Family Shelter</b>	<b>54</b>
Foothill Family Shelter	23
Harold Cares About Your Future	1

## Referrals from 2-1-1 San Bernardino County

Harolds Help Desk	26
(No Program Selected)	3
Shelter Court	1
<b>Foster Youth Services</b>	<b>1</b>
YES Center	1
<b>Frazer Community Center</b>	<b>31</b>
Hot Meals	3
Medical Treatment	4
Transitional Housing	24
<b>Gift Ministries</b>	<b>2</b>
Clothes Closet	2
<b>Good Steward Day Care</b>	<b>3</b>
Child Care Service	3
<b>Goodwill Southern California</b>	<b>23</b>
Career Resource Center	8
Retail Stores and Used Goods	14
(No Program Selected)	1
<b>Greater American Care Centers</b>	<b>6</b>
Safety and Wellness Program	6
<b>Greater Cornerstone Church</b>	<b>2</b>
Community Meal	1
USDA Food Distribution	1
<b>Group Home Support Services</b>	<b>26</b>
Counseling Services	12
Parenting Classes	12
Substance Abuse Counseling	2
<b>Habitat For Humanity, San Bernardino Area, Inc.</b>	<b>1</b>
Habitat For Humanity	1
<b>Hands On Inland Empire</b>	<b>24</b>
Alternative Sentencing	17
Volunteer Opportunities	7
<b>Healthy Families</b>	<b>4</b>
Health Care Coverage	3
(No Program Selected)	1
<b>Hearts &amp; Lives</b>	<b>3</b>
Information and Referral	3
<b>Helping Hands Pantry</b>	<b>64</b>
Food Distribution	64
<b>Hesperia Branch Library</b>	<b>3</b>
Basic Computer Classes	1
Library Services	1
(No Program Selected)	1
<b>High Desert Child Adolescent and Family Services Center</b>	<b>38</b>
Anger Management	8
Counseling Services	14
Outpatient Substance Abuse Treatment	2
Parenting Classes	10
(No Program Selected)	1
Delayed Entry of Judgement	2
Supervised Visitation	1
<b>High Desert Domestic Violence Program, Inc.</b>	<b>10</b>
Domestic Violence Program Services	8
(No Program Selected)	2
<b>High Desert Homeless Services, Inc</b>	<b>42</b>
Shelter	34

## Referrals from 2-1-1 San Bernardino County

(No Program Selected)	8
<b>High Desert Pregnancy Clinic</b>	<b>2</b>
Family Resource Center	2
<b>High Desert Transitional Living Connection</b>	<b>28</b>
Food Pantry	13
Job Search	1
USDA Food Distribution	10
(No Program Selected)	2
Computer Class	2
<b>Highland Sam J. Racadio Library and Environmental Learning Center</b>	<b>6</b>
Basic Computer Classes	4
Job Preparation and Job Search	2
<b>Home of Neighborly Service</b>	<b>2</b>
Food Distribution	1
USDA Food Giveaway	1
<b>House of Hope House of Faith, Inc.</b>	<b>8</b>
Sober Living Homes	2
Residential Treatment Center	6
<b>House of Ruth, Inc.</b>	<b>31</b>
Counseling Services	1
Emergency Hotline	8
Emergency Shelter	13
Temporary Restraining Order Clinic	4
Transitional Living	1
(No Program Selected)	4
<b>Housing Authority of the County of San Bernardino</b>	<b>102</b>
Family Unification Program	23
Mainstream Program	7
Public Housing	28
Section 8 Program	32
Senior Housing	6
Shelter Plus Care Program	1
Tenant Based Assistance Program (TBA)	1
Housing Opportunities for People With AIDS (HOPWA)	1
Fraud Reporting	3
<b>Humane Society of San Bernardino Valley</b>	<b>4</b>
Cruelty Investigations	2
Veterinarian Clinic	2
<b>Hutton Community Center</b>	<b>5</b>
USDA Food Distribution	5
<b>Immaculate Conception</b>	<b>1</b>
Soup Kitchen	1
<b>Impression Healthcare Services</b>	<b>4</b>
Behavioral Health Counseling	4
<b>Inland Agency</b>	<b>14</b>
Community Tool Box	13
HICAP	1
<b>Inland AIDS Project</b>	<b>1</b>
Mental and Behavioral Health Treatment	1
<b>Inland Behavioral and Health Services, Inc.</b>	<b>4</b>
Westside Counseling Center	4
<b>Inland Caregivers Resource Center</b>	<b>2</b>
Respite Care	1
Caregiver Retreats	1
<b>Inland Counties Legal Services, Inc</b>	<b>72</b>

## Referrals from 2-1-1 San Bernardino County

Legal Assistance	69
(No Program Selected)	3
<b>Inland Empire Economic Recovery Corporation (IEERC)</b>	<b>2</b>
Home Foreclosure Prevention Seminars/Workshops	2
<b>Inland Empire Health Plan</b>	<b>8</b>
Healthy Kids	4
(No Program Selected)	4
<b>Inland Empire Latino Lawyers Association</b>	<b>16</b>
Legal Assistance and Counseling	16
<b>Inland Empire Lighthouse for the Blind, Inc.</b>	<b>1</b>
Lighthouse for the Blind School	1
<b>Inland Empire United Way</b>	<b>2</b>
2-1-1 San Bernardino County	1
KidSmart Initiative	1
<b>Inland Fair Housing and Mediation Board</b>	<b>43</b>
Education and Outreach	1
Inland Fair Housing and Mediation	40
(No Program Selected)	2
<b>Inland Family Community Health Center</b>	<b>89</b>
Dental Services	39
Immunizations	4
Medical Services	43
(No Program Selected)	3
<b>Inland Hospice Association</b>	<b>3</b>
Hospice Care	1
Adult Bereavement	1
Children/Youth Bereavement Group	1
<b>Inland Regional Center</b>	<b>4</b>
Inland Regional Center	4
<b>Inland Temporary Homes</b>	<b>40</b>
Family Literacy Program	1
Homeless Prevention and Rapid Re-Housing Program (HPRP)	15
Shelter & Transitional Housing	22
(No Program Selected)	2
<b>Inland Valley Hope Partners</b>	<b>230</b>
Food Security Program	41
Rent Payment Assistance	85
Shelter/Housing Program	26
Utility Assistance	60
(No Program Selected)	17
Farmers Market	1
<b>Inland Valley Humane Society and S.P.C.A</b>	<b>2</b>
Animal Care & Control	2
<b>Inland Valley Justice Center</b>	<b>1</b>
Dispute Resolution	1
<b>Inland Valley Recovery Services</b>	<b>18</b>
Domestic violence Intervention	1
Drug and Alcohol Recovery Services	13
Mental Health Services	4
<b>Internal Revenue Service</b>	<b>1</b>
Internal Revenue Service	1
<b>Internet Service Providers</b>	<b>288</b>
arcZip	39
AT&T	8
Comcast	6

## Referrals from 2-1-1 San Bernardino County

DSL Extreme	93
Juno (Dial-up)	13
NetZero (Dial-up)	13
PeoplePC (Dial-up)	10
SoCal Free Net (Dial-up)	3
Basic ISP (Dial-up)	3
Copper.net	69
Verizon	21
Earthlink (Dial-up)	7
Turbo USA (Dial-up)	3
<b>James L. Brulte Senior Center</b>	<b>1</b>
Senior Services	1
<b>Job Corps</b>	<b>3</b>
Job Training	3
<b>Josephine Knopf Senior Center</b>	<b>1</b>
Senior and Disabled Transportation	1
<b>Joshua Tree Community Center</b>	<b>1</b>
USDA Food Distribution	1
<b>Joslyn Senior Center</b>	<b>1</b>
Computer Lab	1
<b>Kaiser Permanente Medical Center</b>	<b>1</b>
(No Program Selected)	1
<b>Kids Come First Community Clinic</b>	<b>2</b>
Kids Come First	2
<b>Kids Turf Day Care Center</b>	<b>1</b>
Day Care	1
<b>Kids Wish Network</b>	<b>1</b>
Funeral Assistance	1
<b>La Leche League, International</b>	<b>1</b>
Breastfeeding Support and Information	1
<b>LaSalle Medical Associates</b>	<b>30</b>
Health Clinic	27
Well Women Exam	3
<b>Law Library for San Bernardino</b>	<b>1</b>
Law Library	1
<b>Legal Aid Society of San Bernardino</b>	<b>31</b>
Legal Aid Clinic	30
(No Program Selected)	1
<b>Libreria del Pueblo, Inc.</b>	<b>20</b>
Computer Classes	17
Immigration Services	2
Legal Clinic	1
<b>LifeStream</b>	<b>2</b>
Blood Donation Program	2
<b>Lifeway Church Ministries</b>	<b>10</b>
Food Pantry	9
(No Program Selected)	1
<b>Lighthouse Inner Change Sober Living</b>	<b>3</b>
Sober Living	3
<b>Loma Linda Diabetes Support Group</b>	<b>1</b>
Winning With Diabetes	1
<b>Loma Linda Marriage &amp; Family Therapy Clinic</b>	<b>2</b>
Marriage and Family Therapy	2
<b>Loma Linda Senior Center</b>	<b>1</b>
Senior Center	1

## Referrals from 2-1-1 San Bernardino County

<b>Loma Linda University Medical Center</b>	<b>15</b>
Hospital Services	5
School of Dentistry	10
<b>Loma Linda University Psychology Department</b>	<b>6</b>
Psychological Services Clinic	6
<b>Loveland Jubilee Pantry</b>	<b>47</b>
Food Pantry	47
<b>Loving Care In-Home Services, Inc.</b>	<b>1</b>
In-Home Assistance / Respite Care	1
<b>Lucerne Valley Domestic Violence Outreach</b>	<b>1</b>
Counseling	1
<b>Luque Community Center</b>	<b>1</b>
USDA Food Distribution	1
<b>Lutheran Social Services of Southern California</b>	<b>1</b>
Food Bank and Bread Program	1
<b>Managed Pharmacy Care</b>	<b>1</b>
Freedom of Choice	1
<b>Marys Mercy Center, Inc.</b>	<b>60</b>
Marys Children Program	25
Marys Table	11
Saint Joseph Clothes Closet	5
Showers	3
St. Martin de Porres Emergency Food Bag Program	6
Veronicas Home of Mercy	9
(No Program Selected)	1
<b>Meals on Wheels - Ontario</b>	<b>1</b>
Meals on Wheels	1
<b>Medical Board of California</b>	<b>1</b>
Medical Board	1
<b>Mental Health Systems, Inc.</b>	<b>5</b>
Substance Abuse Prevention Project	2
Support Services	2
Drug Abuse Counseling for Federal Probationers	1
<b>Mercy House</b>	<b>101</b>
Assisi House	10
Guadalupe Residence	8
Walk-In Center	80
(No Program Selected)	3
<b>Mexican Consulate</b>	<b>2</b>
Consular Services	2
<b>Mimis House</b>	<b>18</b>
Transitional Housing	16
(No Program Selected)	2
<b>Missing Children Clearinghouse</b>	<b>1</b>
Missing Children Hotline	1
<b>Mojave Basin Youth Corps, Inc.</b>	<b>1</b>
Mojave Basin YouthBuild	1
<b>Montclair Branch Library</b>	<b>1</b>
Computer Class	1
<b>Morongo Basin Mental Health Services Association</b>	<b>7</b>
Crisis Walk-In Center	1
General Mental Health	1
Residential Drug and Alcohol Treatment	3
Outpatient Drug and Alcohol Treatment	2
<b>Morongo Basin Unity Home, Inc.</b>	<b>7</b>

## Referrals from 2-1-1 San Bernardino County

Domestic Violence- Emergency Shelter	1
Transitional Housing	4
Substance Abuse Program	2
<b>Moses House Ministries</b>	<b>17</b>
The Boutique	17
<b>Mountain View Child Care, Inc.</b>	<b>2</b>
Kidship-Preschool and Pediatric Day Health	2
<b>Mountain View Community Church</b>	<b>162</b>
Food Pantry	19
Mountain View Preschool	1
Substance Abuse Meetings	2
(No Program Selected)	1
Gas Assistance Fund	139
<b>Narcotics Anonymous</b>	<b>8</b>
Narcotics Anonymous Support Group	7
(No Program Selected)	1
<b>National Center for Victims of Crime</b>	<b>2</b>
Help Line	2
<b>National Community Renaissance</b>	<b>129</b>
Affordable Housing	126
(No Program Selected)	3
<b>National Domestic Violence Hotline</b>	<b>2</b>
Domestic Violence Hotline	2
<b>National Organization for Women</b>	<b>1</b>
NOW	1
<b>National Organization of Social Security Claimants Representatives</b>	<b>1</b>
(No Program Selected)	1
<b>National Suicide Prevention Lifeline</b>	<b>11</b>
Suicide Hotline	11
<b>NCNW Bethune Center</b>	<b>2</b>
Computer Training	2
<b>Neighborhood Housing Services of the Inland Empire, Inc.</b>	<b>2</b>
Foreclosure Prevention	1
Home Maintenance Education	1
<b>New Directions</b>	<b>3</b>
Therapeutic Community	3
<b>New Hope Village, Inc.</b>	<b>1</b>
New Hope Village	1
<b>New House, Inc.</b>	<b>1</b>
Substance Abuse Treatment Program / Clean and Sober Moms	1
<b>Northtown Housing Development Corp.</b>	<b>9</b>
Food Assistance	7
USDA Food Distribution	1
(No Program Selected)	1
<b>Office of Emergency Services</b>	<b>6</b>
TENS (Telephone Emergency Notification System)	6
<b>Oldtimers Foundation</b>	<b>27</b>
Home maintenance and Conservation	13
Transportation Services	8
Senior Nutrition	6
<b>Olive Branch Counseling Center</b>	<b>20</b>
Anger Management and Domestic Violence	10
Couple Counseling	6
General Counseling	4
<b>Omnitrans</b>	<b>16</b>

## Referrals from 2-1-1 San Bernardino County

Access Service	10
OmniLink Service	1
Omnitrans	5
<b>One 2 One Mentors, Inc.</b>	<b>1</b>
Mentoring	1
<b>Ontario City Library</b>	<b>9</b>
Basic Computer Classes	8
(No Program Selected)	1
<b>Ontario Police Department</b>	<b>3</b>
Police Department	3
<b>Ontario Senior Center</b>	<b>2</b>
STARS	1
Computer Literacy	1
<b>Ontario/Montclair YMCA</b>	<b>5</b>
Afterschool Program	3
Matrix	1
(No Program Selected)	1
<b>Operation Provider</b>	<b>6</b>
Electric and Gas Assistance Fund (EAF & GAF)	6
<b>Operation Safehouse</b>	<b>5</b>
Operation Safehouse Shelter	1
Transitional Living Program	3
(No Program Selected)	1
<b>Option House, Inc.</b>	<b>27</b>
Community Education	6
Domestic Violence Shelter Services	20
Women Support Groups	1
<b>Our Lady of Hope</b>	<b>23</b>
USDA Food Distribution	22
(No Program Selected)	1
<b>Our Lady of the Desert</b>	<b>29</b>
Food Pantry	28
(No Program Selected)	1
<b>Overeaters Anonymous</b>	<b>1</b>
Support Group	1
<b>Pacific Clinics</b>	<b>1</b>
Child and Family Services	1
<b>Pacific Lifeline</b>	<b>5</b>
Transitional Shelter	4
(No Program Selected)	1
<b>PAL Humane Society</b>	<b>2</b>
Humane Society	2
<b>Para Los Niños</b>	<b>53</b>
Family Resource Center	46
Parenting Classes	2
(No Program Selected)	5
<b>Parents, Families &amp; Friends of Lesbians &amp; Gays</b>	<b>1</b>
Support and Information	1
<b>Partnership for Prescription Assistance</b>	<b>8</b>
Prescription Assistance	7
(No Program Selected)	1
<b>Patton State Hospital</b>	<b>5</b>
Hospital Services	5
<b>Paul A. Biane Library</b>	<b>1</b>
Basic Computer Classes	1

## Referrals from 2-1-1 San Bernardino County

<b>People Against Childhood Trauma</b>	<b>2</b>
Parents United	2
<b>Planned Parenthood of Orange and San Bernardino Counties</b>	<b>6</b>
Contraceptive Clinics	4
Pregnancy Testing, Counseling, and Referral (No Program Selected)	1 1
<b>Pomona Unified School District</b>	<b>1</b>
Childcare Resource and Referral	1
<b>Pomona Valley Hospital Medical Center</b>	<b>1</b>
Central Avenue Urgent Care Center	1
<b>Pomona Valley Workshop</b>	<b>2</b>
Thrift Store	1
Supported Employment Services	1
<b>Priscillas Helping Hands, Inc.</b>	<b>10</b>
Clothes Closet	9
Promiseland Educational Child Care Center	1
<b>Project Cuidar</b>	<b>5</b>
Child Enrichment Groups and Parenting Classes	5
<b>Project Sister Family Services</b>	<b>3</b>
Counseling Services	2
Crisis Intervention	1
<b>Public Health Service Bureau</b>	<b>1</b>
AIDS Drug Assistance Program	1
<b>Putting Kids First</b>	<b>3</b>
Co-Parenting Course	3
<b>Rader Program</b>	<b>1</b>
Eating Disorders	1
<b>Rancho Cucamonga &amp; Fontana Family YMCA</b>	<b>2</b>
Preschool	2
<b>Rancho Cucamonga Family Resource Center</b>	<b>1</b>
Clothes Closet	1
<b>Rancho Cucamonga Library Services</b>	<b>1</b>
Library Services	1
<b>REACH</b>	<b>11</b>
REACH	11
<b>Reach Out Morongo Basin</b>	<b>2</b>
Transportation	1
USDA Food Distribution	1
<b>ReachOut</b>	<b>1</b>
Free Smoking Cessation Course	1
<b>Redlands Community Hospital</b>	<b>7</b>
Family Clinic	7
<b>Redlands Community Senior Center</b>	<b>2</b>
Senior Transportation	1
Legal Services	1
<b>Redlands Day Nursery</b>	<b>2</b>
Child Care	2
<b>Redlands Police Department Recreation Bureau</b>	<b>1</b>
Youth Sports	1
<b>Restoration House of Refuge, Inc.</b>	<b>15</b>
Transitional Housing (No Program Selected)	13 2
<b>Rialto Police Department</b>	<b>2</b>
Rialto Police	2
<b>Rialto Unified School District</b>	<b>1</b>

## Referrals from 2-1-1 San Bernardino County

Health Clinic	1
<b>Rim Family Services, Inc.</b>	<b>1</b>
Anger Management	1
<b>Rock Church &amp; World Outreach Center</b>	<b>10</b>
English as a Second Language	1
USDA Food Distribution	9
<b>Rolling Start, Inc.</b>	<b>21</b>
Helpline	2
Housing	9
Special Needs Information and Referral	1
Support Groups / Workshop	1
(No Program Selected)	7
Independent Living Skills	1
<b>Rose of Sharon Life Center</b>	<b>23</b>
The Life Center	21
(No Program Selected)	2
<b>Running Springs Assembly of God</b>	<b>1</b>
Food for Life	1
<b>Rx Help For Californians</b>	<b>9</b>
Prescription Assistance	9
<b>Salvation Army - Ontario</b>	<b>104</b>
Community Meal	1
Disaster Recovery Services	1
Emergency Food Box	25
Emergency Rental/Mortgage Assistance	55
Motel Vouchers	17
USDA Food Distribution	1
(No Program Selected)	4
<b>Salvation Army - Redlands</b>	<b>24</b>
Electric and Gas Assistance Fund (EAF & GAF)	24
<b>Salvation Army - San Bernardino</b>	<b>177</b>
Cold Weather Shelter	18
Shelter Program	44
Soup Kitchen	4
USDA Food Giveaway	19
Women Shelter	85
(No Program Selected)	7
<b>Salvation Army - Victor Valley</b>	<b>264</b>
Food Assistance	40
Motel Vouchers	6
Utility Assistance	212
(No Program Selected)	6
<b>Salvation Army Service Extension</b>	<b>8</b>
Disaster Recovery Services	1
Utility Assistance	6
(No Program Selected)	1
<b>Samaritan Counseling Center</b>	<b>3</b>
BEAMS (Behavior Education and Management Services)	1
Counseling Services	2
<b>Samaritans Helping Hand</b>	<b>293</b>
Emergency Food Assistance	12
Food Pantry	30
(No Program Selected)	9
Clothing Voucher	7
EAF Assistance	210

## Referrals from 2-1-1 San Bernardino County

Emergency Prescription Assistance	2
Motel Voucher	7
Water Payment Assistance	12
Bus Passes	4
<b>San Antonio Community Hospital</b>	<b>3</b>
Educational Suite	1
Breast Cancer Support Group	2
<b>San Bernardino City Unified School District</b>	<b>8</b>
Adult School	1
Public Education	3
State Preschool Program	1
(No Program Selected)	3
<b>San Bernardino County Animal Care &amp; Control</b>	<b>6</b>
Animal Services	1
Dead Animal Pick-up	1
Spay and Neuter Voucher Program	3
(No Program Selected)	1
<b>San Bernardino County Auditor-Controller/Recorder</b>	<b>9</b>
Recorder/Clerk	9
<b>San Bernardino County Bar Association</b>	<b>22</b>
Attorney Referral Service	21
San Bernadino County Bar Association	1
<b>San Bernardino County Coroners Office</b>	<b>3</b>
Coroner Services	3
<b>San Bernardino County Department of Aging and Adult Services</b>	<b>84</b>
Adult Protective Services	13
Family Caregiver Support Program	4
In Home Supportive Services	37
Multipurpose Senior Services Program	8
Senior Information and Assistance Program	15
Senior Nutrition Services	1
(No Program Selected)	5
Long-Term Care Ombudsman Program	1
<b>San Bernardino County Department of Behavioral Health</b>	<b>131</b>
AB2034 Homeless Program	3
Agewise Program	1
Alcohol and Drug Services	12
Centralized Children's Intensive Case Management Services	2
Community Crisis Response Team	32
Juvenile Evaluation and Treatment Services	1
Outpatient Services	53
The Access Unit	13
Transitional Age Youth One Stop Center (TAY)	6
(No Program Selected)	6
Behavioral Health Resource Center Central Triage Services (After Hours Walk-In)	2
<b>San Bernardino County Department of Child Support Services</b>	<b>8</b>
Child Support Services	8
<b>San Bernardino County Department of Children and Family Services</b>	<b>20</b>
Adoption Assistance Program	2
Child Protective Hotline	12
Foster Care	4
(No Program Selected)	1
Children Protective Services	1
<b>San Bernardino County Department of Community Development and Housing</b>	<b>7</b>
Senior Home Repair Program	7

## Referrals from 2-1-1 San Bernardino County

<b>San Bernardino County Department of Probation</b>	<b>3</b>
Probation	3
<b>San Bernardino County Department of Public Health</b>	<b>69</b>
AIDS Program	1
Alcohol and Drug Abuse Prevention Program	1
California Children Services	1
Health Promotion and Education	1
Immunizations	15
Reproductive Health Centers	5
Traffic S.A.F.E. Program	6
Tuberculosis Control Program	6
Vector Control	7
Women Infants and Children (WIC)	25
Maternal Health Program	1
<b>San Bernardino County Department of Veterans Affairs</b>	<b>3</b>
VA Medical Center	2
Burial Benefits	1
<b>San Bernardino County District Attorney</b>	<b>3</b>
General Information	2
Victim Services Unit	1
<b>San Bernardino County Land Use Services Department</b>	<b>5</b>
Code Enforcement Division	5
<b>San Bernardino County Office Of The Assessor</b>	<b>1</b>
Change of Ownership	1
<b>San Bernardino County Preschool Services Department</b>	<b>12</b>
Head Start	7
Support Services	5
<b>San Bernardino County Public Authority</b>	<b>10</b>
In-Home Supportive Services Registry	10
<b>San Bernardino County Public Defender</b>	<b>1</b>
Public Defender	1
<b>San Bernardino County Sheriffs Department</b>	<b>15</b>
Detention Facilities	2
Juvenile Intervention Program (JIP)	5
Law Enforcement	7
(No Program Selected)	1
<b>San Bernardino County Superintendent of Schools</b>	<b>25</b>
Desert Mountain SELPA Childrens Center	2
KidsNCare Child Care Referral Services	5
KidsNCare Resource and Referral Training Unit	2
KidsNCare Subsidized Child Care	16
<b>San Bernardino County Transitional Assistance Department</b>	<b>212</b>
C4Yourself	5
CalWORKs Program	13
Child Care Programs	2
Disaster Food Stamp Program	1
Medi-Cal Program	35
The General Relief Program	6
(No Program Selected)	2
Foster Care Program	1
Refugee Resettlement Program	1
CalFresh (Food Stamp Program)	146
<b>San Bernardino County Workforce Development Department</b>	<b>37</b>
Job Assistance	37
<b>San Bernardino Family YMCA</b>	<b>1</b>

## Referrals from 2-1-1 San Bernardino County

Swimming	1
<b>San Bernardino Police Department</b>	<b>4</b>
Police Department	4
<b>San Bernardino Sexual Assault Services, Inc</b>	<b>4</b>
Sexual Assault Program	2
(No Program Selected)	2
<b>San Bernardino Westside Christian Center Church</b>	<b>1</b>
Westside Kinship Support Services	1
<b>Scherer Senior Center</b>	<b>3</b>
Senior Center	1
USDA Food Distribution	2
<b>SEIU United Long Term Care Workers Union</b>	<b>1</b>
Home Care Registry	1
<b>Senior and Disabled Fund of San Bernardino County</b>	<b>3</b>
SAVES	2
Transportation Reimbursement and Escort Program	1
<b>Senior Companion Program</b>	<b>1</b>
Senior Companion Program	1
<b>Set Free Christian Fellowship</b>	<b>32</b>
Food Assistance	6
Food Ministry	2
Transitional Living Program	24
<b>Sexaholics Anonymous of Southern California</b>	<b>1</b>
Support Groups	1
<b>Share, Inc.</b>	<b>29</b>
Emergency Assistance	20
Food Assistance	7
Food Program	2
<b>Social Action Community Health System</b>	<b>36</b>
Mental Health Services	2
Primary Health Care	6
(No Program Selected)	3
Dental Care	25
<b>Social Security Administration</b>	<b>17</b>
Social Security	16
(No Program Selected)	1
<b>Southern California Edison</b>	<b>7</b>
California Alternate Rates for Energy	2
(No Program Selected)	5
<b>Southern California Gas Company</b>	<b>2</b>
Gas Assistance Fund (GAF)	1
Direct Assistance Program	1
<b>Southwest Gas Company</b>	<b>7</b>
Low-Income Energy Efficiency Weatherization Program	5
(No Program Selected)	2
<b>Special Little Angels, Inc.</b>	<b>8</b>
Little Angels	7
Special Angels Transitional Shelter	1
<b>Springboard</b>	<b>2</b>
Consumer Credit Counseling	2
<b>St. Bernardine Medical Center</b>	<b>3</b>
Health Education Classes	2
Hospital Services	1
<b>St. John of God Health Care Services</b>	<b>27</b>
Community Recovery Center	1

## Referrals from 2-1-1 San Bernardino County

Detox Center	9
Residential Substance Abuse Treatment	8
Sober Living Homes	3
(No Program Selected)	3
Residential Rehabilitation for Parents with Young Children	3
<b>St. Johns Community Success Center</b>	<b>3</b>
Standing Community Services	3
<b>St. Mary Medical Center</b>	<b>3</b>
Hospital Services	3
<b>State Bar of California</b>	<b>2</b>
Attorney Information and Referral Service	1
Lawyer Complaints	1
<b>Superior Court of California County of San Bernardino</b>	<b>26</b>
Civil Court/ Unlawful Detainer	2
Criminal Court	3
Drug Court	1
Family Court	9
Probate Court	1
Small Claims Court	3
Traffic Court	6
Juvenile Traffic and Minor Offenses	1
<b>Teen Challenge of Southern California</b>	<b>7</b>
Mens Residential Substance Abuse Program	2
Residential Substance Abuse Program	5
<b>Telecare High Desert Crisis Walk-In Center</b>	<b>12</b>
Crisis Walk-In Center	12
<b>The 29 Palms Community Food Pantry &amp; Outreach Ministries, Inc</b>	<b>2</b>
Community Food Pantry	2
<b>The Community Counseling Center</b>	<b>8</b>
Counseling Services	8
<b>The Foundation of the American Academy of Ophthalmology</b>	<b>2</b>
Seniors Eye Care Program	2
<b>The Lords Table</b>	<b>6</b>
Soup Kitchen	4
USDA Food Giveaway	2
<b>The Sober Living Network</b>	<b>5</b>
Internet Information and Referral Service	4
(No Program Selected)	1
<b>The Stephan Center</b>	<b>2</b>
The Stephan Center	2
<b>The Trevor Project</b>	<b>1</b>
Trevor Helpline	1
<b>The Unforgettables Foundation</b>	<b>4</b>
Burial Assistance	4
<b>The Way Station</b>	<b>2</b>
Food Assistance	2
<b>The White House Healing Center, Inc.</b>	<b>23</b>
Transitional Housing	22
(No Program Selected)	1
<b>Time For Change Foundation</b>	<b>33</b>
Drug and Alcohol Outpatient Services	1
Sweet Dreams House	31
(No Program Selected)	1
<b>Travelers Aid of the Inland Empire</b>	<b>16</b>
Airport Travelers Assistance Programs	6

## Referrals from 2-1-1 San Bernardino County

Emergency Services	10
<b>Tri-City Mental Health Center</b>	<b>3</b>
Adult Outpatient Services	3
<b>Tri-County Dental Society</b>	<b>5</b>
Free Dental Work for Children	5
<b>Twentynine Palms Armed Services YMCA MCAGCC</b>	<b>1</b>
Bread Program	1
<b>Twentynine Palms Senior Center</b>	<b>1</b>
Nutrition and Transportation	1
<b>U.S. Citizenship and Immigration Services</b>	<b>1</b>
Citizenship and Immigration Services	1
<b>U.S. Department of Housing and Urban Development</b>	<b>32</b>
Hope for Homeowners	1
HUD	31
<b>United States Department of Labor</b>	<b>4</b>
Labor and Employment Law	4
<b>Upland Animal Shelter</b>	<b>3</b>
Spay/Neuter Voucher	2
Animal Foster Care	1
<b>Upland Church of Christ</b>	<b>2</b>
Food Pantry	2
<b>Upland Public Library</b>	<b>3</b>
Computer Skills	3
<b>Valley Fellowship - Seventh Day Adventist Church</b>	<b>13</b>
Community Services	12
(No Program Selected)	1
<b>Valley Star Children and Family Services</b>	<b>5</b>
Mental Health Services	5
<b>Victims of Crime Resource Center</b>	<b>3</b>
Resource Center	3
<b>Victor Valley Community Dental Service</b>	<b>16</b>
Dental Service Program	15
(No Program Selected)	1
<b>Victor Valley Community Hospital</b>	<b>2</b>
Hospital Services	2
<b>Victor Valley Community Services Council</b>	<b>2</b>
Volunteer Center	1
Senior Needs	1
<b>Victor Valley Domestic Violence</b>	<b>5</b>
Domestic Violence Shelter	2
Referral Services for a "A Better Way"	1
(No Program Selected)	1
Domestic Violence Peer Support Group	1
<b>Victor Valley Rescue Mission</b>	<b>47</b>
Clothes Closet	3
Food Pantry	36
Soup Kitchen	8
<b>Victor Valley Transit Authority</b>	<b>13</b>
Direct Access	11
Victor Valley Transit Authority	2
<b>Victorville Senior Citizens Club</b>	<b>4</b>
Senior Center	4
<b>Villa de Ninos</b>	<b>1</b>
Preschool	1
<b>Visiting Nurse Association Of The Inland Counties</b>	<b>1</b>

## Referrals from 2-1-1 San Bernardino County

Medical Social Services	1
<b>Vocational Improvement Program, Inc.</b>	<b>1</b>
Direct Placement	1
<b>Volunteer Center of Riverside County</b>	<b>98</b>
2-1-1 Riverside County (No Program Selected)	97 1
<b>Volunteer Income Tax Assistance (VITA)</b>	<b>26</b>
Earned Income Tax Credit (EITC) VITA	8 18
<b>Volunteermatch</b>	<b>1</b>
VolunteerMatch	1
<b>Volunteers of America Southwest</b>	<b>2</b>
Early Head Start Parenting Skill Classes	1 1
<b>Way World Outreach Ministry</b>	<b>8</b>
USDA Food Giveaway	8
<b>West End Family Counseling</b>	<b>16</b>
Department of Behavioral Health Outpatient Services Parenting Classes SART	14 1 1
<b>West End YMCA</b>	<b>4</b>
Nighttime Child Care	4
<b>West Valley Detention Center</b>	<b>2</b>
Detention Center	2
<b>Westside Community Service Center</b>	<b>12</b>
Clothes Closet Food Distributions Senior Nutrition Program	6 4 2
<b>WeTip</b>	<b>3</b>
Crime Reporting Hotline (No Program Selected)	2 1
<b>Whitney Young Family Health Clinic</b>	<b>51</b>
Dental Services Medical Services (No Program Selected)	27 20 4
<b>Womens Breast Cancer Resource Center</b>	<b>2</b>
Cancer Mammogram and Ultrasounds	2
<b>YMCA of Pomona Valley</b>	<b>1</b>
School Age Care	1
<b>Young Visionaries Youth Leadership Academy</b>	<b>6</b>
Mentoring Program Youth Violence Prevention Program (No Program Selected) A.R.T.S. for Youth Program	2 2 1 1
<b>Yucaipa Christian Church</b>	<b>15</b>
Manna Food Cupboard (No Program Selected)	14 1
<b>Yucaipa Valley Welfare, Inc</b>	<b>10</b>
Clothes Closet Food Program (No Program Selected)	2 7 1
<b>Yucaipa-Calimesa Joint Unified School District</b>	<b>1</b>
(No Program Selected)	1
<b>Yucca Valley Community Center</b>	<b>5</b>
USDA Food Distribution	5

*Referrals from 2-1-1 San Bernardino County*

<b>Yucca Valley Senior Center</b>	<b>1</b>
Senior Luncheon	1
<b>Grand Total</b>	<b>7901</b>