



August 2008
2-1-1 San Bernardino County Statistical Update

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



Monthly Report

This is the monthly report for 2-1-1 San Bernardino County. The next quarterly report will be issued in October, covering July-September.

2-1-1 News Items

2nd Anniversary Forum

You are cordially invited to the 2-1-1 Second Anniversary Forum to be held at the 2-1-1 Call Center in Rancho Cucamonga on September 30, 2008 from 3:30 - 4:30pm. The Forum will be followed by an Open House from 4:30 - 6pm. Please RSVP Nancy at (909)980-2857 x246 or nmaiden@ieuw.org.

2-1-1 Training

90-minute 2-1-1 Training sessions are currently scheduled for September 22 and another pair for the end October. Contact Nancy at 909-980-2857 x246 or nmaiden@ieuw.org. Make sure your staff know how to utilize 2-1-1 to improve their efficiency in daily tasks.

Brief 2-1-1 Call Center Monthly Data Analysis

Calls to 2-1-1 jumped an astonishing 24% in August over July. 33% of new callers learned about 2-1-1 from a friend or through word of mouth and another 29% from a county or social service agency. More than 13,800 people are represented in calls to 2-1-1 for August.

Requests for food continue to be high (12% of total needs) while people looking for utility payment assistance has soared higher, 19% of total needs.

Callers without children in the home increased to more than 50% for the first time, to 53%. An equivalent drop occurred in First 5 callers, dropping to 26% of callers having children under 6 in the home. Still, with the increase in number of calls, more than 6660 children were in the homes of callers in August, more than 2500 of which were 0-5 years old.

The percentage of callers age 30-39 has increased disproportionately to other age groups, from 37% to 42% in a single month.

The largest percentage increase of callers from a race/ethnicity perspective occurred among Black/African Americans and Mexican/Mexican Americans.

August showed a significant increase in the number of callers in the \$20-29k and \$30-39k income brackets. At the same time, the rate of callers with no income has increased from 3% to 4%.

We altered some of the graphs on the following pages so that they show the 3-month perspective, which helps to view the month to month variations.

Suggestions, criticisms or requests for specific data are welcome and carefully considered.

Until next month, Thank You and be safe!

Thanks to 2-1-1 funding partners:



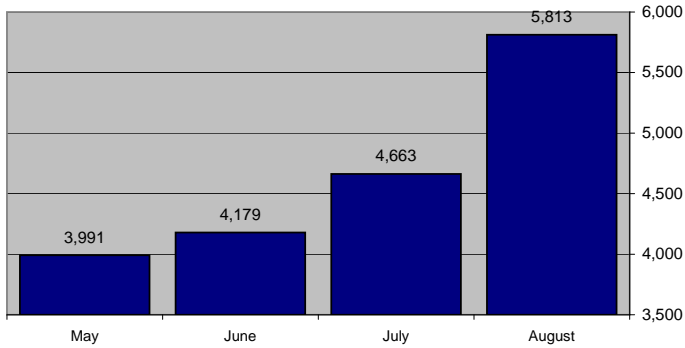
Other support from:



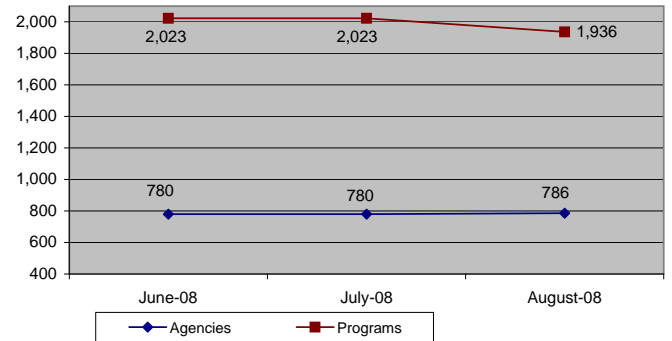
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August 2008 Data Analysis

Total number of documented calls



2-1-1 database totals



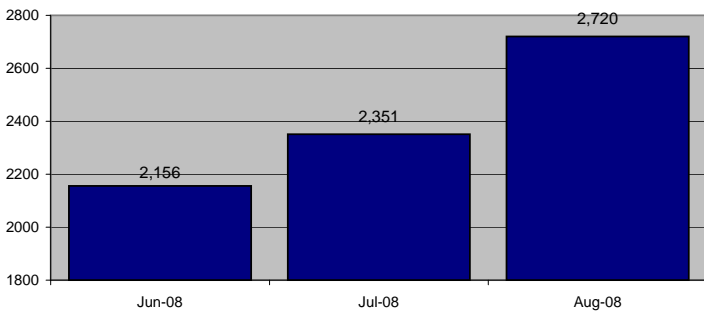
Total number of documented calls**

Month	Total number of documented calls**
August	5,813
July	4,663
June	4,179
May	3,991

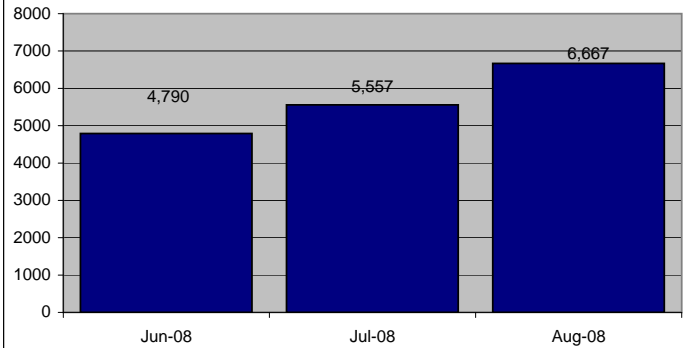
** No longer includes hangups, wrong numbers, internal, etc.

Agencies	Database totals	Programs
786	Aug-08	1,936
780	Jul-08	2,023
780	Jun-08	2,023

Total # of callers with children in the households



Total number of children involved



Call totals per # of children in household:

	Aug-08	Jul-08	Jun-08
0	3093	2312	2373
1	756	674	597
2	869	755	721
3	562	506	458
4	300	253	212
5	147	96	100
6	63	45	45
7	15	14	10
8	5	3	11
9	1	2	2
More than 9	2	3	0
Total	2720	2351	2156

Total Number of Children

Aug-08	6667
Jul-08	5557
Jun-08	4790
Percentage of callers w/children	47%

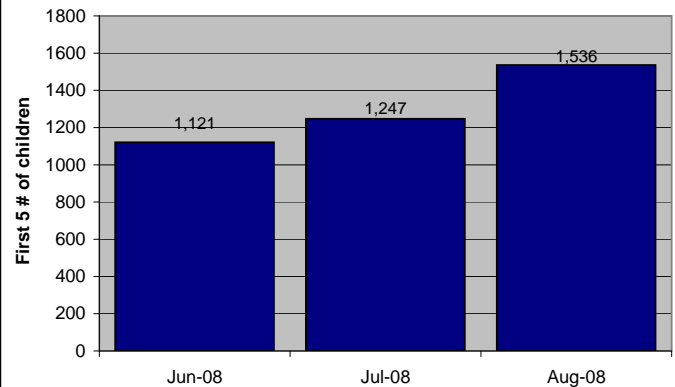
First 5 Calls

Total # First 5 Children represented	2513
Total number of calls this month	5813
Total # of First 5 Calls	1536
Percentage of F5 calls	26%

Call totals per # of children under 6:

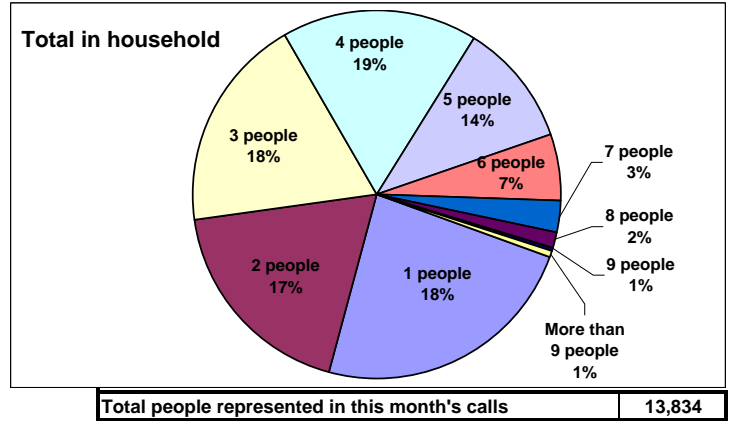
	Aug-08	Jul-08	Jun-08
0	4277	3416	3408
1	850	720	614
2	462	366	345
3	175	128	124
4	34	24	27
5	13	7	9
6	1	2	2
7	1	0	0
8	0	0	0
9	0	0	0
More than 9	0	0	0
Total F5 Calls	1536	1247	1121

Total number of children under 6

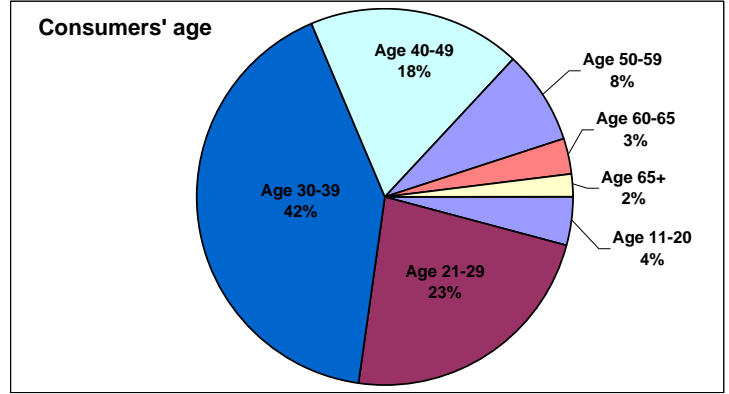


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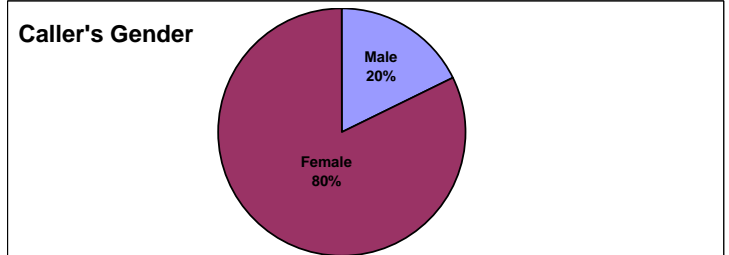
Total # in household:			
	Aug-08	Jul-08	Jun-08
Unknown	1401	787	837
1	1042	768	786
2	822	736	691
3	828	660	618
4	762	648	578
5	486	455	383
6	249	177	203
7	130	86	76
8	55	47	53
9	18	11	15
9+	20	28	11
Total	4412	3616	3414



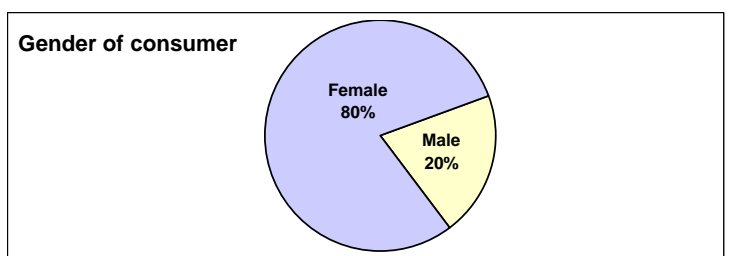
Consumer's age:			
	Aug-08	Jul-08	Jun-08
Age 0-3	8	3	6
Age 4-5	13	5	7
Age 6-10	13	7	16
Age 11-20	185	116	161
Age 21-29	1008	638	878
Age 30-39	1799	922	1234
Age 40-49	802	437	678
Age 50-59	352	208	328
Age 60-65	133	84	107
Age 65+	86	65	114
Total	4399	2485	3529



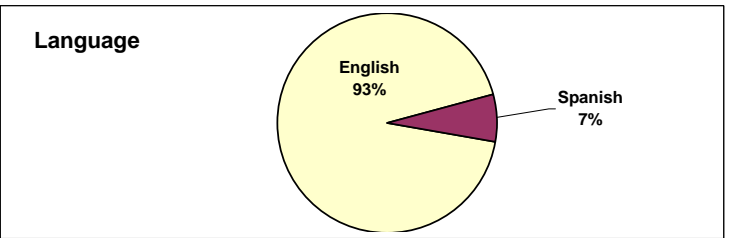
Caller's Gender (if different than consumer):			
	Jun-08	May-08	Apr-08
Male	525	458	373
Female	2451	1866	1518
Other	2	2	3
Transgender	0	0	0
Unknown	2,835	2337	3
Total of known	2978	4663	1894



Consumer's Gender			
	Aug-08	Jul-08	Jun-08
Male	1163	1017	1008
Female	4547	3584	3438
Other	17	10	13
Transgender	1	1	0
Unknown	85	51	21
Total	5728	4612	4459

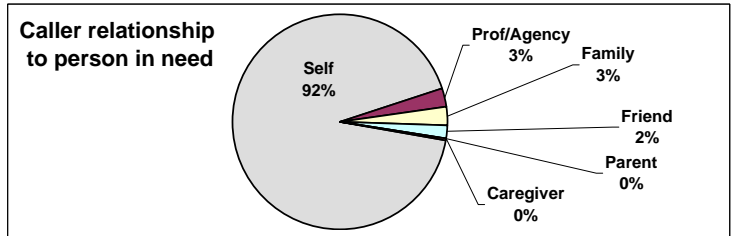


Language			
	Aug-08	Jul-08	Jun-08
English	5411	3214	3563
Spanish	400	330	264
Mandarin	2	0	0
Farsi	0	1	1
Ilocano	0	1	1
Vietnamese	0	1	1

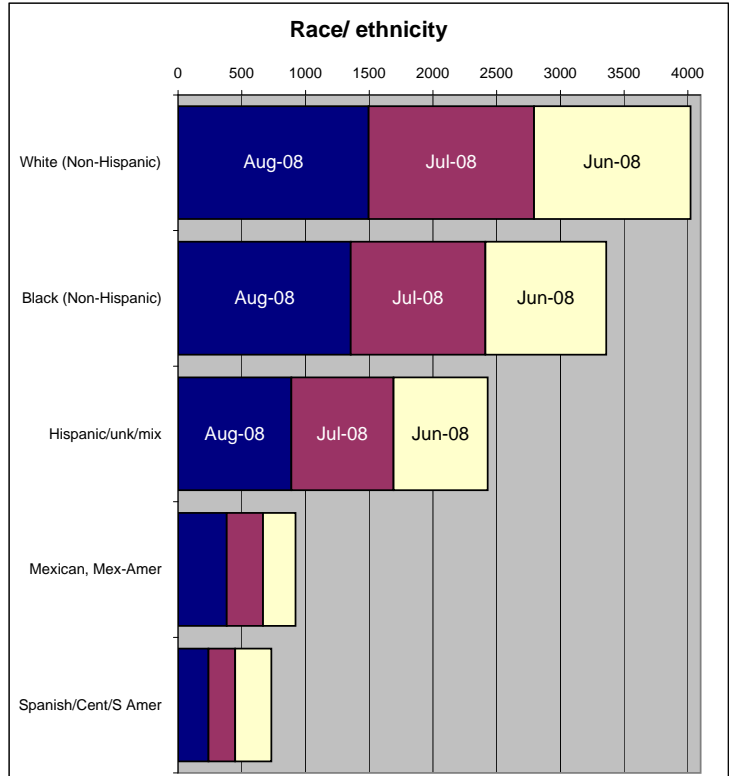


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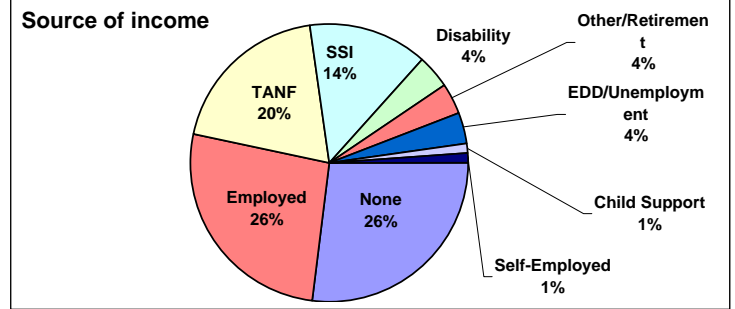
Caller relationship to person in need:			
	Aug-08	Jul-08	Jun-08
Self	5357	4259	3783
Prof/Agency	173	166	119
Family	151	141	106
Friend	108	77	72
Parent	15	11	29
Caregiver	9	9	5



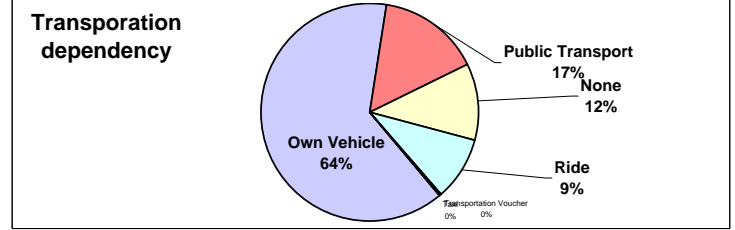
Race/ ethnicity			
	Aug-08	Jul-08	Jun-08
White (Non-Hispanic)	1495	1298	1229
Black (Non-Hispanic)	1354	1058	948
Hispanic/unk/mix	889	802	740
Mexican, Mex-Amer	382	284	257
Spanish/Cent/S Amer	239	209	285
Vietnamese	25	20	14
Declined to answer	25	5	0
Asian-Indian	22	22	23
Hawaiian	13	9	8
Asia/unk/mix	13	8	6
Other	12	13	12
Laotian	8	7	4
Samoan	8	5	7
Chinese	4	0	1
Pacific Islander/unk/mix	4	0	1
Filipino	2	4	5
Multi-race	2	1	6
Cambodian	1	1	1
Native American	1	1	1
Puerto Rican	1	1	0
Korean	0	1	1
Cuban	0	0	0
Japanese	0	0	2
Unknown	1313	914	628
Total Known	4500	3749	3551



Source of income:			
	Aug-08	Jul-08	Jun-08
None	1152	1077	1011
Employed	1130	924	982
TANF	838	723	586
SSI	591	554	486
Disability	165	153	167
Other/Retirement	153	98	106
EDD/Unemployment	151	117	90
Child Support	54	32	35
Self-Employed	45	28	34

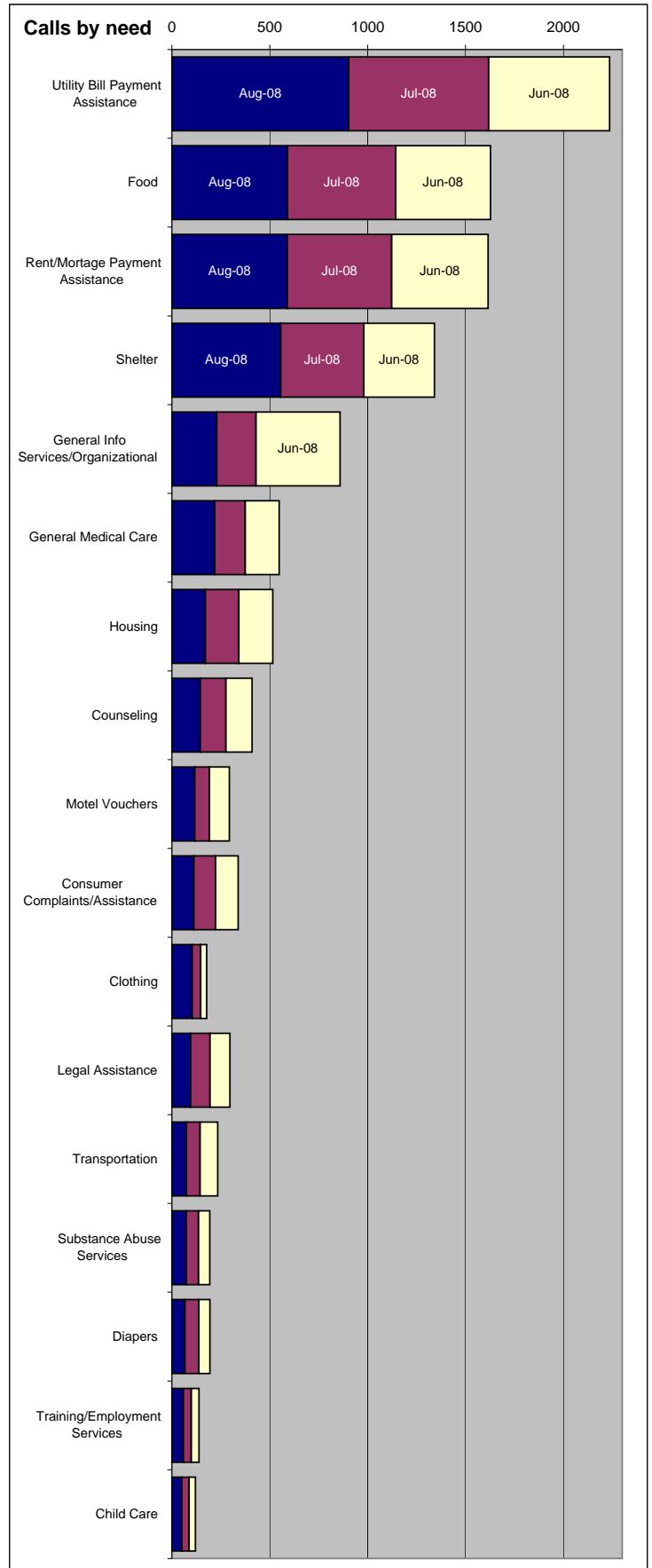


Transportation dependency:			
	Aug-08	Jul-08	Jun-08
Own Vehicle	2687	2229	2148
Public Transportation	648	601	572
None	489	453	368
Ride	402	364	345
Transportation Voucher	4	3	1
Taxi	2	2	0



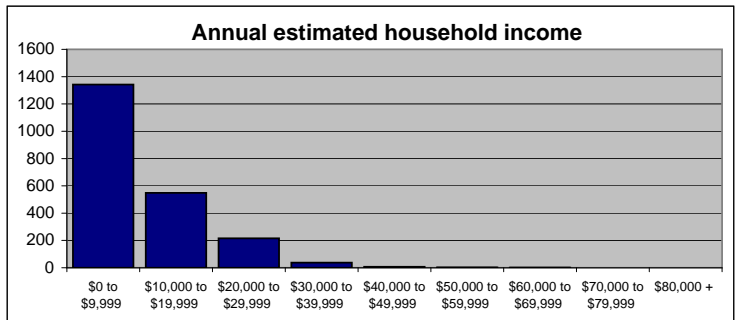
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Calls by need:			
Need	Aug-08	Jul-08	Jun-08
Utility Bill Payment Assistance	903	715	618
Food	591	552	485
Rent/Mortgage Payment Assistance	589	534	493
Shelter	556	424	362
General Info Services/Organizational	229	201	430
General Medical Care	219	156	174
Housing	171	171	174
Counseling	145	131	134
Motel Vouchers	117	75	102
Consumer Complaints/Assistance	112	111	116
Clothing	104	43	31
Legal Assistance	96	99	102
Transportation	75	69	91
Substance Abuse Services	73	63	58
Diapers	67	71	57
Training/Employment Services	59	40	40
Child Care	51	37	33
Household Items	49	48	41
Dental Health	49	37	46
Income Maintenance Programs	45	61	64
Elder/Senior Services	37	32	39
Parenting Education	36	23	23
Unemployment/EDD	36	23	15
Courts/Probation System	29	25	22
Law Enforcement	28	34	13
Temporary Financial Aid	23	13	13
Support Groups	22	16	20
Bus Passes/Gas Vouchers	21	20	28
Volunteer Opportunities	21	18	25
Baby Formula	20	16	16
Medi-Cal/Medicare	19	12	27
Mental Health Care Facilities	18	21	32
Immunizations	18	4	10
General Information Services/Mental Health C	17	14	15
Animal Services	17	8	7
School Readiness Programs	17	7	4
Anger Management	16	24	18
Tenant/Landlord Rights	16	21	7
Donations	16	19	8
Residential Drug Treatment	16	7	6
Environmental Protection/Maintenance	16	5	10
Educational Programs	11	12	16
Child Passenger Safety/Seats	11	8	4
School District	11	1	3
Burial/Funeral Assistance	10	14	6
Social Security	9	11	4
Licenses and Certificates	8	10	9
Sober Living	8	7	9
Emergency Medical Care	7	13	10
Domestic Violence	6	2	0
Tutoring Services	5	0	5
Child Abuse	3	7	3
Labor Board/Fair Employment	3	7	1
Credit Counseling	3	5	3
Immigration/Citizenship	3	4	3
Disability Issues	2	6	8
Tax Assistance	2	5	10
Library Services	2	2	3
Elder Abuse	2	0	0
Adoption/Foster Care	1	7	5
Parks & Recreation Services	1	7	4
Mentoring Programs	1	4	1
Paternity/Drug Testing	1	2	5
Dissability Benefits	1	2	1
Veterans Benefits	1	2	0
After School Programs	1	1	2
Business License	1	1	1

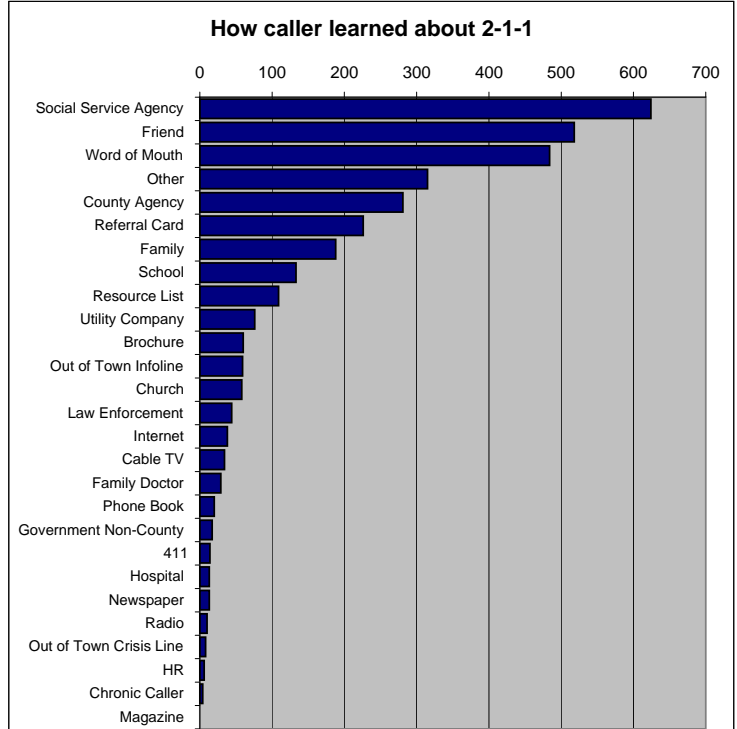


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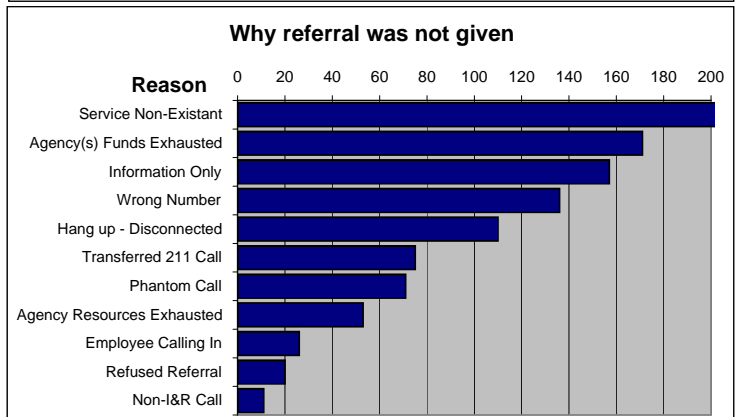
Annual estimated household income			
	Aug-08	Jul-08	Jun-08
Declined to state	3659	2711	2711
\$0 to \$9,999	1342	1506	1287
\$10,000 to \$19,999	549	414	372
\$20,000 to \$29,999	216	141	124
\$30,000 to \$39,999	37	20	29
\$40,000 to \$49,999	7	4	5
\$50,000 to \$59,999	2	0	0
\$60,000 to \$69,999	1	0	1
\$70,000 to \$79,999	0	0	0
\$80,000 +	0	1	0



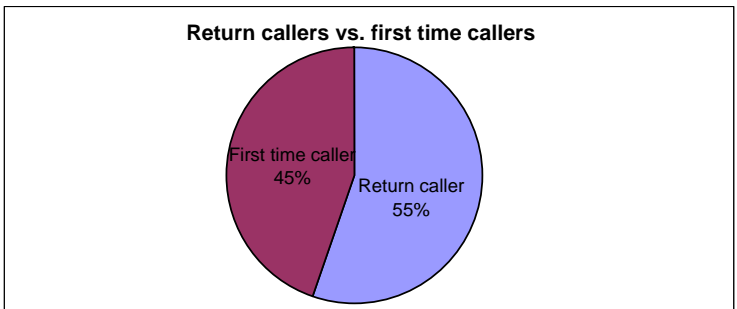
How caller learned about 2-1-1			
	Aug-08	Jul-08	Jun-08
Social Service Agency	624	523	497
Friend	518	370	294
Word of Mouth	484	342	276
Other	315	342	465
County Agency	281	271	186
Referral Card	226	207	159
Family	188	192	162
School	133	74	66
Resource List	109	82	53
Utility Company	76	86	62
Brochure	60	69	36
Out of Town Infoline	59	34	36
Church	58	84	79
Law Enforcement	44	58	42
Internet	38	39	32
Cable TV	34	34	40
Family Doctor	29	15	11
Phone Book	20	30	16
Government Non-County	17	14	17
411	14	5	12
Hospital	13	16	8
Newspaper	13	8	14
Radio	10	6	15
Out of Town Crisis Line	8	1	5
HR	6	4	1
Chronic Caller	4	5	6
Magazine	0	1	0



Why referral not given			
Reason	Aug-08	Jul-08	Jun-08
Service Non-Existant	246	119	82
Agency(s) Funds Exhausted	171	52	24
Information Only	157	137	85
Wrong Number	136	106	65
Hang up - Disconnected	110	60	62
Transferred 211 Call	75	44	51
Phantom Call	71	45	14
Agency Resources Exhausted	53	45	32
Employee Calling In	26	7	3
Refused Referral	20	10	14
Non-I&R Call	11	14	8
Transportation Issue	6	6	5
Agency(s) Full	6	4	2
Returned Call	3	0	1



Return callers vs. first time callers			
	Aug-08	Jul-08	Jun-08
Return caller	3215	2034	2483
First time caller	2598	2629	2046



Callers affected by October 07 fires			
	Aug-08	Jul-08	Jun-08
Was not affected	5810	4661	3962

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Was affected	3	2	215
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City/Town	Needs - August 2008	Total
Adelanto	Utility Bill Payment Assistance	32
	Rent/Mortgage Payment Assistance	14
	Food	12
	General Medical Care	5
	Clothing	4
	Housing	3
	Shelter	2
	Training/Employment Services	2
	Animal Services	1
	Counseling	1
	Dental Health	1
	Immigration/Citizenship	1
	Income Maintenance Programs	1
	Medi-Cal/Medicare	1
	Transportation	1
	Unemployment/EDD	1
Adelanto Total		82
Alta Loma	Utility Bill Payment Assistance	3
	Food	2
	Child Care	1
	Motel Vouchers	1
	Rent/Mortgage Payment Assistance	1
	Shelter	1
	Substance Abuse Services	1
	Volunteer Opportunities	1
Alta Loma Total		11
Apple Valley	Utility Bill Payment Assistance	52
	Food	38
	Rent/Mortgage Payment Assistance	30
	Shelter	10
	Counseling	7
	General Medical Care	7
	Housing	6
	Consumer Complaints/Assistance	4
	Legal Assistance	4
	Transportation	4
	Baby Formula	3
	Elder/Senior Services	3
	Mental Health Care Facilities	3
	Training/Employment Services	3
	Clothing	2
	Dental Health	2
	Diapers	2
	Household Items	2
	Law Enforcement	2
	Substance Abuse Services	2
	Volunteer Opportunities	2
	Animal Services	1
	Bus Passes/Gas Vouchers	1
	Child Care	1
	Child Passenger Safety/Seats	1
	General Information Services/Organizational	1
	Licenses and Certificates	1
	Medi-Cal/Medicare	1
	Motel Vouchers	1
	Parenting Education	1
Support Groups	1	

	Tenant/Landlord Rights	1
	Unemployment/EDD	1
Apple Valley Total		200
Barstow	Utility Bill Payment Assistance	18
	Shelter	8
	Food	6
	Rent/Mortgage Payment Assistance	6
	Motel Vouchers	5
	Bus Passes/Gas Vouchers	2
	Counseling	2
	Elder/Senior Services	2
	Household Items	2
	Housing	2
	Substance Abuse Services	2
	Child Care	1
	Clothing	1
	Consumer Complaints/Assistance	1
	General Medical Care	1
	Legal Assistance	1
	Licenses and Certificates	1
	Mentoring Programs	1
	Tenant/Landlord Rights	1
Training/Employment Services	1	
Barstow Total		64
Big Bear City	Rent/Mortgage Payment Assistance	3
	Consumer Complaints/Assistance	2
	Utility Bill Payment Assistance	2
	Animal Services	1
	Food	1
	Housing	1
	Legal Assistance	1
	Medi-Cal/Medicare	1
	Mental Health Care Facilities	1
	Transportation	1
Big Bear City Total		14
Big Bear Lake	Diapers	1
	Donations	1
	Housing	1
	Income Maintenance Programs	1
	Rent/Mortgage Payment Assistance	1
	Utility Bill Payment Assistance	1
Big Bear Lake Total		6
Bloomington	Rent/Mortgage Payment Assistance	5
	Utility Bill Payment Assistance	4
	Food	3
	General Medical Care	2
	Substance Abuse Services	2
	Anger Management	1
	Child Care	1
	Counseling	1
	Diapers	1
	Educational Programs	1
	Income Maintenance Programs	1
	Law Enforcement	1
	Medi-Cal/Medicare	1
	Motel Vouchers	1
	Residential Drug Treatment	1
	Temporary Financial Aid	1

	Volunteer Opportunities	1
Bloomington Total		28
Blue Jay	Food	1
	Utility Bill Payment Assistance	1
Blue Jay Total		2
Chino	Shelter	14
	Rent/Mortgage Payment Assistance	12
	Food	10
	Utility Bill Payment Assistance	9
	Counseling	7
	Housing	5
	Legal Assistance	3
	Motel Vouchers	3
	Child Care	2
	Clothing	2
	General Information Services/Organizational	2
	Income Maintenance Programs	2
	Parenting Education	2
	Substance Abuse Services	2
	Anger Management	1
	Consumer Complaints/Assistance	1
	Dental Health	1
	General Medical Care	1
	Law Enforcement	1
	Residential Drug Treatment	1
Social Security	1	
Temporary Financial Aid	1	
Training/Employment Services	1	
Tutoring Services	1	
Chino Total		85
Chino Hills	General Medical Care	6
	Rent/Mortgage Payment Assistance	4
	Shelter	4
	Utility Bill Payment Assistance	4
	Counseling	3
	Food	2
	Substance Abuse Services	2
	Animal Services	1
	Income Maintenance Programs	1
	Legal Assistance	1
	Medi-Cal/Medicare	1
	Motel Vouchers	1
Support Groups	1	
Chino Hills Total		31
Claremont	Motel Vouchers	1
Claremont Total		1
Colton	Utility Bill Payment Assistance	19
	Food	18
	Rent/Mortgage Payment Assistance	12
	Shelter	12
	Clothing	3
	Consumer Complaints/Assistance	3
	Counseling	3
	Diapers	3
	General Medical Care	3
	Housing	3
	Income Maintenance Programs	3
	Temporary Financial Aid	3

	Household Items	2
	Parenting Education	2
	Transportation	2
	Bus Passes/Gas Vouchers	1
	Dental Health	1
	Emergency Medical Care	1
	General Information Services/Mental Health Care	1
	Labor Board/Fair Employment	1
	Legal Assistance	1
	Residential Drug Treatment	1
Colton Total		98
Crestline	Housing	3
	Rent/Mortgage Payment Assistance	3
	Counseling	2
	Shelter	2
	Clothing	1
	Environmental Protection/Maintenance	1
	Food	1
	Social Security	1
	Substance Abuse Services	1
	Utility Bill Payment Assistance	1
Crestline Total		16
Etiwanda	Food	1
Etiwanda Total		1
Fontana	Food	54
	Utility Bill Payment Assistance	53
	Shelter	41
	Rent/Mortgage Payment Assistance	34
	General Medical Care	20
	Counseling	10
	Consumer Complaints/Assistance	8
	Legal Assistance	8
	Parenting Education	8
	Housing	7
	Training/Employment Services	6
	Clothing	5
	Dental Health	5
	General Information Services/Organizational	5
	Unemployment/EDD	5
	Courts/Probation System	4
	Elder/Senior Services	4
	Income Maintenance Programs	4
	Motel Vouchers	4
	Substance Abuse Services	4
	Transportation	4
	Anger Management	3
	Child Care	3
	Diapers	3
	Household Items	2
	Law Enforcement	2
	Medi-Cal/Medicare	2
	Mental Health Care Facilities	2
	Residential Drug Treatment	2
	Support Groups	2
	Bus Passes/Gas Vouchers	1
	Child Abuse	1
	Credit Counseling	1
	Immigration/Citizenship	1

	Immunizations	1
	Licenses and Certificates	1
	Sober Living	1
	Social Security	1
	Tax Assistance	1
	Tenant/Landlord Rights	1
Fontana Total		324
Forestfalls	Food	1
Forestfalls Total		1
Grand Terrace	Child Care	1
	Consumer Complaints/Assistance	1
	Counseling	1
	Elder/Senior Services	1
	Food	1
	General Medical Care	1
	Shelter	2
	Utility Bill Payment Assistance	1
Grand Terrace Total		9
Helendale	Animal Services	1
	Child Passenger Safety/Seats	1
	Diapers	1
	Food	1
	Legal Assistance	1
	Utility Bill Payment Assistance	1
Helendale Total		6
Hesperia	Utility Bill Payment Assistance	74
	Food	44
	Clothing	15
	Rent/Mortgage Payment Assistance	15
	General Medical Care	14
	Shelter	12
	Dental Health	8
	Housing	8
	Counseling	6
	Training/Employment Services	6
	Income Maintenance Programs	5
	Consumer Complaints/Assistance	4
	Motel Vouchers	4
	Emergency Medical Care	3
	Immunizations	3
	Substance Abuse Services	3
	Bus Passes/Gas Vouchers	2
	Diapers	2
	Environmental Protection/Maintenance	2
	Household Items	2
	Legal Assistance	2
	Parenting Education	2
	Support Groups	2
	Transportation	2
	Anger Management	1
	Animal Services	1
	Baby Formula	1
	Burial/Funeral Assistance	1
	Courts/Probation System	1
	Domestic Violence	1
	Elder/Senior Services	1
	General Information Services/Mental Health Care	1
	Labor Board/Fair Employment	1

	Medi-Cal/Medicare	1
	Residential Drug Treatment	1
	School Readiness Programs	1
	Tax Assistance	1
	Tenant/Landlord Rights	1
	Tutoring Services	1
	Unemployment/EDD	1
	Volunteer Opportunities	1
Hesperia Total		257
Highland	Utility Bill Payment Assistance	14
	Rent/Mortgage Payment Assistance	13
	Shelter	12
	Food	10
	Transportation	5
	Counseling	3
	General Medical Care	3
	Housing	3
	Motel Vouchers	3
	Consumer Complaints/Assistance	2
	Household Items	2
	Temporary Financial Aid	2
	Adoption/Foster Care	1
	Animal Services	1
	Clothing	1
	Dental Health	1
	Diapers	1
	General Information Services/Organizational	1
	School District	1
	Substance Abuse Services	1
Highland Total		80
Joshua Tree	General Information Services/Mental Health Care	1
	Housing	1
	Rent/Mortgage Payment Assistance	1
	Temporary Financial Aid	1
	Utility Bill Payment Assistance	2
Joshua Tree Total		6
Lake Arrowhead	Clothing	1
	Food	2
	Shelter	1
Lake Arrowhead Total		4
Loma Linda	Food	6
	Rent/Mortgage Payment Assistance	6
	Utility Bill Payment Assistance	4
	Income Maintenance Programs	2
	Shelter	2
	Training/Employment Services	2
	Anger Management	1
	Animal Services	1
	Consumer Complaints/Assistance	1
	Counseling	1
	Dental Health	1
	Elder/Senior Services	1
	General Information Services/Organizational	1
	Housing	1
	Law Enforcement	1
	Substance Abuse Services	1
Loma Linda Total		32
Lucerne Valley	Utility Bill Payment Assistance	6

	Counseling	2
	Housing	2
	Rent/Mortgage Payment Assistance	2
	Consumer Complaints/Assistance	1
	Elder/Senior Services	1
	Food	1
	General Medical Care	1
	Legal Assistance	1
	Medi-Cal/Medicare	1
	Shelter	1
Lucerne Valley Total		19
Lytle Creek	Housing	1
	Utility Bill Payment Assistance	1
Lytle Creek Total		2
Mentone	Food	2
	Rent/Mortgage Payment Assistance	1
	Substance Abuse Services	1
	Transportation	2
Mentone Total		6
Montclair	Utility Bill Payment Assistance	11
	Rent/Mortgage Payment Assistance	9
	General Medical Care	7
	Food	6
	Shelter	5
	Counseling	4
	Household Items	3
	Clothing	2
	Anger Management	1
	Child Care	1
	Diapers	1
	General Information Services/Organizational	1
	Legal Assistance	1
	Motel Vouchers	1
	Training/Employment Services	1
	Transportation	1
	Montclair Total	
Mountains	Rent/Mortgage Payment Assistance	1
Mountains Total		1
Needles	Shelter	3
Needles Total		3
Ontario	Utility Bill Payment Assistance	51
	Shelter	47
	Rent/Mortgage Payment Assistance	44
	Food	37
	Motel Vouchers	30
	Housing	17
	General Medical Care	16
	Counseling	12
	Diapers	6
	Substance Abuse Services	6
	Consumer Complaints/Assistance	5
	Child Care	4
	Clothing	4
	Training/Employment Services	4
	Unemployment/EDD	4
	Baby Formula	3
	Income Maintenance Programs	3
Legal Assistance	3	

	Transportation	3
	Child Passenger Safety/Seats	2
	Dental Health	2
	Domestic Violence	2
	Elder/Senior Services	2
	General Information Services/Organizational	2
	Immunizations	2
	Law Enforcement	2
	Mental Health Care Facilities	2
	Parenting Education	2
	Residential Drug Treatment	2
	School District	2
	School Readiness Programs	2
	Social Security	2
	Temporary Financial Aid	2
	Anger Management	1
	Educational Programs	1
	General Information Services/Mental Health Care	1
	Household Items	1
	Parks & Recreation Services	1
	Tenant/Landlord Rights	1
Ontario Total		333
Oro Grande	General Medical Care	1
	Shelter	1
	Temporary Financial Aid	1
Oro Grande Total		3
Outside County	Shelter	22
	Consumer Complaints/Assistance	10
	Housing	9
	General Information Services/Organizational	6
	Utility Bill Payment Assistance	6
	Food	5
	Rent/Mortgage Payment Assistance	4
	General Medical Care	3
	Counseling	2
	Courts/Probation System	2
	General Information Services/Mental Health Care	2
	Legal Assistance	2
	Motel Vouchers	2
	Parenting Education	2
	Residential Drug Treatment	2
	Sober Living	2
	Transportation	2
	Clothing	1
	Donations	1
	Elder/Senior Services	1
	Immunizations	1
	Income Maintenance Programs	1
	Medi-Cal/Medicare	1
	School Readiness Programs	1
	Substance Abuse Services	1
	Tutoring Services	1
Outside County Total		92
Outside Of California	Consumer Complaints/Assistance	1
	Food	1
	Rent/Mortgage Payment Assistance	1
	Shelter	1
	Temporary Financial Aid	1

Outside Of California Total		5
Phelan	Utility Bill Payment Assistance	4
	Rent/Mortgage Payment Assistance	3
	Clothing	1
	Counseling	1
	Elder/Senior Services	1
	Food	1
	Income Maintenance Programs	1
	Residential Drug Treatment	1
	Shelter	1
	Substance Abuse Services	1
	Unemployment/EDD	1
	Volunteer Opportunities	1
Phelan Total		17
Pinon Hills	Food	3
	Utility Bill Payment Assistance	3
	Clothing	2
	General Medical Care	2
	Rent/Mortgage Payment Assistance	2
	Dental Health	1
	Legal Assistance	1
Pinon Hills Total		14
Pomona (City)	Shelter	9
	Utility Bill Payment Assistance	4
	Consumer Complaints/Assistance	2
	Rent/Mortgage Payment Assistance	2
	Burial/Funeral Assistance	1
	Child Abuse	1
	Courts/Probation System	1
	Food	1
	General Information Services/Organizational	1
	General Medical Care	1
	Housing	1
	Legal Assistance	1
	Substance Abuse Services	1
	Support Groups	1
Pomona (City) Total		27
Rancho Cucamonga	Utility Bill Payment Assistance	27
	Rent/Mortgage Payment Assistance	22
	Shelter	17
	Food	16
	General Medical Care	12
	Consumer Complaints/Assistance	8
	Housing	8
	Counseling	7
	Motel Vouchers	6
	Training/Employment Services	6
	Child Care	4
	Dental Health	4
	Income Maintenance Programs	4
	School Readiness Programs	4
	Substance Abuse Services	4
	Immunizations	3
	Legal Assistance	3
	Clothing	2
	Elder/Senior Services	2
	General Information Services/Mental Health Care	2
Unemployment/EDD	2	

	Volunteer Opportunities	2
	Anger Management	1
	Animal Services	1
	Bus Passes/Gas Vouchers	1
	Courts/Probation System	1
	Donations	1
	Environmental Protection/Maintenance	1
	General Information Services/Organizational	1
	Household Items	1
	Law Enforcement	1
	Medi-Cal/Medicare	1
	Parenting Education	1
	Residential Drug Treatment	1
	Support Groups	1
	Transportation	1
Rancho Cucamonga Total		179
Redlands	Rent/Mortgage Payment Assistance	13
	Food	12
	General Medical Care	11
	Shelter	11
	Utility Bill Payment Assistance	10
	Housing	7
	Counseling	6
	Diapers	5
	Child Care	3
	Legal Assistance	3
	Substance Abuse Services	3
	Training/Employment Services	3
	Anger Management	2
	Clothing	2
	Consumer Complaints/Assistance	2
	Income Maintenance Programs	2
	Domestic Violence	1
	General Information Services/Organizational	1
	Household Items	1
	Law Enforcement	1
	Motel Vouchers	1
	Support Groups	1
	Unemployment/EDD	1
Redlands Total		102
Rialto	Utility Bill Payment Assistance	38
	Food	33
	Rent/Mortgage Payment Assistance	25
	Shelter	17
	General Medical Care	11
	Housing	7
	Legal Assistance	7
	Child Care	5
	Diapers	4
	Medi-Cal/Medicare	4
	Substance Abuse Services	4
	Child Passenger Safety/Seats	3
	Counseling	3
	Elder/Senior Services	3
	Household Items	3
	Income Maintenance Programs	3
	Temporary Financial Aid	3
	Training/Employment Services	3

	Volunteer Opportunities	3
	Clothing	2
	Consumer Complaints/Assistance	2
	General Information Services/Organizational	2
	School Readiness Programs	2
	Transportation	2
	Unemployment/EDD	2
	Animal Services	1
	Bus Passes/Gas Vouchers	1
	Dental Health	1
	Disability Issues	1
	Donations	1
	Educational Programs	1
	Environmental Protection/Maintenance	1
	Immunizations	1
	Law Enforcement	1
	Parenting Education	1
	Social Security	1
Rialto Total		202
Running Springs	Baby Formula	1
	Parenting Education	1
	Rent/Mortgage Payment Assistance	2
	Shelter	1
	Tenant/Landlord Rights	1
Running Springs Total		6
San Bernardino (City)	Utility Bill Payment Assistance	171
	Shelter	147
	Rent/Mortgage Payment Assistance	117
	Food	109
	Housing	36
	General Medical Care	31
	Counseling	27
	Consumer Complaints/Assistance	25
	Household Items	23
	Legal Assistance	21
	Clothing	19
	Transportation	19
	Diapers	16
	Motel Vouchers	16
	Child Care	13
	Substance Abuse Services	13
	General Information Services/Organizational	12
	Baby Formula	9
	Law Enforcement	9
	Unemployment/EDD	9
	Training/Employment Services	8
	Burial/Funeral Assistance	7
	Bus Passes/Gas Vouchers	6
	Courts/Probation System	6
	Elder/Senior Services	6
	Parenting Education	6
	Support Groups	6
	Volunteer Opportunities	6
	Dental Health	5
	General Information Services/Mental Health Care	5
	Income Maintenance Programs	5
	Mental Health Care Facilities	5
	School District	5

	Sober Living	5
	Temporary Financial Aid	5
	Tenant/Landlord Rights	5
	Educational Programs	4
	Environmental Protection/Maintenance	4
	Licenses and Certificates	4
	School Readiness Programs	4
	Child Passenger Safety/Seats	3
	Donations	3
	Immunizations	3
	Animal Services	2
	Emergency Medical Care	2
	Library Services	2
	Residential Drug Treatment	2
	After School Programs	1
	Anger Management	1
	Disability Issues	1
	Domestic Violence	1
	Elder Abuse	1
	Labor Board/Fair Employment	1
	Medi-Cal/Medicare	1
	Paternity/Drug Testing	1
	Social Security	1
	Tutoring Services	1
San Bernardino (City) Total		976
Skyforest	Rent/Mortgage Payment Assistance	1
Skyforest Total		1
Twenty-Nine Palms	Rent/Mortgage Payment Assistance	5
	Shelter	4
	Utility Bill Payment Assistance	4
	Food	3
	Legal Assistance	3
	Housing	2
	Transportation	2
	Child Care	1
	Clothing	1
	Consumer Complaints/Assistance	1
	Educational Programs	1
	Training/Employment Services	1
	Unemployment/EDD	1
Twenty-Nine Palms Total		29
Unincorporated Areas	Elder/Senior Services	1
Unincorporated Areas Total		1
Unknown/Not Applicable	Consumer Complaints/Assistance	5
	Shelter	4
	Counseling	2
	Law Enforcement	2
	General Medical Care	1
	Mental Health Care Facilities	1
	Rent/Mortgage Payment Assistance	1
	Support Groups	1
Unknown/Not Applicable Total		17
Upland	Shelter	25
	Utility Bill Payment Assistance	21
	Rent/Mortgage Payment Assistance	17
	Food	14
	General Medical Care	7
	Clothing	5

	Counseling	4
	Legal Assistance	4
	Dental Health	3
	Motel Vouchers	3
	Substance Abuse Services	3
	Child Care	2
	Housing	2
	Tenant/Landlord Rights	2
	Consumer Complaints/Assistance	1
	Diapers	1
	Domestic Violence	1
	Donations	1
	General Information Services/Mental Health Care	1
	General Information Services/Organizational	1
	Household Items	1
	Immunizations	1
	Income Maintenance Programs	1
	Law Enforcement	1
	Licenses and Certificates	1
	Mental Health Care Facilities	1
	School Readiness Programs	1
	Social Security	1
	Support Groups	1
	Training/Employment Services	1
	Volunteer Opportunities	1
Upland Total		129
Victorville	Utility Bill Payment Assistance	138
	Rent/Mortgage Payment Assistance	66
	Food	57
	Shelter	54
	General Medical Care	24
	Housing	14
	Transportation	13
	Clothing	12
	Consumer Complaints/Assistance	12
	Legal Assistance	12
	Motel Vouchers	11
	Diapers	9
	Training/Employment Services	9
	Counseling	8
	Dental Health	8
	Unemployment/EDD	7
	Bus Passes/Gas Vouchers	5
	Elder/Senior Services	5
	Income Maintenance Programs	5
	Donations	4
	Baby Formula	3
	Courts/Probation System	3
	General Information Services/Organizational	3
	Law Enforcement	3
	Substance Abuse Services	3
	Anger Management	2
	Animal Services	2
	Residential Drug Treatment	2
	School District	2
	School Readiness Programs	2
	Temporary Financial Aid	2
	Tenant/Landlord Rights	2

	Business License	1
	Child Care	1
	Child Passenger Safety/Seats	1
	Credit Counseling	1
	Dissability Benefits	1
	Educational Programs	1
	Elder Abuse	1
	Emergency Medical Care	1
	Immunizations	1
	Medi-Cal/Medicare	1
	Mental Health Care Facilities	1
	Support Groups	1
	Tutoring Services	1
	Veterans Benefits	1
	Volunteer Opportunities	1
Victorville Total		517
Wrightwood	Parenting Education	1
	Support Groups	1
Wrightwood Total		2
Yermo	Utility Bill Payment Assistance	1
Yermo Total		1
Yucaipa	Food	6
	Clothing	5
	Rent/Mortgage Payment Assistance	4
	Shelter	4
	Utility Bill Payment Assistance	3
	General Medical Care	2
	Housing	2
	Animal Services	1
	Consumer Complaints/Assistance	1
	Counseling	1
	Donations	1
	Educational Programs	1
	Legal Assistance	1
	Medi-Cal/Medicare	1
	Substance Abuse Services	1
Yucaipa Total		34
Yucca Valley	Rent/Mortgage Payment Assistance	6
	Utility Bill Payment Assistance	5
	Housing	3
	Counseling	2
	Consumer Complaints/Assistance	1
	Diapers	1
	Elder/Senior Services	1
	Food	1
	General Medical Care	1
	Legal Assistance	1
	Shelter	1
	Social Security	1
Training/Employment Services	1	
Yucca Valley Total		25
Unknown	General Information Services/Organizational	189
	Utility Bill Payment Assistance	104
	Rent/Mortgage Payment Assistance	81
	Food	69
	Shelter	58
	General Medical Care	25
	Motel Vouchers	23

Counseling	17
Housing	16
Clothing	11
Courts/Probation System	11
Substance Abuse Services	11
Transportation	11
Diapers	10
Legal Assistance	10
Consumer Complaints/Assistance	8
Child Care	7
Environmental Protection/Maintenance	7
Parenting Education	7
Dental Health	5
Household Items	4
Donations	3
General Information Services/Mental Health Care	3
Support Groups	3
Animal Services	2
Elder/Senior Services	2
Immunizations	2
Mental Health Care Facilities	2
Volunteer Opportunities	2
Anger Management	1
Burial/Funeral Assistance	1
Bus Passes/Gas Vouchers	1
Child Abuse	1
Credit Counseling	1
Educational Programs	1
Immigration/Citizenship	1
Law Enforcement	1
Medi-Cal/Medicare	1
School District	1
Temporary Financial Aid	1
Tenant/Landlord Rights	1
Training/Employment Services	1
Unemployment/EDD	1
Unknown Total	717
Grand Total	4873

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: 8/1/2008 - 8/31/2008 12:00 AM - 12:00 AM

Created on: 9/3/2008

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	218	181	21	37	0	2	0	181	0	0	0	0:00:25	0:02:09	0:00:00	9:34:05	0:03:10	17.0	97.2	83.0
Monday	1115	963	41	152	0	20	0	959	4	0	0	0:00:48	0:02:01	0:00:00	52:56:00	0:03:17	13.6	97.7	86.4
Tuesday	1042	991	26	51	0	29	0	990	1	0	0	0:00:31	0:01:58	0:00:00	50:42:41	0:03:04	4.9	98.8	95.1
Wednesday	961	877	30	84	0	29	0	876	1	0	0	0:00:27	0:01:30	0:00:00	51:12:34	0:03:30	8.7	99.4	91.3
Thursday	919	857	29	62	0	25	0	852	5	0	0	0:00:24	0:01:37	0:00:00	50:17:10	0:03:31	6.7	99.6	93.3
Friday	909	811	21	98	0	25	0	811	0	0	0	0:00:31	0:01:38	0:00:00	49:29:22	0:03:39	10.8	99.1	89.2
Saturday	289	248	18	41	0	5	0	246	2	0	0	0:00:31	0:02:09	0:00:00	13:14:34	0:03:12	14.2	97.2	85.8
Total	5453	4928	186	525	0	135	0	4915	13	0	0	0:00:32	0:01:50	0:00:00	277:26:26	0:03:23	9.6	98.7	90.4

