

August 2009
2-1-1 San Bernardino County Statistical Update

2-1-1 San Bernardino County Monthly Report - August 2009



2-1-1 News Items

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Please help pass the Calling For 2-1-1 Act !!

Federal funding for 2-1-1 is close - 53 Senate and 145 House co-sponsors now. Please lend your voice. Call the Congressional Switchboard at 202-224-3121 and help make 2-1-1 sustainable.

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 in Rancho Cucamonga on Wednesday, the 30th of September, 2009.

A Look At Needs Per Demographic

For all calls to 2-1-1 in August, here is a breakdown of the major demographics:

Asian	Black/African American	Don't Know/Declined	Hispanic/Latino	White(non-hispanic)
0.69%	21.75%	17.85%	34.31%	25.40%

Here is a snapshot of the needs expressed in August calls to 2-1-1, per major demographic as a percentage of each row. For instance, notice how Asian and Hispanic/Latino callers were a much higher percentage of callers for Medical Public Assistance Programs when compared with their representation in other categories.

	Asian	Black/African American	Don't Know/Declined	Hispanic/Latino	White(non-hispanic)
Utilities	0%	30%	13%	31%	26%
Food/Meals	1%	18%	10%	40%	32%
Rent Payment Assistance	1%	31%	18%	28%	22%
Shelter	1%	23%	33%	21%	22%
Clothing/Personal/Household Needs	0%	27%	10%	41%	22%
Outpatient Health Facilities	1%	21%	9%	40%	30%
Housing	0%	19%	14%	36%	31%
Legal Services/Assistance	1%	16%	14%	44%	24%
Counseling	1%	13%	19%	47%	21%
Motel Vouchers	0%	22%	11%	42%	26%
Transportation	0%	30%	18%	19%	34%
Health Supportive Services	1%	13%	7%	48%	31%
Substance Abuse Services	0%	5%	13%	45%	37%
Basic Income Maintenance	0%	19%	12%	38%	31%
Employment	0%	27%	15%	36%	22%
Nutrition Related Public Assistance Programs	0%	12%	26%	43%	19%
Courts/Correctional System	0%	14%	35%	33%	18%
Health Screening/Diagnostic Services	0%	29%	8%	33%	29%
Specialized Treatments	0%	24%	11%	30%	35%
Community Groups/Services	0%	16%	40%	26%	19%
Medical Public Assistance Programs	5%	8%	13%	53%	21%
Law Enforcement	3%	19%	43%	14%	22%

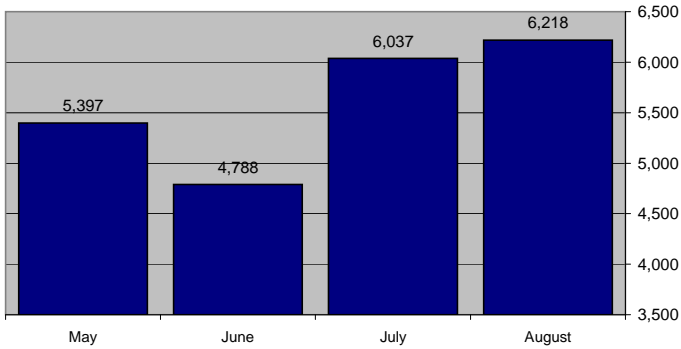
Until next month's quarterly report and analysis, Thank you and stay safe!

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

2-1-1 San Bernardino County

August 2009 Data Analysis

Total number of documented calls

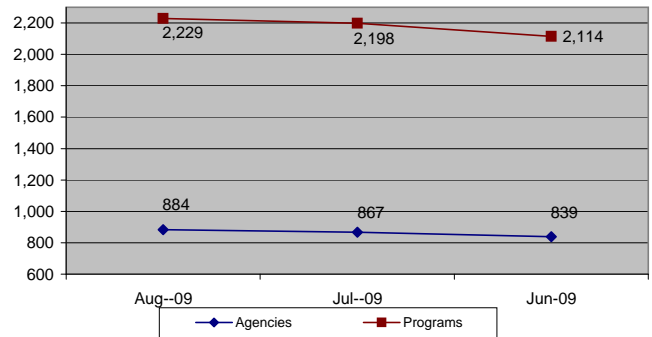


Total number of documented calls**

Month	Total number of documented calls**
August	6,218
July	6,037
June	4,788
May	5,397

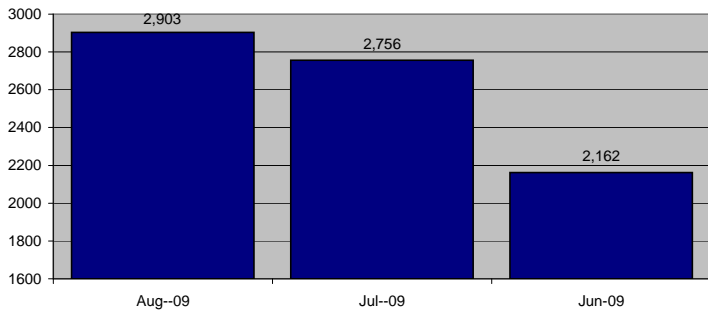
** Does not include hangups, wrong numbers, internal, etc.

2-1-1 database totals

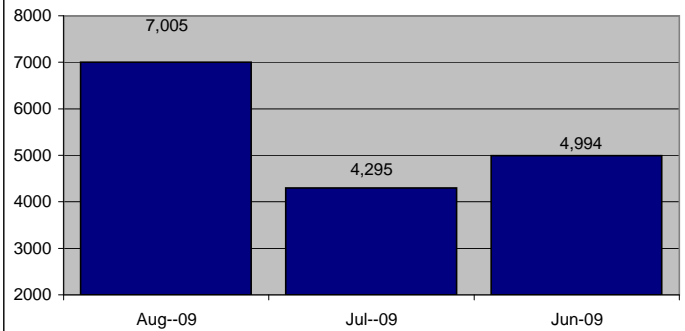


Agencies	Database totals	Programs
884	Aug--09	2,229
867	Jul--09	2,198
839	Jun-09	2,114
Past Month Referrals		5737

Total # of callers with children in the households



Total number of children involved



Call totals per # of children in household:

	Aug--09	Jul--09	Jun-09
0 or unknown	3,315	3,281	2,962
1	805	815	665
2	945	933	732
3	644	592	439
4	313	242	201
5	111	101	74
6	51	45	32
7	17	17	10
8	11	8	4
9	2	3	3
More than 9	4	0	2
Total	2903	2756	2162

Total Number of Children

Month	Total Number of Children
Aug--09	7005
Jul--09	4295
Jun-09	4994
Percentage of callers w/children	
47%	

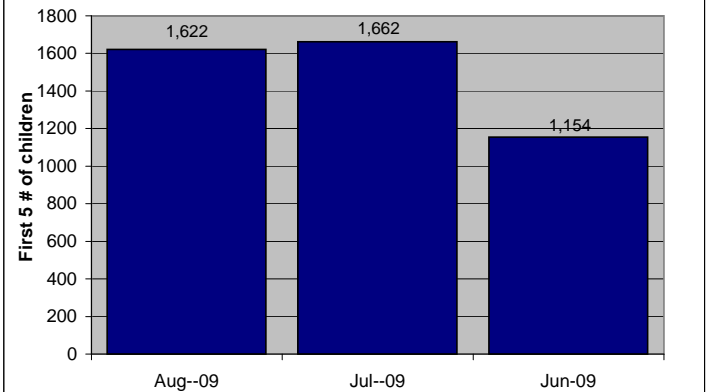
First 5 Calls

Total # First 5 Children represented	2582
Total number of calls this month	6218
Total # of First 5 Calls	1622
Percentage of F5 calls	26%

Call totals per # of children under 6:

	Aug--09	Jul--09	Jun-09
0 or unknown	4,637	4,421	4,052
1	932	959	679
2	481	487	331
3	161	170	97
4	36	36	38
5	11	9	9
6	1	0	0
7	0	1	0
8	0	0	0
9	0	0	0
More than 9	0	0	0
Total F5 Calls	1622	1662	1154

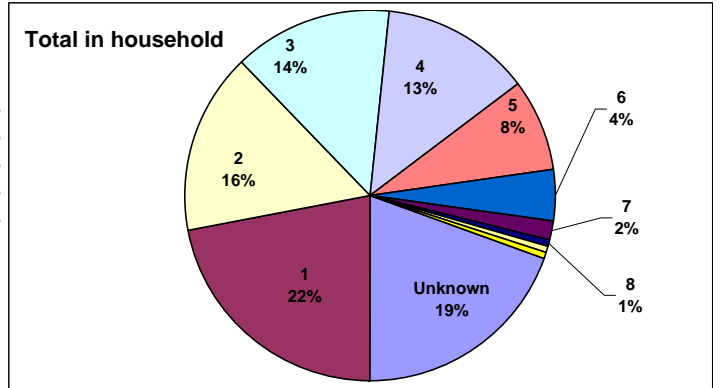
Total number of children under 6



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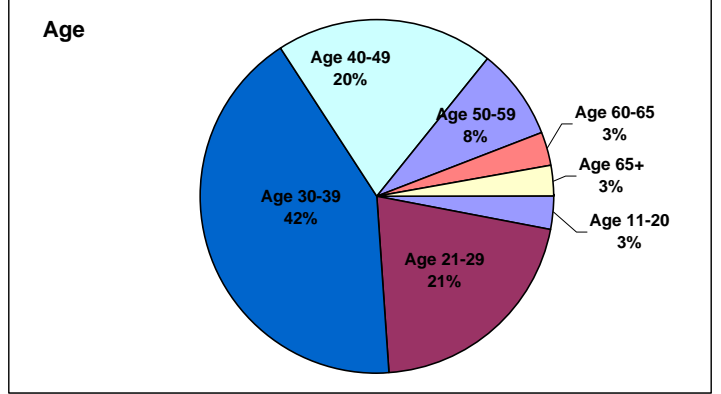
Total # in household:			
	Aug--09	Jul--09	Jun--09
Unknown	1,203	1213	1163
1	1373	1344	1219
2	974	920	714
3	874	887	749
4	811	781	575
5	502	453	394
6	267	259	156
7	106	93	78
8	47	44	36
9	32	24	21
9+	29	19	19
Total	5015	4824	3961

NA
27%
19%
17%
16%
10%
5%
2%
1%
1%
1%

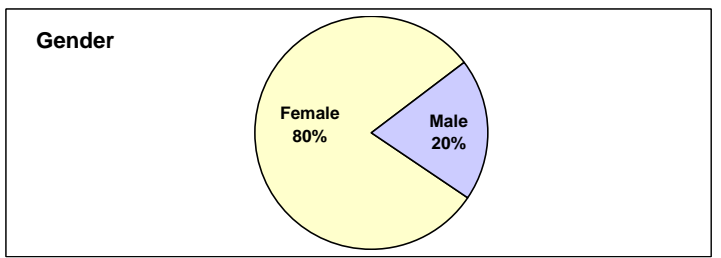


Total people represented in this month's calls	14,966
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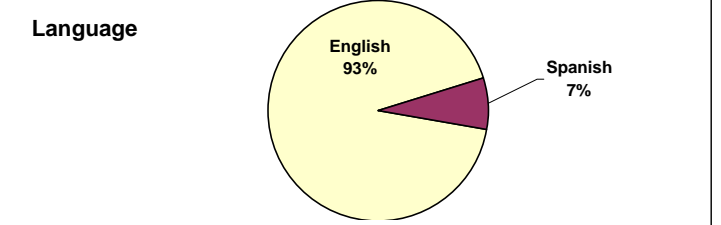
Age:			
	Aug--09	Jul--09	Jun--09
Age 0-3	8	8	10
Age 4-5	7	3	8
Age 6-10	10	8	13
Age 11-20	143	120	134
Age 21-29	938	954	733
Age 30-39	1879	1817	1413
Age 40-49	910	790	609
Age 50-59	376	350	315
Age 60-65	132	128	105
Age 65+	126	124	78
Total	4529	4302	3418



Gender			
	Aug--09	Jul--09	Jun--09
Female	4987	4788	4048
Male	1219	1216	1056
Unknown	8	19	11
Other	3	12	8
Transgender	0	0	0
Total	6217	6035	5123

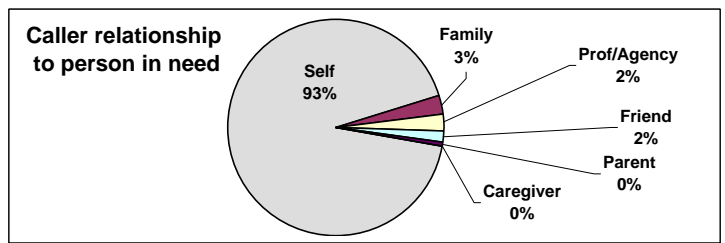


Language			
	Aug--09	Jul--09	Jun--09
English	5750	5567	4560
Spanish	466	465	379
Acholi	1	3	1
Filipino	1	0	0
Albanian	0	1	1
Vietnamese	0	1	0
Haitian Creole	0	0	1

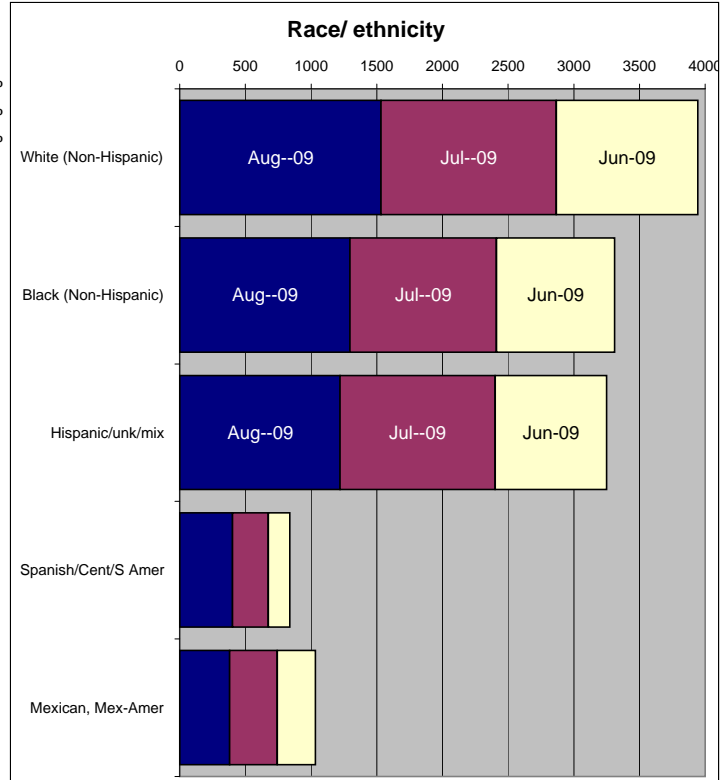


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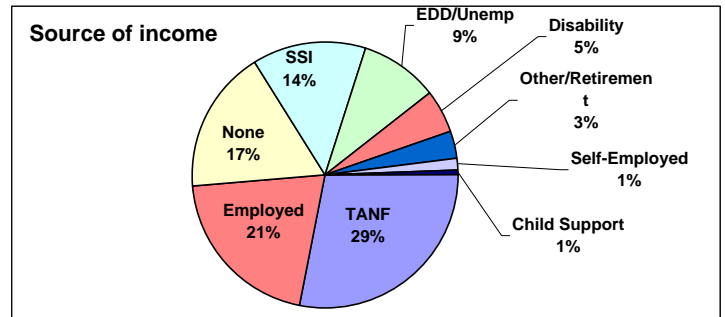
Caller relationship to person in need:			
	Aug--09	Jul--09	Jun-09
Self	5751	5600	4719
Family	176	163	177
Prof/Agency	155	167	138
Friend	101	89	80
Parent	27	15	4
Caregiver	8	3	6



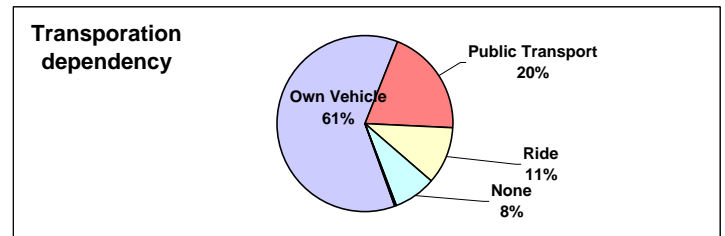
Race/ ethnicity			
	Aug--09	Jul--09	Jun-09
White (Non-Hispanic)	1532	1335	1080
Black (Non-Hispanic)	1296	1116	901
Hispanic/unk/mix	1221	1181	851
Spanish/Cent/S Amer	403	273	164
Mexican, Mex-Amer	379	364	292
Asia/unk/mix	20	18	16
Other	18	10	10
Asian-Indian	11	10	7
Pacific Islander/unk/mix	5	1	1
Filipino	4	2	1
Chinese	4	1	1
Multi-race	2	2	6
Native American	2	2	0
Vietnamese	1	4	2
Samoan	1	1	0
Japanese	1	0	0
Laotian	1	0	0
Cambodian	0	2	0
Cuban	0	0	0
Hawaiian	0	0	0
Korean	0	0	0
Puerto Rican	0	0	0
Declined to answer	1319	27	42
Unknown	-2	1688	1414
Total Known	6220	4349	3374



Source of income:			
	Aug--09	Jul--09	Jun-09
TANF	1207	1252	939
Employed	884	877	692
None	751	676	637
SSI	593	573	461
EDD/Unemp	407	326	312
Disability	226	238	161
Other/Retirement	150	75	60
Self-Employed	49	48	33
Child Support	29	42	38

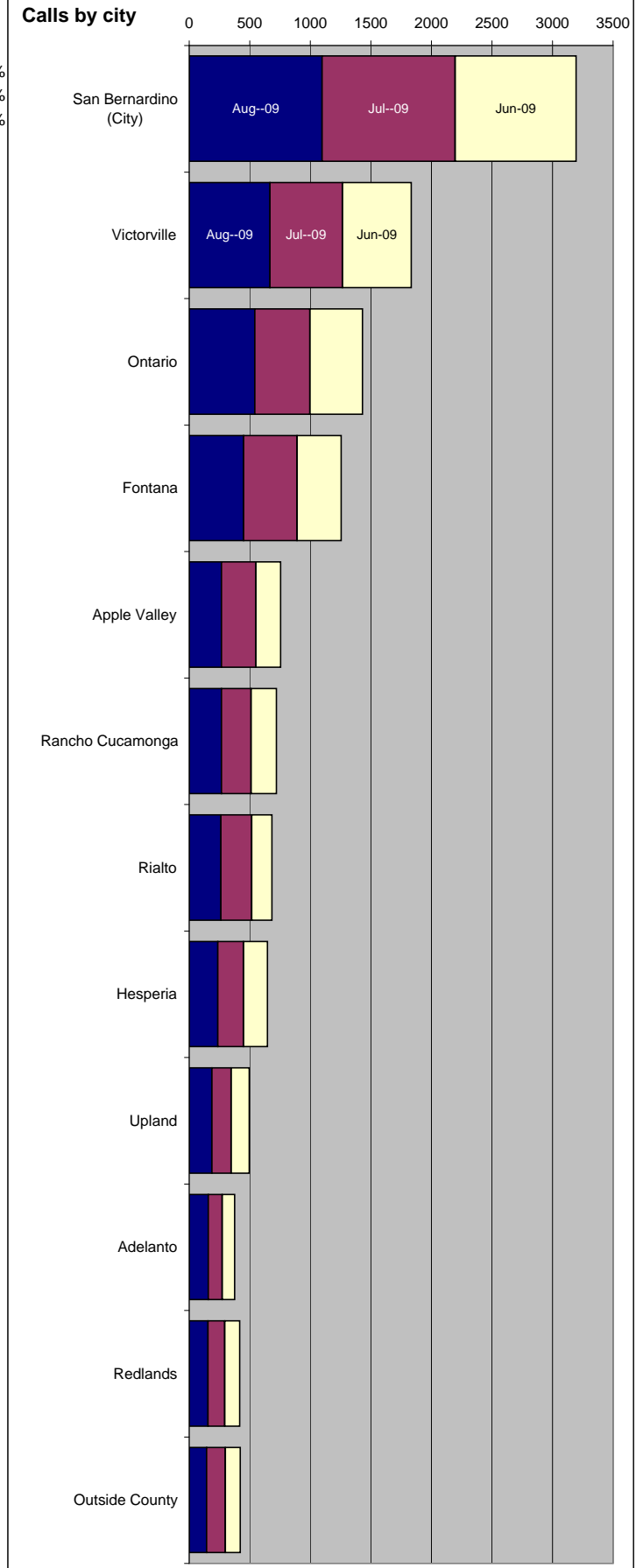


Transportation dependency:			
	Aug--09	Jul--09	Jun-09
Own Vehicle	2442	2184	1680
Public Transportation	780	648	558
Ride	417	356	280
None	308	284	242
Transportation Voucher	6	1	0
Taxi	3	2	1



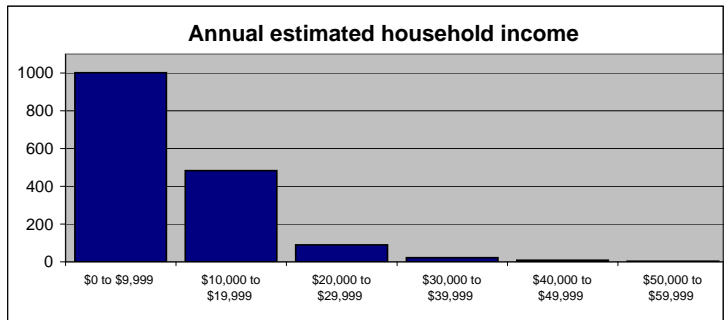
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Calls per city/town			
City	Aug-09	Jul-09	Jun-09
San Bernardino (City)	1097	1100	1000
Victorville	666	601	568
Ontario	541	457	435
Fontana	450	441	365
Apple Valley	267	285	205
Rancho Cucamonga	267	244	212
Rialto	262	254	169
Hesperia	235	215	197
Upland	188	160	149
Adelanto	158	116	104
Redlands	156	138	126
Outside County	144	154	125
Colton	131	140	80
Chino	109	109	103
Barstow	103	79	74
Highland	102	113	74
Yucaipa	79	71	51
Montclair	78	54	54
Pomona (City)	56	25	26
Bloomington	51	52	38
Loma Linda	43	42	26
Yucca Valley	34	39	42
Alta Loma	29	18	19
Twenty-Nine Palms	28	24	19
Lucerne Valley	26	22	18
Chino Hills	25	24	26
Phelan	22	33	17
Crestline	22	6	25
Joshua Tree	21	13	14
Big Bear City	16	10	5
Big Bear Lake	16	8	11
Mentone	15	11	6
Grand Terrace	14	25	15
Unknown/Not Applicable	11	1	1
Lake Arrowhead	10	4	8
Running Springs	6	13	6
Helendale	6	2	9
Oro Grande	5	11	9
Pinon Hills	5	5	5
Forest Falls	3	6	3
Outside Of California	3	3	5
Wrightwood	3	3	3
Newberry Springs	2	1	3
Devore	2	0	1
Skyforest	2	0	1
Lytle Creek	2	0	0
Needles	1	9	2
Daggett	1	1	2
Big River	1	0	1
Calimesa	1	0	0
Hinkley	0	4	1
Rimforest	0	3	4
Yermo	0	3	1
Morongo	0	3	0
Etiwanda	0	1	2
Trona	0	1	0
Blue Jay	0	0	1
Cedar Glen	0	0	1
La Verne	0	0	0

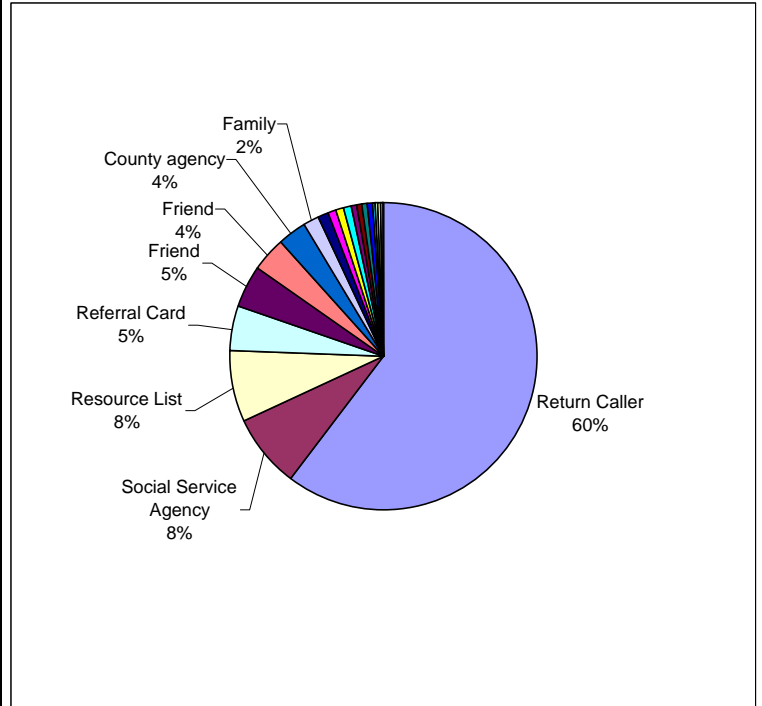


2-1-1 San Bernardino County

Annual estimated household income			
	Aug-09	Jul-09	Jun-09
Declined to state/Unknown	4,609	4618	5001
\$0 to \$9,999	1002	890	510
\$10,000 to \$19,999	483	384	438
\$20,000 to \$29,999	89	286	77
\$30,000 to \$39,999	22	35	7
\$40,000 to \$49,999	9	4	3
\$50,000 to \$59,999	3	1	1
\$60,000 to \$69,999	1	0	0
\$70,000 to \$79,999	0	0	0
\$80,000 +	0	0	0



How caller learned about 2-1-1			
	Aug-09	Jul-09	Jun-09
Return Caller	3727	3348	3218
Social Service Agency	478	461	442
Resource List	467	357	309
Referral Card	290	227	159
Friend	279	221	218
Word of Mouth	228	248	185
County Agency	189	202	143
Family	99	88	60
Brochure	61	58	40
School	55	24	53
Other I&R or 2-1-1	53	53	36
Utility Company	51	31	51
Internet	40	33	24
Church	36	55	42
Other	32	28	25
Television	24	23	20
Law Enforcement	21	17	31
Doctor's Office/Clinic	11	11	10
Newspaper	11	10	7
Radio	10	12	8
Government Non-County	7	29	19
411	6	2	0
Hospital	5	5	3
It's Your Call (KCVR)	2		
Billboards	1	7	2
Chronic Caller/Abusive Caller	1	2	0
Human Resources	1	0	1
President Obama's Stimulus Plan	0	1	0
Phone Book		24	18



Why referral not given			
Reason	Aug-09	Jul-09	Jun-09
Information Only	232	32	209
No Rent/Mortgage Assistance Available	154	98	172
No Utility Assistance Available	107	58	132
Service Non-Existant	94	55	77
Agency Resources Exhausted	56	36	33
No Shelter Bed Availability	52	57	41
Refused Referral	44	8	68
Wrong Number	33	10	3
Hang up - Disconnected	20	20	76



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

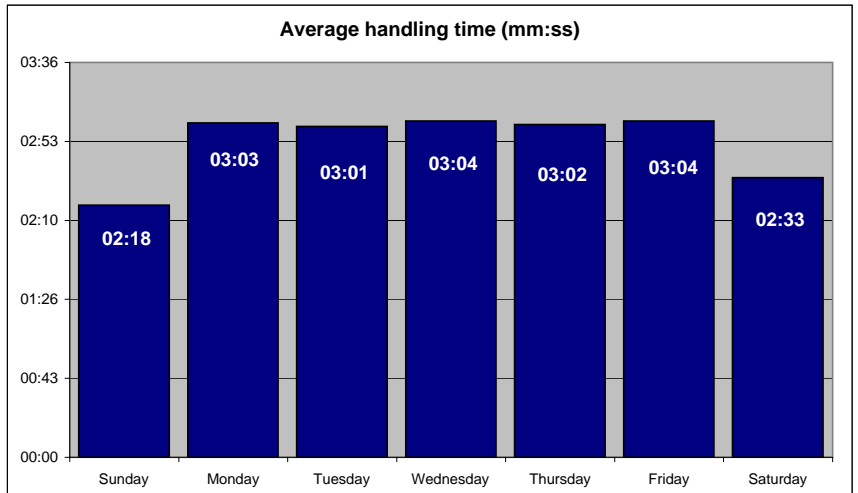
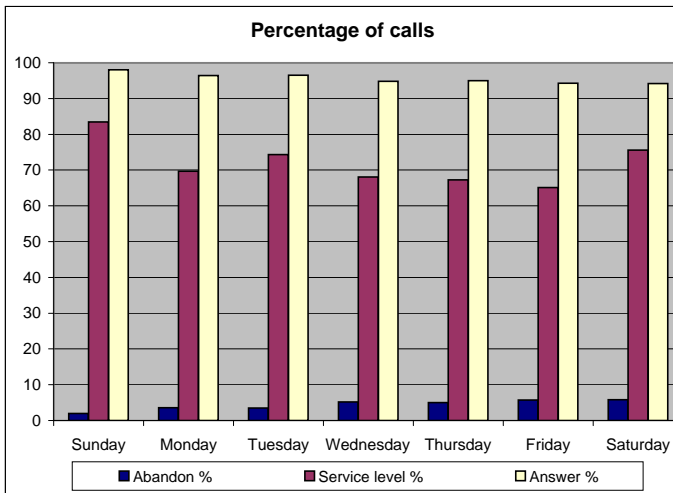
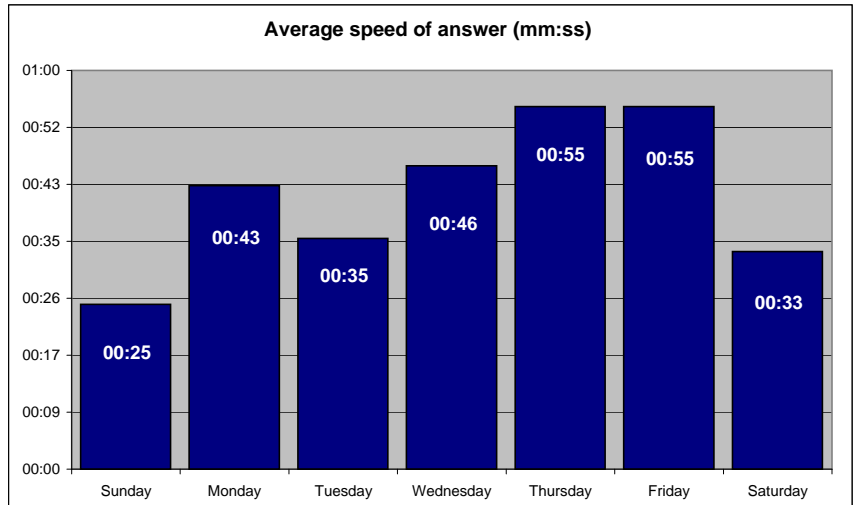
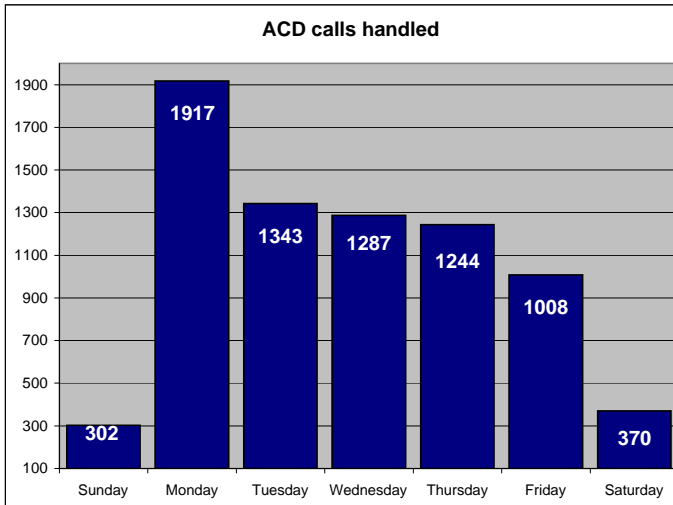
Device: 005 - All SB QG's

Date range: 8/1/2009 - 8/31/2009 12:00 AM - 12:00 AM

Created on: 9/1/2009

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	308	302	18	6	0	2	0	300	2	0	0	0:00:25	0:02:01	0:00:00	11:35:27	0:02:18	1.9	83.4	98.1
Monday	1988	1917	46	71	0	15	0	1905	12	0	0	0:00:43	0:02:20	0:00:00	97:47:59	0:03:03	3.6	69.7	96.4
Tuesday	1391	1343	33	48	0	11	0	1335	8	0	0	0:00:35	0:01:57	0:00:00	67:52:00	0:03:01	3.5	74.3	96.5
Wednesday	1358	1287	41	71	0	14	0	1274	13	0	0	0:00:46	0:02:54	0:00:00	65:53:19	0:03:04	5.2	68.0	94.8
Thursday	1309	1244	37	65	0	10	0	1229	15	0	0	0:00:55	0:02:47	0:00:00	63:12:41	0:03:02	5.0	67.2	95.0
Friday	1069	1008	21	61	0	8	0	987	21	0	0	0:00:55	0:01:57	0:00:00	51:44:29	0:03:04	5.7	65.1	94.3
Saturday	393	370	23	23	0	2	0	367	3	0	0	0:00:33	0:01:38	0:00:00	15:49:32	0:02:33	5.9	75.6	94.1
Total	7816	7471	219	345	0	62	0	7397	74	0	0	0:00:45	0:02:22	0:00:00	373:55:27	0:03:00	4.4	70.0	95.6



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

City/Town	Total
Adelanto	161
Animal Services	1
Basic Income Maintenance	4
Clothing/Personal/Household Needs	12
Consumer Assistance/Protection	1
Counseling	3
Day Care	1
Early Education	1
Employment	3
Family Based Services/Mentoring	1
Food/Meals	18
Formal Education	1
Health Screening/Diagnostic Services	1
Health Supportive Services	2
Household Related Public Assistance Programs	1
Housing	2
Immigration/Naturalization Legal Services	1
Information Services	4
Inpatient Health Facilities	1
Law Enforcement	1
Legal Services/Assistance	5
Medical Public Assistance Programs	3
Motel Vouchers	1
Nutrition Related Public Assistance Programs	3
Outpatient Health Facilities	5
Outpatient Mental Health Care	2
Public Safety/Emergency Services	2
Rent Payment Assistance	22
Shelter	3
Social Development and Enrichment	1
Social Insurance Programs	2
Specialized Treatments	1
Substance Abuse Services	2
Transportation	8
Utilities	42
Alta Loma	27
Clothing/Personal/Household Needs	1
Counseling	1
Food/Meals	1
Housing	4
Information Services	3
Legal Services/Assistance	2
Mortgage Payment Assistance	1
Motel Vouchers	2
Outpatient Health Facilities	1
Rent Payment Assistance	1
Shelter	4
Special Education	1
Utilities	4
Volunteer Opportunities	1
Apple Valley	271
Basic Income Maintenance	3
Clothing/Personal/Household Needs	19
Consumer Assistance/Protection	1

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

City/Town	Total
Counseling	5
Crime Reporting/Prevention	3
Day Care	4
Disability Issues/Services	1
Early Education	2
Employment	1
Family Based Services/Mentoring	2
Food/Meals	33
Health Screening/Diagnostic Services	6
Health Supportive Services	8
Household Related Public Assistance Programs	1
Housing	6
Immigration/Naturalization Legal Services	2
Information Services	18
Law Enforcement	1
Legal Services/Assistance	3
Medical Public Assistance Programs	3
Mortgage Foreclosure Information	1
Mortgage Payment Assistance	2
Motel Vouchers	4
Nutrition Related Public Assistance Programs	2
Outpatient Health Facilities	15
Outpatient Mental Health Care	2
Parenting Education	2
Rent Payment Assistance	34
Shelter	11
Social Development and Enrichment	2
Specialized Treatments	2
Substance Abuse Services	2
Support Groups	2
Transportation	8
Utilities	60
Barstow	100
Animal Services	1
Basic Income Maintenance	1
Clothing/Personal/Household Needs	7
Community Groups/Services	1
Courts/Correctional System	3
Day Care	1
Employment	2
Food/Meals	8
Health Screening/Diagnostic Services	1
Health Supportive Services	2
Housing	4
Information Services	10
Law Enforcement	1
Legal Services/Assistance	3
Motel Vouchers	1
Organizational Development and Management Services	1
Outpatient Health Facilities	1
Parenting Education	1
Protective Services	1
Public Safety/Emergency Services	1
Rent Payment Assistance	15
Shelter	6
Specialized Treatments	1

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

City/Town	Total
Substance Abuse Services	1
Support Groups	1
Transportation	3
Utilities	22
Big Bear City	12
Death Certification/Burial Arrangements	1
Donations	1
Food/Meals	2
Health Supportive Services	2
Information Services	1
Nutrition Related Public Assistance Programs	1
Transportation	1
Utilities	3
Big Bear Lake	16
Food/Meals	3
Household Related Public Assistance Programs	1
Housing	2
Information Services	1
Legal Services/Assistance	2
Motel Vouchers	1
Rent Payment Assistance	2
Support Groups	1
Utilities	3
Big River	1
Utilities	1
Bloomington	48
Basic Income Maintenance	2
Clothing/Personal/Household Needs	1
Counseling	1
Early Education	1
Food/Meals	10
Health Supportive Services	2
Housing	4
Information Services	3
Law Enforcement	1
Legal Services/Assistance	2
Mortgage Foreclosure Information	1
Mortgage Payment Assistance	1
Motel Vouchers	1
Nutrition Related Public Assistance Programs	1
Outpatient Health Facilities	1
Outpatient Mental Health Care	1
Parenting Education	1
Parks & Recreation Services	2
Public Safety/Emergency Services	1
Rent Payment Assistance	2
Shelter	2
Transportation	2
Utilities	5
Calimesa	1
Information Services	1

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

City/Town	Total
Chino	112
Clothing/Personal/Household Needs	7
Consumer Assistance/Protection	1
Courts/Correctional System	2
Crime Reporting/Prevention	1
Death Certification/Burial Arrangements	1
Early Education	2
Family Based Services/Mentoring	1
Food/Meals	12
Health Screening/Diagnostic Services	3
Health Supportive Services	4
Household Related Public Assistance Programs	1
Housing	8
Information Services	7
Law Enforcement	2
Legal Services/Assistance	3
Medical Public Assistance Programs	2
Mental Health Care Facilities	2
Mortgage Foreclosure Information	1
Motel Vouchers	3
Nutrition Related Public Assistance Programs	3
Outpatient Health Facilities	6
Public Safety/Emergency Services	1
Rent Payment Assistance	9
Shelter	8
Substance Abuse Services	4
Support Groups	1
Transportation	3
Utilities	13
Volunteer Opportunities	1
Chino Hills	24
Basic Income Maintenance	2
Clothing/Personal/Household Needs	1
Counseling	3
Early Education	1
Employment	1
Health Supportive Services	2
Household Related Public Assistance Programs	1
Legal Services/Assistance	1
Mortgage Foreclosure Information	1
Mortgage Payment Assistance	1
Outpatient Health Facilities	1
Protective Services	1
Social Insurance Programs	1
Specialized Treatments	1
Transportation	2
Utilities	4
Colton	125
Basic Income Maintenance	1
Clothing/Personal/Household Needs	12
Community Groups/Services	1
Consumer Assistance/Protection	1
Counseling	2
Courts/Correctional System	1

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

City/Town	Total
Day Care	3
Death Certification/Burial Arrangements	2
Emergency Medical Care	1
Employment	3
Food/Meals	16
Formal Education	1
Health Supportive Services	2
Household Related Public Assistance Programs	1
Housing	3
Information Services	8
Legal Services/Assistance	3
Medical Public Assistance Programs	2
Motel Vouchers	2
Nutrition Related Public Assistance Programs	3
Outpatient Health Facilities	4
Parenting Education	1
Rent Payment Assistance	14
Shelter	9
Social Development and Enrichment	1
Social Insurance Programs	1
Specialized Treatments	1
Substance Abuse Services	2
Transportation	2
Utilities	21
Volunteer Opportunities	1
Crestline	22
Basic Income Maintanance	1
Community Groups/Services	1
Disability Issues/Services	1
Disaster (Incident)	1
Formal Education	1
Housing	1
Information Services	3
Mortgage Foreclosure Information	1
Mortgage Payment Assistance	1
Outpatient Health Facilities	2
Outpatient Mental Health Care	1
Protective Services	1
Rent Payment Assistance	3
Substance Abuse Services	1
Support Groups	1
Transportation	1
Utilities	1
Daggett	1
Specialized Treatments	1
Devore	2
Environmental Protection/Improvement	1
Food/Meals	1
Fontana	437
Animal Services	3
Basic Income Maintanance	8
Clothing/Personal/Household Needs	15
Community Groups/Services	1

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

City/Town	Total
Consumer Assistance/Protection	3
Consumer Regulations	2
Counseling	16
Courts/Correctional System	5
Crime Reporting/Prevention	2
Day Care	2
Death Certification/Burial Arrangements	2
Donations	1
Early Education	3
Emergency Medical Care	1
Employment	10
Food/Meals	72
Formal Education	1
Health Screening/Diagnostic Services	6
Health Supportive Services	7
Household Related Public Assistance Programs	1
Housing	19
Information Services	26
Law Enforcement	1
Legal Services/Assistance	14
Medical Public Assistance Programs	5
Mortgage Foreclosure Information	2
Motel Vouchers	8
Nutrition Related Public Assistance Programs	7
Organizational Development and Management Services	1
Outpatient Health Facilities	23
Parks & Recreation Services	2
Public Health Information	1
Public Safety/Emergency Services	2
Rent Payment Assistance	52
Safety Equipment	2
Shelter	21
Social Development and Enrichment	5
Social Insurance Programs	1
Special Education	1
Specialized Treatments	7
Substance Abuse Services	3
Support Groups	1
Transportation	8
Utilities	61
Volunteer Opportunities	3
Forest Falls	3
Food/Meals	1
Rent Payment Assistance	1
Utilities	1
Grand Terrace	13
Community Groups/Services	1
Disability Issues/Services	2
Food/Meals	1
Information Services	3
Motel Vouchers	1
Outpatient Health Facilities	1
Rent Payment Assistance	1
Shelter	2
Utilities	1

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

City/Town	Total
Helendale	6
Clothing/Personal/Household Needs	1
Outpatient Health Facilities	1
Rent Payment Assistance	1
Shelter	1
Utilities	2
Hesperia	230
Basic Income Maintenance	1
Clothing/Personal/Household Needs	18
Community Groups/Services	1
Consumer Assistance/Protection	1
Counseling	6
Courts/Correctional System	5
Disability Issues/Services	2
Early Education	3
Emergency Medical Care	1
Employment	4
Environmental Protection/Improvement	1
Family Based Services/Mentoring	1
Food/Meals	25
Formal Education	1
Health Screening/Diagnostic Services	1
Health Supportive Services	3
Housing	9
Immigration/Naturalization Legal Services	2
Information Services	12
Inpatient Health Facilities	1
Legal Services/Assistance	6
Medical Public Assistance Programs	1
Mental Health Care Facilities	1
Mortgage Foreclosure Information	2
Mortgage Payment Assistance	1
Motel Vouchers	3
Nutrition Related Public Assistance Programs	5
Outpatient Health Facilities	13
Outpatient Mental Health Care	2
Parenting Education	1
Public Safety/Emergency Services	1
Rent Payment Assistance	19
Shelter	11
Social Development and Enrichment	1
Special Education	1
Specialized Treatments	3
Substance Abuse Services	3
Support Groups	2
Transportation	5
Tutoring/Homework Assistance	1
Utilities	49
Volunteer Opportunities	1
Highland	95
Animal Services	1
Basic Income Maintenance	3
Clothing/Personal/Household Needs	9
Consumer Assistance/Protection	2

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

City/Town	Total
Counseling	3
Courts/Correctional System	3
Crime Reporting/Prevention	1
Day Care	2
Emergency Medical Care	1
Employment	1
Food/Meals	12
Health Screening/Diagnostic Services	1
Health Supportive Services	2
Housing	4
Information Services	7
Law Enforcement	1
Legal Services/Assistance	1
Mental Health Care Facilities	1
Mortgage Payment Assistance	1
Motel Vouchers	1
Nutrition Related Public Assistance Programs	3
Outpatient Health Facilities	4
Public Safety/Emergency Services	1
Rent Payment Assistance	6
Shelter	4
Social Development and Enrichment	1
Substance Abuse Services	2
Transportation	5
Utilities	11
Volunteer Opportunities	1
Joshua Tree	22
Basic Income Maintenance	1
Clothing/Personal/Household Needs	1
Consumer Regulations	1
Courts/Correctional System	1
Employment	2
Food/Meals	1
Housing	1
Information Services	3
Legal Services/Assistance	1
Rent Payment Assistance	3
Utilities	7
Lake Arrowhead	10
Food/Meals	2
Housing	1
Information Services	1
Legal Services/Assistance	1
Nutrition Related Public Assistance Programs	1
Rent Payment Assistance	1
Utilities	3
Loma Linda	43
Basic Income Maintenance	1
Clothing/Personal/Household Needs	2
Counseling	1
Death Certification/Burial Arrangements	1
Food/Meals	11
Health Supportive Services	1
Housing	1

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

City/Town	Total
Information Services	3
Legal Services/Assistance	3
Medical Public Assistance Programs	1
Nutrition Related Public Assistance Programs	2
Outpatient Health Facilities	2
Outpatient Mental Health Care	1
Parks & Recreation Services	1
Psychiatric/Mental Health Support Services	1
Rent Payment Assistance	3
Shelter	3
Substance Abuse Services	1
Transportation	1
Utilities	3
Lucerne Valley	23
Clothing/Personal/Household Needs	2
Courts/Correctional System	1
Food/Meals	3
Information Services	3
Legal Services/Assistance	1
Outpatient Health Facilities	4
Rent Payment Assistance	2
Specialized Treatments	1
Substance Abuse Services	1
Transportation	2
Utilities	3
Lytle Creek	2
Animal Services	1
Utilities	1
Mentone	14
Clothing/Personal/Household Needs	1
Counseling	1
Food/Meals	2
Housing	4
Information Services	1
Outpatient Mental Health Care	1
Rent Payment Assistance	1
Shelter	1
Substance Abuse Services	1
Utilities	1
Montclair	71
Animal Services	1
Basic Income Maintenance	2
Clothing/Personal/Household Needs	7
Community Groups/Services	2
Counseling	2
Courts/Correctional System	1
Donations	1
Early Education	1
Food/Meals	6
Health Screening/Diagnostic Services	1
Health Supportive Services	2
Housing	4
Information Services	4

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

City/Town	Total
Inpatient Health Facilities	1
Legal Services/Assistance	4
Medical Public Assistance Programs	2
Motel Vouchers	2
Outpatient Health Facilities	2
Outpatient Mental Health Care	1
Parenting Education	1
Rent Payment Assistance	4
Shelter	4
Substance Abuse Services	3
Utilities	13
Needles	1
Utilities	1
Newberry Springs	2
Rent Payment Assistance	1
Transportation	1
Ontario	507
Adoption/Foster Services	1
Animal Services	1
Basic Income Maintenance	4
Clothing/Personal/Household Needs	29
Community Groups/Services	2
Consumer Assistance/Protection	3
Counseling	17
Courts/Correctional System	5
Credit Counseling	2
Crime Reporting/Prevention	2
Crime Victim Support	1
Day Care	4
Death Certification/Burial Arrangements	1
Disability Issues/Services	1
Donations	2
Early Education	7
Employment	6
Food/Meals	42
Health Screening/Diagnostic Services	8
Health Supportive Services	11
Household Related Public Assistance Programs	1
Housing	21
Immigration/Naturalization Legal Services	2
Information Services	34
Legal Services/Assistance	14
Medical Public Assistance Programs	5
Mental Health Care Facilities	1
Mortgage Foreclosure Information	1
Mortgage Payment Assistance	2
Motel Vouchers	36
Nutrition Related Public Assistance Programs	11
Outpatient Health Facilities	26
Outpatient Mental Health Care	4
Parenting Education	3
Public Health Information	1
Public Safety/Emergency Services	2
Rent Payment Assistance	66

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

City/Town	Total
Shelter	42
Special Education	1
Specialized Treatments	5
Substance Abuse Services	7
Support Groups	3
Transportation	4
Utilities	64
Volunteer Opportunities	2
Oro Grande	3
Public Safety/Emergency Services	1
Shelter	1
Utilities	1
Outside County	126
Basic Income Maintenance	3
Clothing/Personal/Household Needs	1
Community Groups/Services	3
Consumer Assistance/Protection	2
Counseling	1
Courts/Correctional System	2
Crime Reporting/Prevention	1
Disaster Services	1
Early Education	2
Emergency Medical Care	1
Family Based Services/Mentoring	1
Food/Meals	10
Housing	7
Information Services	47
Law Enforcement	2
Legal Services/Assistance	3
Medical Public Assistance Programs	1
Mortgage Payment Assistance	1
Organizational Development and Management Services	1
Outpatient Health Facilities	3
Outpatient Mental Health Care	1
Rent Payment Assistance	6
Shelter	16
Specialized Treatments	1
Substance Abuse Services	2
Utilities	7
Outside Of California	3
Basic Income Maintenance	1
Information Services	2
Phelan	23
Basic Income Maintenance	1
Consumer Regulations	1
Food/Meals	2
Health Screening/Diagnostic Services	1
Housing	2
Information Services	3
Medical Public Assistance Programs	1
Outpatient Health Facilities	2
Outpatient Mental Health Care	1
Rent Payment Assistance	2

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

City/Town	Total
Shelter	1
Substance Abuse Services	1
Utilities	5
Pinon Hills	5
Clothing/Personal/Household Needs	1
Food/Meals	1
Mortgage Foreclosure Information	1
Transportation	1
Utilities	1
Pomona (City)	44
Clothing/Personal/Household Needs	2
Food/Meals	4
Housing	1
Immigration/Naturalization Legal Services	1
Information Services	16
Inpatient Health Facilities	1
Law Enforcement	2
Legal Services/Assistance	1
Mental Health Care Facilities	1
Motel Vouchers	4
Organizational Development and Management Services	2
Outpatient Health Facilities	3
Rent Payment Assistance	1
Shelter	3
Substance Abuse Services	1
Utilities	1
Pomona Valley	3
Information Services	2
Utilities	1
Rancho Cucamonga	267
Basic Income Maintenance	6
Clothing/Personal/Household Needs	10
Community Groups/Services	1
Consumer Assistance/Protection	2
Counseling	7
Courts/Correctional System	1
Crime Reporting/Prevention	1
Day Care	4
Disability Issues/Services	1
Donations	2
Employment	1
Family Based Services/Mentoring	1
Food/Meals	32
Health Screening/Diagnostic Services	3
Health Supportive Services	4
Household Related Public Assistance Programs	2
Housing	8
Information Services	24
Law Enforcement	1
Legal Services/Assistance	4
Medical Public Assistance Programs	2
Mortgage Foreclosure Information	2
Motel Vouchers	8

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

City/Town	Total
Nutrition Related Public Assistance Programs	4
Organizational Development and Management Services	1
Outpatient Health Facilities	16
Outpatient Mental Health Care	2
Protective Services	1
Psychiatric/Mental Health Support Services	2
Rent Payment Assistance	40
Shelter	24
Social Development and Enrichment	1
Specialized Treatments	4
Substance Abuse Services	3
Transportation	2
Utilities	36
Volunteer Opportunities	4
Redlands	147
Basic Income Maintenance	3
Clothing/Personal/Household Needs	5
Community Groups/Services	2
Consumer Assistance/Protection	4
Counseling	3
Emergency Medical Care	1
Employment	2
Environmental Protection/Improvement	1
Food/Meals	26
Formal Education	1
Health Screening/Diagnostic Services	2
Health Supportive Services	4
Housing	9
Information Services	12
Law Enforcement	1
Legal Services/Assistance	2
Medical Public Assistance Programs	1
Motel Vouchers	4
Nutrition Related Public Assistance Programs	1
Outpatient Health Facilities	6
Outpatient Mental Health Care	1
Protective Services	1
Rent Payment Assistance	17
Shelter	9
Specialized Treatments	1
Substance Abuse Services	6
Transportation	3
Tutoring/Homework Assistance	1
Utilities	18
Rialto	257
Adoption/Foster Services	1
Arts and Culture	1
Basic Income Maintenance	1
Clothing/Personal/Household Needs	10
Community Groups/Services	4
Consumer Assistance/Protection	2
Counseling	4
Courts/Correctional System	1
Day Care	1
Death Certification/Burial Arrangements	1

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

City/Town	Total
Early Education	2
Employment	4
Family Based Services/Mentoring	3
Food/Meals	39
Health Screening/Diagnostic Services	2
Health Supportive Services	4
Household Related Public Assistance Programs	5
Housing	6
Information Services	21
Law Enforcement	5
Legal Services/Assistance	6
Medical Public Assistance Programs	1
Mental Health Care Facilities	1
Mortgage Foreclosure Information	1
Mortgage Payment Assistance	1
Motel Vouchers	1
Nutrition Related Public Assistance Programs	6
Outpatient Health Facilities	11
Outpatient Mental Health Care	1
Parenting Education	1
Parks & Recreation Services	1
Public Works	1
Rent Payment Assistance	31
Shelter	17
Social Development and Enrichment	1
Specialized Treatments	3
Substance Abuse Services	3
Support Groups	1
Transportation	5
Utilities	43
Volunteer Opportunities	4
Running Springs	6
Basic Income Maintenance	1
Food/Meals	3
Rent Payment Assistance	1
Specialized Treatments	1
San Bernardino (City)	1023
Animal Services	3
Bad Weather Shelters	1
Basic Income Maintenance	14
Clothing/Personal/Household Needs	59
Community Groups/Services	7
Consumer Assistance/Protection	12
Counseling	26
Courts/Correctional System	12
Credit Counseling	1
Crime Reporting/Prevention	3
Day Care	7
Death Certification/Burial Arrangements	4
Disaster Services	2
Donations	2
Early Education	2
Emergency Medical Care	3
Employment	17
Environmental Protection/Improvement	1

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

City/Town	Total
Food/Meals	137
Formal Education	4
Health Screening/Diagnostic Services	5
Health Supportive Services	17
Household Related Public Assistance Programs	5
Housing	26
Immigration/Naturalization Legal Services	2
Information Services	112
Law Enforcement	9
Legal Services/Assistance	30
Medical Public Assistance Programs	6
Mental Health Care Facilities	5
Mortgage Foreclosure Information	3
Mortgage Payment Assistance	1
Motel Vouchers	18
Nutrition Related Public Assistance Programs	8
Organizational Development and Management Services	4
Outpatient Health Facilities	30
Outpatient Mental Health Care	6
Parks & Recreation Services	4
Protective Services	1
Psychiatric/Mental Health Support Services	1
Public Health Information	2
Public Safety/Emergency Services	3
Public Works	2
Rent Payment Assistance	97
Safety Equipment	2
Shelter	94
Social Development and Enrichment	1
Social Insurance Programs	5
Special Education	2
Specialized Treatments	7
Substance Abuse Services	20
Support Groups	1
Transportation	22
Tutoring/Homework Assistance	2
Utilities	146
Volunteer Opportunities	7
Skyforest	2
Consumer Assistance/Protection	1
Utilities	1
Twenty-Nine Palms	27
Basic Income Maintenance	1
Food/Meals	5
Formal Education	1
Housing	2
Information Services	1
Mental Health Care Facilities	1
Mortgage Payment Assistance	1
Psychiatric/Mental Health Support Services	1
Rent Payment Assistance	3
Shelter	2
Transportation	1
Utilities	8

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

City/Town	Total
Unknown/Not Applicable	10
Clothing/Personal/Household Needs	2
Consumer Assistance/Protection	1
Housing	1
Information Services	1
Mental Health Care Facilities	1
Mortgage Foreclosure Information	1
Outpatient Health Facilities	2
Shelter	1
Upland	187
Basic Income Maintenance	3
Clothing/Personal/Household Needs	12
Consumer Assistance/Protection	1
Counseling	7
Courts/Correctional System	1
Day Care	2
Emergency Medical Care	1
Employment	6
Food/Meals	22
Formal Education	1
Health Screening/Diagnostic Services	2
Health Supportive Services	2
Household Related Public Assistance Programs	1
Housing	7
Immigration/Naturalization Legal Services	2
Information Services	12
Inpatient Health Facilities	1
Legal Services/Assistance	6
Medical Public Assistance Programs	1
Mental Health Care Facilities	2
Mortgage Foreclosure Information	1
Mortgage Payment Assistance	1
Motel Vouchers	11
Nutrition Related Public Assistance Programs	3
Organizational Development and Management Services	1
Outpatient Health Facilities	9
Outpatient Mental Health Care	1
Parenting Education	1
Psychiatric/Mental Health Support Services	1
Public Safety/Emergency Services	1
Rent Payment Assistance	22
Shelter	19
Social Insurance Programs	1
Specialized Treatments	1
Substance Abuse Services	3
Transportation	2
Utilities	17
Victorville	640
Animal Services	2
Basic Income Maintenance	11
Clothing/Personal/Household Needs	33
Community Groups/Services	1
Consumer Assistance/Protection	12
Counseling	18

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

City/Town	Total
Courts/Correctional System	3
Crime Reporting/Prevention	2
Death Certification/Burial Arrangements	1
Disability Issues/Services	1
Donations	3
Early Education	5
Emergency Medical Care	1
Employment	6
Environmental Protection/Improvement	1
Family Based Services/Mentoring	1
Food/Meals	55
Formal Education	1
Health Screening/Diagnostic Services	2
Health Supportive Services	10
Household Related Public Assistance Programs	1
Housing	19
Information Services	54
Inpatient Health Facilities	4
Law Enforcement	4
Legal Services/Assistance	10
Medical Public Assistance Programs	1
Mental Health Care Facilities	1
Mortgage Foreclosure Information	1
Motel Vouchers	12
Nutrition Related Public Assistance Programs	7
Organizational Development and Management Services	1
Outpatient Health Facilities	19
Outpatient Mental Health Care	4
Parenting Education	3
Protective Services	2
Psychiatric/Mental Health Support Services	2
Public Safety/Emergency Services	3
Public Works	1
Rent Payment Assistance	83
Safety Equipment	1
Shelter	40
Social Development and Enrichment	4
Special Education	1
Specialized Treatments	2
Substance Abuse Services	5
Support Groups	7
Transportation	12
Utilities	161
Volunteer Opportunities	6
Wrightwood	3
Clothing/Personal/Household Needs	1
Outpatient Health Facilities	1
Protective Services	1
Yucaipa	78
Clothing/Personal/Household Needs	9
Consumer Assistance/Protection	1
Counseling	1
Day Care	1
Death Certification/Burial Arrangements	1
Employment	2

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

City/Town	Total
Family Based Services/Mentoring	1
Food/Meals	13
Housing	2
Information Services	7
Law Enforcement	2
Legal Services/Assistance	2
Organizational Development and Management Services	1
Outpatient Health Facilities	1
Outpatient Mental Health Care	1
Parenting Education	1
Rent Payment Assistance	7
Shelter	4
Social Insurance Programs	1
Specialized Treatments	2
Substance Abuse Services	1
Support Groups	1
Tutoring/Homework Assistance	1
Utilities	14
Volunteer Opportunities	1
Yucca Valley	30
Basic Income Maintenance	1
Consumer Assistance/Protection	1
Crime Reporting/Prevention	1
Environmental Protection/Improvement	1
Food/Meals	6
Housing	2
Information Services	2
Legal Services/Assistance	2
Nutrition Related Public Assistance Programs	1
Rent Payment Assistance	5
Shelter	2
Specialized Treatments	1
Substance Abuse Services	1
Utilities	4
(blank)	417
Animal Services	1
Basic Income Maintenance	2
Clothing/Personal/Household Needs	8
Community Groups/Services	15
Consumer Assistance/Protection	10
Counseling	12
Courts/Correctional System	4
Day Care	1
Emergency Medical Care	2
Employment	3
Food/Meals	6
Formal Education	1
Health Screening/Diagnostic Services	4
Health Supportive Services	4
Housing	4
Information Services	110
Law Enforcement	3
Legal Services/Assistance	13
Mental Health Care Facilities	1
Motel Vouchers	6

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

City/Town	Total
Nutrition Related Public Assistance Programs	2
Organizational Development and Management Services	4
Outpatient Health Facilities	7
Outpatient Mental Health Care	1
Parenting Education	1
Public Health Information	1
Public Safety/Emergency Services	1
Rent Payment Assistance	33
Shelter	94
Social Development and Enrichment	1
Social Insurance Programs	1
Substance Abuse Services	4
Support Groups	1
Transportation	4
Utilities	50
Volunteer Opportunities	2
Grand Total	5703

Referrals from 2-1-1 San Bernardino County

Agency Name	Program Name	Referrals
*His Hands Ministry		1
*His Hands Ministry	Food Bank	9
2-1-1 Alameda County	2-1-1 Information and Referral	1
2-1-1 Central Valley	2-1-1 Information and Referral	1
2-1-1 Kern County	2-1-1 Information and Referral	2
2-1-1 Los Angeles County		32
2-1-1 Los Angeles County	2-1-1 Information and Referral	239
2-1-1 National		9
2-1-1 National	2-1-1 Search	13
2-1-1 Orange County		4
2-1-1 Orange County	2-1-1 Information and Referral	22
2-1-1 Sacramento County	2-1-1 Information and Referral	2
2-1-1 San Bernardino County	2-1-1 Information and Referral	5
2-1-1 San Diego County	2-1-1 Information and Referral	4
Abundant Living Family Church		1
Abundant Living Family Church	Angel Food Ministry	21
Abundant Living Family Church	Outreach Center	73
Adelanto Branch Library	Storytime and Crafts	1
Adelanto Community Resource Center		5
Adelanto Community Resource Center	Clothing	11
Adelanto Community Resource Center	Emergency Food	13
Adelanto School District	Public Education	1
Adelanto Senior Center	Senior Luncheon	1
Adventist Community Team Services		1
Adventist Community Team Services	Emergency Food Assistance	12
Adventist Community Team Services	Meals on Wheels	2
Aegis Medical Systems, Inc.	Methadone Replacement Therapy	3
AL-ANON Family Groups and ALATEEN	Inland Empire of California Al-Anon and Alateen	3
Alcoholics Anonymous		1
Alcoholics Anonymous	Alcoholics Anonymous	7
Aletheian Christian Foundation	Basic Needs	1
Alliance Human Services Foster Family	Foster Parent Recruiting and Training Services	2
Alternate Avenues Womens Resource Center	Bridges Parenting Support Program	1
American Association of Poison Control Centers	Poison Control	3
American Cancer Society	Education and Support	2
American Heart Association	Public Education and Public Advocacy	1
American Immigrant Lawyers Association	Immigration Lawyer Referral Service (ILRS)	1
American Parkinsons Disease Association	Information, Referral and Support Center	1
American Red Cross - Claremont Chapter		1
American Red Cross - Claremont Chapter	Health and Safety Training	1
American Red Cross - High Desert Chapter	Disaster and Emergency Relief	2
American Red Cross - Inland Empire Chapter		1
American Red Cross - Inland Empire Chapter	Disaster Recovery Service	4
American Red Cross - Inland Empire Chapter	Health and Safety	4
American Red Cross - Inland Empire Chapter	Pet First Aid	1
American Red Cross Twentynine Palms MCAGCC	Armed Forces Emergency Services	1
American Social Health Association	CDC National Immunization Information Hotline	1
Amyotrophic Lateral Sclerosis Association	Patient Services	1
Annual Credit Report Request	Annual Credit Report	1
Annual Credit Report Request	Fraud Victim Assistance	3
Apple Valley Fire Protection District	CPR and First -Aid Classes	1
Apple Valley Newton T. Bass Branch Library		2
Apple Valley Newton T. Bass Branch Library	Adult Literacy Program	1
Apple Valley Unified School District		1
Apple Valley Unified School District	Public Education	3
Arrowhead Regional Medical Center		3
Arrowhead Regional Medical Center	Family and Elder Care Center	1
Arrowhead Regional Medical Center	First 5 Dental Program	2
Arrowhead Regional Medical Center	Hospital Services	5
Arrowhead Regional Medical Center	Medically Indigent Adult Health Care (MIA)	2
Arrowhead Regional Medical Center	Outpatient Care Center	1
Arrowhead Regional Medical Center	Womens Health Services	1
Arrowhead United Way	Arrowhead United Way	1
Asante Family Agency, Inc.	Counseling, Training and Visitation Center	16
Asian-American Educational and Cultural Center, Inc.		1
Asian-American Educational and Cultural Center, Inc.	Healthy Seniors Program	1
Asian-American Educational and Cultural Center, Inc.	Traffic Safety Awareness	7
Assistance League of the Foothill Communities		3
Assistance League of the Foothill Communities	Operation School Bell	5
Assistance League of the Foothill Communities	San Antonio Community Hospital Dental Center	4
Associated Clinical Therapists, Inc.		4
Associated Clinical Therapists, Inc.	Counseling Services	19

Referrals from 2-1-1 San Bernardino County

Association of Community Organizations for Reform Now (ACORN)	ACORN Foreclosure Prevention Program	5
Beauty for Ashes Womens Center	Aftercare Program	1
Better Business Bureau		2
Better Business Bureau	Complaint Department	4
Bienestar Human Services	Community Service	1
Bienestar Human Services	Drug Prevention Outreach	1
Bienestar Human Services	HIV Counseling & Testing	2
Bienestar Human Services	Syringe Exchange/Skills Building Workshops	2
Big Brothers Big Sisters of Greater Los Angeles and the Inland Empire	Community Based Mentoring	1
Bilingual Family Counseling Service, Inc.		1
Bilingual Family Counseling Service, Inc.	Deferred Entry Judgement (DEJ)	2
Bilingual Family Counseling Service, Inc.	Safe and Stable Families	14
Bilingual Family Counseling Service, Inc.	Substance Abuse Treatment	2
Blindness Support Services	Support Services	2
Bloomington Senior Center	Senior Center	1
Boys & Girls Club of Fontana	Homework and Tutoring	1
Boys & Girls Club of Redlands	Homework and Tutoring	1
Boys & Girls Club of San Bernardino	Reading For Success	2
Boys Republic		1
Boys Town National Hotline	National Hotline	3
Braille Institute of America, Inc.	Low Vision Rehabilitation Services	1
Braille Institute of America, Inc.	Specialized Classes	1
California Department of Alcoholic Beverage Control	Riverside Alcoholic Beverage Control	1
California Department of Consumer Affairs	Consumer Information Center	2
California Department of Corrections	Parole and Community Services Division	6
California Department of Forestry and Fire Protection	Fire and Rescue	1
California Department of Industrial Relations	Labor Standards Enforcement	1
California Department of Motor Vehicles	DMV Services	12
California Department of Social Services	Child Care Licensing	2
California Department of Transportation	Caltrans	2
California Franchise Tax Board	Tax Information	1
California Highway Patrol		1
California Highway Patrol	Amber Alert	1
California Highway Patrol	Freeway Patrol Service	7
California Indian Legal Services	Legal Services	1
California Public Utilities Commission	LifeLine Telephone Service	7
California State University San Bernardino	First Five Early Intervention	1
California State University San Bernardino	General Counseling	15
California Student Aid Commission	Cal Grants	2
California Victim Compensation and Government Claims Board	Victim Compensation Program	1
California Youth Authority	Parole Services and Community Corrections	1
California Youth Crisis Line		1
Call for Life Pregnancy Help Center	Crisis Pregnancy Center	19
Cancer Information Service of California	Cancer Information Service	1
Canine Companions for Independence	Canine Companions for Independence	1
Canyon Ridge Hospital	Access Center	2
Canyon Ridge Hospital	Hospital Services	2
Caring for the Hills	Emergency Food Boxes	8
Caring for the Hills	Food Pantry	7
Carolyn Owens Community Center	Batterers Treatment	1
Carolyn Owens Community Center	Counseling Services	1
Carolyn Owens Community Center	Substance Abuse	3
Carpenters House		5
Carpenters House	ACTS 29 Food Ministry	69
Casa Colina Centers for Rehabilitation		1
Casa de San Bernardino	Youth Substance Abuse Outpatient Program	4
Casa Ramona Senior Center	Senior Center	1
Catholic Charities - Brother Miguel Center	Counseling Services	6
Catholic Charities of San Bernardino/Riverside		11
Catholic Charities of San Bernardino/Riverside	Advocacy and Referrals	5
Catholic Charities of San Bernardino/Riverside	Anger Management Classes	2
Catholic Charities of San Bernardino/Riverside	Clothes/Household Items	51
Catholic Charities of San Bernardino/Riverside	Clothing Referrals	2
Catholic Charities of San Bernardino/Riverside	Food Assistance	68
Catholic Charities of San Bernardino/Riverside	Funeral Referral	14
Catholic Charities of San Bernardino/Riverside	Housing and Support Services	6
Catholic Charities of San Bernardino/Riverside	Individual/Family Counseling	16
Catholic Charities of San Bernardino/Riverside	Parenting Classes	5
Catholic Charities of San Bernardino/Riverside	Prescription Service	12
Catholic Charities of San Bernardino/Riverside	Refugee & Immigration Services	3
Catholic Charities of San Bernardino/Riverside	Rent/Mortgage Assistance	140
Catholic Charities of San Bernardino/Riverside	Transportation Assistance	43
Catholic Charities of San Bernardino/Riverside	Utility Assistance	68

Referrals from 2-1-1 San Bernardino County

Cedar House Rehabilitation Center		2
Cedar House Rehabilitation Center	Detoxification	14
Cedar House Rehabilitation Center	Outpatient Therapy and Counseling Program	3
Cedar House Rehabilitation Center	Residential Treatment	15
Cedar House Rehabilitation Center	Women with Children Program	1
Center for Individual Development	Arthritis Foundation Aquatic Exercises	1
Center for Individual Development	Sunshine Club	1
Center on Deafness Inland Empire	Family Planning	1
Centers for Medicare and Medicaid Services		2
Central City Lutheran Mission		5
Central City Lutheran Mission	After School Tutoring	1
Central City Lutheran Mission	Food Giveaway	23
Central City Lutheran Mission	Kinship Family Center	4
Central City Lutheran Mission	The H Street Clinic	43
Child Find of America	Child Abduction Prevention and Support Services	2
Childrens Fund		2
Childrens Fund	Childrens Fund	2
Childrens Network of San Bernardino County		1
Childrens Network of San Bernardino County	Child Abuse Planning Prevention Committee	1
Chino Branch Library		1
Chino Hills Counseling	Chino Hills Counseling	3
Chino Hills James S. Thalman Branch Library	Adult Literacy Program	1
Chino Neighborhood House		1
Chino Neighborhood House	Clothing Distribution	10
Chino Neighborhood House	Emergency Food	18
Chino Neighborhood House	Household Item Distribution	8
Chino Senior Center	Case Management	1
Chino Senior Center	P.A.T.C.H.	1
Chino Valley TYKES	School Readiness	4
Chino Valley Unified School District	CARE Program for Homeless and Transitional Students	1
Chino Valley YMCA	Preschool	2
Christian Counseling Service of the East Valley	General Counseling	6
Christian Counseling Service of the East Valley	Parent Child Interaction Therapy	2
Circle of Hope - Gods Kitchen	Overnight Emergency Shelter	17
Circle of Hope - Gods Kitchen	Transitional Living Program	8
City of Adelanto	City Hall	2
City of Chino Hills	Community Services	1
City of Colton		1
City of Colton	City Hall	1
City of Fontana	City Hall	2
City of Fontana	Community Services	1
City of Fontana	Jessie Turner Health & Fitness Community Center	1
City of Hesperia	City Hall	2
City of Hope Medical Center	Cancer Treatment Services	1
City of Hope Medical Center	Diabetes	1
City of Loma Linda	City Hall	1
City of Montclair		1
City of Montclair	Food Distibution	8
City of Montclair	Health Service Alliance	13
City of Montclair	Meals on Wheels	1
City of Montclair	Medical Clinic-Evening	26
City of Montclair	Senior Citizens Program	2
City of Montclair Fire Department	Code Enforcement	1
City of Ontario	City Hall	3
City of Ontario	Senior Center	1
City of Ontario Fire Department	CPR and First-Aid Classes	1
City of Ontario Fire Department	Hazardous Materials	1
City of Rancho Cucamonga	City Hall	4
City of Rancho Cucamonga Fire Department	Fire and Rescue	1
City of Rancho Cucamonga Fire Department	Hazardous Materials	1
City of Redlands	City Hall	1
City of Rialto		2
City of Rialto	City Hall	2
City of Rialto	Senior Center	2
City of Rialto Fire Department		1
City of San Bernardino		2
City of San Bernardino	City Clerks Office	1
City of San Bernardino	City Hall	9
City of San Bernardino	Senior Companion Program	2
City of Upland	City Hall	1
City of Victorville	City Hall	7
City of Victorville	Community Services	3
City of Victorville	Mortgage Assistance Program	2

Referrals from 2-1-1 San Bernardino County

Clear View Treatment Center		2
Clear View Treatment Center	Substance Abuse Recovery	5
Colton Police Department	Police Department	2
Colton Public Library	Storytime and Crafts	1
Colton-Redlands-Yucaipa ROP	Sharewear	3
Community Action Partnership of San Bernardino County		14
Community Action Partnership of San Bernardino County	Cooling Center	1
Community Action Partnership of San Bernardino County	Energy, Education and Environmental Services Department	485
Community Action Partnership of San Bernardino County	Family Development	307
Community Action Partnership of San Bernardino County	Food Bank	39
Community Action Partnership of San Bernardino County	Inland Empire Individual Development Accounts (IEIDA)	1
Community Health Action Network	Parent Resource Center	34
Community Health Systems, Inc.		7
Community Health Systems, Inc.	Dental Clinic	31
Community Health Systems, Inc.	Medical Clinic	29
Community Health Systems, Inc.	Optometry Services	6
Community Hospital of San Bernardino		10
Community Hospital of San Bernardino	Behavioral Health Services	14
Community Hospital of San Bernardino	Crisis Intervention	58
Community Hospital of San Bernardino	Hospital	4
Community Senior Services CSS		1
Compulsive Eaters Anonymous	Compulsive Eaters	1
Contra Costa Crisis Center	Crisis Lines	1
CRC Health Corporation		1
CRC Health Corporation	Drug Addiction Services	7
Crosslight Family Ministries / Fortress Christian Center		1
Crosslight Family Ministries / Fortress Christian Center	Outreach	34
David and Margaret Youth and Family Services		2
David and Margaret Youth and Family Services	Preservation Program	1
David and Margaret Youth and Family Services	Residential Treatment	1
De Anza Community and Teen Center	ESL Classes	1
Delmann Heights Community Center		1
Delmann Heights Community Center	Community Center	1
Delmann Heights Community Center	Food Distribution	22
Delmann Heights Community Center	Salvaged Bread Program	4
Delmann Heights Community Center	Senior Center	1
Denti-Cal Referral Line	Hotline	3
Department of Managed Health Care	California HMO Help Center/ Complaints	1
Department of Rehabilitation Inland Empire District	Vocational Rehabilitation	2
Desert Communities United Way	Desert Communities United Way	2
Desert Manna Ministries		3
Desert Manna Ministries	Clothes Closet	5
Desert Manna Ministries	Cold Weather Shelter	2
Desert Manna Ministries	Community Meals	1
Desert Manna Ministries	Electric Assistance Fund (EAF)	46
Desert Manna Ministries	Emergency Shelter	19
Desert Manna Ministries	Food Commodities	10
Desert Manna Ministries	Transportation Assistance	6
Desert Sanctuary, Inc.		5
Desert Sanctuary, Inc.	Bright Beginnings Child Care	1
Desert Sanctuary, Inc.	Catholic Charities Grants Case Management	30
Desert Sanctuary, Inc.	Cedar Chest Thrift Shop	6
Desert Sanctuary, Inc.	Haley House Domestic Violence Shelter	1
Desert Valley Hospital	Hospital Services	1
Disability Rights Legal Center	Disability Rights	1
Don Day Community Center		1
Don Day Community Center	Don Day Swimming Pool	1
Don Day Community Center	Tiny Tots	2
Dorothy A. Quesada Community Center	ESL Classes	1
DOVES of Big Bear Valley, Inc.		1
DOVES of Big Bear Valley, Inc.	Domestic Violence Shelter	5
DOVES of Big Bear Valley, Inc.	Womens and Men Support Groups	1
Down Syndrome Association	Support Group	1
Drug Alternative Program	DAP	2
East Valley Community Health Center, Inc.		2
East Valley Community Health Center, Inc.	General Medical Services	30
Easter Seals Southern California	Child Development Center	1
Echos Of Faith World Outreach Ministries		2
Echos Of Faith World Outreach Ministries	Operation Fresh Start	26
El Sol Neighborhood Educational Center	Community Outreach	1
Employment Development Department	Bonding	2
Employment Development Department	Paid Family Leave	1
Employment Development Department	State Disability Insurance	4

Referrals from 2-1-1 San Bernardino County

Employment Development Department	Unemployment Insurance	14
EyeCare America		1
EyeCare America	Seniors Eye Care Program	2
Fairplex Child Development Center	Child Development Center	1
Faith Lutheran Church	Community Food Pantry	3
Family Service Agency of San Bernardino		2
Family Service Agency of San Bernardino	Crestline Food and Clothing Bank	4
Family Service Agency of San Bernardino	Domestic Violence Program	10
Family Service Agency of San Bernardino	Individual, Family and Group Therapy	16
Family Service Agency of San Bernardino	Mental Health and Case Management	2
Family Service Agency of San Bernardino	Outpatient Mental Health Treatment	4
Family Service Agency of San Bernardino	Utility Assistance Fund (EAF & GAF)	5
Family Service Association of Redlands		8
Family Service Association of Redlands	Cold Weather Vouchers	5
Family Service Association of Redlands	Disaster Recovery Services	3
Family Service Association of Redlands	Family Support	88
Family Service Association of Redlands	Home Again	10
Family Service Association of Redlands	Rental Assistance	28
Family Solutions		3
Family Solutions	Early Childhood Programs	1
Federal Citizen Information Center	Citizen Information Center	1
Fifth Street Senior Center	Senior Nutrition Lunch Program	1
First 5 Commission of San Bernardino County		2
First 5 Commission of San Bernardino County	First 5 Commission of San Bernardino County	3
First Chance/Y-CHOW, Inc.		1
First Chance/Y-CHOW, Inc.	Sober Living	6
First Steps Child Development Center, Inc.		1
First Steps Child Development Center, Inc.	Affordable Child Care	1
Food and Drug Administration	Law Enforcement	1
Foothill AIDS Project	Mental Health and Substance Abuse Counseling	1
Foothill Family Shelter		2
Foothill Family Shelter	Basic Needs	71
Foothill Family Shelter	Foothill Family Shelter	27
Foothill Family Shelter	Harold Cares About Your Future	1
Foothill Family Shelter	Shelter Court	3
Frazee Community Center	Hot Meals	33
Frazee Community Center	Medical Treatment	17
Frazee Community Center	Shelters	22
Friends Outside		1
G.A.P. Food Bank		1
G.A.P. Food Bank	G.A.P. Food Bank	9
Gamblers Anonymous	Gamblers Anonymous	1
George White Senior Center	Senior Center	6
Gift Ministries	Gift Ministries - The Clothes Closet	12
Good Steward Day Care	Child Care Service	6
Goodwill Southern California	Career Resource Center	3
Goodwill Southern California	Retail Stores and Used Goods	5
Grand Terrace Branch Library	English Improvement	1
Hand to Hand Outreach		1
Hand to Hand Outreach	Independent Living Skills	1
Hand to Hand Outreach	Transportation	6
Hands On Inland Empire		2
Hands On Inland Empire	Alternative Sentencing	23
Hands On Inland Empire	Volunteer Opportunities	8
Healthy Families		3
Healthy Families	Health Care Coverage	3
Heritage Neighborhood Center	Tiny Tots	1
HeroCare	Crisis Fund	1
Hesperia Branch Library	Adult Literacy Program	1
Hesperia Senior Center	Hesperia Senior Club	1
Hesperia Unified School District		2
High Desert Child Adolescent and Family Services Center		3
High Desert Child Adolescent and Family Services Center	Anger Management	7
High Desert Child Adolescent and Family Services Center	Co-Parenting	2
High Desert Child Adolescent and Family Services Center	Delayed Entry of Judgement	4
High Desert Child Adolescent and Family Services Center	Individual and Group Counseling	19
High Desert Child Adolescent and Family Services Center	Outpatient Substance Abuse Treatment	2
High Desert Child Adolescent and Family Services Center	Parenting Classes	6
High Desert Domestic Violence Program, Inc.		3
High Desert Domestic Violence Program, Inc.	Domestic Violence Program Services	10
High Desert Homeless Services, Inc		1
High Desert Homeless Services, Inc	Shelter	60
High Desert Pregnancy Clinic	Family Resource Center	1

Referrals from 2-1-1 San Bernardino County

High Desert Relative Caregivers	Relative Caregivers	1
High Desert Resource Network	Training	1
High Desert Youth Center	Safety and Wellness Program	7
Higher Ground Christian Intervention Program	Higher Ground Christian Intervention Program	2
Highland Sam J. Racadio Library and Environmental Learning Center	Library Services	1
Homeownership Preservation Foundation	The Homeowner's HOPE Hotline	7
House of Ruth, Inc.		8
House of Ruth, Inc.	Counseling	1
House of Ruth, Inc.	Emergency Hotline	3
House of Ruth, Inc.	Emergency Shelter	10
House of Ruth, Inc.	Temporary Restraining Order Clinic	1
House of Ruth, Inc.	Transitional Living	2
Housing Authority of the County of San Bernardino		1
Housing Authority of the County of San Bernardino	Family Unification Program	12
Housing Authority of the County of San Bernardino	Mainstream Program	2
Housing Authority of the County of San Bernardino	Public Housing	46
Housing Authority of the County of San Bernardino	Section 8 Program	44
Housing Authority of the County of San Bernardino	Senior Housing	1
Housing Authority of the County of San Bernardino	Tenant Based Assistance Program (TBA)	2
Housing Authority of the County of San Bernardino	Veterans Affairs Supportive Housing Program (VASH)	1
Humanitarian International Services Group	Eyes for You	2
Impression Healthcare Services	Behavioral Health Counseling	5
Inland Agency	Community Tool Box	16
Inland Agency	HICAP	2
Inland AIDS Project	Case Management	1
Inland AIDS Project	HIV Testing	1
Inland Caregivers Resource Center		1
Inland Counties Legal Services, Inc		2
Inland Counties Legal Services, Inc	Legal Assistance	35
Inland Empire Economic Recovery Corporation (IEERC)		3
Inland Empire Economic Recovery Corporation (IEERC)	Home Foreclosure Prevention Seminars/Workshops	15
Inland Empire Health Plan		5
Inland Empire Health Plan	Bike Helmet Program	1
Inland Empire Health Plan	Healthy Kids	9
Inland Empire Latino Lawyers Association		2
Inland Empire Latino Lawyers Association	Legal Assistance and Counseling	27
Inland Empire United Way		1
Inland Empire United Way	2-1-1 San Bernardino County	1
Inland Empire United Way	Hands On Inland Empire	1
Inland Empire United Way	KidSmart Initiative	2
Inland Fair Housing and Mediation Board		5
Inland Fair Housing and Mediation Board	Education and Outreach	6
Inland Fair Housing and Mediation Board	Inland Fair Housing and Mediation	46
Inland Family Community Health Center		5
Inland Family Community Health Center	Dental Services	17
Inland Family Community Health Center	Medical Services	12
Inland Family Community Health Center	OB/GYN Services	1
Inland Regional Center	Inland Regional Center	4
Inland Temporary Homes		3
Inland Temporary Homes	Shelter & Transitional Housing	16
Inland Valley Hope Partners		1
Inland Valley Hope Partners	Food Security Program	33
Inland Valley Hope Partners	Pomona Valley Certified Farmers' Market	2
Inland Valley Hope Partners	Rent Payment Assistance	10
Inland Valley Hope Partners	Shelter/Housing Program	2
Inland Valley Hope Partners	Utility Assistance	11
Inland Valley Humane Society and S.P.C.A	Animal Care & Control	1
Inland Valley Humane Society and S.P.C.A	Vaccine Clinic	3
Inland Valley Justice Center	Dispute Resolution	1
Inland Valley Recovery Services	Inland Valley Recovery Services	11
Internal Revenue Service	Internal Revenue Service	3
International Hearing Society	Helpline	1
Jericho Outreach, Inc.		1
Jericho Outreach, Inc.	Living Facilities	5
Jericho Outreach, Inc.	Residential/Outpatient Services	7
Job Corps	Job Training	5
Josephine Knopf Senior Center	Senior Center	3
Josephine Knopf Senior Center	Senior Lunch and Movie Program	2
Juvenile Diabetes Foundation International	Information and Advocacy	1
Kaiser Permanente Medical Center		1
Kaiser Permanente Medical Center	Hospital Services	4
Kids Come First Community Clinic		1
Kids Come First Community Clinic	Healthy Families Application Assistance	1

Referrals from 2-1-1 San Bernardino County

Kids Come First Community Clinic	Kids Come First	11
Kids Turf Day Care Center	Day Care	4
La Vista	La Vista Housing	1
LaSalle Medical Associates	Health Clinic	68
LaSalle Medical Associates	Well Women Exam	3
League of United Latin American Citizens	Educational Service Center	1
Legal Aid Society of San Bernardino		7
Legal Aid Society of San Bernardino	Legal Aid Clinic	70
Libreria del Pueblo, Inc.	Immigration Services	3
Libreria del Pueblo, Inc.	Legal Clinic	4
Lighthouse Inner Change Sober Living	Sober Living	2
Loma Linda Diabetes Support Group	Winning With Diabetes	1
Loma Linda Marriage & Family Therapy Clinic	Marriage and Family Therapy	11
Loma Linda University Medical Center		2
Loma Linda University Medical Center	Hospital Services	3
Loveland Jubilee Pantry		1
Loveland Jubilee Pantry	Jubilee Pantry	86
Lucerne Valley Domestic Violence Outreach	Batterers Intervention Program	2
Lucerne Valley Senior Club	Senior Center	1
Lutheran Social Services of Southern California		1
Lutheran Social Services of Southern California	Food Bank and Bread Program	2
Lutheran Social Services of Southern California	Workforce Investment Act Jobs/Employment	1
Making a Difference Ministry, Inc.	Family Affair	1
Managed Pharmacy Care	Freedom of Choice	1
Marygold Senior Center		1
Marygold Senior Center	Senior Center	2
Mary's Mercy Center, Inc.		8
Mary's Mercy Center, Inc.	Mary's Children Program	37
Mary's Mercy Center, Inc.	Mary's Table	50
Mary's Mercy Center, Inc.	Saint Joseph Clothes Closet	11
Mary's Mercy Center, Inc.	Showers	1
Mary's Mercy Center, Inc.	St. Martin de Porres Emergency Food Bag Program	28
Mary's Mercy Center, Inc.	Veronicas Home of Mercy	7
Meals on Wheels - Montclair		1
Meals on Wheels - Montclair	Home Delivered Meals	1
Meals on Wheels - Ontario	Meals on Wheels	1
Meals On Wheels- Redlands, Inc	Home Delivered Meals	1
Mental Health Systems, Inc.	Court-Supervised Drug Treatment	1
Mental Health Systems, Inc.	Drug Abuse Counseling for Federal Probationers	1
Mental Health Systems, Inc.	Support Services	2
Mental Health Systems, Inc.	Therapeutic Behavioral Services	1
Mercy House		6
Mercy House	Assisi House	4
Mercy House	Guadalupe Residence	8
Mercy House	Walk-In Center	73
Metrolink	Metrolink Travel Information	1
Mexican Consulate General	Consular Services	3
Military OneSource	Military Personal Financial Management	2
Mimis House		2
Mimis House	Transitional Housing	24
Montclair Branch Library		1
Montclair Branch Library	English As A Second Language Class	1
Montclair Police Department	Police Department	2
Morongo Basin Mental Health Services Association	Family Support Groups	1
Morongo Basin Mental Health Services Association	Residential Drug and Alcohol Treatment	3
Moses House Ministries		3
Moses House Ministries	The Boutique	31
Mothers Against Drunk Driving	Mothers Against Drunk Driving	1
Mountain Community Hospital	Rural Health Clinic	2
Mountain View Child Care, Inc.	Kidship-Preschool and Pediatric Day Health	1
Mountain View Community Church		2
Mountain View Community Church	Food Pantry	49
Mountain View Community Church	Mountain View Preschool	3
Mountain View Community Church	Substance Abuse Meetings	1
Mountain View School District	Public Education	1
Mustard Seed Tutorial Center	One-on-One Tutoring	1
Narcotics Anonymous		2
Narcotics Anonymous	Narcotics Anonymous Support Group	10
National Community Renaissance		5
National Community Renaissance	Affordable Housing	96
National Domestic Violence Hotline		3
National Domestic Violence Hotline	Domestic Violence Hotline	5
National Multiple Sclerosis Society	Information and Referral	1

Referrals from 2-1-1 San Bernardino County

National Organization for Victim Assistance	Hotline	1
National Organization for Women	NOW	1
National Organization of Social Security Claimants Representatives	NOSSCR	1
National Runaway Switchboard		1
National Runaway Switchboard	Runaway Switchboard	2
National Suicide Prevention Lifeline	Suicide Hotline	9
National Suicide Prevention Lifeline	Suicide Prevention Lifeline	2
NCNW Bethune Center		1
NCNW Bethune Center	GED Preparation	1
NCNW Bethune Center	Youth Program	1
Neighborhood Housing Services of the Inland Empire, Inc.		5
Neighborhood Housing Services of the Inland Empire, Inc.	Down Payment Assistance	1
Neighborhood Housing Services of the Inland Empire, Inc.	Foreclosure Prevention	14
Neighborhood Housing Services of the Inland Empire, Inc.	Home Buyer Education & Financial Fitness	1
Neighborhood Partnership Housing Services, Inc.		6
Neighborhood Partnership Housing Services, Inc.	Foreclosure Counseling	3
Neighborhood Partnership Housing Services, Inc.	Home Ownership	1
Neighborhood Partnership Housing Services, Inc.	Homebuyer Education Class	2
New Directions	Therapeutic Community	1
New Hope Christian Fellowship	Lifeline	6
Nicholson Community Center	Community Center	1
Nicholson Community Center	Homework Club	1
Northtown Housing Development Corp.		1
Northtown Housing Development Corp.	ESL Classes	1
Northtown Housing Development Corp.	Government Food Commodities	1
Office of Emergency Services	Flash Reports	6
Office of the Attorney General	Bureau of Medi-Cal Fraud	3
Oldtimers Foundation	Home maintenance and Conservation	6
Oldtimers Foundation	Housing	1
Oldtimers Foundation	Nutrition	5
Oldtimers Foundation	Transportation Services	2
Olive Branch Counseling Center		1
Olive Branch Counseling Center	Anger Management	10
Olive Branch Counseling Center	Parenting Classes	1
Olive Branch Counseling Center	Relationship Counseling	3
Omnitrans	Access Service	8
Omnitrans	Omnitrans	8
Ontario City Library	Library Services	1
Ontario Police Department	Police Department	5
Ontario Senior Center	Senior Excursions	1
Ontario/Montclair YMCA	Afterschool Program	1
Ontario/Montclair YMCA	Matrix	1
Ontario/Montclair YMCA	Silver Stars Transportation	1
Ontario-Montclair School District	School Readiness Program	1
OPARC	Adult Development Centers and Senior Services	1
Operation Homefront, Inc.	Social Services for Military Families	2
Operation Phoenix Foundation	Operation Phoenix	1
Operation Provider		1
Operation Provider	Basic Need Assistance	5
Operation Provider	Electric and Gas Assistance Fund (EAF & GAF)	3
Operation Safehouse	Transitional Living Program	2
Option House, Inc.		9
Option House, Inc.	Community Education	1
Option House, Inc.	Domestic Violence Shelter Services	7
Our Lady of Hope		22
Our Lady of Hope	Food Pantry	55
Our Lady of Hope	Government Commodities	36
Our Lady of Hope	Hot Meal Ministry	2
Our Lady of the Desert		1
Our Lady of the Desert	Food Pantry	55
Overeaters Anonymous	Support Group	1
Pacific Lifeline	Transitional Shelter	3
PAL Humane Society	Humane Society	3
Para Los Niños		14
Para Los Niños	Family Resource Center	99
Parents, Families & Friends of Lesbians & Gays	Support and Information	2
Partnership for Prescription Assistance		1
Partnership for Prescription Assistance	Prescription Assistance	3
Patient Advocate Foundation	Advocacy	1
Patton State Hospital	Hospital Services	1
Perris Hill Park Senior Center	Senior Luncheon	1
Phones 4 Charity	Donate A Cell Phone	1
Planned Parenthood of Orange and San Bernardino Counties		1

Referrals from 2-1-1 San Bernardino County

Planned Parenthood of Orange and San Bernardino Counties	Contraceptive Clinics	6
Planned Parenthood of Orange and San Bernardino Counties	HIV/AIDS Testing and Counseling	2
Planned Parenthood of Orange and San Bernardino Counties	Pregnancy Testing, Counseling, and Referral	7
Planned Parenthood of Orange and San Bernardino Counties	Sexually Transmitted Infections Treatment	1
Pomona Valley Workshop	Supported Employment Services	1
Pregnancy Resource Center	Pregnancy Resources	4
Priscillas Helping Hands, Inc.		1
Priscillas Helping Hands, Inc.	Clothes Closet	17
Priscillas Helping Hands, Inc.	Community Meal	2
Prison to Peace Outreach	Basic Needs	2
Project Cuidar-SB	Child Enrichment Groups and Parenting Classes	3
Project Sister Family Services	Crisis Intervention	1
Protection and Advocacy	Disability Rights	1
Provisional Accelerated Learning (PAL) Center	Comprehensive Child Care	1
Provisional Accelerated Learning (PAL) Center	Operation Safe Harbor	1
Provisional Accelerated Learning (PAL) Center	WIA Youth Program	1
Putting Kids First	Co-Parenting Course	1
Rader Program	Eating Disorders	1
Rancho Cucamonga & Fontana Family YMCA	Preschool	1
Rancho Cucamonga Family Resource Center	Clothes Closet	10
Rancho Cucamonga Family Resource Center	Emergency Food	26
Rancho Cucamonga Family Resource Center	Family Resource Center	1
REACH		1
REACH	REACH	27
Reach Out Morongo Basin		3
Reach Out Morongo Basin	USDA Food Giveaway	5
Reach Out West End		1
Reach Out West End	Drug Diversion (DEJ - PC1000 Classes)	2
Redlands Community Hospital	Family Clinic	3
Redlands Community Hospital	Hospital Services	1
Redlands Day Nursery	Child Care	2
Redlands Family YMCA	Legal Aid	2
Redlands Police Department Recreation Bureau	Redlands Police Department	3
Redlands Unified School District	High School Diploma and G.E.D.	1
Rialto Police Department	Rialto Police	7
Rialto Senior Center	Home Delivered Meals	2
Rialto Senior Center	Senior Center	1
Rialto Senior Center	Senior Nutrition Lunch Program	1
Rialto Unified School District	Health Clinic	1
Rolling Start, Inc.		1
Rolling Start, Inc.	Housing	3
Rolling Start, Inc.	Information and Referral	2
Rolling Start, Inc.	Personal Assistance	1
Rolling Start, Inc.	Support Groups / Workshop	1
Rose of Sharon Life Center		2
Rose of Sharon Life Center	The Life Center	26
Ruben Campos Community Center	Community Center	1
Ruben Campos Community Center	Homework Helpers	1
Rudy C. Hernandez Community Center	Food Distribution	1
Rudy C. Hernandez Community Center	Homework Helpers	1
Running Springs Assembly of God	Food for Life	2
Rx Help For Californians		2
Rx Help For Californians	Prescription Assistance	8
Salvation Army - Ontario		8
Salvation Army - Ontario	Emergency Food Box	26
Salvation Army - Ontario	Emergency Rental/Mortgage Assistance	67
Salvation Army - Ontario	ESL Class	1
Salvation Army - Ontario	Motel Vouchers	20
Salvation Army - Redlands		5
Salvation Army - Redlands	Electric and Gas Assistance Fund (EAF & GAF)	44
Salvation Army - San Bernardino		5
Salvation Army - San Bernardino	Food Program	86
Salvation Army - San Bernardino	Shelter Program	133
Salvation Army Service Extension	Utility Assistance	8
Salvation Army-Victor Valley		13
Salvation Army-Victor Valley	Disaster Recovery Services	1
Salvation Army-Victor Valley	Food Assistance	55
Salvation Army-Victor Valley	Motel Vouchers	29
Salvation Army-Victor Valley	Thanksgiving Meals	1
Salvation Army-Victor Valley	Utility Assistance	264
Samaritan Counseling Center	Counseling	17
San Antonio Community Hospital	Educational Suite	5
San Antonio Community Hospital	Hospital Services	1

Referrals from 2-1-1 San Bernardino County

San Antonio Community Hospital	Urgent Care	2
San Bernardino City Unified School District		4
San Bernardino City Unified School District	Public Education	1
San Bernardino County Animal Care & Control		1
San Bernardino County Animal Care & Control	Animal Services	4
San Bernardino County Animal Care & Control	Spay and Neuter Voucher Program	3
San Bernardino County Auditor-Controller/Recorder		1
San Bernardino County Auditor-Controller/Recorder	Recorder/Clerk	7
San Bernardino County Department of Aging and Adult Services		1
San Bernardino County Department of Aging and Adult Services	Adult Protective Services	8
San Bernardino County Department of Aging and Adult Services	Family Caregiver Support Program	18
San Bernardino County Department of Aging and Adult Services	In Home Supportive Services	52
San Bernardino County Department of Aging and Adult Services	Linkages Program	1
San Bernardino County Department of Aging and Adult Services	Multipurpose Senior Services Program	8
San Bernardino County Department of Aging and Adult Services	Senior Information and Assistance Program	13
San Bernardino County Department of Aging and Adult Services	Senior Nutrition Services	1
San Bernardino County Department of Aging and Adult Services	Senior Training and Employment Program	2
San Bernardino County Department of Behavioral Health		3
San Bernardino County Department of Behavioral Health	AB2034 Homeless Program	1
San Bernardino County Department of Behavioral Health	Alcohol and Drug Services	12
San Bernardino County Department of Behavioral Health	Behavioral Health Resource Center Central Triage Services (After Hou	2
San Bernardino County Department of Behavioral Health	Centralized Children's Intensive Case Management Services	3
San Bernardino County Department of Behavioral Health	Children's Crisis Response Team	17
San Bernardino County Department of Behavioral Health	Housing Program	1
San Bernardino County Department of Behavioral Health	Outpatient Services	37
San Bernardino County Department of Behavioral Health	The Access Unit	17
San Bernardino County Department of Behavioral Health	Transitional Age Youth One Stop Center	11
San Bernardino County Department of Child Support Services	Child Support Services	17
San Bernardino County Department of Children and Family Services		3
San Bernardino County Department of Children and Family Services	Adoption Assistance Program	1
San Bernardino County Department of Children and Family Services	Child Protective Hotline	21
San Bernardino County Department of Children and Family Services	Foster Care	1
San Bernardino County Department of Community Development and Housing	Senior Home Repair Program	1
San Bernardino County Department of Community Development and Housing	Single Family Home Improvement Loan Program	1
San Bernardino County Department of Probation	Probation	4
San Bernardino County Department of Public Health		17
San Bernardino County Department of Public Health	AIDS Program	4
San Bernardino County Department of Public Health	Alcohol and Drug Abuse Prevention Program	1
San Bernardino County Department of Public Health	Black Infant Health Project	1
San Bernardino County Department of Public Health	Child Health and Disability Prevention	1
San Bernardino County Department of Public Health	Health Promotion and Education	4
San Bernardino County Department of Public Health	Immunizations	24
San Bernardino County Department of Public Health	Reproductive Health Centers	8
San Bernardino County Department of Public Health	Smile in Style	3
San Bernardino County Department of Public Health	Traffic S.A.F.E. Program	12
San Bernardino County Department of Public Health	Tuberculosis Control Program	7
San Bernardino County Department of Public Health	Vector Control	1
San Bernardino County Department of Public Health	Women Infants and Children (WIC)	29
San Bernardino County Department of Veterans Affairs		1
San Bernardino County Department of Veterans Affairs	Burial Benefits	1
San Bernardino County Department of Veterans Affairs	Veterans Cemetery Information	1
San Bernardino County Department of Veterans Affairs	Veterans Homes	1
San Bernardino County District Attorney	General Information	1
San Bernardino County Land Use Services Department	Code Enforcement Division	8
San Bernardino County Library	Library Services	2
San Bernardino County Preschool Services Department	Head Start	30
San Bernardino County Preschool Services Department	Preschool	1
San Bernardino County Preschool Services Department	Support Services	3
San Bernardino County Public Authority	In-Home Supportive Services Registry	3
San Bernardino County Public Defender	Public Defender	3
San Bernardino County Registrar of Voters	Voting Information	1
San Bernardino County Sheriffs Department	Detention Facilities	7
San Bernardino County Sheriffs Department	Juvenile Intervention Program JIP	2
San Bernardino County Sheriffs Department	Law Enforcement	18
San Bernardino County Superintendent of Schools		2
San Bernardino County Superintendent of Schools	Desert Mountain SELPA Children's Center	6
San Bernardino County Superintendent of Schools	KidsNCare Child Care Referral Services	5
San Bernardino County Superintendent of Schools	KidsNCare Resource and Referral Training Unit	1
San Bernardino County Superintendent of Schools	KidsNCare Subsidized Child Care	17
San Bernardino County Transitional Assistance Department	C4Yourself	11
San Bernardino County Transitional Assistance Department	CalWORKs Program	68

Referrals from 2-1-1 San Bernardino County

San Bernardino County Transitional Assistance Department	Cash Aid Program for Immigrants	1
San Bernardino County Transitional Assistance Department	Child Care Programs	1
San Bernardino County Transitional Assistance Department	Disaster Food Stamp Program	5
San Bernardino County Transitional Assistance Department	Food Stamp Program	125
San Bernardino County Transitional Assistance Department	Foster Care Program	1
San Bernardino County Transitional Assistance Department	Health Care Options	2
San Bernardino County Transitional Assistance Department	Medi-Cal Program	56
San Bernardino County Transitional Assistance Department	The General Relief Program	9
San Bernardino County Workforce Development Department		1
San Bernardino County Workforce Development Department	Employment Resource Center	69
San Bernardino Family YMCA		1
San Bernardino Family YMCA	Afterschool Program	2
San Bernardino Police Department	Police Department	9
San Bernardino Senior Center	Senior Center	1
San Bernardino Sexual Assault Services, Inc		1
San Bernardino Sexual Assault Services, Inc	Sexual Assault Program	2
SEIU United Long Term Care Workers Union	Home Care Registry	1
Set Free Christian Fellowship		2
Set Free Christian Fellowship	Food Assistance	2
Set Free Christian Fellowship	Food Ministry	7
Social Action Community Health System		8
Social Action Community Health System	Behavioral, Therapeutic and Dental Health Care	9
Social Action Community Health System	Primary Health Care	7
Social Security Administration	Social Security	30
Southern California Edison		4
Southern California Edison	California Alternate Rates for Energy	3
Southern California Edison	Energy Management Assistance Program	1
Southern California Edison	Friendly Reminder Notification Program	1
Southern California Gas Company	CARE	1
Southern California Gas Company	Direct Assistance Program	1
Southern California Gas Company	Level Pay Plan	1
Southwest Gas Company		1
Southwest Gas Company	Deferred Payment Program	1
Special Little Angels, Inc.	Special Angels Elderly Residential Care	1
Special Little Angels, Inc.	Special Angels Transitional Shelter	1
Springboard		1
Springboard	Consumer Credit Counseling	5
St. Bernardine Medical Center	Hospital Services	2
St. John of God Health Care Services		10
St. John of God Health Care Services	Assistance Services	379
St. John of God Health Care Services	Detox Center	10
St. John of God Health Care Services	Food Assistance	51
St. John of God Health Care Services	Residential Substance Abuse Treatment	5
St. John of God Health Care Services	Sober Living Homes	4
St. Johns Community Success Center		1
St. Johns Community Success Center	Family Services	1
St. Johns Community Success Center	Standing Community Services	15
St. Johns Community Success Center	Youth Outreach	1
St. Mary Medical Center	Hospital Services	2
Starkey Hearing Foundation	Hear Now	1
Starkey Hearing Foundation	Hearing Recycling Program	1
START Pediatric Neurodevelopmental Assessment and Treatment Center		1
State Bar of California	Attorney Information and Referral Service	6
State Bar of California	Lawyer Complaints	1
Superior Court of California County of San Bernardino	Civil Court/ Unlawful Detainer	5
Superior Court of California County of San Bernardino	Criminal Court	1
Superior Court of California County of San Bernardino	Family Court	18
Superior Court of California County of San Bernardino	Juvenile Dependency Court	1
Superior Court of California County of San Bernardino	Juvenile Traffic and Minor Offenses	1
Superior Court of California County of San Bernardino	Probate Court	3
Superior Court of California County of San Bernardino	Small Claims Court	3
Superior Court of California County of San Bernardino	Traffic Court	2
Teen Challenge of Southern California	Drug Education and Prevention Outreach	1
Teen Challenge of Southern California	Mens Residential Substance Abuse Program	1
Teen Challenge of Southern California	Teen Gang Intervention	1
Teen Line	Teen Line	1
Telecare High Desert Crisis Walk-In Center		1
Telecare High Desert Crisis Walk-In Center	Crisis Walk-In Center	11
The 29 Palms Community Food Pantry & Outreach Ministries, Inc	Community Food Pantry	6
The Agape House		2
The Agape House	New Life Program	21
The Community Counseling Center	General Counseling	7
The Sober Living Network	Internet Information and Referral Service	6

Referrals from 2-1-1 San Bernardino County

The Trevor Project	Trevor Helpline	1
The Unforgettables Foundation		3
The Unforgettables Foundation	Burial Assistance	6
The Way Station	Food Assistance	6
The White House Healing Center, Inc.	Transitional Housing	7
Time For Change Foundation		3
Time For Change Foundation	Sweet Dreams House	34
Time For Change Foundation	Workshops	1
Touched Ones United Creating Hope, Inc.	Backpack Ministries	3
Town of Apple Valley		1
Town of Apple Valley	Clean Up and Recycle Program	1
Town of Apple Valley	Public Works	1
Training With Pay	Feed the Children of the Desert	2
Travelers Aid of the Inland Empire	Emergency Transportation and Referral Service	11
Travelers Aid of the Inland Empire	Emergency Travel Services	6
Tri-County Dental Society	Free Dental Work for Children	15
Twentynine Palms Armed Services YMCA MCAGCC	Bread Program	1
Twentynine Palms Armed Services YMCA MCAGCC	Thrift Store	1
Twentynine Palms Branch Library	Adult Literacy Program	1
U.S. Citizenship and Immigration Services	Citizenship and Immigration Services	1
U.S. Department of Commerce		2
U.S. Department of Commerce	Digital TV Coupon Program	1
U.S. Department of Housing and Urban Development		1
U.S. Department of Housing and Urban Development	Hope for Homeowners	4
U.S. Department of Housing and Urban Development	HUD	16
United States Census Bureau	Census Data	1
United States Department of Labor	Labor and Employment Law	5
United States Department of Labor	OSHA	1
United Way - Mojave Valley United Fund, Inc.	Mojave Valley United Way Fundraising	1
Upland Animal Shelter	Spay/Neuter Voucher	1
Upland Public Library		1
Upland Unified School District	Public Education	1
USC Norris Comprehensive Cancer Center	Cancer Treatment Services	1
Valley Fellowship - Seventh Day Adventist Church		1
Valley Fellowship - Seventh Day Adventist Church	Community Services	13
Valley Star Children and Family Services	Mental Health Services	6
Victims of Crime Resource Center	Resource Center	2
Victor Elementary School District		1
Victor Elementary School District	Public Education	1
Victor Valley Community Dental Service		1
Victor Valley Community Dental Service	Dental Service Program	24
Victor Valley Community Hospital	Hospital Services	1
Victor Valley Community Services Council	Alternative Sentencing Program	1
Victor Valley Community Services Council	Senior Needs	1
Victor Valley Community Services Council	Volunteer Center	2
Victor Valley Domestic Violence		1
Victor Valley Domestic Violence	Domestic Violence Shelter	6
Victor Valley Domestic Violence	Temporary Restraining Orders	1
Victor Valley Rescue Mission		1
Victor Valley Rescue Mission	Food Services and Clothing	103
Victor Valley Rescue Mission	Recovery Program	4
Victor Valley Transit Authority		1
Victor Valley Transit Authority	Direct Access	5
Victor Valley Transit Authority	Victor Valley Transit Authority	7
Victor Valley Union High School District	Public Education	1
Victorville Senior Citizens Club	Senior Center	4
Villa de Ninos	Preschool	1
Vista Guidance Centers	Adolescent Anger Management	3
Vista Guidance Centers	Adult Anger Management Services	1
Vista Guidance Centers	Mental Health Services Club House	2
Vista Guidance Centers	Recovery Center	3
Vocational Improvement Program, Inc.	PVSA Services	1
Volunteer Center of Riverside County		22
Volunteer Center of Riverside County	2-1-1 Riverside County	171
Volunteers of America Southwest		2
Volunteers of America Southwest	Early Head Start	2
Volunteers of America Southwest	Family Resource Center	1
West End Family Counseling	Mental Health and Counseling Services	9
West End Family Counseling	SART	3
West End Family Counseling	School-Based Counseling	2
West End YMCA	Family Program	1
Westside Brighter Vision Foundation	Community Resource Referral	6
Westside Brighter Vision Foundation	Parenting Skills Classes	1

Referrals from 2-1-1 San Bernardino County

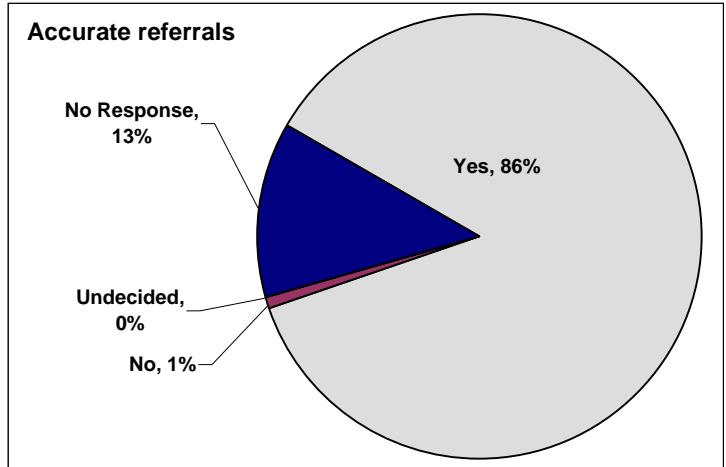
Westside Community Service Center		2
Westside Community Service Center	F.E.M.A. Program	1
Westside Community Service Center	Food Distributions	45
Westside Community Service Center	Senior Nutrition Program	1
Westside Community Service Center	Westside Clothes Closet	3
WeTip	Crime Reporting Hotline	1
Whitney Young Family Health Clinic		3
Whitney Young Family Health Clinic	Dental Services	23
Whitney Young Family Health Clinic	Medical Services	9
YMCA of Pomona Valley	PreSchool	1
YMCA Of The East Valley		1
Young Visionaries Youth Leadership Academy		2
Young Visionaries Youth Leadership Academy	Community Outreach	1
Young Visionaries Youth Leadership Academy	Forward Focus Leadership Program	4
Young Visionaries Youth Leadership Academy	Youth Advocacy Training Program	1
Young Visionaries Youth Leadership Academy	Youth Employment Development Program	1
Yucaipa Christian Church	Manna Food Cupboard	18
Yucaipa Valley Welfare, Inc		1
Yucaipa Valley Welfare, Inc	Clothing Program	5
Yucaipa Valley Welfare, Inc	Food Program	7
Yucca Valley Senior Center	Senior Nutrition Lunch Program	1
Total		8,605

Callback Survey Responses

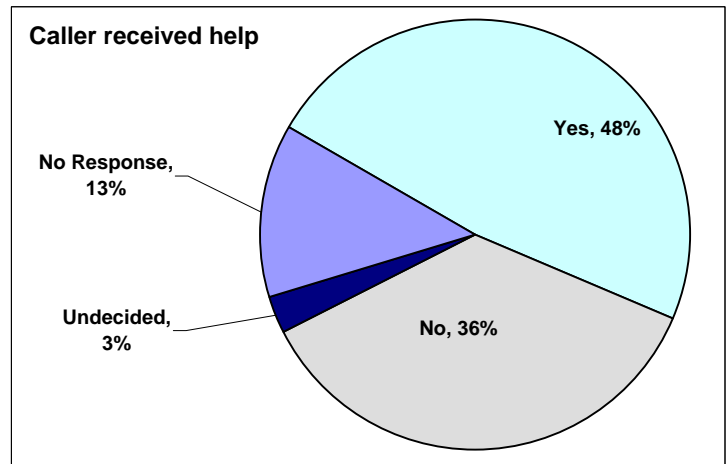
August 2009

Total of 110 Respondents

Were the referral(s) accurate?	
Yes	86%
No	1%
Undecided	0%
No Response	13%

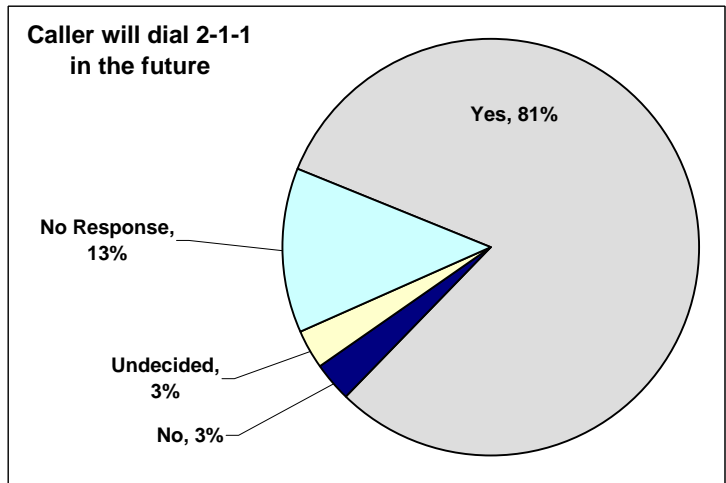


Did you contact the referral agency (ies)?	
Yes	83%
No	4%
Undecided	1%
No Response	13%



If yes, did you get the help you needed?	
Yes	48%
No	36%
Undecided	3%
No Response	13%

Was the information useful?	
Yes	79%
No	4%
Undecided	3%
No Response	14%



Will you call 2-1-1 in the future?	
Yes	81%
No	3%
Undecided	3%
No Response	13%

Are you a registered voter?	
Yes	46%
No	35%
Undecided	4%
No Response	15%