

**211 San Bernardino County Call Statistics**

<b>Call Count By Answer Summary</b>				
<b>December 2007</b>				
<b># of children in household:</b>				
	<b>Dec-07</b>	<b>Nov-07</b>	<b>Oct-07</b>	
0	1975	1849	2885	
1	432	415	555	
2	558	525	666	
3	408	401	522	
4	235	227	292	
5	105	101	119	
6	44	36	55	
7	27	13	14	
8	10	5	6	
9	0	0	2	
More than 9	4	2	0	
<b>Total</b>	<b>1823</b>	<b>1725</b>	<b>2231</b>	

<b>December 2007 Analysis</b>	
<b>Net totals</b>	
<b>Total # of documented December Calls **</b>	<b>4181</b>
(Total # of November Calls)	3862
(Total # of October Calls)	5200
<b>October calls including disaster (fires) calls: 10,911</b>	
<b>211 Database as of December 15, 2007</b>	
Agencies = 631	
Programs = 1677	

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

<b>Total # of children for Month</b>	<b>4790</b>
Total # of children - previous month	4446
<b>Percentage of callers w/children</b>	<b>44%</b>

<b># of children under 6:</b>				
	<b>Dec-07</b>	<b>Nov-07</b>	<b>Oct-07</b>	
0	2728	2633	3775	
1	537	502	733	
2	353	301	424	
3	126	109	141	
4	43	20	38	
5	9	8	3	
6	2	1	1	
7	0	0	1	
8	0	0	0	
9	0	0	0	
More than 9	0	0	0	
<b>Total F5 Calls</b>	<b>1070</b>	<b>941</b>	<b>1341</b>	

339 additional December calls were hangup, wrong #, etc.  
25 additional calls were disaster related.

<b>First 5 Calls</b>	
<b>Total # First 5 Children represented</b>	<b>1850</b>
Total # of documented December Calls **	4181
<b>Total # of First 5 Calls</b>	<b>1070</b>
<b>Percentage of F5 calls</b>	<b>26%</b>

<b>Total # in household:</b>				
	<b>Dec-07</b>	<b>Nov-07</b>	<b>Oct-07</b>	
Unk	1178	1069	1858	
1	483	488	626	
2	438	436	520	
3	460	446	603	
4	496	450	601	
5	362	369	470	
6	192	154	236	
7	82	90	116	
8	49	38	46	
9	23	11	27	
9+	29	22	13	
<b>Total</b>	<b>2614</b>	<b>2504</b>	<b>3258</b>	

<b>Total in Household percentages</b>	
(% of total calls where the total # in household is Unknown)	28%
1 member in household	18%
2 members in household	17%
3 members in household	18%
4 members in household	19%
5 members in household	14%
6 members in household	7%
7 members in household	3%
8 members in household	2%
9 members in household	1%
More than 9 members in household	1%
<b>Total people represented in December calls</b>	<b>9119</b>

<b>Consumer's Age:</b>				
	<b>Dec-07</b>	<b>Nov-07</b>	<b>Oct-07</b>	
0-5	6	8	15	
6-10	5	5	4	
11-20	105	137	158	
21-29	722	649	862	
30-39	877	835	1053	
40-49	508	500	661	
50-59	264	275	316	
60-65	68	70	104	
65+	70	49	103	
<b>Total</b>	<b>2625</b>	<b>2528</b>	<b>3276</b>	

<b>Known Consumers Age - Percentages</b>	
0-5 Years	0%
6-10 Years	0%
11-19 Years	4%
21-29 Years	28%
30-39 Years	33%
40-49 Years	19%
50-59 Years	10%
60-65 Years	3%
Older than 65	3%
Older than 65	0%

## 211 San Bernardino County Call Statistics

Gender of Consumer					
	Dec-07	Nov-07	Oct-07		
Male	745	709	1372		
Female	2949	2852	3922		
Other	3	5	8		
Transgender	0	0	1		
Unknown	44	27	76		
<b>Total</b>	<b>3697</b>	<b>3566</b>	<b>5303</b>		

  

Caller Gender Percentages	
Male	18%
Female	71%
Other	0%
Transgender	0%
% of Female callers from total known	80%

Race/Ethnicity					
	Dec-07	Nov-07	Oct-07		
White (Non-Hispanic)	735	718	941		
Black (Non-Hispanic)	694	627	842		
Hispanic/unk/mix	516	469	718		
Mexican, Mex-Amer	222	268	266		
Spanish/Cent/S Amer	192	266	349		
Multi-race	17	17	16		
Other	15	12	22		
Asian-Indian	10	21	10		
Samoan	8	12	10		
Asia/unk/mix	7	4	5		
Declined to answer	5	7	2		
Pacific Islander/unk/mix	5	2	7		
Cambodian	5	1	8		
Vietnamese	4	12	7		
Cuban	3	2	1		
Filipino	3	0	6		
Chinese	3	0	2		
Hawaiian	3	0	2		
Native American	2	5	7		
Japanese	2	2	2		
Puerto Rican	2	2	1		
Laotian	1	1	1		
Korean	0	2	1		
Guamanian	0	0	0		
Unknown	1727	1412	1974		
<b>Total Known</b>	<b>2454</b>	<b>2450</b>	<b>3226</b>		

  

Race/Ethnicity Percentages	
White (Non-Hispanic)	30%
Black (Non-Hispanic)	28%
Hispanic/unk/mix	21%
Mexican, Mex-Amer	9%
Spanish/Cent/S Amer	8%
Multi-race	1%
Other	1%
Asian-Indian	0%
Samoan	0%
Asia/unk/mix	0%
Declined to answer	0%
Pacific Islander/unk/mix	0%
Cambodian	0%
Vietnamese	0%
Cuban	0%
Filipino	0%
Chinese	0%
Hawaiian	0%
Native American	0%
Japanese	0%
Puerto Rican	0%
Laotian	0%
Korean	0%
Guamanian	0%
Unknown	1727

Language					
	Dec-07	Nov-07	Oct-07		
English	3545	3344	4736		
Spanish	253	230	380		

  

Percentage Spanish Calls	
	5%

Caller relationship to person in need:			
	Dec-07	Nov-07	Oct-07
Self	3517	3314	4758
Professional/Agency	116	106	132
Family	79	75	122
Friend	57	55	70
Parent	28	19	29
Caregiver	1	5	5

93%  
3%  
2%  
2%  
1%  
0%

Source of income:			
	Dec-07	Nov-07	Oct-07
Employed	723	664	1002
None	655	601	734
TANF	499	567	581
SSI	387	329	467
Disability	120	134	185
EDD/Unemployment	78	79	115
Other/Retirement	50	58	61
Self-Employed	34	27	33
Child Support	28	17	29

28%  
25%  
19%  
15%  
5%  
3%  
3%  
1%  
1%

## 211 San Bernardino County Call Statistics

<b>Transportation Dependency:</b>				
	<b>Dec-07</b>	<b>Nov-07</b>	<b>Oct-07</b>	
Own Vehicle	1505	1517	1984	59%
Public Transportation	449	510	622	18%
Ride	304	227	416	12%
None	285	225	210	11%
Taxi	1	2	1	0%
Transportation Voucher	0	1	0	0%

<b>Calls by need:</b>				
	<b>Dec-07</b>	<b>Nov-07</b>	<b>Oct-07</b>	
Utilities	608	506	825	19%
Food	552	496	477	17%
Rent Assistance	378	400	457	12%
General Information Services	306	297	246	9%
Shelter	300	279	290	9%
Housing	156	129	167	5%
General Medical Care	103	107	163	3%
Donations	95	50	8	3%
Clothing	65	48	96	2%
Counseling	57	94	87	2%
Training/Employment Services	55	49	84	2%
Legal Assistance	51	33	57	2%
Motel Vouchers	48	69	41	1%
Diapers	46	34	58	1%
Transportation	36	36	61	1%
Dental Health	35	26	38	1%
Support Groups	30	34	13	1%
Child Care	28	21	48	1%
Parks & Recreation Services	28	15	3	1%
Substance Abuse Services	25	29	30	1%
Tenant/Landlord Rights	21	16	24	1%
Household Furniture/Linens	20	22	26	1%
Mental Health Care Facilities	18	12	24	1%
General Information Services	17	14	9	1%
Temporary Financial Aid	14	23	9	0%
Parenting Education	13	17	22	0%
Environmental Protection/Maintenance	12	8	10	0%
Sober Living	11	9	15	0%
Residential Drug Treatment	10	13	13	0%
Medi-Cal/Medicare	10	0	11	0%
Law Enforcement	9	6	16	0%
Educational Programs	9	5	12	0%
Courts/Probation System	9	3	9	0%
Baby Formula	8	9	9	0%
Immunizations	8	9	7	0%
Consumer Complaints/Assistance	7	9	8	0%
Anger Management	6	11	18	0%
Income Maintenance Programs	6	7	14	0%
Bus & Gas Vouchers	6	7	7	0%
Burial/Funeral	6	6	2	0%
Unemployment/State Disability	6	3	7	0%
Domestic Violence	5	2	2	0%
Child Passenger Safety/Seats	5	2	1	0%
Emergency Medical Care	3	7	12	0%
Immigration/Citizenship	3	3	4	0%
Library Services	3	1	2	0%
Volunteer Opportunities	2	9	9	0%
Social Security	2	4	3	0%
Licenses and Certificates	2	1	2	0%
Paternity/Drug Testing	2	1	2	0%
School Readiness	2	0	2	0%
Restraining Orders	2	0	1	0%
Tutoring	2	0	1	0%
Adoption/Foster Care	1	1	11	0%
Animal Services	1	1	3	0%
Labor Board/Fair Employment	1	0	5	0%
Tax Assistance	1	0	1	0%
Emancipation Services	1	0	1	0%
Child Abuse	1	0	0	0%
Elder Abuse	1	0	0	0%
Developmental Assessment	0	3	2	0%
Mentoring Programs	0	1	1	0%



## 211 San Bernardino County Call Statistics

<b>Annual Estimated Household Income?</b>			
	<b>Oct-07</b>	<b>Sep-07</b>	<b>Aug-07</b>
Declined to state	2399	2335	3351
\$0 to \$9,999	739	474	680
\$10,000 to \$19,999	382	499	798
\$20,000 to \$29,999	198	199	213
\$30,000 to \$39,999	64	53	48
\$40,000 to \$49,999	14	12	15
\$50,000 to \$59,999	0	2	3
\$60,000 to \$69,999	1	0	4
\$70,000 to \$79,999	1	0	3
\$80,000 +	0	0	1

### Known Income Breakdown

53%  
27%  
14%  
5%  
1%  
0%  
0%  
0%  
0%

<b>How did you hear about us</b>			
	<b>Feb-00</b>	<b>Feb-00</b>	<b>Feb-00</b>
Social Service Agency	630	580	675
Word of Mouth	426	381	447
Friend	319	294	339
County Agency	209	185	153
Referral Card	193	195	384
School	120	111	125
Utility Company	90	86	176
Other	83	85	136
Church	82	96	73
Resource List	80	78	172
Law Enforcement	38	36	38
Cable TV	28	30	28
Newspaper	26	22	66
Phone Book	23	15	25
Internet	14	19	7
Brochure	12	18	9
Hospital	12	7	12
Out of Town Infoline	11	11	21
Radio	10	5	12
Family Doctor	8	14	10
HR	8	8	11
Government Non-County	7	10	7
411	7	3	2
Magazine	1	0	5
Out of Town Crisis Line	0	1	1

26%  
17%  
13%  
9%  
8%  
5%  
4%  
3%  
3%  
3%  
2%  
1%  
1%  
1%  
0%  
0%  
0%  
0%  
0%  
0%  
0%  
0%  
0%  
0%  
0%

<b>Why referral not given</b>			
<b>Reason</b>	<b>Jan-00</b>	<b>Jan-00</b>	<b>Jan-00</b>
Information only	160	242	794
Resources exhausted	91	37	37
Hang up - Disconnected	81	57	70
Service non-existent	49	48	61
Wrong number	23	25	33
Refused referral	18	9	11
Non-I&R call	10	3	8
Phantom call	8	4	3
Agency(s) funds exhausted	7	9	13
Transferred 211 call	5	3	3
Returned call	3	2	1
Esperanza Firefighter Assistance Fund	2	0	1
Agency(s) full	1	0	0
Transportation issue	0	2	1

<b>Is this your first time calling 211?</b>			
	<b>2023</b>	<b>1974</b>	<b>3023</b>
No	2023	1974	3023
Yes	1775	1600	2093

53%  
47%

## 2-1-1 San Bernardino County Referral Totals

Agency Name	Dec-07	Nov-07	Oct-07
211 Los Angeles	81	76	59
211 Orange	5	5	7
211 Riverside	42	58	54
211 San Diego	2	5	2
211 San Francisco	2	1	1
A is 4 Adoption	1	0	0
AARP - State California Office	1	0	0
Adventist Community Team Services	2	7	2
AIDS Healthcare Foundation	1	0	0
Alcoholics Anonymous	4	3	8
Aletheian Christian Foundation	225	293	311
Alliance Human Services Foster Family	2	0	2
Alternate Avenues Women's Resource Center	2	2	4
American Immigrant Lawyers Association	1	0	0
American Lung Association	1	1	3
American Red Cross - Claremont Chapter	3	0	1
American Red Cross - High Desert Chapter	1	0	2
American Red Cross - Inland Empire	5	6	3
Apple Valley Unified School District	1	0	2
Arrowhead Regional Medical Center	21	28	48
Asian-American Educational & Cultural Center, Inc.	2	0	0
Associated Clinical Therpists, Inc.	5	0	0
Bear Valley Unified School District	1	0	0
Bienestar Human Services	2	0	6
Bilingual Family Counseling Service, Inc.	16	32	38
Blythe Emergency Food Pantry	7	0	1
Boys & Girls Club of Barstow	1	0	0
Boys & Girls Club of Fontana	1	0	1
Boys & Girls Club of Redlands	1	0	0
Bread of Life Mission Ministry	1	1	0
Building a Generation	5	7	4
California Advocates for Nursing Home Reform	2	0	0
California Childcare Health Program, California Childcare Healthline	1	0	1
California Coalition for Youth	3	2	3
California Conservation Corps	1	1	0
California Department of Health Services	1	0	0
California Department of Consumer Affairs	5	4	2
California Department of Corrections	2	0	0
California Department of Fair Employment and Housing	1	1	6
California Department of Labor	1	2	3
California Department of Motor Vehicles	2	5	1
California Developmental Disabilities Board, Area XII	1	0	0
California Indian Legal Services	1	0	0
California Poison Control System	1	0	1
California Public Utilities Commision	2	0	0
California State University San Bernardino	6	17	7
California Victim Compensation and Government Claims Board	2	0	0
Call for Life Pregnancy Help Center	9	10	16
Caring for the Hills	16	34	8
Carpenter's House	95	89	123
Casa Colina Centers for Rehabilitation	3	3	0
Catholic Charities - Pomona Service Center	120	103	155
Catholic Charities of San Bernardino/Riverside	1143	932	1244
Cedar House Rehabilitation Center	10	14	13
Center on Deafness Inland Empire	1	2	1
Central City Lutheran Mission	76	53	27
Chaffey Joint Union High School District	1	0	2
Child Find of America	1	0	0
Chino Neighborhood House	17	17	16
Chino Senior Center	1	0	0
Chino Valley TYKES	1	1	0
Christian Counseling Service of the East Valley	5	11	10
Church of the Valley	68	61	96
Circle of Hope	66	72	83
City of Chino	3	3	4
City of Colton	3	7	4
City of Fontana	1	0	1
City of Fontana Police Department	36	16	2
City of Montclair- Human Services Division	23	24	27

## 2-1-1 San Bernardino County Referral Totals

City of Ontario-Senior Center	1	2	2
City of Rancho Cucamonga Fire Department	1	0	0
City of Redlands Fire Department	1	0	0
City of Rialto Fire Department	2	0	0
City of San Bernardino	4	5	3
City of San Bernardino Fire Department	2	0	0
City of Upland	1	1	1
City of Victorville	2	2	1
Clear View Treatment Center	4	2	3
Colton-Redlands-Yucaipa ROP	1	2	2
Community Action Partnership of San Bernardino County	589	537	912
Community Assistance Program	2	3	1
Community Health Systems, Inc.	21	25	43
Community Hospital of San Bernardino	66	42	60
Cooling Centers	1	0	0
County of San Bernardino Solid Waste Management Division	1	1	0
CRC Health Corporation	14	12	13
Crosslight/El Faro Family Ministries	15	13	5
Denti-Cal Referral Line	2	4	6
Department of Rehabilitation Inland Empire District	10	1	8
Desert Manna Ministries	84	48	68
Desert Sanctuary, Inc.	51	36	38
Diocese Of San Bernardino	3	8	0
DOVES of Big Bear Valley, Inc.	3	4	6
Drug Alternative Program	3	8	5
East Valley Community Health Center, Inc.	10	8	8
Easter Seals Southern California	2	0	1
Ecclesia Christian Fellowship	1	12	5
Echos of Faith World Outreach Ministries	136	52	0
El Sol Neighborhood Educational Center	2	0	1
Employment Development Department	57	53	98
Faith Community Church	2	30	1
Faith Lutheran Church	3	2	3
Families and Friends of Murder Victims	1	1	0
Family Advocate Services	2	1	11
Family Service Agency of San Bernardino	30	55	43
Family Service Association of Redlands	77	78	76
Family Solutions	1	0	5
Federal Citizen Information Center	1	0	1
Federal Emergency Management Agency FEMA	1	4	3
First 5 Commission of San Bernardino County	4	7	5
First Chance/Y-CHOW, Inc.	12	10	14
First Steps Child Development Center, Inc.	1	0	2
Fontana Rehabilitation Workshop, Inc.	2	0	0
Fontana Unified School District	2	1	1
Foothill AIDS Project	1	0	1
Foothill Family Shelter	53	48	59
Frazee Community Center	129	122	153
G.A.P. Food Bank	11	10	42
Gay-Straight Alliance Network	1	0	0
Gift Ministries	13	13	30
Goodwill Southern California	17	7	16
Gospel Shelter for Women	2	4	4
Habitat For Humanity, San Bernardino Area, Inc.	1	1	0
Hands On Inland Empire	2	2	1
Healthy Families	3	3	6
Helpline Information and Referral of Kern County	2	0	1
High Desert Domestic Violence Program, Inc.	6	4	14
High Desert Homeless Services, Inc	30	22	43
High Desert New Beginnings, Inc.	1	1	1
Higher Ground Christian Intervention Program	5	4	7
His Hands Ministry	42	38	39
House of Ruth, Inc.	14	13	24
Housing and Community Development, State of California	1	0	0
Housing and Urban Development Department	3	1	2
Inland Agency	26	8	9
Inland AIDS Project	2	4	5
Inland Caregivers Resource Center	3	4	3
Inland Empire Health Plan	3	7	11
Inland Empire Women's Business Center	1	0	0

## 2-1-1 San Bernardino County Referral Totals

Inland Fair Housing and Mediation Board	41	28	35
Inland Hospice Association	1	2	1
Inland Regional Center	2	6	8
Inland Temporary Homes	48	62	71
Inland Valley Council of Churches	267	307	336
Inland Valley Recovery Services	11	10	8
Inland Valleys Justice Center	11	4	10
International Hearing Society	2	0	0
Jericho Outreach, Inc.	5	4	8
Job Corps	4	2	7
Joshua Tree Community Center	1	0	1
Kaiser Permanente Medical Center	1	3	4
Kids Come First Community Clinic	4	3	4
Kids Turf Day Care Center	3	7	7
La Salle Medical Associates	8	3	15
La Vista	2	3	0
Legal Aid Society of San Bernardino	41	31	46
Libreria del Pueblo, Inc.	18	11	12
Loma Linda Marriage & Family Therapy Clinic	9	6	5
Loveland Jubilee Pantry	106	93	117
Loving Hearts International	60	46	90
Lutheran Social Services of Southern California	10	2	6
Luvlee's Residential Care Transitional Housing	6	4	4
Make-A-Wish Foundation	1	0	0
Mary's Mercy Center, Inc.	139	145	199
Meals on Wheels - Ontario, Inc.	1	0	2
Meals On Wheels- Redlands, Inc	1	0	0
Medical Board of California	1	1	0
Mental Health Systems, Inc.	4	5	2
Mercy House	126	123	129
Merrill Community Services, Inc.	3	2	1
Mexican Consulate General	1	1	0
Morongo Basin Unity Home, Inc.	3	1	2
Moses House Ministries	58	45	67
Mountain View Community Church	56	40	4
Narcotics Anonymous	5	4	2
National Center for Missing and Exploited Children	1	0	0
National Center for Victims of Crime	6	0	0
National Community Renaissance	62	45	81
National Domestic Violence Hotline	2	6	2
National Health Information Center	1	1	3
National Organization for Victim Assistance	2	0	0
National Runaway Switchboard	1	2	3
National Suicide Prevention Lifeline	5	3	1
NCNW Bethune Center	1	0	1
Neighborhood Housing Services of the Inland Empire, Inc.	11	4	9
Neighborhood Partnership Housing Services, Inc.	1	0	2
New Hope Christian Fellowship	2	1	1
New Hope Village, Inc.	6	1	1
New House, Inc.	1	0	0
Nightlight Christian Adoptions	1	0	0
Northtown Housing Development Corp.	25	16	14
Oldtimers Foundation	13	11	11
Olive Crest Foster & Adoption Agency	1	0	0
Omnitrans	1	1	10
Operation Breakthrough	1	0	0
Operation Homefront, Inc.	1	0	1
Operation Phoenix	1	0	0
Operation Provider	3	8	10
Option House, Inc.	10	15	18
Our Lady of Hope	86	79	97
Our Lady of the Desert	32	44	72
Pacific Clinics	1	1	0
Pacific Lifeline	22	30	16
Para Los Niños	40	51	45
Parents, Families & Friends of Lesbians & Gays	1	0	0
Partnership for Prescription Assistance	8	8	7
People's Choice, Inc.	3	5	2
Planned Parenthood of Orange and San Bernardino Counties	3	7	7
Prison to Peace Outreach	2	4	0

## 2-1-1 San Bernardino County Referral Totals

Project Cuidar-SB	2	2	5
Project Sister Sexual Assault Crisis and Prevention Services	3	2	0
Provisional Accelerated Learning (PAL) Center	9	2	9
Reach Out Morongo Basin	3	4	10
REACH-St. Catherine of Siena	15	14	31
Rebuilding Mountain Hearts & Lives	3	6	0
Redlands Day Nursery	1	1	2
Rialto Unified School District	1	0	2
Rim Family Services, Inc.	1	1	0
Rolling Start, Inc.	6	5	8
Rose of Sharon Life Center	13	12	19
Running Springs Assembly of God	1	6	3
Rx Help For Californians	8	9	6
Salvation Army - Ontario	169	207	218
Salvation Army - Pomona	5	1	8
Salvation Army - Redlands	77	64	99
Salvation Army - San Bernardino	146	162	160
Salvation Army Service Extension	11	6	9
Salvation Army-Victor Valley	354	313	391
Samaritan Counseling Center	1	0	1
San Antonio Community Hospital	2	2	4
San Bernardino City Unified School District	3	2	2
San Bernardino County Animal Care & Control	1	3	2
San Bernardino County Auditor-Controller/Recorder	3	4	0
San Bernardino County Department of Aging and Adult Services	38	32	50
San Bernardino County Department of Behavioral Health	49	51	65
San Bernardino County Department of Child Support Services	5	1	4
San Bernardino County Department of Childrens Services	10	5	16
San Bernardino County Department of Community Development and Housing	5	4	2
San Bernardino County Department of Probation	1	3	0
San Bernardino County Department of Public Health	49	39	44
San Bernardino County Department of Veterans Affairs	2	3	0
San Bernardino County District Attorney	3	3	2
San Bernardino County Housing Authority	48	49	90
San Bernardino County Preschool Services Department	1	3	1
San Bernardino County Public Defender	1	0	2
San Bernardino County Sheriff's Department	5	4	9
San Bernardino County Superintendent of Schools KidsNCare	13	12	27
San Bernardino County Transitional Assistance Department	77	79	116
San Bernardino County Workforce Development Department	4	3	1
San Bernardino Sexual Assault Services, Inc	1	3	2
Santa Claus Incorporated	38	38	0
Second Harvest Food Bank	2	0	0
Senior Companion Program	1	0	0
Set Free Christian Fellowship	4	79	5
Shepherd's Closet	1	3	1
Social Action Community Health System (SACHS)	18	20	26
Social Security Administration	8	5	8
Southern California Edison	9	3	7
Southern California Gas Company	6	8	0
Southwest Gas Company	3	1	2
St. Bernardine Medical Center	3	2	3
St. John of God Health Care Services	214	215	302
St. John's Community Success Center	11	10	19
Superior Court of California, County of San Bernardino	11	9	19
Teen Challenge of Southern California	2	0	0
Teen Line	3	3	1
Telecare High Desert Crisis Walk-In Center	3	0	0
The Agape House	9	12	11
The Community Counseling Center	8	8	14
The Unforgettables Foundation	6	4	1
The Way Station	20	4	1
Time For Change Foundation	22	32	26
Touched Ones United Creating Hope, Inc.	4	1	2
Toys for Tots	18	43	1
Travelers Aid of the Inland Empire	3	1	3
Tri-County Dental Society	12	12	16
United Way - Inland Empire United Way	9	11	3
Valley Fellowship- Seventh Day Adventist Church	2	0	5
Valley Star Children and Family Services	1	1	1

**2-1-1 San Bernardino County Referral Totals**

Victims of Crime Resource Center	4	6	1
Victor Valley Community Dental Service	8	7	17
Victor Valley Community Services Council	3	0	5
Victor Valley Domestic Violence	2	6	6
Victor Valley Rescue Mission	10	13	0
Victor Valley Transit Authority	4	2	7
Victor Valley Union High School District	1	0	0
Villa de Ninos	3	3	3
Vision of Hope Foundation	9	12	8
Vista Guidance Centers	16	14	15
Vocational Improvement Program, Inc.	1	0	0
Volunteer Income Tax Assistance (VITA)	1	0	0
Volunteers of America	1	3	8
We Tip	1	0	0
West End Family Counseling	8	8	6
Westside Community Services Center	205	175	157
YMCA - Pomona Valley	1	1	0
YMCA - West End	3	2	0
Young Visionaries Youth Leadership Academy	76	15	1
Yucaipa Christian Church	1	4	2
Yucaipa Valley Welfare, Inc	2	3	5
YWCA of the West End	1	0	0

Report: Queue Group Performance by Day of Week

Site: Inland Empire United Way 211

Device: 005 - All SB QG's

Date range: 12/1/2007 - 12/31/2007 12:00 AM - 12:00 AM

Created on: 1/2/2008

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	247	236	16	10	1	4	1	236	0	0	0	0:00:19	0:00:56	0:01:00	9:50:42	0:02:30	4.0	96.8	95.5
Monday	1171	1115	40	36	20	24	3	1098	17	0	0	0:00:17	0:00:56	0:01:12	58:42:09	0:03:09	3.1	99.0	95.2
Tuesday	884	842	20	31	11	14	1	838	4	0	0	0:00:17	0:01:22	0:01:08	48:02:49	0:03:25	3.5	97.4	95.2
Wednesday	983	939	16	33	11	25	0	930	9	0	0	0:00:15	0:00:59	0:01:05	49:17:42	0:03:08	3.4	98.8	95.5
Thursday	983	911	25	48	24	23	3	878	33	0	0	0:00:22	0:00:49	0:01:18	51:06:59	0:03:21	4.9	97.9	92.7
Friday	746	691	20	35	20	31	4	672	19	0	0	0:00:22	0:01:18	0:01:35	37:35:30	0:03:15	4.7	96.2	92.6
Saturday	343	293	11	36	14	1	0	293	0	0	0	0:00:31	0:01:15	0:01:29	16:48:04	0:03:26	10.5	95.0	85.4

Total	5357	5027	148	229	101	122	12	4945	82	0	0	0:00:20	0:01:05	0:01:19	271:23:55	0:03:14	4.3	97.7	93.8
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## 2-1-1 San Bernardino Callback Survey Responses

October - December 2007

Total of 15 Respondents

<b>Were the referral(s) you received accurate?</b>			
<b>YES 92%</b>	<b>NO 8%</b>	<b>UNDECIDED 0%</b>	<b>NO RESPONSE 0%</b>
<b>Did you contact the referral agency (ies)?</b>			
<b>YES 77%</b>	<b>NO 15%</b>	<b>UNDECIDED 8%</b>	<b>NO RESPONSE 0%</b>
<b>If yes, did you get the help you needed?</b>			
<b>YES 38%</b>	<b>NO 50%</b>	<b>UNDECIDED 13%</b>	<b>NO RESPONSE 0%</b>
<b>Was the information you received from United Way 2-1-1 useful?</b>			
<b>YES 70%</b>	<b>NO 15%</b>	<b>UNDECIDED 15%</b>	<b>NO RESPONSE 0%</b>
<b>Will you call United Way 2-1-1 in the future?</b>			
<b>YES 77%</b>	<b>NO 8%</b>	<b>UNDECIDED 15%</b>	<b>NO RESPONSE 0%</b>
<b>Are you a registered voter?</b>			
<b>YES 40%</b>	<b>NO 40%</b>	<b>UNDECIDED 8%</b>	<b>NO RESPONSE 13%</b>