



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

2-1-1 San Bernardino County Quarterly Report for October - December 2008



2-1-1 is an initiative of



2-1-1 News Items

Annual Updates

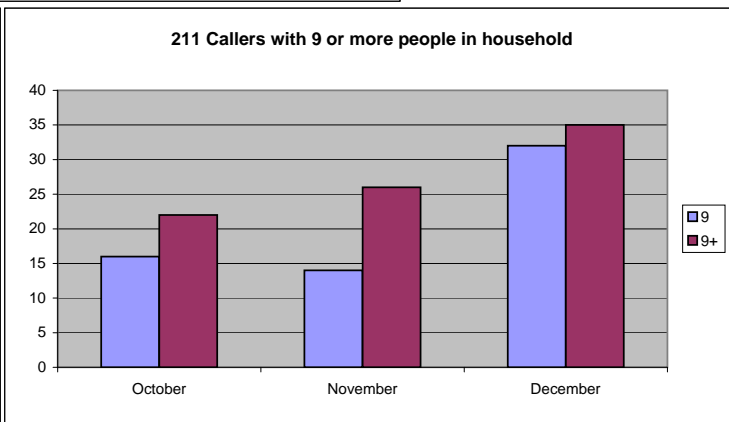
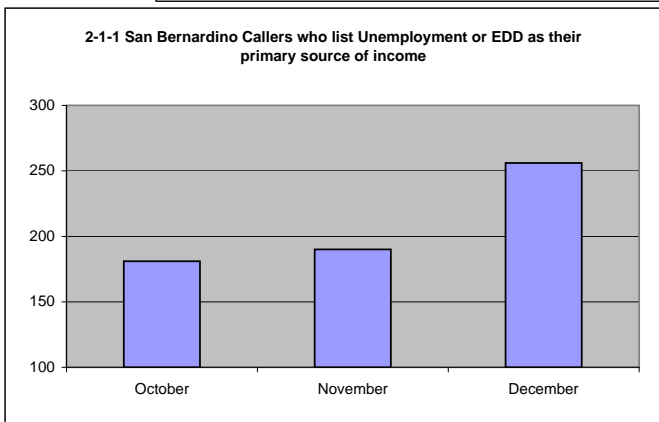
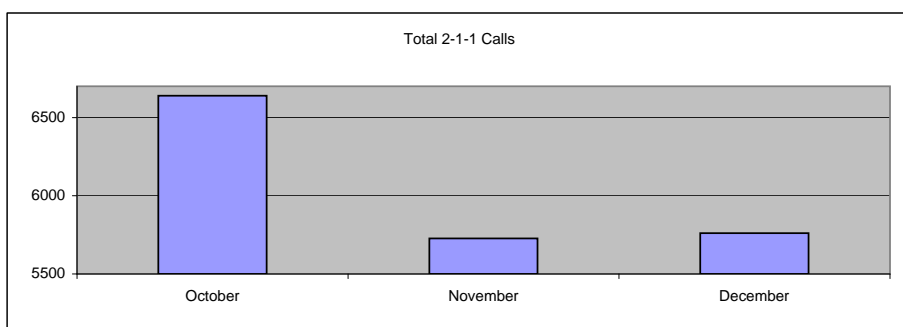
We will be sending out the annual update forms, including all current information for agencies to correct, add to, and sign off on. Non-profit agencies that return their information within the designated period will receive a 14% discount on the 2009 Blue Book Directory.

2-1-1 Advisory Committee Meeting

The next meeting of the 2-1-1 Advisory Committee will be held at 9am at the 2-1-1 Call Center in Rancho Cucamonga on the 29th of January 2009.

Brief 2-1-1 Call Center Quarterly Data Analysis

Call volume decreased in November and December, typical for this holiday time of year. However, a couple of trends are worth noting. The number of callers indicating unemployment or EDD as their primary source of income increased dramatically and the number of callers with 9 or more in the household also increased significantly. Compare the following charts.



It is obvious that the double-edged problem of home foreclosures and job loss is hitting residents of San Bernardino County hard. We suspect that there are many more multiple-family homes than are represented in the calls to 2-1-1. These families have members still employed; they still drive cars; the children still go to school. This means that the average citizen is not conscious of this problem or its extent.

The HMIS system, operated by Community Action Partnership, designed to track the homeless to help unify service delivery and aid in moving people out of homelessness, follows the HUD definition of homeless. The HMIS system, still new in the county, has charted 2683 clients. However, the county school system, using a different set of criteria (McKinney-Vento) that includes families living in "doubled up" conditions, uncovered an astonishing 12,713 K-12 students living in homeless conditions in 2008.

The problem is much deeper than the appearances would show, even before the current economic meltdown. We are hopeful that through the collaborative relationships building from the creation of the Homeless Partnership, the Office of Homeless Services, the maturing of the HMIS system, the 10 Year Plan to End Homelessness, and through the utilization of the 2-1-1 system, we can begin to address this monumental problem in a coordinated, cost effective way.

The open secret is that in addition to terrible outcomes, it costs taxpayers more to leave people in homelessness than it does to move them out of it. Many jurisdictions across the country have discovered this secret in addressing homelessness. For example, The City of Portland has established a collaborative known as the Community Engagement Permanent Supportive Housing Program which focuses on chronic homeless persons. One year's cost savings from providing assertive case management and safe housing is over \$16,000 per client, down 38.7% from the cost of incarceration, emergency and in-patient health care.

It is time that County agencies, non-profit agencies, and City's personnel begin to work together as never before. We all touch those in need. We cannot afford to work in isolation an longer.

Until next month, have a happy, healthy, productive beginning of the new year!

Thanks to 2-1-1 funding partners:



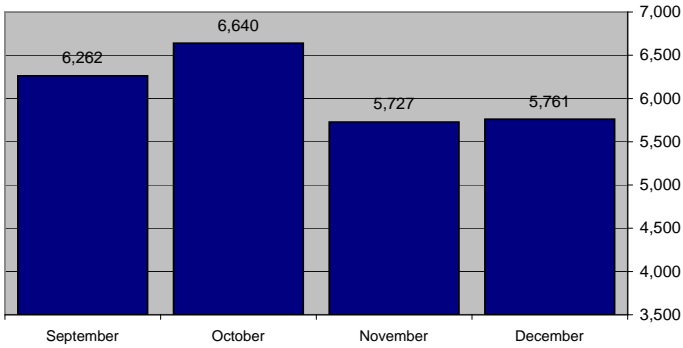
Other support from:



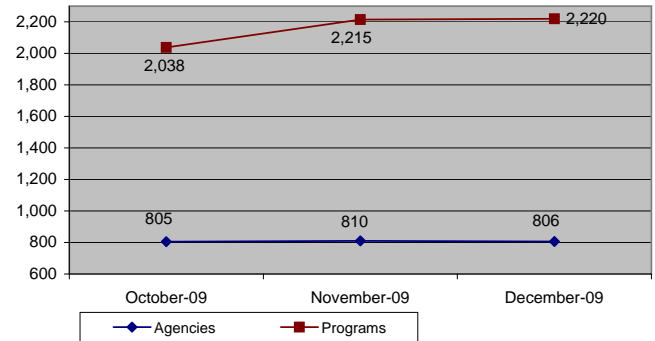
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December 2008 Data Analysis

Total number of documented calls



2-1-1 database totals



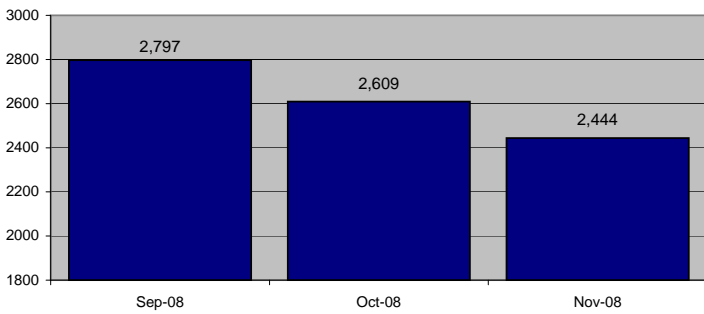
Total number of documented calls**

Month	Total number of documented calls**
December	5,761
November	5,727
October	6,640
September	6,262

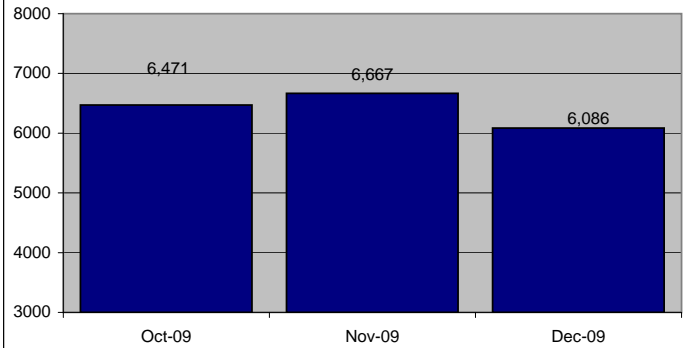
** No longer includes hangups, wrong numbers, internal, etc.

Agencies	Database totals	Programs
806	Dec-09	2,220
810	Nov-09	2,215
805	Oct-09	2,038

Total # of callers with children in the households



Total number of children involved



Call totals per # of children in household:

	Nov-08	Oct-08	Sep-08
0 or unknown	3,317	3152	3841
1	643	683	832
2	789	805	900
3	542	558	567
4	270	328	293
5	109	136	123
6	52	66	46
7	23	21	23
8	7	7	8
9	5	3	4
More than 9	4	2	1
Total	2444	2609	2797

Total Number of Children

Month	Total Number of Children
Dec-09	6086
Nov-09	6667
Oct-09	6471
Percentage of callers w/children	42%

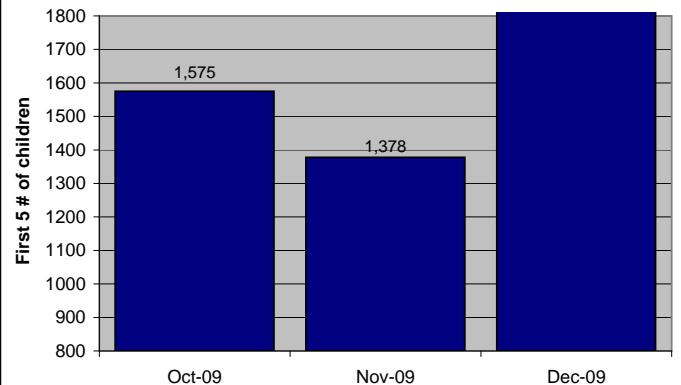
First 5 Calls

Total # First 5 Children represented	4290
Total number of calls this month	5761
Total # of First 5 Calls	2034
Percentage of F5 calls	35%

Call totals per # of children under 6:

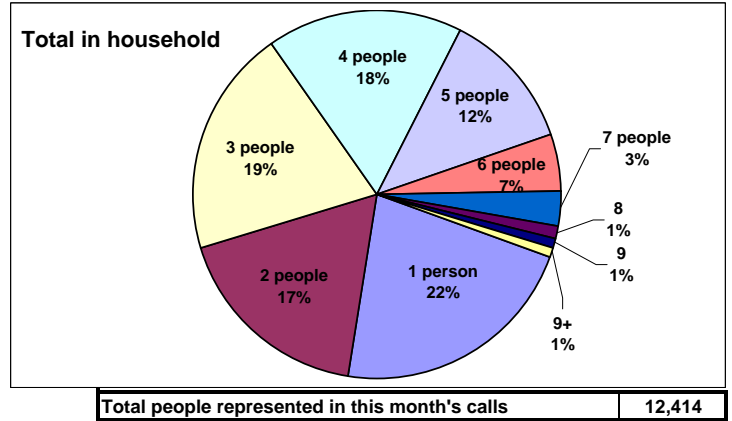
	Dec-09	Nov-09	Oct-09
0 or unknown	3,727	4383	5119
1	675	745	930
2	714	431	451
3	471	169	141
4	120	25	39
5	30	3	11
6	24	4	2
7	0	1	1
8	0	0	0
9	0	0	0
More than 9	0	0	0
Total F5 Calls	2034	1378	1575

Total number of children under 6

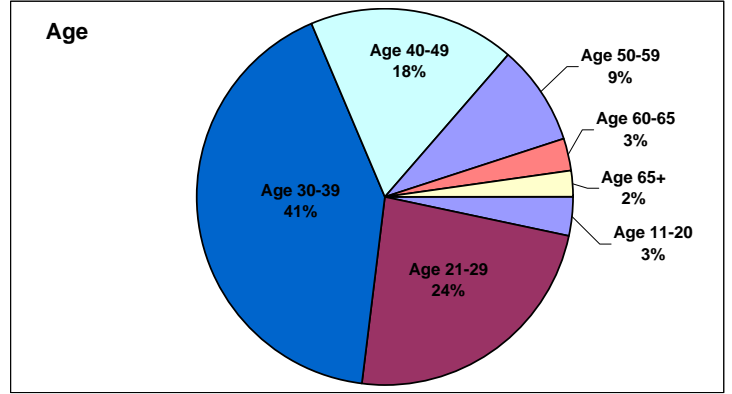


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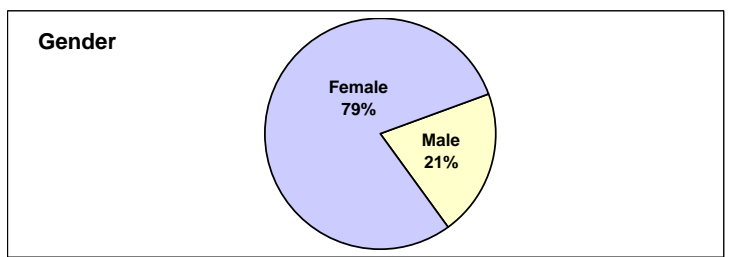
Total # in household:			
	Dec-09	Nov-09	Oct-09
Unknown	1,918	1745	2239
1	846	844	938
2	679	677	801
3	771	757	864
4	656	736	798
5	473	492	494
6	195	289	280
7	113	122	125
8	43	59	63
9	32	14	16
9+	35	26	22
Total	3843	4016	4401



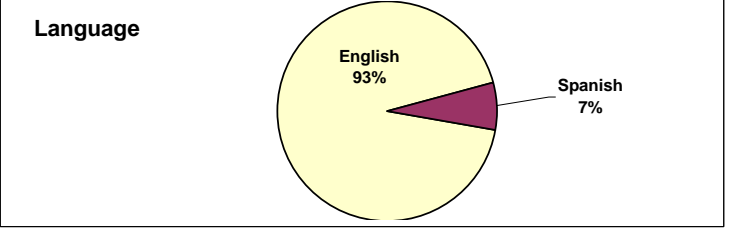
Age:			
	Dec-09	Nov-09	Oct-09
Age 0-3	7	3	11
Age 4-5	3	3	3
Age 6-10	8	6	19
Age 11-20	133	136	171
Age 21-29	905	994	1037
Age 30-39	1589	1498	1709
Age 40-49	688	733	815
Age 50-59	327	361	376
Age 60-65	114	89	110
Age 65+	80	103	112
Total	3854	3926	4363



Gender			
	Dec-09	Nov-09	Oct-09
Male	1187	1060	1426
Female	4556	4559	5097
Other	7	4	6
Transgender	0	3	1
Unknown	11	101	109
Total	5750	5626	6530

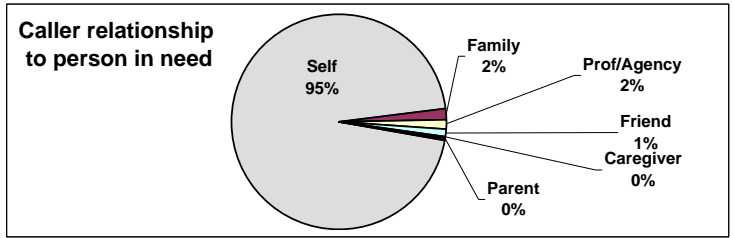


Language			
	Dec-09	Nov-09	Oct-09
English	5360	5349	6122
Spanish	395	378	517
Acholi	1	0	1
Arabic	1	0	0
Japanese	0	1	0

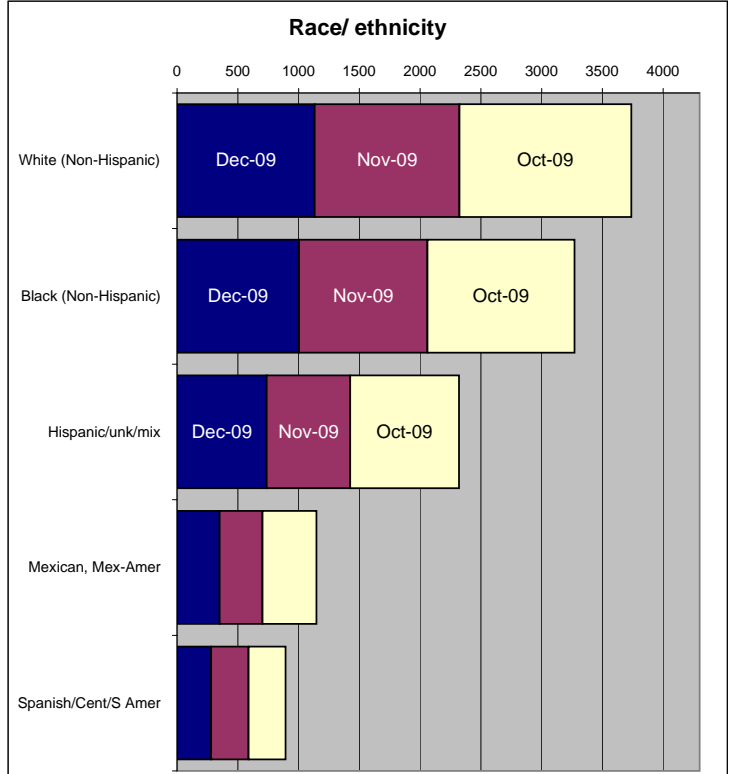


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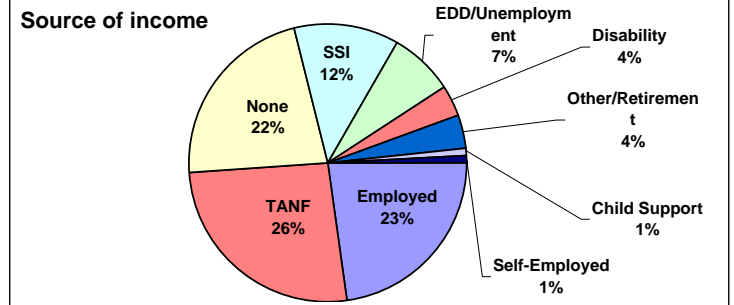
Caller relationship to person in need:			
	Dec-09	Nov-09	Oct-09
Self	5482	5407	6158
Family	96	100	141
Prof/Agency	91	128	188
Friend	63	60	98
Caregiver	16	11	13
Parent	13	21	42



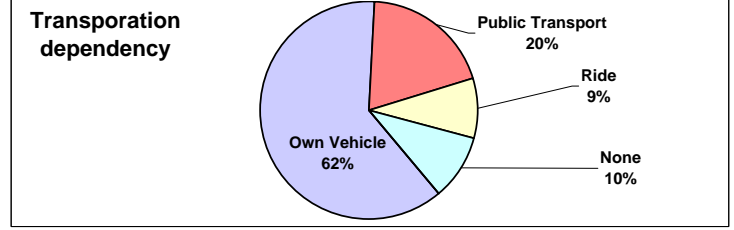
Race/ ethnicity			
	Dec-09	Nov-09	Oct-09
White (Non-Hispanic)	1132	1192	1415
Black (Non-Hispanic)	1003	1058	1211
Hispanic/unk/mix	737	687	897
Mexican, Mex-Amer	350	353	445
Spanish/Cent/S Amer	280	308	306
Declined to answer	28	55	17
Asian-Indian	16	14	24
Other	12	18	6
Asia/unk/mix	12	10	13
Hawaiian	5	4	0
Multi-race	4	4	3
Filipino	4	3	1
Cuban	2	2	0
Cambodian	2	0	2
Vietnamese	1	14	16
Samoan	1	5	7
Pacific Islander/unk/mix	1	3	2
Chinese	1	2	1
Laotian	1	1	2
Native American	0	2	0
Korean	0	1	2
Japanese	0	1	1
Puerto Rican	0	0	1
Unknown	2169	1990	2268
Total Known	3592	3737	4372



Source of income:			
	Dec-09	Nov-09	Oct-09
Employed	787	994	1132
TANF	895	842	802
None	764	832	1068
SSI	425	479	512
EDD/Unemployment	256	190	181
Disability	125	187	202
Other/Retirement	135	150	199
Child Support	23	45	37
Self-Employed	30	28	39
Total	3440		

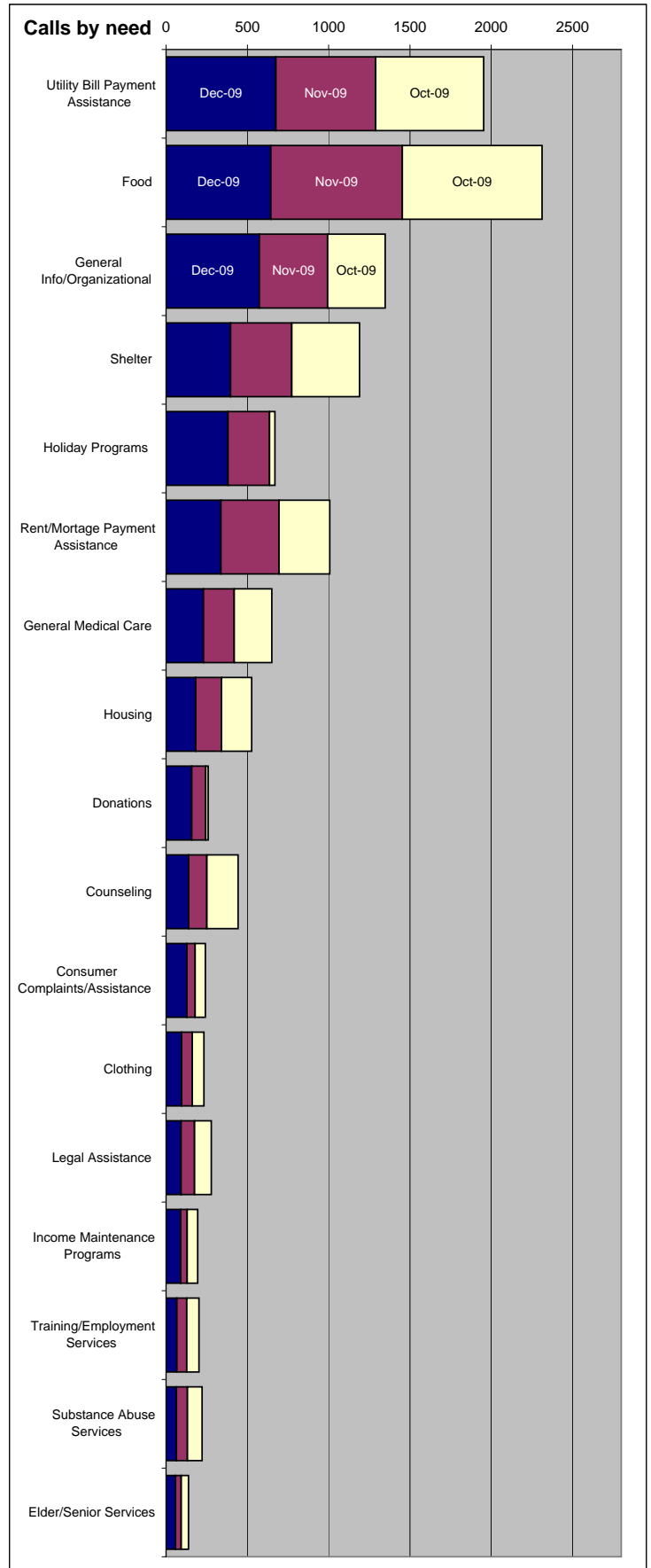


Transportation dependency:			
	Dec-09	Nov-09	Oct-09
Own Vehicle	2181	2409	2750
Public Transportation	683	736	662
Ride	317	319	390
None	340	262	302
Transportation Voucher	2	5	0
Taxi	0	0	0



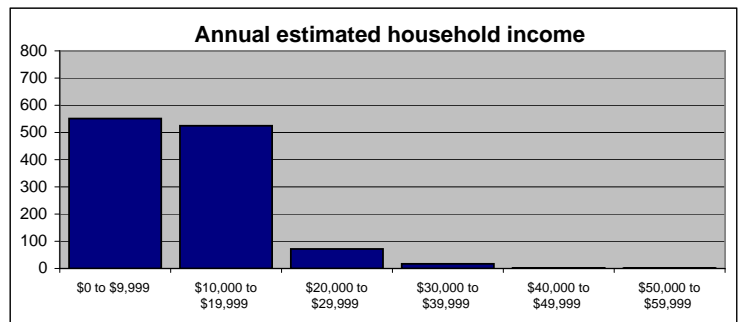
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Calls by need:			
Need	Dec-09	Nov-09	Oct-09
Utility Bill Payment Assistance	676	613	665
Food	644	809	861
General Info/Organizational	574	420	355
Shelter	397	376	418
Holiday Programs	381	255	34
Rent/Mortgage Payment Assistance	337	358	313
General Medical Care	230	189	232
Housing	182	159	186
Donations	158	86	16
Counseling	139	112	193
Consumer Complaints/Assistance	128	51	63
Clothing	96	65	73
Legal Assistance	92	83	104
Income Maintenance Programs	91	39	65
Training/Employment Services	66	61	76
Substance Abuse Services	64	68	90
Elder/Senior Services	58	35	46
Transportation	55	56	65
Dental Health	53	38	74
Motel Vouchers	49	72	90
Household Items	44	36	29
Diapers	40	52	82
Child Care	37	37	37
Baby Formula	35	17	24
Medi-Cal/Medicare	32	29	28
Law Enforcement	28	29	36
General Info/Mental Health Care	26	18	23
Support Groups	26	14	19
Parenting Education	23	19	27
Unemployment/EDD	22	23	34
Courts/Probation System	20	17	25
Bus Passes/Gas Vouchers	19	11	21
Immunizations	19	10	17
Mental Health Care Facilities	18	21	25
Tenant/Landlord Rights	15	17	17
Disability Issues	15	9	8
Emergency Medical Care	15	6	12
Anger Management	14	17	29
Volunteer Opportunities	14	0	0
Temporary Financial Aid	12	21	28
Road Conditions	12	0	0
Educational Programs	10	9	17
Domestic Violence	10	8	2
Residential Drug Treatment	9	14	8
Environmental Protection/Maintenance	9	13	12
Burial/Funeral Assistance	9	8	15
Public Safety	8	9	4
Social Security	8	6	11
Animal Services	8	5	8
Disability Benefits	8	4	2
Cold Weather Shelter	8	0	0
Adoption/Foster Care	6	4	1
School District	6	2	17
Licenses and Certificates	6	2	6
Library Services	6	2	3
Disaster	5	65	0
Child Abuse	5	11	7
Sober Living	5	5	7
Labor Board/Fair Employment	5	0	0
School Readiness Programs	4	2	5
Elder Abuse	3	4	1
Tax Assistance	3	1	3
Developmental Assessment	2	3	1
Restraining Orders	2	2	1
Paternity/Drug Testing	2	1	1
Business License	2	0	0
Credit Counseling	1	3	4

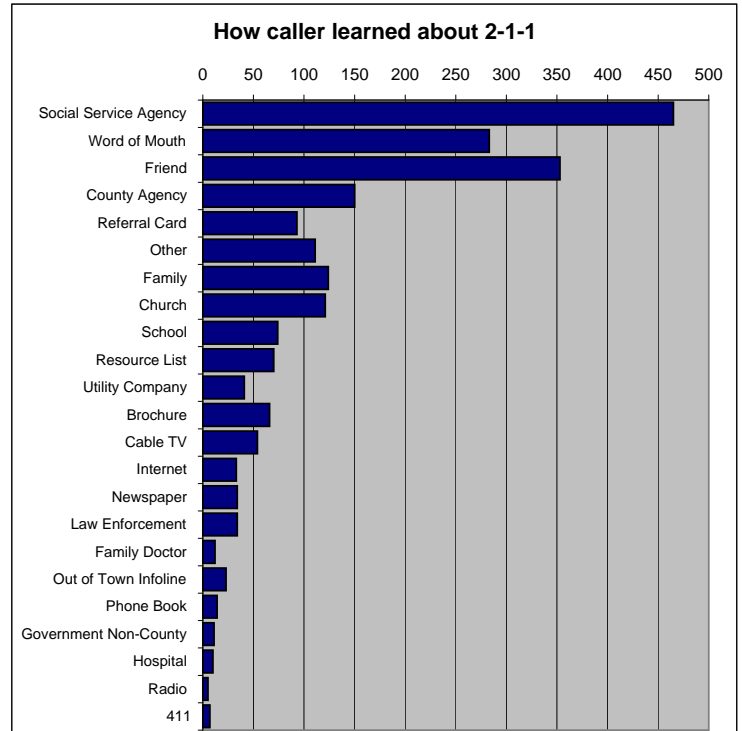


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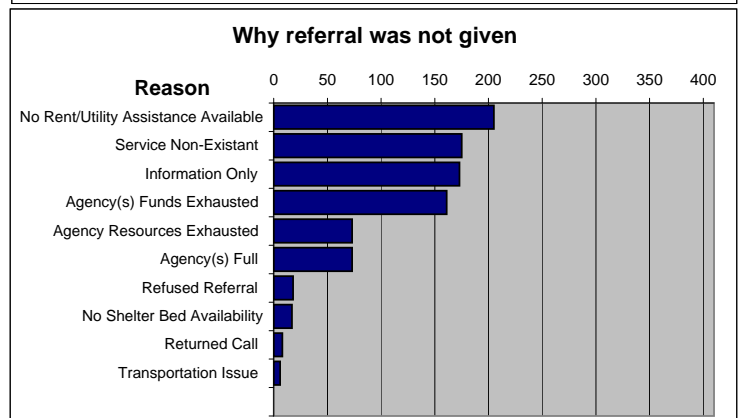
Annual estimated household income			
	Dec-09	Nov-09	Oct-09
Declined to state	4593	4085	4778
\$0 to \$9,999	551	790	719
\$10,000 to \$19,999	525	689	754
\$20,000 to \$29,999	72	137	301
\$30,000 to \$39,999	17	21	59
\$40,000 to \$49,999	2	3	19
\$50,000 to \$59,999	1	1	9
\$60,000 to \$69,999	0	1	1
\$70,000 to \$79,999	0	0	0
\$80,000 +	0	0	0



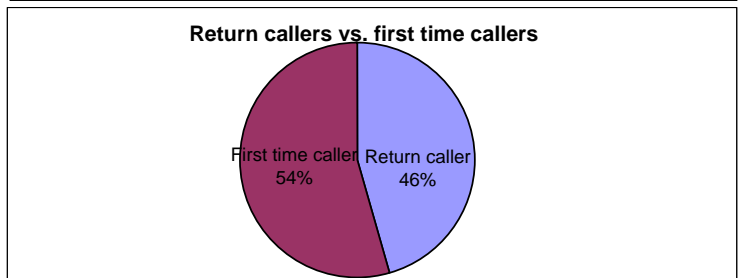
How caller learned about 2-1-1			
	Dec-09	Nov-09	Oct-09
Social Service Agency	465	599	695
Word of Mouth	283	536	549
Friend	353	434	486
County Agency	150	213	271
Referral Card	93	207	227
Other	111	194	273
Family	124	187	245
Church	121	160	149
School	74	131	124
Resource List	70	124	125
Utility Company	41	87	97
Brochure	66	80	80
Cable TV	54	66	98
Internet	33	58	47
Newspaper	34	47	25
Law Enforcement	34	44	41
Family Doctor	12	44	25
Out of Town Infoline	23	36	49
Phone Book	14	24	20
Government Non-County	11	17	11
Hospital	10	15	22
Radio	5	9	16
411	7	7	4
Out of Town Crisis Line	1	4	6
HR	4	3	8
Chronic Caller	5	2	2
Magazine	1	1	0



Why referral not given			
Reason	Dec-09	Nov-09	Oct-09
No Rent/Utility Assistance Available	205	283	238
Service Non-Existant	175	149	223
Information Only	173	212	282
Agency(s) Funds Exhausted	161	68	406
Agency Resources Exhausted	73	27	44
Agency(s) Full	73	7	12
Refused Referral	18	24	26
No Shelter Bed Availability	17	23	19
Returned Call	8	4	5
Transportation Issue	6	6	10



Return callers vs. first time callers			
	Dec-09	Nov-09	Oct-09
Return caller	2630	3259	3922
First time caller	3,131	2468	2718



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

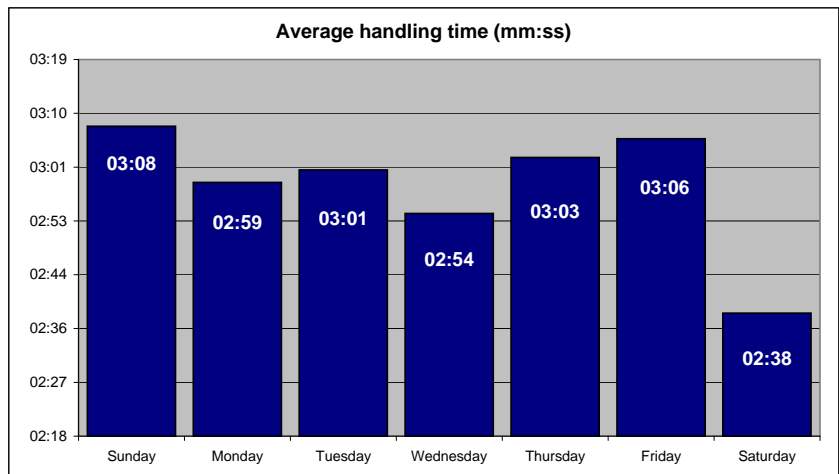
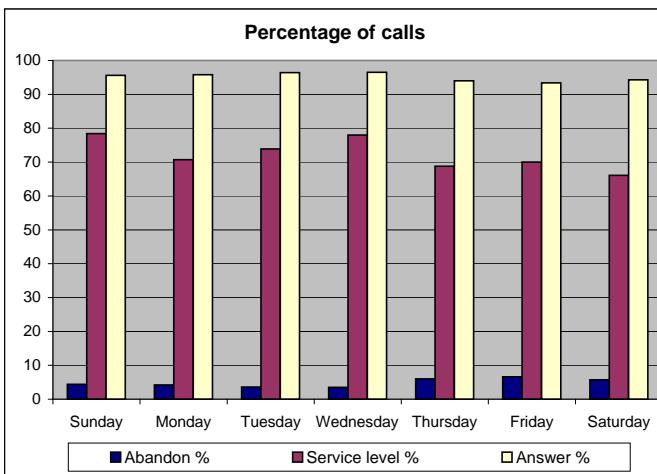
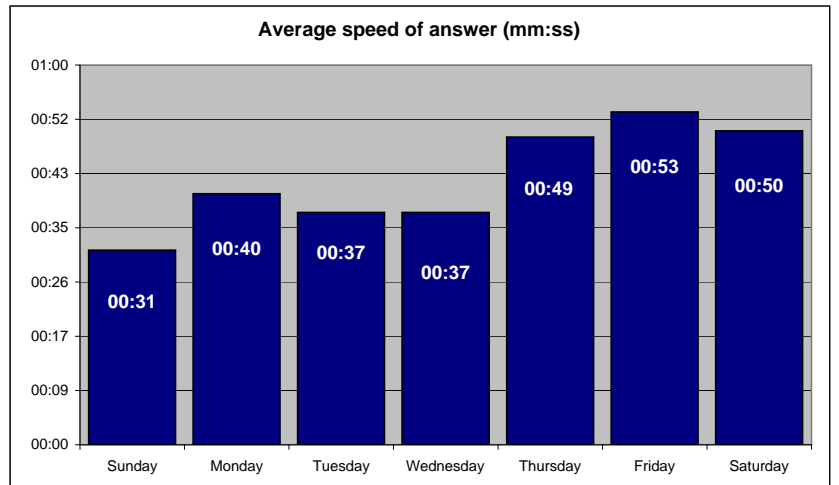
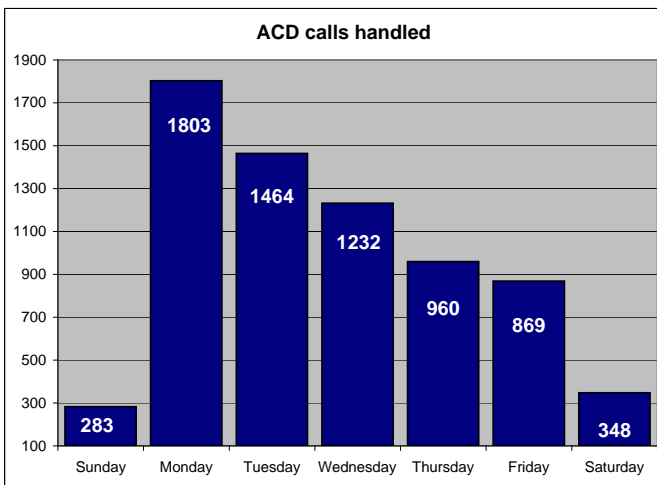
Device: 005 - All SB QG's

Date range: 11/1/2008 - 11/30/2008 12:00 AM - 12:00 AM

Created on: 12/9/2008

Created by: gmadden

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls queued	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
Sunday	296	283	16	13	0	3	0	281	2	0	0	0:00:31	0:02:57	0:00:00	14:48:04	0:03:08	4.4	78.4	95.6
Monday	1882	1803	53	79	0	24	0	1780	23	0	0	0:00:40	0:02:01	0:00:00	89:56:05	0:02:59	4.2	70.7	95.8
Tuesday	1519	1464	47	55	0	37	0	1443	21	0	0	0:00:37	0:02:02	0:00:00	73:38:29	0:03:01	3.6	73.9	96.4
Wednesday	1277	1232	30	45	0	29	0	1208	24	0	0	0:00:37	0:01:42	0:00:00	59:37:42	0:02:54	3.5	78.0	96.5
Thursday	1021	960	34	61	0	20	0	943	17	0	0	0:00:49	0:02:21	0:00:00	49:01:47	0:03:03	6.0	68.8	94.0
Friday	930	869	35	61	0	29	0	867	2	0	0	0:00:53	0:03:17	0:00:00	44:54:53	0:03:06	6.6	70.0	93.4
Saturday	369	348	18	21	0	3	0	346	2	0	0	0:00:50	0:02:50	0:00:00	15:18:25	0:02:38	5.7	66.1	94.3
Total	7294	6959	233	335	0	145	0	6868	91	0	0	0:00:42	0:02:22	0:00:00	347:15:25	0:03:00	4.6	72.4	95.4



City/Town	Needs - December 2008	Total
Adelanto	Food	24
	Utility Bill Payment Assistance	20
	Rent/Mortgage Payment Assistance	9
	Holiday Programs	6
	General Information Services/Organizational	5
	Dental Health	5
	Shelter	4
	Household Items	4
	General Medical Care	4
	Training/Employment Services	2
	Medi-Cal/Medicare	2
	Income Maintenance Programs	2
	Donations	2
	Consumer Complaints/Assistance	2
	Clothing	2
	Child Abuse	2
	Volunteer Opportunities	1
	Unmet Need	1
	Unemployment/EDD	1
	Transportation	1
	Support Groups	1
	Legal Assistance	1
	Housing	1
	General Information Services/Mental Health Care	1
	Environmental Protection/Maintenance	1
	Dissability Benefits	1
	Diapers	1
Courts/Probation System	1	
Counseling	1	
Child Care	1	
Bus Passes/Gas Vouchers	1	
Adelanto Total		110
Alta Loma	Rent/Mortgage Payment Assistance	3
	Shelter	3
	Utility Bill Payment Assistance	2
	Food	1
	Consumer Complaints/Assistance	1
	Housing	1
	Donations	1
	Motel Vouchers	1
Unmet Need	1	
Alta Loma Total		14
Apple Valley	Utility Bill Payment Assistance	33
	Food	29
	General Information Services/Organizational	13
	Donations	11
	Rent/Mortgage Payment Assistance	9
	Shelter	9
	Legal Assistance	9
	Holiday Programs	8
	Transportation	8
	Consumer Complaints/Assistance	7
	General Medical Care	5
	Clothing	4
	Counseling	4
	Training/Employment Services	3
Household Items	3	

	Elder/Senior Services	3
	Dental Health	3
	Income Maintenance Programs	2
	Housing	2
	Disability Issues	2
	Baby Formula	2
	Substance Abuse Services	2
	Support Groups	2
	Dissability Benefits	2
	Domestic Violence	2
	Law Enforcement	1
	Courts/Probation System	1
	Diapers	1
	Emergency Medical Care	1
	Medi-Cal/Medicare	1
	Motel Vouchers	1
	Unmet Need	1
	Immunizations	1
	Mental Health Care Facilities	1
	Paternity/Drug Testing	1
	Tenant/Landlord Rights	1
Apple Valley Total		188
Barstow	Utility Bill Payment Assistance	11
	Food	7
	Rent/Mortgage Payment Assistance	5
	General Information Services/Organizational	3
	Shelter	3
	Housing	3
	Elder/Senior Services	3
	Holiday Programs	2
	Environmental Protection/Maintenance	2
	General Medical Care	1
	Training/Employment Services	1
	Consumer Complaints/Assistance	1
	Counseling	1
	Disability Issues	1
	Donations	1
	Household Items	1
	Sober Living	1
	Unmet Need	1
	School Readiness Programs	1
Barstow Total		49
Big Bear City	Utility Bill Payment Assistance	2
	Rent/Mortgage Payment Assistance	2
	Shelter	2
	Holiday Programs	1
	General Information Services/Organizational	1
	Counseling	1
	Housing	1
	Unemployment/EDD	1
	Elder/Senior Services	1
	Residential Drug Treatment	1
Big Bear City Total		13
Big Bear Lake	Utility Bill Payment Assistance	4
	Food	1
	General Information Services/Organizational	1
	Shelter	1
	Temporary Financial Aid	1

	Dissability Benefits	1
	Mental Health Care Facilities	1
Big Bear Lake Total		10
Bloomington	Food	10
	Holiday Programs	3
	Shelter	3
	Utility Bill Payment Assistance	2
	Rent/Mortgage Payment Assistance	2
	General Information Services/Organizational	2
	Housing	2
	Volunteer Opportunities	2
	Legal Assistance	1
	Counseling	1
	Unemployment/EDD	1
	Dental Health	1
	Credit Counseling	1
Bloomington Total		31
Calimesa	General Information Services/Organizational	1
Calimesa Total		1
Chino	Food	11
	Utility Bill Payment Assistance	11
	General Medical Care	9
	Holiday Programs	8
	Rent/Mortgage Payment Assistance	7
	General Information Services/Organizational	5
	Shelter	4
	Housing	4
	Consumer Complaints/Assistance	3
	Counseling	3
	Income Maintenance Programs	2
	Unemployment/EDD	2
	Immunizations	2
	Clothing	1
	Legal Assistance	1
	Transportation	1
	Child Care	1
	Donations	1
	General Information Services/Mental Health Care	1
	Substance Abuse Services	1
	Mental Health Care Facilities	1
Chino Total		79
Chino Hills	Food	5
	General Medical Care	5
	Utility Bill Payment Assistance	3
	Transportation	3
	General Information Services/Organizational	2
	Income Maintenance Programs	2
	Consumer Complaints/Assistance	2
	Housing	2
	Medi-Cal/Medicare	2
	Shelter	1
	Disability Issues	1
	Donations	1
	Substance Abuse Services	1
	Emergency Medical Care	1
	Unmet Need	1
Chino Hills Total		32
Colton	Food	14

	Rent/Mortgage Payment Assistance	14
	Utility Bill Payment Assistance	12
	Donations	9
	General Information Services/Organizational	8
	Shelter	6
	Holiday Programs	5
	Counseling	5
	General Medical Care	4
	Housing	3
	Clothing	2
	Legal Assistance	2
	Household Items	2
	Medi-Cal/Medicare	2
	Training/Employment Services	1
	Income Maintenance Programs	1
	Consumer Complaints/Assistance	1
	Unemployment/EDD	1
	Child Care	1
	Disability Issues	1
	Baby Formula	1
	Substance Abuse Services	1
	Courts/Probation System	1
	Diapers	1
	Motel Vouchers	1
	Unmet Need	1
	Anger Management	1
	Residential Drug Treatment	1
	Tenant/Landlord Rights	1
Colton Total		103
Crestline	Rent/Mortgage Payment Assistance	4
	General Medical Care	3
	Food	2
	Utility Bill Payment Assistance	1
	General Information Services/Organizational	1
	Clothing	1
	Baby Formula	1
	Courts/Probation System	1
	Mental Health Care Facilities	1
	Cold Weather Shelter	1
Crestline Total		16
Daggett	General Information Services/Mental Health Care	1
	Temporary Financial Aid	1
Daggett Total		2
Devore	Clothing	1
Devore Total		1
Etiwanda	Food	1
Etiwanda Total		1
Fontana	Food	65
	Holiday Programs	33
	Utility Bill Payment Assistance	32
	General Information Services/Organizational	25
	General Medical Care	25
	Rent/Mortgage Payment Assistance	18
	Donations	18
	Housing	14
	Shelter	13
	Counseling	11
	Clothing	10

	Income Maintenance Programs	10
	Training/Employment Services	8
	Child Care	8
	Legal Assistance	7
	Dental Health	7
	Unmet Need	7
	Diapers	6
	Substance Abuse Services	5
	Consumer Complaints/Assistance	3
	Unemployment/EDD	3
	Disability Issues	3
	Household Items	3
	Baby Formula	3
	General Information Services/Mental Health Care	3
	Adoption/Foster Care	3
	Bus Passes/Gas Vouchers	2
	Temporary Financial Aid	2
	Motel Vouchers	2
	Tenant/Landlord Rights	2
	Transportation	1
	Law Enforcement	1
	Parenting Education	1
	Disaster	1
	Dissability Benefits	1
	Domestic Violence	1
	Emergency Medical Care	1
	Medi-Cal/Medicare	1
	Sober Living	1
	Immunizations	1
	Anger Management	1
	Animal Services	1
	Burial/Funeral Assistance	1
	Environmental Protection/Maintenance	1
	Labor Board/Fair Employment	1
	Mentoring Programs	1
Fontana Total		367
Forest Falls	Food	2
	Transportation	1
	Substance Abuse Services	1
Forest Falls Total		4
Grand Terrace	Food	2
	Utility Bill Payment Assistance	1
	Rent/Mortgage Payment Assistance	1
	General Information Services/Organizational	1
	Counseling	1
	Temporary Financial Aid	1
	Diapers	1
	Motel Vouchers	1
Tenant/Landlord Rights	1	
Grand Terrace Total		10
Helendale	Food	2
	Utility Bill Payment Assistance	2
	Holiday Programs	2
	Rent/Mortgage Payment Assistance	1
	Counseling	1
	Law Enforcement	1
	Elder/Senior Services	1
Helendale Total		10

Hesperia	Utility Bill Payment Assistance	41
	Food	39
	General Information Services/Organizational	19
	General Medical Care	18
	Holiday Programs	15
	Rent/Mortgage Payment Assistance	13
	Clothing	11
	Shelter	8
	Housing	7
	Donations	7
	Elder/Senior Services	6
	Training/Employment Services	4
	Income Maintenance Programs	4
	Counseling	4
	Baby Formula	4
	Unemployment/EDD	3
	Courts/Probation System	3
	Dental Health	3
	Unmet Need	3
	Legal Assistance	2
	Consumer Complaints/Assistance	2
	Transportation	2
	Child Care	2
	Substance Abuse Services	2
	Medi-Cal/Medicare	2
	Immunizations	2
	Animal Services	2
	Law Enforcement	1
	Parenting Education	1
	Educational Programs	1
	Household Items	1
	Motel Vouchers	1
	Sober Living	1
	Adoption/Foster Care	1
School District	1	
Mental Health Care Facilities	1	
Labor Board/Fair Employment	1	
Road Conditions	1	
School Readiness Programs	1	
Social Security	1	
Hesperia Total	241	
Highland	Food	15
	Utility Bill Payment Assistance	12
	Rent/Mortgage Payment Assistance	8
	Shelter	7
	Holiday Programs	6
	General Information Services/Organizational	6
	Transportation	4
	Donations	4
	Clothing	3
	General Medical Care	3
	Legal Assistance	3
	Housing	3
	Unmet Need	3
	Income Maintenance Programs	2
	Counseling	2
	Educational Programs	2
Elder/Senior Services	2	

	Dental Health	2
	Consumer Complaints/Assistance	1
	Parenting Education	1
	Household Items	1
	Baby Formula	1
	Substance Abuse Services	1
	Support Groups	1
	Diapers	1
	Motel Vouchers	1
	Mental Health Care Facilities	1
	Tenant/Landlord Rights	1
Highland Total		97
Joshua Tree	Rent/Mortgage Payment Assistance	3
	General Information Services/Organizational Shelter	3
	General Information Services/Mental Health Care	2
	Food	1
	Utility Bill Payment Assistance	1
	Housing	1
Joshua Tree Total		14
Lake Arrowhead	Utility Bill Payment Assistance	2
	Rent/Mortgage Payment Assistance	1
	Shelter	1
	Housing	1
	Adoption/Foster Care	1
Lake Arrowhead Total		6
Loma Linda	Shelter	9
	Food	4
	Utility Bill Payment Assistance	2
	Counseling	2
	Holiday Programs	1
	Rent/Mortgage Payment Assistance	1
	General Medical Care	1
	Training/Employment Services	1
	Substance Abuse Services	1
	Dental Health	1
	Domestic Violence	1
	Anger Management	1
	Volunteer Opportunities	1
Loma Linda Total		26
Lucerne Valley	Food	2
	Utility Bill Payment Assistance	2
	Substance Abuse Services	2
	Holiday Programs	1
	Legal Assistance	1
	Housing	1
	Support Groups	1
	Temporary Financial Aid	1
	Diapers	1
	Licenses and Certificates	1
	Developmental Assessment	1
Lucerne Valley Total		14
Lytle Creek	Shelter	1
	Elder/Senior Services	1
Lytle Creek Total		2
Mentone	Shelter	2
	Food	1
	Clothing	1

	Counseling	1
	Housing	1
	Law Enforcement	1
	Parenting Education	1
	Diapers	1
	Emergency Medical Care	1
	Elder Abuse	1
Mentone Total		11
Montclair	Food	10
	Utility Bill Payment Assistance	5
	Rent/Mortgage Payment Assistance	4
	General Information Services/Organizational	4
	Clothing	4
	Holiday Programs	3
	General Medical Care	3
	Legal Assistance	3
	Shelter	2
	Training/Employment Services	1
	Consumer Complaints/Assistance	1
	Transportation	1
	Child Care	1
	Disability Issues	1
	Baby Formula	1
	Elder/Senior Services	1
	Dental Health	1
	Motel Vouchers	1
	Licenses and Certificates	1
	Labor Board/Fair Employment	1
	Unmet Need	1
Montclair Total		50
Mountains	Consumer Complaints/Assistance	2
	Counseling	1
Mountains Total		3
Needles	Law Enforcement	1
Needles Total		1
Ontario	Food	39
	Shelter	31
	Utility Bill Payment Assistance	25
	General Information Services/Organizational	22
	Holiday Programs	19
	Rent/Mortgage Payment Assistance	18
	General Medical Care	17
	Donations	13
	Legal Assistance	12
	Housing	11
	Motel Vouchers	9
	Income Maintenance Programs	7
	Clothing	6
	Substance Abuse Services	6
	Training/Employment Services	5
	Counseling	5
	Elder/Senior Services	5
	Bus Passes/Gas Vouchers	4
	Baby Formula	4
	Dental Health	4
	Diapers	4
	Consumer Complaints/Assistance	3
	Parenting Education	3

	Transportation	2
	Child Care	2
	Medi-Cal/Medicare	2
	Unemployment/EDD	1
	Disability Issues	1
	Household Items	1
	Public Safety	1
	General Information Services/Mental Health Care	1
	Support Groups	1
	Temporary Financial Aid	1
	Courts/Probation System	1
	Dissability Benefits	1
	Domestic Violence	1
	Unmet Need	1
	Mental Health Care Facilities	1
	Anger Management	1
	Animal Services	1
	Burial/Funeral Assistance	1
	Environmental Protection/Maintenance	1
	Residential Drug Treatment	1
	School Readiness Programs	1
	Social Security	1
	Tenant/Landlord Rights	1
	Volunteer Opportunities	1
Ontario Total		299
Oro Grande	Utility Bill Payment Assistance	1
	Donations	1
Oro Grande Total		2
Outside County	General Information Services/Organizational	72
	Consumer Complaints/Assistance	23
	Food	12
	Utility Bill Payment Assistance	11
	Shelter	9
	Housing	8
	Rent/Mortgage Payment Assistance	6
	Income Maintenance Programs	6
	Counseling	5
	Legal Assistance	4
	Courts/Probation System	4
	Holiday Programs	3
	General Medical Care	3
	Household Items	2
	Elder/Senior Services	2
	General Information Services/Mental Health Care	2
	Substance Abuse Services	2
	Social Security	2
	Parenting Education	1
	Unemployment/EDD	1
	Child Care	1
	Medi-Cal/Medicare	1
	Business License	1
	Tenant/Landlord Rights	1
	Volunteer Opportunities	1
Outside County Total		183
Outside Of California	Food	3
	General Information Services/Organizational	3
	Shelter	2
	Consumer Complaints/Assistance	1

	Housing	1
Outside Of California Total		10
Phelan	Utility Bill Payment Assistance	8
	General Information Services/Organizational	8
	Food	2
	Holiday Programs	2
	Law Enforcement	2
	Motel Vouchers	2
	Rent/Mortgage Payment Assistance	1
	Training/Employment Services	1
	Income Maintenance Programs	1
	Legal Assistance	1
	Consumer Complaints/Assistance	1
	Donations	1
	Substance Abuse Services	1
	Support Groups	1
	Disaster	1
Medi-Cal/Medicare	1	
Phelan Total		34
Pinon Hills	General Information Services/Organizational	1
	Shelter	1
Pinon Hills Total		2
Pomona (City)	General Information Services/Organizational	7
	Shelter	6
	Donations	3
	General Medical Care	3
	Housing	2
	Utility Bill Payment Assistance	1
	Emergency Medical Care	1
	Holiday Programs	1
	Clothing	1
	Consumer Complaints/Assistance	1
	Counseling	1
	Dental Health	1
	School District	1
	Volunteer Opportunities	1
	Pomona (City) Total	
Rancho Cucamonga	Shelter	22
	Food	20
	General Information Services/Organizational	16
	Utility Bill Payment Assistance	14
	Rent/Mortgage Payment Assistance	13
	General Medical Care	13
	Holiday Programs	8
	Housing	7
	Consumer Complaints/Assistance	6
	Income Maintenance Programs	4
	Donations	3
	Elder/Senior Services	3
	Substance Abuse Services	3
	Clothing	2
	Training/Employment Services	2
	Counseling	2
	Educational Programs	2
	Baby Formula	2
	Medi-Cal/Medicare	2
	Legal Assistance	1
Law Enforcement	1	

	Household Items	1
	Dental Health	1
	Unmet Need	1
	Immunizations	1
	Developmental Assessment	1
	Mental Health Care Facilities	1
	Cold Weather Shelter	1
	Anger Management	1
	Burial/Funeral Assistance	1
	Social Security	1
	Tutoring Services	1
	Volunteer Opportunities	1
Rancho Cucamonga Total		158
Redlands	Food	16
	General Medical Care	11
	Shelter	8
	General Information Services/Organizational	7
	Utility Bill Payment Assistance	6
	Holiday Programs	6
	Rent/Mortgage Payment Assistance	5
	Housing	5
	Counseling	4
	Donations	4
	Substance Abuse Services	4
	Legal Assistance	3
	Consumer Complaints/Assistance	3
	Anger Management	3
	Clothing	2
	Transportation	2
	Dental Health	2
	Training/Employment Services	1
	Income Maintenance Programs	1
	Bus Passes/Gas Vouchers	1
	Parenting Education	1
	Child Care	1
	Disability Issues	1
	Baby Formula	1
	Support Groups	1
	Temporary Financial Aid	1
	Medi-Cal/Medicare	1
	Motel Vouchers	1
	Unmet Need	1
	Immunizations	1
	Cold Weather Shelter	1
	Residential Drug Treatment	1
	Tenant/Landlord Rights	1
Redlands Total		107
Rialto	Food	32
	Utility Bill Payment Assistance	25
	Holiday Programs	22
	Shelter	20
	Rent/Mortgage Payment Assistance	19
	General Information Services/Organizational	19
	General Medical Care	8
	Income Maintenance Programs	7
	Donations	7
	Transportation	6
	Counseling	5

	Child Care	5
	Legal Assistance	4
	Public Safety	4
	Dental Health	4
	Diapers	4
	Clothing	3
	Training/Employment Services	3
	Housing	3
	Household Items	3
	Baby Formula	3
	Support Groups	3
	Courts/Probation System	3
	Mental Health Care Facilities	3
	Consumer Complaints/Assistance	2
	Unmet Need	2
	Law Enforcement	1
	Parenting Education	1
	Unemployment/EDD	1
	Elder/Senior Services	1
	Substance Abuse Services	1
	Emergency Medical Care	1
	Medi-Cal/Medicare	1
	Motel Vouchers	1
	Immunizations	1
Rialto Total		228
Rimforest	General Information Services/Organizational	1
	Bus Passes/Gas Vouchers	1
	Donations	1
Rimforest Total		3
Running Springs	Food	1
	Utility Bill Payment Assistance	1
	General Information Services/Organizational	2
Running Springs Total		4
San Bernardino (City)	Food	114
	Utility Bill Payment Assistance	110
	Shelter	106
	General Information Services/Organizational	95
	Holiday Programs	93
	Rent/Mortgage Payment Assistance	74
	Housing	48
	Donations	42
	General Medical Care	40
	Counseling	27
	Clothing	22
	Consumer Complaints/Assistance	18
	Elder/Senior Services	17
	Income Maintenance Programs	16
	Substance Abuse Services	16
	Transportation	14
	Diapers	13
	Training/Employment Services	11
	Legal Assistance	11
	Household Items	11
	Motel Vouchers	10
	Law Enforcement	9
	Baby Formula	8
	Parenting Education	7
	Child Care	7

	Dental Health	7
	Unmet Need	7
	Support Groups	6
	Bus Passes/Gas Vouchers	5
	Immunizations	5
	General Information Services/Mental Health Care	4
	Emergency Medical Care	4
	Medi-Cal/Medicare	4
	Burial/Funeral Assistance	4
	Public Safety	3
	Domestic Violence	3
	School District	3
	Animal Services	3
	Tenant/Landlord Rights	3
	Courts/Probation System	2
	Licenses and Certificates	2
	Cold Weather Shelter	2
	Anger Management	2
	Elder Abuse	2
	Library Services	2
	Residential Drug Treatment	2
	Tax Assistance	2
	Volunteer Opportunities	2
	Unemployment/EDD	1
	Disability Issues	1
	Temporary Financial Aid	1
	Disaster	1
	Sober Living	1
	Adoption/Foster Care	1
	Unmet Need	1
	Mental Health Care Facilities	1
	After School Programs	1
	Labor Board/Fair Employment	1
	Restraining Orders	1
	Road Conditions	1
	Social Security	1
San Bernardino (City) Total		1031
Skyforest	Food	1
Skyforest Total		1
Twenty-Nine Palms	Utility Bill Payment Assistance	6
	Food	5
	Clothing	4
	General Information Services/Organizational	3
	Shelter	3
	Rent/Mortgage Payment Assistance	2
	Holiday Programs	1
	General Medical Care	1
	Housing	1
	Donations	1
Twenty-Nine Palms Total		27
Upland	Food	24
	Shelter	19
	Utility Bill Payment Assistance	14
	Housing	8
	Holiday Programs	5
	Rent/Mortgage Payment Assistance	5
	General Medical Care	5
	General Information Services/Organizational	4

	Child Care	4
	Training/Employment Services	3
	Income Maintenance Programs	3
	Counseling	3
	Donations	3
	Legal Assistance	2
	Parenting Education	2
	Educational Programs	2
	Elder/Senior Services	2
	General Information Services/Mental Health Care	2
	Temporary Financial Aid	2
	Cold Weather Shelter	2
	Clothing	1
	Consumer Complaints/Assistance	1
	Law Enforcement	1
	Baby Formula	1
	Courts/Probation System	1
	Diapers	1
	Emergency Medical Care	1
	Unmet Need	1
	Immunizations	1
	Anger Management	1
	Labor Board/Fair Employment	1
Upland Total		125
Victorville	Utility Bill Payment Assistance	81
	Food	69
	Holiday Programs	40
	General Information Services/Organizational	27
	Shelter	27
	Rent/Mortgage Payment Assistance	25
	General Medical Care	20
	Counseling	16
	Housing	15
	Donations	14
	Income Maintenance Programs	11
	Training/Employment Services	10
	Consumer Complaints/Assistance	10
	Motel Vouchers	10
	Clothing	8
	Legal Assistance	7
	General Information Services/Mental Health Care	7
	Household Items	6
	Substance Abuse Services	6
	Dental Health	5
	Transportation	4
	Law Enforcement	4
	Elder/Senior Services	4
	Medi-Cal/Medicare	4
	Child Care	3
	Disability Issues	3
	Baby Formula	3
	Support Groups	3
	Diapers	3
	Emergency Medical Care	3
	Unmet Need	3
	Mental Health Care Facilities	3
	Environmental Protection/Maintenance	3
	Residential Drug Treatment	3

	Tenant/Landlord Rights	3
	Bus Passes/Gas Vouchers	2
	Parenting Education	2
	Educational Programs	2
	Courts/Probation System	2
	Road Conditions	2
	Volunteer Opportunities	2
	Unemployment/EDD	1
	Child Abuse	1
	Dissability Benefits	1
	Sober Living	1
	School District	1
	Unmet Need	1
	Anger Management	1
	Animal Services	1
	Library Services	1
	Restraining Orders	1
	School Readiness Programs	1
	Social Security	1
	Tax Assistance	1
Victorville Total		488
Wrightwood	Household Items	1
Wrightwood Total		1
Yucaipa	Food	12
	General Medical Care	11
	Utility Bill Payment Assistance	9
	Shelter	7
	Rent/Mortgage Payment Assistance	6
	Counseling	6
	Housing	3
	General Information Services/Organizational	2
	Training/Employment Services	2
	Legal Assistance	2
	Donations	2
	Support Groups	2
	Dental Health	2
	Burial/Funeral Assistance	2
	Holiday Programs	1
	Clothing	1
	Consumer Complaints/Assistance	1
	Parenting Education	1
	Household Items	1
	Substance Abuse Services	1
	Temporary Financial Aid	1
	Emergency Medical Care	1
	Medi-Cal/Medicare	1
Yucaipa Total		77
Yucca Valley	Utility Bill Payment Assistance	3
	Clothing	3
	Food	2
	Rent/Mortgage Payment Assistance	2
	Training/Employment Services	2
	Consumer Complaints/Assistance	2
	Counseling	2
	General Information Services/Mental Health Care	2
	Holiday Programs	1
	General Information Services/Organizational	1
	Shelter	1

	Legal Assistance	1
	Bus Passes/Gas Vouchers	1
	Elder/Senior Services	1
	Substance Abuse Services	1
	Dental Health	1
	Disaster	1
	Domestic Violence	1
	Cold Weather Shelter	1
	Road Conditions	1
Yucca Valley Total		30
Unknown/Not Applicable	General Information Services/Organizational	184
	Utility Bill Payment Assistance	160
	Holiday Programs	85
	Unmet Need	64
	Rent/Mortgage Payment Assistance	56
	Shelter	53
	Food	44
	Consumer Complaints/Assistance	30
	Counseling	24
	Housing	23
	General Medical Care	17
	Legal Assistance	14
	Income Maintenance Programs	10
	Donations	7
	Motel Vouchers	7
	Road Conditions	7
	Substance Abuse Services	6
	Training/Employment Services	5
	Transportation	5
	Unemployment/EDD	5
	Elder/Senior Services	5
	Medi-Cal/Medicare	5
	Law Enforcement	4
	Support Groups	4
	Immunizations	4
	Clothing	3
	Household Items	3
	Dental Health	3
	Mental Health Care Facilities	3
	Library Services	3
	Bus Passes/Gas Vouchers	2
	Child Abuse	2
	Licenses and Certificates	2
	Anger Management	2
	Volunteer Opportunities	2
	Parenting Education	1
	Diapers	2
	Disaster	1
	Dissability Benefits	1
	Domestic Violence	1
	Educational Programs	1
	Unmet Need	1
	Business License	1
	Environmental Protection/Maintenance	1
	Paternity/Drug Testing	1
	Social Security	1
Unknown/Not Applicable Total		865

Referrals from 2-1-1 San Bernardino County for October 2008

Agency Name	Program Name	Referrals
*Family Advocate Services	Advocate Services	2
2-1-1 Alameda County	2-1-1 Information and Referral	1
2-1-1 Kern County		3
2-1-1 Kern County	Information and Referral	3
2-1-1 Los Angeles County		48
2-1-1 Los Angeles County	2-1-1 Information and Referral	157
2-1-1 National		1
2-1-1 National	2-1-1 Search	10
2-1-1 Orange County		10
2-1-1 Orange County	2-1-1 Information and Referral	20
2-1-1 Sacramento County	2-1-1 Information & Referral	1
2-1-1 San Bernardino County	211 Information and Referral	1
2-1-1 San Diego County		2
2-1-1 San Diego County	2-1-1 Information and Referral	4
2-1-1 San Luis Obispo	Information & Referral	2
2-1-1 Santa Barbara County		1
2-1-1 Santa Barbara County	2-1-1 Information and Referral	1
2-1-1 Stanislaus County		2
2-1-1 Ventura County	2-1-1 Information and Referral	1
Abundant Living Family Church		16
Abundant Living Family Church	Outreach Center	46
Adelanto Branch Library		1
Adelanto Community Resource Center		32
Adelanto Community Resource Center	Clothing	2
Adelanto Community Resource Center	Emergency Food	16
Adelanto Community Resource Center	Holiday Baskets	12
Adelanto Senior Center		1
Adelanto Senior Center	Hot Meals	1
Adventist Community Team Services		2
Adventist Community Team Services	Emergency Food Assistance	2
Adventist Community Team Services	Meals on Wheels	1
AL-ANON Family Groups and ALATEEN	Inland Empire of California Al-Anon and Alateen	1
Alcoholics Anonymous		2
Alcoholics Anonymous	Alcoholics Anonymous	8
Aletheian Christian Foundation	Basic Needs	31
Alternate Avenues Womens Resource Center		1
Alternate Avenues Womens Resource Center	Bridges Parenting Support Program	2
American Association of Poison Control Centers	Poison Control	2
American Diabetes Association		1
American Lung Association	Stop Smoking Program	1
American Red Cross - West Valley Division		1
American Red Cross - West Valley Division	Health and Safety Training	1
American Red Cross - High Desert Chapter		2
American Red Cross - High Desert Chapter	Health and Safety Training	1
American Red Cross - Inland Empire Chapter		4
American Red Cross - Inland Empire Chapter	Disaster Recovery Service	1
American Social Health Association		1
American Social Health Association	CDC National Immunization Information Hotline	1
American Social Health Association	CDC National STD and AIDS Hotlines	1
Apple Valley Senior Center		1
Arrowhead Regional Medical Center		3
Arrowhead Regional Medical Center	First 5 Dental Program	1
Arrowhead Regional Medical Center	Hospital Services	11
Arrowhead Regional Medical Center	Medically Indigent Adult Health Care (MIA)	3
Arrowhead Regional Medical Center	Outpatient Care Center	2
Arrowhead Regional Medical Center	Women's Health Services	3
Asian-American Educational & Cultural Center, Inc.	Healthy Seniors Program	4
Asian-American Educational & Cultural Center, Inc.	Traffic Safety Awareness	1
Assistance League of San Bernardino	Childrens Dental Center	2
Assistance League of the Foothill Communities	Operation School Bell	3
Associated Clinical Therapists, Inc.	Associated Clinical Therapist, Inc.	6
Barstow Counseling Center	Counseling Services	1
Barstow Employment Specialized Training Opportunities		1
Barstow Employment Specialized Training Opportunities	Adult Development Center	1
Barstow Senior Center	Senior Services	1
Bear Valley Unified School District	Bear Valley Healthy Start	1
Better Business Bureau		2
Better Business Bureau	Complaint Department	3

Referrals from 2-1-1 San Bernardino County for October 2008

Bienestar Human Services		1
Bienestar Human Services	Individual Support	1
Bienestar Human Services	LGBT Peer Counseling	2
Bienestar Human Services	LGBT Workshops	1
Bilingual Family Counseling Service, Inc.		5
Bilingual Family Counseling Service, Inc.	Safe and Stable Families	5
Bilingual Family Counseling Service, Inc.	Substance Abuse Treatment	1
Blood Bank of San Bernardino and Riverside Counties	Blood Donation Program	2
Blythe Emergency Food Pantry	Christmas Baskets	1
Blythe Emergency Food Pantry	Food Pantry	1
Boys Town National Hotline	National Hotline	11
Braille Institute of America, Inc.	Mobile Solutions	1
Building a Generation		1
Building a Generation	East Valley Bridges to Success	1
Building a Generation	Family Resource Center	2
C.A.S.T.L.E	Classes	1
California Coalition for Youth	Youth Crisis Line	4
California Courts Self-Help Center	Self-Help Center	1
California Department of Alcoholic Beverage Control	Alcoholic Beverage Control	1
California Department of Consumer Affairs	Bureau for Private Postsecondary and Vocational Education	1
California Department of Consumer Affairs	Contractors State License Board	1
California Department of Corrections	Parole and Community Services Division	1
California Department of Fair Employment and Housing		2
California Department of Fair Employment and Housing	Fair Employment and Housing	2
California Department of Forestry and Fire Protection	Fire and Rescue	1
California Department of Forestry and Fire Protection	Safe Surrender	1
California Department of Industrial Relations		1
California Department of Industrial Relations	Labor Standards Enforcement	6
California Department of Motor Vehicles		1
California Department of Motor Vehicles	DMV Services	6
California Department of Transportation		2
California Department of Transportation	Caltrans	21
California Highway Patrol		4
California Highway Patrol	Freeway Patrol Service	3
California Public Utilities Commission		5
California Public Utilities Commission	California Relay Service (CRS)	1
California Public Utilities Commission	California Telephone Access Program (CTAP)	1
California Public Utilities Commission	LifeLine Telephone Service	5
California Smokers Helpline	Smoking Cessation Program	1
California State University San Bernardino		3
California State University San Bernardino	First Five Early Intervention	2
California State University San Bernardino	General Counseling	10
California Student Aid Commission		1
California Student Aid Commission	Cal Grants	1
California Youth Crisis Line	Crisis Hotline	1
Call for Life Pregnancy Help Center		1
Call for Life Pregnancy Help Center	Crisis Pregnancy Center	4
Caring for the Hills		15
Caring for the Hills	Christmas Baskets	2
Caring for the Hills	Christmas Toys	4
Caring for the Hills	Emergency Food Boxes	8
Caring for the Hills	Food Pantry	3
Carpenters House		29
Carpenters House	ACTS 29 Food Ministry	52
Cars 4 Causes	Nationwide Car Donations	1
Casa Colina Centers for Rehabilitation	Adult Day Health Care	1
Casa Colina Centers for Rehabilitation	Children's Services	1
Casa de San Bernardino	Youth Substance Abuse Outpatient Program	5
Catholic Charities - Brother Miguel Center		1
Catholic Charities - Brother Miguel Center	Utility Assistance	1
Catholic Charities of San Bernardino/Riverside		93
Catholic Charities of San Bernardino/Riverside	Advocacy and Referrals	7
Catholic Charities of San Bernardino/Riverside	Christmas Baskets	11
Catholic Charities of San Bernardino/Riverside	Christmas Dinner	9
Catholic Charities of San Bernardino/Riverside	Christmas Toys	171
Catholic Charities of San Bernardino/Riverside	Clothes/Household Items	65
Catholic Charities of San Bernardino/Riverside	Clothing Referrals	1
Catholic Charities of San Bernardino/Riverside	Food Assistance	99
Catholic Charities of San Bernardino/Riverside	Funeral Referral	5

Referrals from 2-1-1 San Bernardino County for October 2008

Catholic Charities of San Bernardino/Riverside	Housing and Support Services	10
Catholic Charities of San Bernardino/Riverside	Individual/Family Counseling	19
Catholic Charities of San Bernardino/Riverside	Parent Education Services	2
Catholic Charities of San Bernardino/Riverside	Prescription Service	7
Catholic Charities of San Bernardino/Riverside	Rent/Mortgage Assistance	133
Catholic Charities of San Bernardino/Riverside	Transportation Assistance	23
Catholic Charities of San Bernardino/Riverside	Utility Assistance	201
Cedar House Rehabilitation Center		3
Cedar House Rehabilitation Center	Detoxification	10
Cedar House Rehabilitation Center	Outpatient Therapy / Counseling Program	2
Cedar House Rehabilitation Center	Residential Treatment	2
Center on Deafness Inland Empire	General Services	1
Centers for Medicare and Medicaid Services		4
Centers for Medicare and Medicaid Services	Home Health Compare	1
Centers for Medicare and Medicaid Services	Nursing Home Compare	1
Central City Lutheran Mission		7
Central City Lutheran Mission	Cold Weather Only- Shelter Program	49
Central City Lutheran Mission	Food Giveaway	18
Central City Lutheran Mission	Kinship Family Center	5
Central City Lutheran Mission	The H Street Clinic	37
Central City Lutheran Mission	Transitional Housing for HIV Affected	2
Child Advocates of San Bernardino County; A CASA Organization	Child Advocates of San Bernardino County	1
Childhelp USA	National Child Abuse Hotline	2
Chino Hills Counseling		1
Chino Hills Counseling	Chino Hills Counseling	1
Chino Neighborhood House		1
Chino Neighborhood House	Clothing Distribution	6
Chino Neighborhood House	Emergency Food	21
Chino Valley Independent Fire District	Fire and Rescue	1
Chino Valley Medical Center		1
Chino Valley Medical Center	Hospital Services	1
Chino Valley TYKES		2
Chino Valley YMCA		1
Christian Counseling Service of the East Valley		1
Christian Counseling Service of the East Valley	General Counseling	5
Christian Counseling Service of the East Valley	Parent Child Interaction Therapy	2
Circle of Hope - Gods Kitchen	Christmas Dinner	1
Circle of Hope - Gods Kitchen	Overnight Emergency Shelter	37
Circle of Hope - Gods Kitchen	Transitional Living Program	11
City of Barstow		1
City of Barstow Fire Protection District	Fire and Rescue	1
City of Chino	Chino Human Services Programs	1
City of Chino	Senior Center	1
City of Colton		1
City of Colton	Colton - State Pre-School Program	1
City of Colton Fire Department		1
City of Fontana		1
City of Fontana	Community Services	1
City of Fontana Police Department	Fontana Police Department	2
City of Hope Medical Center	Diabetes	2
City of Montclair		2
City of Montclair	Food Distribution	3
City of Montclair	Health Service Alliance	5
City of Montclair	Medical Clinic-Evening	16
City of Montclair	Senior Services	1
City of Ontario		2
City of Ontario Fire Department	CPR and First-Aid Classes	2
City of Rancho Cucamonga	City Hall	1
City of Rancho Cucamonga	Community Services	1
City of Rialto		1
City of Rialto Fire Department		1
City of Rialto Police Department	Rialto Police	2
City of San Bernardino	City Hall	2
City of San Bernardino Fire Department		1
City of San Bernardino Fire Department	Fire and Rescue	2
City of Upland	City Clerks Office	1
City of Upland	Recreation & Community Services Division	2
City of Victorville	City Hall	1
City of Victorville	Community Services	1

Referrals from 2-1-1 San Bernardino County for October 2008

City of Victorville Fire Department		2
City of Victorville Fire Department	Fire and Rescue	1
Clear View Treatment Center		2
Clear View Treatment Center	Substance Abuse Recovery	1
Community Action Partnership of San Bernardino County		40
Community Action Partnership of San Bernardino County	Energy, Education and Environmental Services Department	355
Community Action Partnership of San Bernardino County	Family Development	142
Community Action Partnership of San Bernardino County	Food Bank	4
Community Action Partnership of San Bernardino County	VITA	1
Community Health Systems, Inc.		4
Community Health Systems, Inc.	Medical, Dental, and Optometry	33
Community Hospital of San Bernardino		15
Community Hospital of San Bernardino	Behavioral Health Services	4
Community Hospital of San Bernardino	Community Education Classes	4
Community Hospital of San Bernardino	Crisis Intervention	33
Community Hospital of San Bernardino	Hospital	3
Community Senior Services CSS	Senior Companion Service	1
Contra Costa Crisis Center	Crisis Lines	6
Contra Costa Crisis Center	Grief Counseling	2
Crosslight Family Ministries / Fortress Christian Center		18
Crosslight Family Ministries / Fortress Christian Center	Outreach	27
Delmann Heights Community Center		8
Delmann Heights Community Center	Senior Center	2
Delmann Heights Community Center	U.S.D.A. Commodity	4
Denti-Cal Referral Line		3
Denti-Cal Referral Line	Hotline	1
Department of Managed Health Care	California HMO Help Center/ Complaints	1
Department of Rehabilitation Inland Empire District		2
Department of Rehabilitation Inland Empire District	Vocational Rehabilitation	2
Desert Manna Ministries		10
Desert Manna Ministries	Christmas Meals	1
Desert Manna Ministries	Cold Weather Shelter	6
Desert Manna Ministries	Electric Assistance Fund (EAF)	8
Desert Manna Ministries	Emergency Shelter	4
Desert Manna Ministries	Food	4
Desert Manna Ministries	Transportation Assistance	1
Desert Sanctuary, Inc.		9
Desert Sanctuary, Inc.	Catholic Charities Grants Case Management	10
Desert Sanctuary, Inc.	Cedar Chest Thrift Shop	5
Desert Sanctuary, Inc.	Haley House Domestic Violence Shelter	3
Desert Valley Hospital	Hospital Services	1
Dogs for the Deaf, Inc.	Assistance Dog Training	1
Don Day Community Center		1
Douglass and Associates Supervised Visitation Agency	Supervised Visitation	1
DOVES of Big Bear Valley, Inc.	Domestic Violence Shelter	3
East Valley Community Health Center, Inc.		1
East Valley Community Health Center, Inc.	General Medical Services	12
Easter Seals Southern California	Child Development Center	2
Echos Of Faith World Outreach Ministries		13
Echos Of Faith World Outreach Ministries	Operation Fresh Start	20
Echos Of Faith World Outreach Ministries	Thanksgiving Meals	2
Employment Development Department	Bonding	26
Employment Development Department	Employment Information	21
Employment Development Department	Paid Family Leave	2
Employment Development Department	Placement Services for Job Seekers	33
Employment Development Department	State Disability Insurance	6
Employment Development Department	Training	3
Employment Development Department	Unemployment Insurance	4
Employment Development Department	Workforce Investment Act (WIA)	1
Equal Employment Opportunity Commission	Employment Discrimination Assistance	2
EyeCare America		1
EyeCare America	Glaucoma Eye Care Program	1
Faiths Hope Foundation	Medical Expense Assistance	1
Faiths Hope Foundation	Necessity Assistance	3
Families and Friends of Murder Victims	Support Group	1
Family Service Agency of San Bernardino		1
Family Service Agency of San Bernardino	Crestline Food and Clothing Bank	1
Family Service Agency of San Bernardino	Domestic Violence Program	15
Family Service Agency of San Bernardino	Individual, Family & Group Therapy	13

Referrals from 2-1-1 San Bernardino County for October 2008

Family Service Agency of San Bernardino	Utility Assistance Fund (EAF & GAF)	5
Family Service Association of Redlands		22
Family Service Association of Redlands	Cold Weather Vouchers	22
Family Service Association of Redlands	Disaster Recovery Services	2
Family Service Association of Redlands	Family Support	28
Family Service Association of Redlands	Home Again	21
Family Solutions		1
Federal Citizen Information Center		1
Federal Citizen Information Center	Citizen Information Center	1
First 5 Commission of San Bernardino County		2
First 5 Commission of San Bernardino County	First 5 Commission of San Bernardino County	5
First Chance/Y-CHOW, Inc.		2
First Chance/Y-CHOW, Inc.	Sober Living	4
First Steps Child Development Center, Inc.	Affordable Child Care	1
Food and Drug Administration	Law Enforcement	1
Foothill Family Shelter		10
Foothill Family Shelter	Big Steps for Little Feet	2
Foothill Family Shelter	Food Pantry	40
Foothill Family Shelter	Foothill Family Shelter	29
Foster Youth Services	YES Center	1
Frazee Community Center		12
Frazee Community Center	Hot Meals	34
Frazee Community Center	Medical Treatment	24
Frazee Community Center	Shelters	62
Friends Outside		1
Friends Outside	Prison Representative Program	1
George Gibson Senior Center	Senior Center	1
George White Senior Center	Senior Center	1
Gift Ministries		2
Gift Ministries	Gift Ministries - The Clothes Closet	15
Goodwill Southern California	Career Resource Center	12
Goodwill Southern California	Retail Stores and Used Goods	5
Greater American Care Centers, Inc.	Safety and Wellness Program	2
Hands On Inland Empire		2
Hands On Inland Empire	Alternative Sentencing	8
Hands On Inland Empire	Volunteer Opportunities	3
Hannahs House	Foster Care & Adoptions	2
Healthy Families	Health Care Coverage	9
Hernandez Community Center	Nutrition Services	3
Hernandez Community Center	Senior Center	2
Hesperia Senior Center	Hesperia Senior Club	1
Hesperia Unified School District	Public Education	1
Hi-Desert Medical Center	Hospital Services	1
High Desert Child Adolescent and Family Services Center		1
High Desert Child Adolescent and Family Services Center	Co-Parenting	1
High Desert Child Adolescent and Family Services Center	Delayed Entry of Judgement	3
High Desert Child Adolescent and Family Services Center	Drug Testing	2
High Desert Child Adolescent and Family Services Center	Individual and Group Counseling	7
High Desert Child Adolescent and Family Services Center	Outpatient Substance Abuse Treatment	1
High Desert Child Adolescent and Family Services Center	Parenting Classes	2
High Desert Child Adolescent and Family Services Center	Supervised Visitation	1
High Desert Domestic Violence Program, Inc.	Domestic Violence Program Services	8
High Desert Homeless Services, Inc		9
High Desert Homeless Services, Inc	Shelter	45
High Desert Relative Caregivers	Relative Caregivers	2
High Desert Transitional Living Connection		5
High Desert Transitional Living Connection	Christmas Meal and Festivities	20
Higher Ground Christian Intervention Program		1
Higher Ground Christian Intervention Program	Higher Ground Christian Intervention Program	2
Highland Senior Center	Senior Center	3
His Hands Ministry		2
His Hands Ministry	Clothing Bank	4
His Hands Ministry	Food Bank	5
House of Ruth, Inc.		4
House of Ruth, Inc.	Counseling	1
House of Ruth, Inc.	Emergency Shelter	14
Housing Authority of the County of San Bernardino		6
Housing Authority of the County of San Bernardino	Family Unification Program	12
Housing Authority of the County of San Bernardino	Housing Opportunities for People With AIDS (HOPWA)	1

Referrals from 2-1-1 San Bernardino County for October 2008

Housing Authority of the County of San Bernardino	Public Housing	14
Housing Authority of the County of San Bernardino	Section 8 Program	28
Housing Authority of the County of San Bernardino	Senior Housing	1
Housing Authority of the County of San Bernardino	Shelter Plus Care Program	4
Housing Authority of the County of San Bernardino	Tenant Based Assistance Program (TBA)	4
Housing Authority of the County of San Bernardino	Veterans Affairs Supportive Housing Program (VASH)	1
Inland Agency	Community Tool Box	27
Inland Agency	HICAP	2
Inland AIDS Project	HIV Testing	1
Inland Caregivers Resource Center	Legal/Financial Consultation	1
Inland Empire Health Plan		4
Inland Empire Health Plan	Bike Helmet Program	1
Inland Empire Health Plan	Healthy Kids	6
Inland Empire Lighthouse for the Blind, Inc.	Lighthouse for the Blind School	1
Inland Empire United Way	Hands On Inland Empire	3
Inland Empire United Way	KidSmart Initiative	1
Inland Fair Housing and Mediation Board		11
Inland Fair Housing and Mediation Board	Education and Outreach	5
Inland Fair Housing and Mediation Board	Inland Fair Housing and Mediation	26
Inland Fair Housing and Mediation Board	Senior Services	2
Inland Hospice Association	Music Therapy	1
Inland Regional Center		1
Inland Regional Center	Inland Regional Center	3
Inland Temporary Homes		9
Inland Temporary Homes	Shelter & Transitional Housing	10
Inland Valley Hope Partners		2
Inland Valley Hope Partners	Food Security Program	38
Inland Valley Hope Partners	Rent Payment Assistance	22
Inland Valley Hope Partners	Shelter/Housing Program	7
Inland Valley Hope Partners	Utility Assistance	25
Inland Valley Humane Society and S.P.C.A		1
Inland Valley Humane Society and S.P.C.A	Vaccine Clinic	1
Inland Valley Recovery Services	Inland Valley Recovery Services	12
Internal Revenue Service	Internal Revenue Service	1
James L. Brulte Senior Center	Senior Services	1
Jericho Outreach, Inc.		2
Jericho Outreach, Inc.	Living Facilities	1
Jericho Outreach, Inc.	Residential/Outpatient Services	4
Job Corps	Job Training	2
Josephine Knopf Senior Center	Department of Aging and Senior Services Visitation	1
Josephine Knopf Senior Center	Senior Lunch Program	2
Josephine Knopf Senior Center	Tiny Tots	1
Kaiser Permanente Medical Center	Family Rules Parenting Class	1
Kaiser Permanente Medical Center	Infant and Child CPR	1
Kids Come First Community Clinic		2
Kids Come First Community Clinic	Healthy Families Application Assistance	1
Kids Come First Community Clinic	Kids Come First	4
Kids Turf Day Care Center	Day Care	1
Kids Wish Network		1
La Salle Medical Associates		1
La Salle Medical Associates	Health Clinic	11
La Salle Medical Associates	Healthy Families Enrollment	4
La Salle Medical Associates	Pediatric Medicine	1
La Salle Medical Associates	Well Women Exam	2
Law Library for San Bernardino	Law Library	1
Legal Aid Society of San Bernardino		35
Legal Aid Society of San Bernardino	Legal Aid Clinic	39
Libreria del Pueblo, Inc.	Legal Clinic	2
Loma Linda Marriage & Family Therapy Clinic		1
Loma Linda Marriage & Family Therapy Clinic	Loma Linda Marriage & Family Therapy Clinic	6
Loma Linda University Medical Center	Hospital Services	1
Loma Linda University Psychology Department	Psychological Services Clinic	1
Loveland Jubilee Pantry		19
Loveland Jubilee Pantry	Jubilee Pantry	85
Lucerne Valley Janice Horst Branch Library	Library Services	1
Lutheran Social Services of Southern California	52 Week Parenting / Child Abuser / Anger Management/Batterer's Inter	1
Lutheran Social Services of Southern California	Christmas Toys	1
Luvlee's Residential Care Transitional Housing	New Dawn Transitional Housing	1
Marys Mercy Center, Inc.		91

Referrals from 2-1-1 San Bernardino County for October 2008

Marys Mercy Center, Inc.	Christmas Gifts	146
Marys Mercy Center, Inc.	Christmas Meals	17
Marys Mercy Center, Inc.	Marys Children Program	42
Marys Mercy Center, Inc.	Mary's Table	51
Marys Mercy Center, Inc.	Saint Joseph Clothes Closet	16
Marys Mercy Center, Inc.	Showers	1
Marys Mercy Center, Inc.	St. Martin de Porres Emergency Food Bag Program	15
Marys Mercy Center, Inc.	Veronica's Home of Mercy	6
Meals on Wheels - Ontario		1
Meals on Wheels - Ontario	Meals on Wheels	2
Meals On Wheels - Upland		1
Meals On Wheels- Redlands, Inc		1
Meals On Wheels- Redlands, Inc	Meals On Wheels	3
Mercy House		20
Mercy House	Assisi House	11
Mercy House	Guadalupe Residence	5
Mercy House	Walk-In Center	65
Merrill Community Services, Inc.	Alcohol and Drug Services	4
Mimis House Transitional Housing		1
Mimis House Transitional Housing	Mimis House	9
Modest Needs	Back-To-Work-Grants	1
Modest Needs	Independent Living Grants	1
Mojave Basin Youth Corps, Inc.	Adelanto YouthBuild	1
Mojave Basin Youth Corps, Inc.	Youthbuild	1
Montclair Branch Library	English As A Second Language Class	1
Montclair Senior Center	Handy Helper	1
Montclair Senior Center	Magnifying Equipment	1
Morongo Basin Unity Home, Inc.		1
Morongo Basin Unity Home, Inc.	24-Hour Crisis Line	1
Morongo Basin Unity Home, Inc.	Domestic Violence- Emergency Shelter	1
Moses House Ministries		3
Moses House Ministries	Case Management	1
Moses House Ministries	The Boutique	20
Mother's on the Mountain Project	Parent Educational Family Resource Center	1
Mountain View Child Care, Inc.	Kidship-Preschool and Pediatric Day Health	1
Mountain View Community Church		20
Mountain View Community Church	Food Pantry	30
Mountain View Community Church	Mountain View Preschool	1
Narcotics Anonymous		1
Narcotics Anonymous	Narcotics Anonymous Support Group	12
National Center for Missing and Exploited Children		1
National Center for Victims of Crime		2
National Community Renaissance		2
National Community Renaissance	Affordable Housing	65
National Domestic Violence Hotline	Domestic Violence Hotline	3
National Health Information Center	Health Information Clearinghouse	1
National Organization of Social Security Claimants Representatives	NOSSCR	1
National Organization on Fetal Alcohol Syndrome	Information and Referral	1
National Suicide Prevention Lifeline	Suicide Hotline	5
National Suicide Prevention Lifeline	Suicide Prevention Lifeline	2
NCNW Bethune Center	GED Preparation	2
Neighborhood Housing Services of the Inland Empire, Inc.		2
Neighborhood Housing Services of the Inland Empire, Inc.	Down Payment Assistance	1
Neighborhood Housing Services of the Inland Empire, Inc.	Foreclosure Prevention	6
Neighborhood Housing Services of the Inland Empire, Inc.	Home Buyer Education & Financial Fitness	1
Neighborhood Housing Services of the Inland Empire, Inc.	Homebuyer Orientation	1
Neighborhood Partnership Housing Services, Inc.	Foreclosure Counseling	1
Neighborhood Partnership Housing Services, Inc.	Homebuyer Education Class	1
New Hope Christian Fellowship	Lifeline	4
New Hope Village, Inc.		1
New Hope Village, Inc.	New Hope Village	2
New House, Inc.	Substance Abuse Treatment Program / Clean and Sober Moms	1
Norman F. Feldheim Central Library	Library Services	1
Northtown Housing Development Corp.	Government Food Commodities	3
Office of Emergency Services	Flash Reports	3
Office of the Attorney General	Regulatory Services	1
Olive Branch Counseling Center		3
Olive Branch Counseling Center	Addictive Behavior	1

Referrals from 2-1-1 San Bernardino County for October 2008

Olive Branch Counseling Center	Anger Management	6
Olive Branch Counseling Center	Parenting Classes	1
Olive Branch Counseling Center	Relationship Counseling	1
Omnitrans		5
Omnitrans	Access Service	7
Omnitrans	OmniLink Service	2
Ontario/Montclair YMCA		1
Ontario/Montclair YMCA	Matrix	1
Operation Phoenix Foundation	Operation Phoenix	1
Operation Provider		2
Operation Provider	Basic Need Assistance	2
Option House, Inc.		5
Option House, Inc.	Community Education	2
Option House, Inc.	Domestic Violence Shelter Services	16
Our Lady of Hope		29
Our Lady of Hope	Food Pantry	40
Our Lady of Hope	Government Commodities Food Program	41
Our Lady of Hope	Hot Meal Ministry	1
Our Lady of the Desert		13
Our Lady of the Desert	Food Pantry	54
OWL Older Womens League	Benefits Quicklink	1
Pacific Lifeline		2
Pacific Lifeline	Transitional Shelter	2
PAL Humane Society	Humane Society	2
Para Los Niños		20
Para Los Niños	Para Los Niños Family Resource Center	31
Partnership for Prescription Assistance		2
Partnership for Prescription Assistance	Prescription Assistance	4
Perris Hill Park Senior Center	Senior Center	1
Planned Parenthood of Orange and San Bernardino Counties		5
Planned Parenthood of Orange and San Bernardino Counties	Contraceptive Clinics	4
Planned Parenthood of Orange and San Bernardino Counties	HIV/AIDS Testing and Counseling	1
Planned Parenthood of Orange and San Bernardino Counties	Pregnancy Testing, Counseling, and Referral	1
Pomona Valley Workshop	Round About Senior Services	1
Prison to Peace Outreach		1
Prison to Peace Outreach	Basic Needs	1
Prison to Peace Outreach	Job Search Assistance	1
Project Cuidar-SB	Child Enrichment Groups & Parenting Classes	2
Project Sister Family Services	Counseling	1
Project Sister Family Services	Crisis Intervention	1
Project Sister Family Services	Support groups	1
Putting Kids First	Co-Parenting Course	1
Rancho Cucamonga & Fontana Family YMCA	School Age Care	2
Rancho Cucamonga Family Resource Center		1
Rancho Cucamonga Family Resource Center	Clothes Closet	3
Rancho Cucamonga Family Resource Center	Emergency Food	14
Rancho Cucamonga Family Resource Center	Family Resource Center	1
Rancho Cucamonga Family Resource Center	Thanksgiving Baskets	1
Rancho Cucamonga Library Services	Literacy Program	1
Rancho Cucamonga Senior Center	Senior Center	1
Reach Out Morongo Basin	Friendly Visitor	1
REACH-St. Catherine of Siena		5
REACH-St. Catherine of Siena	Food Assistance	10
Rebuilding Mountain Hearts & Lives	Disaster Recovery Services	1
Redlands Community Hospital		1
Redlands Community Hospital	Family Clinic	7
Redlands Community Hospital	Hospital Services	1
Redlands Family YMCA	Legal Aid	4
Redlands Police Department Recreation Bureau	Adult Sports Leagues	1
Redlands Police Department Recreation Bureau	Enrichment Classes	1
Redlands Police Department Recreation Bureau	Redlands Police Department	1
Redlands Unified School District	Parent Education Through Parent/Child Participation	1
Rialto Senior Center	Home Delivered Meals	1
Rialto Senior Center	Senior Center	2
Rolling Start, Inc.	Information and Referral	1
Rolling Start, Inc.	Support Groups / Workshop	2
Rose of Sharon Life Center		2
Rose of Sharon Life Center	The Life Center	3
Rx Help For Californians	Prescription Assistance	4

Referrals from 2-1-1 San Bernardino County for October 2008

Salvation Army - Ontario		22
Salvation Army - Ontario	Christmas Baskets	14
Salvation Army - Ontario	Christmas Toys	13
Salvation Army - Ontario	Emergency Food Box	10
Salvation Army - Ontario	Emergency Rental/Mortgage Assistance	21
Salvation Army - Ontario	Motel Vouchers	29
Salvation Army - Redlands		9
Salvation Army - Redlands	Christmas Baskets	1
Salvation Army - Redlands	Christmas Meals	1
Salvation Army - Redlands	Electric and Gas Assistance Fund (EAF & GAF)	19
Salvation Army - San Bernardino		28
Salvation Army - San Bernardino	Christmas Meals	14
Salvation Army - San Bernardino	Food Program	77
Salvation Army - San Bernardino	Shelter Program	111
Salvation Army Service Extension		2
Salvation Army Service Extension	Disaster Recovery Services	1
Salvation Army-Victor Valley		46
Salvation Army-Victor Valley	Christmas Baskets	13
Salvation Army-Victor Valley	Christmas Toys	25
Salvation Army-Victor Valley	Clothing for Interviews	13
Salvation Army-Victor Valley	Disaster Recovery Services	1
Salvation Army-Victor Valley	Food Assistance	62
Salvation Army-Victor Valley	Motel Vouchers	15
Salvation Army-Victor Valley	Thanksgiving Meals	1
Salvation Army-Victor Valley	Utility Assistance	106
Samaritan Counseling Center		1
Samaritan Counseling Center	Behavior Education and Management Services	1
Samaritan Counseling Center	Counseling	7
San Antonio Community Hospital	Urgent Care	1
San Bernardino City Unified School District		2
San Bernardino City Unified School District	California School Age Families Education	1
San Bernardino City Unified School District	Family Resource Center	2
San Bernardino City Unified School District	Public Education	1
San Bernardino County Animal Care & Control		4
San Bernardino County Animal Care & Control	Animal Services	2
San Bernardino County Auditor-Controller/Recorder	Recorder/Clerk	7
San Bernardino County Department of Aging and Adult Services		21
San Bernardino County Department of Aging and Adult Services	Adult Protective Services	6
San Bernardino County Department of Aging and Adult Services	Family Caregiver Support Program	2
San Bernardino County Department of Aging and Adult Services	In Home Supportive Services	31
San Bernardino County Department of Aging and Adult Services	Long-Term Care Ombudsman Program	1
San Bernardino County Department of Aging and Adult Services	Multipurpose Senior Services Program	4
San Bernardino County Department of Aging and Adult Services	Senior Information and Assistance Program	5
San Bernardino County Department of Aging and Adult Services	Senior Nutrition Services	5
San Bernardino County Department of Aging and Adult Services	Senior Training and Employment Program	1
San Bernardino County Department of Behavioral Health		6
San Bernardino County Department of Behavioral Health	AB2034 Homeless Program	1
San Bernardino County Department of Behavioral Health	Alcohol and Drug Services	14
San Bernardino County Department of Behavioral Health	Behavioral Health Resource Center Central Triage Services (After Hours Walk-In)	1
San Bernardino County Department of Behavioral Health	Children's Crisis Response Team	16
San Bernardino County Department of Behavioral Health	Homeless Program	1
San Bernardino County Department of Behavioral Health	Jail Mental Health Services	2
San Bernardino County Department of Behavioral Health	Juvenile Evaluation and Treatment Services	1
San Bernardino County Department of Behavioral Health	Outpatient Services	20
San Bernardino County Department of Behavioral Health	The Access Unit	12
San Bernardino County Department of Behavioral Health	Transitional Age Youth One Stop Center	4
San Bernardino County Department of Child Support Services		6
San Bernardino County Department of Child Support Services	Child Support Services	2
San Bernardino County Department of Childrens Services		5
San Bernardino County Department of Childrens Services	Child Protective Hotline	7
San Bernardino County Department of Childrens Services	Children Protective Services	1
San Bernardino County Department of Childrens Services	Foster Care	1
San Bernardino County Department of Community Development and Homeownership Assistance Program	Homeownership Assistance Program	1
San Bernardino County Department of Community Development and Homeownership Assistance Program	Senior Home Repair Program	3
San Bernardino County Department of Probation	Probation	2
San Bernardino County Department of Public Health		7
San Bernardino County Department of Public Health	AIDS Program	1
San Bernardino County Department of Public Health	Alcohol and Drug Abuse Prevention Program	1

Referrals from 2-1-1 San Bernardino County for October 2008

San Bernardino County Department of Public Health	Child Health and Disability Prevention	5
San Bernardino County Department of Public Health	DBH-CalWorks	5
San Bernardino County Department of Public Health	Health Promotion and Education	2
San Bernardino County Department of Public Health	Hotline for Food-Nutrition Program	3
San Bernardino County Department of Public Health	Immunizations	13
San Bernardino County Department of Public Health	Maternal Health Program	1
San Bernardino County Department of Public Health	Reproductive Health Centers	5
San Bernardino County Department of Public Health	Smile in Style	1
San Bernardino County Department of Public Health	Tobacco Use Reduction Now	1
San Bernardino County Department of Public Health	Traffic S.A.F.E. Program	6
San Bernardino County Department of Public Health	Tuberculosis Control Program	2
San Bernardino County Department of Public Health	Women Infants and Children (WIC)	32
San Bernardino County Department of Veterans Affairs		1
San Bernardino County Department of Veterans Affairs	Health Care	2
San Bernardino County Department of Veterans Affairs	Veterans' Claims Assistance	1
San Bernardino County District Attorney	General Information	3
San Bernardino County District Attorney	Victim Services Unit	3
San Bernardino County Fire Department	Fire and Rescue	8
San Bernardino County Fire Department	Safe Surrender	1
San Bernardino County Preschool Services Department		1
San Bernardino County Preschool Services Department	Head Start	2
San Bernardino County Preschool Services Department	Support Services	2
San Bernardino County Public Authority		2
San Bernardino County Public Authority	In-Home Supportive Services Registry	1
San Bernardino County Superintendent of Schools		1
San Bernardino County Superintendent of Schools	Child Care Referral Services	14
San Bernardino County Superintendent of Schools	KidsNCare Child Care Subsidized Payment Program	16
San Bernardino County Superintendent of Schools	KidsNCare Resource and Referral Training Unit	1
San Bernardino County Transitional Assistance Department		9
San Bernardino County Transitional Assistance Department	C4Yourself	2
San Bernardino County Transitional Assistance Department	CalWORKs Program	131
San Bernardino County Transitional Assistance Department	Cash Aid Program for Immigrants	2
San Bernardino County Transitional Assistance Department	Child Care Programs	5
San Bernardino County Transitional Assistance Department	Disaster Food Stamp Program	21
San Bernardino County Transitional Assistance Department	Food Stamp Program	54
San Bernardino County Transitional Assistance Department	Foster Care Program	1
San Bernardino County Transitional Assistance Department	Medi-Cal Program	71
San Bernardino County Transitional Assistance Department	The General Relief Program	6
San Bernardino Family YMCA	Afterschool Program	1
San Bernardino Police Department	Police Department	5
San Bernardino Sexual Assault Services, Inc		1
San Bernardino Sexual Assault Services, Inc	Sexual Assault Program	11
Save The Babies	Miracles in Recovery	2
Second Harvest Food Bank	Agency Food Distribution	1
Senior Center	Phone Assurance Line (P.A.L.)	1
Senior Center	Social Services	1
Senior Companion Program	Senior Companion Program	1
Senior Corps	Senior Companions	1
Set Free Christian Fellowship		2
Set Free Christian Fellowship	Food Assistance	2
Set Free Christian Fellowship	Food Ministry	6
Set Free Christian Fellowship	Thanksgiving Meals	1
Social Action Community Health System		22
Social Action Community Health System	Behavioral, Therapeutic and Dental Health Care	8
Social Action Community Health System	Primary Health Care	6
Social Security Administration		4
Social Security Administration	Social Security	21
Southern California Edison		6
Southern California Edison	California Alternate Rates for Energy	3
Southern California Edison	Energy Management Assistance Program	2
Southern California Gas Company		6
Southern California Gas Company	CARE	2
Southern California Gas Company	Level Pay Plan	1
Southwest Gas Company		2
Southwest Gas Company	California Alternate Rates for Energy	3
Southwest Gas Company	Low-Income Energy Efficiency Weatherization Program	2
Southwest Gas Company	Medical Baseline Program	2
St. Bernardine Medical Center		2
St. John of God Health Care Services		9

Referrals from 2-1-1 San Bernardino County for October 2008

St. John of God Health Care Services	Assistance Services	80
St. John of God Health Care Services	Community Recovery Center	3
St. John of God Health Care Services	Detox Center	10
St. John of God Health Care Services	Electric Assistance Fund (EAF)	76
St. John of God Health Care Services	Food Assistance	65
St. John of God Health Care Services	Residential Rehabilitation for Parents with Young Children	1
St. John of God Health Care Services	Residential Substance Abuse Treatment	3
St. John of God Health Care Services	Sober Living Homes	5
St. John's Community Success Center		5
St. John's Community Success Center	Standing Community Services	14
St. John's Community Success Center	Youth Outreach	1
START Pediatric Neurodevelopmental Assessment and Treatment Center	START Center	2
State Bar of California	Attorney Information and Referral Service	1
State Bar of California	Lawyer Complaints	1
Superior Court of California, County of San Bernardino		1
Superior Court of California, County of San Bernardino	Civil Court/ Unlawful Detainer	1
Superior Court of California, County of San Bernardino	Criminal Court	7
Superior Court of California, County of San Bernardino	Family Court	9
Superior Court of California, County of San Bernardino	Juvenile Court	1
Superior Court of California, County of San Bernardino	Probate Court	1
Superior Court of California, County of San Bernardino	Small Claims Court	2
Superior Court of California, County of San Bernardino	Traffic Court	4
Team of Advocates for Special Kids	Parent Training and Information Center	2
Teen Challenge of Southern California	Residential Substance Abuse Program	1
Teen Line	Teen Line	3
Telecare High Desert Crisis Walk-In Center	Crisis Walk-In Center	2
The 29 Palms Community Food Pantry & Outreach Ministries, Inc	Community Food Pantry	7
The Agape House		3
The Agape House	New Life Program	9
The Community Counseling Center	General Counseling	1
The Restorative Justice Center of The Inland Empire		1
The Restorative Justice Center of The Inland Empire	Face-To Face Inmate Release Program	4
The Sober Living Network	Internet Information and Referral Service	8
The Trevor Project	Trevor Helpline	1
The Unforgettables Foundation		1
The Unforgettables Foundation	Burial Assistance	4
The Way Station	Christmas Baskets	6
The Way Station	Christmas Toys	1
The Way Station	Food Assistance	4
Time For Change Foundation		2
Time For Change Foundation	Sweet Dreams House	16
Travelers Aid of the Inland Empire	Emergency Transportation and Referral Service	2
Tri-City Mental Health Center		1
Tri-County Dental Society		2
Tri-County Dental Society	Dental Care Information and Referral	3
Tri-County Dental Society	Free Dental Work for Children	10
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	8
U.S. Department of Housing and Urban Development	HUD	3
United States Department of Education	Federal Student Aid (FSA)	2
United States Small Business Administration, Disaster Area 4 Office	SBA Federal Disaster Loan Program	1
Upland Public Library	Literacy Program	1
Upland Unified School District		1
Valley Fellowship- Seventh Day Adventist Church		3
Valley Fellowship- Seventh Day Adventist Church	Community Services	3
Valley Star Children and Family Services		1
Valley Star Children and Family Services	Mental Health Services	4
Victims of Crime Resource Center		2
Victims of Crime Resource Center	Resource Center	2
Victor Elementary School District		1
Victor Valley Community Dental Service		3
Victor Valley Community Dental Service	Dental Service Program	14
Victor Valley Community Hospital		1
Victor Valley Community Services Council		3
Victor Valley Community Services Council	Senior Needs	1
Victor Valley Community Services Council	Volunteer Center	1
Victor Valley Domestic Violence	Domestic Violence Shelter	4
Victor Valley Domestic Violence	Referral Services for a "A Better Way"	1

Referrals from 2-1-1 San Bernardino County for October 2008

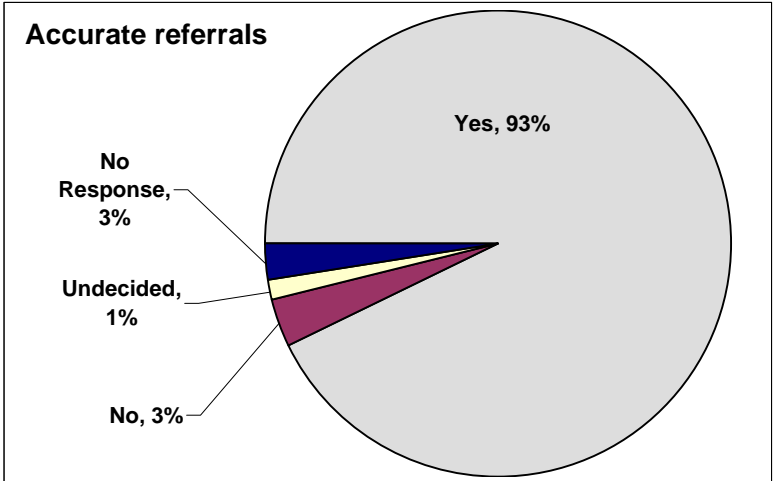
Victor Valley Domestic Violence	Temporary Restraining Orders	2
Victor Valley Rescue Mission		9
Victor Valley Rescue Mission	Food Services & Clothing	71
Victor Valley Rescue Mission	Recovery Program	3
Victor Valley Transit Authority		2
Victor Valley Transit Authority	Direct Access/Dial-A-Ride	7
Victor Valley Transit Authority	Victor Valley Transit Authority	1
Victorville Police Department		2
Victorville Police Department	Municipal Police	3
Victorville Senior Citizens Club	Senior Center	2
Vista Guidance Centers		62
Vista Guidance Centers	Adolescent Anger Management	3
Vista Guidance Centers	Adult Anger Management Services	8
Vista Guidance Centers	Adult Outpatient Substance Abuse Treatment	2
Vista Guidance Centers	Child Abuse Treatment	1
Vista Guidance Centers	Christmas Meals	15
Vista Guidance Centers	Christmas Toys	142
Vista Guidance Centers	Co-Occuring Mental Health and Substance Abuse Treatment Services	2
Vista Guidance Centers	Domestic Violence (Batterers Treatment Program)	1
Vista Guidance Centers	Mental Health Services	10
Vista Guidance Centers	Parenting Classes	4
Vista Guidance Centers	Recovery Center	1
Volunteer Center of Riverside County		58
Volunteer Center of Riverside County	2-1-1 Riverside County	225
Volunteer Income Tax Assistance (VITA)	Earned Income Tax Credit (EITC)	1
We Tip	Crime Hotline	3
West End Family Counseling	Mental Health and Counseling Services	3
Westside Community Service Center		4
Westside Community Service Center	Food Distributions	26
Westside Community Service Center	Rent Payment Assistance	101
Young Visionaries Youth Leadership Academy		4
Young Visionaries Youth Leadership Academy	After School Tutoring	1
Young Visionaries Youth Leadership Academy	Community Outreach	1
Young Visionaries Youth Leadership Academy	Nitro2Go Christmas Festival Toy Giveaway	11
Yucaipa Christian Church		2
Yucaipa Christian Church	Manna Food Cupboard	10
Yucaipa Senior Center	Senior Center	1
Yucaipa Valley Welfare, Inc		4
Yucaipa Valley Welfare, Inc	Clothing Program	1
Yucaipa Valley Welfare, Inc	Food Program	5
Yucaipa Valley Welfare, Inc	Medical Equipment Loans	1
Yucaipa Valley Welfare, Inc	Senior Nutrition	1
Yucca Valley Senior Center		1
		7805

Callback Survey Responses

October - December 2008

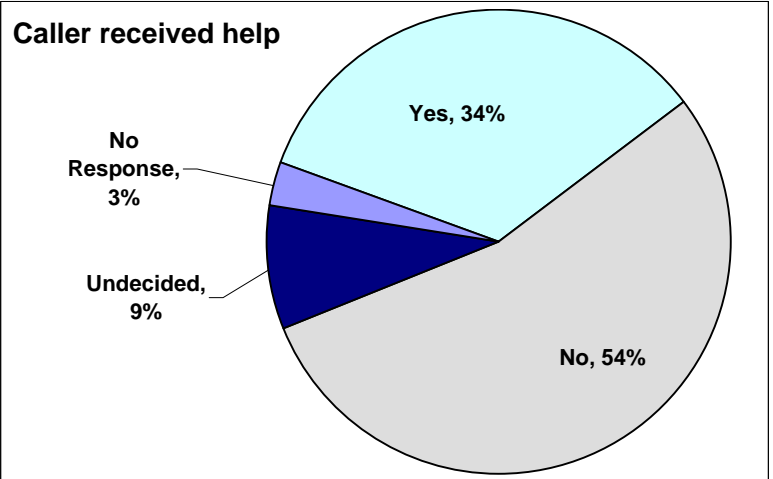
Total of 270 Respondents

Were the referral(s) accurate?	
Yes	93%
No	3%
Undecided	1%
No Response	3%



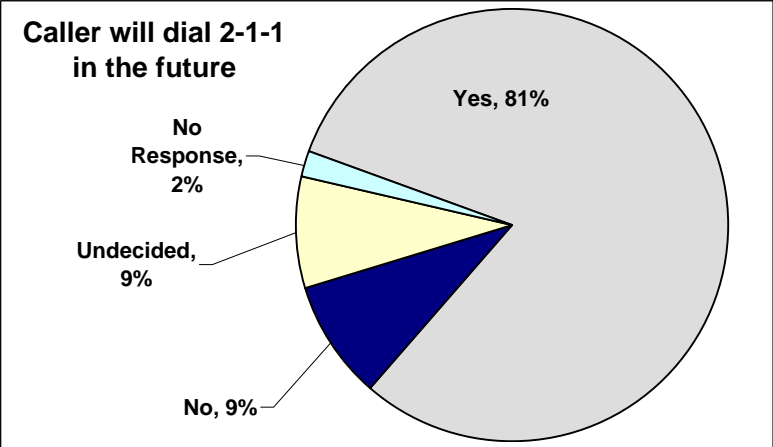
Did you contact the referral agency (ies)?	
Yes	89%
No	8%
Undecided	1%
No Response	2%

If yes, did you get the help you needed?	
Yes	34%
No	54%
Undecided	9%
No Response	3%



Was the information useful?	
Yes	75%
No	17%
Undecided	7%
No Response	2%

Will you call 2-1-1 in the future?	
Yes	81%
No	9%
Undecided	9%
No Response	2%



Are you a registered voter?	
Yes	51%
No	41%
Undecided	5%
No Response	3%