

## 2-1-1 San Bernardino County Statistical Update for February 2008



2-1-1 is an initiative of



### Monthly Reports

All of the most recent 2-1-1 monthly reports can be found on [www.ieuw.org/communitydata.htm](http://www.ieuw.org/communitydata.htm).

### 2-1-1 Training

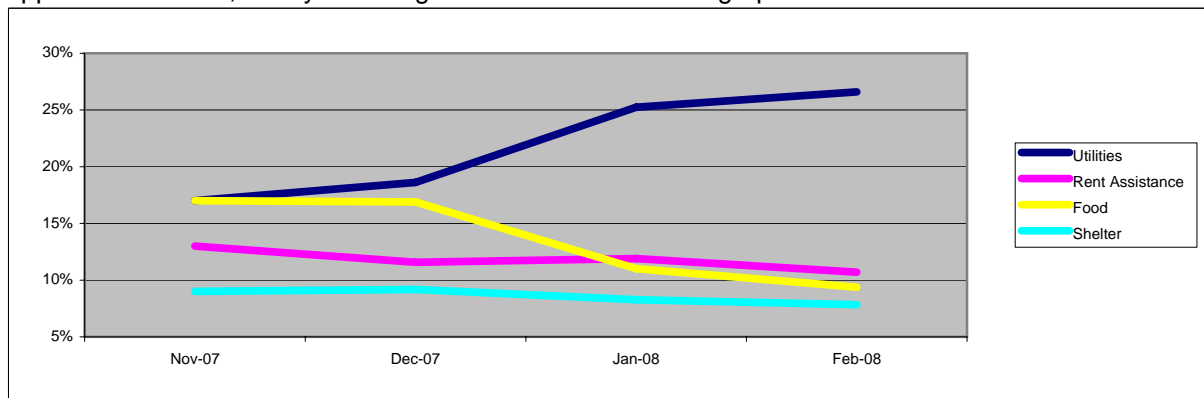
90-minute 2-1-1 Training sessions are currently scheduled for March through May.

Contact Nancy at 909-980-2857 x246 or [nmaiden@ieuw.org](mailto:nmaiden@ieuw.org).

### Brief 2-1-1 Call Center and Data Highlights

Late last year, food pantries and similar programs were in serious crisis. Their shelves were bare.

Over the last four months, while requests for shelter and rent payment assistance remained relatively flat as a percentage of needs expressed, food and utility assistance have moved dramatically in opposite directions, nearly mirroring each other. Look at the graph below.



Last November, requests for food and Utility payment assistance each represented 17% of all needs expressed. In February, food had dropped to 9% and utility assistance increased to 27%.

### A February 2-1-1 True Story

Instead of some dry statistics this month, I thought I would use this front page space to share the story of a 2-1-1 call as told by Linda S., the 2-1-1 Call Specialist who took the call in February from a woman we'll call Jean, who asked if she could get "help paying utilities, and maybe some food."

The bad and the ugly: Husband hurt on the job, no workman's comp, no disability benefits. Not yet fully recovered. 2 children under 6 plus a 3-mo old with a problem in one ear. 2 mos behind in rent, gas off since December, now without electricity, no transportation, little food, children qualifying for Food Stamps but fear a real barrier. In Linda's words, "I know there are a lot of people in need in our community, but this family was in need of everything. The words that stick in my mind the most, in answer to my asking her how she was cooking their food, she said, 'with a candle'."

The good: utilities restored, food replenished, still in same home, baby seen by doc, trip to TAD office planned for Food Stamp application (just until they get "back on their feet").

Again, Linda's own words: "On the callback, Jean kept saying "Thank you so much for what you've done" and I responded, I did not do anything, I just had the information for social services for people in need and you just called the right place."

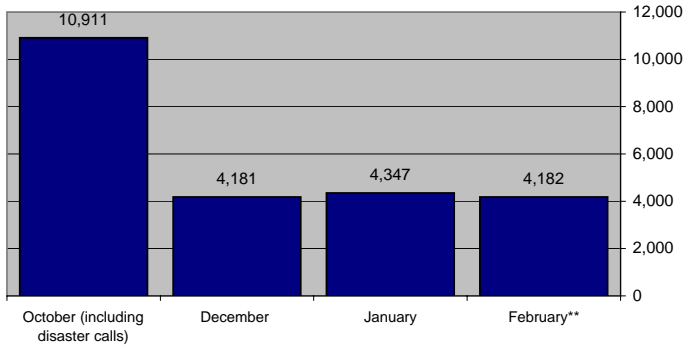
Thanks to 2-1-1 funding partners:



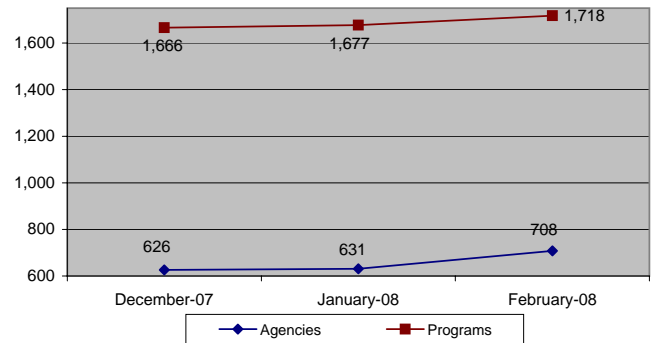
## 2-1-1 San Bernardino County Monthly Report

### January 2008 Data Analysis

**Total number of documented calls**



**2-1-1 database totals**



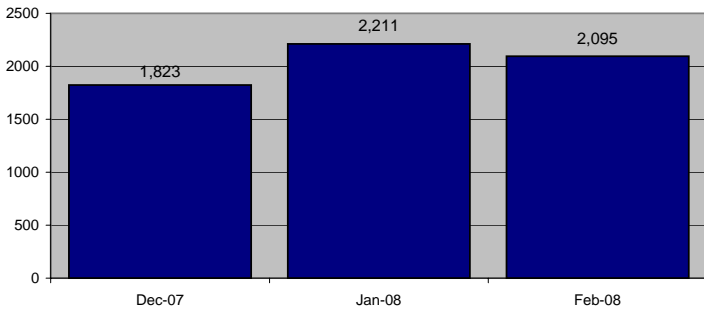
**Total number of documented calls**

<b>February**</b>	<b>4,182</b>
<b>January</b>	<b>4,347</b>
<b>December</b>	<b>4,181</b>
<b>October (including disaster calls)</b>	<b>10,911</b>

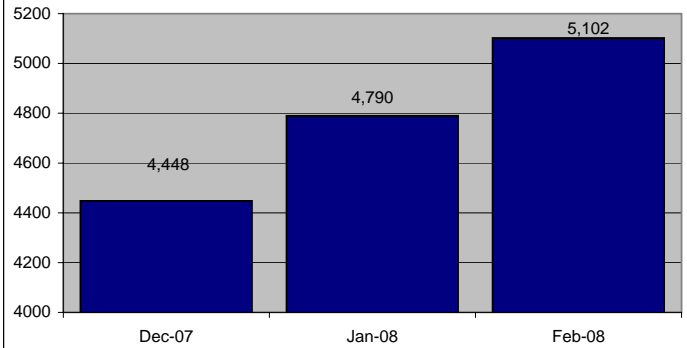
\*\* No longer includes hangups, wrong numbers, internal, etc.

Agencies	Database totals	Programs
<b>708</b>	<b>Feb-08</b>	<b>1,718</b>
<b>631</b>	<b>Jan-08</b>	<b>1,677</b>
<b>626</b>	<b>Dec-07</b>	<b>1,666</b>

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



**Total number of children involved**



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

	Feb-08	Jan-08	Dec-07
<b>0</b>	2160	2361	1975
<b>1</b>	601	597	432
<b>2</b>	638	646	558
<b>3</b>	450	523	408
<b>4</b>	252	266	235
<b>5</b>	88	114	105
<b>6</b>	45	38	44
<b>7</b>	15	16	27
<b>8</b>	3	3	10
<b>9</b>	2	3	0
<b>More than 9</b>	1	5	4
<b>Total</b>	2095	2211	1823

**Total Number of Children**

<b>Feb-08</b>	<b>5102</b>
<b>Jan-08</b>	<b>4790</b>
<b>Dec-07</b>	<b>4448</b>
<b>Percentage of callers w/children</b>	<b>50%</b>

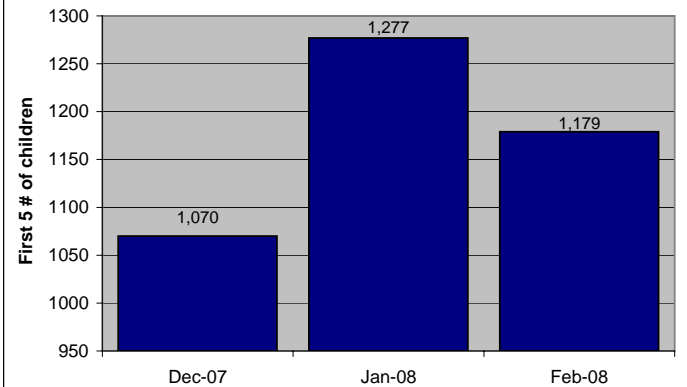
**First 5 Calls**

<b>Total # First 5 Children represented</b>	<b>1870</b>
Total number of calls this month	4182
<b>Total # of First 5 Calls</b>	<b>1179</b>
<b>Percentage of F5 calls</b>	<b>28%</b>

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

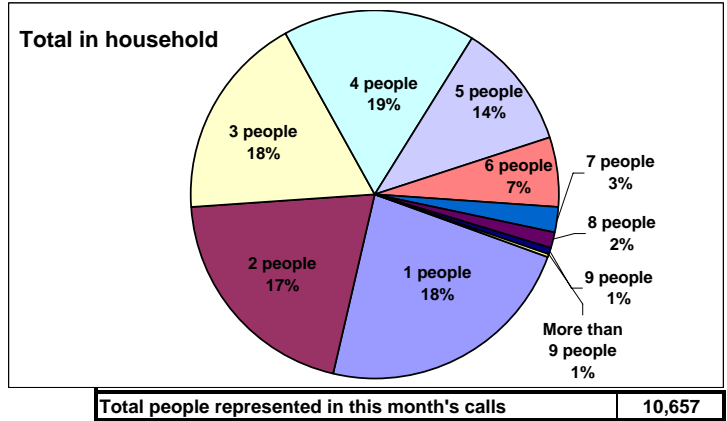
	Feb-08	Jan-08	Dec-07
<b>0</b>	3073	3291	2728
<b>1</b>	671	729	537
<b>2</b>	369	368	353
<b>3</b>	107	140	126
<b>4</b>	23	28	43
<b>5</b>	6	10	9
<b>6</b>	3	1	2
<b>7</b>	0	1	0
<b>8</b>	0	0	0
<b>9</b>	0	0	0
<b>More than 9</b>	0	0	0
<b>Total F5 Calls</b>	1179	1277	1070

**Total number of children under 6**

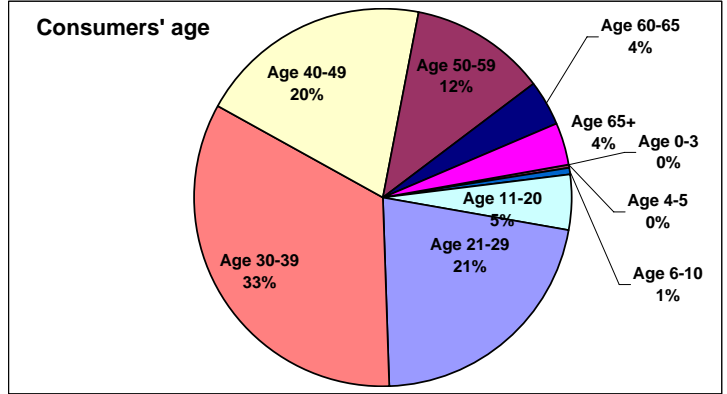


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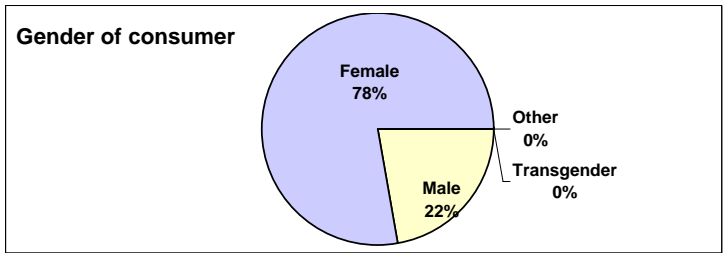
Total # in household:			
	Feb-08	Jan-08	Dec-07
Unknown	837	1166	1178
1	786	725	483
2	691	590	438
3	618	648	460
4	578	577	496
5	383	433	362
6	203	217	192
7	76	127	82
8	53	49	49
9	15	14	23
9+	11	23	29
<b>Total</b>	<b>3414</b>	<b>3403</b>	<b>2614</b>



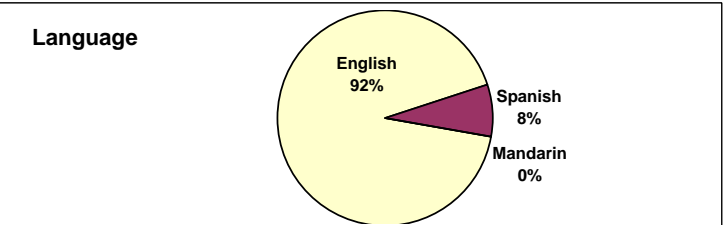
Consumer's age:			
	Feb-08	Jan-08	Dec-07
Age 0-3	2	0	0
Age 4-5	5	0	0
Age 6-10	18	4	5
Age 11-20	160	157	105
Age 21-29	708	0	0
Age 30-39	1111	1258	877
Age 40-49	660	627	508
Age 50-59	379	335	264
Age 60-65	125	110	68
Age 65+	123	97	70
<b>Total</b>	<b>3291</b>	<b>2588</b>	<b>1897</b>



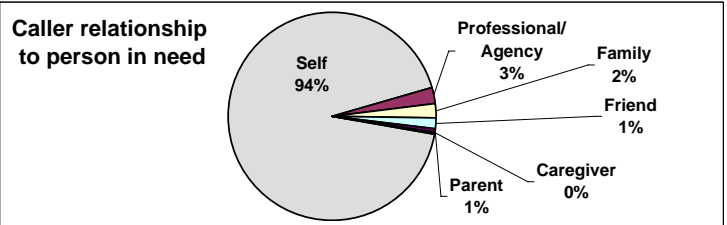
Gender of consumer			
	Feb-08	Jan-08	Dec-07
Male	929	925	744
Female	3246	3523	2947
Other	2	2	3
Transgender	0	1	0
Unknown	29	74	43
<b>Total</b>	<b>4177</b>	<b>4451</b>	<b>3694</b>



Language			
	Feb-08	Jan-08	Dec-07
English	3921	4249	3545
Spanish	334	322	253
Mandarin	0	1	0



Caller relationship to person in need:			
	Feb-08	Jan-08	Dec-07
Self	3952	4229	3517
Professional/Agency	103	124	116
Family	96	112	79
Friend	63	71	57
Parent	30	31	28

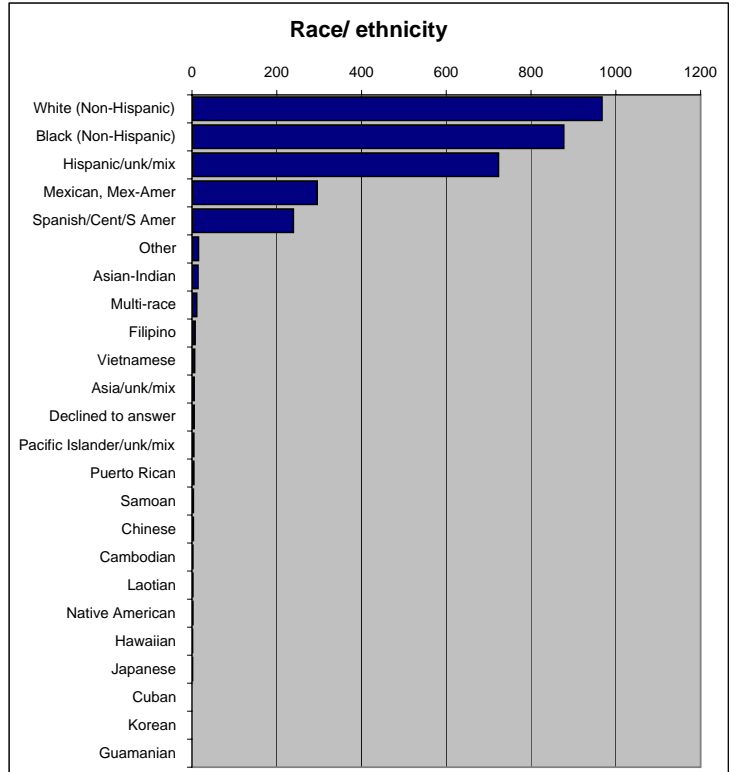


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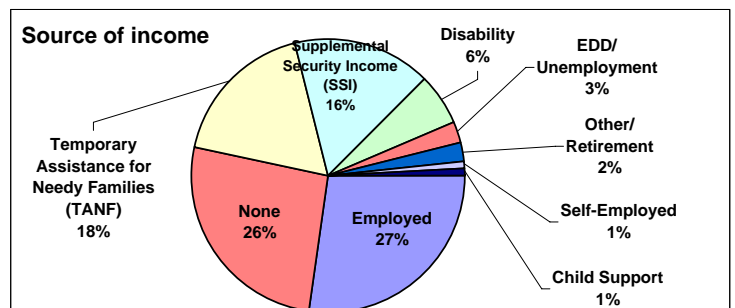
Caregiver	11	5	1
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1%	0%
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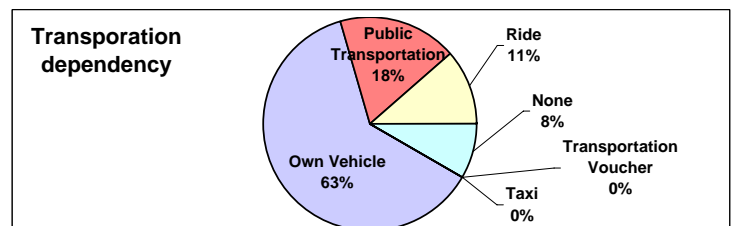
Race/ ethnicity			
	Feb-08	Jan-08	Dec-07
White (Non-Hispanic)	967	966	735
Black (Non-Hispanic)	877	972	694
Hispanic/unk/mix	723	735	516
Mexican, Mex-Amer	295	307	222
Spanish/Cent/S Amer	239	236	192
Other	15	16	15
Asian-Indian	14	21	10
Multi-race	11	14	17
Filipino	7	2	3
Vietnamese	6	6	4
Asia/unk/mix	5	9	7
Declined to answer	5	5	5
Pacific Islander/unk/mix	4	7	5
Puerto Rican	4	1	2
Samoan	3	12	8
Chinese	3	1	3
Cambodian	2	7	5
Laotian	2	2	1
Native American	2	1	2
Hawaiian	1	1	3
Japanese	1	0	2
Cuban	0	1	3
Korean	0	0	0
Guamanian	0	0	0
Unknown	996	1025	1727
<b>Total Known</b>	<b>3186</b>	<b>3322</b>	<b>2454</b>



Source of income:			
	Feb-08	Jan-08	Dec-07
Employed	920	937	723
None	883	816	655
(TANF)	607	725	499
Supplemental Security Income (SSI)	549	502	387
Disability	210	205	120
EDD/Unemployment	86	89	78
Other/Retirement	71	63	50
Self-Employed	33	36	34
Child Support	28	22	28

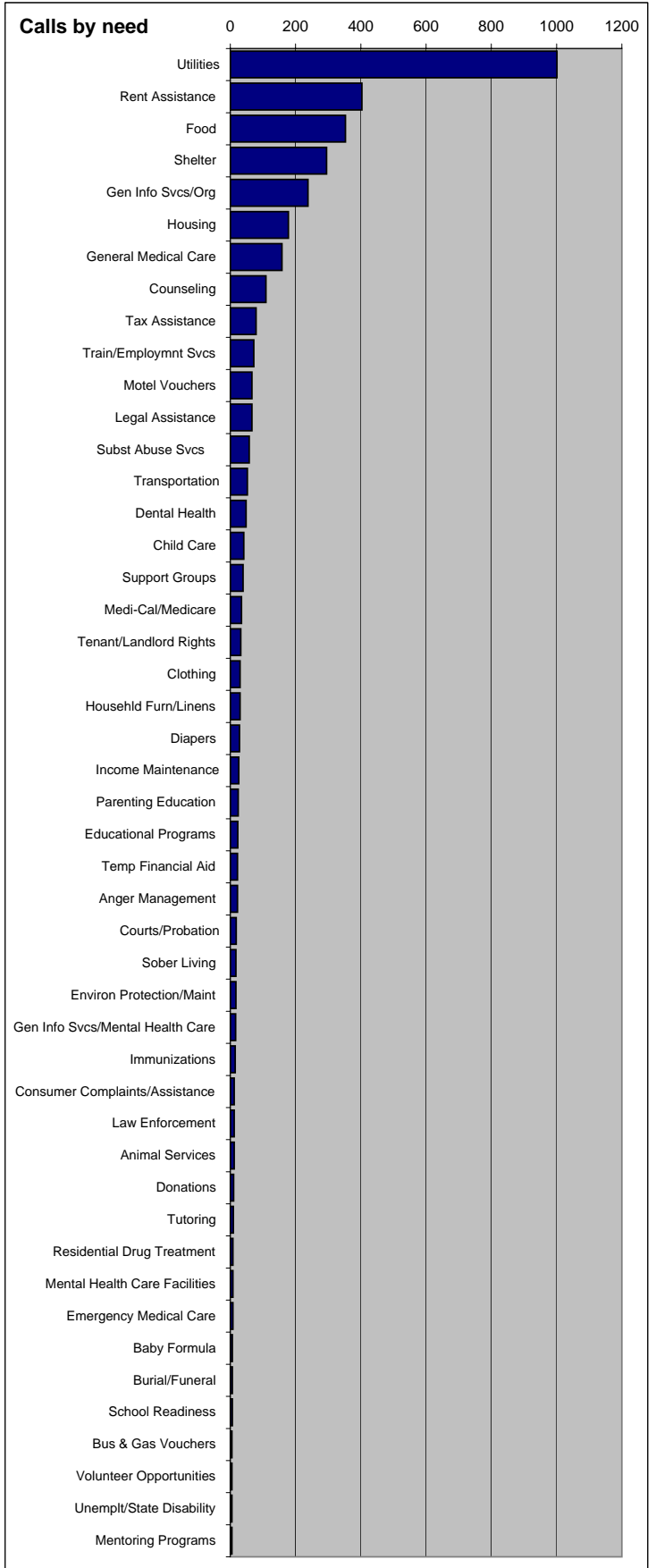


Transportation dependency:			
	Feb-08	Jan-08	Dec-07
Own Vehicle	2065	2048	1505
Public Transportation	607	682	449
Ride	374	355	304
None	274	308	285
Transportation Voucher	4	2	0
Taxi	0	0	1



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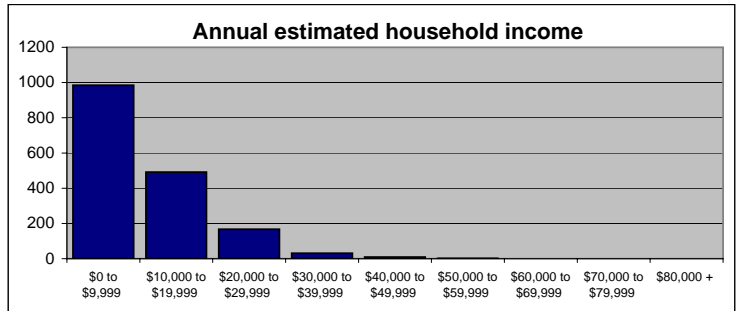
Calls by need:			
	Feb-08	Jan-08	Dec-07
Utilities	1001	1004	608
Rent Assistance	403	473	378
Food	353	438	552
Shelter	295	329	300
Gen Info Svcs/Org	238	268	306
Housing	178	203	156
General Medical Care	158	148	103
Counseling	109	130	57
Tax Assistance	79	28	1
Train/Employmnt Svcs	72	67	55
Motel Vouchers	66	73	48
Legal Assistance	66	69	51
Subst Abuse Svcs	58	28	25
Transportation	52	61	36
Dental Health	48	43	35
Child Care	41	32	28
Support Groups	39	44	30
Medi-Cal/Medicare	34	18	10
Tenant/Landlord Rights	32	26	21
Clothing	30	35	65
Househld Furn/Linens	30	24	20
Diapers	28	44	46
Income Maintenance	26	20	6
Parenting Education	24	36	13
Educational Programs	23	18	9
Temp Financial Aid	22	16	14
Anger Management	22	7	6
Courts/Probation	18	20	9
Sober Living	17	16	11
Environ Protection/Maint	17	15	12
Gen Info Svcs/Mental Health Care	16	21	17
Immunizations	15	11	8
Consumer Complaints/Assistance	12	10	7
Law Enforcement	12	8	9
Animal Services	12	1	1
Donations	10	13	94
Tutoring	9	1	2
Residential Drug Treatment	8	23	10
Mental Health Care Facilities	8	14	18
Emergency Medical Care	8	9	3
Baby Formula	6	20	8
Burial/Funeral	6	13	6
School Readiness	6	6	2
Bus & Gas Vouchers	5	16	6
Volunteer Opportunities	5	7	2
Unemplt/State Disability	5	6	6
Mentoring Programs	5	5	0
Social Security	4	7	2
Elder Abuse	4	3	1
Adoption/Foster Care	4	2	1
Domestic Violence	3	10	5
Licenses and Certificates	3	5	2
Parks & Recreation Services	3	4	28
Paternity/Drug Testing	2	8	2
Child Passenger Safety/Seats	2	4	5
Library Services	2	2	3
Labor Board/Fair Employment	2	1	1
Restraining Orders	2	0	2
Immigration/Citizenship	1	6	3
Child Abuse	1	2	1
Credit Counseling	1	2	0
After School Programs	1	2	0
Developmental Assessment	1	1	0
Veterans Benefits	1	0	0
Homeless Student Transportation	0	1	0
Emancipation Services	0	0	1



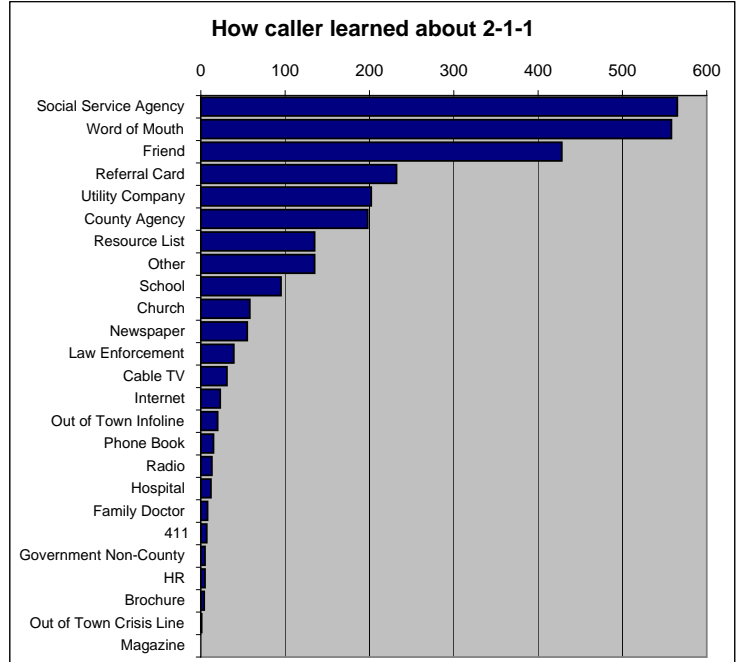


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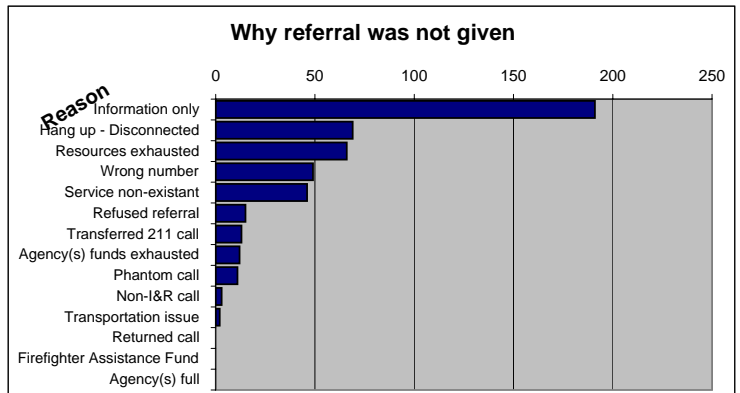
Annual estimated household income			
	Feb-08	Jan-08	Dec-07
Declined to state	2571	3030	2399
\$0 to \$9,999	985	786	739
\$10,000 to \$19,999	491	515	382
\$20,000 to \$29,999	167	192	198
\$30,000 to \$39,999	31	42	64
\$40,000 to \$49,999	9	5	14
\$50,000 to \$59,999	1	1	0
\$60,000 to \$69,999	0	1	1
\$70,000 to \$79,999	0	0	1
\$80,000 +	0	0	0



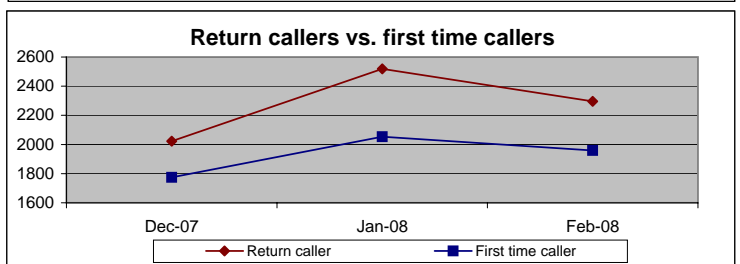
How caller learned about 2-1-1			
	Feb-08	Jan-08	Dec-07
Social Service Agency	565	612	630
Word of Mouth	558	493	426
Friend	428	450	319
Referral Card	232	239	193
Utility Company	202	197	90
County Agency	198	299	209
Resource List	135	119	80
Other	135	105	83
School	95	110	120
Church	58	75	82
Newspaper	55	17	26
Law Enforcement	39	49	38
Cable TV	31	28	28
Internet	23	20	14
Out of Town Infoline	20	20	11
Phone Book	15	20	23
Radio	13	7	10
Hospital	12	15	12
Family Doctor	8	9	8
411	7	19	7
Government Non-County	5	13	7
HR	5	6	8
Brochure	4	19	12
Out of Town Crisis Line	1	3	0
Magazine	0	2	1



Why referral not given			
Reason	Feb-08	Jan-08	Dec-07
Information only	191	204	160
Hang up - Disconnected	69	85	81
Resources exhausted	66	91	91
Wrong number	49	54	23
Service non-existent	46	74	49
Refused referral	15	16	18
Transferred 211 call	13	16	5
Agency(s) funds exhausted	12	1	7
Phantom call	11	23	8
Non-I&R call	3	5	10
Transportation issue	2	2	0
Returned call	0	2	3
Firefighter Assistance Fund	0	2	2
Agency(s) full	0	0	1



Return callers vs. first time callers			
	Feb-08	Jan-08	Dec-07
Return caller	2296	2519	2023
First time caller	1959	2053	1775



Callers affected by October 07 fires			
	Jan-08	Jan-08	
Was not affected	3888	1896	
Was affected	3	20	

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<b>Referral Totals</b>			
Agency Name	Feb-08	Jan-08	Dec-07
Catholic Charities of San Bernardino/Riverside	1269	1341	1146
Community Action Partnership of San Bernardino County	841	907	594
Salvation Army-Victor Valley	575	550	353
St. John of God Health Care Services	368	393	214
Inland Valley Council of Churches	242	329	266
Salvation Army - Ontario	192	223	167
Aletheian Christian Foundation	187	263	227
Westside Community Service Center	183	185	205
Frazer Community Center	141	135	130
Salvation Army - San Bernardino	128	145	146
Mercy House	124	118	124
San Bernardino County Transitional Assistance Department	120	137	77
2-1-1 Los Angeles County	105	92	80
Mary's Mercy Center, Inc.	102	119	140
Catholic Charities - Brother Miguel Center	92	131	120
Desert Manna Ministries	89	112	84
National Community Renaissance	89	93	62
Employment Development Department	85	83	58
Central City Lutheran Mission	82	85	79
Family Service Association of Redlands	82	73	76
Loveland Jubilee Pantry	80	89	106
Our Lady of the Desert	80	66	31
Our Lady of Hope	79	88	87
San Bernardino County Housing Authority	78	91	49
Volunteer Income Tax Assistance (VITA)	75	28	1
Carpenter's House	71	94	95
San Bernardino County Department of Public Health	71	68	50
Inland Temporary Homes	66	79	48
2-1-1 Riverside County	61	58	42
Legal Aid Society of San Bernardino	58	60	42
Loving Hearts International	57	87	60
San Bernardino County Department of Behavioral Health	57	69	49
Mountain View Community Church	53	62	56
Social Action Community Health System (SACHS)	52	43	18
Foothill Family Shelter	49	75	53
Family Service Agency of San Bernardino	49	61	29
Inland Fair Housing and Mediation Board	49	51	41
San Bernardino County Department of Aging and Adult Services	46	50	38
Moses House Ministries	45	55	58
G.A.P. Food Bank	43	46	11
Salvation Army - Redlands	40	40	77
Circle of Hope	39	60	66
Desert Sanctuary, Inc.	38	54	51
Community Hospital of San Bernardino	37	63	66
Community Health Systems, Inc.	36	37	21
Vista Guidance Centers	36	35	16
Para Los Niños	34	41	40
High Desert Homeless Services, Inc	34	38	30
Arrowhead Regional Medical Center	33	35	21
Agape Christian Academy and It's Ministries	32	85	0
San Bernardino County Superintendent of Schools KidsNCare	30	25	13
Northtown Housing Development Corp.	30	23	25
Time For Change Foundation	30	15	23
His Hands Ministry	25	44	42
City of Montclair- Human Services Division	25	31	23
Bilingual Family Counseling Service, Inc.	24	42	16

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Telecare High Desert Crisis Walk-In Center	23	18	3
Crosslight/El Faro Family Ministries	22	22	15
Inland Agency	21	24	26
California State University San Bernardino	19	27	6
Gift Ministries	19	16	13
Cedar House Rehabilitation Center	19	16	10
Option House, Inc.	18	20	10
Victor Valley Rescue Mission	18	9	9
Inland Valley Recovery Services	17	14	11
The Community Counseling Center	16	12	8
Tri-County Dental Society	16	10	12
Olive Branch Counseling Center	16	9	0
Victor Valley Community Dental Service	15	12	8
Pacific Lifeline	14	19	22
Department of Rehabilitation Inland Empire District	14	15	10
Oldtimers Foundation	14	14	13
Church of the Valley	13	74	67
Salvation Army Service Extension	13	12	11
REACH-St. Catherine of Siena	13	11	15
Libreria del Pueblo, Inc.	12	22	18
First Chance/Y-CHOW, Inc.	12	17	12
Loma Linda Marriage & Family Therapy Clinic	12	15	9
Social Security Administration	12	15	8
Rose of Sharon Life Center	12	14	13
Inland Empire Health Plan	12	8	3
House of Ruth, Inc.	11	18	13
Superior Court of California, County of San Bernardino	11	16	12
Planned Parenthood of Orange and San Bernardino Counties	11	15	4
The Agape House	11	9	9
La Salle Medical Associates	11	9	8
Rx Help For Californians	11	8	8
East Valley Community Health Center, Inc.	10	17	10
Goodwill Southern California	10	13	17
Inland Empire United Way	10	13	7
Call for Life Pregnancy Help Center	10	12	8
Provisional Accelerated Learning (PAL) Center	10	11	9
Neighborhood Housing Services of the Inland Empire, Inc.	10	9	11
Partnership for Prescription Assistance	10	6	8
Reach Out Morongo Basin	10	6	3
AARP - State California Office	10	1	1
San Bernardino Department of Childrens Services	9	14	10
Kids Turf Day Care Center	9	12	3
Southern California Edison	9	10	9
City of Colton	9	4	3
Mountain View Child Care, Inc.	9	2	0
Chino Neighborhood House	8	17	18
Omnitrans	8	12	1
San Bernardino County Department of Child Support Services	8	11	5
San Bernardino County Sheriff's Department	8	4	5
Narcotics Anonymous	8	4	4
City of San Bernardino Employment and Training Agency	8	0	0
Inland Valleys Justice Center	7	13	11
Christian Counseling Service of the East Valley	7	12	5
Operation Provider	7	12	3
High Desert Domestic Violence Program, Inc.	7	6	7
San Bernardino County Preschool Services Department	7	6	1
Southern California Gas Company	7	5	6
Jericho Outreach, Inc.	7	5	5
Higher Ground Christian Intervention Program	7	3	5

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San Bernardino County Auditor-Controller/Recorder	7	3	3
California Department of Motor Vehicles	7	2	2
San Bernardino County Animal Care & Control	7	1	1
Associated Clinical Therapists, Inc.	6	8	5
Housing and Urban Development Department	6	8	3
Alcoholics Anonymous	6	5	4
The Unforgettables Foundation	6	3	6
DOVES of Big Bear Valley, Inc.	6	2	3
Young Visionaries Youth Leadership Academy	5	9	75
San Bernardino County District Attorney	5	6	3
Healthy Families	5	5	3
2-1-1 San Diego County	5	5	2
Rolling Start, Inc.	5	4	6
St. Mary Medical Center	5	4	0
Lutheran Social Services of Southern California	5	3	10
2-1-1 Orange County	5	3	5
Vision of Hope Foundation	5	1	10
CRC Health Corporation	4	15	14
St. John's Community Success Center	4	11	11
California Coalition for Youth	4	9	3
Yucaipa Christian Church	4	5	1
Southwest Gas Company	4	4	3
Inland AIDS Project	4	4	2
Meals On Wheels- Redlands, Inc	4	4	1
Salvation Army - Pomona	4	3	5
City of Chino	4	3	3
Victor Valley Community Services Council	4	3	3
Inland Regional Center	4	3	2
Kaiser Permanente Medical Center	4	3	1
Rebuilding Mountain Hearts & Lives	4	2	2
San Bernardino County Library	4	2	0
Community Assistance Program	4	1	2
Assistance League of San Bernardino	4	1	0
Casa de San Bernardino	4	1	0
Chino Hills Counseling	4	0	0
Internal Revenue Service	4	0	0
Rancho Cucamonga Public Library	4	0	0
West End Family Counseling	3	8	8
First 5 Commission of San Bernardino County	3	7	4
Victor Valley Transit Authority	3	6	4
San Bernardino City Unified School District	3	6	3
Victor Valley Domestic Violence	3	6	2
National Suicide Prevention Lifeline	3	5	5
Kids Come First Community Clinic	3	5	4
Echos of Faith World Outreach Ministries	3	4	136
The Way Station	3	4	20
Volunteers of America	3	4	1
Job Corps	3	3	4
Victims of Crime Resource Center	3	3	4
Faith Lutheran Church	3	2	3
People's Choice, Inc.	3	2	3
Adventist Community Team Services	3	2	2
Running Springs Assembly of God	3	2	1
New Hope Village, Inc.	3	1	7
San Bernardino County Department of Community Development and Housing	3	1	5
American Red Cross - Claremont Chapter	3	1	3
Merrill Community Services, Inc.	3	1	3
Villa de Ninos	3	1	3

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YMCA - West End	3	1	3
First Steps Child Development Center, Inc.	3	1	1
Neighborhood Partnership Housing Services, Inc.	3	1	1
Benevolent Animal Rescue Committee (BARC)	3	1	0
Faiths Hope Foundation	3	1	0
San Bernardino County Public Authority	3	1	0
Somebody Cares Southland	3	1	0
Helpline Information and Referral of Kern County	3	0	2
San Bernardino County Department of Veterans Affairs	3	0	2
Federal Citizen Information Center	3	0	1
Depression and Bipolar Support Alliance	3	0	0
EyeCare America	3	0	0
Making a Difference Support Services	3	0	0
Town of Apple Valley Fire Protection District	3	0	0
Luvlee's Residential Care Transitional Housing	2	11	6
Inland Caregivers Resource Center	2	5	3
Bienestar Human Services	2	5	2
Clear View Treatment Center	2	3	4
San Bernardino County Workforce Development Department	2	3	4
Teen Line	2	3	3
Federal Emergency Management Agency FEMA	2	3	1
Caring for the Hills	2	2	18
Morongo Basin Unity Home, Inc.	2	2	3
Travelers Aid of the Inland Empire	2	2	3
Hands On Inland Empire	2	2	2
San Antonio Community Hospital	2	2	2
San Bernardino County Department of Probation	2	2	1
Shepherd's Closet	2	2	1
AL-ANON Family Groups and ALATEEN	2	2	0
Big Brothers Big Sisters of Greater Los Angeles and the Inland Empire	2	2	0
Desert Valley Hospital	2	2	0
San Bernardino County Office Of The Assessor	2	2	0
Victor Valley Community Hospital	2	2	0
Gospel Shelter for Women	2	1	2
Chino Senior Center	2	1	1
City of Ontario-Senior Center	2	1	1
Centers for Medicare and Medicaid Services	2	1	0
City of Ontario Fire Department	2	1	0
Friends Outside	2	1	0
Reach Out West End	2	1	0
Casa Colina Centers for Rehabilitation	2	0	3
Family Advocate Services	2	0	2
Inland Hospice Association	2	0	1
Joshua Tree Community Center	2	0	1
Pacific Clinics	2	0	1
Redlands Day Nursery	2	0	1
YMCA - Pomona Valley	2	0	1
Barstow Humane Society	2	0	0
Environmental Protection Agency	2	0	0
Joslyn Senior Center	2	0	0
National Association of Social Workers	2	0	0
National Weather Service, United States Government	2	0	0
OPARC	2	0	0
State Bar of California	2	0	0
Project Cuidar-SB	1	6	2
National Domestic Violence Hotline	1	5	2
Prison to Peace Outreach	1	5	2
Lucerne Valley Clinic and Barstow Counseling Center	1	5	0
Yucaipa Valley Welfare, Inc	1	4	2

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Loma Linda University Medical Center	1	4	0
Denti-Cal Referral Line	1	3	2
El Sol Neighborhood Educational Center	1	3	2
Family Solutions	1	3	1
Meals on Wheels - Ontario, Inc.	1	3	1
Boys Town National Hotline	1	3	0
Mountain Vista Advocates	1	3	0
Project Sister Sexual Assault Crisis and Prevention Services	1	2	3
St. Bernardine Medical Center	1	2	3
City of Victorville	1	2	2
La Vista	1	2	2
California Department of Labor	1	2	1
City of Hesperia	1	2	1
Operation Phoenix Foundation	1	2	1
We Tip	1	2	1
Cancer Information Service of California	1	2	0
Colton-Redlands-Yucaipa ROP	1	2	0
High Desert Child Adolescent & Family Services Center	1	2	0
Redlands Police Department Recreation Bureau	1	2	0
National Center for Victims of Crime	1	1	6
Building a Generation	1	1	5
Drug Alternative Program	1	1	3
Teen Challenge of Southern California	1	1	2
Center on Deafness Inland Empire	1	1	1
Housing and Community Development, State of California	1	1	1
National Health Information Center	1	1	1
NCNW Bethune Center	1	1	1
Rialto Unified School District	1	1	1
ACLU of Southern California	1	1	0
American Social Health Association	1	1	0
California Attorney General	1	1	0
Casa Ramona Senior Center	1	1	0
Gamblers Anonymous	1	1	0
Hesperia Unified School District	1	1	0
Josephine Knopf Senior Center	1	1	0
Lucerne Valley Domestic Violence Outreach	1	1	0
Mustard Seed Tutorial Center	1	1	0
San Bernardino County Fire Departments	1	1	0
Team of Advocates for Special Kids	1	1	0
2-1-1 San Francisco County	1	0	2
Asian-American Educational & Cultural Center, Inc.	1	0	2
California Advocates for Nursing Home Reform	1	0	2
Second Harvest Food Bank	1	0	2
Valley Fellowship- Seventh Day Adventist Church	1	0	2
American Association of Poison Control Centers	1	0	1
City of Upland	1	0	1
Gay-Straight Alliance Network	1	0	1
Nightlight Christian Adoptions	1	0	1
Olive Crest Foster & Adoption Agency	1	0	1
Parents, Families & Friends of Lesbians & Gays	1	0	1

**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: 001 - S.B. Queue Group**

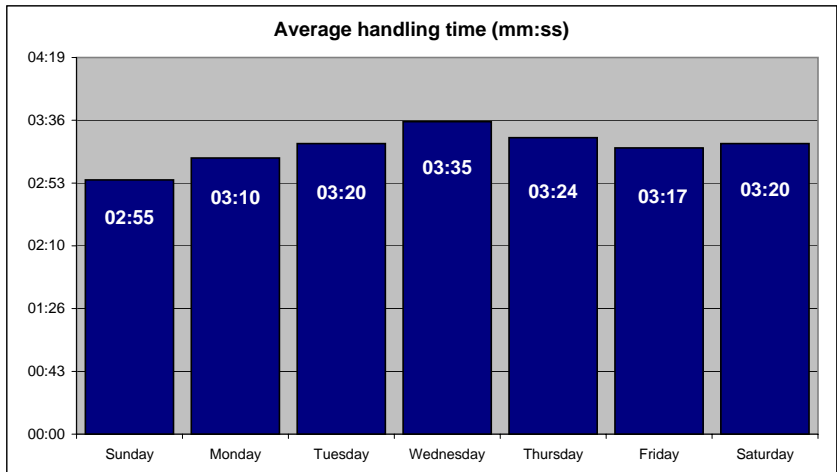
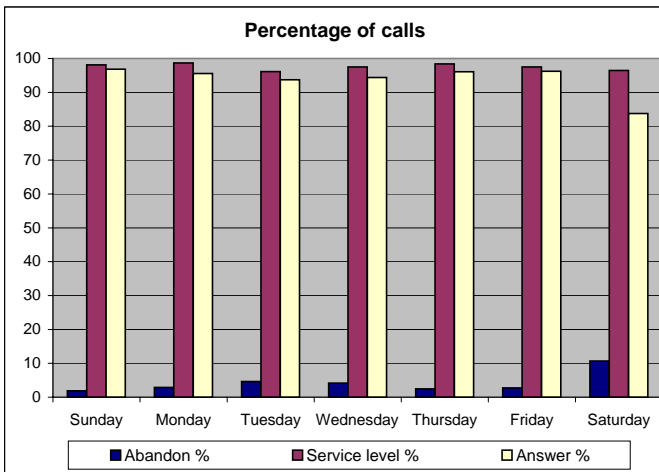
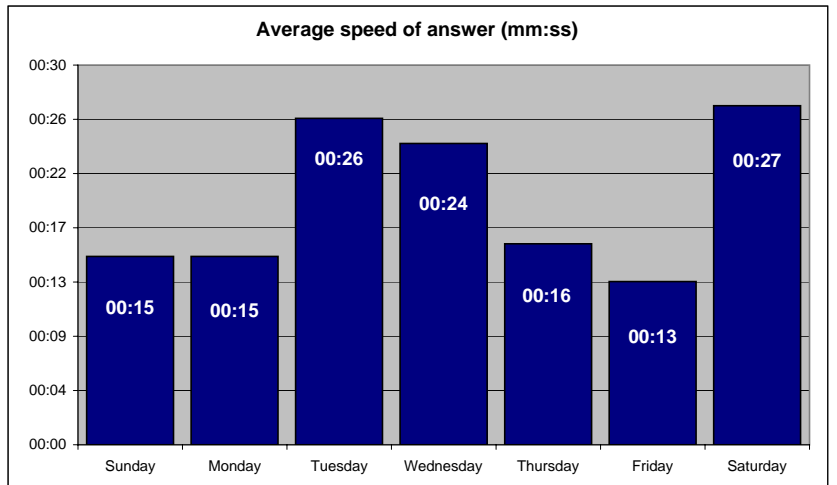
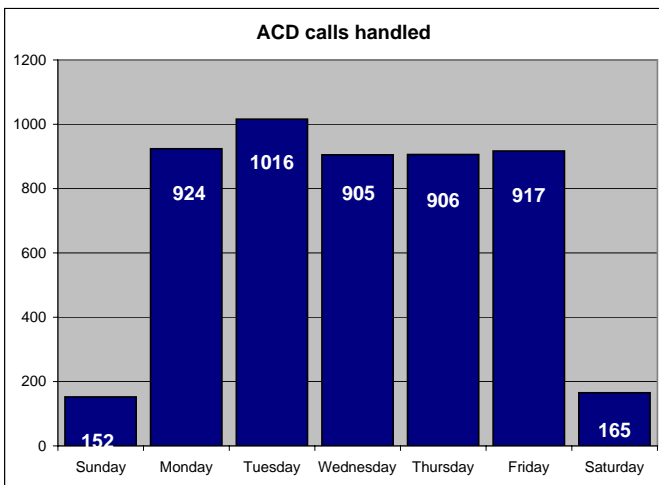
**Date range: 2/1/2008 - 2/29/2008 12:00 AM - 12:00 AM**

**Created on: 3/10/2008**

**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 %
<b>Sunday</b>	157	152	9	3	2	4	2	152	0	0	0	0:00:15	0:01:28	0:01:41	7:23:33	0:02:55	1.9	98.1	96.8
<b>Monday</b>	967	924	14	28	15	27	1	917	7	0	0	0:00:15	0:01:11	0:01:24	48:55:41	0:03:10	2.9	98.7	95.6
<b>Tuesday</b>	1084	1016	15	50	18	41	2	1016	0	0	0	0:00:26	0:01:38	0:02:03	56:37:03	0:03:20	4.6	96.1	93.7
<b>Wednesday</b>	959	905	22	40	14	21	2	884	21	0	0	0:00:24	0:01:21	0:01:10	54:11:14	0:03:35	4.2	97.5	94.4
<b>Thursday</b>	943	906	14	23	14	35	2	906	0	0	0	0:00:16	0:00:51	0:01:06	51:32:40	0:03:24	2.4	98.4	96.1
<b>Friday</b>	953	917	20	26	10	33	2	917	0	0	0	0:00:13	0:01:33	0:01:14	50:24:06	0:03:17	2.7	97.5	96.2
<b>Saturday</b>	197	165	6	21	11	5	2	165	0	0	0	0:00:27	0:01:09	0:01:03	9:11:18	0:03:20	10.7	96.4	83.8

<b>Total</b>	<b>6366</b>	<b>6025</b>	<b>146</b>	<b>238</b>	<b>103</b>	<b>154</b>	<b>14</b>	<b>5959</b>	<b>66</b>	<b>0</b>	<b>0</b>	<b>0:00:18</b>	<b>0:01:09</b>	<b>0:01:14</b>	<b>319:19:06</b>	<b>0:03:11</b>	<b>3.7</b>	<b>98.3</b>	<b>94.6</b>
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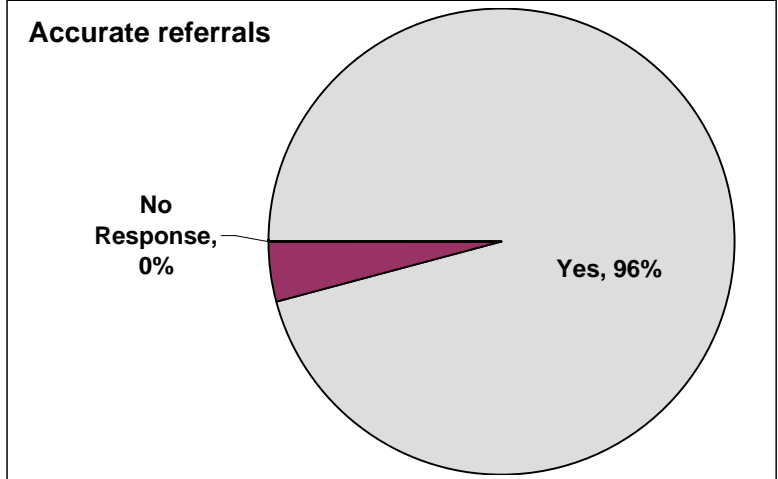


**Callback Survey Responses**

February 2008

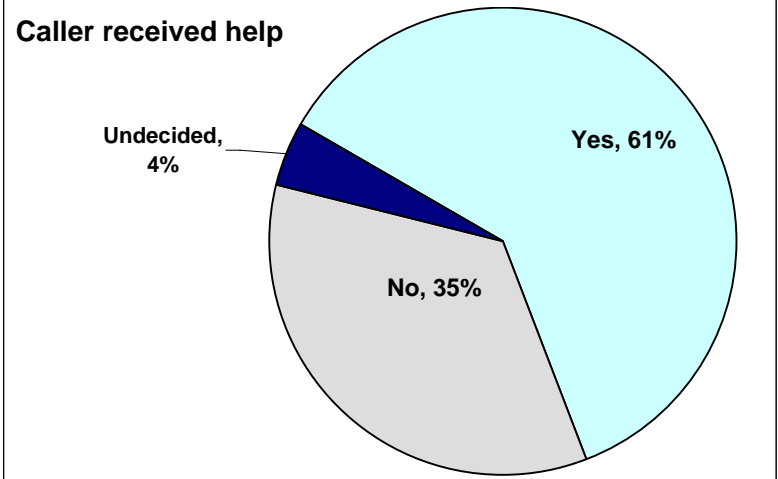
Total of 24 Respondents

Were the referral(s) accurate?	
Yes	96%
No	4%
Undecided	0%
No Response	0%

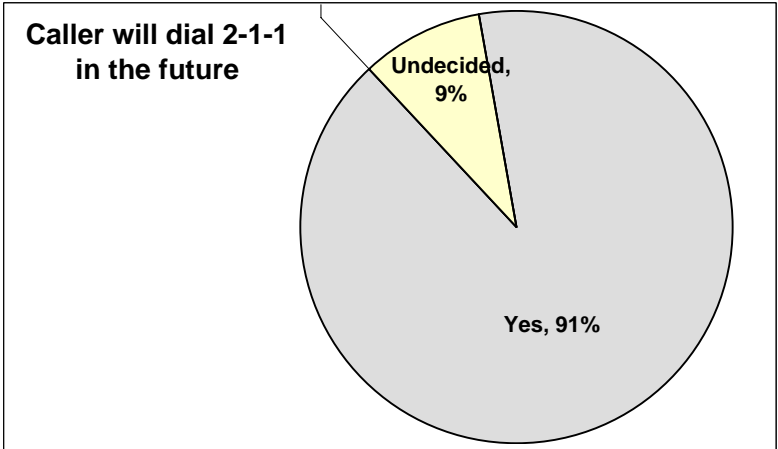


Did you contact the referral agency (ies)?	
Yes	100%
No	0%
Undecided	0%
No Response	0%

If yes, did you get the help you needed?	
Yes	61%
No	35%
Undecided	4%
No Response	0%



Was the information useful?	
Yes	91%
No	0%
Undecided	9%
No Response	0%



Will you call 2-1-1 in the future?	
Yes	91%
No	0%
Undecided	9%
No Response	0%

Are you a registered voter?	
Yes	74%
No	0%
Undecided	26%
No Response	0%