



February 2009  
**2-1-1 San Bernardino County Statistical Update**

## 2-1-1 San Bernardino County Monthly Report for February 2009



2-1-1 is an initiative of



### 2-1-1 News Items

#### **SBVITA.COM launched !!**

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#### **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 Tuesday, the 31st of March 2009.

### **Brief 2-1-1 Call Center Data Analysis**

Callers choosing the Spanish queue increased from 9% to 12% in February. Some of the increase was due to a Los Angeles Univision station broadcasting Spanish announcements about calling 2-1-1 to find employment services. Unfortunately, what many of the listeners heard was "2-1-1 will get you a job." Still, it increased awareness of 2-1-1 among the Spanish speaking communities and appropriate referrals were given.

The percentage of callers over 50 is up from 14 - 16%. The percentage of callers who are male has also increased. Known callers' ethnicity in February was 42% Hispanic, 31% White, and 23% African American.

There were 10 calls in February for foreclosure assistance. The Inland Empire Economic Recovery Corporation, a public-Private partnership has entered into an agreement with 2-1-1 to promote their foreclosure assistance on billboards and posters, using 2-1-1 as the callback number. Signups for the organization's seminars are handled via a website. The purpose of the partnership is to reduce the impact of foreclosures on the inland areas and quickly put people back into housing using local labor to do all the necessary work. Additionally, legal assistance has become the 9th most requested resource, often involved with housing.

For the county as a whole, utility payment assistance is the most requested resource, asked for at almost double the rate of food, the second most requested resource. However, callers from Victorville requested utility payment assistance at nearly 4 times the rate of requests for shelter, which is second for the city. Apple Valley, Adelanto, and Hesperia, although smaller, have similar ratios of utility payment assistance requests. This would seem to indicate that High Desert residents are seriously hurting financially, far greater than the rest of the county. In Ontario and Fontana, food is a much higher need and the most requested.

Until next month, be safe and happy.

Thanks to 2-1-1 funding partners:



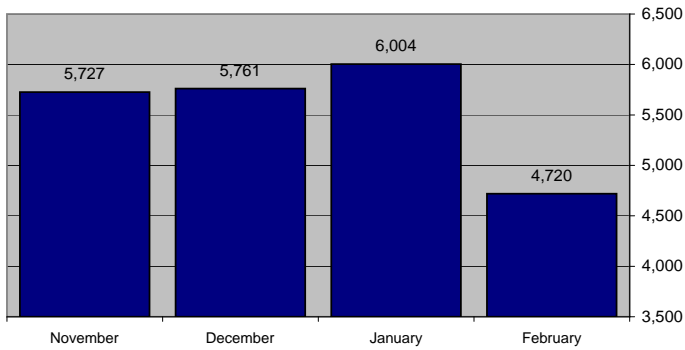
Other support from:



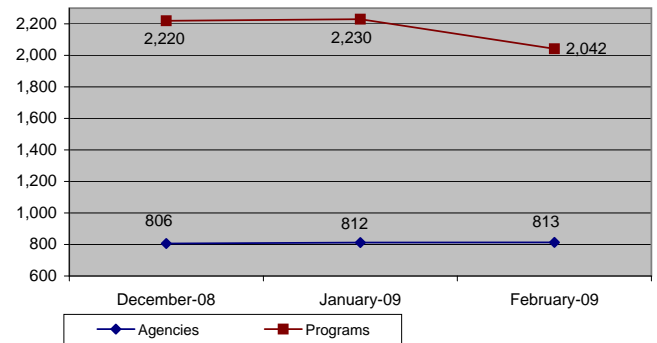
## 2-1-1 San Bernardino County

### February 2009 Data Analysis

**Total number of documented calls**



**2-1-1 database totals**



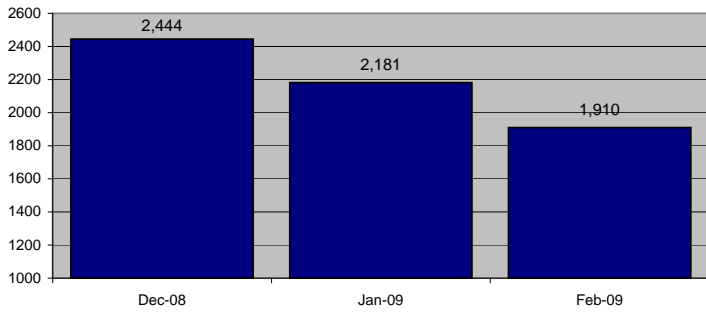
**Total number of documented calls\*\***

Month	Total Number of Documented Calls**
February	4,720
January	6,004
December	5,761
November	5,727

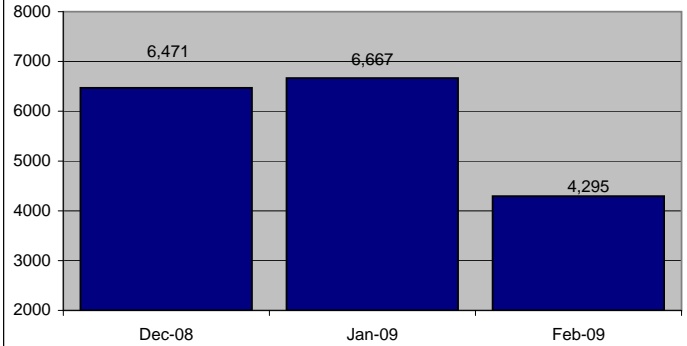
\*\* No longer includes hangups, wrong numbers, internal, etc.

Agencies	Database totals	Programs
813	Feb-09	2,042
812	Jan-09	2,230
806	Dec-08	2,220

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



**Total number of children involved**



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

	Feb-09	Jan-09	Dec-08
0 or unknown	2,810	3,823	3,560
1	585	678	643
2	657	752	789
3	421	422	542
4	157	193	270
5	57	79	109
6	18	33	52
7	10	17	23
8	4	4	7
9	0	0	5
More than 9	1	3	4
<b>Total</b>	<b>1,910</b>	<b>2,181</b>	<b>2,444</b>

**Total Number of Children**

Month	Total Number of Children
Feb-09	4,295
Jan-09	6,667
Dec-08	6,471

Percentage of callers w/children: **40%**

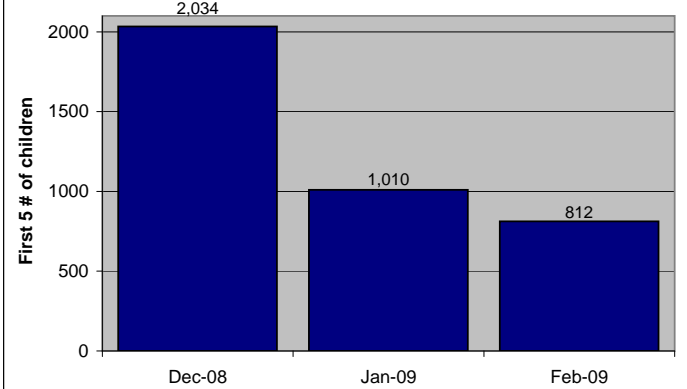
**First 5 Calls**

Total # First 5 Children represented	1,225
Total number of calls this month	4,720
Total # of First 5 Calls	812
Percentage of F5 calls	17%

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

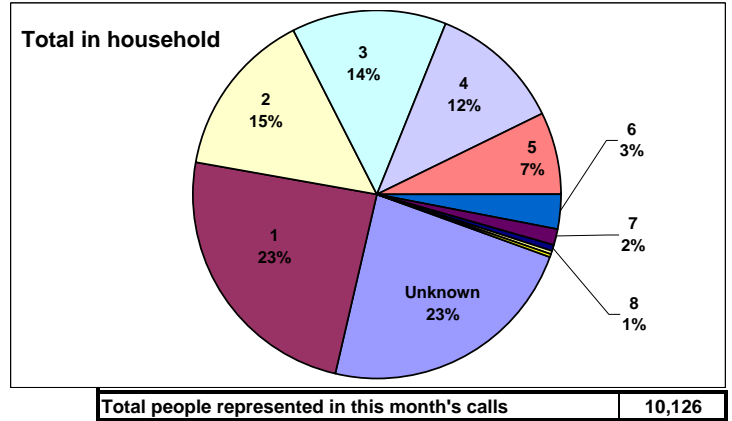
	Feb-09	Jan-09	Dec-08
0 or unknown	3,908	4,994	3,970
1	500	585	675
2	229	286	714
3	72	106	471
4	6	23	120
5	4	10	30
6	0	0	24
7	1	0	0
8	0	0	0
9	0	0	0
More than 9	0	0	0
<b>Total F5 Calls</b>	<b>812</b>	<b>1,010</b>	<b>2,034</b>

**Total number of children under 6**

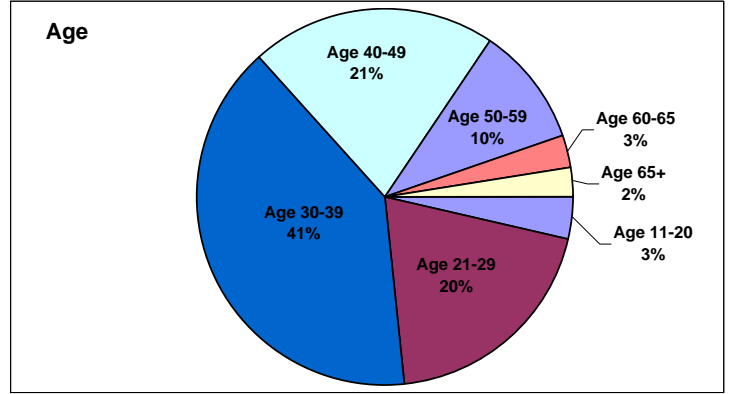


## 2-1-1 San Bernardino County

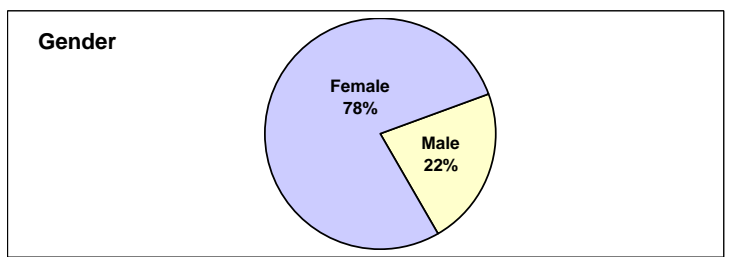
Total # in household:			
	Feb-09	Jan-09	Dec-08
Unknown	1,090	2075	2161
1	1142	1131	846
2	696	741	679
3	640	700	771
4	545	642	656
5	340	382	473
6	146	192	195
7	72	76	113
8	29	35	43
9	7	11	32
9+	13	19	35
<b>Total</b>	<b>3630</b>	<b>3929</b>	<b>3843</b>



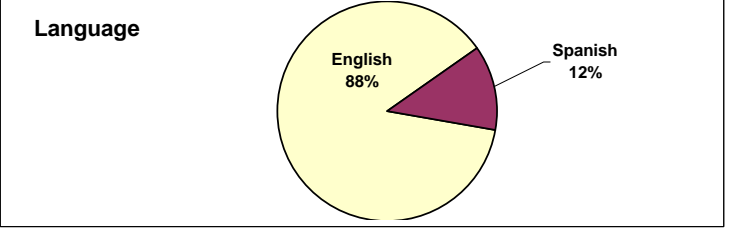
Age:			
	Feb-09	Jan-09	Dec-08
Age 0-3	4	8	7
Age 4-5	3	5	3
Age 6-10	7	9	8
Age 11-20	115	171	133
Age 21-29	654	886	905
Age 30-39	1327	1600	1589
Age 40-49	700	726	688
Age 50-59	332	357	327
Age 60-65	98	95	114
Age 65+	81	110	80
<b>Total</b>	<b>3321</b>	<b>3967</b>	<b>3854</b>



Gender			
	Feb-09	Jan-09	Dec-08
Male	1043	1246	1187
Female	3668	4571	4556
Other	2	2	7
Transgender	1	2	0
Unknown	6	21	11
<b>Total</b>	<b>4714</b>	<b>5821</b>	<b>5750</b>

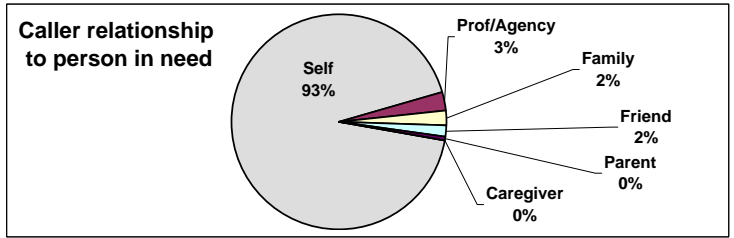


Language			
	Feb-09	Jan-09	Dec-08
English	4129	5439	5360
Spanish	588	559	395
Hindi	1	0	1
Hebrew	0	1	0
Ilocano	0	1	0

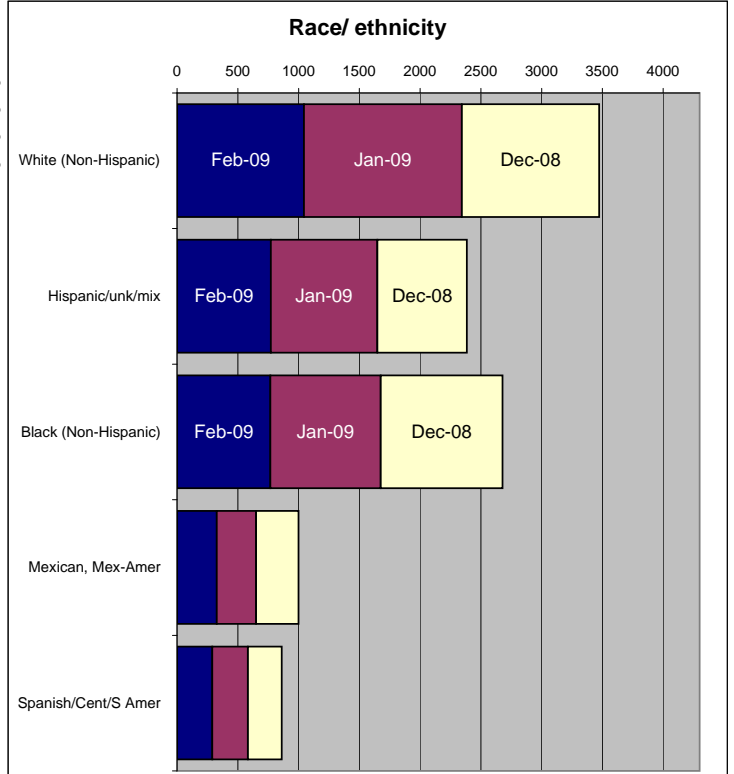


## 2-1-1 San Bernardino County

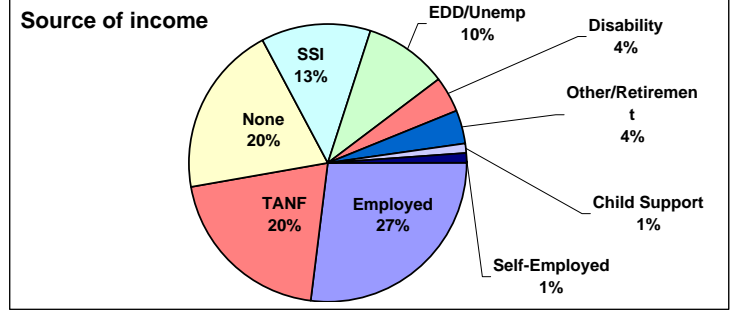
Caller relationship to person in need:			
	Feb-09	Jan-09	Dec-08
Self	4381	5643	5482
Prof/Agency	133	130	91
Family	104	112	96
Friend	75	89	63
Parent	22	22	13
Caregiver	5	8	16



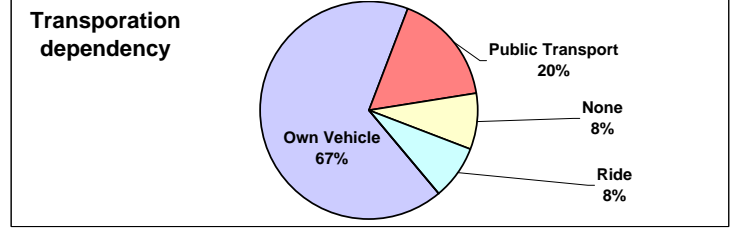
Race/ ethnicity				
	Feb-09	Jan-09	Dec-08	
White (Non-Hispanic)	1044	1299	1132	31%
Hispanic/unk/mix	772	877	737	23%
Black (Non-Hispanic)	768	908	1003	23%
Mexican, Mex-Amer	327	323	350	10%
Spanish/Cent/S Amer	290	293	280	9%
Declined to answer	36	17	28	1%
Asian-Indian	28	19	16	
Asia/unk/mix	11	12	12	
Pacific Islander/unk/mix	9	5	1	
Samoan	7	5	1	
Filipino	6	2	4	
Cambodian	5	0	2	
Other	4	9	12	
Vietnamese	4	5	1	
Hawaiian	3	3	5	
Multi-race	3	1	4	
Cuban	1	2	2	
Laotian	1	2	1	
Native American	1	2	0	
Korean	1	1	0	
Japanese	1	1	0	
Chinese	0	4	1	
Puerto Rican	0	1	0	
Unknown	1398	2213	2169	
<b>Total Known</b>	<b>3322</b>	<b>3791</b>	<b>3592</b>	



Source of income:			
	Feb-09	Jan-09	Dec-08
Employed	806	871	787
TANF	609	800	895
None	606	721	764
SSI	379	447	425
EDD/Unemp	297	296	256
Disability	125	159	125
Other/Retirement	114	140	135
Child Support	33	29	23
Self-Employed	36	29	30

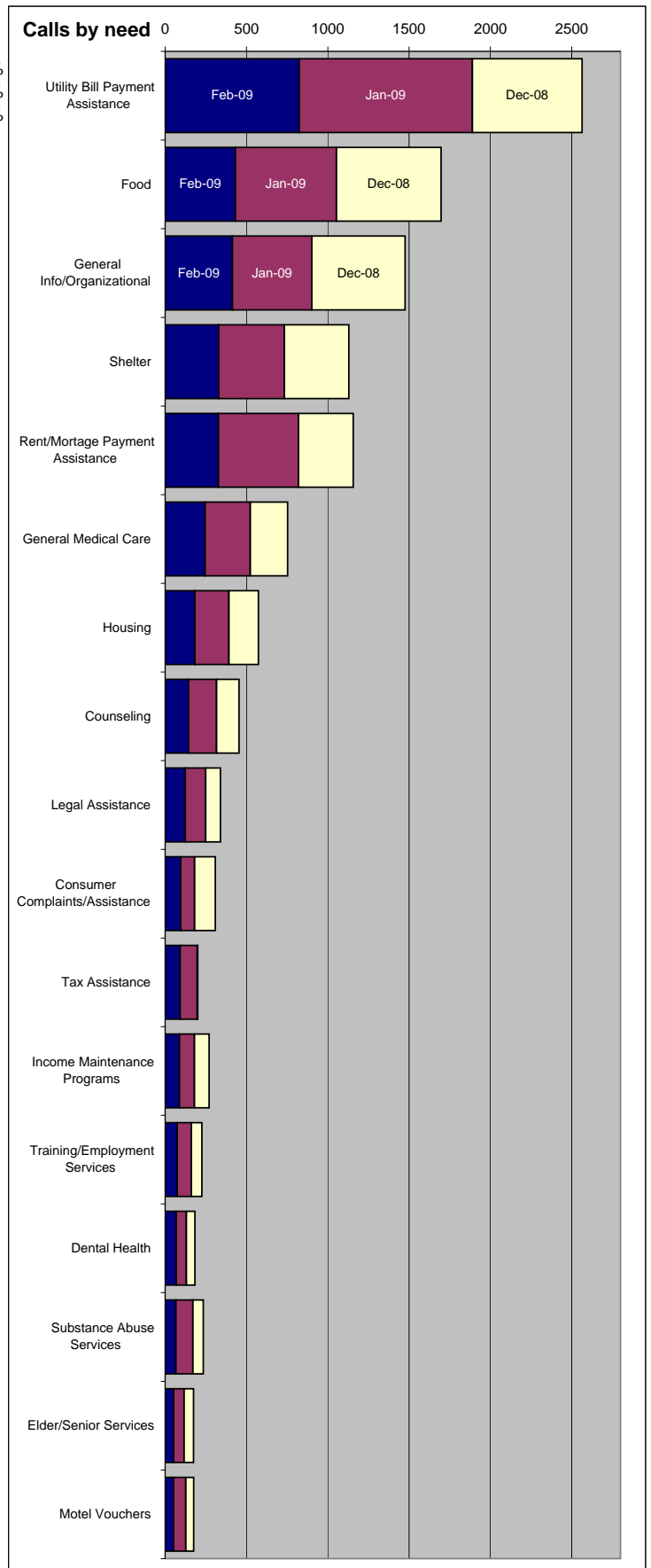


Transportation dependency:			
	Feb-09	Jan-09	Dec-08
Own Vehicle	1941	2193	2181
Public Transportation	479	648	683
None	239	276	340
Ride	236	357	317
Taxi	1	1	0
Transportation Voucher	0	0	2



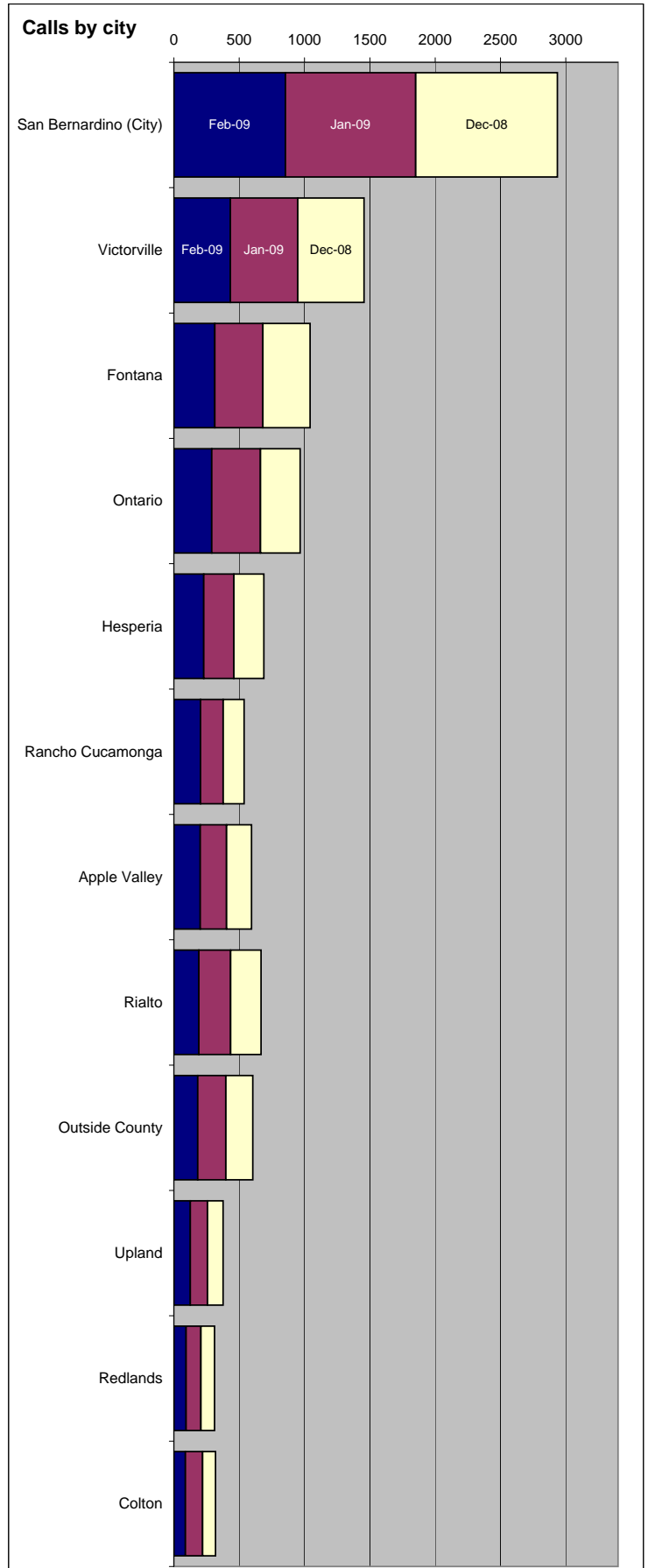
## 2-1-1 San Bernardino County

Calls by need:			
Need	Feb-09	Jan-09	Dec-08
Utility Bill Payment Assistance	824	1065	676
Food	432	622	644
General Info/Organizational	414	488	574
Shelter	329	404	397
Rent/Mortgage Payment Assistance	328	492	337
General Medical Care	246	278	230
Housing	183	209	182
Counseling	144	172	139
Legal Assistance	124	125	92
Consumer Complaints/Assistance	96	85	128
Tax Assistance	92	106	3
Income Maintenance Programs	88	92	91
Training/Employment Services	74	87	66
Dental Health	69	62	53
Substance Abuse Services	66	105	64
Elder/Senior Services	52	65	58
Motel Vouchers	51	76	49
Medi-Cal/Medicare	46	39	32
Transportation	44	45	55
Diapers	43	67	40
Household Items	33	30	44
Law Enforcement	32	44	28
Child Care	31	44	37
Clothing	30	43	96
Parenting Education	28	24	23
Mental Health Care Facilities	25	34	18
Courts/Probation System	25	33	20
Support Groups	24	28	26
Unemployment/EDD	22	36	22
Temporary Financial Aid	21	12	12
Volunteer Opportunities	19	23	14
Baby Formula	19	19	35
General Info/Mental Health Care	18	34	26
Tenant/Landlord Rights	18	18	15
Animal Services	15	10	8
Educational Programs	14	21	10
Anger Management	13	35	14
Domestic Violence	13	8	10
Emergency Medical Care	12	12	15
Immigration/Citizenship	12	0	0
Environmental Protection/Maintenance	11	18	9
Licenses and Certificates	11	10	6
Bus Passes/Gas Vouchers	10	18	19
Foreclosure Assistance	10	0	0
School District	9	17	6
Immunizations	9	14	19
Public Safety	9	4	8
Sober Living	8	15	5
Burial/Funeral Assistance	8	14	9
Residential Drug Treatment	8	9	9
Child Abuse	7	14	5
Social Security	6	15	8
Donations	6	12	158
Adoption/Foster Care	6	9	6
School Readiness Programs	6	8	4
Library Services	6	4	6
Credit Counseling	5	5	1
Mentoring Programs	5	0	0
Disability Benefits	4	1	8
Cold Weather Shelter	3	7	8
Disability Issues	3	3	15
Tutoring Services	3	0	0
Municipal Services/Public Works	3	0	0
Elder Abuse	2	2	3
Paternity/Drug Testing	2	0	2
After School Programs	2	0	0
Labor Board/Fair Employment	1	3	5



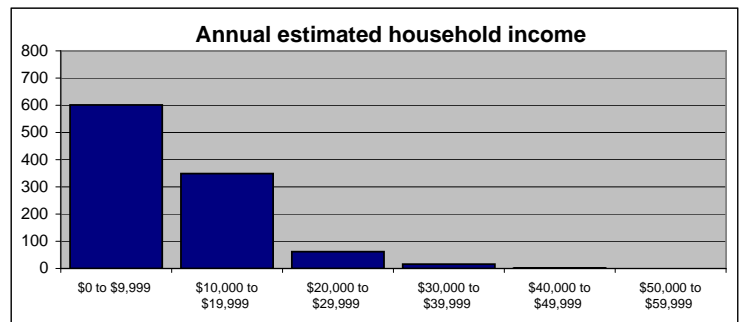
## 2-1-1 San Bernardino County

Calls per city			
City	Feb-09	Jan-09	Dec-08
San Bernardino (City)	854	997	1086
Victorville	432	516	509
Fontana	313	368	363
Ontario	290	373	304
Hesperia	228	231	231
Rancho Cucamonga	204	174	160
Apple Valley	202	201	192
Rialto	191	243	234
Outside County	182	216	207
Upland	125	132	121
Redlands	93	114	105
Colton	88	132	100
Barstow	88	70	50
Chino	86	85	80
Adelanto	85	119	110
Highland	57	68	96
Montclair	44	43	48
Chino Hills	39	23	32
Bloomington	35	38	31
Pomona (City)	33	47	30
Yucca Valley	33	25	31
Yucaipa	31	51	73
Phelan	22	11	30
Alta Loma	20	20	13
Loma Linda	19	30	27
Twenty-Nine Palms	19	25	27
Big Bear City	18	10	13
Grand Terrace	16	10	11
Lucerne Valley	13	16	17
Mentone	12	6	12
Crestline	11	25	17
Lake Arrowhead	10	13	8
Helendale	9	12	9
Running Springs	6	9	4
Needles	6	2	1
Unincorporated Areas	6	0	1
Unknown	5	1481	9
Joshua Tree	5	6	12
Outside Of California	5	6	9
Pinon Hills	5	5	2
Rimforest	4	1	3
Wrightwood	4	1	1
Big Bear Lake	3	12	11
Newberry Springs	3	6	0
La Verne	3	3	0
Forest Falls	2	2	4
Oro Grande	1	8	3
Cedar Glen	1	3	0
Etiwanda	1	1	1
Morongo	1	1	0
Daggett	1	0	2
Hinkley	1	0	0
Trona	1	0	0
Calimesa	0	3	0
Lytle Creek	0	2	3
Yermo	0	2	0
Devore	0	1	1
Skyforest	0	0	1

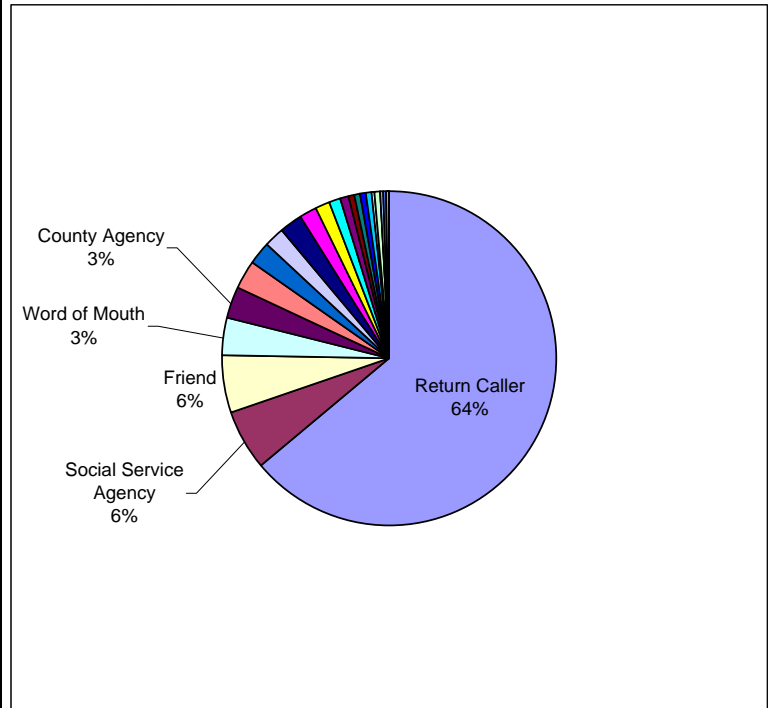


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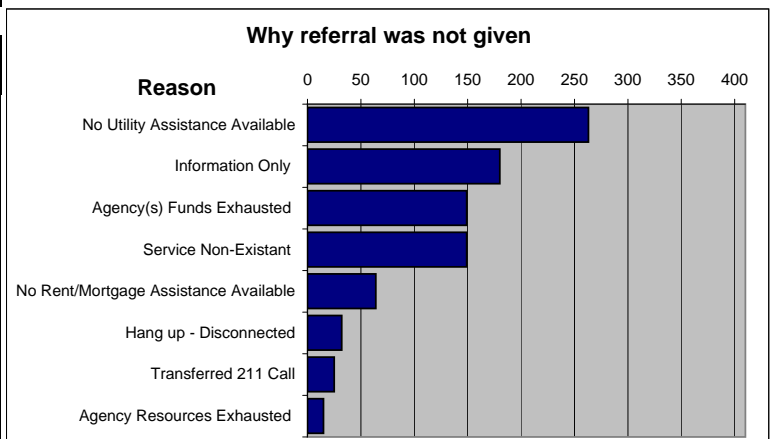
Annual estimated household income			
	Feb-09	Jan-09	Dec-08
Declined to state	3691	4904	4593
\$0 to \$9,999	601	655	551
\$10,000 to \$19,999	349	376	525
\$20,000 to \$29,999	62	58	72
\$30,000 to \$39,999	16	9	17
\$40,000 to \$49,999	1	1	2
\$50,000 to \$59,999	0	1	1
\$60,000 to \$69,999	0	0	0
\$70,000 to \$79,999	0	0	0
\$80,000 +	0	0	0



How caller learned about 2-1-1			
	Feb-09	Jan-09	Dec-08
Return Caller	3018	4040	465
Social Service Agency	275	375	283
Friend	268	252	353
Word of Mouth	163	225	150
County Agency	145	155	93
Referral Card	134	114	124
Cable TV	104	67	41
Family	97	117	111
Utility Company	95	67	66
Resource List	88	103	121
Church	63	91	74
School	48	89	70
Brochure	41	44	33
Other	28	53	54
Law Enforcement	25	33	34
Out of Town Infoline	25	29	23
Newspaper	23	32	34
Family Doctor	21	26	14
Internet	20	30	12
Radio	11	14	11
Chronic Caller	10	10	7
Phone Book	9	12	5
Government Non-County	8	13	10
Hospital	3	9	1
Human Resources at work	2	0	0
Out of Town Crisis Line	1	2	5
411	1	2	4
Magazine	0	1	1



Why referral not given			
Reason	Feb-09	Jan-09	Dec-08
No Utility Assistance Available	263	263	
Information Only	180	169	173
Agency(s) Funds Exhausted	149	214	161
Service Non-Existant	149	171	175
No Rent/Mortgage Assistance Available	64	205	205
Hang up - Disconnected	32	0	0
Transferred 211 Call	25	0	0
Agency Resources Exhausted	15	31	73
Refused Referral	12	17	18
No Shelter Bed Availability	7	11	17
Returned Call	4	7	8
Transportation Issue	2	4	6
Non-I&R Call	1	0	0



## 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**

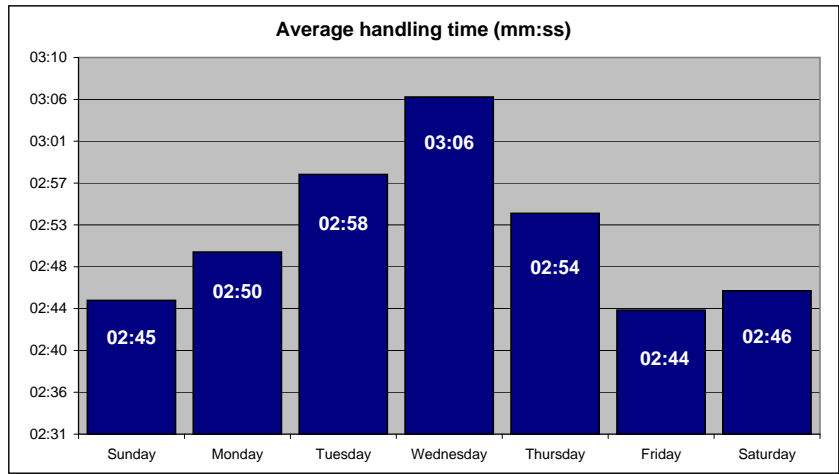
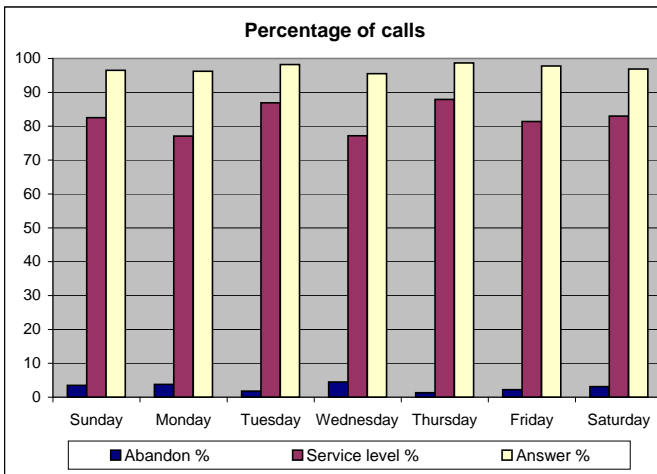
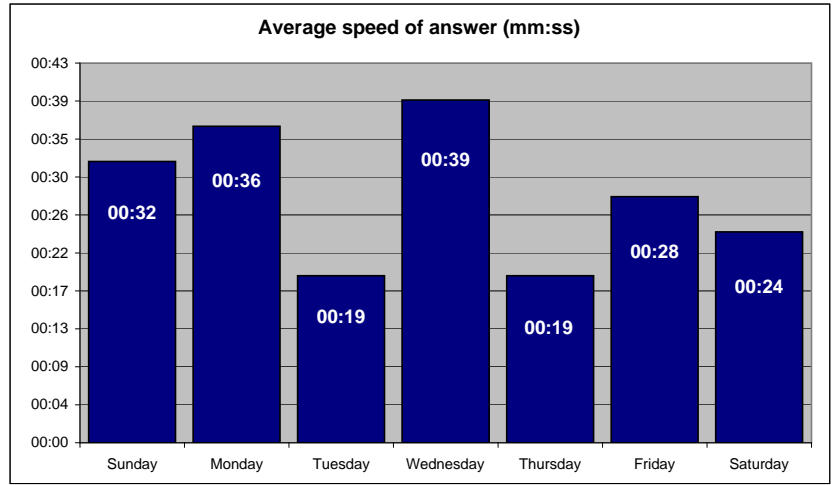
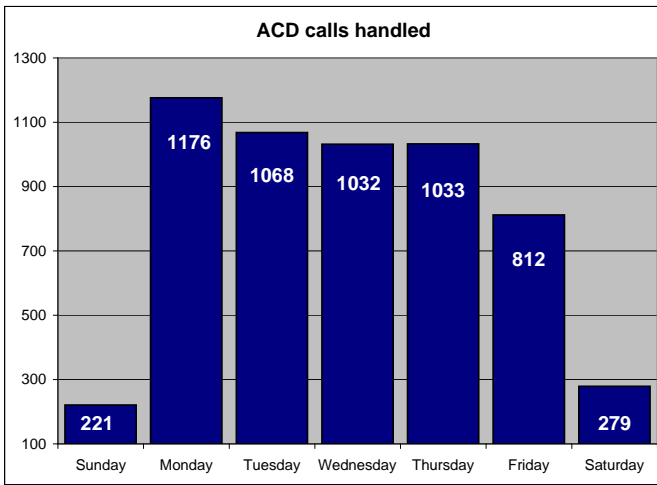
**Device: 005 - All SB QG's**

**Date range: 2/1/2009 - 2/31/2009 12:00 AM - 12:00 AM**

**Created on: 3/13/2009**

**Created by: gmadden**

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requested	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
<b>Sunday</b>	229	221	23	8	0	0	0	218	3	0	0	0:00:32	0:01:38	0:00:00	10:08:22	0:02:45	3.5	82.5	96.5
<b>Monday</b>	1222	1176	41	46	0	8	0	1163	13	0	0	0:00:36	0:03:26	0:00:00	55:49:19	0:02:50	3.8	77.1	96.2
<b>Tuesday</b>	1088	1068	23	20	0	8	0	1061	7	0	0	0:00:19	0:01:40	0:00:00	52:48:41	0:02:58	1.8	86.9	98.2
<b>Wednesday</b>	1081	1032	19	49	0	4	0	1027	5	0	0	0:00:39	0:02:49	0:00:00	53:29:00	0:03:06	4.5	77.2	95.5
<b>Thursday</b>	1047	1033	18	14	0	6	0	1029	4	0	0	0:00:19	0:01:46	0:00:00	50:09:20	0:02:54	1.3	87.9	98.7
<b>Friday</b>	830	812	24	18	0	7	0	798	14	0	0	0:00:28	0:01:43	0:00:00	37:11:44	0:02:44	2.2	81.4	97.8
<b>Saturday</b>	288	279	11	9	0	1	0	274	5	0	0	0:00:24	0:02:17	0:00:00	12:51:58	0:02:46	3.1	83.0	96.9
<b>Total</b>	<b>5785</b>	<b>5621</b>	<b>159</b>	<b>164</b>	<b>0</b>	<b>34</b>	<b>0</b>	<b>5570</b>	<b>51</b>	<b>0</b>	<b>0</b>	<b>0:00:29</b>	<b>0:02:34</b>	<b>0:00:00</b>	<b>272:28:24</b>	<b>0:02:55</b>	<b>2.8</b>	<b>82.0</b>	<b>97.2</b>



<b>City/Town</b>	<b>Needs - December 2008</b>	<b>Total</b>
Adelanto	Utility Bill Payment Assistance	26
	Food	8
	Rent/Mortgage Payment Assistance	5
	General Information Services/Organizational	5
	Housing	4
	General Medical Care	4
	Training/Employment Services	3
	Consumer Complaints/Assistance	3
	Shelter	2
	Medi-Cal/Medicare	2
	General Information Services/Mental Health Care	2
	Counseling	2
	Unemployment/EDD	1
	Tenant/Landlord Rights	1
	Temporary Financial Aid	1
	Tax Assistance	1
	Substance Abuse Services	1
	Motel Vouchers	1
	Mental Health Care Facilities	1
	Library Services	1
	Legal Assistance	1
	Income Maintenance Programs	1
	Household Items	1
	Domestic Violence	1
	Diapers	1
	Dental Health	1
Burial/Funeral Assistance	1	
BN-Unmet Need (Not Listed Above)	1	
Adoption/Foster Care	1	
<b>Adelanto Total</b>		<b>83</b>
Alta Loma	General Medical Care	4
	Utility Bill Payment Assistance	2
	Food	2
	Counseling	2
	Unemployment/EDD	1
	Substance Abuse Services	1
	Shelter	1
	Income Maintenance Programs	1
	Household Items	1
	General Information Services/Organizational	1
Child Abuse	1	
<b>Alta Loma Total</b>		<b>17</b>
Apple Valley	Utility Bill Payment Assistance	73
	Food	15
	Rent/Mortgage Payment Assistance	12
	General Medical Care	11
	General Information Services/Organizational	11
	Shelter	10
	Legal Assistance	8
	Consumer Complaints/Assistance	8
	Transportation	7
	Counseling	6
	Housing	4
	Temporary Financial Aid	3
	Support Groups	3
	Courts/Probation System	3
	Volunteer Opportunities	2

	Training/Employment Services	2
	Dental Health	2
	Clothing	2
	Baby Formula	2
	Unemployment/EDD	1
	Tenant/Landlord Rights	1
	Tax Assistance	1
	Substance Abuse Services	1
	Social Security	1
	Parenting Education	1
	Motel Vouchers	1
	Mentoring Programs	1
	Mental Health Care Facilities	1
	Medi-Cal/Medicare	1
	Licenses and Certificates	1
	Household Items	1
	General Information Services/Mental Health Care	1
	Donations	1
	CS-Unmet Need (Not Listed Above)	1
	Child Care	1
	Bus Passes/Gas Vouchers	1
<b>Apple Valley Total</b>		<b>201</b>
<b>Barstow</b>	Utility Bill Payment Assistance	27
	Rent/Mortgage Payment Assistance	7
	General Medical Care	6
	Shelter	5
	Food	5
	Residential Drug Treatment	3
	Law Enforcement	3
	Housing	3
	Legal Assistance	2
	Income Maintenance Programs	2
	General Information Services/Organizational	2
	Domestic Violence	2
	Counseling	2
	Consumer Complaints/Assistance	2
	Baby Formula	2
	Training/Employment Services	1
	Support Groups	1
	Substance Abuse Services	1
	Medi-Cal/Medicare	1
	Licenses and Certificates	1
	Immigration/Citizenship	1
	Household Items	1
	Elder/Senior Services	1
	Diapers	1
<b>Barstow Total</b>		<b>82</b>
<b>Big Bear City</b>	Utility Bill Payment Assistance	9
	Food	2
	Shelter	1
	Rent/Mortgage Payment Assistance	1
	Medi-Cal/Medicare	1
	Law Enforcement	1
	General Medical Care	1
	Courts/Probation System	1
<b>Big Bear City Total</b>		<b>17</b>
<b>Big Bear Lake</b>	Utility Bill Payment Assistance	2
	Consumer Complaints/Assistance	1

Big Bear Lake Total		3
Bloomington	Food	8
	Utility Bill Payment Assistance	3
	Dental Health	3
	Income Maintenance Programs	2
	General Medical Care	2
	BN-Unmet Need (Not Listed Above)	2
	Volunteer Opportunities	1
	Unemployment/EDD	1
	Substance Abuse Services	1
	Shelter	1
	Legal Assistance	1
	Law Enforcement	1
	IFL-Unmet Need (Not Listed Above)	1
	Housing	1
	General Information Services/Organizational	1
	Emergency Medical Care	1
	Diapers	1
	Counseling	1
	Consumer Complaints/Assistance	1
Animal Services	1	
Bloomington Total		34
Cedar Glen	Rent/Mortgage Payment Assistance	1
Cedar Glen Total		1
Chino	Food	18
	Utility Bill Payment Assistance	10
	Tax Assistance	5
	Shelter	5
	Rent/Mortgage Payment Assistance	5
	Housing	5
	General Medical Care	5
	Dental Health	3
	Legal Assistance	2
	General Information Services/Organizational	2
	Consumer Complaints/Assistance	2
	Anger Management	2
	Tutoring Services	1
	Training/Employment Services	1
	Tenant/Landlord Rights	1
	Temporary Financial Aid	1
	Support Groups	1
	Substance Abuse Services	1
	Sober Living	1
	Residential Drug Treatment	1
	Motel Vouchers	1
	Mentoring Programs	1
	Income Maintenance Programs	1
	Household Items	1
	HC-Unmet Need (Not Listed Above)	1
	Emergency Medical Care	1
	Diapers	1
Counseling	1	
Clothing	1	
Child Care	1	
Chino Total		82
Chino Hills	Rent/Mortgage Payment Assistance	6
	General Medical Care	6
	Utility Bill Payment Assistance	5

	Tax Assistance	4
	Training/Employment Services	2
	Shelter	2
	Income Maintenance Programs	2
	General Information Services/Organizational	2
	Food	2
	Unemployment/EDD	1
	Medi-Cal/Medicare	1
	Housing	1
	Environmental Protection/Maintenance	1
	Elder/Senior Services	1
	Consumer Complaints/Assistance	1
	Child Care	1
Chino Hills Total		38
Colton	Rent/Mortgage Payment Assistance	9
	Food	9
	Housing	8
	General Information Services/Organizational	8
	Shelter	7
	Income Maintenance Programs	5
	Utility Bill Payment Assistance	4
	Household Items	4
	General Medical Care	4
	Counseling	4
	Medi-Cal/Medicare	3
	Substance Abuse Services	2
	Motel Vouchers	2
	Diapers	2
	Consumer Complaints/Assistance	2
	Clothing	2
	Transportation	1
	Tenant/Landlord Rights	1
	Temporary Financial Aid	1
	Parenting Education	1
	Mental Health Care Facilities	1
	Library Services	1
	Legal Assistance	1
	Immigration/Citizenship	1
	Emergency Medical Care	1
	Bus Passes/Gas Vouchers	1
	Animal Services	1
Colton Total		86
Crestline	Utility Bill Payment Assistance	5
	Rent/Mortgage Payment Assistance	2
	Volunteer Opportunities	1
	Medi-Cal/Medicare	1
	General Information Services/Organizational	1
	Consumer Complaints/Assistance	1
Crestline Total		11
Daggett	Clothing	1
Daggett Total		1
Etiwanda	Income Maintenance Programs	1
Etiwanda Total		1
Fontana	Food	59
	Shelter	27
	Utility Bill Payment Assistance	26
	General Information Services/Organizational	24
	General Medical Care	23

	Rent/Mortgage Payment Assistance	20
	Housing	17
	Tax Assistance	12
	Legal Assistance	12
	Counseling	12
	Training/Employment Services	8
	Motel Vouchers	6
	Dental Health	6
	Elder/Senior Services	5
	Income Maintenance Programs	4
	Diapers	4
	Volunteer Opportunities	3
	Transportation	3
	Parenting Education	3
	Clothing	3
	Substance Abuse Services	2
	Medi-Cal/Medicare	2
	Licenses and Certificates	2
	HC-Unmet Need (Not Listed Above)	2
	Donations	2
	Consumer Complaints/Assistance	2
	BN-Unmet Need (Not Listed Above)	2
	Baby Formula	2
	Unemployment/EDD	1
	Tenant/Landlord Rights	1
	Temporary Financial Aid	1
	Support Groups	1
	Social Security	1
	School Readiness Programs	1
	School District	1
	Paternity/Drug Testing	1
	Mental Health Care Facilities	1
	Library Services	1
	Law Enforcement	1
	Labor Board/Fair Employment	1
	General Information Services/Mental Health Care	1
	Foreclosure Assistance	1
	Environmental Protection/Maintenance	1
	Emergency Medical Care	1
	Elder Abuse	1
	Educational Programs	1
	Disability Issues	1
	Credit Counseling	1
	Child Care	1
	Bus Passes/Gas Vouchers	1
	Animal Services	1
	After School Programs	1
	Adoption/Foster Care	1
Fontana Total		318
Forest Falls	Utility Bill Payment Assistance	1
	Consumer Complaints/Assistance	1
Forest Falls Total		2
Grand Terrace	Food	3
	General Medical Care	2
	Consumer Complaints/Assistance	2
	Utility Bill Payment Assistance	1
	Tax Assistance	1
	Support Groups	1

	Shelter	1
	Parenting Education	1
	Medi-Cal/Medicare	1
	Elder/Senior Services	1
	Dental Health	1
	Counseling	1
	Child Care	1
	BN-Unmet Need (Not Listed Above)	1
Grand Terrace Total		18
Helendale	Utility Bill Payment Assistance	6
	Medi-Cal/Medicare	1
	HC-Unmet Need (Not Listed Above)	1
	Environmental Protection/Maintenance	1
Helendale Total		9
Hesperia	Utility Bill Payment Assistance	77
	Rent/Mortgage Payment Assistance	20
	Food	17
	General Medical Care	11
	General Information Services/Organizational	10
	Substance Abuse Services	9
	Housing	8
	Shelter	6
	Dental Health	6
	Counseling	5
	Legal Assistance	4
	Law Enforcement	4
	Income Maintenance Programs	4
	Tax Assistance	3
	Public Safety	3
	Mental Health Care Facilities	3
	Medi-Cal/Medicare	3
	Household Items	3
	Courts/Probation System	3
	Unemployment/EDD	2
	Transportation	2
	Training/Employment Services	2
	Environmental Protection/Maintenance	2
	Educational Programs	2
	Diapers	2
	Consumer Complaints/Assistance	2
	Child Care	2
	Burial/Funeral Assistance	2
	BN-Unmet Need (Not Listed Above)	2
	Tenant/Landlord Rights	1
	School Readiness Programs	1
	School District	1
	Motel Vouchers	1
	Library Services	1
	Immunizations	1
	Foreclosure Assistance	1
	Credit Counseling	1
	Baby Formula	1
	Animal Services	1
Hesperia Total		229
Highland	Utility Bill Payment Assistance	15
	Rent/Mortgage Payment Assistance	8
	Food	5
	General Medical Care	4

	General Information Services/Organizational	4
	Shelter	3
	Tax Assistance	2
	Legal Assistance	2
	Substance Abuse Services	1
	School Readiness Programs	1
	Motel Vouchers	1
	Mental Health Care Facilities	1
	Medi-Cal/Medicare	1
	Housing	1
	Emergency Medical Care	1
	Elder/Senior Services	1
	Diapers	1
	Courts/Probation System	1
	Counseling	1
	Consumer Complaints/Assistance	1
	Bus Passes/Gas Vouchers	1
Highland Total		56
Hinkley	Training/Employment Services	1
Hinkley Total		1
Joshua Tree	Utility Bill Payment Assistance	1
	General Information Services/Organizational	1
	Food	1
	E-Unmet Need (Not Listed Above)	1
Joshua Tree Total		4
Lake Arrowhead	Utility Bill Payment Assistance	1
	Substance Abuse Services	1
	Road Conditions	1
	General Medical Care	1
	Dental Health	1
	Counseling	2
	Consumer Complaints/Assistance	2
	Child Abuse	1
Lake Arrowhead Total		10
Loma Linda	Food	5
	Utility Bill Payment Assistance	3
	Rent/Mortgage Payment Assistance	3
	General Information Services/Organizational	2
	Support Groups	1
	Legal Assistance	1
	Housing	1
	General Medical Care	1
	Foreclosure Assistance	1
Loma Linda Total		18
Lucerne Valley	Utility Bill Payment Assistance	6
	Food	3
	Temporary Financial Aid	1
	Shelter	1
	Rent/Mortgage Payment Assistance	1
	General Information Services/Organizational	1
	Credit Counseling	1
Lucerne Valley Total		14
Mentone	Rent/Mortgage Payment Assistance	4
	Food	2
	Utility Bill Payment Assistance	1
	Training/Employment Services	1
	Substance Abuse Services	1
	Parenting Education	1

	Housing	1
Mentone Total		11
Montclair	Utility Bill Payment Assistance	4
	General Medical Care	4
	Counseling	4
	Shelter	3
	Rent/Mortgage Payment Assistance	3
	Legal Assistance	3
	Income Maintenance Programs	3
	Housing	3
	Food	3
	Tenant/Landlord Rights	2
	Dental Health	2
	Training/Employment Services	1
	Medi-Cal/Medicare	1
	General Information Services/Organizational	1
	E-Unmet Need (Not Listed Above)	1
	Emergency Medical Care	1
	Elder/Senior Services	1
	Elder Abuse	1
	Consumer Complaints/Assistance	1
	Clothing	1
	Child Care	1
	Baby Formula	1
	Anger Management	1
Montclair Total		46
Morongo	Counseling	1
Morongo Total		1
Needles	Transportation	1
	Rent/Mortgage Payment Assistance	2
	Motel Vouchers	1
	Food	1
Needles Total		5
Newberry Springs	Utility Bill Payment Assistance	3
Newberry Springs Total		3
Ontario	Food	52
	Utility Bill Payment Assistance	33
	Shelter	24
	Rent/Mortgage Payment Assistance	24
	General Information Services/Organizational	21
	General Medical Care	18
	Counseling	12
	Motel Vouchers	11
	Legal Assistance	11
	Dental Health	11
	Tax Assistance	10
	Training/Employment Services	7
	Housing	6
	Diapers	6
	Consumer Complaints/Assistance	5
	Income Maintenance Programs	4
	Transportation	3
	Temporary Financial Aid	3
	Parenting Education	3
	Medi-Cal/Medicare	3
	Educational Programs	3
	Baby Formula	3
	Unemployment/EDD	2

	Mental Health Care Facilities	2
	Household Items	2
	Elder/Senior Services	2
	Child Care	2
	Volunteer Opportunities	1
	Substance Abuse Services	1
	Public Safety	1
	Paternity/Drug Testing	1
	Parks & Recreation Services	1
	Mentoring Programs	1
	Licenses and Certificates	1
	Library Services	1
	Law Enforcement	1
	Immunizations	1
	Immigration/Citizenship	1
	HC-Unmet Need (Not Listed Above)	1
	Foreclosure Assistance	1
	Disaster	1
	Disability Issues	1
	Courts/Probation System	1
	Anger Management	1
	Adoption/Foster Care	1
Ontario Total		301
Oro Grande	General Medical Care	1
Oro Grande Total		1
Outside County	General Information Services/Organizational	55
	Shelter	20
	Utility Bill Payment Assistance	10
	Legal Assistance	9
	Food	8
	Housing	7
	Consumer Complaints/Assistance	6
	Tax Assistance	5
	Income Maintenance Programs	5
	Counseling	5
	General Medical Care	4
	Substance Abuse Services	3
	Medi-Cal/Medicare	3
	Rent/Mortgage Payment Assistance	2
	Educational Programs	2
	Temporary Financial Aid	1
	Sober Living	1
	School District	1
	Motel Vouchers	1
	Licenses and Certificates	1
	Law Enforcement	1
	Immunizations	1
	Immigration/Citizenship	1
	HC-Unmet Need (Not Listed Above)	1
	Foreclosure Assistance	1
	Domestic Violence	1
	Courts/Probation System	1
	Child Care	1
Outside County Total		157
Outside Of California	Shelter	1
	General Information Services/Organizational	1
Outside Of California Total		2
Phelan	Rent/Mortgage Payment Assistance	6

	Legal Assistance	3
	Housing	2
	Counseling	2
	Utility Bill Payment Assistance	1
	Tenant/Landlord Rights	1
	Substance Abuse Services	1
	Residential Drug Treatment	1
	General Information Services/Organizational	1
	Food	1
	Elder/Senior Services	1
	Educational Programs	1
	Domestic Violence	1
	Dental Health	1
	BN-Unmet Need (Not Listed Above)	1
Phelan Total		24
Pomona (City)	General Information Services/Organizational	13
	Utility Bill Payment Assistance	3
	Tax Assistance	3
	Food	3
	Consumer Complaints/Assistance	2
	Rent/Mortgage Payment Assistance	1
	Medi-Cal/Medicare	1
	Housing	1
	Child Care	1
Pomona (City) Total		28
Rancho Cucamonga	Food	23
	Shelter	21
	Utility Bill Payment Assistance	18
	Housing	18
	Rent/Mortgage Payment Assistance	15
	General Medical Care	15
	General Information Services/Organizational	11
	Tax Assistance	9
	Legal Assistance	8
	Counseling	8
	Child Care	6
	Training/Employment Services	5
	Income Maintenance Programs	4
	Clothing	4
	Volunteer Opportunities	3
	Substance Abuse Services	3
	Medi-Cal/Medicare	3
	General Information Services/Mental Health Care	3
	Support Groups	2
	Parenting Education	2
	Mental Health Care Facilities	2
	Household Items	2
	HC-Unmet Need (Not Listed Above)	2
	Diapers	2
	Dental Health	2
	Transportation	1
	Tenant/Landlord Rights	1
	Motel Vouchers	1
	Elder/Senior Services	1
	Disability Issues	1
	Disability Benefits	1
	Credit Counseling	1
	BN-Unmet Need (Not Listed Above)	1

Rancho Cucamonga Total		199
Redlands	General Information Services/Organizational	10
	Utility Bill Payment Assistance	8
	Shelter	8
	Food	8
	Rent/Mortgage Payment Assistance	5
	Housing	5
	General Medical Care	5
	Substance Abuse Services	4
	Counseling	4
	Training/Employment Services	3
	Income Maintenance Programs	3
	Transportation	2
	Public Safety	2
	Motel Vouchers	2
	Medi-Cal/Medicare	2
	Disability Benefits	2
	Clothing	2
	Child Care	2
	Burial/Funeral Assistance	2
	Anger Management	2
	Volunteer Opportunities	1
	Tutoring Services	1
	Tax Assistance	1
	Support Groups	1
	Municipal Services/Public Works	1
	Legal Assistance	1
	Immigration/Citizenship	1
Environmental Protection/Maintenance	1	
Emergency Medical Care	1	
Elder/Senior Services	1	
Domestic Violence	1	
Dental Health	1	
Courts/Probation System	1	
Redlands Total		94
Rialto	Utility Bill Payment Assistance	21
	Food	18
	Shelter	15
	Rent/Mortgage Payment Assistance	15
	General Information Services/Organizational	15
	Counseling	9
	Housing	8
	General Medical Care	8
	Tax Assistance	7
	Legal Assistance	5
	Elder/Senior Services	5
	Unemployment/EDD	4
	Parenting Education	4
	Law Enforcement	4
	Income Maintenance Programs	4
	Training/Employment Services	3
	Consumer Complaints/Assistance	3
	Temporary Financial Aid	2
	Support Groups	2
	Substance Abuse Services	2
School District	2	
Motel Vouchers	2	
Immigration/Citizenship	2	

	Domestic Violence	2
	Dental Health	2
	Clothing	2
	BN-Unmet Need (Not Listed Above)	2
	Volunteer Opportunities	1
	Transportation	1
	Public Safety	1
	Mentoring Programs	1
	Medi-Cal/Medicare	1
	Licenses and Certificates	1
	Household Items	1
	General Information Services/Mental Health Care	1
	Environmental Protection/Maintenance	1
	Educational Programs	1
	Donations	1
	Diapers	1
	Child Care	1
	Baby Formula	1
Rialto Total		182
Rimforest	Substance Abuse Services	1
	Shelter	1
	Residential Drug Treatment	1
	Legal Assistance	1
Rimforest Total		4
Running Springs	Substance Abuse Services	1
	Rent/Mortgage Payment Assistance	1
	Legal Assistance	1
	General Information Services/Organizational	3
	Food	1
Running Springs Total		7
San Bernardino (City)	Utility Bill Payment Assistance	100
	Food	86
	Shelter	66
	Rent/Mortgage Payment Assistance	59
	General Information Services/Organizational	59
	General Medical Care	57
	Housing	37
	Counseling	28
	Legal Assistance	26
	Consumer Complaints/Assistance	23
	Training/Employment Services	22
	Income Maintenance Programs	19
	Elder/Senior Services	15
	Tax Assistance	13
	Motel Vouchers	13
	Diapers	13
	Substance Abuse Services	11
	Transportation	8
	Dental Health	8
	Clothing	8
	Law Enforcement	7
	Animal Services	7
	Support Groups	6
	Parenting Education	6
	Household Items	6
	BN-Unmet Need (Not Listed Above)	6
	Tenant/Landlord Rights	5
	Medi-Cal/Medicare	5

	Courts/Probation System	5
	Child Care	5
	Baby Formula	5
	Mental Health Care Facilities	4
	Anger Management	4
	Volunteer Opportunities	3
	Sober Living	3
	School District	3
	Immunizations	3
	HC-Unmet Need (Not Listed Above)	3
	Emergency Medical Care	3
	Child Abuse	3
	Temporary Financial Aid	2
	Social Security	2
	School Readiness Programs	2
	Municipal Services/Public Works	2
	Licenses and Certificates	2
	Immigration/Citizenship	2
	Environmental Protection/Maintenance	2
	Educational Programs	2
	Domestic Violence	2
	Bus Passes/Gas Vouchers	2
	Unemployment/EDD	1
	Residential Drug Treatment	1
	Public Safety	1
	MHC-Unmet Need (Not Listed Above)	1
	Library Services	1
	General Information Services/Mental Health Care	1
	Foreclosure Assistance	1
	Donations	1
	Disability Benefits	1
	CS-Unmet Need (Not Listed Above)	1
	Credit Counseling	1
	Cold Weather Shelter	1
	Burial/Funeral Assistance	1
	Adoption/Foster Care	1
San Bernardino (City) Total		797
Trona	Residential Drug Treatment	1
Trona Total		1
Twenty-Nine Palms	Utility Bill Payment Assistance	4
	Rent/Mortgage Payment Assistance	3
	Shelter	2
	General Information Services/Organizational	2
	Consumer Complaints/Assistance	2
	Temporary Financial Aid	1
	Substance Abuse Services	1
	General Information Services/Mental Health Care	1
	Food	1
	Dental Health	1
Twenty-Nine Palms Total		18
Unincorporated Areas	Utility Bill Payment Assistance	1
	Tutoring Services	1
	Temporary Financial Aid	1
	Rent/Mortgage Payment Assistance	1
	General Information Services/Organizational	1
	Food	1
Unincorporated Areas Total		6
Unknown/Not Applicable	Tax Assistance	1

	General Information Services/Organizational	2
	Elder/Senior Services	1
	Counseling	1
Unknown/Not Applicable Total		5
Upland	Shelter	16
	Utility Bill Payment Assistance	15
	Food	12
	Rent/Mortgage Payment Assistance	10
	General Medical Care	9
	General Information Services/Organizational	9
	Housing	7
	Counseling	7
	Transportation	3
	Tax Assistance	3
	Substance Abuse Services	3
	Elder/Senior Services	3
	Dental Health	3
	Training/Employment Services	2
	Diapers	2
	Consumer Complaints/Assistance	2
	Child Care	2
	Tenant/Landlord Rights	1
	Motel Vouchers	1
	Legal Assistance	1
	Immunizations	1
	Household Items	1
	General Information Services/Mental Health Care	1
	Foreclosure Assistance	1
	Domestic Violence	1
	Clothing	1
	Bus Passes/Gas Vouchers	1
	Burial/Funeral Assistance	1
	Baby Formula	1
	Anger Management	1
	Adoption/Foster Care	1
Upland Total		122
Victorville	Utility Bill Payment Assistance	143
	Shelter	29
	Rent/Mortgage Payment Assistance	26
	Food	26
	General Medical Care	22
	General Information Services/Organizational	21
	Counseling	15
	Housing	12
	Dental Health	10
	Transportation	8
	Income Maintenance Programs	8
	Medi-Cal/Medicare	7
	Consumer Complaints/Assistance	7
	Legal Assistance	6
	Training/Employment Services	5
	Tax Assistance	5
	Substance Abuse Services	5
	Parenting Education	5
	Household Items	5
	Elder/Senior Services	5
	Diapers	5
	Unemployment/EDD	3

	Temporary Financial Aid	3
	Mental Health Care Facilities	3
	Law Enforcement	3
	General Information Services/Mental Health Care	3
	Volunteer Opportunities	2
	Support Groups	2
	Motel Vouchers	2
	Immunizations	2
	Foreclosure Assistance	2
	Emergency Medical Care	2
	Educational Programs	2
	Courts/Probation System	2
	Clothing	2
	Child Care	2
	Bus Passes/Gas Vouchers	2
	BN-Unmet Need (Not Listed Above)	2
	Tenant/Landlord Rights	1
	Social Security	1
	Public Safety	1
	Licenses and Certificates	1
	Immigration/Citizenship	1
	HC-Unmet Need (Not Listed Above)	1
	Donations	1
	Domestic Violence	1
	Baby Formula	1
	Animal Services	1
	Anger Management	1
	After School Programs	1
	Adoption/Foster Care	1
Victorville Total		427
Wrightwood	Utility Bill Payment Assistance	2
	Rent/Mortgage Payment Assistance	1
	Dental Health	1
Wrightwood Total		4
Yucaipa	Utility Bill Payment Assistance	6
	General Medical Care	4
	Counseling	4
	Rent/Mortgage Payment Assistance	3
	Income Maintenance Programs	3
	Food	3
	Shelter	2
	General Information Services/Organizational	2
	General Information Services/Mental Health Care	2
	Unemployment/EDD	1
	Training/Employment Services	1
	Tenant/Landlord Rights	1
	Tax Assistance	1
	Legal Assistance	1
	Environmental Protection/Maintenance	1
	Elder/Senior Services	1
	Diapers	1
Dental Health	1	
Child Care	1	
Yucaipa Total		39
Yucca Valley	Shelter	5
	General Medical Care	3
	General Information Services/Organizational	3
	Substance Abuse Services	2

	Legal Assistance	2
	Housing	2
	Food	2
	Animal Services	2
	Utility Bill Payment Assistance	1
	Domestic Violence	1
	Dental Health	1
	Counseling	1
	Consumer Complaints/Assistance	1
	Bus Passes/Gas Vouchers	1
Yucca Valley Total		27
Unknown/Not Disclosed	Utility Bill Payment Assistance	147
	General Information Services/Organizational	109
	Rent/Mortgage Payment Assistance	47
	Shelter	44
	Housing	21
	Food	19
	Consumer Complaints/Assistance	13
	Legal Assistance	12
	Income Maintenance Programs	12
	General Medical Care	11
	BN-Unmet Need (Not Listed Above)	10
	Elder/Senior Services	7
	Courts/Probation System	7
	Substance Abuse Services	6
	Mental Health Care Facilities	6
	Law Enforcement	6
	Tax Assistance	5
	Transportation	4
	Training/Employment Services	4
	Motel Vouchers	4
	Household Items	4
	Counseling	4
	Unemployment/EDD	3
	Support Groups	3
	Sober Living	3
	MHC-Unmet Need (Not Listed Above)	2
	Medi-Cal/Medicare	2
	Immigration/Citizenship	2
	General Information Services/Mental Health Care	2
	Dental Health	2
	Cold Weather Shelter	2
	Child Abuse	2
	Volunteer Opportunities	1
	Social Security	1
	School Readiness Programs	1
	School District	1
	Restraining Orders	1
	Parenting Education	1
	Mentoring Programs	1
	Licenses and Certificates	1
	Foreclosure Assistance	1
	Environmental Protection/Maintenance	1
	Clothing	1
	Burial/Funeral Assistance	1
	Animal Services	1
	Anger Management	1
(blank) Total		539

Grand Total		4386
	Tutoring Services	1
	Labor Board/Fair Employment	1
Victorville Total		504
Wrightwood	Shelter	1
Wrightwood Total		1
Yermo	Food	1
	Unemployment/EDD	1
Yermo Total		2
Yucaipa	Food	10
	General Medical Care	6
	Counseling	6
	Utility Bill Payment Assistance	5
	General Information Services/Organizational	4
	Consumer Complaints/Assistance	3
	Income Maintenance Programs	2
	Housing	2
	Tax Assistance	2
	Licenses and Certificates	2
	Shelter	1
	Rent/Mortgage Payment Assistance	1
	Diapers	1
	General Information Services/Mental Health Care	1
	Baby Formula	1
	Unmet Need (Not Listed Above)	1
	Courts/Probation System	1
	Mentoring Programs	1
Yucaipa Total		50
Yucca Valley	Shelter	6
	Utility Bill Payment Assistance	3
	Elder/Senior Services	3
	Food	2
	General Information Services/Organizational	1
	Income Maintenance Programs	1
	Rent/Mortgage Payment Assistance	1
	Educational Programs	1
	Bus Passes/Gas Vouchers	1
	Library Services	1
	Cold Weather Shelter	1
	Temporary Financial Aid	1
	Public Safety	1
Yucca Valley Total		23
Grand Total		5578

**Referrals from 2-1-1 San Bernardino County for January 2009**

<b>Agency Name</b>	<b>Program Name</b>	<b>Referrals</b>
2-1-1 Alameda County	2-1-1 Information and Referral	1
2-1-1 Central Valley	2-1-1 Information and Referral	1
2-1-1 Kern County	Information and Referral	1
2-1-1 Los Angeles County	2-1-1 Information and Referral	210
2-1-1 National	2-1-1 Search	7
2-1-1 Orange County	2-1-1 Information and Referral	15
2-1-1 Sacramento County	2-1-1 Information & Referral	3
2-1-1 San Bernardino County	211 Information and Referral	1
2-1-1 San Diego County	2-1-1 Information and Referral	5
2-1-1 San Francisco County	2-1-1 Information and Referral	1
2-1-1 Stanislaus County	2-1-1 Information and Referral	1
The 29 Palms Community Food Pantry & Outreach Ministries, Inc	Community Food Pantry	1
AARP - State California Office	Tax Aide	20
Abundant Living Family Church	Angel Food Ministry	34
Abundant Living Family Church	Outreach Center	31
Adelanto Branch Library	Basic Computer Classes	1
Adelanto Community Resource Center	Emergency Food	10
Adelanto Community Resource Center	Holiday Baskets	1
Adelanto Senior Center	Hot Meals	1
Adelanto Senior Center	Senior Center	1
Adventist Community Team Services	Emergency Food Assistance	2
Alcoholics Anonymous	Alcoholics Anonymous	5
Aletheian Christian Foundation	Basic Needs	39
Aletheian Christian Foundation	Prescription Assistance	3
Alternate Avenues Womens Resource Center	Bridges Parenting Support Program	1
Alzheimers Association	Safe Return Program	1
American Association of Poison Control Centers	Poison Control	2
American Cancer Society	Education and Support	3
American Immigrant Lawyers Association	Immigration Lawyer Referral Service (ILRS)	1
American Red Cross - High Desert Chapter	Disaster Preparedness Education	1
American Red Cross - High Desert Chapter	Health and Safety Training	1
American Red Cross - Inland Empire Chapter	Health and Safety	2
American Social Health Association	CDC National Immunization Information Hotline	1
Annual Credit Report Request	Annual Credit Report	1
Apple Valley Fire Protection District	CPR and First -Aid Classes	2
Apple Valley Fire Protection District	Friends of Animals During Disasters	1
Apple Valley Senior Center	Senior Center	1
Apple Valley Unified School District	California School Age Families Education	1
Arrowhead Regional Medical Center	First 5 Dental Program	4
Arrowhead Regional Medical Center	Hospital Services	12
Arrowhead Regional Medical Center	Medically Indigent Adult Health Care (MIA)	3
Arrowhead Regional Medical Center	Women's Health Services	1
Arrowhead United Way	Arrowhead United Way	1
Asian-American Educational & Cultural Center, Inc.	Traffic Safety Awareness	4
Associated Clinical Therapists, Inc.	Associated Clinical Therapist, Inc.	15
Barstow Counseling Center	Counseling Services	1
Barstow Humane Society	Animal Care	1
Benevolent Animal Rescue Committee	Benevolent Animal Rescue Committee	3
Better Business Bureau	Complaint Department	6
Bienestar Human Services	Community Service	2
Bienestar Human Services	LGBT Peer Counseling	1
Bienestar Human Services	LGBT Workshops	1
Bilingual Family Counseling Service, Inc.	Safe and Stable Families	19
Boys & Girls Club of Fontana	Power Hour	1
Boys Republic	Residential Treatment	1
Boys Town National Hotline	National Hotline	6
Braille Institute of America, Inc.	Low Vision Rehabilitation Services	1
Building a Generation	East Valley Bridges to Success	2
Building a Generation	Family Resource Center	4
C.A.S.T.L.E	Classes	1
California Courts Self-Help Center	Self-Help Center	1
California Department of Aging	California Care Network	1
California Department of Consumer Affairs	Consumer Information Center	4
California Department of Corrections	Parole and Community Services Division	1
California Department of Fair Employment and Housing	Fair Employment and Housing	3
California Department of Industrial Relations	Labor Standards Enforcement	2
California Department of Insurance	Low Cost Auto Insurance	1
California Department of Motor Vehicles	DMV Services	7
California Department of Social Services	Child Care Licensing	2
California Department of Transportation	Caltrans	7
California Franchise Tax Board	Tax Information	1
California Highway Patrol	Freeway Patrol Service	3
California Public Utilities Commission	LifeLine Telephone Service	7

**Referrals from 2-1-1 San Bernardino County for January 2009**

California State University San Bernardino	First Five Early Intervention	2
California State University San Bernardino	General Counseling	13
California Student Aid Commission	Cal Grants	2
California Youth Crisis Line	Crisis Hotline	1
Call for Life Pregnancy Help Center	Crisis Pregnancy Center	5
Cancer Information Service of California	Cancer Information Service	1
Caring for the Hills	Emergency Food Boxes	10
Caring for the Hills	Food Pantry	10
Caring for the Hills	Senior Meal Delivery	1
Carpenters House	ACTS 29 Food Ministry	70
Casa Colina Centers for Rehabilitation	Acute Rehabilitation	1
Casa Colina Centers for Rehabilitation	Adult Day Health Care	3
Casa Colina Centers for Rehabilitation	Outdoor Adventures	1
Casa Colina Centers for Rehabilitation	Outpatient Rehabilitation	1
Casa de San Bernardino	Youth Substance Abuse Outpatient Program	2
Casa Ramona Senior Center	Senior Center	1
Catholic Charities - Brother Miguel Center	Emergency Food Distribution	2
Catholic Charities - Brother Miguel Center	Utility Assistance	3
Catholic Charities of San Bernardino/Riverside	Advocacy and Referrals	10
Catholic Charities of San Bernardino/Riverside	Case Management	4
Catholic Charities of San Bernardino/Riverside	Christmas Baskets	1
Catholic Charities of San Bernardino/Riverside	Christmas Toys	7
Catholic Charities of San Bernardino/Riverside	Clothes/Household Items	40
Catholic Charities of San Bernardino/Riverside	Clothing Referrals	1
Catholic Charities of San Bernardino/Riverside	Food Assistance	86
Catholic Charities of San Bernardino/Riverside	Funeral Referral	6
Catholic Charities of San Bernardino/Riverside	Housing and Support Services	2
Catholic Charities of San Bernardino/Riverside	Individual/Family Counseling	22
Catholic Charities of San Bernardino/Riverside	Parent Education Services	5
Catholic Charities of San Bernardino/Riverside	Prescription Service	11
Catholic Charities of San Bernardino/Riverside	Refugee & Immigration Services	8
Catholic Charities of San Bernardino/Riverside	Rent/Mortgage Assistance	166
Catholic Charities of San Bernardino/Riverside	Transportation Assistance	17
Catholic Charities of San Bernardino/Riverside	Utility Assistance	256
Cedar House Rehabilitation Center	Detoxification	10
Cedar House Rehabilitation Center	Residential Treatment	10
Cedar House Rehabilitation Center	Women with Children Program	3
Center on Deafness Inland Empire	General Services	2
Centers for Medicare and Medicaid Services	Nursing Home Compare	1
Central City Lutheran Mission	After School Tutoring	1
Central City Lutheran Mission	Cold Weather Only- Shelter Program	39
Central City Lutheran Mission	Food Giveaway	22
Central City Lutheran Mission	Kinship Family Center	3
Central City Lutheran Mission	The H Street Clinic	55
Central City Lutheran Mission	Transitional Housing for HIV Affected	3
Childhelp USA	Foster Care	1
Childrens Fund	Childrens Fund	1
Chino Hills Counseling	Chino Hills Counseling	11
Chino Neighborhood House	Clothing Distribution	2
Chino Neighborhood House	Emergency Food	32
Chino Neighborhood House	Household Item Distribution	3
Chino Valley Medical Center	Hospital Services	1
Chino Valley TYKES	School Readiness	1
Chino Valley YMCA	Preschool	1
Christian Counseling Service of the East Valley	General Counseling	7
Christian Counseling Service of the East Valley	Parent Child Interaction Therapy	3
Circle of Hope - Gods Kitchen	Overnight Emergency Shelter	23
Circle of Hope - Gods Kitchen	Transitional Living Program	6
City of Barstow	Community Services	1
City of Chino	Chino Human Services Programs	2
City of Chino	City Hall	1
City of Chino	Senior Center	1
City of Colton	City Hall	4
City of Fontana	City Hall	2
City of Hesperia	City Hall	2
City of Hesperia	Community Services	2
City of Hope Medical Center	Hospital Services	1
City of Montclair	Food Distribution	9
City of Montclair	Health Service Alliance	8
City of Montclair	Medical Clinic-Evening	25
City of Montclair	Senior Citizens Program	1
City of Ontario	City Hall	6
City of Ontario	Senior Center	2
City of Rancho Cucamonga	City Hall	8

**Referrals from 2-1-1 San Bernardino County for January 2009**

City of Redlands	City Hall	2
City of Rialto	City Hall	1
City of San Bernardino	City Hall	9
City of Upland	City Hall	2
City of Victorville	City Hall	8
City of Yucaipa	Teen Center	1
Clear View Treatment Center	Substance Abuse Recovery	3
Colton Police Department	Police Department	1
Colton Public Library	Library Services	1
Community Action Partnership of San Bernardino County	Energy, Education and Environmental Services Department	396
Community Action Partnership of San Bernardino County	Family Development	171
Community Action Partnership of San Bernardino County	Food Bank	26
Community Action Partnership of San Bernardino County	Volunteer Income Tax Assistance (VITA/EITC)	2
Community Health Systems, Inc.	Medical, Dental, and Optometry	68
Community Hospital of San Bernardino	Behavioral Health Services	4
Community Hospital of San Bernardino	Crisis Intervention	30
Community Hospital of San Bernardino	Hospital	5
Compulsive Eaters Anonymous	Compulsive Eaters	1
CRC Health Corporation	Drug Addiction Services	1
Crosslight Family Ministries / Fortress Christian Center	Outreach	31
Dash The Other Place	Dash the Other Place	1
The David & Margaret Youth and Family Services	Community Based Education	1
Delmann Heights Community Center	Head Start	1
Delmann Heights Community Center	Salvaged Bread Program	6
Delmann Heights Community Center	U.S.D.A. Commodity	6
Department of Managed Health Care	California HMO Help Center/ Complaints	1
Department of Rehabilitation Inland Empire District	Vocational Rehabilitation	2
Depression and Bipolar Support Alliance	Information, Referrals and Advocacy	2
Desert Manna Ministries	Cold Weather Shelter	4
Desert Manna Ministries	Community Meals	1
Desert Manna Ministries	Electric Assistance Fund (EAF)	17
Desert Manna Ministries	Emergency Shelter	10
Desert Manna Ministries	Food Commodities	3
Desert Manna Ministries	Transportation Assistance	1
Desert Sanctuary, Inc.	Catholic Charities Grants Case Management	24
Desert Sanctuary, Inc.	Cedar Chest Thrift Shop	4
Desert Sanctuary, Inc.	Domestic Violence Outreach/Community Resource Center	1
Desert Valley Hospital	Hospital Services	2
Don Day Community Center	Teen After School Program	1
Drug Alternative Program	DAP	1
East Valley Community Health Center, Inc.	General Medical Services	25
Easter Seals Southern California	Child Development Center	4
Echos Of Faith World Outreach Ministries	Operation Fresh Start	27
El Sol Neighborhood Educational Center	Community Outreach	1
Employment Development Department	Bonding	24
Employment Development Department	Employment Information	27
Employment Development Department	Placement Services for Job Seekers	47
Employment Development Department	State Disability Insurance	2
Employment Development Department	Training	9
Employment Development Department	Unemployment Insurance	14
Employment Development Department	Workforce Investment Act (WIA)	5
Equal Employment Opportunity Commission	Employment Discrimination Assistance	1
EyeCare America	Seniors Eye Care Program	2
Faith Lutheran Church	Community Food Pantry	3
Faiths Hope Foundation	Necessity Assistance	3
Families and Friends of Murder Victims	Support Group	1
Family Service Agency of San Bernardino	Crestline Food and Clothing Bank	1
Family Service Agency of San Bernardino	Domestic Violence Program	7
Family Service Agency of San Bernardino	Individual, Family & Group Therapy	15
Family Service Agency of San Bernardino	Mental Health and Case Management	1
Family Service Agency of San Bernardino	Outpatient Mental Health Treatment	3
Family Service Agency of San Bernardino	Utility Assistance Fund (EAF & GAF)	9
Family Service Association of Redlands	Cold Weather Vouchers	18
Family Service Association of Redlands	Disaster Recovery Services	3
Family Service Association of Redlands	Family Support	10
Family Service Association of Redlands	Home Again	9
Family Solutions	Early Childhood Programs	1
Federal Citizen Information Center	Citizen Information Center	1
Federal Emergency Management Agency FEMA	Financial Assistance	1
Federal Emergency Management Agency FEMA	Housing Needs	1
Fender Museum of the Arts	Kids Rock Free	1
First 5 Commission of San Bernardino County	First 5 Commission of San Bernardino County	2
First Chance/Y-CHOW, Inc.	Sober Living	4
First Steps Child Development Center, Inc.	Affordable Child Care	1

**Referrals from 2-1-1 San Bernardino County for January 2009**

Fontana Lewis Library & Technology Center	Library Services	1
Fontana Unified School District	Adult Education	1
Fontana Unified School District	California School Age Families Education	1
Food and Drug Administration	Law Enforcement	1
Foothill Family Shelter	Food Pantry	37
Foothill Family Shelter	Foothill Family Shelter	15
Foster Youth Services	YES Center	1
Frazee Community Center	Hot Meals	22
Frazee Community Center	Medical Treatment	23
Frazee Community Center	Shelters	32
Friends Outside	Prison Representative Program	2
G.A.P. Food Bank	G.A.P. Food Bank	6
Gamblers Anonymous	Gamblers Anonymous	1
Gay-Straight Alliance Network	Gay-Straight Alliance	1
Gift Ministries	Gift Ministries - The Clothes Closet	7
Good Steward Day Care	Child Care Service	4
Goodwill Southern California	Career Resource Center	4
Goodwill Southern California	Retail Stores and Used Goods	4
Habitat For Humanity, San Bernardino Area, Inc.	Habitat For Humanity	1
Hands On Inland Empire	Alternative Sentencing	14
Hands On Inland Empire	Volunteer Opportunities	8
Hannahs House	Foster Care & Adoptions	1
Healthy Families	Health Care Coverage	6
Hernandez Community Center	Nutrition Services	2
Hernandez Community Center	Senior Center	1
Hi-Desert Medical Center	Hospital Services	1
High Desert Child Adolescent and Family Services Center	Anger Management	1
High Desert Child Adolescent and Family Services Center	Co-Parenting	4
High Desert Child Adolescent and Family Services Center	Delayed Entry of Judgement	2
High Desert Child Adolescent and Family Services Center	Drug Testing	1
High Desert Child Adolescent and Family Services Center	Individual and Group Counseling	19
High Desert Child Adolescent and Family Services Center	Outpatient Substance Abuse Treatment	4
High Desert Child Adolescent and Family Services Center	Parenting Classes	4
High Desert Domestic Violence Program, Inc.	Domestic Violence Program Services	10
High Desert Homeless Services, Inc	Shelter	45
High Desert Transitional Living Connection	Christmas Meal and Festivities	1
High Desert Youth Center	Safety and Wellness Program	5
Higher Ground Christian Intervention Program	Higher Ground Christian Intervention Program	1
His Hands Ministry	Food Bank	4
Homeownership Preservation Foundation	The Homeowner's HOPE Hotline	6
House of Ruth, Inc.	Counseling	1
House of Ruth, Inc.	Emergency Shelter	11
House of Ruth, Inc.	Temporary Restraining Order Clinic	1
House of Ruth, Inc.	Transitional Living	2
Housing Authority of the County of San Bernardino	Family Unification Program	17
Housing Authority of the County of San Bernardino	Mainstream Program	3
Housing Authority of the County of San Bernardino	Public Housing	18
Housing Authority of the County of San Bernardino	Section 8 Program	30
Housing Authority of the County of San Bernardino	Senior Housing	2
Housing Authority of the County of San Bernardino	Tenant Based Assistance Program (TBA)	1
Inland Agency	Community Tool Box	15
Inland Agency	Desert Sierra Partnership	1
Inland Agency	HICAP	2
Inland AIDS Project	HIV Testing	4
Inland AIDS Project	Mental and Behavioral Health Treatment	2
Inland Caregivers Resource Center	Support Groups	1
Inland Counties Legal Services, Inc	Legal Assistance	14
Inland Empire Health Plan	Healthy Kids	6
Inland Empire Latino Lawyers Association	Legal Assistance and Counseling	32
Inland Empire United Way	211 San Bernardino County	1
Inland Empire United Way	Hands On Inland Empire	3
Inland Empire United Way	KidSmart Initiative	1
Inland Fair Housing and Mediation Board	Education and Outreach	5
Inland Fair Housing and Mediation Board	Inland Fair Housing and Mediation	30
Inland Fair Housing and Mediation Board	Senior Services	2
Inland Hospice Association	Adult Bereavement	1
Inland Regional Center	Inland Regional Center	2
Inland Temporary Homes	Shelter & Transitional Housing	15
Inland Valley Hope Partners	Food Security Program	35
Inland Valley Hope Partners	Rent Payment Assistance	21
Inland Valley Hope Partners	Shelter/Housing Program	4
Inland Valley Hope Partners	Utility Assistance	52
Inland Valley Humane Society and S.P.C.A	Animal Care & Control	1
Inland Valley Recovery Services	Inland Valley Recovery Services	11

**Referrals from 2-1-1 San Bernardino County for January 2009**

Internal Revenue Service	Internal Revenue Service	6
International Hearing Society	Helpline	1
Jericho Outreach, Inc.	Living Facilities	5
Jericho Outreach, Inc.	Residential/Outpatient Services	6
Job Corps	Job Training	2
Josephine Knopf Senior Center	Department of Aging and Senior Services Visitation	1
Kaiser Permanente Medical Center	Community Health Education	1
Kaiser Permanente Medical Center	Hospital Services	2
Kids Come First Community Clinic	Healthy Families Application Assistance	2
Kids Come First Community Clinic	Kids Come First	2
Kids Turf Day Care Center	Day Care	2
La Vista	La Vista Housing	3
LaSalle Medical Associates	Health Clinic	19
LaSalle Medical Associates	Healthy Families Enrollment	2
LaSalle Medical Associates	Well Women Exam	2
Legal Aid Society of San Bernardino	Legal Aid Clinic	80
Libreria del Pueblo, Inc.	Immigration Services	6
Libreria del Pueblo, Inc.	Legal Clinic	3
LifeStream	Blood Donation Program	1
Loma Linda Marriage & Family Therapy Clinic	Loma Linda Marriage & Family Therapy Clinic	11
Loma Linda University Medical Center	Hospital Services	6
Loma Linda University Medical Center	Just for Moms Comprehensive Tabacco Treatment	1
Loma Linda University Psychology Department	Psychological Services Clinic	2
Loveland Jubilee Pantry	Jubilee Pantry	76
Lutheran Social Services of Southern California	Sexual Abuse Treatment	2
Marys Mercy Center, Inc.	Christmas Gifts	6
Marys Mercy Center, Inc.	Marys Children Program	23
Marys Mercy Center, Inc.	Marys Table	32
Marys Mercy Center, Inc.	Saint Joseph Clothes Closet	7
Marys Mercy Center, Inc.	St. Martin de Porres Emergency Food Bag Program	35
Marys Mercy Center, Inc.	Veronicas Home of Mercy	4
Meals On Wheels- Redlands, Inc	Meals On Wheels	3
Mercy House	Assisi House	11
Mercy House	Guadalupe Residence	2
Mercy House	Walk-In Center	68
Merrill Community Services, Inc.	Alcohol and Drug Services	1
Mexican Consulate General	Consular Services	2
Mexican Consulate General	Disaster Recovery Services	2
Mimis House Transitional Housing	Mimis House	3
Mojave Basin Youth Corps, Inc.	Youthbuild	2
Montclair Senior Center	Legal Assistance	2
Morongo Basin Unity Home, Inc.	Domestic Violence- Emergency Shelter	1
Morongo Basin Unity Home, Inc.	Legal Advocacy & Court Support	1
Moses House Ministries	The Boutique	11
Moses House Ministries	Crossings	1
Mountain View Community Church	Food Pantry	51
Mountain View Community Church	Substance Abuse Meetings	2
Mustard Seed Tutorial Center	One-on-One Tutoring	1
Narcotics Anonymous	Narcotics Anonymous Support Group	4
National Community Renaissance	Affordable Housing	81
National Domestic Violence Hotline	Domestic Violence Hotline	4
National Organization of Social Security Claimants Representatives	NOSSCR	1
National Patient Travel Center	Travel Hotline	1
National Runaway Switchboard	Runaway Switchboard	3
National Suicide Prevention Lifeline	Suicide Hotline	5
National Suicide Prevention Lifeline	Suicide Prevention Lifeline	1
National Weather Service, United States Government	Weather Service	1
Neighborhood Housing Services of the Inland Empire, Inc.	Down Payment Assistance	2
Neighborhood Housing Services of the Inland Empire, Inc.	Foreclosure Prevention	16
Neighborhood Housing Services of the Inland Empire, Inc.	Home Maintenance Education	1
Neighborhood Housing Services of the Inland Empire, Inc.	Home Ownership	2
Neighborhood Partnership Housing Services, Inc.	Foreclosure Counseling	5
Neighborhood Partnership Housing Services, Inc.	Home Ownership	2
Neighborhood Partnership Housing Services, Inc.	Homebuyer Education Class	1
New Directions	Therapeutic Community	1
New Hope Christian Fellowship	Lifeline	5
New House, Inc.	Substance Abuse Treatment Program / Clean and Sober Moms	1
Nicholson Community Center	Homework Club	1
Northtown Housing Development Corp.	Government Food Commodities	3
Northtown Housing Development Corp.	Immunization Clinic	3
Oldtimers Foundation	Home maintenance and Conservation	5
Oldtimers Foundation	Housing	1
Oldtimers Foundation	Nutrition	2
Oldtimers Foundation	Transportation Services	4

**Referrals from 2-1-1 San Bernardino County for January 2009**

Olive Branch Counseling Center	Anger Management	12
Olive Branch Counseling Center	Drug Testing	1
Olive Branch Counseling Center	Parenting Classes	6
Olive Branch Counseling Center	Relationship Counseling	5
Omnitrans	Access Service	8
Omnitrans	Omnitrans	2
Ontario City Library	Library Services	1
Ontario Police Department	Police Department	1
Ontario Senior Center	Senior Excursions	1
Ontario Senior Center	Social Services	1
Ontario/Montclair YMCA	ChildCare	1
Ontario/Montclair YMCA	Matrix	1
Operation Provider	Basic Need Assistance	1
Operation Provider	Electric and Gas Assistance Fund (EAF & GAF)	5
Option House, Inc.	Community Education	4
Option House, Inc.	Domestic Violence Shelter Services	15
Our Lady of Hope	Food Pantry	47
Our Lady of Hope	Government Commodities Food Program	39
Our Lady of Hope	Hot Meal Ministry	1
Our Lady of Hope	Thanksgiving Baskets	1
Our Lady of the Desert	Food Pantry	25
Pacific Clinics	Child & Family Services	1
Pacific Clinics	Santa Fe Social Club	1
Pacific Lifeline	Transitional Shelter	5
PAL Humane Society	Humane Society	1
Para Los Niños	Para Los Niños Family Resource Center	55
Para Los Niños	Parenting Classes	2
Parents, Families & Friends of Lesbians & Gays	Support and Information	1
Partnership for Prescription Assistance	Prescription Assistance	6
Patient Advocate Foundation	Advocacy	1
Planned Parenthood of Orange and San Bernardino Counties	Contraceptive Clinics	2
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	3
Planned Parenthood of Orange and San Bernardino Counties	Prenatal Services	1
Planned Parenthood of Orange and San Bernardino Counties	Sexually Transmitted Infections Treatment	2
Pomona Valley Hospital Medical Center	Central Avenue Urgent Care Center	1
Pomona Valley Workshop	Adult Development Center	1
Pomona Valley Workshop	Round About Senior Services	1
Priscillas Helping Hands, Inc.	Clothes Closet	6
Prison to Peace Outreach	Basic Needs	1
Project Cuidar-SB	Child Enrichment Groups & Parenting Classes	3
Project Sister Family Services	Support Groups	1
Protection and Advocacy	Disability Rights	1
Provisional Accelerated Learning (PAL) Center	Operation Safe Harbor	1
Rancho Cucamonga Family Resource Center	Clothes Closet	1
Rancho Cucamonga Family Resource Center	Emergency Food	24
Rancho Cucamonga Family Resource Center	Family Resource Center	2
Rancho Cucamonga Family Resource Center	Good Healing/Good Grief	3
Reach Out West End	Student Assistance Program	1
REACH-St. Catherine of Siena	Food Assistance	13
Redlands Community Hospital	Family Clinic	1
Redlands Community Hospital	Hospital Services	1
Redlands Community Senior Center	County Nutrition Site	1
Redlands Family YMCA	Day Camp	1
Redlands Family YMCA	Legal Aid	1
Redlands Police Department Recreation Bureau	Redlands Senior Transportation	1
Redlands Police Department Recreation Bureau	Youth Coalition Teen Committee	1
Rialto Police Department	Rialto Police	4
Rialto Unified School District	Public Education	2
Rolling Start, Inc.	Assistive Technology	2
Rolling Start, Inc.	Deaf Services	2
Rolling Start, Inc.	Helpline	1
Rolling Start, Inc.	Housing	2
Rolling Start, Inc.	Independent Living Skills	2
Rolling Start, Inc.	Information and Referral	1
Rolling Start, Inc.	Support Groups / Workshop	1
Rose of Sharon Life Center	The Life Center	10
Ruben Campos Community Center	Homework Help	1
Running Springs Assembly of God	Food for Life	1
Rx Help For Californians	Prescription Assistance	5
Salem Christian Homes, Inc.	Supported Living Services	2
Salvation Army - Ontario	Christmas Toys	1
Salvation Army - Ontario	Emergency Food Box	14
Salvation Army - Ontario	Emergency Rental/Mortgage Assistance	30

**Referrals from 2-1-1 San Bernardino County for January 2009**

Salvation Army - Ontario	ESL Class	1
Salvation Army - Ontario	Healthy Families Enrollment Agent	1
Salvation Army - Ontario	Motel Vouchers	22
Salvation Army - Redlands	Electric and Gas Assistance Fund (EAF & GAF)	12
Salvation Army - San Bernardino	Christmas Meals	1
Salvation Army - San Bernardino	Food Program	52
Salvation Army - San Bernardino	Shelter Program	138
Salvation Army-Victor Valley	Christmas Toys	1
Salvation Army-Victor Valley	Clothing for Interviews	1
Salvation Army-Victor Valley	Food Assistance	42
Salvation Army-Victor Valley	Motel Vouchers	10
Salvation Army-Victor Valley	Utility Assistance	218
Samaritan Counseling Center	Behavior Education and Management Services	1
Samaritan Counseling Center	Counseling	9
San Antonio Community Hospital	Urgent Care	1
San Bernardino City Unified School District	Public Education	2
San Bernardino County Animal Care & Control	Animal Services	3
San Bernardino County Auditor-Controller/Recorder	County Assessor	1
San Bernardino County Auditor-Controller/Recorder	Recorder/Clerk	8
San Bernardino County Department of Aging and Adult Services	Adult Protective Services	8
San Bernardino County Department of Aging and Adult Services	Family Caregiver Support Program	8
San Bernardino County Department of Aging and Adult Services	In Home Supportive Services	34
San Bernardino County Department of Aging and Adult Services	Multipurpose Senior Services Program	5
San Bernardino County Department of Aging and Adult Services	Senior Information and Assistance Program	13
San Bernardino County Department of Aging and Adult Services	Senior Nutrition Services	2
San Bernardino County Department of Aging and Adult Services	Senior Training and Employment Program	2
San Bernardino County Department of Behavioral Health	AB2034 Homeless Program	2
San Bernardino County Department of Behavioral Health	Alcohol and Drug Services	12
San Bernardino County Department of Behavioral Health	Behavioral Health Resource Center Central Triage Services (After Hou	2
San Bernardino County Department of Behavioral Health	Centralized Hospital Aftercare Services	1
San Bernardino County Department of Behavioral Health	Children's Crisis Response Team	15
San Bernardino County Department of Behavioral Health	Juvenile Evaluation and Treatment Services	1
San Bernardino County Department of Behavioral Health	Outpatient Services	27
San Bernardino County Department of Behavioral Health	Supervised Treatment After Release (STAR)	1
San Bernardino County Department of Behavioral Health	The Access Unit	15
San Bernardino County Department of Behavioral Health	Transitional Age Youth One Stop Center	4
San Bernardino County Department of Child Support Services	Child Support Services	7
San Bernardino County Department of Childrens Services	Adoption Assistance Program	1
San Bernardino County Department of Childrens Services	Child Protective Hotline	10
San Bernardino County Department of Community Development and Housing	American Dream Downpayment Initiative	1
San Bernardino County Department of Probation	Probation	7
San Bernardino County Department of Public Health	AIDS Program	4
San Bernardino County Department of Public Health	Black Infant Health Project	1
San Bernardino County Department of Public Health	CalWorks	9
San Bernardino County Department of Public Health	Child Health and Disability Prevention	4
San Bernardino County Department of Public Health	Health Promotion and Education	2
San Bernardino County Department of Public Health	Hotline for Food-Nutrition Program	20
San Bernardino County Department of Public Health	Immunizations	9
San Bernardino County Department of Public Health	Maternal Health Program	2
San Bernardino County Department of Public Health	Mother Infant Support Team	1
San Bernardino County Department of Public Health	Prenatal Clinic	2
San Bernardino County Department of Public Health	Reproductive Health Centers	3
San Bernardino County Department of Public Health	Traffic S.A.F.E. Program	5
San Bernardino County Department of Public Health	Tuberculosis Control Program	1
San Bernardino County Department of Public Health	Women Infants and Children (WIC)	35
San Bernardino County Department of Veterans Affairs	Burial Benefits	1
San Bernardino County District Attorney	General Information	1
San Bernardino County District Attorney	Victim Services Unit	1
San Bernardino County Land Use Services Department	Code Enforcement Division	3
San Bernardino County Preschool Services Department	Head Start	3
San Bernardino County Preschool Services Department	Support Services	3
San Bernardino County Public Authority	In-Home Supportive Services Registry	5
San Bernardino County Sheriffs Department	Detention Facilities	6
San Bernardino County Sheriffs Department	Juvenile Intervention Program JIP	8
San Bernardino County Sheriffs Department	Law Enforcement	7
San Bernardino County Sheriffs Department	Victim Information and Notification Everyday	1
San Bernardino County Superintendent of Schools	Child Care Referral Services	13
San Bernardino County Superintendent of Schools	KidsNCare Child Care Subsidized Payment Program	13
San Bernardino County Transitional Assistance Department	C4Yourself	3
San Bernardino County Transitional Assistance Department	CalWORKs Program	84
San Bernardino County Transitional Assistance Department	Cash Aid Program for Immigrants	6
San Bernardino County Transitional Assistance Department	Child Care Programs	2
San Bernardino County Transitional Assistance Department	Disaster Food Stamp Program	15
San Bernardino County Transitional Assistance Department	Food Stamp Program	57

**Referrals from 2-1-1 San Bernardino County for January 2009**

San Bernardino County Transitional Assistance Department	Foster Care Program	2
San Bernardino County Transitional Assistance Department	Health Care Options	1
San Bernardino County Transitional Assistance Department	Medi-Cal Program	75
San Bernardino County Transitional Assistance Department	The General Relief Program	4
San Bernardino County Transitional Assistance Department	Volunteer Income Tax Assistance (VITA)	10
San Bernardino Family YMCA	Preschool	1
San Bernardino Family YMCA	Teen Zone	1
City of San Bernardino Fire Department	Fire and Rescue	2
San Bernardino Police Department	Police Department	6
San Bernardino Senior Center	Cooling Center	1
San Bernardino Senior Center	Senior Center	2
San Bernardino Sexual Assault Services, Inc	Sexual Assault Program	3
Save The Babies	Miracles in Recovery	1
SEIU United Long Term Care Workers Union	Home Care Registry	1
Set Free Christian Fellowship	Food Ministry	2
The Sober Living Network	Internet Information and Referral Service	5
Social Action Community Health System	Behavioral, Therapeutic and Dental Health Care	15
Social Action Community Health System	Primary Health Care	12
Social Security Administration	Social Security	19
Southern California Edison	California Alternate Rates for Energy	7
Southern California Edison	Community Energy Partnership-Home Energy Efficiency Tune-Ups	2
Southern California Edison	Energy Management Assistance Program	1
Southern California Gas Company	CARE	4
Southern California Gas Company	Direct Assistance Program	4
Southern California Gas Company	Gas Assistance Fund (GAF)	1
Southwest Family Counseling	Counseling Services	1
Southwest Gas Company	California Alternate Rates for Energy	3
Southwest Gas Company	Deferred Payment Program	3
Southwest Gas Company	Low-Income Energy Efficiency Weatherization Program	1
Southwest Gas Company	Medical Baseline Program	2
Springboard	Consumer Credit Counseling	3
St. Bernardine Medical Center	Cancer Treatment Services	1
St. Bernardine Medical Center	Hospital Services	2
St. John of God Health Care Services	Assistance Services	70
St. John of God Health Care Services	Community Recovery Center	6
St. John of God Health Care Services	Detox Center	7
St. John of God Health Care Services	Electric Assistance Fund (EAF)	190
St. John of God Health Care Services	Food Assistance	44
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	1
St. Johns Community Success Center	Standing Community Services	2
St. Mary Medical Center	Hospital Services	3
Superior Court of California, County of San Bernardino	Civil Court/ Unlawful Detainer	2
Superior Court of California, County of San Bernardino	Criminal Court	1
Superior Court of California, County of San Bernardino	Family Court	10
Superior Court of California, County of San Bernardino	Probate Court	2
Superior Court of California, County of San Bernardino	Traffic Court	1
Team of Advocates for Special Kids	Parent Training and Information Center	2
Telecare High Desert Crisis Walk-In Center	Crisis Walk-In Center	2
The Agape House	New Life Program	10
The Community Counseling Center	General Counseling	1
The Trevor Project	Trevor Helpline	3
The Way Station	Food Assistance	3
Time For Change Foundation	Sweet Dreams House	17
Touched Ones United Creating Hope, Inc.	Backpack Ministries	1
Travelers Aid of the Inland Empire	Emergency Transportation and Referral Service	4
Tri-County Dental Society	Dental Care Information and Referral	3
Tri-County Dental Society	Free Dental Work for Children	4
U.S. Citizenship and Immigration Services	Citizenship and Immigration Services	5
U.S. Department of Commerce	Digital TV Coupon Program	1
U.S. Department of Housing and Urban Development	Hope for Homeowners	9
U.S. Department of Housing and Urban Development	HUD	5
The Unforgettables Foundation	Burial Assistance	6
United States Department of Education	Federal Student Aid (FSA)	1
Valley Fellowship - Seventh Day Adventist Church	Community Services	7
Valley Star Children and Family Services	Mental Health Services	4
Victims of Crime Resource Center	Resource Center	1
Victor Valley Community Dental Service	Dental Service Program	23
Victor Valley Community Hospital	Hospital Services	3
Victor Valley Community Services Council	Volunteer Center	2
Victor Valley Domestic Violence	Domestic Violence Shelter	4
Victor Valley Rescue Mission	Food Services & Clothing	43
Victor Valley Rescue Mission	Recovery Program	6

**Referrals from 2-1-1 San Bernardino County for January 2009**

Victor Valley Transit Authority	Direct Access/Dial-A-Ride	7
Victor Valley Transit Authority	Victor Valley Transit Authority	3
Victorville Senior Citizens Club	Senior Center	1
Villa de Ninos	Preschool	1
Visiting Nurse Association Of The Inland Counties	Home Health Aide Services	1
Vista Guidance Centers	Adolescent Anger Management	6
Vista Guidance Centers	Adolescent Outpatient Substance Abuse Treatment	1
Vista Guidance Centers	Adult Anger Management Services	2
Vista Guidance Centers	Adult Outpatient Substance Abuse Treatment	2
Vista Guidance Centers	Child Abuse Treatment	1
Vista Guidance Centers	Christmas Toys	6
Vista Guidance Centers	Domestic Violence (Batterers Treatment Program)	4
Vista Guidance Centers	Mental Health Homeless Services	1
Vista Guidance Centers	Mental Health Services	16
Vista Guidance Centers	Parenting Classes	6
Vista Guidance Centers	Recovery Center	1
Vista Guidance Centers	Youth Environmental Prevention Services	1
Volunteer Center of Riverside County	2-1-1 Riverside County	107
Volunteer Income Tax Assistance (VITA)	Earned Income Tax Credit (EITC)	48
Volunteer Income Tax Assistance (VITA)	VITA	26
Volunteermatch	VolunteerMatch	1
Volunteers of America	Family Resource Center	7
We Tip	Crime Hotline	2
West End Family Counseling	Mental Health and Counseling Services	9
Westside Community Service Center	Employment Assistance	1
Westside Community Service Center	Food Distributions	17
Westside Community Service Center	Rent Payment Assistance	89
YMCA of Pomona Valley	PreSchool	1
Young Visionaries Youth Leadership Academy	Forward Focus Leadership Program	2
Young Visionaries Youth Leadership Academy	Mentoring Program	1
Young Visionaries Youth Leadership Academy	Nitro2Go Christmas Festival Toy Giveaway	2
Young Visionaries Youth Leadership Academy	Thanksgiving Baskets	1
Young Visionaries Youth Leadership Academy	Youth Violence Prevention Program	1
Yucaipa Christian Church	Manna Food Cupboard	4
Yucaipa Valley Welfare, Inc	Clothing Program	1
Yucaipa Valley Welfare, Inc	Food Program	2

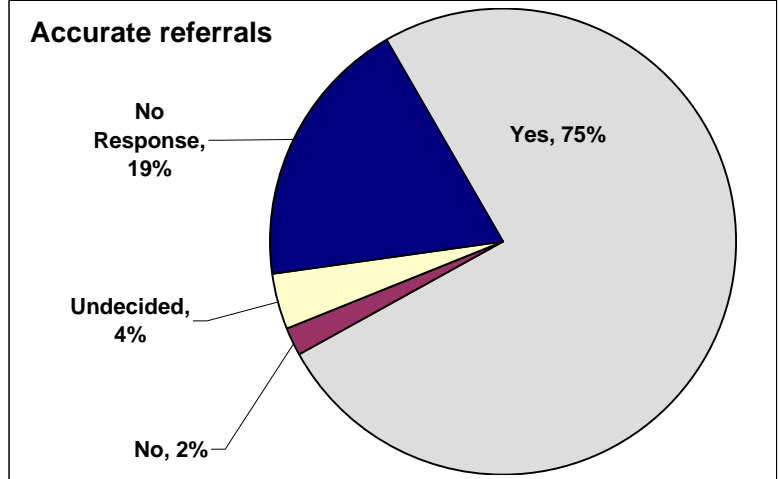
Total Referrals 6621

**Callback Survey Responses**

January-February 2009

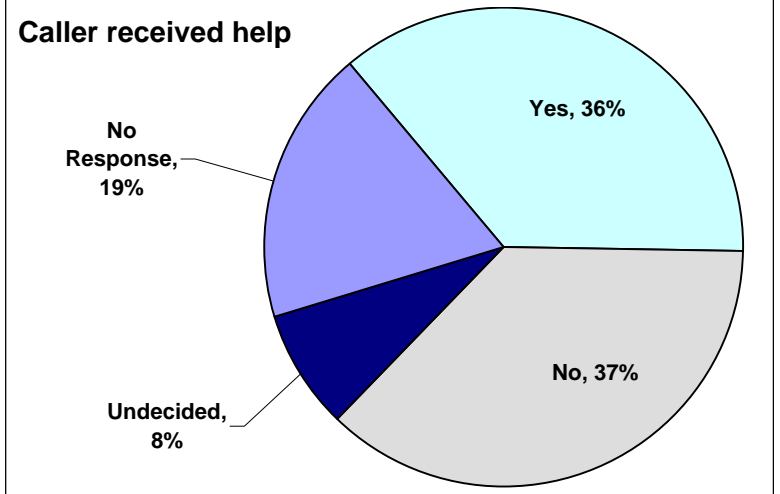
Total of 202 Respondents

Were the referral(s) accurate?	
Yes	75%
No	2%
Undecided	4%
No Response	19%



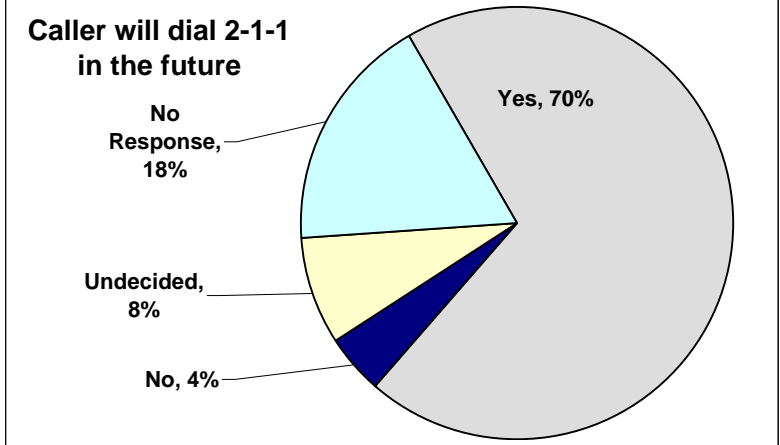
Did you contact the referral agency (ies)?	
Yes	74%
No	5%
Undecided	2%
No Response	19%

If yes, did you get the help you needed?	
Yes	36%
No	37%
Undecided	8%
No Response	19%



Was the information useful?	
Yes	63%
No	9%
Undecided	9%
No Response	18%

Will you call 2-1-1 in the future?	
Yes	70%
No	4%
Undecided	8%
No Response	18%



Are you a registered voter?	
Yes	39%
No	32%
Undecided	8%
No Response	21%