

February 2010
2-1-1 San Bernardino County Statistical Update

2-1-1 San Bernardino County Monthly Report - February 2010



United Ways serving
San Bernardino County



2-1-1 News Items

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Help us evaluate our progress. Voice your concerns. Share your ideas for improvement. Browse over to 211sb.org and click on the 2-1-1 Survey - January 2009 link. This survey should take less than 3 minutes of your time and gives us valuable information to shape our strategy for the future of 2-1-1 San Bernardino County. You can also type surveymonkey.com/s/39SQL7W into your browser.

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

Federal funding for 2-1-1 is very close - 56 Senate and 201 House co-sponsors now!! Please lend your voice. Call the Congressional Switchboard at 202-224-3121 and help make 2-1-1 sustainable.

2-1-1 Advisory Committee Meeting

The next meeting of the 2-1-1 Advisory Committee will be held at 9:00am at the 2-1-1 Call Center in Rancho Cucamonga on March 25th and occurs regularly on the 4th Thursday of every other month.

Analysis to follow in the next 2 days

Until next month's report, Thank you and be healthy!

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



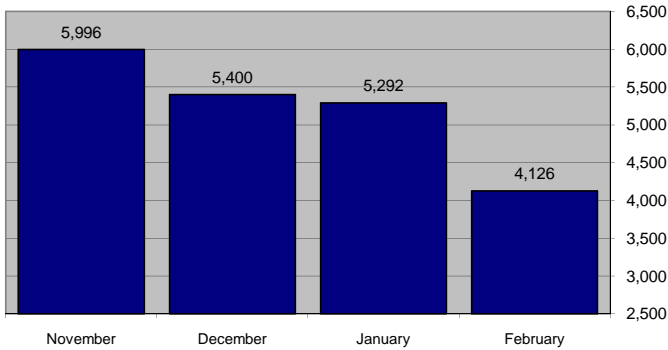
United Ways serving
San Bernardino County



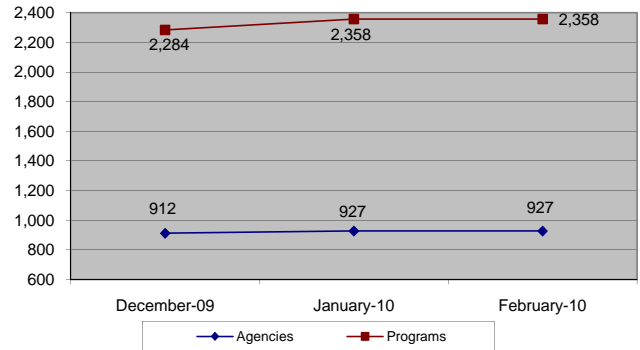
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February 2010 Data Analysis

Total number of documented calls



2-1-1 database totals



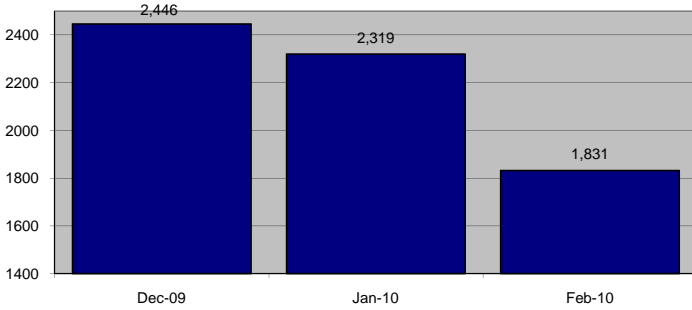
Total number of documented calls**

February	4,126
January	5,292
December	5,400
November	5,996

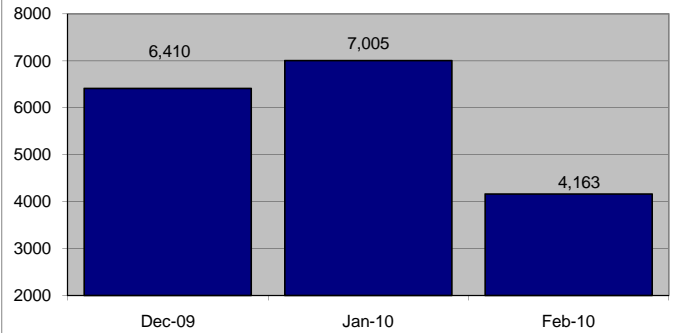
** Does not include hangups, wrong numbers, internal, etc.

Agencies	Database totals	Programs
927	Feb-10	2,358
927	Jan-10	2,358
912	Dec-09	2,284

Total # of callers with children in the households



Total number of children involved



Call totals per # of children in household:

	Feb-10	Jan-10	Dec-09
0 or unknown	2,503	2,973	2,954
1	601	735	657
2	585	835	871
3	401	454	528
4	131	183	238
5	70	78	87
6	19	15	39
7	10	10	17
8	4	5	7
9	1	2	1
More than 9	9	2	1
Total	1831	2319	2446

Total Number of Children

Feb-10	4163
Jan-10	7005
Dec-09	6410

Percentage of callers w/children **42%**

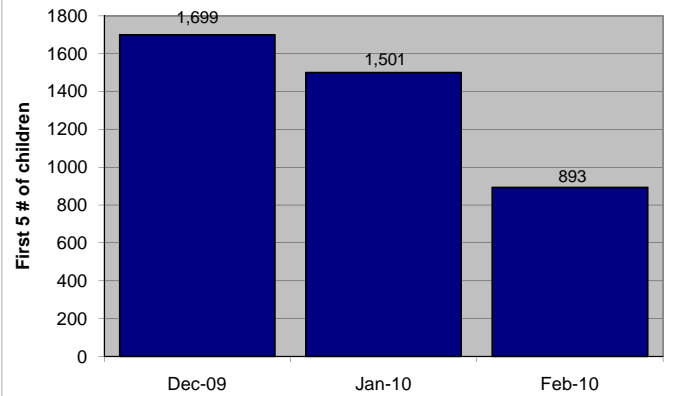
First 5 Calls

Total # First 5 Children represented	1354
Total number of calls this month	4126
Total # of First 5 Calls	893
Percentage of F5 calls	22%

Call totals per # of children under 6:

	Feb-10	Jan-10	Dec-09
0 or unknown	3,233	3,791	3,593
1	533	572	605
2	277	680	720
3	68	180	219
4	12	64	124
5	3	5	25
6	0	0	6
7	0	0	0
8	0	0	0
9	0	0	0
More than 9	0	0	0
Total F5 Calls	893	1501	1699

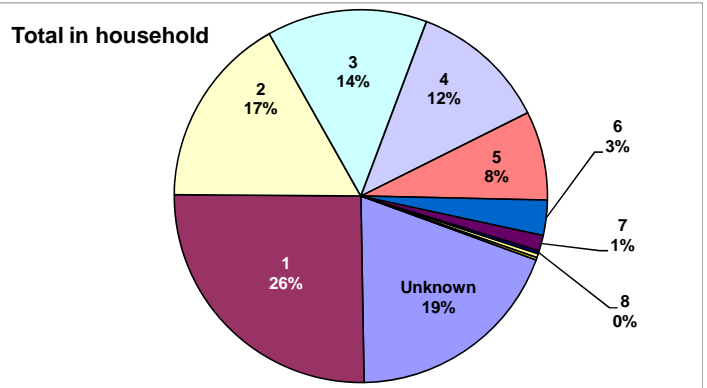
Total number of children under 6



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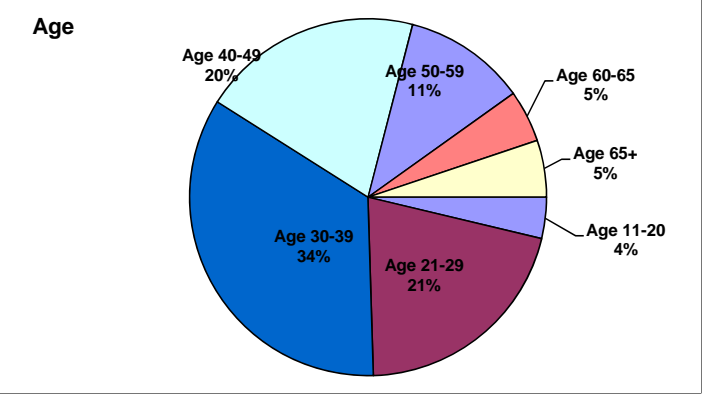
Total # in household:			
	Feb-10	Jan-10	Dec-09
Unknown	829	1022	1321
1	1098	1172	967
2	723	908	751
3	601	790	780
4	515	720	773
5	333	391	455
6	133	175	211
7	58	64	65
8	12	23	39
9	14	15	18
9+	9	12	19
Total	3496	4270	4078

NA
31%
21%
17%
15%
10%
4%
2%
0%
0%
0%

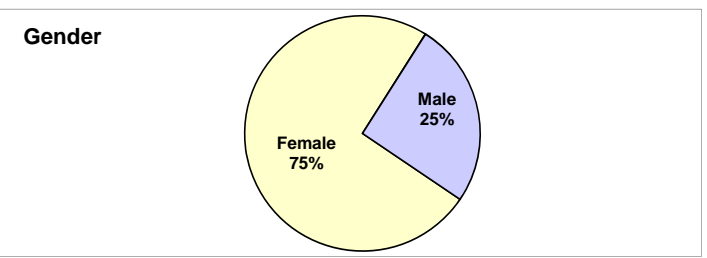


Total people represented in this month's calls: 9,579

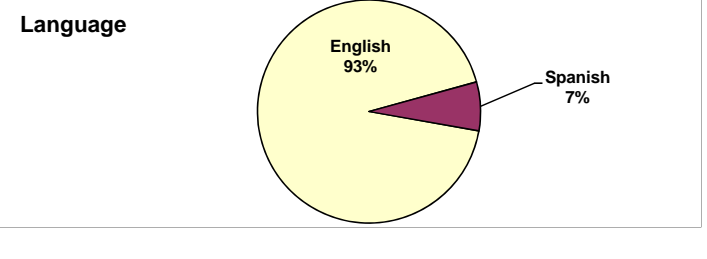
Age:			
	Feb-10	Jan-10	Dec-09
Age 0-3	11	4	8
Age 4-5	4	3	4
Age 6-10	12	12	8
Age 11-20	116	112	87
Age 21-29	644	776	652
Age 30-39	1068	1685	1627
Age 40-49	621	691	587
Age 50-59	344	341	325
Age 60-65	146	155	130
Age 65+	160	96	93
Total	3126	3875	3521



Gender			
	Feb-10	Jan-10	Dec-09
Female	3208	4066	4249
Male	1095	1197	1109
Unknown	11	5	29
Other	4	15	7
Transgender	2	1	0
Total	4320	5284	5394



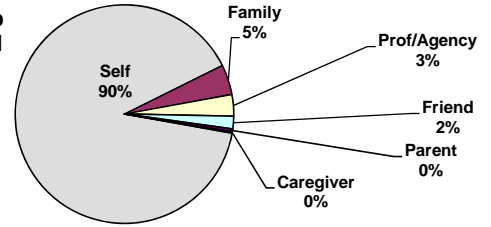
Language			
	Feb-10	Jan-10	Dec-09
English	4018	4913	5040
Spanish	305	378	358
Acholi	1	1	1
Bulgarian	1	0	0
Albanian	0	0	1
Ilocano	0	0	1
Korean	0	0	0



2-1-1 San Bernardino County

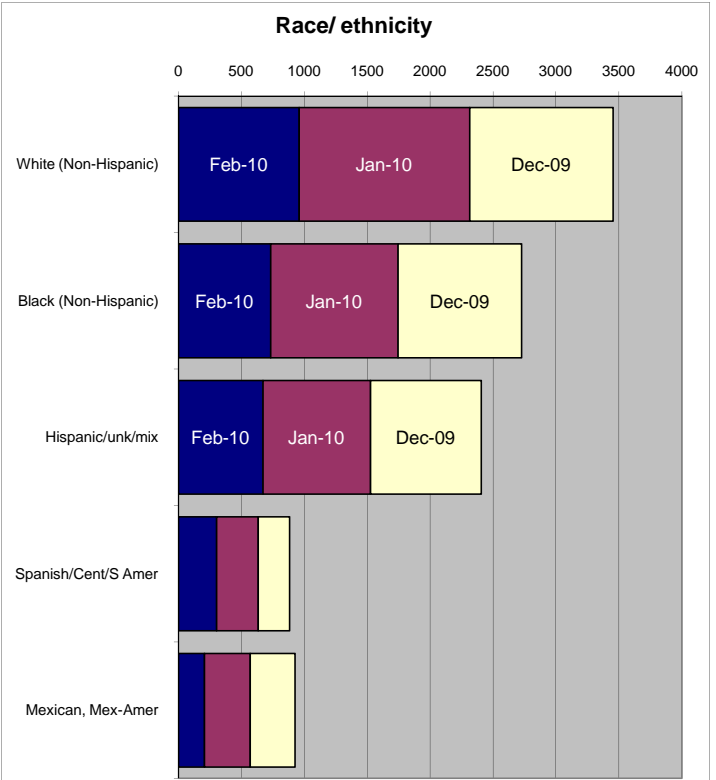
Caller relationship to person in need:			
	Feb-10	Jan-10	Dec-09
Self	3887	4890	5050
Family	194	170	112
Prof/Agency	137	143	140
Friend	81	69	72
Parent	18	9	15
Caregiver	8	11	11

Caller relationship to person in need



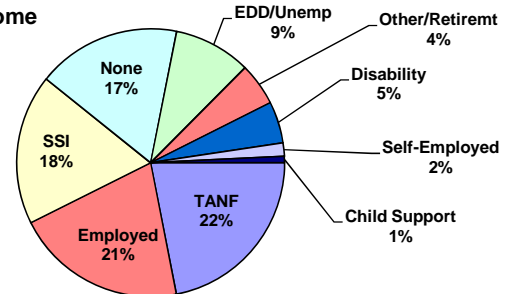
Race/ ethnicity				
	Feb-10	Jan-10	Dec-09	
White (Non-Hispanic)	957	1356	1139	32%
Black (Non-Hispanic)	731	1014	981	24%
Hispanic/unk/mix	671	854	881	22%
Spanish/Cent/S Amer	303	329	251	10%
Mexican, Mex-Amer	205	363	357	7%
Declined to answer	73	26	7	2%
Other	14	9	11	
Asia/unk/mix	12	18	25	
Multi-race	12	3	5	
Asian-Indian	8	10	10	
Pacific Islander/unk/mix	7	3	1	
Cambodian	4	0	1	
Native American	3	1	3	
Filipino	3	1	1	
Puerto Rican	2	3	0	
Samoan	2	0	1	
Chinese	1	3	3	
Vietnamese	0	3	5	
Laotian	0	3	2	
Hawaiian	0	0	1	
Cuban	0	0	0	
Japanese	0	0	0	
Korean	0	0	0	
Unknown	1118	1293	1715	
Total Known	3008	3999	3685	

Race/ ethnicity



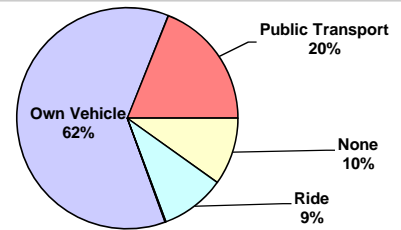
Source of income:			
	Feb-10	Jan-10	Dec-09
TANF	661	976	997
Employed	625	669	546
SSI	547	575	517
None	524	574	445
EDD/Unemp	281	392	340
Other/Retirement	155	155	180
Disability	152	130	143
Self-Employed	49	42	38
Child Support	23	22	19

Source of income



Transportation dependency:			
	Feb-10	Jan-10	Dec-09
Own Vehicle	1679	2036	1968
Public Transportation	516	640	534
None	269	347	278
Ride	258	297	241
Transportation Voucher	3	1	1
Taxi	0	0	3

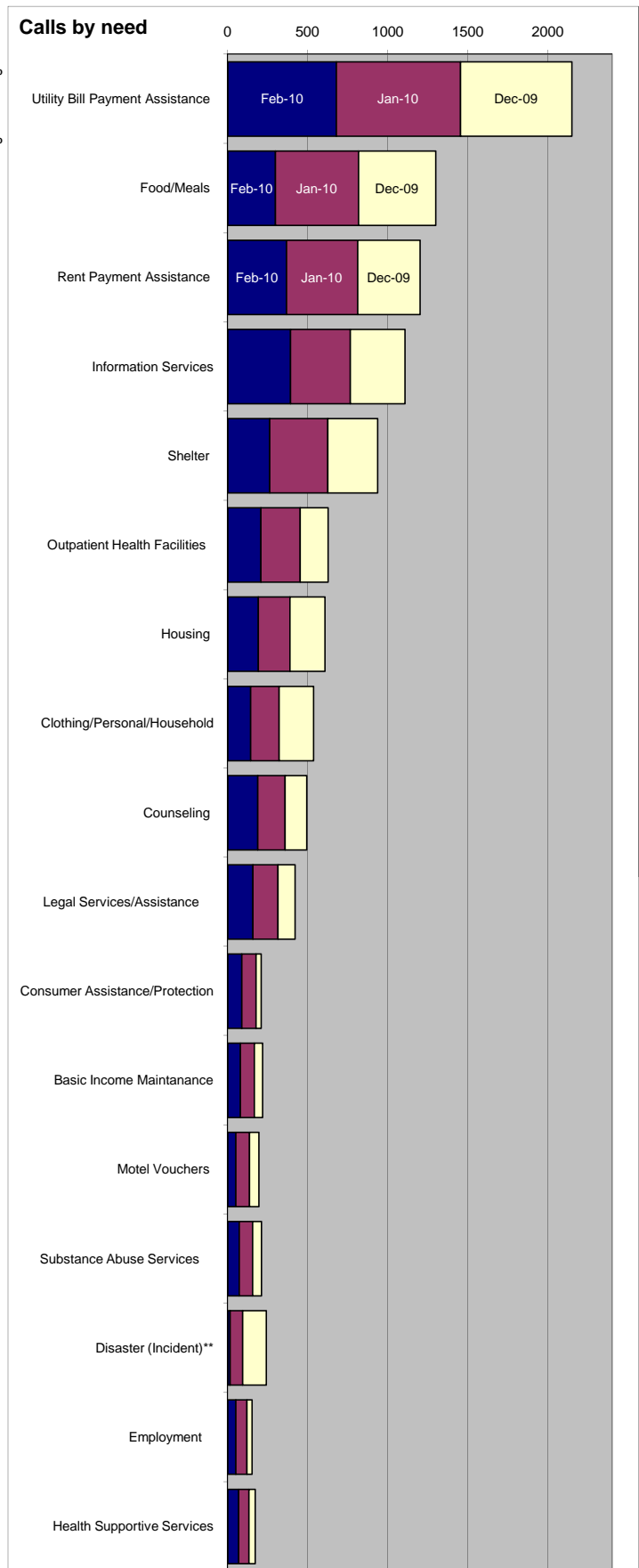
Transportation dependency



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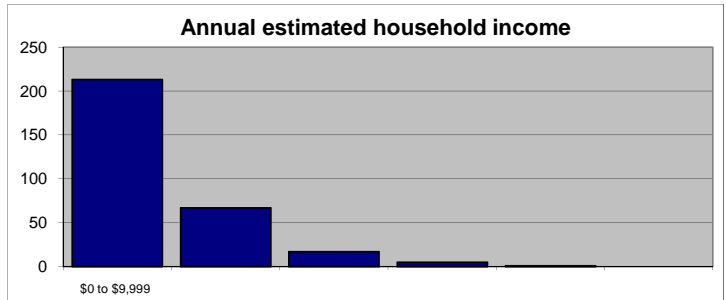
Calls by need:			
Need	Feb-10	Jan-10	Dec-09
Utility Bill Payment Assistance	678	775	696
Food/Meals	298	519	482
Rent Payment Assistance	367	445	389
Information Services	391	375	341
Shelter	262	362	312
Outpatient Health Facilities	206	247	173
Housing	191	198	218
Clothing/Personal/Household	142	178	216
Counseling	188	170	136
Legal Services/Assistance	157	156	107
Consumer Assistance/Protection	87	90	32
Basic Income Maintanance	78	88	51
Motel Vouchers	51	85	59
Substance Abuse Services	71	85	55
Disaster (Incident)**	14	79	147
Employment	51	68	33
Health Supportive Services	69	64	38
Community Groups/Services*	40	56	542
Transportation	71	52	62
Health Screening/Diagnostic Services	41	51	35
Specialized Treatments	56	50	39
Nutrition Public Assist. Prgrms	45	41	51
Mental Health Care Facilities	17	37	14
Family Based Srvc/Mentoring	23	34	22
Medical Public Assistance Programs	25	32	47
Parenting Education	26	31	19
Courts/Correctional System	36	29	29
Outpatient Mental Health Care	18	28	23
Day Care	41	27	28
Social Insurance Programs	16	26	17
Law Enforcement	28	24	24
Crime Reporting/Prevention	14	16	14
Household Related Public Asst	25	15	18
Early Education	13	15	10
Mortgage Payment Assistance	11	14	15
Formal Education	12	14	7
Emergency Medical Care	15	13	12
Animal Services	19	13	11
Special Education	12	13	8
Donations	11	10	22
Environmental Protection/Improvement	14	10	12
Inpatient Health Facilities	10	10	11
Consumer Regulations	10	10	6
Psychiatric/Mental Health Support	8	9	6
Public Health Information	7	8	5
Volunteer Opportunities	17	7	17
Org. Development and Mgmt Services	6	7	14
Death Certification/Burial Arrangements	7	7	10
Public Safety/Emergency Services	10	7	8
Support Groups	16	6	13
Disability Issues/Services	24	5	16
Immigration/Citizenship	5	4	8
Protective Services	18	4	7
Mortgage Foreclosure Information	11	4	2
Labor Standards/Practices	2	4	2
Bad Weather Shelters	2	4	2
Rehabilitation/Habilitative Services	2	4	1
Disaster Services	1	4	1
Safety Equipment	0	3	3
Credit Counseling	3	3	1
Public Works	2	2	6
Social Develop. and Enrichment	4	2	4
Crime Victim Support	2	2	2
Tutoring/Homework Assistance	4	2	1
Parks & Recreation Services	0	1	1
Adoption/Foster Care	4	0	1

Note: * Includes Holiday Meals ** H1N1

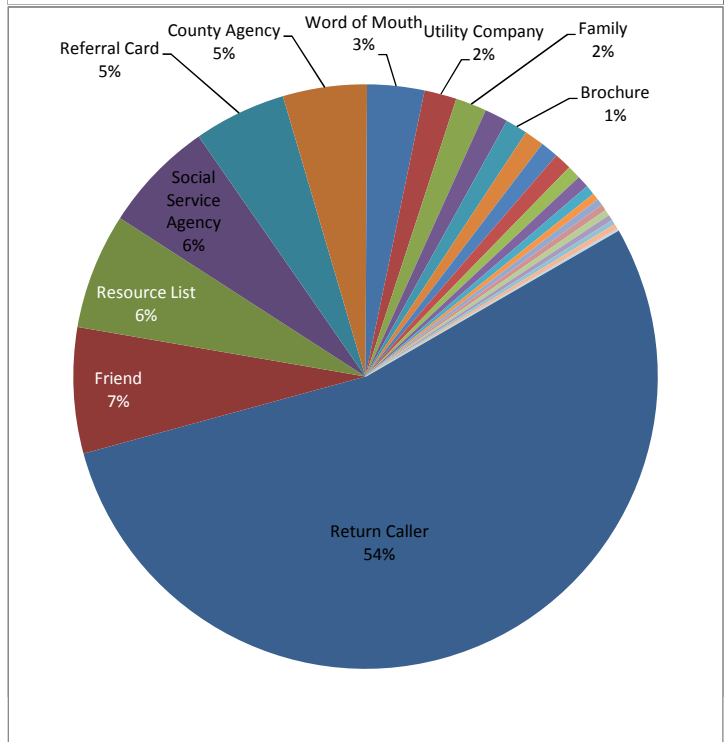


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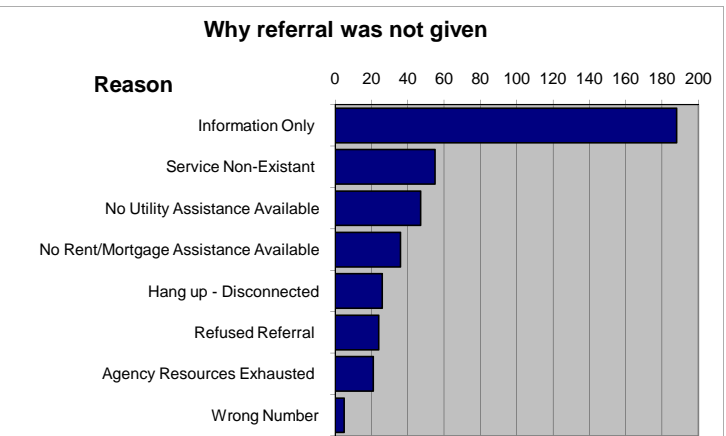
Annual estimated household income			
	Feb-10	Jan-10	Dec-09
Declined to state/Unknown	774	4389	4659
\$0 to \$9,999	213	605	733
\$10,000 to \$19,999	67	251	286
\$20,000 to \$29,999	17	35	47
\$30,000 to \$39,999	5	10	10
\$40,000 to \$49,999	1	1	2
\$50,000 to \$59,999	0	1	1
\$60,000 to \$69,999	1	0	0
\$70,000 to \$79,999	1	0	0
\$80,000 +	0	0	1



How caller learned about 2-1-1			
	Feb-10	Jan-10	Dec-09
Return Caller	2339	3233	3671
Friend	301	224	204
Resource List	277	436	277
Social Service Agency	269	310	325
Referral Card	221	305	208
County Agency	201	121	138
Word of Mouth	137	189	173
Utility Company	77	39	33
Family	74	74	71
Church	56	54	40
Brochure	53	58	33
Internet	47	33	26
School	43	53	49
Other	41	19	22
Other I&R or 2-1-1	32	31	33
Radio	29	10	7
Phone Book	23	15	7
Doctor's Office/Clinic	17	5	11
Law Enforcement	16	11	19
Government Non-County	15	6	12
Billboards	15	4	9
Television	13	45	14
Newspaper	12	5	8
Hospital	11	7	7
Human Resources	3	0	1
411	1	2	2
Crisis Line	1	2	0
Chronic Caller/Abusive Caller	1	1	0
President Obama's Stimulus Plan	0	0	0



Why referral not given			
Reason	Feb-10	Jan-10	Dec-09
Information Only	188	223	239
Service Non-Existant	55	79	55
No Utility Assistance Available	47	125	177
No Rent/Mortgage Assistance Available	36	309	237
Hang up - Disconnected	26	78	140
Refused Referral	24	29	43
Agency Resources Exhausted	21	39	93
Wrong Number	5	5	1
No Shelter Bed Availability	4	6	6
Caller Doesn't Qualify	4		
Services To Expensive	0	2	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

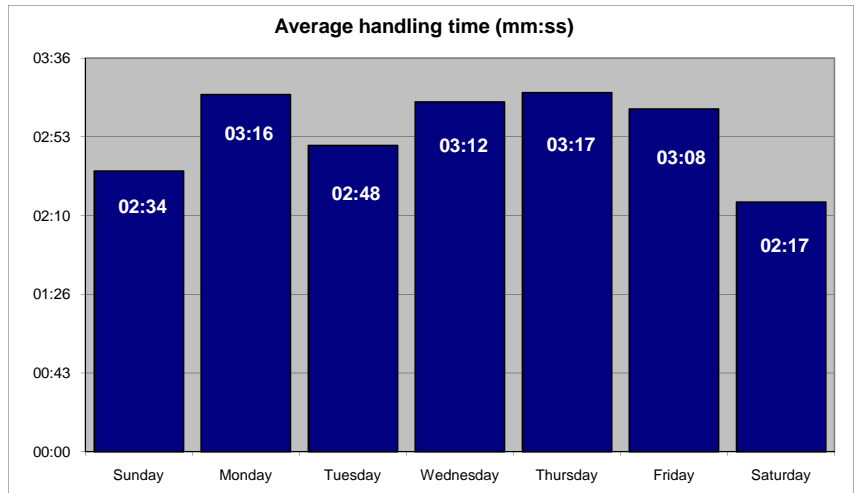
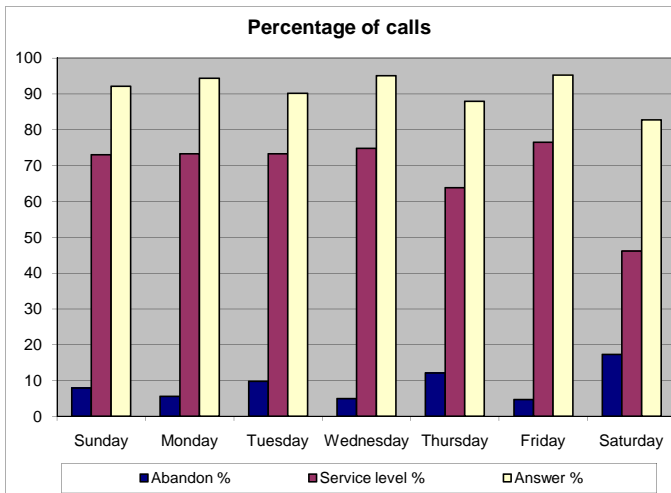
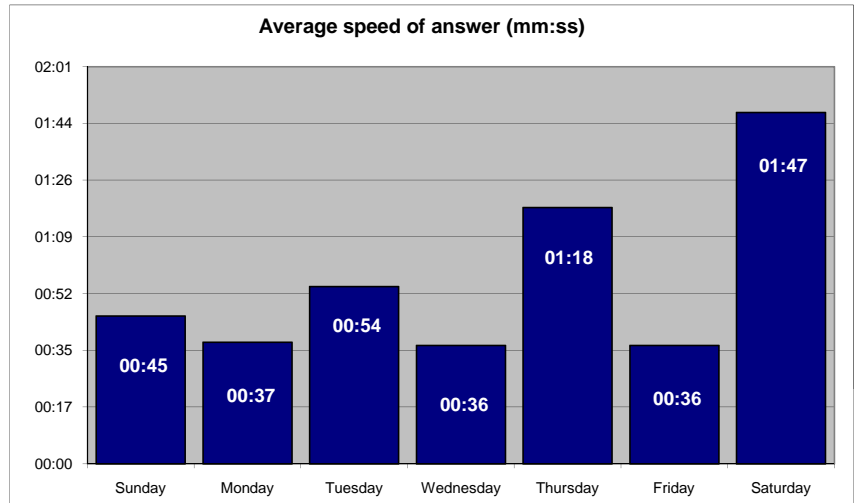
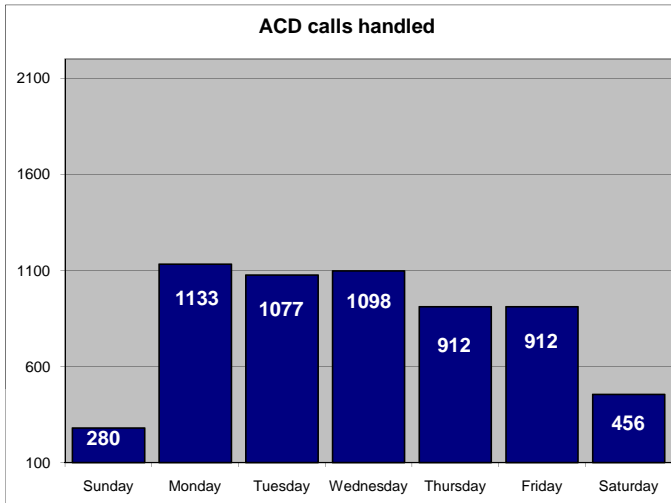
Device: 005 - All SB QG's

Date range: 2/1/2010 - 2/28/2010 12:00 AM - 12:00 AM

Created on: 3/1/2010

Created by: gmadden

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls queued	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
Sunday	304	280	25	24	0	5	0	270	10	0	0	0:00:45	0:02:27	0:00:00	12:00:50	0:02:34	7.9	73.0	92.1
Monday	1200	1133	31	67	0	8	0	1128	5	0	0	0:00:37	0:02:37	0:00:00	61:51:04	0:03:16	5.6	73.3	94.4
Tuesday	1194	1077	23	117	0	6	0	1071	6	0	0	0:00:54	0:05:29	0:00:00	50:28:15	0:02:48	9.8	73.3	90.2
Wednesday	1155	1098	35	57	0	8	0	1093	5	0	0	0:00:36	0:02:24	0:00:00	58:44:08	0:03:12	4.9	74.8	95.1
Thursday	1037	912	19	125	0	5	0	909	3	0	0	0:01:18	0:04:40	0:00:00	49:58:33	0:03:17	12.1	63.8	87.9
Friday	957	912	27	45	0	4	0	907	5	0	0	0:00:36	0:02:39	0:00:00	47:41:17	0:03:08	4.7	76.5	95.3
Saturday	551	456	34	95	0	3	0	447	9	0	0	0:01:47	0:02:41	0:00:00	17:28:35	0:02:17	17.2	46.1	82.8
Total	6398	5868	194	530	0	39	0	5825	43	0	0	0:00:52	0:03:43	0:00:00	298:12:42	0:03:03	8.3	70.1	91.7



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

City/Town - Needs	Total	
Adelanto	Utilities	46
	Rent Payment Assistance	18
	Food/Meals	9
	Clothing/Personal/Household Needs	6
	Information Services	6
	Transportation	4
	Income Maintenance	3
	Outpatient Health Facilities	3
	Disability Issues/Services	2
	Employment	2
	Housing	2
	Early Education	2
	Shelter	2
	Consumer Assistance/Protection	2
	Nutrition Related Public Assistance Programs	1
	Day Care	1
	Animal Services	1
	Parenting Education	1
	Mental Health Care Facilities	1
Health Supportive Services	1	
Counseling	1	
Adelanto Total		114
Alta Loma	Rent Payment Assistance	3
	Counseling	3
	Information Services	3
	Food/Meals	1
	Consumer Regulations	1
	Transportation	1
	Shelter	1
	Disability Issues/Services	1
	Utilities	1
	Consumer Assistance/Protection	1
	Day Care	1
	Housing	1
	Legal Services/Assistance	1
Alta Loma Total		19
Apple Valley	Utilities	55
	Food/Meals	19
	Rent Payment Assistance	15
	Counseling	12
	Information Services	12
	Legal Services/Assistance	10
	Outpatient Health Facilities	9
	Housing	7
	Substance Abuse Services	5
	Clothing/Personal/Household Needs	4
	Health Supportive Services	4
	Transportation	4
	Specialized Treatments	3
	Motel Vouchers	3
	Protective Services	3
	Consumer Assistance/Protection	3
	Household Related Public Assistance Programs	3
	Shelter	3
	Income Maintenance	2
	Medical Public Assistance Programs	2
Parenting Education	2	

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

City/Town - Needs	Total	
	Community Groups/Services	2
	Mental Health Care Facilities	2
	Animal Services	2
	Public Health Information	2
	Psychiatric/Mental Health Support Services	1
	Support Groups	1
	Public Works	1
	Law Enforcement	1
	Public Safety/Emergency Services	1
	Mortgage Payment Assistance	1
	Family Based Services/Mentoring	1
	Early Education	1
	Volunteer Opportunities	1
	Nutrition Related Public Assistance Programs	1
	Courts/Correctional System	1
Apple Valley Total		199
Barstow	Utilities	20
	Rent Payment Assistance	10
	Information Services	5
	Shelter	4
	Legal Services/Assistance	3
	Day Care	3
	Counseling	2
	Substance Abuse Services	2
	Food/Meals	2
	Health Screening/Diagnostic Services	2
	Outpatient Health Facilities	2
	Clothing/Personal/Household Needs	1
	Special Education	1
	Inpatient Health Facilities	1
	Housing	1
	Mental Health Care Facilities	1
	Employment	1
	Health Supportive Services	1
	Medical Public Assistance Programs	1
	Specialized Treatments	1
	Environmental Protection/Improvement	1
	Transportation	1
Barstow Total		66
Big Bear City	Food/Meals	3
	Utilities	2
	Health Screening/Diagnostic Services	1
	Shelter	1
	Income Maintenance	1
	Nutrition Related Public Assistance Programs	1
	Environmental Protection/Improvement	1
	Counseling	1
Big Bear City Total		11
Big Bear Lake	Utilities	5
	Rent Payment Assistance	2
	Transportation	2
	Food/Meals	2
	Employment	1
	Substance Abuse Services	1
	Information Services	1
	Social Insurance Programs	1
	Inpatient Health Facilities	1

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

City/Town - Needs	Total	
	Outpatient Health Facilities	1
	Health Supportive Services	1
	Legal Services/Assistance	1
Big Bear Lake Total		19
Bloomington	Housing	3
	Nutrition Related Public Assistance Programs	3
	Rent Payment Assistance	3
	Information Services	3
	Outpatient Health Facilities	3
	Legal Services/Assistance	2
	Employment	2
	Health Supportive Services	2
	Food/Meals	2
	Clothing/Personal/Household Needs	2
	Support Groups	1
	Mental Health Care Facilities	1
	Parenting Education	1
	Animal Services	1
	Law Enforcement	1
	Transportation	1
	Income Maintenance	1
	Community Groups/Services	1
	Day Care	1
	Disaster (Incident)	1
	Volunteer Opportunities	1
	Shelter	1
	Substance Abuse Services	1
Bloomington Total		38
Chino	Utilities	9
	Shelter	8
	Rent Payment Assistance	8
	Food/Meals	8
	Information Services	7
	Legal Services/Assistance	6
	Income Maintenance	5
	Specialized Treatments	5
	Health Supportive Services	4
	Transportation	3
	Mental Health Care Facilities	3
	Housing	3
	Outpatient Health Facilities	3
	Clothing/Personal/Household Needs	3
	Substance Abuse Services	2
	Counseling	2
	Credit Counseling	1
	Public Safety/Emergency Services	1
	Social Insurance Programs	1
	Mortgage Foreclosure Information	1
	Immigration/Naturalization Legal Services	1
Chino Total		84
Chino Hills	Rent Payment Assistance	5
	Utilities	5
	Counseling	3
	Food/Meals	3
	Housing	3
	Special Education	2
	Nutrition Related Public Assistance Programs	2

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

City/Town - Needs	Total	
	Information Services	2
	Motel Vouchers	1
	Courts/Correctional System	1
	Medical Public Assistance Programs	1
	Protective Services	1
	Outpatient Health Facilities	1
	Mortgage Foreclosure Information	1
	Consumer Regulations	1
	Legal Services/Assistance	1
Chino Hills Total		33
Colton	Legal Services/Assistance	10
	Counseling	9
	Shelter	9
	Food/Meals	9
	Information Services	9
	Rent Payment Assistance	7
	Housing	6
	Outpatient Health Facilities	6
	Emergency Medical Care	4
	Clothing/Personal/Household Needs	4
	Utilities	4
	Substance Abuse Services	3
	Income Maintenance	3
	Parenting Education	3
	Nutrition Related Public Assistance Programs	2
	Employment	2
	Day Care	2
	Specialized Treatments	2
	Community Groups/Services	2
	Transportation	2
	Family Based Services/Mentoring	1
	Outpatient Mental Health Care	1
	Consumer Assistance/Protection	1
	Environmental Protection/Improvement	1
	Medical Public Assistance Programs	1
	Law Enforcement	1
	Public Safety/Emergency Services	1
	Motel Vouchers	1
Colton Total		106
Crestline	Utilities	7
	Outpatient Health Facilities	5
	Food/Meals	2
	Information Services	2
	Income Maintenance	2
	Employment	2
	Rent Payment Assistance	2
	Consumer Assistance/Protection	1
	Special Education	1
	Motel Vouchers	1
Crestline Total		25
Daggett	Utilities	1
Daggett Total		1
Fontana	Utilities	29
	Food/Meals	25
	Housing	22
	Outpatient Health Facilities	21
	Shelter	20

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

City/Town - Needs	Total	
	Counseling	19
	Information Services	18
	Rent Payment Assistance	16
	Legal Services/Assistance	11
	Income Maintenance	10
	Clothing/Personal/Household Needs	9
	Family Based Services/Mentoring	8
	Substance Abuse Services	6
	Courts/Correctional System	5
	Transportation	5
	Animal Services	4
	Parenting Education	4
	Health Supportive Services	4
	Consumer Assistance/Protection	4
	Employment	4
	Medical Public Assistance Programs	4
	Day Care	3
	Social Insurance Programs	3
	Nutrition Related Public Assistance Programs	3
	Health Screening/Diagnostic Services	3
	Community Groups/Services	3
	Donations	3
	Disability Issues/Services	2
	Consumer Regulations	2
	Emergency Medical Care	2
	Tutoring/Homework Assistance	2
	Special Education	1
	Household Related Public Assistance Programs	1
	Mental Health Care Facilities	1
	Specialized Treatments	1
	Outpatient Mental Health Care	1
	Mortgage Payment Assistance	1
	Support Groups	1
	Motel Vouchers	1
	Protective Services	1
	Crime Reporting/Prevention	1
	Arts and Culture	1
	Formal Education	1
Fontana Total		286
Forest Falls	Counseling	1
	Consumer Assistance/Protection	1
Forest Falls Total		2
Grand Terrace	Rent Payment Assistance	2
	Food/Meals	1
	Counseling	1
	Information Services	1
	Transportation	1
	Inpatient Health Facilities	1
	Utilities	1
	Public Health Information	1
	Outpatient Health Facilities	1
Grand Terrace Total		10
Helendale	Housing	1
	Household Related Public Assistance Programs	1
Helendale Total		2
Hesperia	Utilities	60
	Food/Meals	15

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

City/Town - Needs	Total	
	Information Services	13
	Outpatient Health Facilities	11
	Counseling	11
	Rent Payment Assistance	10
	Shelter	10
	Legal Services/Assistance	9
	Clothing/Personal/Household Needs	8
	Specialized Treatments	7
	Nutrition Related Public Assistance Programs	4
	Substance Abuse Services	4
	Health Screening/Diagnostic Services	4
	Transportation	4
	Income Maintenance	3
	Housing	3
	Consumer Assistance/Protection	3
	Disability Issues/Services	2
	Crime Reporting/Prevention	2
	Environmental Protection/Improvement	2
	Special Education	2
	Law Enforcement	2
	Social Insurance Programs	1
	Emergency Medical Care	1
	Employment	1
	Day Care	1
	Medical Public Assistance Programs	1
	Adoption/Foster Services	1
	Volunteer Opportunities	1
	Outpatient Mental Health Care	1
	Rehabilitation/Habilitative Services	1
Hesperia Total		198
Highland	Utilities	9
	Information Services	6
	Shelter	5
	Health Supportive Services	5
	Food/Meals	4
	Rent Payment Assistance	4
	Outpatient Health Facilities	4
	Housing	4
	Legal Services/Assistance	4
	Clothing/Personal/Household Needs	3
	Income Maintenance	3
	Counseling	3
	Consumer Assistance/Protection	2
	Emergency Medical Care	2
	Specialized Treatments	2
	Support Groups	1
	Health Screening/Diagnostic Services	1
	Animal Services	1
	Mortgage Foreclosure Information	1
	Family Based Services/Mentoring	1
	Nutrition Related Public Assistance Programs	1
	Law Enforcement	1
	Donations	1
	Courts/Correctional System	1
	Employment	1
	Medical Public Assistance Programs	1
	Motel Vouchers	1

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

City/Town - Needs	Total	
	Transportation	1
	Disability Issues/Services	1
Highland Total		74
Hinkley	Rent Payment Assistance	1
Hinkley Total		1
Joshua Tree	Utilities	3
	Day Care	1
	Transportation	1
	Community Groups/Services	1
	Disaster (Incident)	1
	Consumer Assistance/Protection	1
	Rent Payment Assistance	1
	Food/Meals	1
	Medical Public Assistance Programs	1
	Health Supportive Services	1
	Information Services	1
Joshua Tree Total		13
Lake Arrowhead	Utilities	4
	Rent Payment Assistance	3
	Motel Vouchers	1
	Information Services	1
	Shelter	1
	Employment	1
	Consumer Assistance/Protection	1
	Clothing/Personal/Household Needs	1
Lake Arrowhead Total		13
Loma Linda	Rent Payment Assistance	7
	Counseling	3
	Outpatient Health Facilities	3
	Shelter	2
	Information Services	2
	Utilities	2
	Income Maintenance	2
	Food/Meals	2
	Health Screening/Diagnostic Services	2
	Specialized Treatments	2
	Mental Health Care Facilities	1
	Crime Reporting/Prevention	1
	Clothing/Personal/Household Needs	1
	Health Supportive Services	1
	Community Groups/Services	1
	Disability Issues/Services	1
	Volunteer Opportunities	1
	Protective Services	1
	Psychiatric/Mental Health Support Services	1
Loma Linda Total		36
Lucerne Valley	Utilities	4
	Rent Payment Assistance	3
	Legal Services/Assistance	2
	Parenting Education	1
	Animal Services	1
	Special Education	1
	Public Safety/Emergency Services	1
	Housing	1
Lucerne Valley Total		14
Lytle Creek	Law Enforcement	1
Lytle Creek Total		1

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

City/Town - Needs	Total	
Mentone	Food/Meals	3
	Consumer Assistance/Protection	1
	Utilities	1
	Counseling	1
	Shelter	1
	Housing	1
	Social Insurance Programs	1
	Legal Services/Assistance	1
	Outpatient Health Facilities	1
Mentone Total		11
Montclair	Utilities	10
	Rent Payment Assistance	8
	Outpatient Health Facilities	7
	Shelter	6
	Clothing/Personal/Household Needs	3
	Information Services	3
	Counseling	2
	Household Related Public Assistance Programs	2
	Employment	2
	Housing	2
	Legal Services/Assistance	2
	Animal Services	1
	Motel Vouchers	1
	Community Groups/Services	1
	Food/Meals	1
	Day Care	1
	Psychiatric/Mental Health Support Services	1
	Parenting Education	1
	Credit Counseling	1
	Health Screening/Diagnostic Services	1
	Adoption/Foster Services	1
Transportation	1	
Specialized Treatments	1	
Montclair Total		59
Needles	Information Services	1
	Crime Reporting/Prevention	1
Needles Total		2
Newberry Springs	Utilities	4
	Health Screening/Diagnostic Services	1
Newberry Springs Total		5
Ontario	Food/Meals	35
	Rent Payment Assistance	34
	Shelter	30
	Utilities	30
	Information Services	25
	Outpatient Health Facilities	22
	Counseling	16
	Substance Abuse Services	13
	Housing	13
	Legal Services/Assistance	11
	Income Maintenance	10
	Day Care	8
	Clothing/Personal/Household Needs	8
	Health Supportive Services	7
	Specialized Treatments	7
	Health Screening/Diagnostic Services	5
Law Enforcement	5	

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

City/Town - Needs	Total	
	Nutrition Related Public Assistance Programs	5
	Employment	5
	Consumer Assistance/Protection	4
	Motel Vouchers	4
	Transportation	3
	Mortgage Foreclosure Information	3
	Medical Public Assistance Programs	2
	Disaster (Incident)	2
	Courts/Correctional System	2
	Social Insurance Programs	2
	Outpatient Mental Health Care	2
	Mental Health Care Facilities	2
	Bad Weather Shelters	2
	Early Education	2
	Family Based Services/Mentoring	2
	Mortgage Payment Assistance	1
	Consumer Regulations	1
	Community Groups/Services	1
	Protective Services	1
	Environmental Protection/Improvement	1
	Donations	1
	Special Education	1
	Disability Issues/Services	1
	Immigration/Naturalization Legal Services	1
	Social Development and Enrichment	1
	Animal Services	1
	Household Related Public Assistance Programs	1
	Arts and Culture	1
	Volunteer Opportunities	1
	Crime Reporting/Prevention	1
	Tutoring/Homework Assistance	1
Ontario Total		337
Oro Grande	Rent Payment Assistance	1
	Nutrition Related Public Assistance Programs	1
Oro Grande Total		2
Outside County	Information Services	41
	Shelter	10
	Consumer Assistance/Protection	8
	Legal Services/Assistance	7
	Housing	7
	Outpatient Health Facilities	6
	Counseling	5
	Income Maintenance	4
	Utilities	3
	Courts/Correctional System	3
	Food/Meals	3
	Motel Vouchers	2
	Law Enforcement	2
	Transportation	2
	Health Screening/Diagnostic Services	2
	Disability Issues/Services	2
	Outpatient Mental Health Care	1
	Inpatient Health Facilities	1
	Crime Reporting/Prevention	1
	Adoption/Foster Services	1
	Organizational Development and Management Services	1
	Consumer Regulations	1

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

City/Town - Needs	Total	
	Credit Counseling	1
	Disaster (Incident)	1
	Substance Abuse Services	1
	Specialized Treatments	1
	Donations	1
	Formal Education	1
	Psychiatric/Mental Health Support Services	1
	Clothing/Personal/Household Needs	1
	Medical Public Assistance Programs	1
	Health Supportive Services	1
	Family Based Services/Mentoring	1
	Community Groups/Services	1
	Employment	1
Outside County Total		126
Outside Of California	Information Services	1
Outside Of California Total		1
Phelan	Utilities	6
	Specialized Treatments	2
	Food/Meals	2
	Shelter	1
	Outpatient Health Facilities	1
	Formal Education	1
	Transportation	1
	Information Services	1
	Substance Abuse Services	1
	Public Safety/Emergency Services	1
	Animal Services	1
	Legal Services/Assistance	1
Phelan Total		19
Pinon Hills	Utilities	1
	Legal Services/Assistance	1
Pinon Hills Total		2
Rancho Cucamonga	Utilities	18
	Shelter	18
	Information Services	17
	Housing	17
	Rent Payment Assistance	16
	Legal Services/Assistance	10
	Counseling	9
	Outpatient Health Facilities	9
	Clothing/Personal/Household Needs	6
	Food/Meals	6
	Courts/Correctional System	5
	Consumer Assistance/Protection	4
	Medical Public Assistance Programs	4
	Transportation	4
	Nutrition Related Public Assistance Programs	3
	Day Care	3
	Substance Abuse Services	3
	Motel Vouchers	2
	Income Maintanance	2
	Family Based Services/Mentoring	2
	Employment	1
	Specialized Treatments	1
	Mortgage Foreclosure Information	1
	Protective Services	1
	Early Education	1

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

City/Town - Needs	Total	
	Health Screening/Diagnostic Services	1
	Animal Services	1
	Outpatient Mental Health Care	1
	Disability Issues/Services	1
	Donations	1
	Consumer Regulations	1
	Disaster (Incident)	1
	Support Groups	1
Rancho Cucamonga Total		171
Redlands	Food/Meals	11
	Information Services	11
	Rent Payment Assistance	9
	Utilities	9
	Counseling	7
	Shelter	7
	Housing	7
	Outpatient Health Facilities	7
	Clothing/Personal/Household Needs	6
	Substance Abuse Services	4
	Legal Services/Assistance	4
	Law Enforcement	3
	Consumer Assistance/Protection	3
	Motel Vouchers	3
	Health Supportive Services	2
	Household Related Public Assistance Programs	2
	Income Maintenance	2
	Crime Reporting/Prevention	2
	Parenting Education	2
	Specialized Treatments	2
	Day Care	1
	Family Based Services/Mentoring	1
	Medical Public Assistance Programs	1
	Social Insurance Programs	1
	Courts/Correctional System	1
	Community Groups/Services	1
	Outpatient Mental Health Care	1
	Nutrition Related Public Assistance Programs	1
	Mental Health Care Facilities	1
	Employment	1
	Social Development and Enrichment	1
	Psychiatric/Mental Health Support Services	1
	Transportation	1
Redlands Total		116
Rialto	Utilities	29
	Food/Meals	16
	Shelter	15
	Outpatient Health Facilities	13
	Rent Payment Assistance	11
	Counseling	10
	Housing	8
	Clothing/Personal/Household Needs	8
	Information Services	7
	Legal Services/Assistance	7
	Health Supportive Services	6
	Community Groups/Services	5
	Health Screening/Diagnostic Services	4
	Consumer Assistance/Protection	4

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

City/Town - Needs	Total	
	Household Related Public Assistance Programs	4
	Income Maintenance	3
	Employment	2
	Parenting Education	2
	Early Education	2
	Mortgage Payment Assistance	2
	Volunteer Opportunities	1
	Tutoring/Homework Assistance	1
	Day Care	1
	Emergency Medical Care	1
	Social Insurance Programs	1
	Rehabilitation/Habilitative Services	1
	Organizational Development and Management Services	1
	Medical Public Assistance Programs	1
	Public Health Information	1
	Inpatient Health Facilities	1
	Animal Services	1
	Family Based Services/Mentoring	1
	Motel Vouchers	1
	Arts and Culture	1
	Adoption/Foster Services	1
	Specialized Treatments	1
Rialto Total		174
Rimforest	Utilities	2
	Food/Meals	1
	Counseling	1
Rimforest Total		4
Running Springs	Food/Meals	3
	Day Care	2
	Counseling	2
	Housing	2
	Utilities	1
	Support Groups	1
	Legal Services/Assistance	1
	Courts/Correctional System	1
	Clothing/Personal/Household Needs	1
	Information Services	1
	Health Screening/Diagnostic Services	1
	Rent Payment Assistance	1
	Running Springs Total	
San Bernardino (City)	Rent Payment Assistance	98
	Utilities	95
	Food/Meals	60
	Information Services	60
	Shelter	55
	Housing	48
	Clothing/Personal/Household Needs	40
	Counseling	33
	Outpatient Health Facilities	28
	Legal Services/Assistance	26
	Motel Vouchers	16
	Consumer Assistance/Protection	14
	Health Supportive Services	13
	Transportation	12
	Employment	12
	Substance Abuse Services	11
Day Care	9	

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

City/Town - Needs	Total	
	Household Related Public Assistance Programs	9
	Income Maintenance	8
	Health Screening/Diagnostic Services	7
	Nutrition Related Public Assistance Programs	6
	Environmental Protection/Improvement	5
	Courts/Correctional System	5
	Protective Services	5
	Death Certification/Burial Arrangements	5
	Community Groups/Services	5
	Disability Issues/Services	4
	Public Safety/Emergency Services	4
	Outpatient Mental Health Care	4
	Parenting Education	4
	Law Enforcement	4
	Social Insurance Programs	3
	Formal Education	3
	Inpatient Health Facilities	3
	Volunteer Opportunities	3
	Specialized Treatments	3
	Family Based Services/Mentoring	2
	Medical Public Assistance Programs	2
	Crime Reporting/Prevention	2
	Disaster (Incident)	2
	Immigration/Naturalization Legal Services	2
	Emergency Medical Care	2
	Consumer Regulations	2
	Support Groups	2
	Mortgage Payment Assistance	2
	Psychiatric/Mental Health Support Services	1
	Public Works	1
	Labor Standards/Practices	1
	Social Development and Enrichment	1
	Early Education	1
	Donations	1
	Animal Services	1
	Public Health Information	1
San Bernardino (City) Total		746
Skyforest	Utilities	1
Skyforest Total		1
Trona	Food/Meals	1
Trona Total		1
Twenty-Nine Palms	Utilities	5
	Disability Issues/Services	2
	Food/Meals	2
	Rent Payment Assistance	1
	Shelter	1
	Outpatient Health Facilities	1
	Information Services	1
	Counseling	1
	Public Safety/Emergency Services	1
	Environmental Protection/Improvement	1
	Support Groups	1
	Housing	1
	Legal Services/Assistance	1
Twenty-Nine Palms Total		19
Unincorporated Areas	Utilities	2
	Rent Payment Assistance	2

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

City/Town - Needs	Total	
	Food/Meals	2
	Shelter	1
	Information Services	1
	Transportation	1
Unincorporated Areas Total		9
Unknown/Not Applicable	Health Screening/Diagnostic Services	1
	Utilities	1
	Food/Meals	1
	Health Supportive Services	1
	Courts/Correctional System	1
	Information Services	1
	Mental Health Care Facilities	1
	Outpatient Health Facilities	1
	Shelter	1
Unknown/Not Applicable Total		9
Upland	Utilities	18
	Information Services	14
	Food/Meals	14
	Rent Payment Assistance	13
	Outpatient Health Facilities	9
	Counseling	7
	Shelter	6
	Motel Vouchers	6
	Housing	6
	Clothing/Personal/Household Needs	6
	Health Supportive Services	5
	Transportation	5
	Specialized Treatments	5
	Consumer Assistance/Protection	4
	Income Maintenance	4
	Legal Services/Assistance	3
	Substance Abuse Services	2
	Early Education	2
	Courts/Correctional System	1
	Support Groups	1
	Day Care	1
	Mental Health Care Facilities	1
	Employment	1
	Mortgage Foreclosure Information	1
	Protective Services	1
	Health Screening/Diagnostic Services	1
	Inpatient Health Facilities	1
	Special Education	1
	Outpatient Mental Health Care	1
	Community Groups/Services	1
	Medical Public Assistance Programs	1
	Family Based Services/Mentoring	1
Disaster (Incident)	1	
Volunteer Opportunities	1	
Formal Education	1	
	Mortgage Payment Assistance	1
Upland Total		147
Victorville	Utilities	135
	Rent Payment Assistance	28
	Information Services	28
	Shelter	23
	Food/Meals	21

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

City/Town - Needs	Total	
	Outpatient Health Facilities	21
	Counseling	14
	Clothing/Personal/Household Needs	13
	Legal Services/Assistance	13
	Housing	11
	Specialized Treatments	7
	Income Maintenance	6
	Substance Abuse Services	6
	Transportation	6
	Health Supportive Services	5
	Employment	5
	Nutrition Related Public Assistance Programs	5
	Motel Vouchers	5
	Disability Issues/Services	4
	Consumer Assistance/Protection	4
	Courts/Correctional System	4
	Volunteer Opportunities	3
	Parenting Education	3
	Support Groups	2
	Environmental Protection/Improvement	2
	Disaster (Incident)	2
	Early Education	2
	Donations	2
	Day Care	2
	Community Groups/Services	2
	Health Screening/Diagnostic Services	2
	Emergency Medical Care	2
	Protective Services	2
	Mental Health Care Facilities	1
	Special Education	1
	Law Enforcement	1
	Psychiatric/Mental Health Support Services	1
	Medical Public Assistance Programs	1
	Animal Services	1
	Family Based Services/Mentoring	1
	Consumer Regulations	1
	Outpatient Mental Health Care	1
	Inpatient Health Facilities	1
	Death Certification/Burial Arrangements	1
	Mortgage Foreclosure Information	1
	Immigration/Naturalization Legal Services	1
	Public Health Information	1
	Crime Victim Support	1
	Social Development and Enrichment	1
	Social Insurance Programs	1
	Mortgage Payment Assistance	1
	Disaster Services	1
	Formal Education	1
Victorville Total		410
Wrightwood	Food/Meals	2
Wrightwood Total		2
Yermo	Shelter	2
	Utilities	1
	Information Services	1
Yermo Total		4
Yucaipa	Rent Payment Assistance	9
	Utilities	8

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

City/Town - Needs	Total	
	Information Services	7
	Counseling	3
	Housing	3
	Outpatient Health Facilities	2
	Food/Meals	2
	Substance Abuse Services	2
	Legal Services/Assistance	2
	Employment	2
	Health Screening/Diagnostic Services	1
	Shelter	1
	Disability Issues/Services	1
	Disaster (Incident)	1
	Nutrition Related Public Assistance Programs	1
	Animal Services	1
	Household Related Public Assistance Programs	1
	Crime Reporting/Prevention	1
	Motel Vouchers	1
	Formal Education	1
	Mortgage Foreclosure Information	1
	Specialized Treatments	1
	Income Maintenance	1
	Transportation	1
	Psychiatric/Mental Health Support Services	1
	Clothing/Personal/Household Needs	1
Yucaipa Total		56
Yucca Valley	Rent Payment Assistance	3
	Counseling	1
	Health Screening/Diagnostic Services	1
	Support Groups	1
	Food/Meals	1
	Consumer Assistance/Protection	1
	Community Groups/Services	1
	Formal Education	1
	Substance Abuse Services	1
	Information Services	1
	Utilities	1
	Nutrition Related Public Assistance Programs	1
	Outpatient Mental Health Care	1
	Protective Services	1
	Specialized Treatments	1
Yucca Valley Total		17
(blank)	Information Services	71
	Utilities	29
	Consumer Assistance/Protection	19
	Shelter	16
	Rent Payment Assistance	13
	Community Groups/Services	12
	Housing	8
	Legal Services/Assistance	6
	Law Enforcement	5
	Counseling	5
	Courts/Correctional System	5
	Outpatient Health Facilities	5
	Health Supportive Services	5
	Volunteer Opportunities	4
	Clothing/Personal/Household Needs	4
	Organizational Development and Management Services	4

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

City/Town - Needs	Total	
	Transportation	4
	Income Maintenance	3
	Food/Meals	3
	Outpatient Mental Health Care	3
	Nutrition Related Public Assistance Programs	3
	Parenting Education	2
	Crime Reporting/Prevention	2
	Support Groups	2
	Disaster (Incident)	2
	Substance Abuse Services	2
	Family Based Services/Mentoring	1
	Special Education	1
	Emergency Medical Care	1
	Mortgage Payment Assistance	1
	Mental Health Care Facilities	1
	Motel Vouchers	1
	Social Insurance Programs	1
	Household Related Public Assistance Programs	1
	Mortgage Foreclosure Information	1
	Formal Education	1
	Death Certification/Burial Arrangements	1
	Specialized Treatments	1
	Crime Victim Support	1
	Animal Services	1
	Labor Standards/Practices	1
	Employment	1
	Public Health Information	1
	Donations	1
	Protective Services	1
(blank) Total		256
Outside County (Clty)		
	Information Services	6
	Clothing/Personal/Household Needs	3
	Support Groups	1
	Shelter	1
	Consumer Assistance/Protection	1
	Formal Education	1
	Mortgage Payment Assistance	1
	Law Enforcement	1
	Substance Abuse Services	1
	Nutrition Related Public Assistance Programs	1
	Utilities	1
	Employment	1
	Legal Services/Assistance	1
Outside County (Clty) Total		20
Grand Total		4108

Referrals from 2-1-1 San Bernardino County

Agency Name	Program Name	Referrals
2-1-1 Alameda County	2-1-1 Information and Referral	1
2-1-1 Kern County		1
2-1-1 Kern County	2-1-1 Information and Referral	1
2-1-1 Los Angeles County		10
2-1-1 Los Angeles County	2-1-1 Information and Referral	148
2-1-1 National		6
2-1-1 National	2-1-1 Search	7
2-1-1 Orange County		1
2-1-1 Orange County	2-1-1 Information and Referral	10
2-1-1 Sacramento County	2-1-1 Information and Referral	1
2-1-1 San Bernardino County		1
2-1-1 San Bernardino County	2-1-1 Information and Referral	3
2-1-1 San Diego County	2-1-1 Information and Referral	8
2-1-1 San Luis Obispo County	2-1-1 Information & Referral	1
2-1-1 Santa Barbara County	2-1-1 Information and Referral	1
A New Day Dawning Ministries		1
A New Day Dawning Ministries	Clothes Closet	3
A New Day Dawning Ministries	Community Services	1
A New Day Dawning Ministries	USDA Food Giveaway	12
AARP - State California Office	AARP	1
AARP - State California Office	Tax Aide	15
Abundant Living Family Church	Angel Food Ministry	2
Abundant Living Family Church	Counseling Services	7
Abundant Living Family Church	Outreach Center	37
ACT Family Counseling Services	Parenting Bridge Program	9
Adelanto Community Resource Center	Clothes Closet	2
Adelanto Community Resource Center	Emergency Food	6
Adelanto Senior Center	Home Delivered Meals	1
Adventist Community Team Services		1
Adventist Community Team Services	Emergency Food Assistance	2
Adventist Community Team Services	Meals on Wheels	1
Aegis Medical Systems, Inc.	Methadone Replacement Therapy	3
AIDS Healthcare Foundation	AIDS Program	1
AL-ANON Family Groups and ALATEEN	Inland Empire of California Al-Anon and Alateen	1
Alcoholics Anonymous	Alcoholics Anonymous	10
Alliance Human Services Foster Family	Foster Parent Recruiting and Training Services	2
Alternate Avenues Womens Resource Center	Early Pregnancy Care	1
Alzheimers Association	Information and Referral	1
American Academy of Allergy, Asthma and Immunology	Information and Referrals	1
American Association of Poison Control Centers	Poison Control	1
American Immigrant Lawyers Association	Immigration Lawyer Referral Service (ILRS)	1
American Kidney Fund	Public Education	1
American Parkinsons Disease Association	Information, Referral and Support Center	1
American Red Cross - High Desert Chapter	Disaster and Emergency Relief	1
American Red Cross - High Desert Chapter	Health and Safety Training	1
American Red Cross - Inland Empire Chapter		1
American Red Cross - Inland Empire Chapter	Health and Safety	1
American Society For The Prevention of Cruelty to Animals	Animal Poison Control Hotline	1
Amyotrophic Lateral Sclerosis Association	Patient Services	1
Anthony Munoz Community Center	Homework Helpers	2
Apple Valley Fire Protection District	CPR and First -Aid Classes	1
Apple Valley Newton T. Bass Branch Library	Story time and Crafts	1
Arrowhead Regional Medical Center		2
Arrowhead Regional Medical Center	First 5 Dental Program	3
Arrowhead Regional Medical Center	Hospital Services	10
Arrowhead Regional Medical Center	Medically Indigent Adult Health Care (MIA)	11
Arrowhead Regional Medical Center	Womens Health Services	1
Asante Family Agency, Inc.		1
Asante Family Agency, Inc.	Counseling, Training and Visitation Center	28
Asian-American Educational and Cultural Center, Inc.	Traffic Safety Awareness	2
Assistance League of San Bernardino	Childrens Dental Center	2
Assistance League of the Foothill Communities	San Antonio Community Hospital Dental Center	1
Associated Clinical Therapists, Inc.		2
Associated Clinical Therapists, Inc.	Counseling Services	31
Asthma and Allergy Foundation of America	Information and Referrals	1
Barstow Counseling Center	Counseling Services	1
Barstow Literacy Coalition	Literacy Program	1
Barstow Senior Citizens Center	Meals On Wheels	1
Barstow Unified School District	Adult Evening High School	1
Beauty for Ashes Womens Center	Aftercare Program	1
Benevolent Animal Rescue Committee	Animal Rescue Committee	2
Better Business Bureau	Complaint Department	5

Referrals from 2-1-1 San Bernardino County

Bienestar Human Services		1
Bilingual Family Counseling Service, Inc.	Safe and Stable Families	2
Boys & Girls Club of Fontana	Homework and Tutoring	1
Boys & Girls Club of San Bernardino		1
Boys & Girls Club of San Bernardino	Reading For Success	1
Boys & Girls Club of San Bernardino	USDA Food Giveaway	3
Boys Town National Hotline	National Hotline	12
California Coalition for Youth		1
California Coalition for Youth	Youth Crisis Line	2
California Department of Alcoholic Beverage Control	Alcoholic Beverage Control	1
California Department of Consumer Affairs	Bureau of Automotive Repair	1
California Department of Consumer Affairs	Consumer Information Center	1
California Department of Corrections	Parole and Community Services Division	3
California Department of Fair Employment and Housing	Fair Employment and Housing	5
California Department of Forestry and Fire Protection	Sandbag Program	1
California Department of Industrial Relations	Division of Apprenticeship Standards	1
California Department of Industrial Relations	Labor Standards Enforcement	1
California Department of Insurance	Low Cost Auto Insurance	2
California Department of Motor Vehicles	DMV Services	6
California Department of Social Services	Child Care Licensing	3
California Department of Social Services	Social Security Complaints	1
California Department of Social Services	Welfare Fraud Hotline	4
California Department of Transportation	Caltrans	2
California Franchise Tax Board	Tax Information	2
California Highway Patrol	Freeway Patrol Service	3
California Public Utilities Commission		1
California Public Utilities Commission	California Telephone Access Program (CTAP)	1
California Public Utilities Commission	LifeLine Telephone Service	3
California Senior Legal Hotline		1
California State University San Bernardino	Counseling Services	14
California State University San Bernardino	First Five Early Intervention	2
California Student Aid Commission	Chafee Grant Program	1
California Youth Crisis Line	Crisis Hotline	1
Call for Life Pregnancy Help Center	Crisis Pregnancy Center	3
Cancer Information Service of California	Cancer Information Service	1
CancerCare	Financial Assistance	1
Canyon Ridge Hospital	Access Center	1
Canyon Ridge Hospital	Hospital Services	3
Caring for the Hills	Emergency Food Boxes	4
Caring for the Hills	Food Pantry	2
Carnegie Library	Families for Literacy	1
Carnegie Library	Homework Assistance Center	1
Carolyn Owens Community Center	Counseling Services	2
Carpenters House		4
Carpenters House	ACTS 29 Food Ministry	18
Carter Branch Library	Storytime and Crafts	1
Casa Colina Centers for Rehabilitation	Adult Day Health Care	1
Casa de San Bernardino		1
Casa de San Bernardino	Youth Substance Abuse Outpatient Program	1
Casa Ramona Senior Center	Senior Center	1
Catholic Charities - Brother Miguel Center	Counseling Services	7
Catholic Charities of San Bernardino/Riverside		8
Catholic Charities of San Bernardino/Riverside	Advocacy and Referrals	3
Catholic Charities of San Bernardino/Riverside	Anger Management Classes	3
Catholic Charities of San Bernardino/Riverside	Case Management	1
Catholic Charities of San Bernardino/Riverside	Clothes/Household Items	33
Catholic Charities of San Bernardino/Riverside	Food Assistance	35
Catholic Charities of San Bernardino/Riverside	Funeral Referral	5
Catholic Charities of San Bernardino/Riverside	Housing and Support Services	4
Catholic Charities of San Bernardino/Riverside	Individual/Family Counseling	19
Catholic Charities of San Bernardino/Riverside	Parenting Classes	12
Catholic Charities of San Bernardino/Riverside	Prescription Service	14
Catholic Charities of San Bernardino/Riverside	Refugee & Immigration Services	2
Catholic Charities of San Bernardino/Riverside	Rent/Mortgage Assistance	107
Catholic Charities of San Bernardino/Riverside	Transportation Assistance	24
Catholic Charities of San Bernardino/Riverside	Utility Assistance	129
Cedar House Rehabilitation Center	Detoxification	16
Cedar House Rehabilitation Center	Outpatient Therapy and Counseling Program	3
Cedar House Rehabilitation Center	Residential Treatment	6
Center on Deafness Inland Empire		1
Center on Deafness Inland Empire	General Services	1
Central City Lutheran Mission		1
Central City Lutheran Mission	Cold Weather Shelter	48

Referrals from 2-1-1 San Bernardino County

Central City Lutheran Mission	Food Giveaway	22
Central City Lutheran Mission	Kinship Family Center	8
Central City Lutheran Mission	Soup Kitchen	1
Central City Lutheran Mission	The H Street Clinic	25
Central City Lutheran Mission	Transitional Housing for HIV Affected	6
Chaffey Joint Union High School District	Chaffey Adult School	1
Chaffey Joint Union High School District	Public School	1
Child Abuse Hotlines	Child Abuse Reporting Hotlines	1
Childrens Fund	Childrens Fund	1
Childrens Network of San Bernardino County	Child Abuse Planning Prevention Committee	1
Chino Branch Library	Library Services	1
Chino Hills Counseling	Chino Hills Counseling	11
Chino Hills James S. Thalman Branch Library	Library Services	1
Chino Neighborhood House	Clothes Closet	2
Chino Neighborhood House	Emergency Food	6
Chino Neighborhood House	Household Item Distribution	4
Chino Senior Center		1
Chino Valley Medical Center	Hospital Services	1
Chino Valley YMCA	School Age Care	1
Chino Valley YMCA	Swimming	1
Christian Counseling Service of the East Valley	Counseling Services	10
Church of the Nazarene	Clothes Closet	7
Circle of Hope - Gods Kitchen	Overnight Emergency Shelter	10
Circle of Hope - Gods Kitchen	Transitional Living Program	2
City of Big Bear Lake	Snow Removal	1
City of Chino	Chino Human Services Programs	1
City of Chino	City Hall	1
City of Colton		1
City of Colton	City Hall	1
City of Fontana		1
City of Fontana	City Hall	1
City of Fontana	Community Services and Recreation	1
City of Hesperia	City Hall	1
City of Hesperia	Community Services	1
City of Hope Medical Center	Diabetes Program	1
City of Montclair	Health Service Alliance	3
City of Montclair	Medical Clinic-Evening	16
City of Ontario	City Hall	3
City of Ontario	Senior Center	1
City of Ontario Fire Department	CPR and First-Aid Classes	1
City of Rancho Cucamonga	City Hall	2
City of Rancho Cucamonga	Community Services	1
City of Redlands	City Hall	2
City of Redlands	Licenses/Permits	1
City of Rialto		1
City of Rialto	City Hall	1
City of Rialto	Senior Center	1
City of San Bernardino	City Hall	5
City of San Bernardino	Senior Companion Program	2
City of Twentynine Palms		1
City of Upland	City Hall	1
City of Upland	Recreation & Community Services Division	1
City of Victorville	City Hall	5
City of Victorville	Community Services	1
City of Victorville	Mortgage Assistance Program	1
City of Victorville	Senior Home Repair Program	1
City of Victorville Fire Department	Fire and Rescue	1
Clear View Treatment Center	Substance Abuse Recovery	5
Colton Police Department	Police Department	2
Community Action Partnership of San Bernardino County		11
Community Action Partnership of San Bernardino County	Energy, Education and Environmental Services Department	321
Community Action Partnership of San Bernardino County	Family Development	212
Community Action Partnership of San Bernardino County	Food Bank	5
Community Action Partnership of San Bernardino County	Inland Empire Individual Development Accounts (IEIDA)	1
Community Action Partnership of San Bernardino County	Volunteer Income Tax Assistance (VITA/EITC)	10
Community Assistance Program	Community Assistance Program	1
Community Health Action Network		1
Community Health Action Network	Parent Resource Center	8
Community Health Systems, Inc.		1
Community Health Systems, Inc.	Dental Clinic	42
Community Health Systems, Inc.	Medical Clinic	18
Community Health Systems, Inc.	Optometry Services	16
Community Hospital of San Bernardino		1

Referrals from 2-1-1 San Bernardino County

Community Hospital of San Bernardino	Behavioral Health Services	11
Community Hospital of San Bernardino	Crisis Intervention	35
Community Hospital of San Bernardino	Hospital	2
Community Senior Services CSS	Get About	1
Consumer Watchdog	Patient Rights Assistance	1
Contra Costa Crisis Center	Crisis Lines	1
CRC Health Corporation	Drug Addiction Services	8
Crosslight Family Ministries / Fortress Christian Center	Outreach	16
David and Margaret Youth and Family Services	Residential Treatment	1
Delmann Heights Community Center	Salvaged Bread Program	1
Delmann Heights Community Center	Senior Center	1
Delmann Heights Community Center	USDA Food Giveaway	4
Department of Rehabilitation Inland Empire District	Vocational Rehabilitation	2
Depression and Bipolar Support Alliance	Information, Referrals and Advocacy	1
Desert Communities United Way	Desert Communities United Way	1
Desert Manna Ministries		2
Desert Manna Ministries	Cold Weather Shelter	2
Desert Manna Ministries	Electric Assistance Fund (EAF)	12
Desert Manna Ministries	Emergency Shelter	8
Desert Manna Ministries	Food Program	4
Desert Manna Ministries	Transportation Assistance	2
Desert Sanctuary, Inc.		1
Desert Sanctuary, Inc.	Catholic Charities Grants Case Management	23
Desert Sanctuary, Inc.	Cedar Chest Thrift Shop	1
Desert Sanctuary, Inc.	Domestic Violence Outreach/Community Resource Center	1
Desert Sanctuary, Inc.	Haley House Domestic Violence Shelter	2
Doctors Hospital	Hospital Services	1
Don Day Community Center	Teen After School Program	1
Dorothy A. Quesada Community Center	Homework Helpers	1
DOVES of Big Bear Valley, Inc.	Domestic Violence Counseling Services	1
DOVES of Big Bear Valley, Inc.	Domestic Violence Shelter	1
DOVES of Big Bear Valley, Inc.	Womens and Men Support Groups	1
Drug Alternative Program	DAP	2
East Valley Community Health Center, Inc.		2
East Valley Community Health Center, Inc.	General Medical Services	19
Echos Of Faith World Outreach Ministries	Operation Fresh Start	11
El Sol Neighborhood Educational Center	Community Outreach	2
Employment Development Department	Bonding	1
Employment Development Department	Paid Family Leave	2
Employment Development Department	State Disability Insurance	2
Employment Development Department	Unemployment Insurance	7
Fairplex Child Development Center	Child Development Center	4
Faith Lutheran Church	Community Food Pantry	3
Families and Friends of Murder Victims	Support Group	1
Family Service Agency of San Bernardino	Crestline Food and Clothing Bank	3
Family Service Agency of San Bernardino	Disaster Recovery Services	2
Family Service Agency of San Bernardino	Domestic Violence Program	12
Family Service Agency of San Bernardino	Individual, Family and Group Therapy	21
Family Service Agency of San Bernardino	Outpatient Mental Health Treatment	4
Family Service Agency of San Bernardino	USDA Food Giveaway	1
Family Service Agency of San Bernardino	Utility Assistance Fund (EAF & GAF)	9
Family Service Association of Redlands		3
Family Service Association of Redlands	Cold Weather Vouchers	11
Family Service Association of Redlands	Family Support	14
Family Service Association of Redlands	Home Again	6
Family Service Association of Redlands	Rental Assistance	12
Family Solutions		3
Family Solutions	Early Childhood Programs	1
Family Solutions	Health Services	2
Federal Citizen Information Center	Citizen Information Center	1
Federal Emergency Management Agency FEMA		1
Fender Museum of the Arts	Kids Rock Free	1
Fifth Street Senior Center	Senior Companions	2
Fifth Street Senior Center	Senior Nutrition Lunch Program	1
First 5 Commission of San Bernardino County	First 5 Commission of San Bernardino County	3
First Chance/Y-CHOW, Inc.		1
First Chance/Y-CHOW, Inc.	Sober Living	4
First Presbyterian Church	USDA Food Giveaway	9
First Steps Child Development Center, Inc.	Affordable Child Care	2
Fontana Police Department	Fontana Police	2
Fontana Unified School District	Adult Education	1
Foothill AIDS Project	Prevention Education and Outreach	1
Foothill Family Shelter		1

Referrals from 2-1-1 San Bernardino County

Foothill Family Shelter	Basic Needs	28
Foothill Family Shelter	Foothill Family Shelter	17
Foothill Family Shelter	Shelter Court	2
Foster Youth Services	YES Center	1
Frazee Community Center		1
Frazee Community Center	Hot Meals	2
Frazee Community Center	Medical Treatment	4
Frazee Community Center	Shelters	8
Gift Ministries	Clothes Closet	5
Good Steward Day Care	Child Care Service	2
Goodwill Southern California	Career Resource Center	11
Goodwill Southern California	Retail Stores and Used Goods	15
Greater Cornerstone Church	Community Meal	3
Greater Cornerstone Church	USDA Food Giveaway	4
Group Home Support Services		2
Group Home Support Services	Counseling Services	20
Group Home Support Services	Parenting Classes	4
Group Home Support Services	Substance Abuse Counseling	3
H1N1 Information	H1N1 Information For Callers	14
Hand to Hand Outreach	Transportation	8
Hands On Inland Empire	Alternative Sentencing	7
Hands On Inland Empire	Volunteer Opportunities	3
Hannahs House		1
Hannahs House	Foster Care & Adoptions	2
Healthy Families		1
Healthy Families	Health Care Coverage	4
HelpPro	Counseling Referrals	1
Hesperia Branch Library	Adult Literacy Program	1
Hesperia Branch Library	Library Services	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	Counseling Services	16
High Desert Child Adolescent and Family Services Center	Delayed Entry of Judgement	2
High Desert Child Adolescent and Family Services Center	Outpatient Substance Abuse Treatment	2
High Desert Child Adolescent and Family Services Center	Parenting Classes	6
High Desert Child Adolescent and Family Services Center	Supervised Visitation	1
High Desert Domestic Violence Program, Inc.	Domestic Violence Program Services	6
High Desert Homeless Services, Inc		2
High Desert Homeless Services, Inc	Shelter	32
High Desert Relative Caregivers	Relative Caregivers	1
High Desert Transitional Living Connection	Job Search	1
High Desert Youth Center	Safety and Wellness Program	4
High Desert Youth Center	Workforce Investment Act (WIA) Youth Programs	1
Higher Ground Christian Intervention Program	Higher Ground Christian Intervention Program	2
Home of Neighborly Senior Center	Food Giveaway	2
Home of Neighborly Senior Center	USDA Food Giveaway	1
Homeownership Preservation Foundation	The Homeowner's HOPE Hotline	1
House of Ruth, Inc.		1
House of Ruth, Inc.	Counseling Services	3
House of Ruth, Inc.	Emergency Shelter	6
Housing Authority of the County of San Bernardino		4
Housing Authority of the County of San Bernardino	Family Unification Program	11
Housing Authority of the County of San Bernardino	Mainstream Program	3
Housing Authority of the County of San Bernardino	Public Housing	28
Housing Authority of the County of San Bernardino	Section 8 Program	48
Housing Authority of the County of San Bernardino	Senior Housing	5
Humanitarian International Services Group	Eyes for You	1
Immaculate Conception	Soup Kitchen	3
Impression Healthcare Services		2
Impression Healthcare Services	Behavioral Health Counseling	5
Inland Agency	Community Tool Box	2
Inland Agency	Desert Sierra Partnership	1
Inland Agency	HICAP	3
Inland AIDS Project	HIV Testing	1
Inland AIDS Project	Mental and Behavioral Health Treatment	3
Inland Behavioral and Health Services, Inc.		1
Inland Behavioral and Health Services, Inc.	Westside Counseling Center	4
Inland Caregivers Resource Center		1
Inland Caregivers Resource Center	Counseling Services	2
Inland Caregivers Resource Center	Information and Referral	1
Inland Counties Legal Services, Inc		1
Inland Counties Legal Services, Inc	Housing Law Services Center	2
Inland Counties Legal Services, Inc	Legal Assistance	60

Referrals from 2-1-1 San Bernardino County

Inland Empire Economic Recovery Corporation (IEERC)		2
Inland Empire Economic Recovery Corporation (IEERC)	Home Foreclosure Prevention Seminars/Workshops	23
Inland Empire Health Plan		4
Inland Empire Health Plan	Healthy Kids	5
Inland Empire Latino Lawyers Association	Legal Assistance and Counseling	9
Inland Empire United Way		1
Inland Empire United Way	Hands On Inland Empire	1
Inland Fair Housing and Mediation Board		4
Inland Fair Housing and Mediation Board	Education and Outreach	4
Inland Fair Housing and Mediation Board	Inland Fair Housing and Mediation	32
Inland Family Community Health Center		4
Inland Family Community Health Center	Dental Services	40
Inland Family Community Health Center	Medical Services	25
Inland Regional Center		1
Inland Regional Center	Inland Regional Center	7
Inland Temporary Homes		12
Inland Temporary Homes	Homeless Prevention and Rapid Re-Housing Program (HPRP)	31
Inland Temporary Homes	Shelter & Transitional Housing	14
Inland Valley Hope Partners		4
Inland Valley Hope Partners	Food Security Program	19
Inland Valley Hope Partners	Pomona Valley Certified Farmers' Market	1
Inland Valley Hope Partners	Rent Payment Assistance	10
Inland Valley Hope Partners	Shelter/Housing Program	8
Inland Valley Hope Partners	Utility Assistance	24
Inland Valley Humane Society and S.P.C.A		1
Inland Valley Humane Society and S.P.C.A	Animal Care & Control	2
Inland Valley Recovery Services		1
Inland Valley Recovery Services	Inland Valley Recovery Services	9
Internal Revenue Service	Internal Revenue Service	5
International Hearing Society	Helpline	1
Jericho Outreach, Inc.	Living Facilities	2
Job Corps		1
Job Corps	Job Training	5
Josephine Knopf Senior Center	Department of Aging and Senior Services Visitation	1
Josephine Knopf Senior Center	Senior and Disabled Transportation	1
Kaiser Permanente Medical Center	Hospital Services	1
Kids Come First Community Clinic		1
Kids Come First Community Clinic	Kids Come First	3
Kids Turf Day Care Center	Day Care	5
LaSalle Medical Associates	Health Clinic	35
LaSalle Medical Associates	Healthy Families Enrollment	1
LaSalle Medical Associates	Pediatric Medicine	3
LaSalle Medical Associates	Well Women Exam	2
Legal Aid Society of San Bernardino	Legal Aid Clinic	40
Libreria del Pueblo, Inc.	Immigration Services	2
Libreria del Pueblo, Inc.	Legal Clinic	9
Lifeway Church Ministries	Food Pantry	9
Lighthouse Inner Change Sober Living	Sober Living	3
Loma Linda Marriage & Family Therapy Clinic	Marriage and Family Therapy	16
Loma Linda Senior Center	Senior Center	1
Loma Linda University Medical Center		1
Loma Linda University Medical Center	Hospital Services	2
Loma Linda University Medical Center	School of Dentistry	6
Loma Linda University Psychology Department	Psychological Services Clinic	3
Loveland Jubilee Pantry	Jubilee Pantry	21
Lucerne Valley Domestic Violence Outreach	Batterers Intervention Program	2
Lucerne Valley Domestic Violence Outreach	Counseling	1
Lutheran Social Services of Southern California	52 Week Parenting / Child Abuser / Anger Management/Batterer's Inte	1
Lutheran Social Services of Southern California	Food Bank and Bread Program	4
Managed Pharmacy Care	Freedom of Choice	1
Marys Mercy Center, Inc.	Marys Children Program	31
Marys Mercy Center, Inc.	Marys Table	11
Marys Mercy Center, Inc.	Saint Joseph Clothes Closet	6
Marys Mercy Center, Inc.	Showers	1
Marys Mercy Center, Inc.	St. Martin de Porres Emergency Food Bag Program	6
Marys Mercy Center, Inc.	Veronicas Home of Mercy	4
Meals On Wheels- Redlands, Inc		1
MedicAlert Foundation International	MedicAlert	1
Mental Health Systems, Inc.		2
Mental Health Systems, Inc.	Court-Supervised Drug Treatment	1
Mental Health Systems, Inc.	Drug Abuse Counseling for Federal Probationers	1
Mental Health Systems, Inc.	Substance Abuse Prevention Project	1
Mental Health Systems, Inc.	Support Services	1

Referrals from 2-1-1 San Bernardino County

Mercy House		1
Mercy House	Assisi House	3
Mercy House	Guadalupe Residence	7
Mercy House	Walk-In Center	37
Merrill Community Services, Inc.		1
Merrill Community Services, Inc.	Anger Management	8
Merrill Community Services, Inc.	Counseling	2
Merrill Community Services, Inc.	Parenting Classes	1
Mexican Consulate	Consular Services	1
Mimis House		1
Mimis House	Transitional Housing	20
Modest Needs	Bridge Grant	1
Mojave Valley Volunteer Hospice, Inc.	Friendly Visits	1
Montclair Police Department	Police Department	1
Montclair Senior Center		1
Morongo Basin Mental Health Services Association		1
Morongo Basin Mental Health Services Association	Early Periodic Screening, Diagnosis and Treatment	1
Morongo Basin Mental Health Services Association	Outpatient Drug and Alcohol Treatment	1
Morongo Basin Mental Health Services Association	Residential Drug and Alcohol Treatment	2
Morongo Basin Unity Home, Inc.	24-Hour Crisis Line	1
Morongo Basin Unity Home, Inc.	Domestic Violence- Emergency Shelter	1
Morongo Unified School District	Public Education	1
Morongo Valley Community Services District	USDA Food Giveaway	1
Moses House Ministries		2
Moses House Ministries	Crossings	1
Moses House Ministries	The Boutique	5
Mountain View Community Church	Food Pantry	22
Mountain View Community Church	Substance Abuse Meetings	4
Muscular Dystrophy Association	Health Services	1
Narcotics Anonymous	Narcotics Anonymous Support Group	8
National Alliance for Hispanic Health	National Hispanic Prenatal Helpline	1
National Center for Victims of Crime	Help Line	1
National Community Renaissance		1
National Community Renaissance	Affordable Housing	73
National Domestic Violence Hotline	Domestic Violence Hotline	8
National Runaway Switchboard	Runaway Switchboard	1
National Suicide Prevention Lifeline	Suicide Hotline	10
NCNW Bethune Center	Youth Program	1
Neighborhood Housing Services of the Inland Empire, Inc.	Down Payment Assistance	1
Neighborhood Housing Services of the Inland Empire, Inc.	Foreclosure Prevention	4
Neighborhood Housing Services of the Inland Empire, Inc.	Home Maintenance Education	1
Neighborhood Partnership Housing Services, Inc.	Foreclosure Counseling	4
Neighborhood Partnership Housing Services, Inc.	Homebuyer Education Class	1
New Directions	Therapeutic Community	2
New Hope Christian Fellowship	Lifeline	2
Northtown Housing Development Corp.	Computer Classes	2
Northtown Housing Development Corp.	Government Food Commodities	1
Office of Emergency Services	Emergency Response	1
Office of Emergency Services	Flash Reports	1
Oldtimers Foundation	Home maintenance and Conservation	7
Oldtimers Foundation	Nutrition	1
Oldtimers Foundation	Transportation Services	2
Olive Branch Counseling Center		2
Olive Branch Counseling Center	Anger Management	13
Olive Branch Counseling Center	Drug Testing	1
Olive Branch Counseling Center	Parenting Classes	2
Olive Branch Counseling Center	Relationship Counseling	2
Omnitrans		1
Omnitrans	Access Service	13
Omnitrans	OmniLink Service	1
Omnitrans	Omnitrans	3
One 2 One Mentors, Inc.		1
Ontario City Library	Basic Computer Classes	1
Ontario Police Department	Police Department	3
Ontario Senior Center		1
Ontario/Montclair YMCA	Afterschool Program	4
Ontario-Montclair School District	Public Education	1
Operation Provider	Basic Need Assistance	2
Operation Provider	Electric and Gas Assistance Fund (EAF & GAF)	9
Operation Safehouse	Operation Safehouse Shelter	2
Operation Safehouse	Transitional Living Program	2
Option House, Inc.		4
Option House, Inc.	Community Education	3

Referrals from 2-1-1 San Bernardino County

Option House, Inc.	Domestic Violence Shelter Services	7
Our Lady of Hope		3
Our Lady of Hope	USDA Food Distribution	21
Our Lady of the Desert	Food Pantry	15
Pacific Clinics		1
Pacific Clinics	Child and Family Services	3
Pacific Clinics	F.U.N. Clubhouse	1
Pacific Lifeline	Transitional Shelter	11
PAL Humane Society	Humane Society	2
Para Los Niños		1
Para Los Niños	Family Resource Center	24
Partnership for Prescription Assistance	Prescription Assistance	4
Paul A. Biane Library	Basic Computer Classes	1
People Against Childhood Trauma		1
Planned Parenthood of Orange and San Bernardino Counties	Contraceptive Clinics	4
Planned Parenthood of Orange and San Bernardino Counties	HIV/AIDS Testing and Counseling	1
Planned Parenthood of Orange and San Bernardino Counties	Pregnancy Testing, Counseling, and Referral	3
Planned Parenthood of Orange and San Bernardino Counties	Sexually Transmitted Infections Treatment	1
Pomona Unified School District	Pomona Unified Resource and Referral	1
Pregnancy Resource Center		1
Pregnancy Resource Center	Pregnancy Resources	1
Pregnancy Support Centers, Inc.	Choices Clinic	1
Priscillas Helping Hands, Inc.	Clothes Closet	7
Priscillas Helping Hands, Inc.	Promiseland Educational Child Care Center	3
Project Cuidar-SB	Child Enrichment Groups and Parenting Classes	5
Project Sister Family Services	Crisis Intervention	6
Provisional Accelerated Learning (PAL) Center	Comprehensive Child Care	2
Putting Kids First	Co-Parenting Course	1
Rancho Cucamonga & Fontana Family YMCA	CPR & First Aid Training	1
Rancho Cucamonga & Fontana Family YMCA	Preschool	1
Rancho Cucamonga & Fontana Family YMCA	School Age Care	1
Rancho Cucamonga Family Resource Center		1
Rancho Cucamonga Family Resource Center	Clothes Closet	1
Rancho Cucamonga Family Resource Center	Emergency Food	10
Rancho Cucamonga Family Resource Center	Good Healing/Good Grief	2
Rancho Cucamonga Library Services	Basic Computer Class	1
Rancho Cucamonga Library Services	Library Services	1
Rape, Abuse and Incest National Network	National Sexual Assault Hotline	2
REACH	REACH	10
Reach Out Morongo Basin	USDA Food Giveaway	1
ReachOut	Free Smoking Cessation Course	1
Redlands Community Hospital	Family Clinic	1
Redlands Community Senior Center	Senior Nutrition Lunch Program	1
Redlands Day Nursery	Child Care	1
Redlands Family YMCA	Legal Aid	1
Redlands Police Department Recreation Bureau	Redlands Police Department	1
Restoration House of Refuge, Inc.	Transitional Housing	15
Rialto Senior Center	Senior Center	1
Rialto Unified School District		1
Rock Church & World Outreach Center		1
Rock Church & World Outreach Center	USDA Food Giveaway	10
Rolling Start, Inc.		2
Rolling Start, Inc.	Deaf Services	1
Rolling Start, Inc.	Helpline	2
Rolling Start, Inc.	Housing	1
Rolling Start, Inc.	Information and Referral	1
Rolling Start, Inc.	Support Groups / Workshop	2
Rose of Sharon Life Center		2
Rose of Sharon Life Center	The Life Center	14
Rudy C. Hernandez Community Center	Food Distribution	2
Running Springs Assembly of God	Food for Life	4
Rx Help For Californians	Prescription Assistance	10
Salvation Army - Ontario		4
Salvation Army - Ontario	Emergency Food Box	15
Salvation Army - Ontario	Emergency Rental/Mortgage Assistance	11
Salvation Army - Ontario	Motel Vouchers	3
Salvation Army - Redlands		1
Salvation Army - Redlands	Christmas Baskets	1
Salvation Army - Redlands	Electric and Gas Assistance Fund (EAF & GAF)	13
Salvation Army - San Bernardino		4
Salvation Army - San Bernardino	Cold Weather Shelter	40
Salvation Army - San Bernardino	Disaster Recovery Services	1
Salvation Army - San Bernardino	Shelter Program	30

Referrals from 2-1-1 San Bernardino County

Salvation Army - San Bernardino	Soup Kitchen	2
Salvation Army - San Bernardino	USDA Food Giveaway	42
Salvation Army - San Bernardino	Women Shelter	10
Salvation Army Service Extension	Utility Assistance	4
Salvation Army-Victor Valley		3
Salvation Army-Victor Valley	Food Assistance	14
Salvation Army-Victor Valley	Motel Vouchers	4
Salvation Army-Victor Valley	Utility Assistance	186
Samaritan Counseling Center	Counseling Services	7
Samaritans Helping Hand		2
Samaritans Helping Hand	Community Assistance	11
Samaritans Helping Hand	Food Assistance	7
Samaritans Helping Hand	Utility Assistance	49
San Antonio Community Hospital		1
San Antonio Community Hospital	Healthy Beginnings Prenatal Program	1
San Antonio Community Hospital	Hospital Services	1
San Antonio Community Hospital	Urgent Care	1
San Bernardino City Unified School District	California Cadet Corps	1
San Bernardino City Unified School District	Public Education	1
San Bernardino City Unified School District	USDA Food Giveaway	1
San Bernardino County Animal Care & Control		3
San Bernardino County Animal Care & Control	Animal Services	2
San Bernardino County Animal Care & Control	Spay and Neuter Voucher Program	2
San Bernardino County Auditor-Controller/Recorder	Recorder/Clerk	9
San Bernardino County Bar Association		2
San Bernardino County Bar Association	Attorney Referral Service	6
San Bernardino County Department of Aging and Adult Services		3
San Bernardino County Department of Aging and Adult Services	Adult Protective Services	13
San Bernardino County Department of Aging and Adult Services	Family Caregiver Support Program	5
San Bernardino County Department of Aging and Adult Services	In Home Supportive Services	29
San Bernardino County Department of Aging and Adult Services	Long-Term Care Ombudsman Program	1
San Bernardino County Department of Aging and Adult Services	Multipurpose Senior Services Program	4
San Bernardino County Department of Aging and Adult Services	Senior Information and Assistance Program	13
San Bernardino County Department of Aging and Adult Services	Senior Training and Employment Program	2
San Bernardino County Department of Behavioral Health		5
San Bernardino County Department of Behavioral Health	AB2034 Homeless Program	1
San Bernardino County Department of Behavioral Health	Agewise Program	1
San Bernardino County Department of Behavioral Health	Alcohol and Drug Services	15
San Bernardino County Department of Behavioral Health	Behavioral Health Resource Center Central Triage Services (After Hou	4
San Bernardino County Department of Behavioral Health	Centralized Children's Intensive Case Management Services	3
San Bernardino County Department of Behavioral Health	Community Crisis Response Team	21
San Bernardino County Department of Behavioral Health	Outpatient Services	39
San Bernardino County Department of Behavioral Health	The Access Unit	20
San Bernardino County Department of Behavioral Health	Transitional Age Youth One Stop Center	11
San Bernardino County Department of Child Support Services	Child Support Services	12
San Bernardino County Department of Children and Family Services		7
San Bernardino County Department of Children and Family Services	Child Protective Hotline	18
San Bernardino County Department of Children and Family Services	Children Protective Services	3
San Bernardino County Department of Children and Family Services	Foster Care	2
San Bernardino County Department of Community Development and Housing	Homeownership Assistance Program	1
San Bernardino County Department of Community Development and Housing	Senior Home Repair Program	4
San Bernardino County Department of Probation	Probation	1
San Bernardino County Department of Public Health		3
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	California Children Services	1
San Bernardino County Department of Public Health	Health Promotion and Education	5
San Bernardino County Department of Public Health	Immunizations	7
San Bernardino County Department of Public Health	Maternal Health Program	1
San Bernardino County Department of Public Health	Prenatal Clinic	1
San Bernardino County Department of Public Health	Reproductive Health Centers	6
San Bernardino County Department of Public Health	Traffic S.A.F.E. Program	5
San Bernardino County Department of Public Health	Tuberculosis Control Program	3
San Bernardino County Department of Public Health	Vector Control	5
San Bernardino County Department of Public Health	Women Infants and Children (WIC)	17
San Bernardino County Department of Veterans Affairs	Veterans Claims Assistance	3
San Bernardino County Department of Veterans Affairs	Veterans Pensions	1
San Bernardino County District Attorney	Victim Services Unit	1
San Bernardino County Fire Department		1
San Bernardino County Fire Department	Sandbag Program	2
San Bernardino County Land Use Services Department	Code Enforcement Division	7
San Bernardino County Library	Library Services	1
San Bernardino County Office Of Homeless Services	Homeless Partnership	2

Referrals from 2-1-1 San Bernardino County

San Bernardino County Preschool Services Department		1
San Bernardino County Preschool Services Department	Head Start	21
San Bernardino County Preschool Services Department	Support Services	6
San Bernardino County Public Authority	In-Home Supportive Services Registry	5
San Bernardino County Registrar of Voters	Voting Information	1
San Bernardino County Sheriffs Department		2
San Bernardino County Sheriffs Department	Detention Facilities	6
San Bernardino County Sheriffs Department	Juvenile Intervention Program (JIP)	2
San Bernardino County Sheriffs Department	Law Enforcement	5
San Bernardino County Sheriffs Department	Senior Volunteer Patrol (SVP)	1
San Bernardino County Sheriffs Department	Victim Information and Notification Everyday	1
San Bernardino County Superintendent of Schools	KidsNCare Child Care Referral Services	6
San Bernardino County Superintendent of Schools	KidsNCare Resource and Referral Training Unit	1
San Bernardino County Superintendent of Schools	KidsNCare Subsidized Child Care	21
San Bernardino County Transitional Assistance Department	C4Yourself	3
San Bernardino County Transitional Assistance Department	CalWORKs Program	46
San Bernardino County Transitional Assistance Department	Cash Aid Program for Immigrants	2
San Bernardino County Transitional Assistance Department	Child Care Programs	5
San Bernardino County Transitional Assistance Department	Disaster Food Stamp Program	6
San Bernardino County Transitional Assistance Department	Food Stamp Program	91
San Bernardino County Transitional Assistance Department	Health Care Options	2
San Bernardino County Transitional Assistance Department	Medi-Cal Program	36
San Bernardino County Transitional Assistance Department	The General Relief Program	4
San Bernardino County Transitional Assistance Department	Volunteer Income Tax Assistance (VITA)	8
San Bernardino County Workforce Development Department	Job Assistance	46
San Bernardino Family YMCA	Afterschool Program	1
San Bernardino Police Department	Police Department	6
San Bernardino Senior Center	Senior Center	2
San Bernardino Sexual Assault Services, Inc	Sexual Assault Program	5
San Bernardino Westside Christian Center Church	Westside Kinship Support Services	1
SCHEU Family YMCA of Upland	Preschool & Afterschool	1
Second Harvest Food Bank	Agency Food Distribution	1
SEIU United Long Term Care Workers Union	Home Care Registry	1
Senior and Disabled Fund of San Bernardino County	SAVES	8
Senior and Disabled Fund of San Bernardino County	Transportation Reimbursement and Escort Program	1
Set Free Christian Fellowship	Food Assistance	1
Set Free Christian Fellowship	Food Ministry	1
Share, Inc.	Emergency Assistance	5
Share, Inc.	Food Assistance	1
Share, Inc.	Food Program	1
Social Action Community Health System		5
Social Action Community Health System	Behavioral, Therapeutic and Dental Health Care	6
Social Action Community Health System	Primary Health Care	4
Social Security Administration	Social Security	34
Southern California Edison		3
Southern California Edison	California Alternate Rates for Energy	5
Southern California Edison	Energy Management Assistance Program	1
Southern California Gas Company		1
Southern California Gas Company	Direct Assistance Program	1
Southern California Gas Company	Gas Assistance Fund (GAF)	1
Southwest Gas Company	California Alternate Rates for Energy	4
Southwest Gas Company	Low-Income Energy Efficiency Weatherization Program	5
Special Little Angels, Inc.	Special Angels Elderly Residential Care	2
Springboard	Consumer Credit Counseling	3
St. Bernardine Medical Center	Health Education Classes	1
St. John of God Health Care Services		5
St. John of God Health Care Services	Assistance Services	201
St. John of God Health Care Services	Detox Center	15
St. John of God Health Care Services	Food Assistance	10
St. John of God Health Care Services	Residential Substance Abuse Treatment	7
St. John of God Health Care Services	Sober Living Homes	3
St. Johns Community Success Center	Standing Community Services	3
St. Mary Medical Center	Hospital Services	1
St. Mary Medical Center	Mommy and Me	1
Starkey Hearing Foundation	Hear Now	1
START Pediatric Neurodevelopmental Assessment and Treatment Center	START Center	2
Sunflower Community Services, Inc.	Transitional Housing	16
Superior Court of California County of San Bernardino		1
Superior Court of California County of San Bernardino	Civil Court/ Unlawful Detainer	4
Superior Court of California County of San Bernardino	Criminal Court	5
Superior Court of California County of San Bernardino	Drug Court	1
Superior Court of California County of San Bernardino	Family Court	11
Superior Court of California County of San Bernardino	Probate Court	7

Referrals from 2-1-1 San Bernardino County

Superior Court of California County of San Bernardino	Small Claims Court	2
Superior Court of California County of San Bernardino	Traffic Court	3
Teen Challenge of Southern California		1
Teen Challenge of Southern California	Teen Gang Intervention	2
Teen Line	Teen Line Hotline	2
Telecare High Desert Crisis Walk-In Center	Crisis Walk-In Center	2
The 29 Palms Community Food Pantry & Outreach Ministries, Inc	Community Food Pantry	2
The Agape House	New Life Program	3
The Blessing Center		2
The Blessing Center	Clothes Closet	1
The Blessing Center	Cold Weather Shelter	34
The Blessing Center	Joseph Storehouse	12
The Community Counseling Center	Counseling Services	12
The Foundation of the American Academy of Ophthalmology	Seniors Eye Care Program	1
The Lords Table	Soup Kitchen	2
The Lords Table	USDA Food Giveaway	2
The Restorative Justice Center of The Inland Empire	Face-To Face Inmate Release Program	2
The Sober Living Network		1
The Sober Living Network	Internet Information and Referral Service	3
The Unforgettables Foundation	Burial Assistance	3
The Way Station	Food Assistance	3
The White House Healing Center, Inc.		2
The White House Healing Center, Inc.	Transitional Housing	28
Time For Change Foundation		2
Time For Change Foundation	Drug and Alcohol Outpatient Services	1
Time For Change Foundation	Sweet Dreams House	30
Time For Change Foundation	Workshops	1
TOPS Club, Inc	TOPS Tools	1
Touched Ones United Creating Hope, Inc.	Backpack Ministries	4
Town of Apple Valley	Public Works	1
Travelers Aid of the Inland Empire		1
Travelers Aid of the Inland Empire	Emergency Transportation and Referral Service	8
Travelers Aid of the Inland Empire	Emergency Travel Services	1
Tri-City Mental Health Center	Adult Outpatient Services	1
Tri-County Dental Society	Free Dental Work for Children	6
Twentynine Palms Armed Services YMCA MCAGCC	Bread Program	1
U.S. Citizenship and Immigration Services	Citizenship and Immigration Services	3
U.S. Department of Commerce	Digital TV Coupon Program	1
U.S. Department of Housing and Urban Development	Hope for Homeowners	6
U.S. Department of Housing and Urban Development	HUD	10
United States Post Offices	Postal Services	2
Upland Animal Shelter	Spay/Neuter Voucher	1
Upland Church of Christ		1
Upland Church of Christ	Food Pantry	2
Valley Fellowship - Seventh Day Adventist Church	Community Services	4
Valley Star Children and Family Services	Mental Health Services	3
Victims of Crime Resource Center	Resource Center	1
Victor Elementary School District	Public Education	1
Victor Valley Community Dental Service	Dental Service Program	21
Victor Valley Community Hospital	Hospital Services	6
Victor Valley Community Services Council	Alternative Sentencing Program	1
Victor Valley Community Services Council	Senior Needs	1
Victor Valley Community Services Council	Volunteer Center	1
Victor Valley Domestic Violence	Domestic Violence Shelter	1
Victor Valley Domestic Violence	Referral Services for a "A Better Way"	3
Victor Valley Rescue Mission	Clothes Closet	3
Victor Valley Rescue Mission	Food Pantry	24
Victor Valley Rescue Mission	Life Recovery Program	2
Victor Valley Rescue Mission	Soup Kitchen	2
Victor Valley Transit Authority	Direct Access	7
Victor Valley Transit Authority	Victor Valley Transit Authority	1
Victor Valley Union High School District	Public Education	1
Visiting Nurse Association and Hospice of Southern California	Home Health Care	1
Visiting Nurse Association Of The Inland Counties	Home Health Aide Services	1
Visiting Nurse Association Of The Inland Counties	Hospice	1
Vocational Improvement Program, Inc.	PVSA Services	1
Volunteer Center of Riverside County		1
Volunteer Center of Riverside County	2-1-1 Riverside County	109
Volunteer Income Tax Assistance (VITA)	Earned Income Tax Credit (EITC)	6
Volunteer Income Tax Assistance (VITA)	VITA	37
Volunteers of America Southwest	Early Head Start	3
Way World Outreach Ministry	USDA Food Giveaway	12
West End Family Counseling		2

Referrals from 2-1-1 San Bernardino County

West End Family Counseling	Department of Behavioral Health Outpatient Services	11
West End Family Counseling	Parenting Classes	1
West Valley Detention Center	Detention Center	1
Westside Community Service Center		1
Westside Community Service Center	Clothes Closet	4
Westside Community Service Center	Employment Assistance	1
Westside Community Service Center	Food Distributions	8
WeTip	Crime Reporting Hotline	1
Whitney Young Family Health Clinic		7
Whitney Young Family Health Clinic	Dental Services	39
Whitney Young Family Health Clinic	Medical Services	23
YMCA Of The East Valley	Preschool	1
YMCA Of The East Valley	School-Age-Care	1
Young Visionaries Youth Leadership Academy		1
Young Visionaries Youth Leadership Academy	Mentoring Program	1
Young Visionaries Youth Leadership Academy	Youth Advocacy Training Program	1
Young Visionaries Youth Leadership Academy	Youth Employment Development Program	2
Yucaipa Christian Church	Manna Food Cupboard	3
Yucaipa Valley Welfare, Inc	Disaster Stop Area	1

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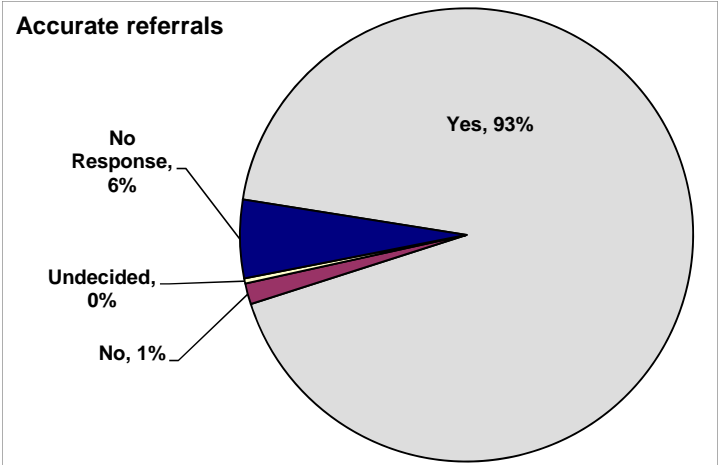
2-1-1 San Bernardino County Report

Callback Survey Responses

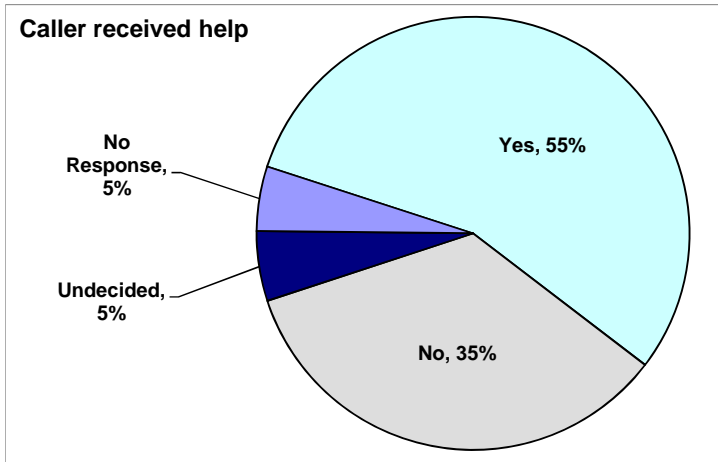
January - February 2010

Total of 269 Respondents

Were the referrals you received accurate?	
Yes	93%
No	1%
Undecided	0%
No Response	6%

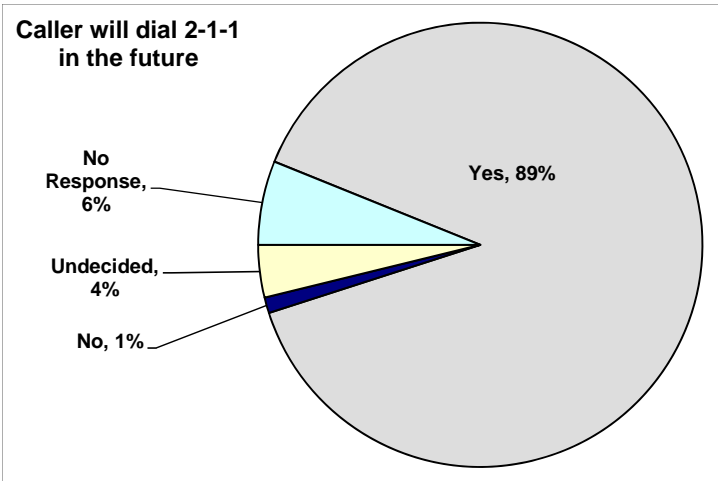


Did you contact the referral agency (ies)?	
Yes	91%
No	3%
Undecided	0%
No Response	6%



If yes, did you get the help you needed?	
Yes	55%
No	35%
Undecided	5%
No Response	5%

Was the information useful?	
Yes	85%
No	3%
Undecided	6%
No Response	6%



Will you call 2-1-1 in the future?	
Yes	89%
No	1%
Undecided	4%
No Response	6%

Are you a registered voter?	
Yes	54%
No	37%
Undecided	2%
No Response	7%