

February 2011

2-1-1 San Bernardino County Statistical Update

2-1-1 San Bernardino County Monthly Report - February 2011



United Ways serving
San Bernardino County



2-1-1 News Items

Stay Tuned! Look for a much more user friendly 2-1-1 database in the near future at 211sb.org.

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 on March 24 and normally occurs regularly on the 4th Thursday of every other month.

The next report will be a quarterly report and will, as usual, include some analysis of trends and other areas of concern or interest.

Until next month,

Thank You and Be Well!

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

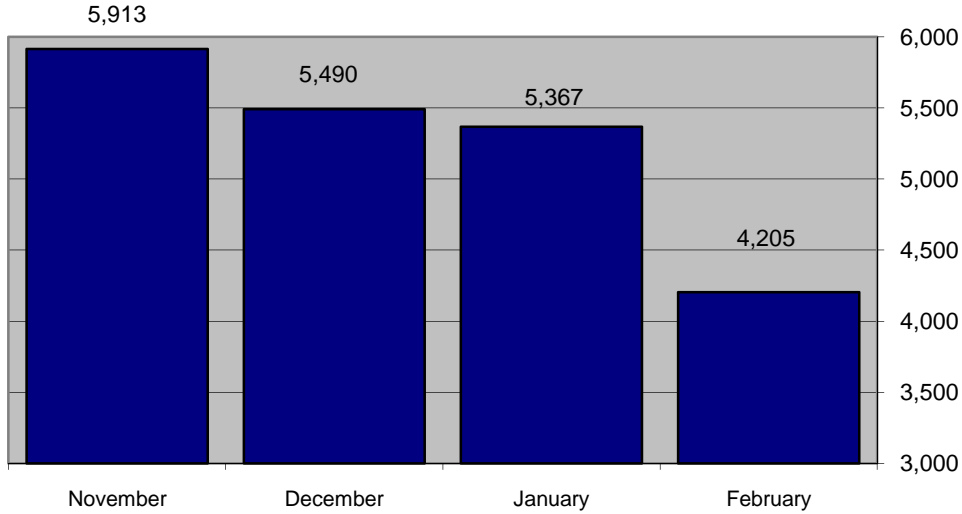


United Ways serving
San Bernardino County

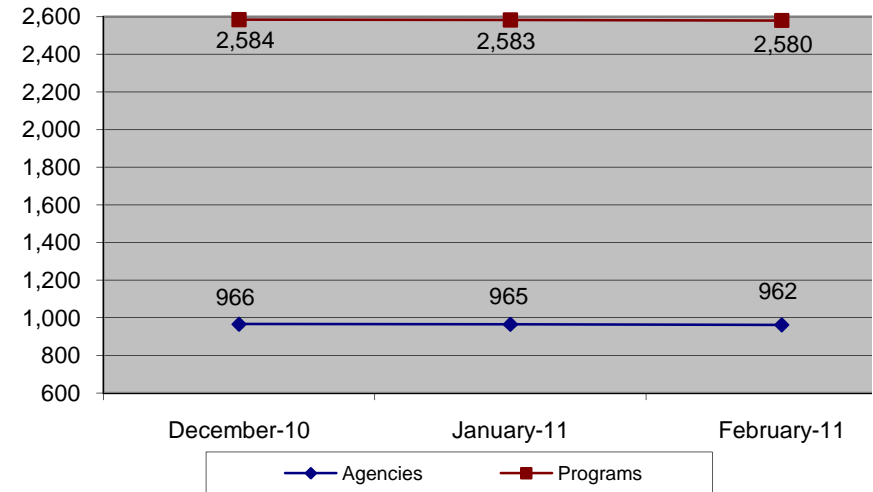


February 2011 Data Analysis

Total number of documented calls



2-1-1 database totals



Total number of documented calls**

February	4,205
January	5,367
December	5,490
November	5,913

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

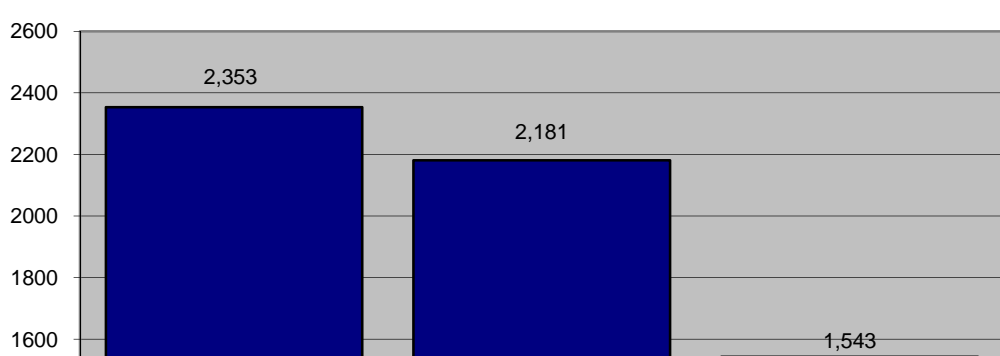
Agencies

962
965
966

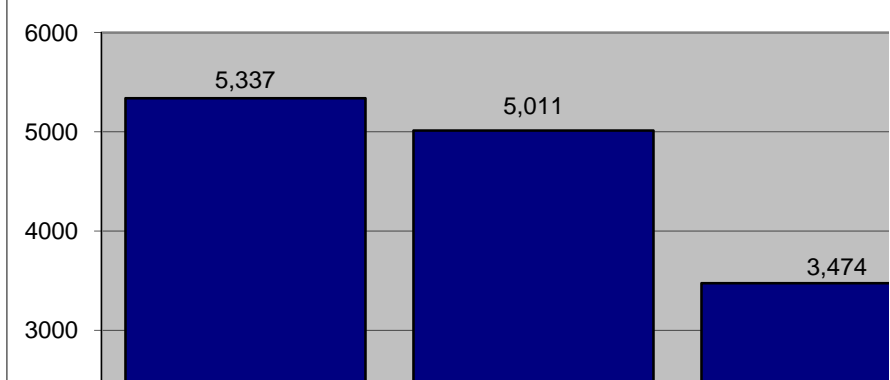
Database totals

Feb-11	
Jan-11	
Dec-10	

Total # of callers with children in the households

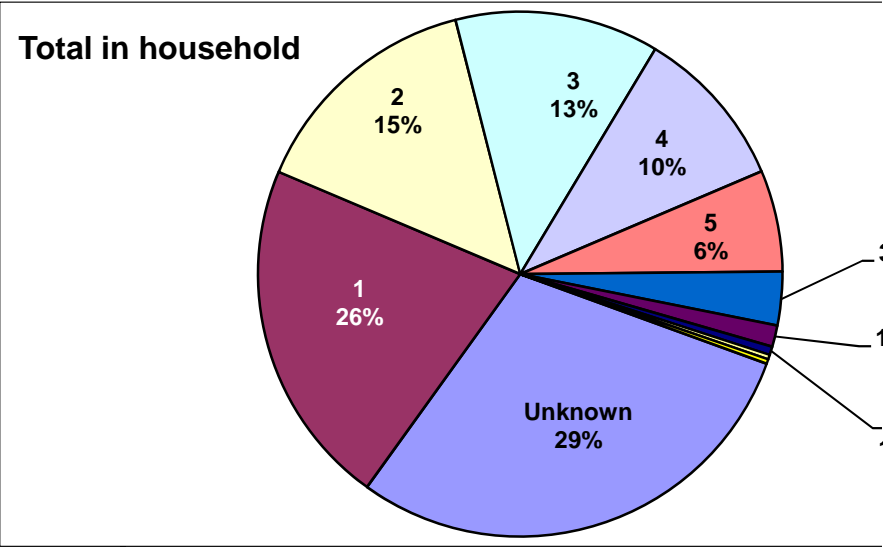


Total number of children involved



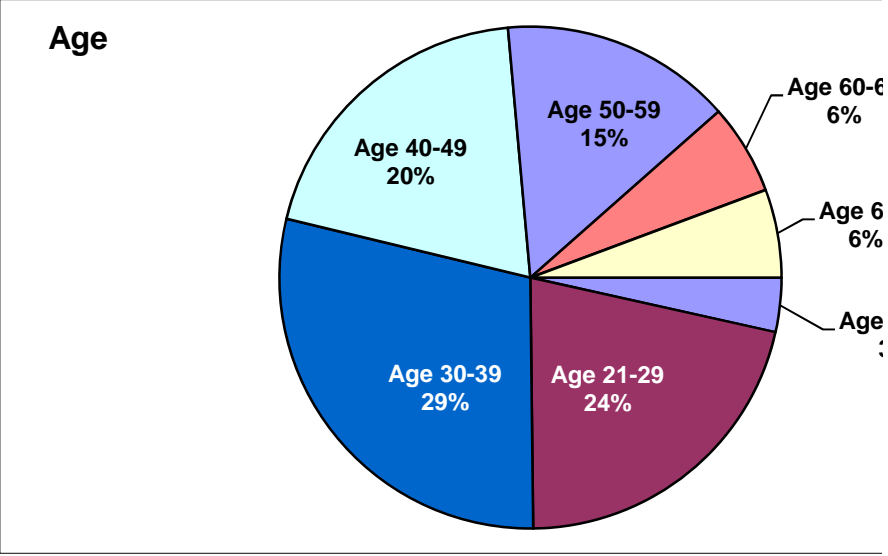
Total # in household:			
	Feb-11	Jan-11	Dec-10
Unknown	1235	1517	1680
1	902	1035	875
2	616	787	687
3	529	726	705
4	420	620	650
5	263	350	435
6	139	196	232
7	55	81	118
8	22	26	59
9	12	16	24
9+	12	13	25
Total	2970	3850	3810

NA
30%
21%
18%
14%
9%
5%
2%
1%
0%
0%



Total people represented in this month's calls

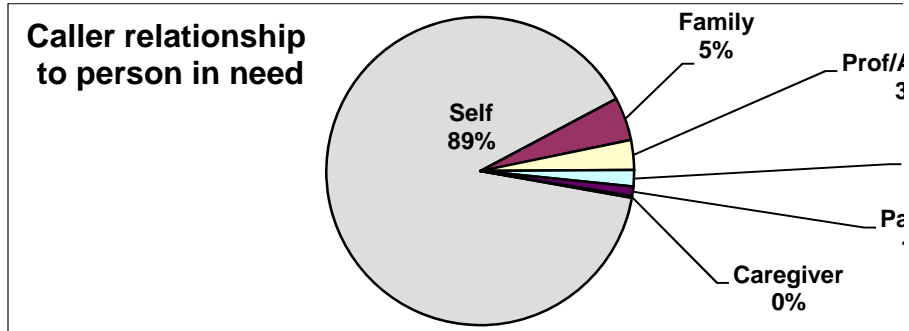
Age:			
	Feb-11	Jan-11	Dec-10
Age 0-3	10	5	5
Age 4-5	4	4	5
Age 6-10	16	13	7
Age 11-20	86	112	123
Age 21-29	526	640	706
Age 30-39	714	960	1128
Age 40-49	488	659	667
Age 50-59	368	435	427
Age 60-65	144	157	130
Age 65+	140	127	93
Total	2496	3112	3291



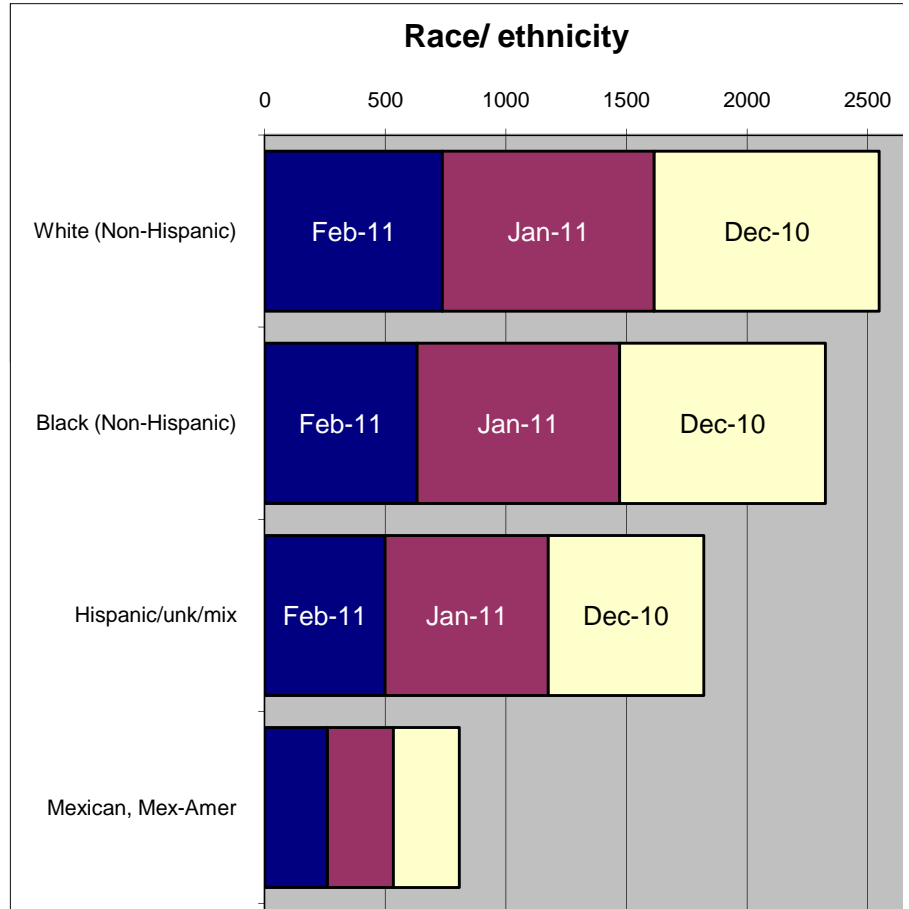
Gender			



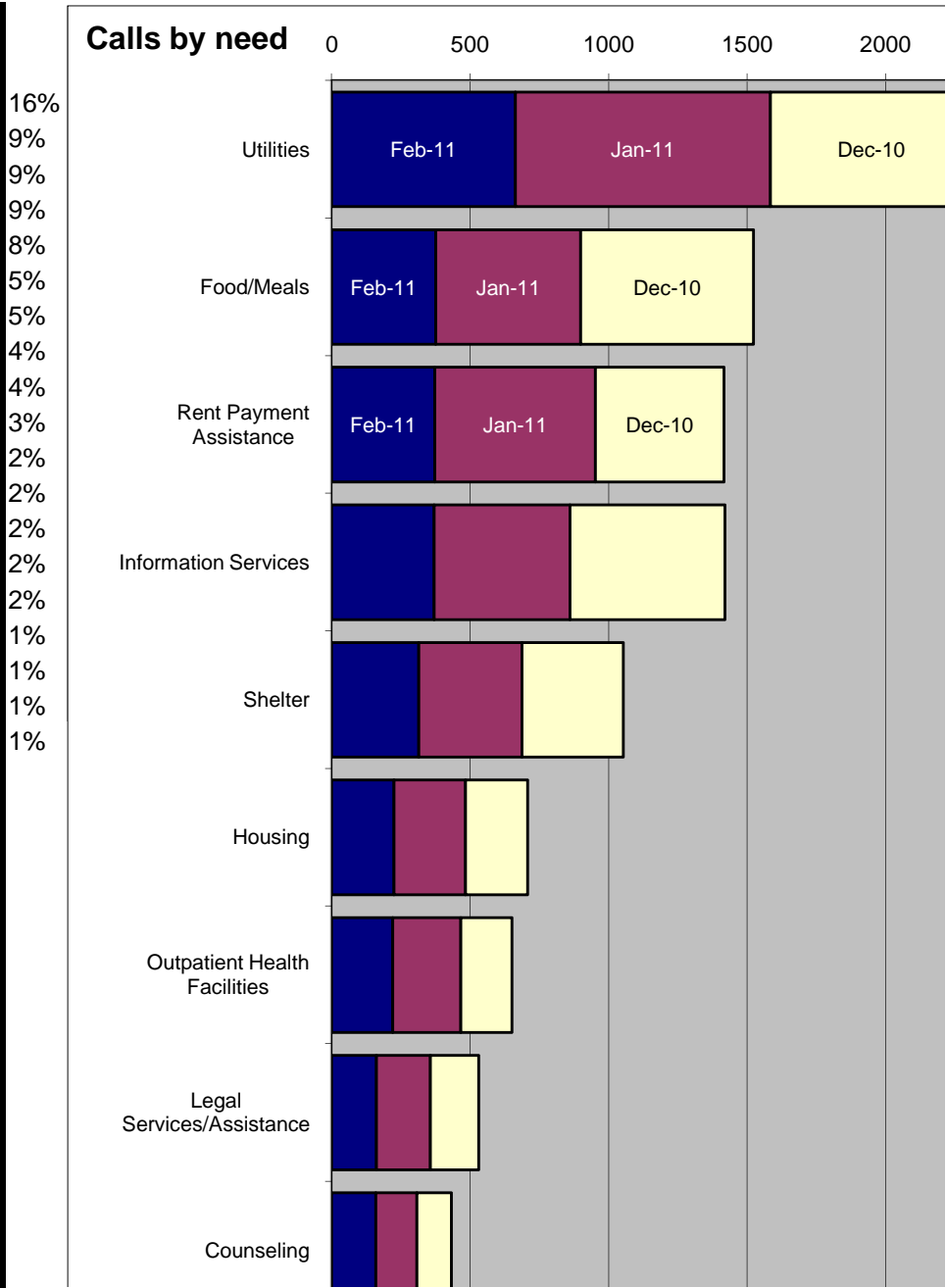
Caller relationship to person in need:			
	Feb-11	Jan-11	Dec-10
Self	3761	4916	5126
Family	190	186	146
Prof/Agency	133	133	95
Friend	72	90	93
Parent	42	35	26
Caregiver	7	7	4



Race/ ethnicity				
	Feb-11	Jan-11	Dec-10	
White (Non-Hispanic)	736	879	932	32%
Black (Non-Hispanic)	631	840	854	27%
Hispanic/unk/mix	498	677	645	21%
Mexican, Mex-Amer	260	273	273	11%
Spanish/Cent/S Amer	139	216	229	6%
Multi-race	20	10	12	1%
Asian-Indian	9	9	1	
Other	8	17	8	
Chinese	4	3	3	
Samoan	4	3	3	
Native American	4	2	1	
Asia/unk/mix	3	7	7	
Filipino	3	4	5	
Korean	3	0	0	
Pacific Islander/unk/mix	2	3	3	
Cuban	1	1	1	
Cambodian	1	1	0	
Laotian	1	0	0	
Puerto Rican	0	3	1	
Vietnamese	0	2	3	
Japanese	0	0	2	

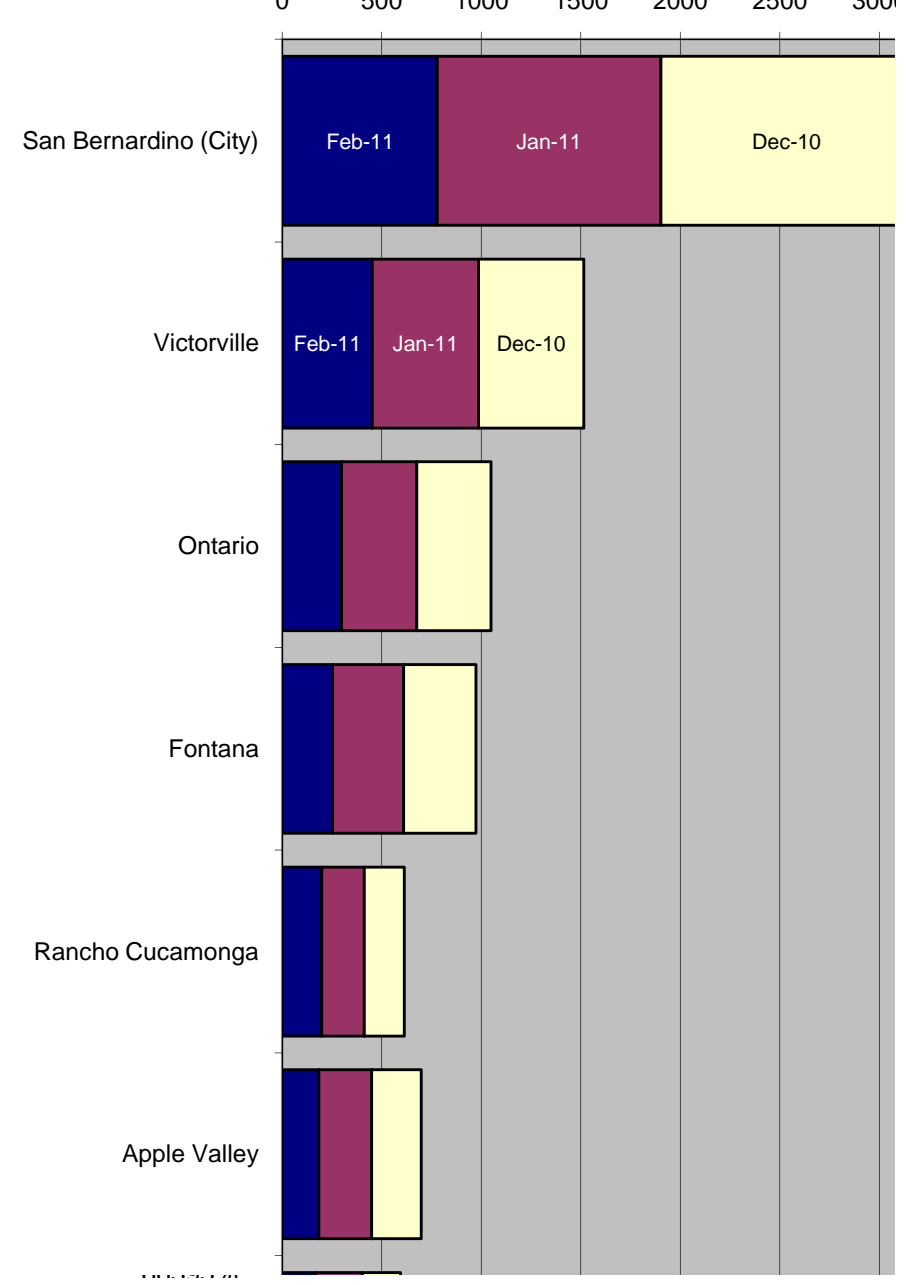


Calls by need:			
Need	Feb-11	Jan-11	Dec-10
Utilities	663	920	729
Food/Meals	375	524	623
Rent Payment Assistance	372	580	464
Information Services	370	490	559
Shelter	314	373	365
Housing	225	258	224
Outpatient Health Facilities	221	245	185
Legal Services/Assistance	162	194	175
Counseling	159	149	124
Clothing/Personal/Household	122	221	213
Income Maintanance	94	75	42
Health Supportive Services	75	88	65
Nutrition Public Assist. Prgms	74	58	38
Specialized Treatments	67	81	67
Consumer Assistance/Protection	65	69	49
Substance Abuse Services	62	109	60
Motel Vouchers	61	65	76
Transportation	55	95	78
Employment	54	52	50
Community Groups/Services*	49	52	395
Outpatient Mental Health Care	40	34	33
Courts/Correctional System	31	35	21
Medical Public Assistance Programs	26	28	22
Day Care	25	35	16
Health Screening/Diagnostic Services	25	25	27
Mental Health Care Facilities	23	30	22
Family Based Srvcs/Mentoring	21	29	52
Law Enforcement	20	22	31
Parenting Education	19	33	18
Disability Issues/Services	19	15	11
Social Insurance Programs	17	12	7
Death Certification/Burial Arrangements	15	12	13
Volunteer Opportunities	14	19	22
Emergency Medical Care	14	16	5

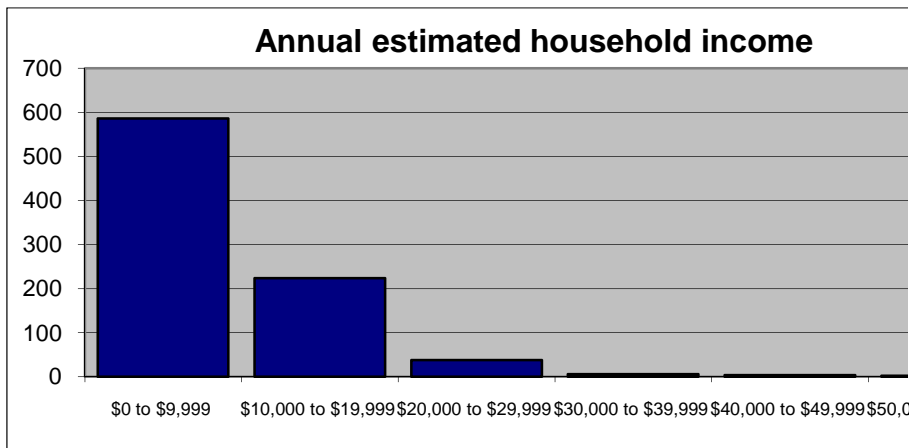


Calls per city/town			
City	Feb-11	Jan-11	Dec-10
San Bernardino (City)	778	1124	1263
Victorville	452	533	529
Ontario	297	378	372
Fontana	252	357	363
Rancho Cucamonga	197	214	201
Apple Valley	182	266	250
Hesperia	167	235	190
Outside County	156	153	245
Rialto	135	199	207
Upland	113	129	132
Colton	100	131	148
Adelanto	99	141	143
Redlands	88	107	127
Highland	78	111	98
Chino	67	78	79
Barstow	56	96	72
Yucaipa	45	74	61
Montclair	38	54	59
Chino Hills	35	19	27
Yucca Valley	33	38	29
Bloomington	32	31	32
Loma Linda	26	35	34
Phelan	24	33	25
Joshua Tree	18	10	9
Crestline	17	10	20
Twenty-Nine Palms	16	28	27
Big Bear City	16	19	13
Grand Terrace	15	12	11
Lucerne Valley	12	13	17
Lake Arrowhead	10	16	11
Running Springs	9	11	12
Mentone	8	16	15

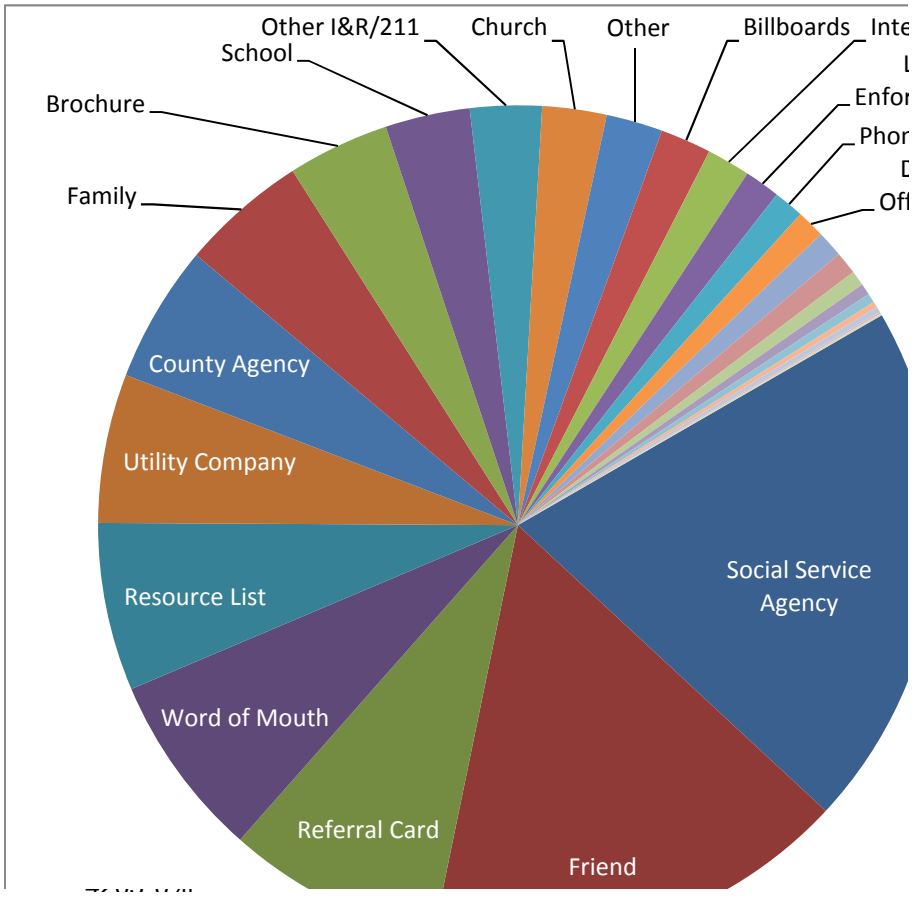
Calls by city



Annual estimated household income			
	Feb-11	Jan-11	Dec-10
Declined to state/Unknown	3344	4253	4364
\$0 to \$9,999	586	713	724
\$10,000 to \$19,999	224	351	355
\$20,000 to \$29,999	38	36	37
\$30,000 to \$39,999	6	11	10
\$40,000 to \$49,999	4	3	0
\$50,000 to \$59,999	2	0	0
\$60,000 to \$69,999	0	0	0
\$70,000 to \$79,999	0	0	0
\$80,000 +	1	0	0



How caller learned about 2-1-1			
	Feb-11	Jan-11	Dec-10
Social Service Agency	279	298	205
Friend	225	290	223
Referral Card	114	149	126
Word of Mouth	98	133	173
Resource List	89	74	83
Utility Company	79	80	50
County Agency	73	122	135
Family	67	92	79
Brochure	54	106	90
School	45	37	41
Other I&R/211	38	53	35
Church	34	44	72
Other	30	33	26
Billboards	27	22	15
Internet	23	20	22
Law Enforcement	19	12	16
Phone Book	16	16	16
Doctor's Office/Clinic	15	9	8
Newspaper	14	6	34
EDD (Web or Letter)	12	14	12
Television	8	11	13
Hospital	6	10	3
Radio	5	3	3
Government Non-County	3	8	5



2-1-1 San Bernardino County Monthly Report

Calls Handled Statistics (from phone system data)

Report: Queue Group Performance by Day of Week

Site: Inland Empire United Way 2-1-1

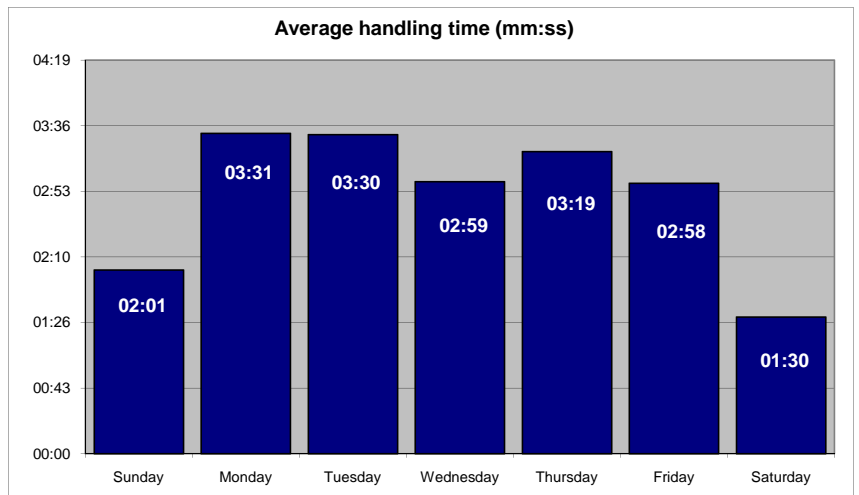
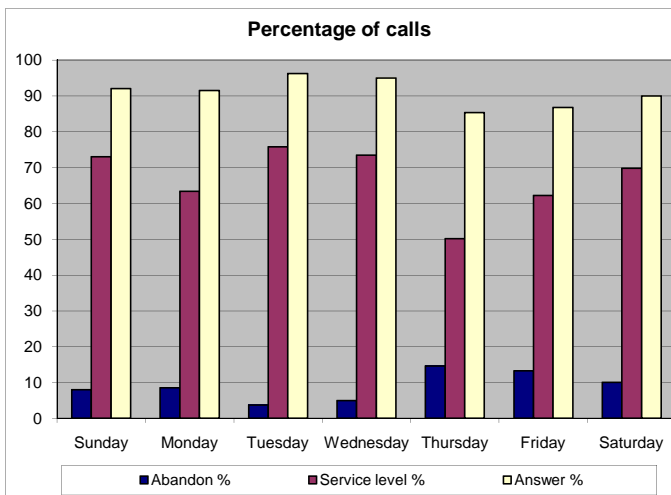
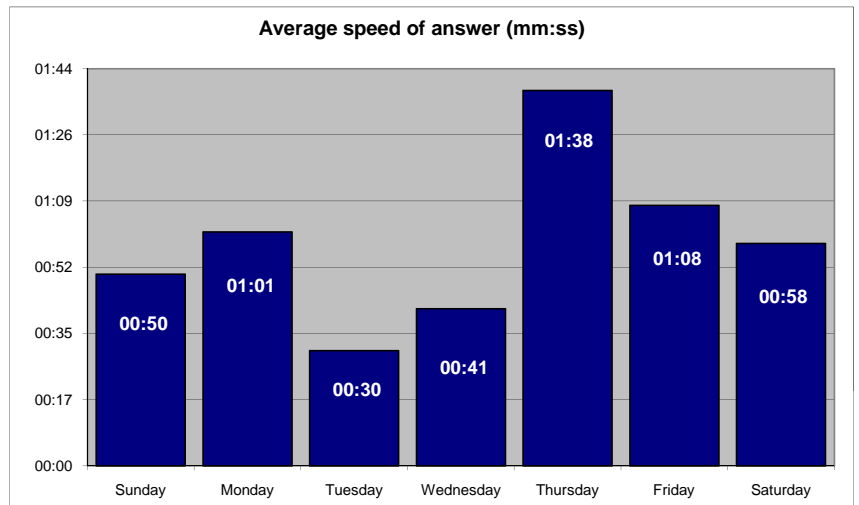
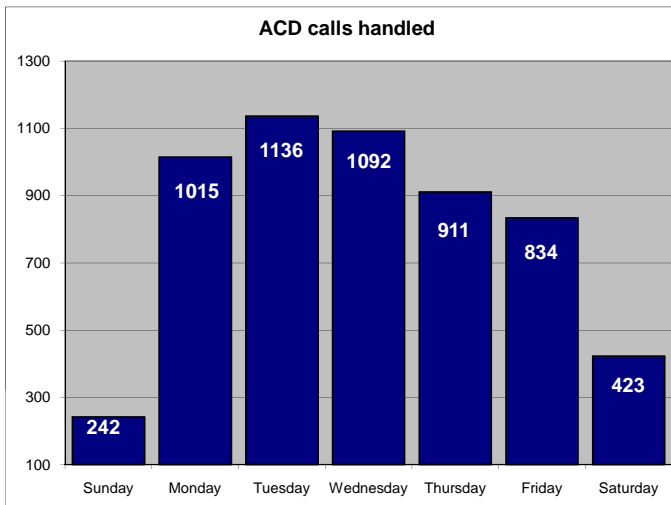
Device: 005 - All SB QG's

Date range: 2/1/2011 - 2/28/2011 12:00 AM - 12:00 AM

Created on: 3/1/2011

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	263	242	10	21	0	2	0	239	3	0	0	0:00:50	0:02:46	0:00:00	8:11:00	0:02:01	8.0	73.0	92.0
Monday	1109	1015	29	94	0	11	0	1010	5	0	0	0:01:01	0:03:04	0:00:00	59:35:49	0:03:31	8.5	63.4	91.5
Tuesday	1180	1136	23	44	0	10	0	1134	2	0	0	0:00:30	0:02:22	0:00:00	66:26:39	0:03:30	3.7	75.8	96.3
Wednesday	1149	1092	27	57	0	12	0	1089	3	0	0	0:00:41	0:02:58	0:00:00	54:28:14	0:02:59	5.0	73.5	95.0
Thursday	1067	911	34	156	0	13	0	908	3	0	0	0:01:38	0:03:48	0:00:00	50:25:55	0:03:19	14.6	50.1	85.4
Friday	961	834	43	127	0	7	0	829	5	0	0	0:01:08	0:04:57	0:00:00	41:18:25	0:02:58	13.2	62.2	86.8
Saturday	470	423	27	47	0	5	0	419	4	0	0	0:00:58	0:03:02	0:00:00	10:39:02	0:01:30	10.0	69.8	90.0
Total	6199	5653	193	546	0	60	0	5628	25	0	0	0:00:57	0:03:38	0:00:00	291:05:04	0:03:05	8.8	66.0	91.2



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

City/Town - Needs	Total
Adelanto	107
Utilities	40
Food/Meals	12
Rent Payment Assistance	7
Shelter	5
Clothing/Personal/Household Needs	5
Legal Services/Assistance	5
Housing	4
Information Services	4
Counseling	4
Health Screening/Diagnostic Services	3
Outpatient Mental Health Care	2
Medical Public Assistance Programs	2
Animal Services	1
Organizational/Community Services	1
Transportation	1
Inpatient Health Facilities	1
Outpatient Health Facilities	1
Crime Reporting/Prevention	1
Specialized Treatments	1
Day Care	1
Mortgage Payment Assistance	1
Substance Abuse Services	1
Family Based Services/Mentoring	1
Formal Education	1
Nutrition Related Public Assistance Programs	1
Motel Vouchers	1
Alta Loma	11
Transportation	2
Utilities	2
Motel Vouchers	2
Information Services	1
Shelter	1
Rent Payment Assistance	1
Day Care	1
Outpatient Health Facilities	1
Apple Valley	190
Utilities	43
Food/Meals	16
Outpatient Health Facilities	14
Shelter	12
Information Services	10
Rent Payment Assistance	9
Housing	9
Counseling	8
Specialized Treatments	6
Clothing/Personal/Household Needs	6
Substance Abuse Services	5
Legal Services/Assistance	5
Protective Services	4
Health Supportive Services	4
Consumer Assistance/Protection	4
Income Maintenance	4
Nutrition Related Public Assistance Programs	4
Mental Health Care Facilities	3
Disability Issues/Services	3
Health Screening/Diagnostic Services	2

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

City/Town - Needs	Total
Law Enforcement	2
Public Safety/Emergency Services	2
Courts/Correctional System	2
Transportation	2
Environmental Protection/Improvement	1
Social Development and Enrichment	1
Household Related Public Assistance Programs	1
Animal Services	1
Social Insurance Programs	1
Medical Public Assistance Programs	1
Crime Victim Support	1
Employment	1
Parenting Education	1
Immigration/Naturalization Legal Services	1
Community Groups/Services	1
Barstow	59
Utilities	16
Outpatient Health Facilities	4
Food/Meals	4
Clothing/Personal/Household Needs	4
Shelter	3
Information Services	3
Health Supportive Services	2
Outpatient Mental Health Care	2
Counseling	2
Community Groups/Services	2
Organizational Development and Management Services	2
Health Screening/Diagnostic Services	2
Income Maintenance	2
Substance Abuse Services	1
Donations	1
Emergency Medical Care	1
Rent Payment Assistance	1
Consumer Assistance/Protection	1
Specialized Treatments	1
Legal Services/Assistance	1
Transportation	1
Motel Vouchers	1
Family Based Services/Mentoring	1
Nutrition Related Public Assistance Programs	1
Big Bear City	22
Utilities	8
Rent Payment Assistance	3
Legal Services/Assistance	2
Transportation	1
Shelter	1
Housing	1
Information Services	1
Specialized Treatments	1
Clothing/Personal/Household Needs	1
Health Supportive Services	1
Mental Health Care Facilities	1
Death Certification/Burial Arrangements	1
Big Bear Lake	6
Shelter	1
Utilities	1
Transportation	1

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

City/Town - Needs	Total
Information Services	1
Environmental Protection/Improvement	1
Nutrition Related Public Assistance Programs	1
Bloomington	31
Utilities	4
Food/Meals	3
Consumer Assistance/Protection	3
Information Services	3
Clothing/Personal/Household Needs	2
Shelter	2
Legal Services/Assistance	2
Housing	2
Income Maintanance	2
Counseling	2
Specialized Treatments	1
Outpatient Health Facilities	1
Substance Abuse Services	1
Rent Payment Assistance	1
Day Care	1
Medical Public Assistance Programs	1
Blue Jay	8
Rent Payment Assistance	5
Clothing/Personal/Household Needs	3
Chino	68
Utilities	11
Outpatient Health Facilities	6
Housing	4
Substance Abuse Services	3
Shelter	3
Courts/Correctional System	3
Family Based Services/Mentoring	3
Legal Services/Assistance	3
Health Supportive Services	2
Rent Payment Assistance	2
Information Services	2
Counseling	2
Food/Meals	2
Motel Vouchers	2
Specialized Treatments	1
Consumer Assistance/Protection	1
Protective Services	1
Health Screening/Diagnostic Services	1
Day Care	1
Clothing/Personal/Household Needs	1
Transportation	1
Medical Public Assistance Programs	1
Psychiatric/Mental Health Support Services	1
Mental Health Care Facilities	1
Safety Equipment	1
Tutoring/Homework Assistance	1
Social Development and Enrichment	1
Emergency Medical Care	1
Disability Issues/Services	1
Crime Reporting/Prevention	1
Income Maintanance	1
Outpatient Mental Health Care	1
Employment	1

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

City/Town - Needs	Total
Nutrition Related Public Assistance Programs	1
Chino Hills	39
Food/Meals	7
Outpatient Health Facilities	5
Nutrition Related Public Assistance Programs	5
Utilities	4
Information Services	4
Shelter	3
Housing	1
Community Groups/Services	1
Income Maintenance	1
Crime Reporting/Prevention	1
Counseling	1
Rent Payment Assistance	1
Basic Needs	1
Support Groups	1
Mental Health Care Facilities	1
Mortgage Foreclosure Information	1
Legal Services/Assistance	1
Colton	102
Utilities	17
Food/Meals	11
Rent Payment Assistance	10
Shelter	9
Legal Services/Assistance	6
Information Services	6
Housing	6
Counseling	4
Clothing/Personal/Household Needs	4
Consumer Assistance/Protection	3
Specialized Treatments	2
Outpatient Health Facilities	2
Transportation	2
Day Care	2
Formal Education	2
Income Maintenance	2
Public Safety/Emergency Services	1
Community Groups/Services	1
Health Supportive Services	1
Employment	1
Emergency Medical Care	1
Mental Health Care Facilities	1
Crime Reporting/Prevention	1
Nutrition Related Public Assistance Programs	1
Special Education	1
Organizational/Community Services	1
Early Education	1
Courts/Correctional System	1
Law Enforcement	1
Outpatient Mental Health Care	1
Crestline	17
Utilities	7
Food/Meals	4
Shelter	1
Public Safety/Emergency Services	1
Specialized Treatments	1
Employment	1

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

City/Town - Needs	Total
Counseling	1
Outpatient Mental Health Care	1
Daggett	1
Protective Services	1
Devore	5
Nutrition Related Public Assistance Programs	1
Employment	1
Utilities	1
Food/Meals	1
Household Related Public Assistance Programs	1
Fontana	264
Utilities	37
Food/Meals	34
Housing	22
Shelter	17
Counseling	16
Information Services	14
Outpatient Health Facilities	13
Clothing/Personal/Household Needs	11
Legal Services/Assistance	11
Rent Payment Assistance	10
Income Maintanance	9
Mental Health Care Facilities	5
Employment	5
Consumer Assistance/Protection	5
Nutrition Related Public Assistance Programs	5
Specialized Treatments	4
Social Insurance Programs	4
Motel Vouchers	4
Animal Services	4
Substance Abuse Services	3
Community Groups/Services	3
Health Supportive Services	3
Environmental Protection/Improvement	2
Emergency Medical Care	2
Mortgage Payment Assistance	2
Support Groups	2
Public Safety/Emergency Services	1
Disability Issues/Services	1
Adoption/Foster Services	1
Organizational/Community Services	1
Public Health Information	1
Law Enforcement	1
Rehabilitation/Habilitative Services	1
Consumer Regulations	1
Courts/Correctional System	1
Family Based Services/Mentoring	1
Organizational Development and Management Services	1
Psychiatric/Mental Health Support Services	1
Death Certification/Burial Arrangements	1
Transportation	1
Parenting Education	1
Inpatient Health Facilities	1
Protective Services	1
Forest Falls	3
Rent Payment Assistance	2
Income Maintanance	1

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

City/Town - Needs	Total
Grand Terrace	16
Utilities	2
Legal Services/Assistance	2
Food/Meals	2
Housing	2
Health Screening/Diagnostic Services	1
Substance Abuse Services	1
Outpatient Health Facilities	1
Consumer Assistance/Protection	1
Transportation	1
Information Services	1
Health Supportive Services	1
Day Care	1
Helendale	6
Utilities	4
Food/Meals	1
Rent Payment Assistance	1
Hesperia	176
Utilities	42
Food/Meals	22
Rent Payment Assistance	14
Information Services	11
Outpatient Health Facilities	10
Counseling	9
Shelter	6
Legal Services/Assistance	6
Income Maintenance	5
Health Supportive Services	5
Clothing/Personal/Household Needs	4
Consumer Assistance/Protection	4
Housing	3
Outpatient Mental Health Care	3
Substance Abuse Services	3
Community Groups/Services	2
Law Enforcement	2
Specialized Treatments	2
Crime Victim Support	2
Courts/Correctional System	2
Nutrition Related Public Assistance Programs	2
Death Certification/Burial Arrangements	1
Health Screening/Diagnostic Services	1
Special Education	1
Volunteer Opportunities	1
Transportation	1
Employment	1
Social Development and Enrichment	1
Organizational/Community Services	1
Environmental Protection/Improvement	1
Immigration/Naturalization Legal Services	1
Support Groups	1
Family Based Services/Mentoring	1
Tutoring/Homework Assistance	1
Adoption/Foster Services	1
Medical Public Assistance Programs	1
Disaster (Incident)	1
Motel Vouchers	1
Highland	83

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

City/Town - Needs	Total
Utilities	14
Rent Payment Assistance	11
Food/Meals	10
Outpatient Health Facilities	7
Shelter	5
Clothing/Personal/Household Needs	5
Information Services	5
Employment	3
Income Maintenance	3
Specialized Treatments	3
Housing	3
Counseling	3
Legal Services/Assistance	2
Transportation	1
Family Based Services/Mentoring	1
Animal Services	1
Health Supportive Services	1
Law Enforcement	1
Outpatient Mental Health Care	1
Nutrition Related Public Assistance Programs	1
Consumer Assistance/Protection	1
Parenting Education	1
Joshua Tree	19
Information Services	3
Rent Payment Assistance	3
Utilities	3
Outpatient Health Facilities	2
Shelter	1
Housing	1
Specialized Treatments	1
Consumer Assistance/Protection	1
Volunteer Opportunities	1
Legal Services/Assistance	1
Community Groups/Services	1
Nutrition Related Public Assistance Programs	1
Lake Arrowhead	8
Utilities	2
Motel Vouchers	1
Clothing/Personal/Household Needs	1
Food/Meals	1
Outpatient Health Facilities	1
Health Supportive Services	1
Medical Public Assistance Programs	1
Loma Linda	24
Shelter	8
Counseling	4
Outpatient Mental Health Care	1
Nutrition Related Public Assistance Programs	1
Specialized Treatments	1
Mortgage Payment Assistance	1
Health Supportive Services	1
Outpatient Health Facilities	1
Housing	1
Consumer Assistance/Protection	1
Public Health Information	1
Information Services	1
Clothing/Personal/Household Needs	1

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

City/Town - Needs	Total
Medical Public Assistance Programs	1
Lucerne Valley	11
Utilities	4
Shelter	1
Information Services	1
Counseling	1
Social Insurance Programs	1
Food/Meals	1
Animal Services	1
Health Supportive Services	1
Lytle Creek	4
Utilities	1
Housing	1
Clothing/Personal/Household Needs	1
Food/Meals	1
Mentone	10
Utilities	3
Food/Meals	3
Information Services	1
Legal Services/Assistance	1
Clothing/Personal/Household Needs	1
Housing	1
Montclair	42
Food/Meals	7
Legal Services/Assistance	5
Outpatient Health Facilities	4
Utilities	3
Transportation	3
Income Maintenance	3
Counseling	3
Shelter	2
Family Based Services/Mentoring	2
Substance Abuse Services	2
Nutrition Related Public Assistance Programs	2
Animal Services	1
Housing	1
Clothing/Personal/Household Needs	1
Safety Equipment	1
Rent Payment Assistance	1
Employment	1
Mt. Baldy	1
Legal Services/Assistance	1
Newberry Springs	2
Utilities	1
Food/Meals	1
Ontario	325
Shelter	38
Utilities	38
Food/Meals	38
Rent Payment Assistance	23
Housing	21
Information Services	17
Counseling	15
Outpatient Health Facilities	15
Substance Abuse Services	14
Legal Services/Assistance	14
Motel Vouchers	8

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

City/Town - Needs	Total
Specialized Treatments	6
Clothing/Personal/Household Needs	6
Employment	6
Transportation	5
Health Supportive Services	5
Income Maintenance	5
Outpatient Mental Health Care	4
Law Enforcement	4
Community Groups/Services	4
Disability Issues/Services	4
Nutrition Related Public Assistance Programs	4
Medical Public Assistance Programs	3
Consumer Assistance/Protection	3
Support Groups	3
Mental Health Care Facilities	2
Formal Education	2
Special Education	2
Health Screening/Diagnostic Services	2
Early Education	2
Parenting Education	2
Day Care	2
Donations	1
Crime Reporting/Prevention	1
Household Related Public Assistance Programs	1
Consumer Regulations	1
Mortgage Payment Assistance	1
Emergency Medical Care	1
Immigration/Naturalization Legal Services	1
Organizational Development and Management Services	1
Oro Grande	4
Information Services	2
Shelter	1
Legal Services/Assistance	1
Outside County	156
Information Services	63
Shelter	10
Housing	10
Income Maintenance	8
Legal Services/Assistance	7
Utilities	7
Rent Payment Assistance	6
Food/Meals	6
Outpatient Health Facilities	5
Consumer Assistance/Protection	4
Counseling	3
Courts/Correctional System	3
Employment	2
Organizational Development and Management Services	2
Transportation	2
Health Supportive Services	1
Day Care	1
Rehabilitation/Habilitative Services	1
Social Insurance Programs	1
Donations	1
Substance Abuse Services	1
Protective Services	1
Death Certification/Burial Arrangements	1

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

City/Town - Needs	Total
Household Related Public Assistance Programs	1
Mental Health Care Facilities	1
Motel Vouchers	1
Specialized Treatments	1
Community Groups/Services	1
Support Groups	1
Crime Reporting/Prevention	1
Medical Public Assistance Programs	1
Inpatient Health Facilities	1
Law Enforcement	1
Outside Of California	1
Information Services	1
Phelan	27
Shelter	3
Legal Services/Assistance	3
Food/Meals	3
Nutrition Related Public Assistance Programs	3
Rent Payment Assistance	2
Public Health Information	2
Utilities	2
Outpatient Health Facilities	2
Outpatient Mental Health Care	2
Income Maintanance	1
Protective Services	1
Inpatient Health Facilities	1
Consumer Assistance/Protection	1
Emergency Medical Care	1
Pinon Hills	6
Outpatient Health Facilities	1
Utilities	1
Rent Payment Assistance	1
Information Services	1
Counseling	1
Legal Services/Assistance	1
Rancho Cucamonga	207
Rent Payment Assistance	27
Utilities	22
Food/Meals	20
Housing	18
Shelter	16
Outpatient Health Facilities	15
Information Services	10
Specialized Treatments	6
Legal Services/Assistance	6
Employment	5
Counseling	5
Outpatient Mental Health Care	4
Health Supportive Services	4
Substance Abuse Services	4
Nutrition Related Public Assistance Programs	4
Motel Vouchers	4
Consumer Assistance/Protection	3
Income Maintanance	3
Social Insurance Programs	2
Day Care	2
Formal Education	2
Community Groups/Services	2

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

City/Town - Needs	Total
Social Development and Enrichment	2
Mental Health Care Facilities	2
Donations	2
Clothing/Personal/Household Needs	2
Transportation	2
Parenting Education	2
Organizational Development and Management Services	2
Emergency Medical Care	1
Protective Services	1
Immigration/Naturalization Legal Services	1
Death Certification/Burial Arrangements	1
Psychiatric/Mental Health Support Services	1
Courts/Correctional System	1
Volunteer Opportunities	1
Individual and Family Life	1
Medical Public Assistance Programs	1
Redlands	96
Shelter	13
Food/Meals	10
Utilities	8
Outpatient Health Facilities	7
Clothing/Personal/Household Needs	7
Housing	5
Motel Vouchers	5
Legal Services/Assistance	5
Rent Payment Assistance	4
Substance Abuse Services	4
Consumer Assistance/Protection	4
Health Supportive Services	3
Outpatient Mental Health Care	2
Transportation	2
Counseling	2
Health Screening/Diagnostic Services	2
Information Services	2
Specialized Treatments	1
Nutrition Related Public Assistance Programs	1
Community Groups/Services	1
Organizational Development and Management Services	1
Environmental Protection/Improvement	1
Donations	1
Law Enforcement	1
Early Education	1
Day Care	1
Psychiatric/Mental Health Support Services	1
Income Maintenance	1
Rialto	149
Food/Meals	28
Utilities	18
Information Services	11
Shelter	10
Outpatient Health Facilities	10
Housing	10
Income Maintenance	7
Counseling	7
Rent Payment Assistance	6
Specialized Treatments	5
Motel Vouchers	4

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

City/Town - Needs	Total
Health Supportive Services	4
Legal Services/Assistance	4
Employment	3
Community Groups/Services	2
Courts/Correctional System	2
Parenting Education	2
Medical Public Assistance Programs	2
Clothing/Personal/Household Needs	2
Substance Abuse Services	2
Outpatient Mental Health Care	2
Consumer Assistance/Protection	1
Support Groups	1
Disability Issues/Services	1
Health Screening/Diagnostic Services	1
Tutoring/Homework Assistance	1
Early Education	1
Nutrition Related Public Assistance Programs	1
Day Care	1
Rimforest	3
Housing	1
Shelter	1
Legal Services/Assistance	1
Running Springs	10
Legal Services/Assistance	2
Utilities	2
Transportation	2
Food/Meals	2
Employment	1
Information Services	1
San Bernardino (City)	771
Utilities	105
Shelter	81
Food/Meals	73
Rent Payment Assistance	68
Information Services	62
Housing	49
Outpatient Health Facilities	40
Counseling	33
Legal Services/Assistance	27
Clothing/Personal/Household Needs	26
Income Maintenance	20
Motel Vouchers	17
Specialized Treatments	12
Nutrition Related Public Assistance Programs	11
Employment	10
Health Supportive Services	10
Substance Abuse Services	9
Consumer Assistance/Protection	9
Outpatient Mental Health Care	8
Organizational/Community Services	8
Courts/Correctional System	7
Transportation	7
Social Development and Enrichment	7
Day Care	6
Health Screening/Diagnostic Services	5
Medical Public Assistance Programs	5
Formal Education	4

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

City/Town - Needs	Total
Family Based Services/Mentoring	4
Death Certification/Burial Arrangements	4
Household Related Public Assistance Programs	3
Parenting Education	3
Animal Services	3
Safety Equipment	2
Mental Health Care Facilities	2
Community Groups/Services	2
Crime Reporting/Prevention	2
Rehabilitation/Habilitative Services	2
Crime Victim Support	2
Emergency Medical Care	2
Bad Weather Shelters	2
Law Enforcement	2
Credit Counseling	2
Public Health Information	2
Special Education	1
Organizational Development and Management Services	1
Environmental Protection/Improvement	1
Disability Issues/Services	1
Social Insurance Programs	1
Disaster Services	1
Basic Needs	1
Disaster (Incident)	1
Support Groups	1
Parks & Recreation Services	1
Protective Services	1
Public Safety/Emergency Services	1
Individual and Family Life	1
Skyforest	2
Rent Payment Assistance	1
Consumer Assistance/Protection	1
Twenty-Nine Palms	15
Legal Services/Assistance	2
Rent Payment Assistance	2
Food/Meals	2
Utilities	2
Nutrition Related Public Assistance Programs	1
Health Supportive Services	1
Outpatient Health Facilities	1
Clothing/Personal/Household Needs	1
Housing	1
Income Maintenance	1
Inpatient Health Facilities	1
Unknown	435
Rent Payment Assistance	111
Information Services	95
Organizational/Community Services	30
Utilities	29
Community Groups/Services	18
Shelter	17
Housing	16
Nutrition Related Public Assistance Programs	12
Counseling	10
Courts/Correctional System	7
Health Supportive Services	7
Volunteer Opportunities	7

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

City/Town - Needs	Total
Social Insurance Programs	6
Food/Meals	5
Individual and Family Life	5
Legal Services/Assistance	5
Outpatient Mental Health Care	4
Death Certification/Burial Arrangements	4
Parenting Education	4
Disability Issues/Services	4
Consumer Assistance/Protection	3
Mortgage Payment Assistance	3
Substance Abuse Services	3
Medical Public Assistance Programs	3
Motel Vouchers	3
Emergency Medical Care	2
Disaster (Incident)	2
Family Based Services/Mentoring	2
Employment	2
Clothing/Personal/Household Needs	2
Law Enforcement	2
Specialized Treatments	1
Credit Counseling	1
Transportation	1
Parks & Recreation Services	1
Day Care	1
Public Health Information	1
Donations	1
Mortgage Foreclosure Information	1
Health Screening/Diagnostic Services	1
Safety Equipment	1
Crime Reporting/Prevention	1
Income Maintenance	1
Upland	110
Food/Meals	16
Utilities	15
Shelter	14
Outpatient Health Facilities	13
Rent Payment Assistance	10
Housing	5
Information Services	5
Counseling	4
Employment	4
Legal Services/Assistance	3
Motel Vouchers	2
Transportation	2
Health Screening/Diagnostic Services	2
Psychiatric/Mental Health Support Services	2
Income Maintenance	2
Substance Abuse Services	1
Community Groups/Services	1
Death Certification/Burial Arrangements	1
Clothing/Personal/Household Needs	1
Specialized Treatments	1
Credit Counseling	1
Day Care	1
Crime Victim Support	1
Volunteer Opportunities	1
Animal Services	1

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

City/Town - Needs	Total
Social Insurance Programs	1
Victorville	469
Utilities	128
Outpatient Health Facilities	35
Food/Meals	25
Legal Services/Assistance	23
Rent Payment Assistance	23
Shelter	23
Information Services	23
Clothing/Personal/Household Needs	21
Housing	19
Counseling	16
Health Supportive Services	14
Transportation	11
Nutrition Related Public Assistance Programs	10
Consumer Assistance/Protection	9
Income Maintenance	9
Community Groups/Services	7
Specialized Treatments	6
Family Based Services/Mentoring	5
Employment	5
Motel Vouchers	4
Substance Abuse Services	3
Disability Issues/Services	3
Volunteer Opportunities	3
Mental Health Care Facilities	3
Medical Public Assistance Programs	3
Environmental Protection/Improvement	3
Day Care	3
Law Enforcement	3
Courts/Correctional System	2
Psychiatric/Mental Health Support Services	2
Special Education	2
Parenting Education	2
Public Health Information	2
Emergency Medical Care	1
Outpatient Mental Health Care	1
Death Certification/Burial Arrangements	1
Parks & Recreation Services	1
Labor Standards/Practices	1
Protective Services	1
Safety Equipment	1
Household Related Public Assistance Programs	1
Social Development and Enrichment	1
Animal Services	1
Inpatient Health Facilities	1
Tutoring/Homework Assistance	1
Support Groups	1
Formal Education	1
Crime Reporting/Prevention	1
Credit Counseling	1
Public Safety/Emergency Services	1
Health Screening/Diagnostic Services	1
Rehabilitation/Habilitative Services	1
Yermo	3
Transportation	2
Housing	1

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

City/Town - Needs	Total
Yucaipa	45
Utilities	8
Shelter	5
Rent Payment Assistance	4
Housing	4
Legal Services/Assistance	3
Food/Meals	3
Outpatient Health Facilities	3
Counseling	3
Income Maintenance	2
Parenting Education	1
Outpatient Mental Health Care	1
Clothing/Personal/Household Needs	1
Employment	1
Emergency Medical Care	1
Specialized Treatments	1
Health Supportive Services	1
Substance Abuse Services	1
Information Services	1
Inpatient Health Facilities	1
Yucca Valley	39
Utilities	8
Information Services	4
Housing	3
Protective Services	2
Health Supportive Services	2
Rent Payment Assistance	2
Specialized Treatments	2
Consumer Assistance/Protection	2
Clothing/Personal/Household Needs	2
Health Screening/Diagnostic Services	1
Food/Meals	1
Income Maintenance	1
Disability Issues/Services	1
Psychiatric/Mental Health Support Services	1
Mental Health Care Facilities	1
Shelter	1
Motel Vouchers	1
Transportation	1
Outpatient Health Facilities	1
Household Related Public Assistance Programs	1
Legal Services/Assistance	1
Grand Total	4208

Referrals from 2-1-1 San Bernardino County

211 Referrals: February 2011

Month-Year	February 2011
Row Labels	Referral Totals
1-800-FREE411	20
Directory Assistance	20
2-1-1 Fresno County	1
2-1-1 Information and Referral	1
2-1-1 Kern County	3
2-1-1 Information and Referral	3
2-1-1 Los Angeles County	121
2-1-1 Information and Referral	120
(No Program Selected)	1
2-1-1 National	15
2-1-1 Search	15
2-1-1 Orange County	17
2-1-1 Information and Referral	17
2-1-1 Sacramento County	1
2-1-1 Information and Referral	1
2-1-1 San Bernardino County	6
2-1-1 San Bernardino County-2-1-1 Information and Referral	6
2-1-1 San Diego County	5
2-1-1 Information and Referral	5
A Watershed Addition Treatment Center, Inc.	1
National Crisis Help Line for Substance Abuse	1
AARP - State California Office	12
Tax Aide	12
Abundant Living Family Church	52
Angel Food Ministry	4
Counseling Services	3
Outreach Center	45
ACT Family Counseling Services	3
Parenting Bridge Program	2
(No Program Selected)	1
Adelanto Branch Library	1
Basic Computer Classes	1
Adelanto Senior Center	2
Home Delivered Meals	1
Senior Luncheon	1
Adventist Community Team Services	1
Meals on Wheels	1
Aegis Medical Systems, Inc.	4
Methadone Replacement Therapy	4
AL-ANON Family Groups and ALATEEN	3
Inland Empire of California Al-Anon and Alateen	3
Alcoholics Anonymous	12
Alcoholics Anonymous	11
(No Program Selected)	1
Alternate Avenues Womens Resource Center	1
Bridges Parenting Education and Support	1
Alzheimers Association	4
Alzheimers Information and Referral	1
Advocacy	1
Direct Assistance	1

Referrals from 2-1-1 San Bernardino County

Safe Return Program	1
American Association of Poison Control Centers	2
Poison Control	2
American Lung Association	1
Stop Smoking Program	1
American Pregnancy Association	1
Pregnancy Helpline	1
American Red Cross - Claremont Chapter	1
Health and Safety Training	1
American Red Cross - High Desert Chapter	3
Disaster and Emergency Relief	1
Health and Safety Training	1
(No Program Selected)	1
American Red Cross - Inland Empire Chapter	5
Health and Safety	3
Disaster Recovery Service	2
Annual Credit Report Request	1
Annual Credit Report	1
Apple Valley Fire Protection District	2
CPR and First -Aid Classes	1
Friends of Animals During Disasters	1
Apple Valley Newton T. Bass Branch Library	1
Library Services	1
Arrowhead Regional Medical Center	30
Hospital Services	7
Medically Indigent Adult Health Care (MIA)	18
Womens Health Services	2
Family and Elder Care Center	3
Asante Family Agency, Inc.	36
Counseling, Training and Visitation Center	36
Asian-American Educational and Cultural Center, Inc.	6
Traffic Safety Awareness	6
Associated Clinical Therapists, Inc.	16
Counseling Services	15
(No Program Selected)	1
Autism Research Institute	1
Autism Information and Referrals	1
Barstow Community College	1
Office of Student Support	1
Barstow Community Hospital	1
Hospital Services	1
Barstow Senior Citizens Center	1
Meals on Wheels	1
Benevolent Animal Rescue Committee	1
Animal Rescue Committee	1
Better Business Bureau	2
Complaint Department	2
Bienestar Human Services	3
(No Program Selected)	1
LGBT Outreach	1
Syringe Exchange/Skills Building Workshops	1
Bilingual Family Counseling Service, Inc.	8
Preserving Safe and Stable Families	6
Substance Abuse Treatment	1
Support Group	1

Referrals from 2-1-1 San Bernardino County

Boys & Girls Club of San Bernardino	1
Day Camp	1
Boys Town National Hotline	13
National Hotline	13
Braswell Family Senior Center	1
Senior Center	1
Building a Generation	1
Family Resource Center	1
C.A.S.T.L.E	2
Parenting Skill Classes	2
California Advocates for Nursing Home Reform	1
Lawyer Referral Service	1
California Coalition for Youth	1
Youth Crisis Line	1
California Department of Aging	1
California Care Network	1
California Department of Consumer Affairs	2
(No Program Selected)	1
Board of Barbering and Cosmetology	1
California Department of Corrections	6
California Department of Corrections-Parole and Community Services Division	6
California Department of Industrial Relations	2
Labor Standards Enforcement	2
California Department of Insurance	3
Consumer Services	2
Low Cost Auto Insurance	1
California Department of Motor Vehicles	2
DMV Services	2
California Department of Social Services	5
Child Care Licensing	3
Welfare Fraud Hotline	1
(No Program Selected)	1
California Department of Transportation	2
Caltrans	2
California Franchise Tax Board	1
Tax Information	1
California HealthCare Foundation	1
(No Program Selected)	1
California Highway Patrol	2
Freeway Patrol Service	2
California Indian Legal Services	1
Legal Services	1
California Office of the Patient Advocate	1
(No Program Selected)	1
California Public Utilities Commission	9
LifeLine Telephone Service	9
California Secretary of State	1
Safe at Home	1
California Smokers Helpline	1
Smoking Cessation Program	1
California State University San Bernardino	6
Counseling Services	2
First Five Early Intervention	4
California Victim Compensation and Government Claims Board	3
Victim Compensation Program	2

Referrals from 2-1-1 San Bernardino County

Government Claims	1
California Youth Authority	1
Parole Services and Community Corrections	1
Call for Life Pregnancy Help Center	5
Crisis Pregnancy Center	5
CancerCare	2
Financial Assistance	2
Canyon Ridge Hospital	2
Access Center	1
Hospital Services	1
CareConnect USA	9
Bankruptcy Advice Helpline	2
Discount Prescription Assistance	3
Debt Counseling Helpline	2
Identity Theft Recovery	1
Student Loan Relief Helpline	1
Caring for the Hills	6
Emergency Food Boxes	2
Food Pantry	4
Carolyn Owens Community Center	4
Counseling Services	2
Substance Abuse	2
Carpenters House	13
ACTS 29 Food Ministry	13
Cars 4 Causes	1
(No Program Selected)	1
Casa de San Bernardino	3
Youth Substance Abuse Outpatient Program	3
Casa Ramona Senior Center	1
Senior Center	1
Catholic Charities - Brother Miguel Center	3
Counseling Services	3
Catholic Charities of San Bernardino/Riverside	189
Advocacy and Referrals	6
Anger Management Classes	6
Case Management	2
Christmas Toys	1
Clothes/Household Items	31
Food Assistance	58
Funeral Referral	11
Individual/Family Counseling	18
Parenting Classes	7
Prescription Service	18
Refugee & Immigration Services	3
Rent/Mortgage Assistance	6
Transportation Assistance	13
Utility Assistance	5
(No Program Selected)	2
Fire Recovery Information	1
Food Voucher	1
Cedar House Rehabilitation Center	35
Detoxification	12
Outpatient Therapy and Counseling Program	5
Residential Treatment	15
Women with Children Program	1

Referrals from 2-1-1 San Bernardino County

(No Program Selected)	2
Center for Disease Control and Prevention	1
Center for Disease Control National Hotline	1
Center for Individual Development	1
Teen Club	1
Center on Deafness Inland Empire	1
General Services	1
Centers for Medicare and Medicaid Services	2
Nursing Home Compare	2
Central City Lutheran Mission	93
Cold Weather Shelter	62
Food Giveaway	3
Kinship Family Center	2
The H Street Clinic	22
(No Program Selected)	4
Chaffey Joint Union High School District	1
Public School	1
Childhelp USA	1
Child Abuse Hotline	1
Chino Hills Counseling	2
Chino Hills Counseling	2
Chino Neighborhood House	12
Clothes Closet	2
Emergency Food	6
Household Item Distribution	4
Chino Valley Medical Center	1
Hospital Services	1
Chino Valley YMCA	1
School Age Care	1
Christian and Missionary Alliance Church	3
USDA Food Distribution	3
Christian Counseling Service of the East Valley	3
Counseling Services	3
Church of the Nazarene	16
Clothes Closet	7
Food Pantry	9
City of Barstow	1
Community Services	1
City of Chino	1
City Hall	1
City of Colton	4
Community Services	2
Early Childhood Education	1
Sierra Vista State Pre-School Program	1
City of Fontana	8
City Hall	6
Community Services and Recreation	2
City of Hesperia	2
City Hall	1
(No Program Selected)	1
City of Loma Linda	1
(No Program Selected)	1
City of Montclair	39
Health Service Alliance	2
Meals on Wheels	1

Referrals from 2-1-1 San Bernardino County

Senior Transportation	1
USDA Food Distribution	1
Senior Luncheon	2
Montclair Medical Clinic	32
City of Ontario	3
City Hall	2
(No Program Selected)	1
City of Ontario Fire Department	2
CPR and First-Aid Classes	2
City of Rancho Cucamonga	8
City Hall	4
Community Services	4
City of Redlands	3
City Hall	1
Community Services	2
City of Rialto	1
City Hall	1
City of San Bernardino	3
City Hall	2
(No Program Selected)	1
City of Upland	7
City Hall	5
Recreation & Community Services Division	2
City of Victorville	8
City Hall	1
Community Services	2
Senior Home Repair Program	5
City of Yucaipa	1
Teen Center	1
Clear View Treatment Center	1
Substance Abuse Recovery	1
Co-Dependents Anonymous, Inc.	1
Co-Dependent Support Groups	1
Colton Police Department	1
Police Department	1
Colton-Redlands-Yucaipa ROP	2
CRY- ROP Career Guidance Services	1
WorkAbility I	1
Community Action Partnership of San Bernardino County	442
Energy, Education and Environmental Services Department (HEAP)	372
Family Development	62
Food Bank	2
(No Program Selected)	6
Community Health Action Network	14
Parent Resource Center	13
(No Program Selected)	1
Community Health Systems, Inc.	67
Dental Clinic	34
Medical Clinic	16
Optometry Services	16
Teen Clinic	1
Community Hospital of San Bernardino	43
Behavioral Health Services	8
Hospital	2
Family Resources	33

Referrals from 2-1-1 San Bernardino County

Community Senior Services CSS	2
Get About	1
The Enrichment Center Adult Day Program	1
Congressional Hispanic Caucus Institute	1
CHCI Scholarship	1
Consumer Watchdog	1
Patient Rights Assistance	1
Contra Costa Crisis Center	1
Crisis Lines	1
Corona/Norco Rescue Mission	8
Overnight Emergency Shelter	4
Transitional Living Program	4
CRC Health Corporation	5
Drug Addiction Services	5
Crestline Branch Library	1
Basic Computer Classes	1
Crosslight Family Ministries / Fortress Christian Center	13
Outreach	13
Cucamonga School District	1
(No Program Selected)	1
Delmann Heights Community Center	5
Head Start	1
USDA Food Distribution	3
Salvaged Bread Program	1
Department of Rehabilitation Inland Empire District	5
Vocational Rehabilitation	4
Counselor Teacher for the Blind	1
Depression and Bipolar Support Alliance	1
Information, Referrals and Advocacy	1
Desert Manna Ministries	23
Cold Weather Shelter	2
Electric Assistance Fund (EAF)	7
Emergency Shelter	7
Food Program	2
USDA Food Distribution	1
(No Program Selected)	4
Desert Sanctuary, Inc.	16
Catholic Charities Grants Case Management	12
Cedar Chest Thrift Shop	1
Domestic Violence Outreach/Community Resource Center	1
Haley House Domestic Violence Shelter	1
(No Program Selected)	1
Don Day Community Center	1
Tiny Tots	1
Dorothy Inghram Branch Library	1
Library Services	1
Drug Alternative Program	2
DAP	2
East Valley Community Health Center, Inc.	18
General Medical Services	18
Easter Seals Southern California	1
Child Development Center	1
Echos Of Faith World Outreach Ministries	8
Operation Fresh Start	8
Employment Development Department	12

Referrals from 2-1-1 San Bernardino County

Bonding	2
State Disability Insurance	3
Unemployment Insurance	7
Faiths Hope Foundation	4
Necessity Assistance	4
Families Anonymous, Inc	1
Families Anonymous- Redlands	1
Family Service Agency of San Bernardino	44
Crestline Food and Clothing Bank	2
Domestic Violence Program	15
Individual, Family and Group Therapy	16
Outpatient Mental Health Treatment	2
USDA Food Distribution	2
Utility Assistance Fund (EAF & GAF)	5
Mental Health and Case Management	2
Family Service Association of Redlands	43
Family Support	9
Home Again	8
Rental Assistance	5
(No Program Selected)	1
Cold Weather Vouchers	20
Federal Emergency Management Agency FEMA	1
Disaster Unemployment Assistance	1
Fifth Street Senior Center	1
Senior Nutrition Lunch Program	1
First 5 Commission of San Bernardino County	5
First 5 Commission of San Bernardino County	5
First Chance/Y-CHOW, Inc.	2
Sober Living	2
First Presbyterian Church	3
USDA Food Distribution	3
First Steps Child Development Center, Inc.	1
Affordable Child Care	1
Fontana Lewis Library & Technology Center	3
Basic Computer Classes	1
Library Services	1
(No Program Selected)	1
Fontana Native American Center, Inc.	1
American Indian Cultural and Social Services	1
Fontana Police Department	1
Fontana Police	1
Foothill Family Shelter	29
Big Steps for Little Feet	1
Foothill Family Shelter	16
Harold Cares About Your Future	1
Harolds Help Desk	10
Shelter Court	1
Frazer Community Center	15
Hot Meals	2
Medical Treatment	5
Shelters	8
Gang Reduction Intervention Team	2
(No Program Selected)	1
Intervention Team	1
Gay-Straight Alliance Network	1

Referrals from 2-1-1 San Bernardino County

(No Program Selected)	1
George Gibson Senior Center	4
Senior Center	1
USDA Food Distribution	3
Gift Ministries	1
Clothes Closet	1
Glen Helen Rehabilitation Center	2
Rehabilitation Center	2
Good Steward Day Care	2
Child Care Service	2
Goodwill Southern California	11
Career Resource Center	6
Retail Stores and Used Goods	5
Greater American Care Centers	5
Safety and Wellness Program	5
Greater Cornerstone Church	3
USDA Food Distribution	3
Group Home Support Services	19
Counseling Services	14
Parenting Classes	2
Substance Abuse Counseling	3
Hands On Inland Empire	31
Alternative Sentencing	22
Volunteer Opportunities	9
Healthy Families	3
Health Care Coverage	2
(No Program Selected)	1
Hearts & Lives	2
Information and Referral	2
Heartsent Adoptions, Inc.	1
(No Program Selected)	1
Helping Hands Pantry	35
Food Distribution	33
(No Program Selected)	2
Heritage Neighborhood Center	1
Tiny Tots	1
HeroCare	1
Crisis Fund	1
Hesperia Branch Library	2
Basic Computer Classes	2
Hesperia Senior Center	1
Hesperia Senior Club	1
Hi-Desert Medical Center	1
Hospital Services	1
High Desert Child Adolescent and Family Services Center	26
Anger Management	5
Counseling Services	13
Outpatient Substance Abuse Treatment	2
Parenting Classes	4
(No Program Selected)	1
Delayed Entry of Judgement	1
High Desert Domestic Violence Program, Inc.	5
Domestic Violence Program Services	4
(No Program Selected)	1
High Desert Homeless Services, Inc	50

Referrals from 2-1-1 San Bernardino County

Shelter	46
(No Program Selected)	4
High Desert Resource Network	1
Training	1
High Desert Transitional Living Connection	21
Food Pantry	15
USDA Food Distribution	5
Computer Class	1
Higher Ground Christian Intervention	2
Intervention Program	2
Highland Sam J. Racadio Library and Environmental Learning Center	2
Job Preparation and Job Search	2
Home of Neighborly Service	3
Food Distribution	1
Senior Nutrition Lunch Program	1
USDA Food Giveaway	1
Homeownership Preservation Foundation	1
The Homeowners HOPE Hotline	1
House of Hope House of Faith, Inc.	2
Sober Living Homes	1
Residential Treatment Center	1
House of Ruth, Inc.	15
Counseling Services	3
Emergency Hotline	4
Emergency Shelter	7
(No Program Selected)	1
Housing and Community Development, State of California	1
(No Program Selected)	1
Housing Authority of the County of San Bernardino	73
Family Unification Program	19
Mainstream Program	1
Public Housing	11
Section 8 Program	36
Senior Housing	1
Tenant Based Assistance Program (TBA)	1
Veterans Affairs Supportive Housing Program (VASH)	2
(No Program Selected)	2
Howard M. Rowe Branch Library	1
Library Services	1
Humane Society of San Bernardino Valley	4
Veterinarian Clinic	4
Hutton Community Center	6
USDA Food Distribution	6
Impression Healthcare Services	2
Behavioral Health Counseling	2
Inland Agency	6
Community Tool Box	6
Inland AIDS Project	2
HIV Testing	1
Education and Prevention	1
Inland Behavioral and Health Services, Inc.	5
PC1000 Drug Diversion Program	3
Westside Counseling Center	2
Inland Caregivers Resource Center	2
Caregivers Information and Referral	1

Referrals from 2-1-1 San Bernardino County

(No Program Selected)	1
Inland Counties Legal Services, Inc	62
Legal Assistance	61
(No Program Selected)	1
Inland Empire Health Plan	1
(No Program Selected)	1
Inland Empire Latino Lawyers Association	5
Legal Assistance and Counseling	5
Inland Empire United Way	2
2-1-1 San Bernardino County	1
(No Program Selected)	1
Inland Fair Housing and Mediation Board	49
Education and Outreach	2
Inland Fair Housing and Mediation	44
Senior Services	2
(No Program Selected)	1
Inland Family Community Health Center	94
Dental Services	60
Family Pact	1
Immunizations	1
Medical Services	31
(No Program Selected)	1
Inland Hospice Association	3
Adult Bereavement	1
Children/Youth Bereavement Group	2
Inland Regional Center	8
Inland Regional Center	8
Inland Temporary Homes	24
Homeless Prevention and Rapid Re-Housing Program (HPRP)	12
Shelter & Transitional Housing	12
Inland Valley Hope Partners	61
Food Security Program	40
Rent Payment Assistance	1
Shelter/Housing Program	13
Utility Assistance	3
(No Program Selected)	3
Farmers Market	1
Inland Valley Humane Society and S.P.C.A	1
Veterinary Care Center	1
Inland Valley Justice Center	1
Dispute Resolution	1
Inland Valley Recovery Services	17
Domestic violence Intervention	1
Drug and Alcohol Recovery Services	14
Mental Health Services	2
Interface Children Family Services	1
2-1-1 Ventura County	1
Internal Revenue Service	4
Internal Revenue Service	4
International Hearing Society	2
Helpline	2
Internet Service Providers	295
arcZip	63
AT&T	11
Comcast	11

Referrals from 2-1-1 San Bernardino County

Dialup 4 Less (Dial-up)	1
DSL Extreme	73
Juno (Dial-up)	7
NetZero (Dial-up)	7
PeoplePC (Dial-up)	8
SoCal Free Net (Dial-up)	6
Basic ISP (Dial-up)	2
Copper.net	84
Verizon	12
Earthlink (Dial-up)	2
Localnet (Dial-up)	3
Toast.net (Dial-up)	1
Turbo USA (Dial-up)	4
Kaiser Permanente Medical Center	1
(No Program Selected)	1
Kids Come First Community Clinic	3
Kids Come First	3
Kids Turf Day Care Center	4
Day Care	4
La Vista	1
La Vista Housing	1
LaSalle Medical Associates	43
Health Clinic	38
Pediatric Medicine	3
Well Women Exam	1
Healthy Families Enrollment	1
League of United Latin American Citizens	1
Educational Service Center	1
Legal Aid Society of San Bernardino	36
Legal Aid Clinic	36
Libreria del Pueblo, Inc.	5
Computer Classes	3
Immigration Services	1
Legal Clinic	1
Life Changing Ministry	1
Caregiver and Mentor Training	1
Lifeway Church Ministries	4
Food Pantry	4
Loma Linda Branch Library	1
Basic Computer Skills	1
Loma Linda Marriage & Family Therapy Clinic	5
Marriage and Family Therapy	5
Loma Linda University Medical Center	11
Hospital Services	3
School of Dentistry	7
Shield Program	1
Loma Linda University Psychology Department	6
Psychological Services Clinic	6
Loveland Jubilee Pantry	59
Food Pantry	58
(No Program Selected)	1
Lucerne Valley Domestic Violence Outreach	1
Batterers Intervention Program	1
Lucerne Valley Unified School District	1
Adult Education	1

Referrals from 2-1-1 San Bernardino County

Luque Community Center	5
USDA Food Distribution	5
Lutheran Social Services of Southern California	1
Sexual Abuse Treatment	1
Making a Difference Association	1
Giving Center	1
Marys Mercy Center, Inc.	45
Marys Children Program	12
Marys Table	18
Saint Joseph Clothes Closet	2
Showers	1
St. Martin de Porres Emergency Food Bag Program	4
Veronicas Home of Mercy	7
(No Program Selected)	1
Meals on Wheels - Montclair	2
Home Delivered Meals	2
Meals on Wheels - Ontario	1
(No Program Selected)	1
Mental Health Systems, Inc.	6
DUI Program	2
Substance Abuse Prevention Project	4
Mercy House	72
Assisi House	2
Guadalupe Residence	6
Walk-In Center	61
(No Program Selected)	3
Mexican Consulate	2
Consular Services	2
Mimis House	16
Transitional Housing	15
(No Program Selected)	1
Missing Children Clearinghouse	1
Missing Children Hotline	1
Montclair Branch Library	2
Library Services	1
Computer Class	1
Montclair Police Department	1
Police Department	1
Morongo Basin Mental Health Services Association	6
Crisis Walk-In Center	1
General Mental Health	2
Residential Drug and Alcohol Treatment	3
Morongo Basin Unity Home, Inc.	1
Transitional Housing	1
Moses House Ministries	15
The Boutique	13
(No Program Selected)	1
Crossings	1
Mountain Special Needs	1
Mountain Special Needs	1
Mountain View Child Care, Inc.	1
Kidship-Preschool and Pediatric Day Health	1
Mountain View Community Church	167
Electric Assistance Fund (EAF)	147
Food Pantry	16

Referrals from 2-1-1 San Bernardino County

Substance Abuse Meetings	3
(No Program Selected)	1
Narcotics Anonymous	2
Narcotics Anonymous Support Group	2
National Alliance on Mental Illness	1
Mental Illness Information and Referral	1
National Center for Victims of Crime	1
Help Line	1
National Community Renaissance	102
Affordable Housing	101
(No Program Selected)	1
National Domestic Violence Hotline	5
Domestic Violence Hotline	5
National Organization for Women	2
NOW	2
National Organization of Social Security Claimants Representatives	3
NOSSCR	3
National Suicide Prevention Lifeline	8
Suicide Hotline	8
National Teen Dating Abuse Hotline	1
Hotline and On-line Chat	1
National Weather Service, United States Government	1
Weather Service	1
Neighborhood Housing Services of the Inland Empire, Inc.	5
Foreclosure Prevention	4
Home Buyer Education & Financial Fitness	1
Neighborhood Partnership Housing Services, Inc.	2
Foreclosure Counseling	2
New Directions	2
Therapeutic Community	2
New House, Inc.	1
Substance Abuse Treatment Program / Clean and Sober Moms	1
Northtown Housing Development Corp.	7
Computer Classes	1
Food Assistance	4
USDA Food Distribution	1
School Community Service	1
Office of Emergency Services	1
TENS (Telephone Emergency Notification System)	1
Office of the Attorney General	1
Bureau of Medi-Cal Fraud	1
Oldtimers Foundation	17
Home maintenance and Conservation	8
Transportation Services	5
(No Program Selected)	1
Senior Nutrition	3
Olive Branch Counseling Center	13
Anger Management and Domestic Violence	2
Couple Counseling	1
Drug Testing	1
General Counseling	8
Parenting Classes	1
Omnitrans	15
Access Service	12
OmniLink Service	1

Referrals from 2-1-1 San Bernardino County

Omnitrans	1
(No Program Selected)	1
Ontario City Library	2
Basic Computer Classes	1
Library Services	1
Ontario Police Department	2
Police Department	2
Ontario Senior Center	3
(No Program Selected)	1
STARS	1
Senior Excursions	1
Ontario/Montclair YMCA	2
Afterschool Program	1
Matrix	1
OPARC	1
(No Program Selected)	1
Operation Provider	13
Electric and Gas Assistance Fund (EAF & GAF)	9
(No Program Selected)	1
Basic Need Assistance	3
Operation Safehouse	3
Operation Safehouse Shelter	2
Transitional Living Program	1
Option House, Inc.	18
Community Education	5
Domestic Violence Shelter Services	8
Women Support Groups	2
(No Program Selected)	3
Our Lady of Hope	15
Soup Kitchen	1
USDA Food Distribution	13
(No Program Selected)	1
Our Lady of the Desert	24
Food Pantry	24
Overeaters Anonymous	1
Support Group	1
Pacific Clinics	3
Child and Family Services	1
F.U.N. Clubhouse	2
Pacific Lifeline	8
Transitional Shelter	8
PAL Humane Society	5
Humane Society	5
Para Los Niños	31
Family Resource Center	26
General Counseling	2
Parenting Classes	2
(No Program Selected)	1
Partnership for Prescription Assistance	4
Prescription Assistance	4
Patient Advocate Foundation	1
Advocacy	1
Patton State Hospital	2
Hospital Services	2
Paul A. Biane Library	1

Referrals from 2-1-1 San Bernardino County

Basic Computer Classes	1
Paul Villasenor Branch Library	1
Library Services	1
Planned Parenthood of Orange and San Bernardino Counties	6
Contraceptive Clinics	3
Pregnancy Testing, Counseling, and Referral	1
Sexually Transmitted Infections Treatment	1
HIV/AIDS Testing and Counseling	1
Pomona Valley Hospital Medical Center	2
Central Avenue Urgent Care Center	1
Hospital Services	1
Pomona Valley Workshop	2
Adult Development Center	1
Round About Senior Services	1
Pregnancy Resource Center	1
Pregnancy Resources	1
Preserve Community Center	1
High Five	1
Priscillas Helping Hands, Inc.	3
Clothes Closet	1
Promiseland Educational Child Care Center	2
Project Cuddle	1
Project Cuddle	1
Project Cuidar	1
Child Enrichment Groups and Parenting Classes	1
Project Sister Family Services	1
Crisis Intervention	1
Protection and Advocacy	1
Disability Rights	1
Provisional Accelerated Learning (PAL) Center	2
Comprehensive Child Care	2
Rader Program	1
Eating Disorders	1
Rancho Cucamonga & Fontana Family YMCA	3
CPR & First Aid Training	2
Senior Transportation	1
Rancho Cucamonga Family Resource Center	2
Clothes Closet	2
Rape, Abuse and Incest National Network	1
National Sexual Assault Hotline	1
REACH	16
REACH	16
Reach Out Morongo Basin	3
Transportation	2
USDA Food Distribution	1
Redlands Community Hospital	1
Family Clinic	1
Redlands Day Nursery	2
Child Care	2
Redlands Family YMCA	1
School-Age-Care	1
Redlands Police Department Recreation Bureau	3
Enrichment Classes	1
Redlands Police Department	2
Restoration House of Refuge, Inc.	14

Referrals from 2-1-1 San Bernardino County

Transitional Housing	14
Rialto Branch Library	1
(No Program Selected)	1
Rialto Police Department	1
Rialto Police	1
Rock Church & World Outreach Center	4
Literacy and GED Classes	2
USDA Food Distribution	2
Rolling Start, Inc.	13
Helpline	1
Housing	7
Special Needs Information and Referral	1
Deaf Services	2
Computer Literacy Classes	1
Peer Advising	1
Rose of Sharon Life Center	9
The Life Center	9
Rudy C. Hernandez Community Center	1
USDA Food Distribution	1
Running Springs Assembly of God	1
Food for Life	1
Rx Help For Californians	14
Prescription Assistance	14
Salvation Army - Ontario	39
Community Meal	1
Emergency Food Box	21
Emergency Rental/Mortgage Assistance	4
Motel Vouchers	10
USDA Food Distribution	1
(No Program Selected)	2
Salvation Army - Redlands	15
Electric and Gas Assistance Fund (EAF & GAF)	14
(No Program Selected)	1
Salvation Army - San Bernardino	165
Cold Weather Shelter	32
Shelter Program	39
Soup Kitchen	1
USDA Food Giveaway	22
Women Shelter	66
(No Program Selected)	5
Salvation Army - Victor Valley	188
Food Assistance	29
Motel Vouchers	6
Utility Assistance	147
(No Program Selected)	6
Salvation Army Service Extension	6
Utility Assistance	6
Samaritans Helping Hand	224
Emergency Food Assistance	5
Food Pantry	19
(No Program Selected)	14
Clothing Voucher	3
EAF Assistance	170
Emergency Prescription Assistance	5
Motel Voucher	6

Referrals from 2-1-1 San Bernardino County

Water Payment Assistance	2
San Antonio Community Hospital	7
Urgent Care	3
Healthy Beginnings Prenatal Program	1
Educational Suite	1
Womens Breast and Imaging Center	1
Breast Cancer Support Group	1
San Bernardino City Unified School District	8
Family Resource Center	4
USDA Food Distribution	2
(No Program Selected)	1
California Cadet Corps	1
San Bernardino County Animal Care & Control	7
Animal Services	1
(No Program Selected)	6
San Bernardino County Auditor-Controller/Recorder	12
Recorder/Clerk	12
San Bernardino County Bar Association	18
Attorney Referral Service	17
(No Program Selected)	1
San Bernardino County Department of Aging and Adult Services	93
Adult Protective Services	20
Family Caregiver Support Program	4
In Home Supportive Services	40
Linkages Program	1
Multipurpose Senior Services Program	2
Senior Information and Assistance Program	17
Senior Nutrition Services	1
(No Program Selected)	5
Long-Term Care Ombudsman Program	2
Senior Training and Employment Program	1
San Bernardino County Department of Behavioral Health	121
AB2034 Homeless Program	1
Agewise Program	2
Alcohol and Drug Services	16
Centralized Children's Intensive Case Management Services	1
Clubhouse	1
Community Crisis Response Team	17
Homeless Program	2
Juvenile Evaluation and Treatment Services	1
Outpatient Services	57
The Access Unit	11
Transitional Age Youth One Stop Center (TAY)	4
(No Program Selected)	5
Behavioral Health Resource Center Central Triage Services (After Hours Walk-In)	2
Jail Mental Health Services	1
San Bernardino County Department of Child Support Services	9
Child Support Services	9
San Bernardino County Department of Children and Family Services	21
Adoption Assistance Program	1
Child Protective Hotline	17
Foster Care	1
(No Program Selected)	2
San Bernardino County Department of Community Development and Housing	4
Senior Home Repair Program	2

Referrals from 2-1-1 San Bernardino County

Single Family Home Improvement Loan Program	1
American Dream Downpayment Initiative	1
San Bernardino County Department of Probation	4
Probation	4
San Bernardino County Department of Public Health	64
California Children Services	2
Health Promotion and Education	2
Immunizations	13
Prenatal Clinic	2
Reproductive Health Centers	8
Traffic S.A.F.E. Program	6
Tuberculosis Control Program	4
Vector Control	5
Women Infants and Children (WIC)	17
Maternal Health Program	2
Tobacco Use Reduction Now	1
Comprehensive Prenatal Services Program	1
Epidemiology	1
San Bernardino County Department of Veterans Affairs	5
VA Medical Center	2
Veterans Claims Assistance	1
Health Care	2
San Bernardino County District Attorney	3
General Information	2
Victim Services Unit	1
San Bernardino County Fire Department	1
Fire and Rescue	1
San Bernardino County General Information Line	1
(No Program Selected)	1
San Bernardino County Land Use Services Department	8
Code Enforcement Division	8
San Bernardino County Library	2
Library Services	2
San Bernardino County Office Of Homeless Services	1
Homeless Partnership	1
San Bernardino County Office Of The Assessor	2
Change of Ownership	2
San Bernardino County Preschool Services Department	6
Head Start	5
Support Services	1
San Bernardino County Public Authority	5
In-Home Supportive Services Registry	5
San Bernardino County Public Defender	1
Public Defender	1
San Bernardino County Sheriffs Department	23
Detention Facilities	10
Juvenile Intervention Program (JIP)	2
Law Enforcement	11
San Bernardino County Superintendent of Schools	13
Desert Mountain SELPA Childrens Center	2
KidsNCare Child Care Referral Services	6
KidsNCare Resource and Referral Training Unit	1
KidsNCare Subsidized Child Care	2
KidsNCare Child Care Food Program	2
San Bernardino County Transitional Assistance Department	250

Referrals from 2-1-1 San Bernardino County

C4Yourself	7
CalWORKs Program	23
Cash Aid Program for Immigrants	1
Child Care Programs	3
Health Care Options	1
Medi-Cal Program	36
The General Relief Program	9
(No Program Selected)	3
CalFresh (Food Stamp Program)	167
San Bernardino County Workforce Development Department	32
Job Assistance	32
San Bernardino Family YMCA	1
Afterschool Program	1
San Bernardino Police Department	2
Police Department	2
San Bernardino Senior Center	4
Senior Center	4
San Bernardino Sexual Assault Services, Inc	2
Sexual Assault Program	2
San Bernardino Westside Christian Center Church	1
Westside Kinship Support Services	1
Scholarship Management Services	1
Vanguard Scholarship	1
Second Harvest Food Bank	1
Agency Food Distribution	1
Senior Companion Program	1
Senior Companion Program	1
Senior Corps	1
Senior Companions	1
Set Free Christian Fellowship	2
Food Assistance	1
Food Ministry	1
Share, Inc.	12
Emergency Assistance	9
Food Assistance	1
Food Program	2
Social Action Community Health System	37
Primary Health Care	7
(No Program Selected)	4
Dental Care	26
Social Security Administration	23
Social Security	22
(No Program Selected)	1
Solomons Ujamaa Center	1
Parenting Education	1
Southern California Edison	2
(No Program Selected)	2
Southern California Gas Company	2
(No Program Selected)	1
Direct Assistance Program	1
Southwest Gas Company	9
California Alternate Rates for Energy	2
Low-Income Energy Efficiency Weatherization Program	5
(No Program Selected)	2
Special Little Angels, Inc.	4

Referrals from 2-1-1 San Bernardino County

Little Angels	4
Springboard	4
Consumer Credit Counseling	4
St. Bernardine Medical Center	1
Health Education Classes	1
St. John of God Health Care Services	13
Community Recovery Center	1
Detox Center	7
Residential Substance Abuse Treatment	5
St. Johns Community Success Center	2
Standing Community Services	2
St. Mary Medical Center	1
Hospital Services	1
Starkey Hearing Foundation	2
Hear Now	2
State Bar of California	5
Attorney Information and Referral Service (No Program Selected)	4 1
Sunflower Community Services, Inc.	7
Transitional Housing	7
Superior Court of California County of San Bernardino	24
Civil Court/ Unlawful Detainer	2
Criminal Court	4
Family Court	6
Juvenile Court	3
Probate Court	1
Small Claims Court	4
Traffic Court	3
Juvenile Traffic and Minor Offenses	1
Teen Challenge of Southern California	2
Mens Residential Substance Abuse Program	1
Teen Gang Intervention	1
Telecare High Desert Crisis Walk-In Center	7
Crisis Walk-In Center	7
The 29 Palms Community Food Pantry & Outreach Ministries, Inc	2
Community Food Pantry	2
The Blessing Center	26
Cold Weather Shelter	19
Joseph Storehouse	7
The Community Counseling Center	4
Counseling Services	4
The Lords Table	12
Soup Kitchen	10
USDA Food Giveaway	2
The Sober Living Network	1
Internet Information and Referral Service	1
The Stephan Center	2
The Stephan Center	2
The Unforgettables Foundation	5
Burial Assistance	5
The Way Station	1
Food Assistance	1
The White House Healing Center, Inc.	22
Transitional Housing	22
Time For Change Foundation	21

Referrals from 2-1-1 San Bernardino County

Sweet Dreams House	16
(No Program Selected)	5
Travelers Aid of the Inland Empire	12
Emergency Transportation and Referral Service	12
Tri-County Dental Society	9
Free Dental Work for Children	8
Dental Care Information and Referral	1
U.S. Department of Health and Human Services	2
Health Care Options	2
U.S. Department of Housing and Urban Development	29
HUD	29
United States Census Bureau	1
Census Data	1
United States Department of Agriculture, Natural Resources Conservation Service	1
Watershed Protection Program	1
United States Department of Labor	4
Labor and Employment Law	4
United States Small Business Administration	1
SBA Federal Disaster Loan Program	1
Upland Animal Shelter	3
Spay/Neuter Voucher	1
Pet Adoption	1
Animal Foster Care	1
Upland Church of Christ	5
Food Pantry	5
Valley Fellowship - Seventh Day Adventist Church	4
Community Services	4
Valley Star Children and Family Services	8
Mental Health Services	8
Victims of Crime Resource Center	4
Resource Center	4
Victor Valley Community Dental Service	27
Dental Service Program	27
Victor Valley Community Hospital	1
Hospital Services	1
Victor Valley Community Services Council	4
Volunteer Center	1
Alternative Sentencing Program	1
Senior Needs	2
Victor Valley Domestic Violence	6
Domestic Violence Shelter	3
(No Program Selected)	2
Domestic Violence Peer Support Group	1
Victor Valley Rescue Mission	48
Clothes Closet	4
Food Pantry	41
Soup Kitchen	3
Victor Valley Transit Authority	15
Direct Access	11
Victor Valley Transit Authority	4
Victorville Senior Citizens Club	1
Senior Center	1
Visiting Nurse Association and Hospice of Southern California	1
Hospice Care	1
Visiting Nurse Association Of The Inland Counties	1

Referrals from 2-1-1 San Bernardino County

(No Program Selected)	1
Vocational Improvement Program, Inc.	1
Supported Employment Program	1
Volunteer Center of Riverside County	95
2-1-1 Riverside County	95
Volunteer Income Tax Assistance (VITA)	32
Earned Income Tax Credit (EITC)	15
VITA	17
Volunteers of America Southwest	3
Early Head Start	2
Parenting Skill Classes	1
Way World Outreach Ministry	11
USDA Food Giveaway	11
West End Family Counseling	8
Department of Behavioral Health Outpatient Services	3
Parenting Classes	1
(No Program Selected)	2
SART	2
West Valley Detention Center	3
Detention Center	3
Westside Community Service Center	11
Clothes Closet	3
Food Distributions	7
Senior Nutrition Program	1
WeTip	1
Crime Reporting Hotline	1
Whitney Young Family Health Clinic	55
Dental Services	37
Medical Services	18
Womens Breast Cancer Resource Center	1
Cancer Mammogram and Ultasounds	1
Young Visionaries Youth Leadership Academy	8
C.U.T.T. Center - Career, University, Technology Training	1
Community Outreach	1
Mentoring Program	3
Youth Violence Prevention Program	3
Yucaipa Christian Church	7
Manna Food Cupboard	7
Yucaipa Valley Welfare, Inc	3
Clothes Closet	1
Food Program	1
Medical Equipment Loans	1
Grand Total	5845

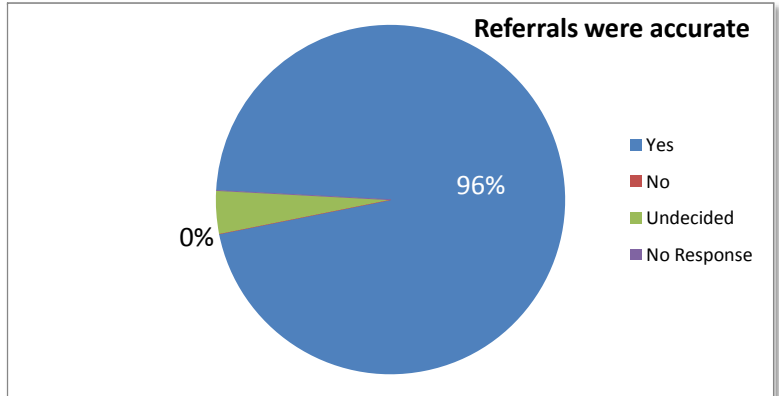
2-1-1 San Bernardino County Report

Callback Survey Responses

February 2011

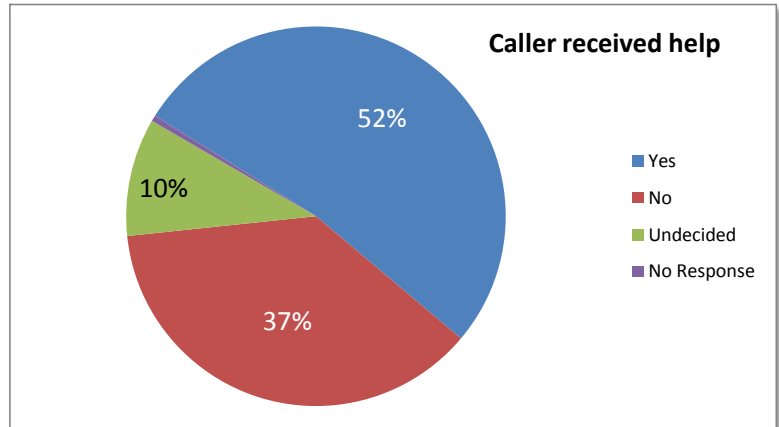
Total of 202 Respondents

Were the referrals you received accurate?	
Yes	96%
No	0%
Undecided	4%
No Response	0%



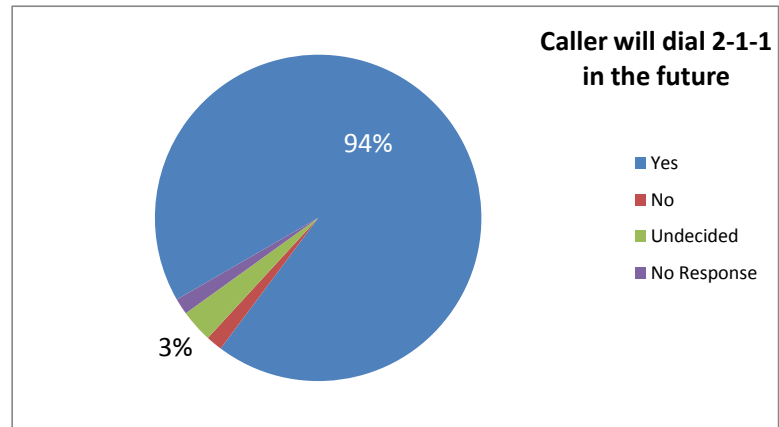
Did you contact the referral agency (ies)?	
Yes	92%
No	7%
Undecided	1%
No Response	0%

If yes, did you get the help you needed?	
Yes	52%
No	37%
Undecided	10%
No Response	1%



Was the information useful?	
Yes	85%
No	7%
Undecided	6%
No Response	1%

Will you call 2-1-1 in the future?	
Yes	94%
No	2%
Undecided	3%
No Response	2%



Are you a registered voter?	
Yes	62%
No	29%
Undecided	4%
No Response	6%