

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



2-1-1 is an initiative of



### Monthly Reports

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

### 2-1-1 Training

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

Contact Nancy at 909-980-2856 x246 or [nmaiden@ieuw.org](mailto:nmaiden@ieuw.org).

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

The good news is that after several months increasing as a need, calls for food decreased by 53% in January. Clothing requests also dropped significantly.

Unfortunately, this was offset by requests for Utility Payment Assistance, consistently the top need expressed, increasing by 29%.

Another unfortunate change was that calls for donations dropped dramatically.

Calls for shelter decreased slightly, but housing and motel vouchers were up 10% and 21%

### Some basic January 2-1-1 statistics:

#### CITY CALLS

Calls from the first 5 of the top 6 cities increased significantly.

- San Bernardino, with 23% of all calls, increased 21%.
- Victorville calls increased by 27%. 13% of all calls now come from there.
- Fontana calls remained constant, with 8% of total calls.
- Ontario calls increased by 31%, giving that city 8% of total calls, slightly behind Fontana.
- A 44% increase in Apple Valley calls brings that city to 7% of total calls.
- Hesperia also increased by 44% to a total of 6% of all calls.

#### GENERAL STATISTICS

- 46% of callers were calling for the first time.
- 32% of callers heard about 2-1-1 from either a friend or word of mouth.
- Only about 25% of callers offer income information. Of those, 49% have a household income of less than \$10,000 and another 35% have incomes between \$10-\$20,000.
- Calls for General Medical Care jumped up 21%.
- Calls for Counseling increased by 46%.

Thanks to 2-1-1 funding partners:



Other support from:

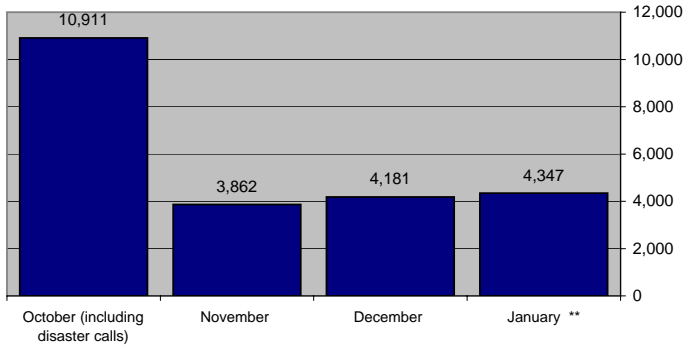


2-1-1 San Bernardino County is operated by Inland Empire United Way

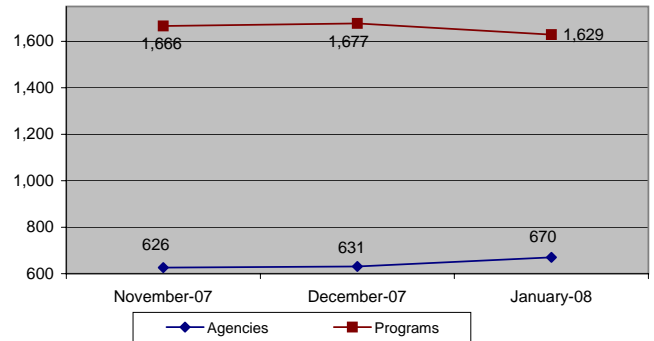
## 2-1-1 San Bernardino County Monthly Report

### January 2008 Data Analysis

**Total number of documented calls**



**2-1-1 database totals**



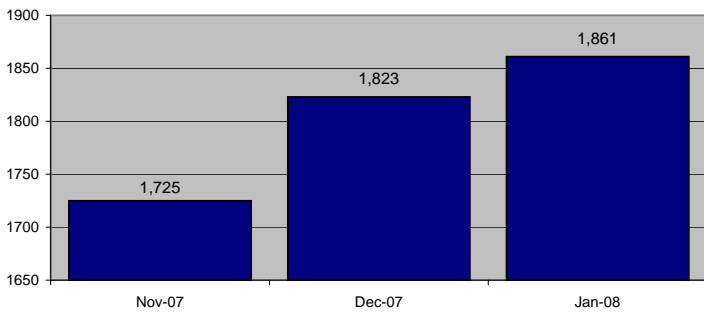
**Total number of documented calls**

<b>January **</b>	<b>4,347</b>
<b>December</b>	<b>4,181</b>
<b>November</b>	<b>3,862</b>
<b>October (including disaster calls)</b>	<b>10,911</b>

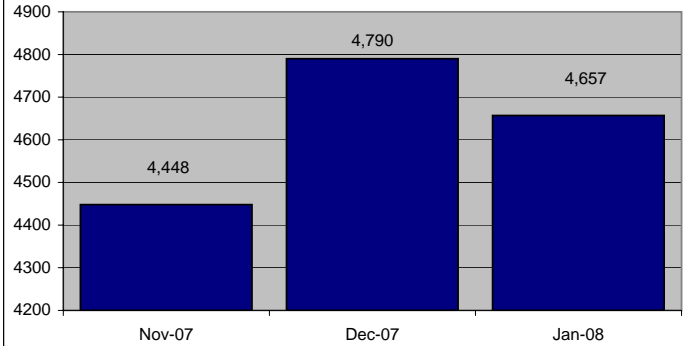
\*\* No longer includes hangups, wrong numbers, internal, etc.

Agencies	Database totals	Programs
<b>670</b>	<b>Jan-08</b>	<b>1,629</b>
<b>631</b>	<b>Dec-07</b>	<b>1,677</b>
<b>626</b>	<b>Nov-07</b>	<b>1,666</b>

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



**Total number of children involved**



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

	Jan-08	Dec-07	Nov-07
0	1991	1975	1849
1	507	432	415
2	539	558	525
3	438	408	401
4	224	235	227
5	96	105	101
6	36	44	36
7	12	27	13
8	3	10	5
9	2	0	0
More than 9	4	4	2
<b>Total</b>	<b>1861</b>	<b>1823</b>	<b>1725</b>

**Total Number of Children**

<b>Jan-08</b>	<b>4657</b>
<b>Dec-07</b>	<b>4790</b>
<b>Nov-07</b>	<b>4448</b>
<b>Percentage of callers w/children</b>	<b>43%</b>

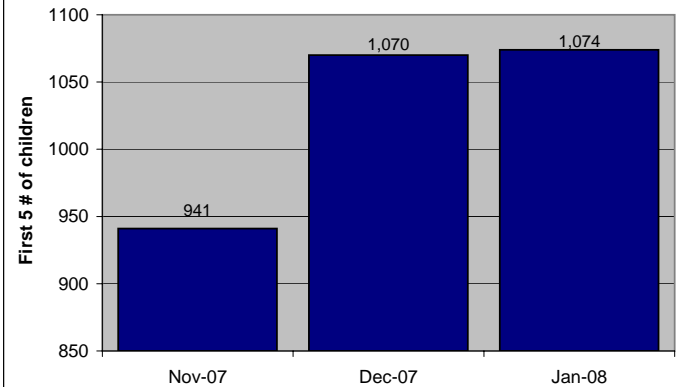
**First 5 Calls**

<b>Total # First 5 Children represented</b>	<b>1734</b>
Total number of calls this month	4347
<b>Total # of First 5 Calls</b>	<b>1074</b>
<b>Percentage of F5 calls</b>	<b>25%</b>

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

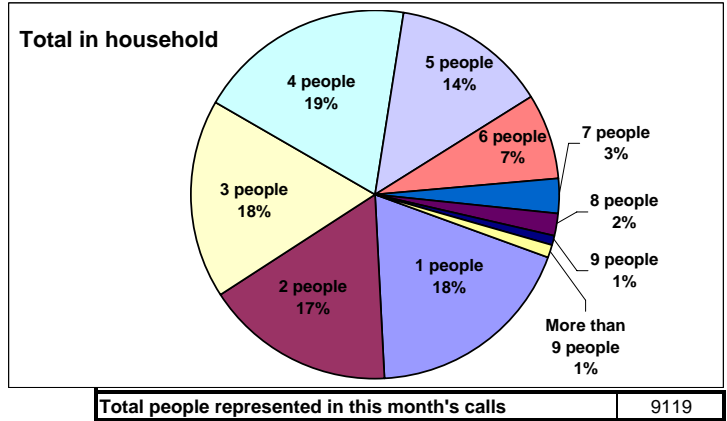
	Jan-08	Dec-07	Nov-07
0	2774	2728	2633
1	612	537	502
2	310	353	301
3	117	126	109
4	25	43	20
5	9	9	8
6	1	2	1
7	0	0	0
8	0	0	0
9	0	0	0
More than 9	0	0	0
<b>Total F5 Calls</b>	<b>1074</b>	<b>1070</b>	<b>941</b>

**Total number of children under 6**

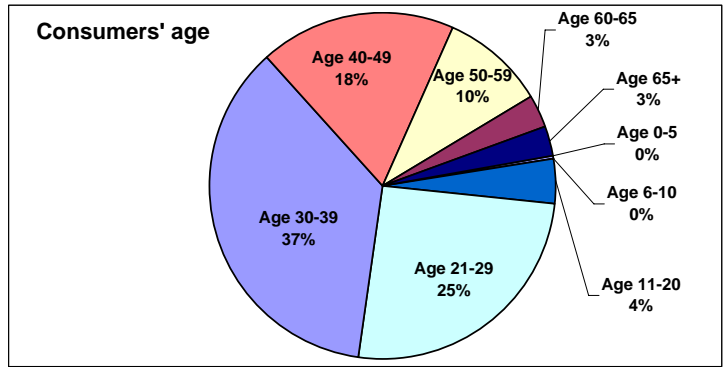


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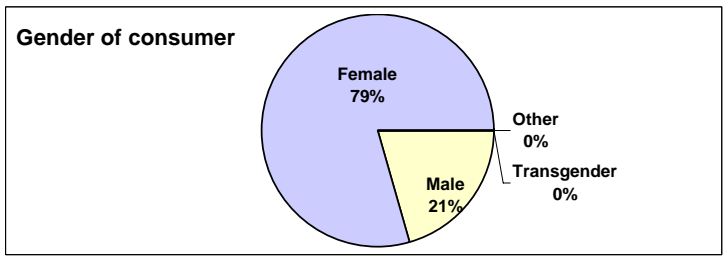
Total # in household:			
	Jan-08	Dec-07	Nov-07
Unknown	1178	1069	1858
1	483	488	626
2	438	436	520
3	460	446	603
4	496	450	601
5	362	369	470
6	192	154	236
7	82	90	116
8	49	38	46
9	23	11	27
9+	29	22	13
<b>Total</b>	<b>2614</b>	<b>2504</b>	<b>3258</b>



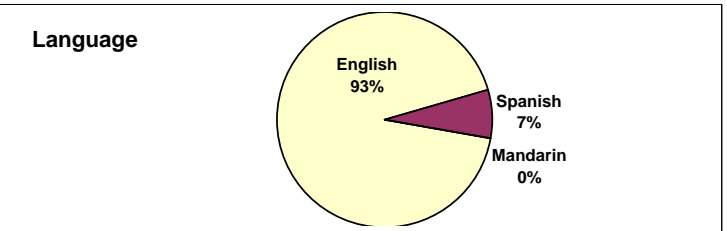
Consumer's age:			
	Jan-08	Dec-07	Nov-07
Age 0-5	5	6	8
Age 6-10	2	5	5
Age 11-20	127	105	137
Age 21-29	745	722	649
Age 30-39	1059	877	835
Age 40-49	535	508	500
Age 50-59	287	264	275
Age 60-65	88	68	70
Age 65+	84	70	49
<b>Total</b>	<b>2932</b>	<b>2625</b>	<b>2528</b>



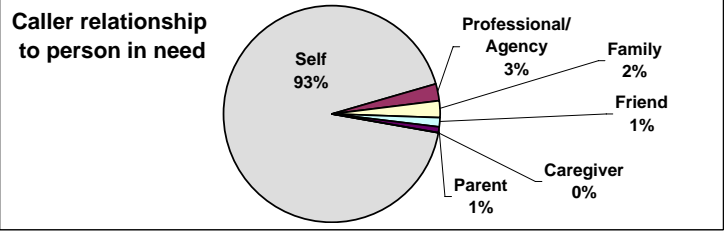
Gender of consumer			
	Jan-08	Dec-07	Nov-07
Male	772	744	699
Female	2972	2947	2843
Other	1	3	5
Transgender	0	0	0
Unknown	68	43	25
<b>Total</b>	<b>3745</b>	<b>3694</b>	<b>3547</b>



Language			
	Jan-08	Dec-07	Nov-07
English	3576	3545	3344
Spanish	275	253	230
Mandarin	1	0	0
<b>Total</b>	<b>3852</b>	<b>3800</b>	<b>3574</b>

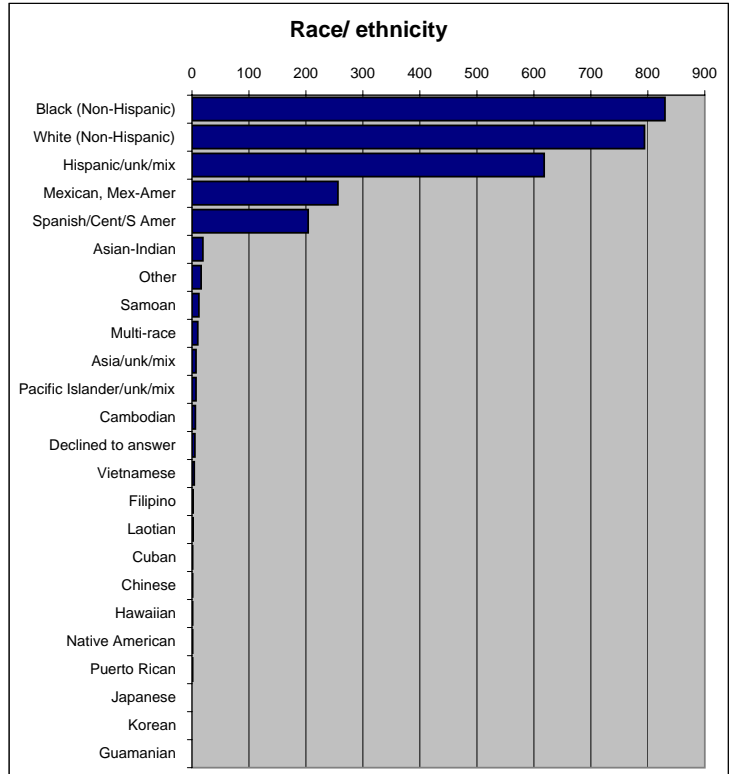


Caller relationship to person in need:			
	Jan-08	Dec-07	Nov-07
Self	3573	3517	3314
Professional/Agency	101	116	106
Family	93	79	75
Friend	56	57	55
Parent	24	28	19
Caregiver	5	1	5
<b>Total</b>	<b>3952</b>	<b>3843</b>	<b>3626</b>

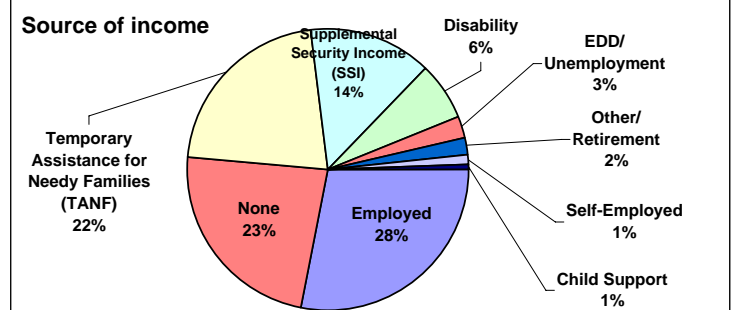


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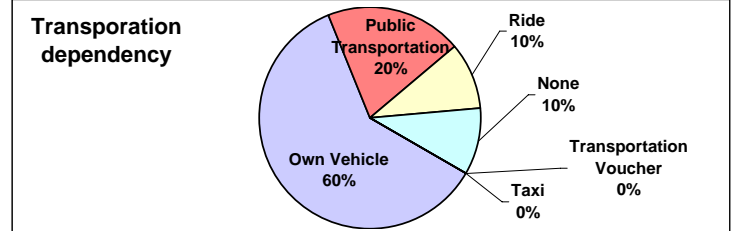
Race/ ethnicity			
	Jan-08	Dec-07	Nov-07
Black (Non-Hispanic)	830	694	627
White (Non-Hispanic)	794	735	718
Hispanic/unk/mix	618	516	469
Mexican, Mex-Amer	256	222	268
Spanish/Cent/S Amer	204	192	266
Asian-Indian	19	10	21
Other	16	15	12
Samoan	12	8	12
Multi-race	10	17	17
Asia/unk/mix	7	7	4
Pacific Islander/unk/mix	7	5	2
Cambodian	6	5	1
Declined to answer	5	5	7
Vietnamese	4	4	12
Filipino	2	3	0
Laotian	2	1	1
Cuban	1	3	2
Chinese	1	3	0
Hawaiian	1	3	0
Native American	1	2	5
Puerto Rican	1	2	2
Japanese	0	2	2
Korean	0	0	2
Guamanian	0	0	0
Unknown	1550	1727	1412
<b>Total Known</b>	<b>2797</b>	<b>2454</b>	<b>2450</b>



Source of income:			
	Jan-08	Dec-07	Nov-07
Employed	802	723	664
None	672	655	601
(TANF)	616	499	567
Supplemental Security Income (SSI)	411	387	329
Disability	184	120	134
EDD/Unemployment	72	78	79
Other/Retirement	58	50	58
Self-Employed	31	34	27
Child Support	18	28	17

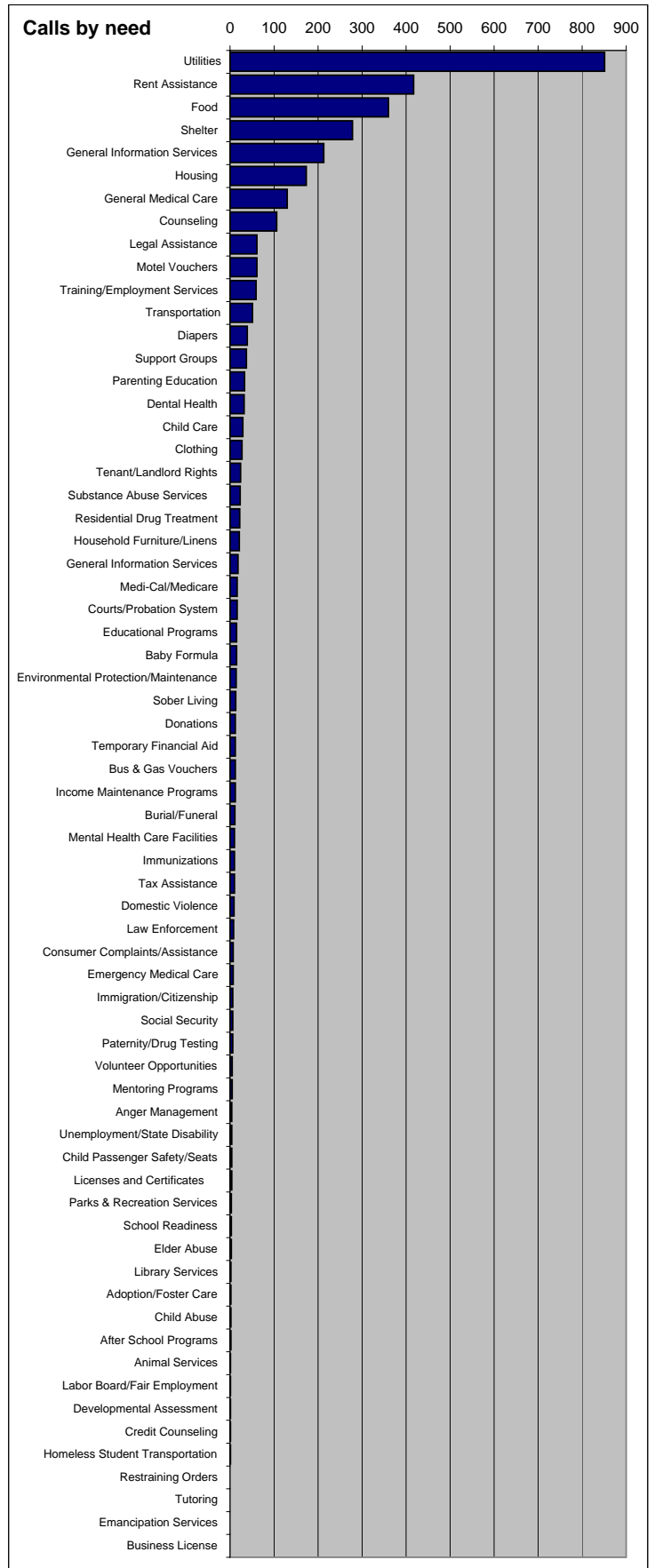


Transportation dependency:			
	Jan-08	Dec-07	Nov-07
Own Vehicle	1733	1505	1517
Public Transportation	568	449	510
Ride	282	304	227
None	273	285	225
Transportation Voucher	2	0	1
Taxi	0	1	2



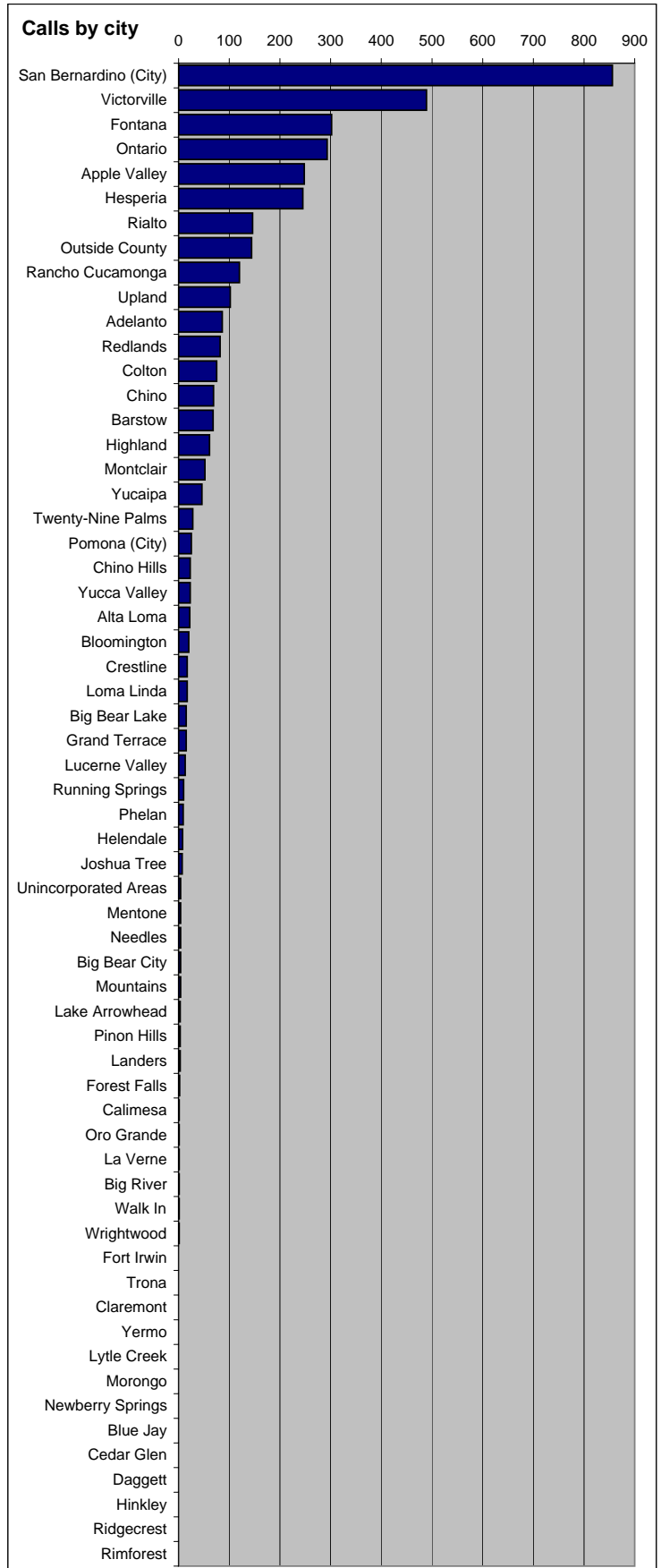
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Calls by need:			
	Jan-08	Dec-07	Nov-07
Utilities	851	608	506
Rent Assistance	417	378	400
Food	360	552	496
Shelter	278	300	279
General Information Services	213	306	296
Housing	173	156	129
General Medical Care	130	103	107
Counseling	106	57	94
Legal Assistance	61	51	33
Motel Vouchers	61	48	69
Training/Employment Services	59	55	49
Transportation	51	36	36
Diapers	39	46	34
Support Groups	37	30	34
Parenting Education	33	13	17
Dental Health	32	35	26
Child Care	29	28	21
Clothing	27	65	48
Tenant/Landlord Rights	24	21	16
Substance Abuse Services	23	25	29
Residential Drug Treatment	22	10	13
Household Furniture/Linens	21	20	22
General Information Services	18	17	14
Medi-Cal/Medicare	16	10	0
Courts/Probation System	16	9	3
Educational Programs	15	9	5
Baby Formula	15	8	9
Environmental Protection/Maintenance	14	12	8
Sober Living	13	11	9
Donations	12	94	50
Temporary Financial Aid	12	14	23
Bus & Gas Vouchers	12	6	7
Income Maintenance Programs	12	6	7
Burial/Funeral	11	6	6
Mental Health Care Facilities	10	18	12
Immunizations	10	8	9
Tax Assistance	10	1	0
Domestic Violence	9	5	2
Law Enforcement	8	9	6
Consumer Complaints/Assistance	7	7	9
Emergency Medical Care	7	3	7
Immigration/Citizenship	6	3	3
Social Security	6	2	4
Paternity/Drug Testing	6	2	1
Volunteer Opportunities	5	2	9
Mentoring Programs	5	0	1
Anger Management	4	6	11
Unemployment/State Disability	4	6	3
Child Passenger Safety/Seats	4	5	2
Licenses and Certificates	4	2	1
Parks & Recreation Services	3	28	15
School Readiness	3	2	0
Elder Abuse	3	1	0
Library Services	2	3	1
Adoption/Foster Care	2	1	1
Child Abuse	2	1	0
After School Programs	2	0	0
Animal Services	1	1	1
Labor Board/Fair Employment	1	1	0
Developmental Assessment	1	0	3
Credit Counseling	1	0	0
Homeless Student Transportation	1	0	0
Restraining Orders	0	2	0
Tutoring	0	2	0
Emancipation Services	0	1	0
Business License	0	0	1



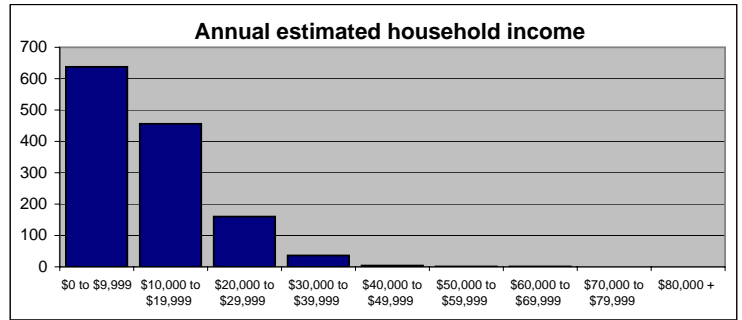
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<b>Calls per city</b>			
	<b>Jan-08</b>	<b>Dec-07</b>	<b>Nov-07</b>
San Bernardino (City)	856	678	444
Victorville	489	357	194
Fontana	302	303	169
Ontario	293	203	172
Apple Valley	248	138	95
Hesperia	245	138	107
Rialto	146	160	109
Outside County	144	122	
Rancho Cucamonga	120	115	88
Upland	102	93	80
Adelanto	86	86	28
Redlands	82	85	51
Colton	75	69	39
Chino	69	52	47
Barstow	68	48	41
Highland	61	70	49
Montclair	52	36	26
Yucaipa	46	32	17
Twenty-Nine Palms	28	17	4
Pomona (City)	25	14	16
Chino Hills	23	17	13
Yucca Valley	23	8	5
Alta Loma	22	26	13
Bloomington	20	16	10
Crestline	17	13	9
Loma Linda	17	9	7
Big Bear Lake	15	11	3
Grand Terrace	15	5	13
Lucerne Valley	13	16	5
Running Springs	10	2	27
Phelan	9	6	5
Helendale	8	8	6
Joshua Tree	7	8	4
Unincorporated Areas	4	3	25
Mentone	4	2	6
Needles	4	2	2
Big Bear City	4	1	1
Mountains	4	1	0
Lake Arrowhead	3	7	10
Pinon Hills	3	1	3
Landers	3	1	0
Forest Falls	2	1	0
Calimesa	1	2	0
Oro Grande	1	1	0
La Verne	1	0	2
Big River	1	0	0
Walk In	1	0	0
Wrightwood	1	0	0
Fort Irwin	0	5	4
Trona	0	2	0
Claremont	0	1	3
Yermo	0	1	1
Lytle Creek	0	1	0
Morongo	0	1	0
Newberry Springs	0	1	0
Blue Jay	0	0	1
Cedar Glen	0	0	1
Daggett	0	0	0
Hinkley	0	0	0
Ridgecrest	0	0	0
Rimforest	0	0	0

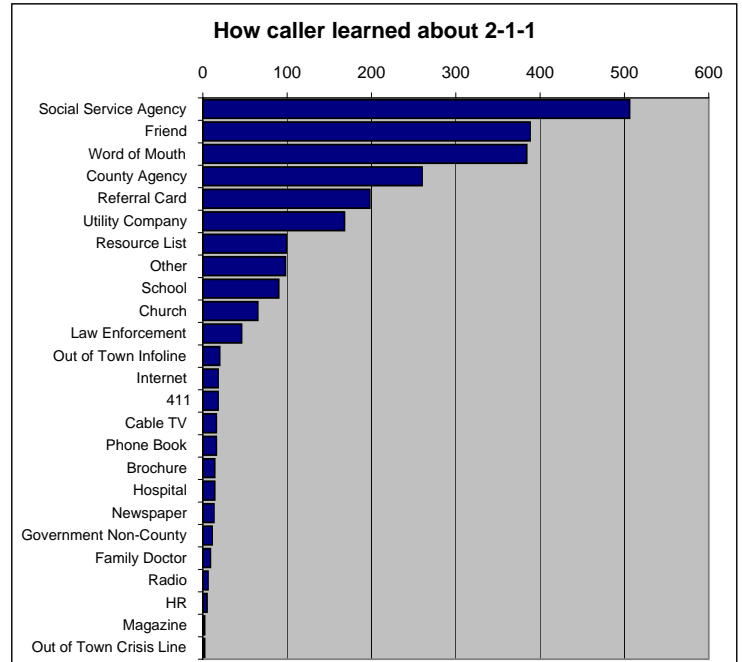


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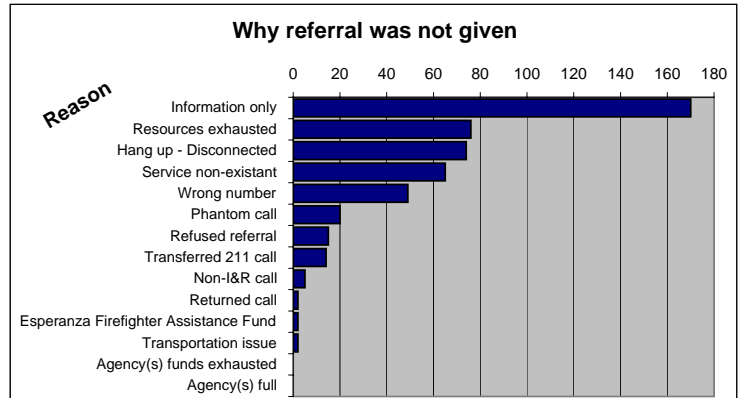
Annual estimated household income			
	Jan-08	Dec-07	Nov-07
Declined to state	2556	2399	2335
\$0 to \$9,999	638	739	474
\$10,000 to \$19,999	456	382	499
\$20,000 to \$29,999	160	198	199
\$30,000 to \$39,999	36	64	53
\$40,000 to \$49,999	4	14	12
\$50,000 to \$59,999	1	0	2
\$60,000 to \$69,999	1	1	0
\$70,000 to \$79,999	0	1	0
\$80,000 +	0	0	0



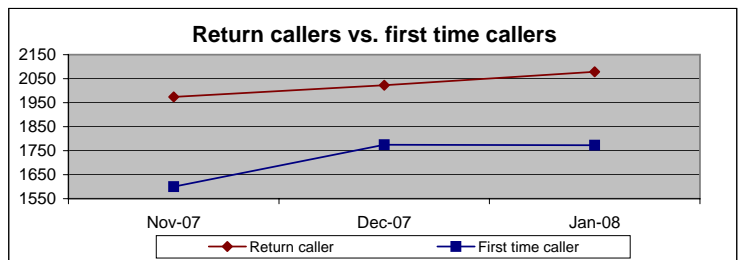
How caller learned about 2-1-1			
	Jan-08	Dec-07	Nov-07
Social Service Agency	506	630	580
Friend	388	319	294
Word of Mouth	384	426	381
County Agency	260	209	185
Referral Card	198	193	195
Utility Company	168	90	86
Resource List	99	80	78
Other	98	83	85
School	90	120	111
Church	65	82	96
Law Enforcement	46	38	36
Out of Town Infoline	20	11	11
Internet	18	14	19
411	18	7	3
Cable TV	16	28	30
Phone Book	16	23	15
Brochure	14	12	18
Hospital	14	12	7
Newspaper	13	26	22
Government Non-County	11	7	10
Family Doctor	9	8	14
Radio	6	10	5
HR	5	8	8
Magazine	2	1	0
Out of Town Crisis Line	2	0	1



Why referral not given			
Reason	Jan-08	Dec-07	Nov-07
Information only	170	160	242
Resources exhausted	76	91	37
Hang up - Disconnected	74	81	57
Service non-existent	65	49	48
Wrong number	49	23	25
Phantom call	20	8	4
Refused referral	15	18	9
Transferred 211 call	14	5	3
Non-I&R call	5	10	3
Returned call	2	3	2
Esperanza Firefighter Assistance Fund	2	2	0
Transportation issue	2	0	2
Agency(s) funds exhausted	0	7	9
Agency(s) full	0	1	0



Return callers vs. first time callers			
	Jan-08	Dec-07	Nov-07
Return caller	2079	2023	1974
First time caller	1773	1775	1600



Did the October Fires affect you?			
	Jan-08	Dec-07	Nov-07
No	1896		
Yes	20		
Total	1916		

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<b>Referral Totals</b>			
<b>Agency Name</b>	<b>Jan-08</b>	<b>Dec-07</b>	<b>Nov-07</b>
Catholic Charities of San Bernardino/Riverside	1136	1146	932
Community Action Partnership of San Bernardino County	776	594	537
Salvation Army-Victor Valley	468	353	313
St. John of God Health Care Services	335	214	215
Inland Valley Council of Churches	291	266	307
Aletheian Christian Foundation	231	227	293
Salvation Army - Ontario	190	167	207
Westside Community Services Center	156	205	175
Salvation Army - San Bernardino	128	146	162
Catholic Charities - Pomona Service Center	118	120	103
Frazer Community Center	116	130	122
San Bernardino County Transitional Assistance Department	114	77	79
Mary's Mercy Center, Inc.	104	140	145
Mercy House	100	124	123
Desert Manna Ministries	95	84	48
Carpenter's House	80	95	89
San Bernardino County Housing Authority	80	49	49
Our Lady of Hope	78	87	79
National Community Renaissance	77	62	45
211 Los Angeles	75	80	76
Central City Lutheran Mission	74	79	53
Church of the Valley	74	67	61
Employment Development Department	74	58	53
Loveland Jubilee Pantry	74	106	93
Agape Christian Academy and It's Ministries	70	0	0
Foothill Family Shelter	68	53	48
Inland Temporary Homes	68	48	62
Family Service Association of Redlands	62	76	78
Loving Hearts International	62	60	46
San Bernardino County Department of Behavioral Health	60	49	51
San Bernardino County Department of Public Health	59	50	39
Community Hospital of San Bernardino	56	66	42
Legal Aid Society of San Bernardino	56	42	31
Mountain View Community Church	56	56	40
Circle of Hope	52	66	72
Desert Sanctuary, Inc.	50	51	36
Family Service Agency of San Bernardino	49	29	55
211 Riverside	47	42	58
Inland Fair Housing and Mediation Board	44	41	28
Our Lady of the Desert	43	31	44
His Hands Ministry	41	42	38
Moses House Ministries	41	58	45
San Bernardino County Department of Aging and Adult Services	40	38	32
G.A.P. Food Bank	39	11	10
Bilingual Family Counseling Service, Inc.	36	16	32
Social Action Community Health System (SACHS)	36	18	20
Salvation Army - Redlands	34	77	64
Para Los Niños	33	40	51
Arrowhead Regional Medical Center	31	21	28
High Desert Homeless Services, Inc	31	30	22
Community Health Systems, Inc.	30	21	25
City of Montclair- Human Services Division	29	23	24
Vista Guidance Centers	27	16	14
California State University San Bernardino	22	6	17
San Bernardino County Superintendent of Schools KidsNCare	22	13	12
Libreria del Pueblo, Inc.	21	18	11

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Northtown Housing Development Corp.	21	25	16
Crosslight/El Faro Family Ministries	20	15	13
Pacific Lifeline	17	22	30
Inland Agency	16	26	8
Department of Rehabilitation Inland Empire District	15	10	1
East Valley Community Health Center, Inc.	15	10	8
House of Ruth, Inc.	15	13	13
Option House, Inc.	15	10	15
Superior Court of California, County of San Bernardino	15	12	9
Time For Change Foundation	15	23	32
Cedar House Rehabilitation Center	14	10	14
Chino Neighborhood House	14	18	17
CRC Health Corporation	14	14	12
First Chance/Y-CHOW, Inc.	14	12	10
Goodwill Southern California	13	17	7
Inland Valley Recovery Services	13	11	10
Planned Parenthood of Orange and San Bernardino Counties	13	4	7
Gift Ministries	12	13	13
Loma Linda Marriage & Family Therapy Clinic	12	9	6
Oldtimers Foundation	12	13	11
Rose of Sharon Life Center	12	13	12
Telecare High Desert Crisis Walk-In Center	12	3	0
Christian Counseling Service of the East Valley	11	5	11
Inland Valleys Justice Center	11	11	4
Kids Turf Day Care Center	11	3	7
Omnitrans	11	1	1
Salvation Army Service Extension	11	11	6
Social Security Administration	11	8	5
United Way - Inland Empire United Way	11	7	11
Call for Life Pregnancy Help Center	10	8	10
Luvlee's Residential Care Transitional Housing	10	6	4
Operation Provider	10	3	8
Provisional Accelerated Learning (PAL) Center	10	9	2
REACH-St. Catherine of Siena	10	15	14
San Bernardino Department of Children's Services	10	10	5
Neighborhood Housing Services of the Inland Empire, Inc.	9	11	4
St. John's Community Success Center	9	11	10
Victor Valley Community Dental Service	9	8	7
Young Visionaries Youth Leadership Academy	9	75	15
La Salle Medical Associates	8	8	3
San Bernardino County Department of Child Support Services	8	5	1
The Agape House	8	9	12
Tri-County Dental Society	8	12	12
California Coalition for Youth	7	3	2
Housing and Urban Development Department	7	3	1
Inland Empire Health Plan	7	3	7
Rx Help For Californians	7	8	9
Southern California Edison	7	9	3
The Community Counseling Center	7	8	8
Volunteer Income Tax Assistance (VITA)	7	1	0
West End Family Counseling	7	8	8
Associated Clinical Therapists, Inc.	6	5	0
Victor Valley Domestic Violence	6	2	6
Victor Valley Rescue Mission	6	9	13
Victor Valley Transit Authority	6	4	2
211 San Diego	5	2	5
Alcoholics Anonymous	5	4	3
First 5 Commission of San Bernardino County	5	4	7
High Desert Domestic Violence Program, Inc.	5	7	4

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

Inland Caregivers Resource Center	5	3	4
Kids Come First Community Clinic	5	4	3
Lucerne Valley Clinic and Barstow Counseling Center	5	0	2
Partnership for Prescription Assistance	5	8	8
Project Cuidar-SB	5	2	2
Reach Out Morongo Basin	5	3	4
San Bernardino County District Attorney	5	3	3
San Bernardino County Preschool Services Department	5	1	3
Yucaipa Christian Church	5	1	4
American Red Cross - Empire West Valley Division	4	5	6
Bienestar Human Services	4	2	0
City of Colton	4	3	7
Echos of Faith World Outreach Ministries	4	136	52
Healthy Families	4	3	3
Jericho Outreach, Inc.	4	5	4
Loma Linda University Medical Center	4	0	1
National Domestic Violence Hotline	4	2	6
National Suicide Prevention Lifeline	4	5	3
Olive Branch Counseling Center	4	0	0
Prison to Peace Outreach	4	2	4
San Bernardino City Unified School District	4	3	2
The Way Station	4	20	4
211 Orange	3	5	5
California Department of Consumer Affairs	3	5	4
Chino Valley TYKES	3	1	1
City of Hesperia	3	1	0
Clear View Treatment Center	3	4	2
El Sol Neighborhood Educational Center	3	2	0
Federal Emergency Management Agency FEMA	3	1	4
Higher Ground Christian Intervention Program	3	5	4
Inland AIDS Project	3	2	4
Inland Regional Center	3	2	6
Job Corps	3	4	2
Kaiser Permanente Medical Center	3	1	3
Lutheran Social Services of Southern California	3	10	2
Meals on Wheels - Ontario, Inc.	3	1	0
Meals On Wheels- Redlands, Inc	3	1	0
Narcotics Anonymous	3	4	4
Salvation Army - Pomona	3	5	1
San Bernardino County Auditor-Controller/Recorder	3	3	4
San Bernardino County Sheriff's Department	3	5	4
St. Mary Medical Center	3	0	1
Teen Line	3	3	3
Victims of Crime Resource Center	3	4	6
Victor Valley Community Services Council	3	3	0
Yucaipa Valley Welfare, Inc	3	2	3
Adventist Community Team Services	2	2	7
Alannah Foster Family Agency and Homes	2	0	0
AL-ANON Family Groups and ALATEEN	2	0	0
Annual Credit Report Request Service	2	0	0
Big Brothers Big Sisters of Greater Los Angeles and the Inland Empire	2	0	0
Boys Town National Hotline	2	0	0
California Department of Aging	2	0	1
California Department of Fair Employment and Housing	2	1	1
Cancer Information Service of California	2	0	0
Caring for the Hills	2	18	34
City of Chino	2	3	3
City of Victorville	2	2	2
Colton Joint Unified School District	2	0	1

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

Colton-Redlands-Yucaipa ROP	2	0	2
DOVES of Big Bear Valley, Inc.	2	3	4
Easter Seals Southern California	2	2	0
Faith Lutheran Church	2	3	2
Family Solutions	2	1	0
Hands On Inland Empire	2	2	2
High Desert Child Adolescent & Family Services Center	2	0	4
La Vista	2	2	3
Morongo Basin Unity Home, Inc.	2	3	1
Mountain Community Hospital	2	0	2
Mountain View Child Care, Inc.	2	0	1
Mountain Vista Advocates	2	0	0
Operation Phoenix	2	1	0
Project Sister Sexual Assault Crisis and Prevention Services	2	3	2
Rebuilding Mountain Hearts & Lives	2	2	6
Redlands Unified School District	2	0	0
Rolling Start, Inc.	2	6	5
Running Springs Assembly of God	2	1	6
San Antonio Community Hospital	2	2	2
San Bernardino County Department of Probation	2	1	3
San Bernardino County Library	2	0	3
San Bernardino County Office Of The Assessor	2	0	2
San Bernardino County Workforce Development Department	2	4	3
San Bernardino Sexual Assault Services, Inc	2	1	3
Shepherd's Closet	2	1	3
Southern California Gas Company	2	6	8
Southwest Gas Company	2	3	1
St. Bernardine Medical Center	2	3	2
The Unforgettables Foundation	2	6	4
Touched Ones United Creating Hope, Inc.	2	4	1
Valley Star Children and Family Services	2	1	1
Vision of Hope Foundation	2	10	12
Volunteers of America	2	1	3
We Tip	2	1	0
ACLU of Southern California	1	0	0
Alliance Human Services Foster Family	1	2	0
American Immigrant Lawyers Association	1	1	0
American Red Cross - Claremont Chapter	1	3	0
American Social Health Association	1	0	1
Apple Valley Unified School District	1	1	0
Barstow Unified School District	1	0	0
Benevolent Animal Rescue Committee (BARC)	1	0	0
Blythe Emergency Food Pantry	1	7	0
Boys Republic	1	0	0
Braille Institute of America, Inc.	1	0	0
Building a Generation	1	5	7
California Attorney General	1	0	0
California Department of Forestry and Fire Protection	1	0	0
California Department of Insurance	1	0	0
California Department of Labor	1	1	2
California Department of Motor Vehicles	1	2	5
California Indian Legal Services	1	1	0
Casa de San Bernardino	1	0	4
Casa Ramona Senior Center	1	0	0
Center for Individual Development	1	0	0
Centers for Medicare and Medicaid Services	1	0	0
Children's Network of San Bernardino County	1	0	1
Chino Senior Center	1	1	0
City of Barstow	1	0	0

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

City of Chino Hills	1	0	0
City of Fontana	1	1	0
City of Grand Terrace	1	0	0
City of Ontario Fire Department	1	0	1
City of Ontario-Senior Center	1	1	2
City of San Bernardino	1	4	5
City of Victorville Fire Department	1	0	0
Community Assistance Program	1	2	3
Desert Valley Hospital	1	0	0
Drug Alternative Program	1	3	8
Families and Friends of Murder Victims	1	1	1
First Steps Child Development Center, Inc.	1	1	0
Foothill AIDS Project	1	1	0
Foster Youth Services	1	0	0
Friends Outside	1	0	0
Gamblers Anonymous	1	0	0
Gospel Shelter for Women	1	2	4
Habitat For Humanity, San Bernardino Area, Inc.	1	1	1
Hesperia Unified School District	1	0	0
Lucerne Valley Domestic Violence Outreach	1	0	3
Mental Health Systems, Inc.	1	5	5
Merrill Community Services, Inc.	1	3	2
Mexican Consulate General	1	1	1
Mothers Against Drunk Driving	1	0	0
National Center for Victims of Crime	1	6	0
National Health Information Center	1	1	1
National Organization for Rare Disorders	1	0	0
NCNW Bethune Center	1	1	0
Neighborhood Partnership Housing Services, Inc.	1	1	0
New Hope Village, Inc.	1	7	1
New House, Inc.	1	1	0
People's Choice, Inc.	1	3	5
Pomona Valley Hospital Medical Center	1	0	0
Reach Out West End	1	0	1
Redlands Community Hospital	1	0	0
Redlands Police Department Recreation Bureau	1	0	0
San Bernardino County Animal Care & Control	1	1	3
San Bernardino County Department of Community Development and Housing	1	5	4
San Bernardino County Fire Departments	1	0	0
San Bernardino County Public Defender	1	1	0
Somebody Cares Southland	1	0	1
Team of Advocates for Special Kids	1	0	2
Teen Challenge of Southern California	1	2	0
Travelers Aid of the Inland Empire	1	3	1
Victor Valley Community Hospital	1	0	1
Villa de Ninos	1	3	3
Visiting Nurse Association and Hospice of Southern California	1	0	0
Visiting Nurse Association of the Inland Counties	1	0	1
YMCA - West End	1	3	2

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

**Calls Handled Statistics**

**Report: Queue Group Performance by Day of Week**

**Site: Inland Empire United Way 2-1-1**

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

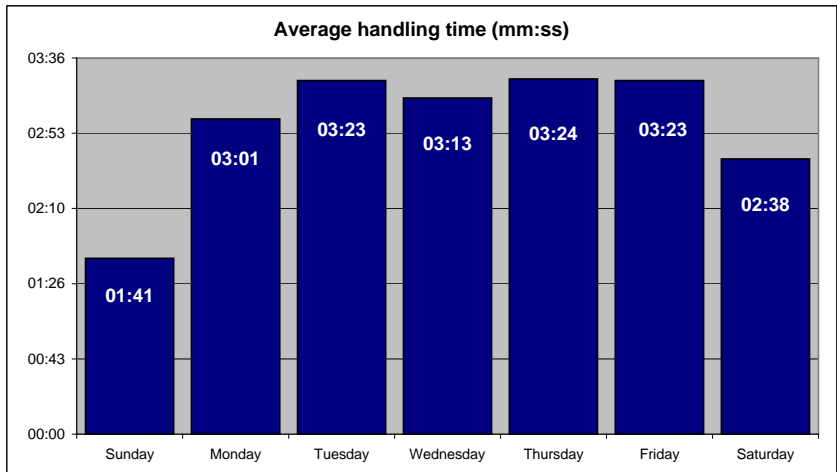
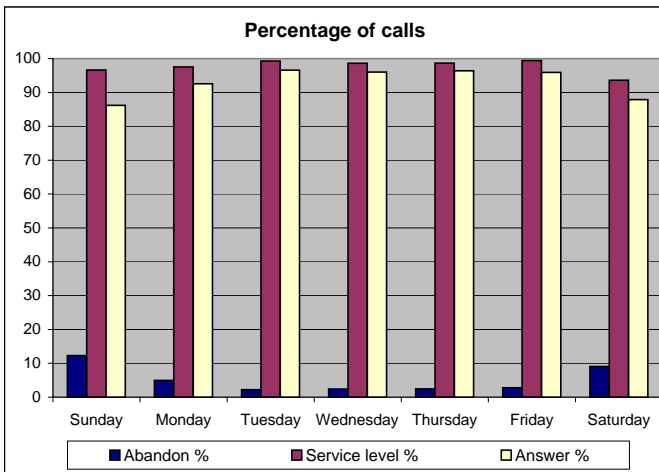
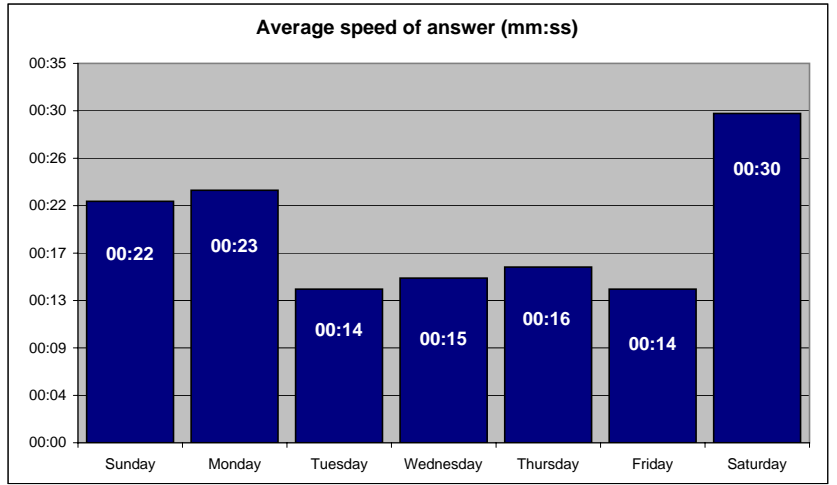
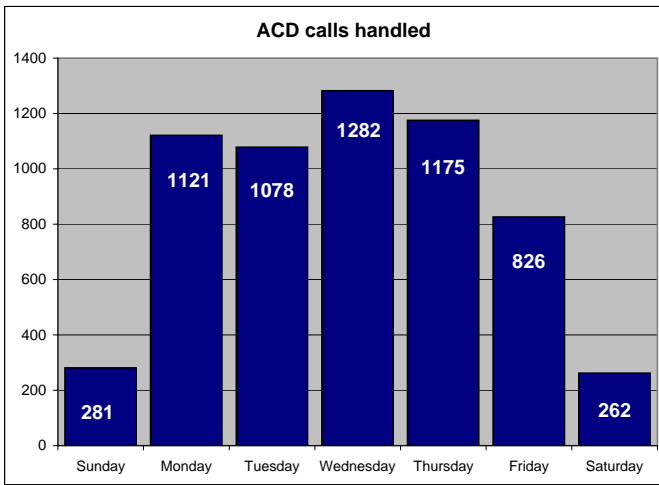
**Date range: 1/1/2008 - 1/31/2008 12:00 AM - 12:00 AM**

**Created on: 2/6/2008**

**Created by: gmadden**

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requested	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
<b>Sunday</b>	326	281	12	40	5	2	3	281	0	0	0	0:00:22	0:00:52	0:01:18	7:57:08	0:01:41	12.3	96.6	86.2
<b>Monday</b>	1211	1121	23	60	30	33	0	1095	26	0	0	0:00:23	0:01:31	0:01:24	56:22:38	0:03:01	5.0	97.5	92.6
<b>Tuesday</b>	1116	1078	28	25	13	18	0	1068	10	0	0	0:00:14	0:00:47	0:00:58	61:03:24	0:03:23	2.2	99.3	96.6
<b>Wednesday</b>	1335	1282	28	32	21	35	2	1271	11	0	0	0:00:15	0:00:59	0:01:00	68:59:52	0:03:13	2.4	98.7	96.0
<b>Thursday</b>	1219	1175	24	30	14	37	1	1168	7	0	0	0:00:16	0:01:18	0:01:02	66:40:19	0:03:24	2.5	98.7	96.4
<b>Friday</b>	861	826	19	24	11	25	2	814	12	0	0	0:00:14	0:00:44	0:01:02	46:43:40	0:03:23	2.8	99.4	95.9
<b>Saturday</b>	298	262	12	27	9	4	6	262	0	0	0	0:00:30	0:01:23	0:02:08	11:32:05	0:02:38	9.1	93.6	87.9

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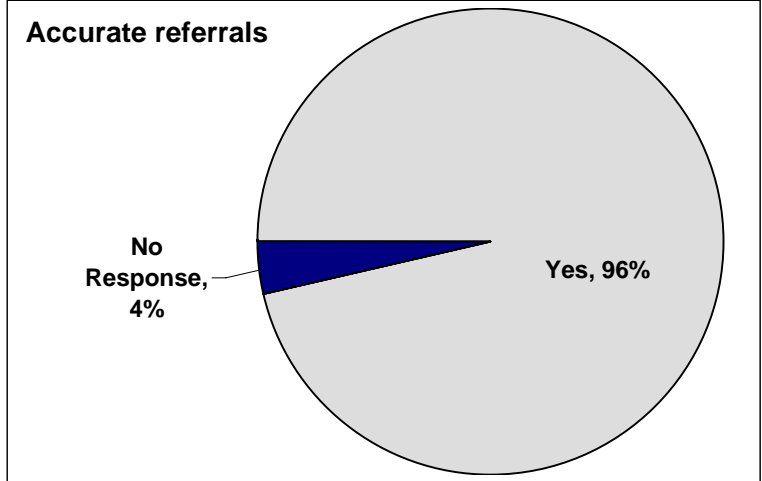


**Callback Survey Responses**

October - December 2007

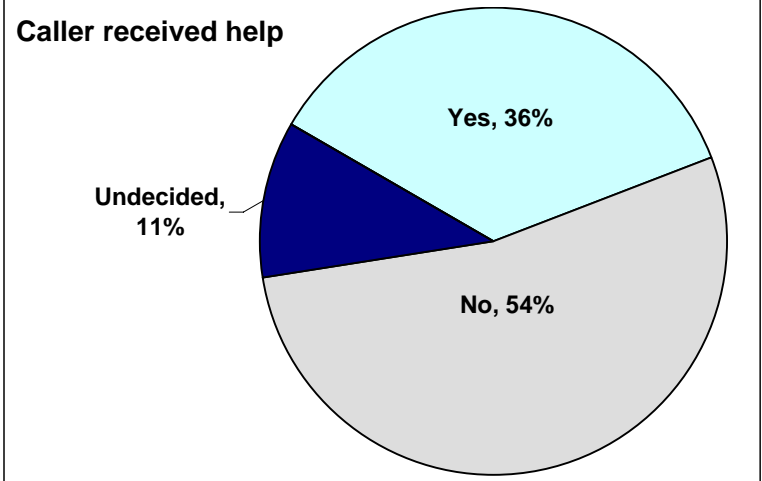
Total of 28 Respondents

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



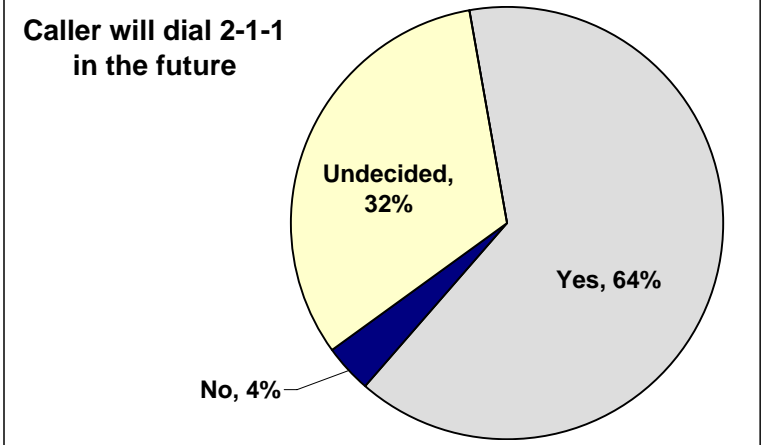
Did you contact the referral agency (ies)?	
Yes	93%
No	4%
Undecided	4%
No Response	0%

If yes, did you get the help you needed?	
Yes	36%
No	54%
Undecided	11%
No Response	0%



Was the information useful?	
Yes	71%
No	14%
Undecided	14%
No Response	0%

Will you call 2-1-1 in the future?	
Yes	64%
No	4%
Undecided	32%
No Response	0%



Are you a registered voter?	
Yes	50%
No	46%
Undecided	4%
No Response	0%