



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

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



2-1-1 is an initiative of



## 2-1-1 News Items

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

All the EITC/VITA sites available from a single web page searchable by zip code + a radius. Check it out! Point your browser to <http://sbvita.com> or <http://sbvita.org>.

### **2009 Blue Book Directory**

Reserve your copy(s) now!!  
Simply log on to <http://211sb.com> and use the form linked there.

### **2-1-1 Advisory Committee Meeting**

The next meeting of the 2-1-1 Advisory Committee will be held at 9am at the 2-1-1 Call Center in Rancho Cucamonga on Tuesday, the 31st of March 2009.

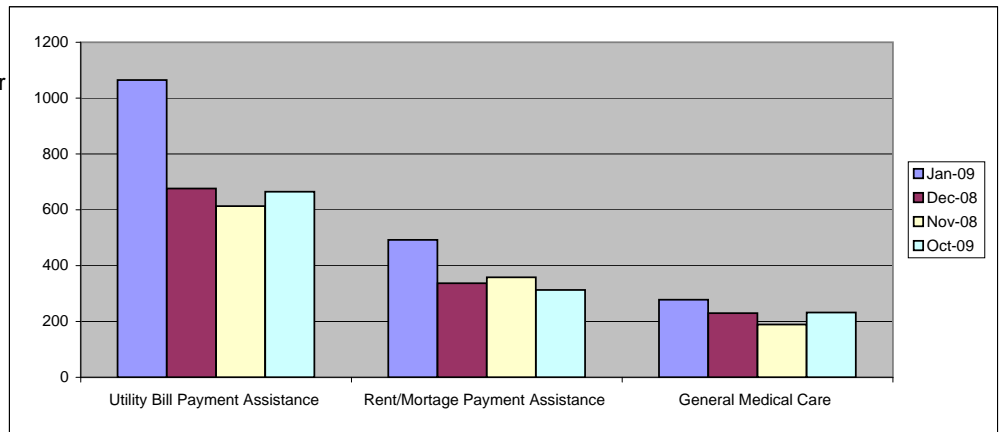
## **Brief 2-1-1 Call Center Data Analysis**

January saw a dramatic increase in return callers (from 57% - 67%) and in callers who indicate they are living alone (from 22% - 29%). It is not clear why. Needs expressed also have had some high increases.

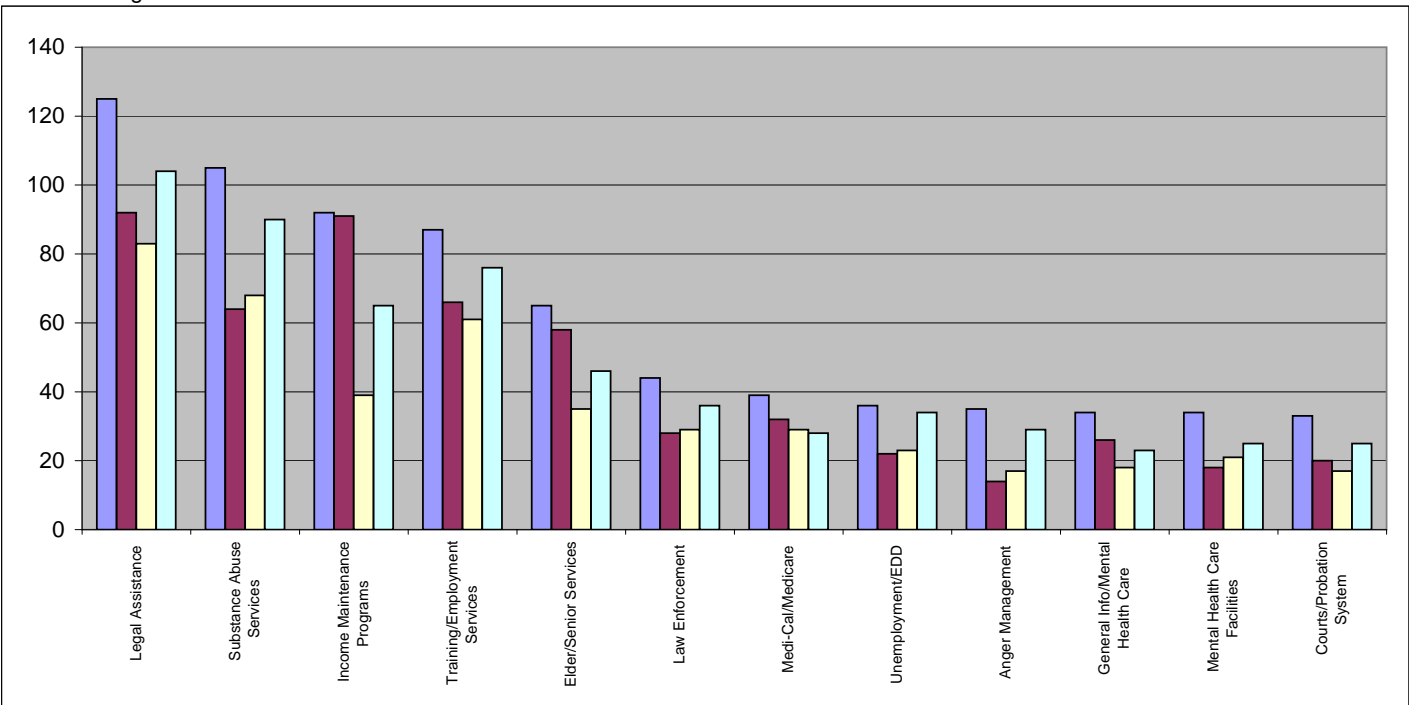
January requests for utility payment assistance were up 37% from December and 42% from November.

Rent/Mortgage payment assistance requests are up 32% over December and 27% over November.

General Medical requests were up 17% and 32% for the same periods.



Additional high increased needs:



An increasing number of our community members and the agencies that serve their needs are strained to the limits. More than 1 in 10 Americans are now on Food Stamps, newly named SNAP - Supplemental Nutrition Assistance Program, and so many families that have lost home ownership that rent prices are beginning to climb, putting additional pressure on low-income families. We are receiving more and more calls from the "newly poor".

Yet, the county loses out on \$203 million in federal funds annually, according to California Food Policy Advocates - a public policy research group, simply because only 56% of San Bernardino County residents who qualify for SNAP apply. An additional \$50 million is estimated lost from EITC qualifying families and individuals who likewise do not apply to receive it. See sbvita.com for the EITC/VITA sites in San Bernardino County. Collectively, we can and should be doing a better job of getting people connected to these income sources. Countywide coordination and collaboration with a marketing campaign?

Diapers have slowly become such a high level request that they deserve a little space here. Diapers can easily cost \$50 per month. For a family living on the edge, this is an essential item for which there is no substitute. We show 10 agencies with 11 sites that provide diapers in San Bernardino County, but eligibility requirements eliminate many people from availability. We are getting calls from people who have never used social services before who are getting desperate to make ends meet.

There is assistance for those with impending foreclosure doom if they act soon enough, and more help is on the way with stimulus legislation just passed by Congress. Call 2-1-1 or 888-435-7565 to learn about programs that deal with this issue. Also, renters who have paid their rent, but their landlords have defaulted on their mortgages can avoid eviction unless they act too late (within 2 or 3 days of a lockout). Inland Counties Legal Services provides free legal assistance for low income individuals and families. Call (800) 677-4257 or call 2-1-1 for more information.

Four requests that we see regularly and for which there are no known resources are water bill payment assistance, heating fuel bill payment assistance, car payment assistance, and a listing of medical specialists who except Medi-Cal. If you know of resources for these areas, or any resources missing from the 2-1-1 database, please let us know.

Until next month, let some of your decisions be guided by the knowledge that you are only as secure as the amount of essential things in you life you are not dependent on outside sources for. Disaster preparedness includes economic disasters too!

Thanks to 2-1-1 funding partners:



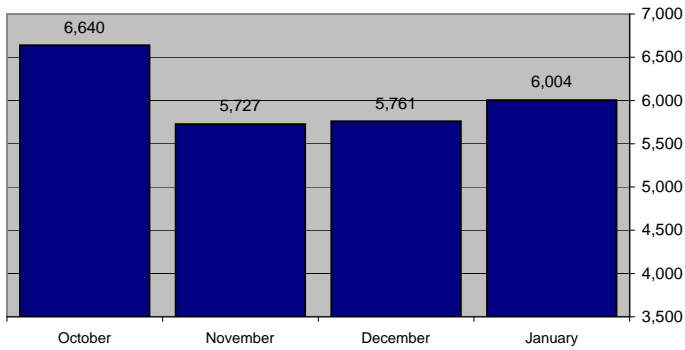
Other support from:



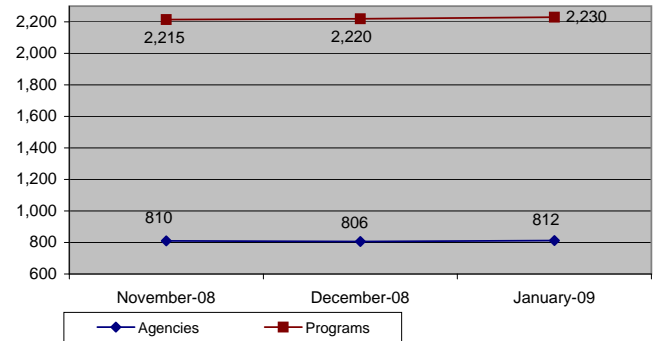
## 2-1-1 San Bernardino County

### January 2009 Data Analysis

**Total number of documented calls**



**2-1-1 database totals**



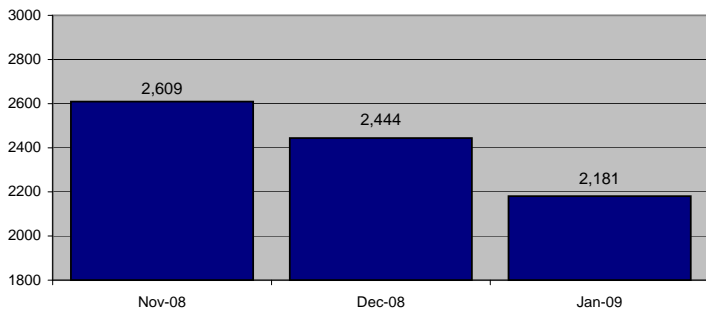
**Total number of documented calls\*\***

Month	Total number of documented calls**
January	6,004
December	5,761
November	5,727
October	6,640

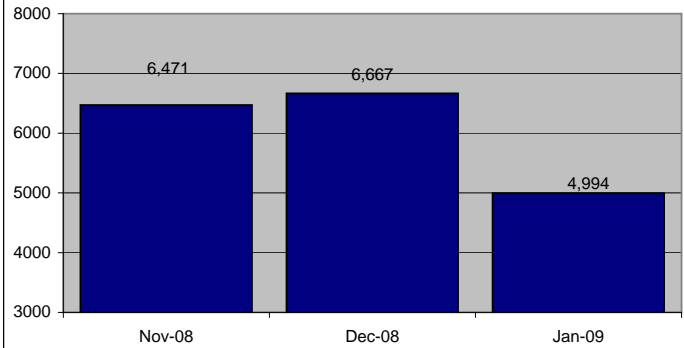
\*\* No longer includes hangups, wrong numbers, internal, etc.

Agencies	Database totals	Programs
812	Jan-09	2,230
806	Dec-08	2,220
810	Nov-08	2,215

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



**Total number of children involved**



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

	Jan-09	Dec-08	Nov-08
0 or unknown	3,823	3560	3152
1	678	643	683
2	752	789	805
3	422	542	558
4	193	270	328
5	79	109	136
6	33	52	66
7	17	23	21
8	4	7	7
9	0	5	3
More than 9	3	4	2
<b>Total</b>	<b>2181</b>	<b>2444</b>	<b>2609</b>

**Total Number of Children**

Month	Total Number of Children
Jan-09	4994
Dec-08	6667
Nov-08	6471

Percentage of callers w/children

36%

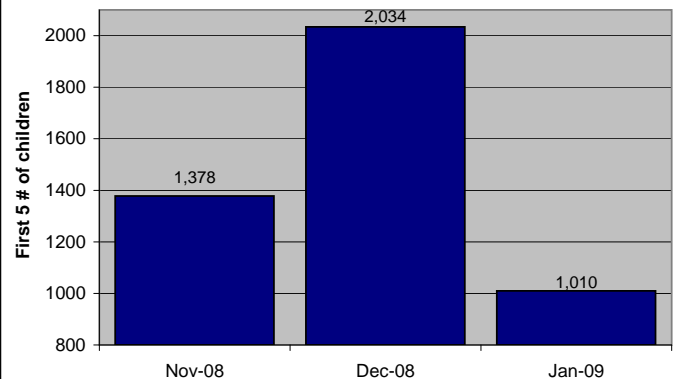
**First 5 Calls**

Total # First 5 Children represented	1617
Total number of calls this month	6004
Total # of First 5 Calls	1010
Percentage of F5 calls	17%

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

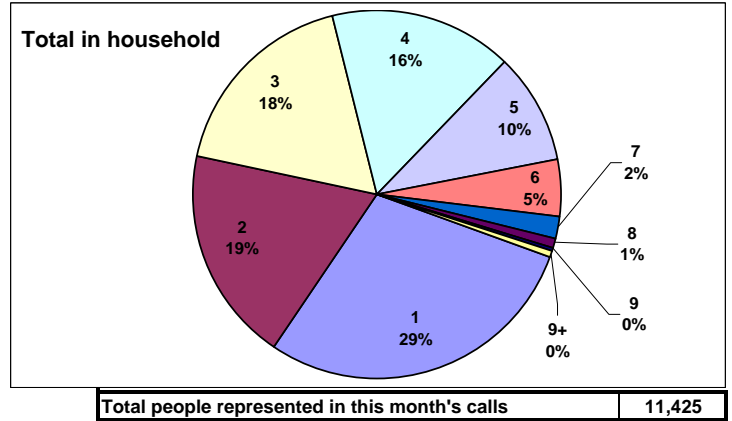
	Jan-09	Dec-08	Nov-08
0 or unknown	4,994	3970	4383
1	585	675	745
2	286	714	431
3	106	471	169
4	23	120	25
5	10	30	3
6	0	24	4
7	0	0	1
8	0	0	0
9	0	0	0
More than 9	0	0	0
<b>Total F5 Calls</b>	<b>1010</b>	<b>2034</b>	<b>1378</b>

**Total number of children under 6**

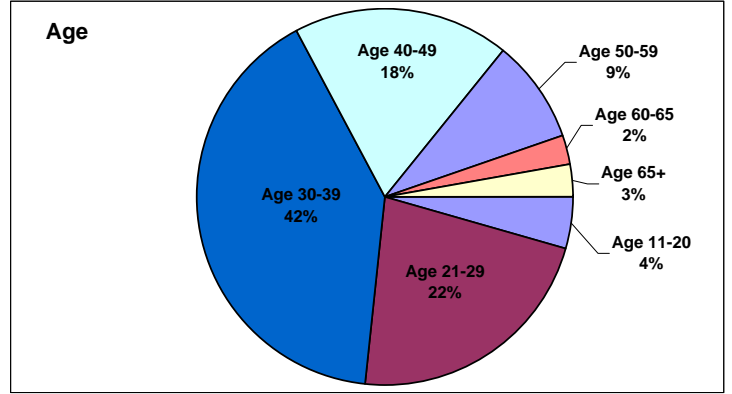


## 2-1-1 San Bernardino County

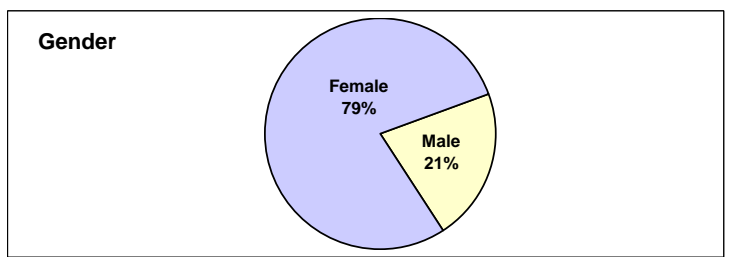
Total # in household:			
	Jan-09	Dec-08	Nov-08
Unknown	2,075	2161	1745
1	1131	846	844
2	741	679	677
3	700	771	757
4	642	656	736
5	382	473	492
6	192	195	289
7	76	113	122
8	35	43	59
9	11	32	14
9+	19	35	26
<b>Total</b>	<b>3929</b>	<b>3843</b>	<b>4016</b>



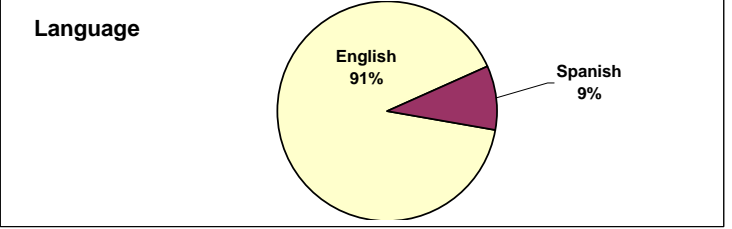
Age:			
	Jan-09	Dec-08	Nov-08
Age 0-3	8	7	3
Age 4-5	5	3	3
Age 6-10	9	8	6
Age 11-20	171	133	136
Age 21-29	886	905	994
Age 30-39	1600	1589	1498
Age 40-49	726	688	733
Age 50-59	357	327	361
Age 60-65	95	114	89
Age 65+	110	80	103
<b>Total</b>	<b>3967</b>	<b>3854</b>	<b>3926</b>



Gender			
	Jan-09	Dec-08	Nov-08
Male	1246	1187	1060
Female	4571	4556	4559
Other	2	7	4
Transgender	2	0	3
Unknown	21	11	101
<b>Total</b>	<b>5821</b>	<b>5750</b>	<b>5626</b>

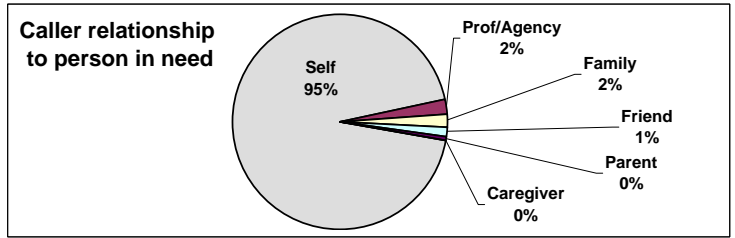


Language			
	Jan-09	Dec-08	Nov-08
English	5439	5360	5349
Spanish	559	395	378
Hebrew	1	0	1
Ilocano	1	0	0
Acholi	0	1	0
Arabic	0	1	0

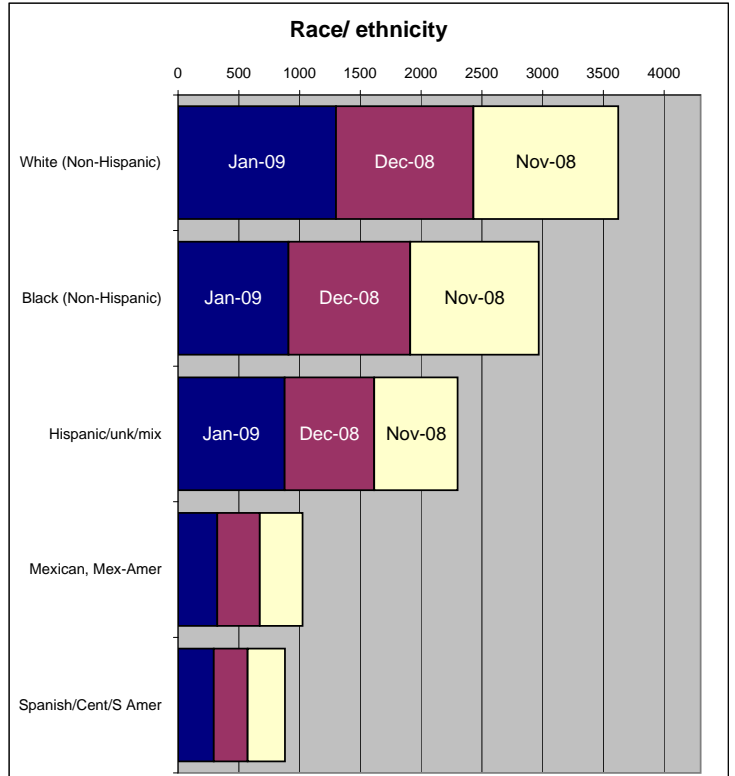


## 2-1-1 San Bernardino County

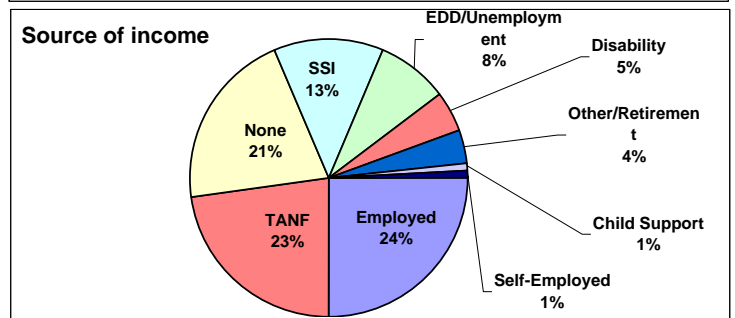
Caller relationship to person in need:			
	Jan-09	Dec-08	Nov-08
Self	5643	5482	5407
Prof/Agency	130	91	128
Family	112	96	100
Friend	89	63	60
Parent	22	13	21
Caregiver	8	16	11



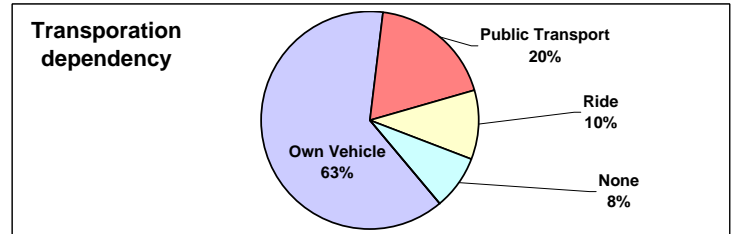
Race/ ethnicity			
	Jan-09	Dec-08	Nov-08
White (Non-Hispanic)	1299	1132	1192
Black (Non-Hispanic)	908	1003	1058
Hispanic/unk/mix	877	737	687
Mexican, Mex-Amer	323	350	353
Spanish/Cent/S Amer	293	280	308
Declined to answer	17	28	55
Asian-Indian	19	16	14
Other	9	12	18
Asia/unk/mix	12	12	10
Hawaiian	3	5	4
Multi-race	1	4	4
Filipino	2	4	3
Cuban	2	2	2
Cambodian	0	2	0
Vietnamese	5	1	14
Samoan	5	1	5
Pacific Islander/unk/mix	5	1	3
Chinese	4	1	2
Laotian	2	1	1
Native American	2	0	2
Korean	1	0	1
Japanese	1	0	1
Puerto Rican	1	0	0
Unknown	2213	2169	1980
<b>Total Known</b>	<b>3791</b>	<b>3592</b>	<b>3737</b>



Source of income:			
	Jan-09	Dec-08	Nov-08
Employed	871	787	994
TANF	800	895	842
None	721	764	832
SSI	447	425	479
EDD/Unemployment	296	256	190
Disability	159	125	187
Other/Retirement	140	135	150
Child Support	29	23	45
Self-Employed	29	30	28
	3492		

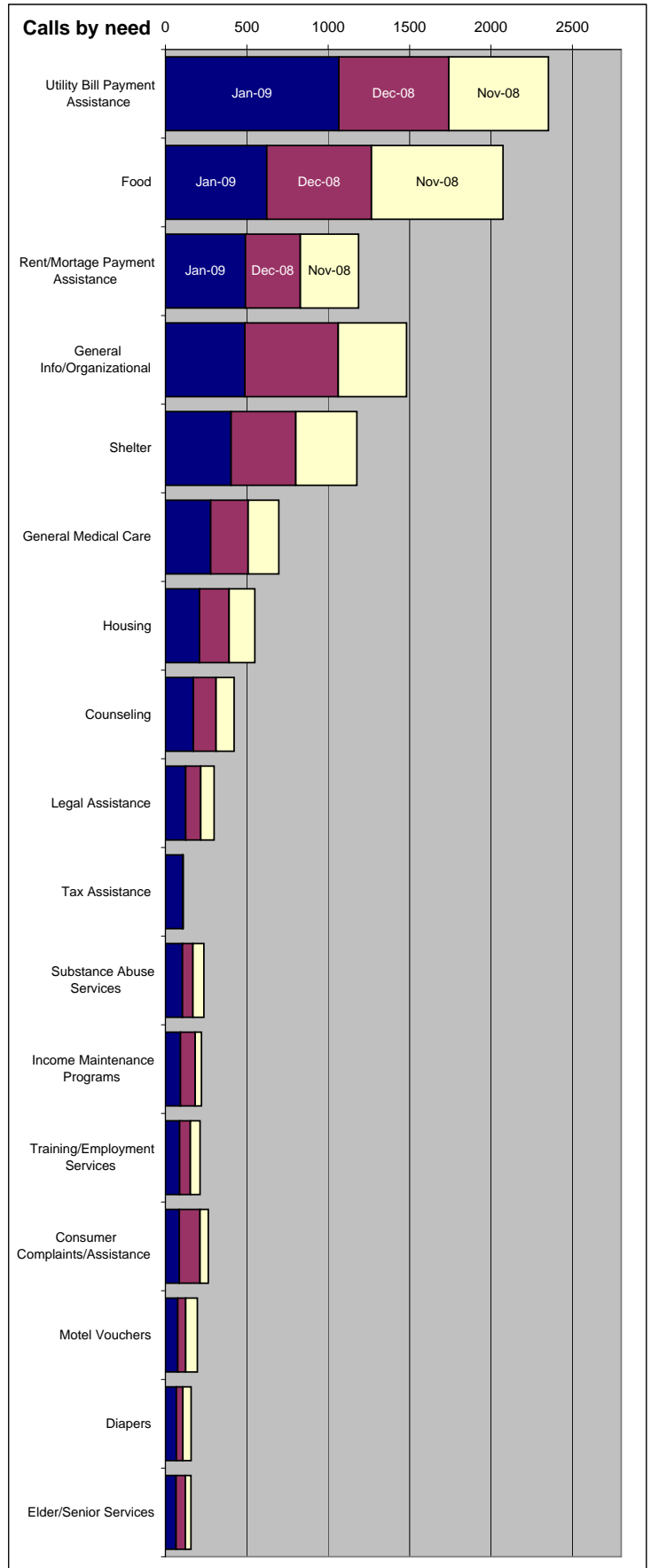


Transportation dependency:			
	Jan-09	Dec-08	Nov-08
Own Vehicle	2193	2181	2409
Public Transportation	648	683	736
Ride	357	317	319
None	276	340	262
Transportation Voucher	0	2	5
Taxi	1	0	0



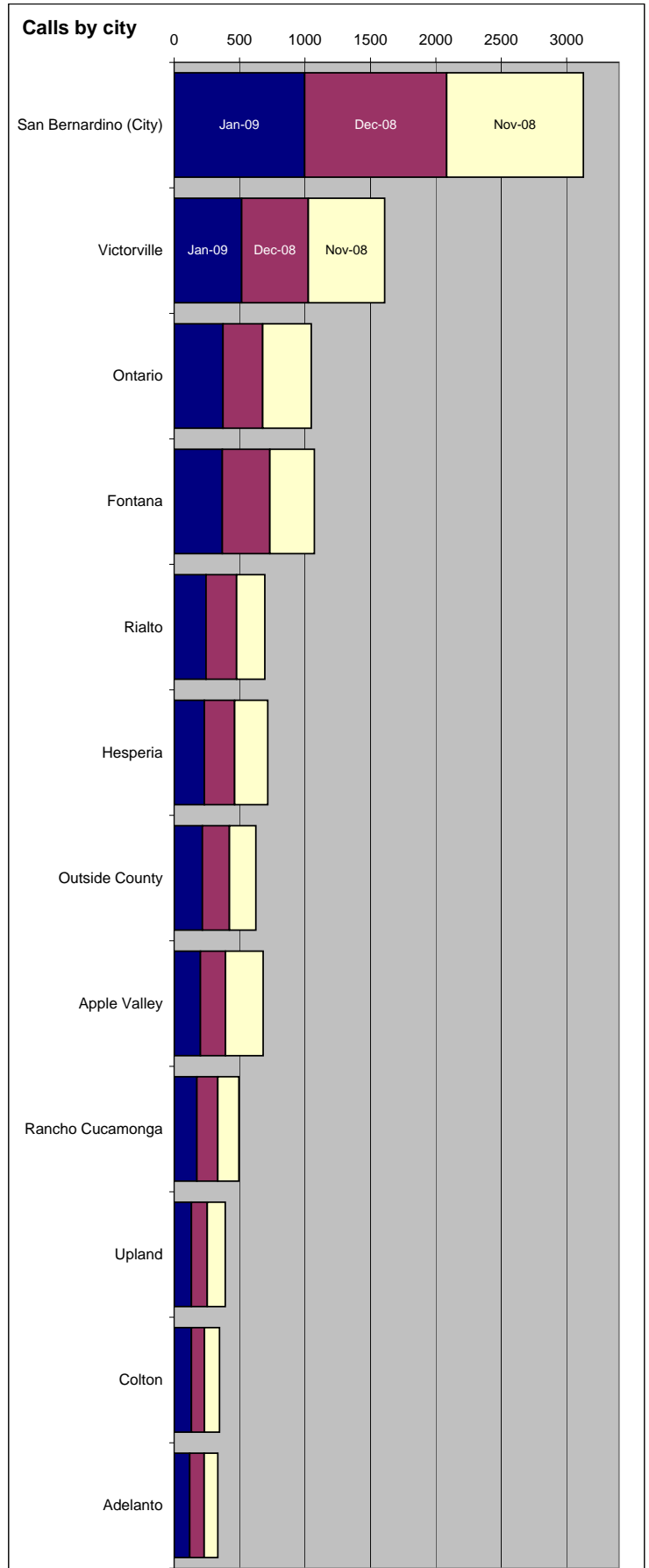
## 2-1-1 San Bernardino County

Calls by need:			
Need	Jan-09	Dec-08	Nov-08
Utility Bill Payment Assistance	1065	676	613
Food	622	644	809
Rent/Mortgage Payment Assistance	492	337	358
General Info/Organizational	488	574	420
Shelter	404	397	376
General Medical Care	278	230	189
Housing	209	182	159
Counseling	172	139	112
Legal Assistance	125	92	83
Tax Assistance	106	3	1
Substance Abuse Services	105	64	68
Income Maintenance Programs	92	91	39
Training/Employment Services	87	66	61
Consumer Complaints/Assistance	85	128	51
Motel Vouchers	76	49	72
Diapers	67	40	52
Elder/Senior Services	65	58	35
Dental Health	62	53	38
Transportation	45	55	56
Child Care	44	37	37
Law Enforcement	44	28	29
Clothing	43	96	65
Medi-Cal/Medicare	39	32	29
Unemployment/EDD	36	22	23
Anger Management	35	14	17
General Info/Mental Health Care	34	26	18
Mental Health Care Facilities	34	18	21
Courts/Probation System	33	20	17
Household Items	30	44	36
Support Groups	28	26	14
Parenting Education	24	23	19
Volunteer Opportunities	23	14	0
Educational Programs	21	10	9
Baby Formula	19	35	17
Bus Passes/Gas Vouchers	18	19	11
Tenant/Landlord Rights	18	15	17
Environmental Protection/Maintenance	18	9	13
School District	17	6	2
Social Security	15	8	6
Sober Living	15	5	5
Immunizations	14	19	10
Burial/Funeral Assistance	14	9	8
Child Abuse	14	5	11
Emergency Medical Care	12	15	6
Temporary Financial Aid	12	12	21
Donations	12	158	86
Animal Services	10	8	5
Licenses and Certificates	10	6	2
Residential Drug Treatment	9	9	14
Adoption/Foster Care	9	6	4
Domestic Violence	8	10	8
School Readiness Programs	8	4	2
Cold Weather Shelter	7	8	0
Credit Counseling	5	1	3
Public Safety	4	8	9
Library Services	4	6	2
Disability Issues	3	15	9
Labor Board/Fair Employment	3	5	0
Elder Abuse	2	3	4
Developmental Assessment	2	2	3
Business License	2	2	0
Disability Benefits	1	8	4
Disaster	1	5	65
Holiday Programs	0	381	255
Road Conditions	0	12	0
Restraining Orders	0	2	2
Paternity/Drug Testing	0	2	1



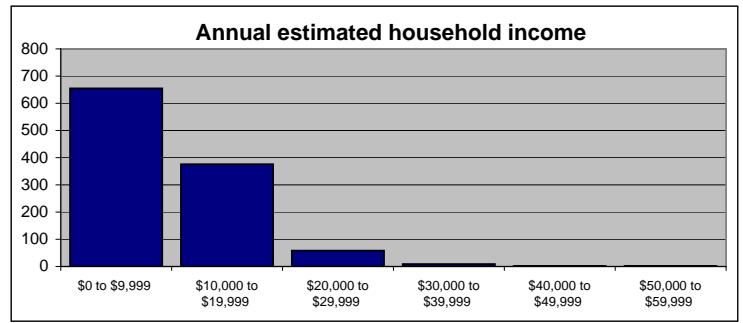
## 2-1-1 San Bernardino County

Calls per city			
	Jan-09	Dec-08	Nov-08
San Bernardino (City)	997	1086	1046
Victorville	516	509	585
Ontario	373	304	372
Fontana	368	363	342
Rialto	243	234	217
Hesperia	231	231	254
Outside County	216	207	202
Apple Valley	201	192	288
Rancho Cucamonga	174	160	162
Upland	132	121	138
Colton	132	100	116
Adelanto	119	110	106
Redlands	114	105	94
Chino	85	80	96
Barstow	70	50	72
Highland	68	96	105
Yucaipa	51	73	55
Pomona (City)	47	30	33
Montclair	43	48	36
Bloomington	38	31	39
Loma Linda	30	27	40
Yucca Valley	25	31	36
Twenty-Nine Palms	25	27	29
Crestline	25	17	21
Chino Hills	23	32	33
Alta Loma	20	13	25
Lucerne Valley	16	17	9
Lake Arrowhead	13	8	5
Big Bear Lake	12	11	15
Helendale	12	9	5
Phelan	11	30	22
Big Bear City	10	13	13
Grand Terrace	10	11	13
Running Springs	9	4	11
Oro Grande	8	3	4
Mentone	6	12	11
Joshua Tree	6	12	9
Outside Of California	6	9	15
Newberry Springs	6	0	1
Pinon Hills	5	2	5
Calimesa	3	0	0
La Verne	3	0	0
Forest Falls	2	4	3
Lytle Creek	2	3	0
Needles	2	1	3
Yermo	2	0	0
Rimforest	1	3	1
Wrightwood	1	1	2
Etiwanda	1	1	1
Devore	1	1	0
Morongo	1	0	0
Mountains	0	2	4
Daggett	0	2	0
Skyforest	0	1	1
Unincorporated Areas	0	1	1
Hinkley	0	0	1
Blue Jay	0	0	0
Unknown	1481	9	10

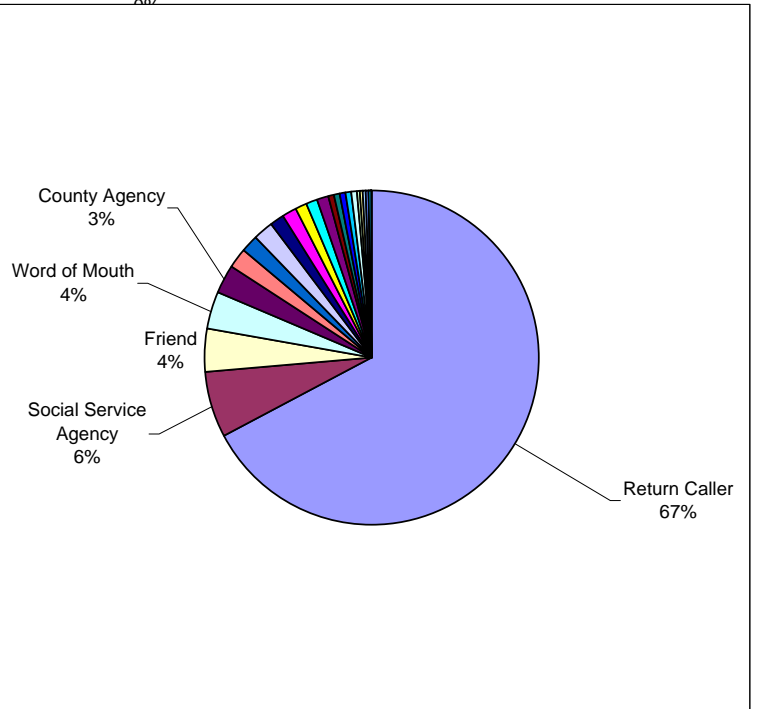


## 2-1-1 San Bernardino County

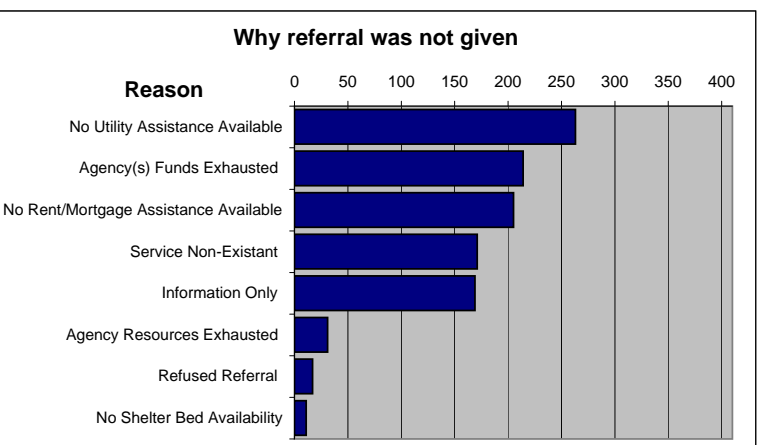
Annual estimated household income			
	Jan-09	Dec-08	Nov-08
Declined to state	4904	4593	4085
\$0 to \$9,999	655	551	790
\$10,000 to \$19,999	376	525	689
\$20,000 to \$29,999	58	72	137
\$30,000 to \$39,999	9	17	21
\$40,000 to \$49,999	1	2	3
\$50,000 to \$59,999	1	1	1
\$60,000 to \$69,999	0	0	1
\$70,000 to \$79,999	0	0	0
\$80,000 +	0	0	0



How caller learned about 2-1-1			
	Jan-09	Dec-08	Nov-08
Return Caller	4040	465	599
Social Service Agency	375	283	536
Friend	252	353	434
Word of Mouth	225	150	213
County Agency	155	93	207
Family	117	111	194
Referral Card	114	124	187
Resource List	103	121	160
Church	91	74	131
School	89	70	124
Cable TV	67	41	87
Utility Company	67	66	80
Other	53	54	66
Brochure	44	33	58
Law Enforcement	33	34	47
Newspaper	32	34	44
Internet	30	12	44
Out of Town Infoline	29	23	36
Family Doctor	26	14	24
Radio	14	11	17
Government Non-County	13	10	15
Phone Book	12	5	9
Chronic Caller	10	7	7
Hospital	9	1	4
411	2	4	3
Out of Town Crisis Line	2	5	2
Magazine	0	1	1



Why referral not given			
Reason	Jan-09	Dec-08	Nov-08
No Utility Assistance Available	263		
Agency(s) Funds Exhausted	214	161	68
No Rent/Mortgage Assistance Available	205	205	283
Service Non-Existant	171	175	149
Information Only	169	173	212
Agency Resources Exhausted	31	73	27
Refused Referral	17	18	24
No Shelter Bed Availability	11	17	23
Returned Call	7	8	4
Agency(s) Full	5	73	7
Transportation Issue	4	6	6



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

### Calls Handled Statistics

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

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

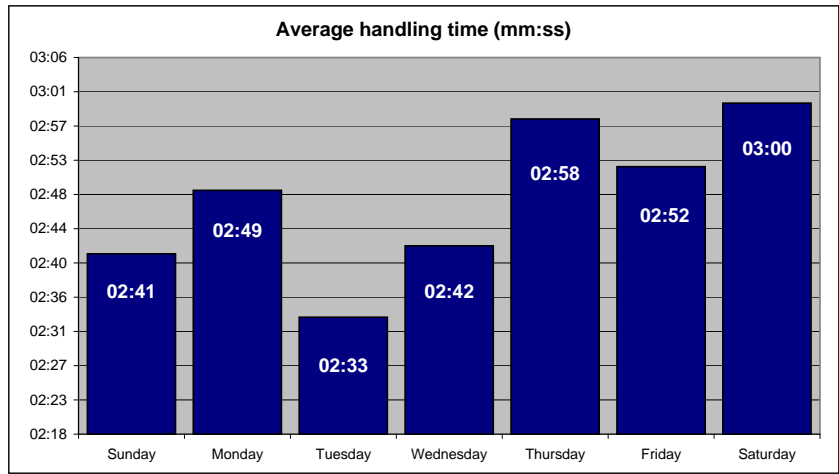
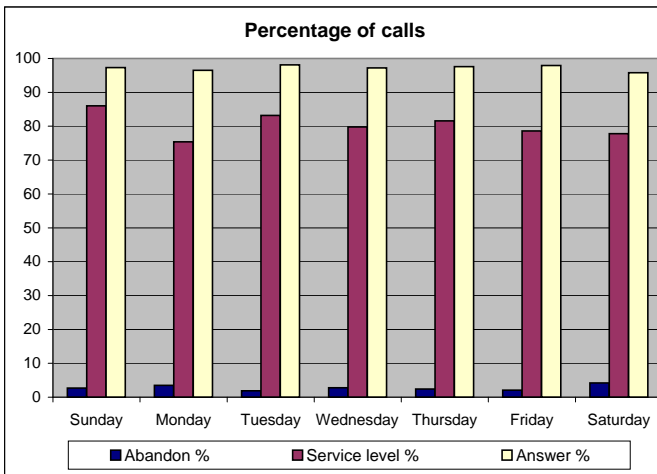
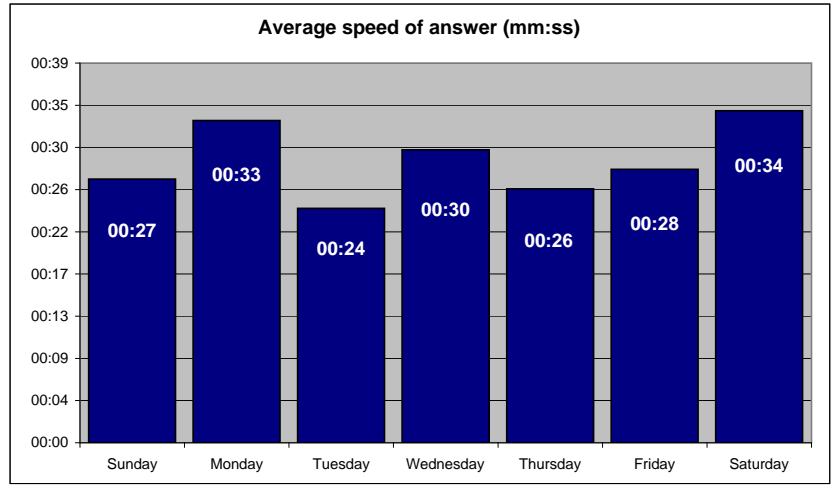
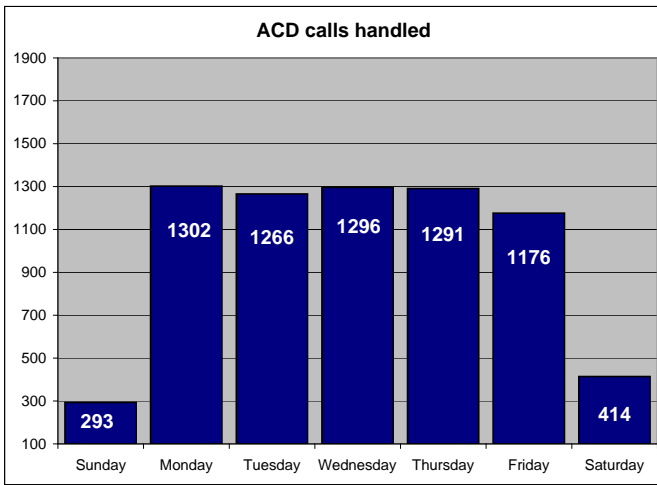
**Device: 005 - All SB QG's**

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

**Created on: 2/17/2009**

**Created by: gmadden**

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requested	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
<b>Sunday</b>	301	293	12	8	0	4	0	287	6	0	0	0:00:27	0:02:43	0:00:00	13:07:15	0:02:41	2.7	86.0	97.3
<b>Monday</b>	1349	1302	36	47	0	17	0	1294	8	0	0	0:00:33	0:02:17	0:00:00	61:14:01	0:02:49	3.5	75.4	96.5
<b>Tuesday</b>	1290	1266	29	24	0	9	0	1259	7	0	0	0:00:24	0:01:48	0:00:00	53:54:27	0:02:33	1.9	83.2	98.1
<b>Wednesday</b>	1333	1296	34	37	0	12	0	1291	5	0	0	0:00:30	0:01:47	0:00:00	58:27:03	0:02:42	2.8	79.8	97.2
<b>Thursday</b>	1323	1291	41	32	0	15	0	1281	10	0	0	0:00:26	0:02:10	0:00:00	63:50:19	0:02:58	2.4	81.6	97.6
<b>Friday</b>	1201	1176	33	25	0	6	0	1165	11	0	0	0:00:28	0:01:45	0:00:00	56:21:01	0:02:52	2.1	78.6	97.9
<b>Saturday</b>	432	414	22	18	0	2	0	410	4	0	0	0:00:34	0:01:42	0:00:00	20:47:29	0:03:00	4.2	77.8	95.8
<b>Total</b>	<b>7229</b>	<b>7038</b>	<b>207</b>	<b>191</b>	<b>0</b>	<b>65</b>	<b>0</b>	<b>6987</b>	<b>51</b>	<b>0</b>	<b>0</b>	<b>0:00:29</b>	<b>0:02:01</b>	<b>0:00:00</b>	<b>327:41:35</b>	<b>0:02:48</b>	<b>2.6</b>	<b>79.9</b>	<b>97.4</b>



<b>City/Town</b>	<b>Needs - December 2008</b>	<b>Total</b>
Adelanto	Utility Bill Payment Assistance	45
	Rent/Mortgage Payment Assistance	15
	Food	10
	Shelter	7
	Housing	5
	Income Maintenance Programs	4
	Diapers	4
	Counseling	3
	Tax Assistance	3
	Legal Assistance	3
	Transportation	3
	Animal Services	3
	General Information Services/Organizational	2
	General Medical Care	2
	Consumer Complaints/Assistance	2
	Dental Health	2
	Clothing	2
	Medi-Cal/Medicare	2
	Sober Living	2
	Educational Programs	1
	General Information Services/Mental Health Care	1
	Substance Abuse Services	1
	Tenant/Landlord Rights	1
Anger Management	1	
Household Items	1	
Child Abuse	1	
Immunizations	1	
<b>Adelanto Total</b>		<b>127</b>
Alta Loma	Housing	4
	Counseling	3
	Utility Bill Payment Assistance	2
	Food	2
	General Information Services/Organizational	2
	Income Maintenance Programs	1
	Rent/Mortgage Payment Assistance	1
	Consumer Complaints/Assistance	1
	Tax Assistance	1
	Substance Abuse Services	1
	Support Groups	1
	Volunteer Opportunities	1
	Tenant/Landlord Rights	1
Anger Management	1	
<b>Alta Loma Total</b>		<b>22</b>
Apple Valley	Utility Bill Payment Assistance	67
	Food	23
	General Medical Care	16
	Rent/Mortgage Payment Assistance	12
	General Information Services/Organizational	11
	Housing	10
	Shelter	5
	Counseling	5
	Diapers	5
	Training/Employment Services	5
	Income Maintenance Programs	4
	Legal Assistance	4
	Dental Health	4
	Clothing	3

	Anger Management	3
	Social Security	3
	Consumer Complaints/Assistance	2
	Tax Assistance	2
	Substance Abuse Services	2
	Mental Health Care Facilities	2
	Support Groups	2
	Household Items	2
	Law Enforcement	2
	Environmental Protection/Maintenance	2
	Elder/Senior Services	1
	Bus Passes/Gas Vouchers	1
	Baby Formula	1
	Unmet Need (Not Listed Above)	1
	Courts/Probation System	1
	Transportation	1
	Child Care	1
	Parenting Education	1
	Tenant/Landlord Rights	1
	Medi-Cal/Medicare	1
	Unemployment/EDD	1
	Unmet Need (Not Listed Above)	1
	Sober Living	1
	Immunizations	1
Apple Valley Total		210
Barstow	Utility Bill Payment Assistance	22
	Rent/Mortgage Payment Assistance	9
	General Information Services/Organizational	6
	General Medical Care	6
	Shelter	4
	Food	3
	Counseling	3
	Tax Assistance	3
	Temporary Financial Aid	1
	Consumer Complaints/Assistance	1
	Substance Abuse Services	1
	Dental Health	1
	Mental Health Care Facilities	1
	Social Security	1
	Immigration/Citizenship	1
	Domestic Violence	1
	Burial/Funeral Assistance	1
	Child Abuse	1
	School Readiness Programs	1
Barstow Total		67
Big Bear City	Utility Bill Payment Assistance	3
	Shelter	1
	Food	1
	General Information Services/Organizational	1
	Rent/Mortgage Payment Assistance	1
	General Medical Care	1
	Housing	1
	Immunizations	1
Big Bear City Total		10
Big Bear Lake	Utility Bill Payment Assistance	3
	Shelter	2
	General Information Services/Organizational	1
	Rent/Mortgage Payment Assistance	1

	Tax Assistance	1
	Unemployment/EDD	1
	Household Items	1
	Environmental Protection/Maintenance	1
Big Bear Lake Total		11
Bloomington	Shelter	6
	Utility Bill Payment Assistance	5
	Food	5
	General Information Services/Organizational	3
	Rent/Mortgage Payment Assistance	3
	Training/Employment Services	3
	Law Enforcement	3
	General Medical Care	2
	Child Care	2
	Income Maintenance Programs	1
	Counseling	1
	Housing	1
	Tax Assistance	1
	Diapers	1
	Substance Abuse Services	1
	Clothing	1
	Parenting Education	1
	Municipal Services/Public Works	1
Bloomington Total		41
Blue Jay	Food	1
	General Information Services/Mental Health Care	1
Blue Jay Total		2
Calimesa	Utility Bill Payment Assistance	1
	General Information Services/Organizational	1
Calimesa Total		2
Chino	Food	17
	Shelter	11
	Utility Bill Payment Assistance	11
	Rent/Mortgage Payment Assistance	7
	General Information Services/Organizational	5
	Housing	5
	General Medical Care	4
	Counseling	4
	Substance Abuse Services	3
	Training/Employment Services	3
	Immunizations	3
	Consumer Complaints/Assistance	2
	Tax Assistance	2
	Clothing	2
	Income Maintenance Programs	1
	Educational Programs	1
	Unmet Need (Not Listed Above)	1
	Dental Health	1
	Transportation	1
	Volunteer Opportunities	1
	Parenting Education	1
	Anger Management	1
Chino Total		87
Chino Hills	Utility Bill Payment Assistance	8
	Food	7
	General Medical Care	4
	Rent/Mortgage Payment Assistance	2
	Tax Assistance	2

	General Information Services/Organizational	1
	Counseling	1
	Dental Health	1
	Medi-Cal/Medicare	1
	Immigration/Citizenship	1
	Elder Abuse	1
Chino Hills Total		29
Colton	Food	25
	Utility Bill Payment Assistance	16
	Rent/Mortgage Payment Assistance	13
	General Information Services/Organizational	9
	Shelter	8
	Counseling	8
	Housing	5
	Income Maintenance Programs	4
	Consumer Complaints/Assistance	3
	Diapers	3
	Legal Assistance	3
	Motel Vouchers	3
	Child Care	3
	General Medical Care	2
	Tax Assistance	2
	Courts/Probation System	2
	Medi-Cal/Medicare	2
	Immunizations	2
	Bus Passes/Gas Vouchers	1
	Baby Formula	1
	Mentoring Programs	1
	Substance Abuse Services	1
	Transportation	1
	Volunteer Opportunities	1
	Parenting Education	1
	Unemployment/EDD	1
	Unmet Need (Not Listed Above)	1
	Household Items	1
	Law Enforcement	1
	School District	1
	Credit Counseling	1
	Tutoring Services	1
	Emergency Medical Care	1
	Business License	1
Colton Total		129
Crestline	Utility Bill Payment Assistance	6
	Rent/Mortgage Payment Assistance	5
	Shelter	2
	General Information Services/Organizational	2
	Income Maintenance Programs	2
	Food	1
	Temporary Financial Aid	1
	General Medical Care	1
	Counseling	1
	Unmet Need (Not Listed Above)	1
	Courts/Probation System	1
	Medi-Cal/Medicare	1
Crestline Total		24
Devore	Unemployment/EDD	1
Devore Total		1
Etiwanda	Housing	1

Etiwanda Total		1
Fontana	Food	75
	Utility Bill Payment Assistance	50
	Shelter	33
	Rent/Mortgage Payment Assistance	22
	Housing	16
	General Medical Care	15
	Counseling	13
	Legal Assistance	13
	General Information Services/Organizational	12
	Consumer Complaints/Assistance	11
	Substance Abuse Services	10
	Income Maintenance Programs	8
	Tax Assistance	8
	Dental Health	8
	Child Care	6
	Unmet Need (Not Listed Above)	6
	Elder/Senior Services	4
	Training/Employment Services	4
	Transportation	4
	Unemployment/EDD	4
	Child Abuse	4
	Diapers	3
	Baby Formula	3
	Unmet Need (Not Listed Above)	3
	Motel Vouchers	3
	Clothing	3
	Support Groups	3
	Parenting Education	3
	Law Enforcement	3
	Environmental Protection/Maintenance	3
	Tenant/Landlord Rights	2
	Anger Management	2
	Medi-Cal/Medicare	2
	Adoption/Foster Care	2
	Domestic Violence	2
	Educational Programs	1
	Bus Passes/Gas Vouchers	1
	Temporary Financial Aid	1
	Public Safety	1
	Courts/Probation System	1
Animal Services	1	
Social Security	1	
School District	1	
Credit Counseling	1	
Emergency Medical Care	1	
Burial/Funeral Assistance	1	
Immunizations	1	
Municipal Services/Public Works	1	
Parks & Recreation Services	1	
Developmental Assessment	1	
Fontana Total		378
Forest Falls	Utility Bill Payment Assistance	1
	Child Care	1
	Clothing	1
Forest Falls Total		3
Grand Terrace	Food	3
	Shelter	2

	General Information Services/Organizational	1
	General Medical Care	1
	Counseling	1
	Housing	1
	Tax Assistance	1
	Unmet Need (Not Listed Above)	1
	School District	1
Grand Terrace Total		12
Helendale	Utility Bill Payment Assistance	2
	Legal Assistance	2
	General Information Services/Organizational	1
	Rent/Mortgage Payment Assistance	1
	Bus Passes/Gas Vouchers	1
	Motel Vouchers	1
	Transportation	1
	Support Groups	1
	Anger Management	1
	Household Items	1
Helendale Total		12
Hesperia	Utility Bill Payment Assistance	84
	Food	39
	Rent/Mortgage Payment Assistance	17
	General Medical Care	11
	General Information Services/Organizational	8
	Tax Assistance	7
	Training/Employment Services	7
	Counseling	6
	Diapers	6
	Shelter	5
	Housing	5
	Elder/Senior Services	4
	Legal Assistance	4
	Clothing	4
	Income Maintenance Programs	3
	Motel Vouchers	3
	Consumer Complaints/Assistance	2
	General Information Services/Mental Health Care	2
	Unmet Need (Not Listed Above)	2
	Substance Abuse Services	2
	Dental Health	2
	Transportation	2
	Child Care	2
	Support Groups	2
	Anger Management	2
	Medi-Cal/Medicare	2
	Unmet Need (Not Listed Above)	2
	Unmet Need (Not Listed Above)	2
	Baby Formula	1
	Volunteer Opportunities	1
	Donations	1
	Household Items	1
	Adoption/Foster Care	1
	Environmental Protection/Maintenance	1
	Labor Board/Fair Employment	1
	Child Abuse	1
	Municipal Services/Public Works	1
	Basic Needs	1
Hesperia Total		247

Highland	Food	18
	Utility Bill Payment Assistance	12
	Rent/Mortgage Payment Assistance	7
	Training/Employment Services	5
	Clothing	4
	General Information Services/Organizational	3
	General Medical Care	3
	Elder/Senior Services	2
	Diapers	2
	Shelter	1
	Bus Passes/Gas Vouchers	1
	Counseling	1
	Consumer Complaints/Assistance	1
	Housing	1
	Tax Assistance	1
	Unmet Need (Not Listed Above)	1
	Legal Assistance	1
	Dental Health	1
	Mental Health Care Facilities	1
	Transportation	1
	Support Groups	1
Animal Services	1	
Unmet Need (Not Listed Above)	1	
Burial/Funeral Assistance	1	
School Readiness Programs	1	
Highland Total		72
Joshua Tree	Food	2
	Utility Bill Payment Assistance	1
	Elder/Senior Services	1
	Housing	1
	Dental Health	1
Joshua Tree Total		6
La Verne	Food	1
	General Information Services/Organizational	1
	Motel Vouchers	1
La Verne Total		3
Lake Arrowhead	Shelter	1
	Utility Bill Payment Assistance	1
	Elder/Senior Services	1
	Food	2
	General Information Services/Organizational	1
	Income Maintenance Programs	1
	Rent/Mortgage Payment Assistance	1
	General Medical Care	1
	Counseling	1
	Housing	1
	Dental Health	1
Transportation	1	
Lake Arrowhead Total		13
Loma Linda	Utility Bill Payment Assistance	8
	Food	5
	Shelter	3
	Housing	3
	General Information Services/Organizational	2
	Training/Employment Services	2
	Income Maintenance Programs	1
	General Medical Care	1
	Consumer Complaints/Assistance	1

	Tax Assistance	1
	Household Items	1
	Municipal Services/Public Works	1
Loma Linda Total		29
Lucerne Valley	Food	5
	Shelter	2
	Utility Bill Payment Assistance	2
	General Information Services/Organizational	2
	General Medical Care	2
	Legal Assistance	1
	Medi-Cal/Medicare	1
	Household Items	1
Lucerne Valley Total		16
Lytle Creek	Food	1
	General Medical Care	1
Lytle Creek Total		2
Mentone	Food	2
	General Information Services/Organizational	3
	Bus Passes/Gas Vouchers	1
	Counseling	1
Mentone Total		7
Montclair	Utility Bill Payment Assistance	8
	Shelter	7
	Food	7
	General Information Services/Organizational	4
	Rent/Mortgage Payment Assistance	4
	General Medical Care	3
	Consumer Complaints/Assistance	3
	Clothing	2
	Unmet Need (Not Listed Above)	2
	Substance Abuse Services	1
	Dental Health	1
	Donations	1
	Anger Management	1
	Immigration/Citizenship	1
Montclair Total		45
Morongo	Food	1
Morongo Total		1
Needles	Utility Bill Payment Assistance	1
	Rent/Mortgage Payment Assistance	1
Needles Total		2
Newberry Springs	Food	1
	Housing	1
	Unmet Need (Not Listed Above)	1
	Motel Vouchers	1
	Transportation	1
	Clothing	1
Newberry Springs Total		6
Ontario	Food	69
	Utility Bill Payment Assistance	45
	Rent/Mortgage Payment Assistance	37
	Shelter	35
	General Medical Care	30
	Housing	15
	General Information Services/Organizational	11
	Tax Assistance	11
	Motel Vouchers	11
	Counseling	10

	Legal Assistance	9
	Training/Employment Services	9
	Substance Abuse Services	8
	Unmet Need (Not Listed Above)	6
	Income Maintenance Programs	5
	Diapers	5
	General Information Services/Mental Health Care	5
	Unmet Need (Not Listed Above)	5
	Child Care	5
	Clothing	4
	Volunteer Opportunities	4
	Medi-Cal/Medicare	4
	Courts/Probation System	3
	Mental Health Care Facilities	3
	Transportation	3
	Law Enforcement	3
	Elder/Senior Services	2
	Consumer Complaints/Assistance	2
	Baby Formula	2
	Dental Health	2
	Support Groups	2
	Parenting Education	2
	Anger Management	2
	Unemployment/EDD	2
	Immigration/Citizenship	2
	Bus Passes/Gas Vouchers	1
	Donations	1
	Animal Services	1
	Sober Living	1
	School District	1
	Environmental Protection/Maintenance	1
	Domestic Violence	1
	Tutoring Services	1
	Labor Board/Fair Employment	1
	Immunizations	1
	Municipal Services/Public Works	1
	Business License	1
Ontario Total		385
Oro Grande	Utility Bill Payment Assistance	1
	General Information Services/Organizational	2
	Rent/Mortgage Payment Assistance	1
	Housing	1
	Household Items	2
	Adoption/Foster Care	1
Oro Grande Total		8
Outside County	General Information Services/Organizational	59
	Rent/Mortgage Payment Assistance	18
	Shelter	14
	Food	13
	Utility Bill Payment Assistance	11
	Consumer Complaints/Assistance	8
	Housing	8
	Substance Abuse Services	8
	General Medical Care	7
	Counseling	7
	Tax Assistance	7
	Medi-Cal/Medicare	4
	Law Enforcement	4

	Income Maintenance Programs	3
	Unmet Need (Not Listed Above)	3
	Courts/Probation System	3
	Anger Management	3
	Unemployment/EDD	3
	Child Abuse	3
	Elder/Senior Services	2
	Motel Vouchers	2
	Training/Employment Services	2
	Sober Living	2
	Unmet Need (Not Listed Above)	2
	Educational Programs	1
	Bus Passes/Gas Vouchers	1
	General Information Services/Mental Health Care	1
	Legal Assistance	1
	Dental Health	1
	Transportation	1
	Parenting Education	1
	Tenant/Landlord Rights	1
	Unmet Need (Not Listed Above)	1
	Household Items	1
	Social Security	1
	School District	1
	Domestic Violence	1
	Emergency Medical Care	1
	School Readiness Programs	1
Outside County Total		211
Outside Of California	Shelter	2
	Food	1
	General Medical Care	1
	Counseling	1
	Housing	1
	Licenses and Certificates	1
Outside Of California Total		7
Phelan	Utility Bill Payment Assistance	3
	Food	3
	Elder/Senior Services	1
	Rent/Mortgage Payment Assistance	1
	General Medical Care	1
	Child Care	1
	Immigration/Citizenship	1
Phelan Total		11
Pinon Hills	Food	2
	General Information Services/Organizational	1
	Counseling	1
	Substance Abuse Services	1
Pinon Hills Total		5
Pomona (City)	General Information Services/Organizational	16
	Tax Assistance	5
	Shelter	4
	Food	4
	Housing	3
	Unmet Need (Not Listed Above)	2
	Utility Bill Payment Assistance	1
	Rent/Mortgage Payment Assistance	1
	General Medical Care	1
	Consumer Complaints/Assistance	1
	Diapers	1

	Legal Assistance	1
	Substance Abuse Services	1
	Motel Vouchers	1
	Training/Employment Services	1
	Mental Health Care Facilities	1
	Support Groups	1
	Law Enforcement	1
Pomona (Clty) Total		46
Pomona Valley	Shelter	1
	General Information Services/Organizational	2
Pomona Valley Total		3
Rancho Cucamonga	Shelter	21
	Food	18
	Rent/Mortgage Payment Assistance	18
	Utility Bill Payment Assistance	13
	General Medical Care	13
	General Information Services/Organizational	10
	Legal Assistance	8
	Housing	7
	Tax Assistance	5
	Dental Health	5
	Training/Employment Services	4
	Elder/Senior Services	3
	Diapers	3
	Motel Vouchers	3
	Child Care	3
	Parenting Education	3
	Anger Management	3
	Unmet Need (Not Listed Above)	3
	Immunizations	3
	Income Maintenance Programs	2
	Counseling	2
	Unmet Need (Not Listed Above)	2
	Substance Abuse Services	2
	Tenant/Landlord Rights	2
	Unemployment/EDD	2
	Adoption/Foster Care	2
	Educational Programs	1
	Temporary Financial Aid	1
	Courts/Probation System	1
	Transportation	1
	Clothing	1
	Support Groups	1
	Donations	1
	Law Enforcement	1
	School District	1
	Environmental Protection/Maintenance	1
	Immigration/Citizenship	1
	Domestic Violence	1
	Tutoring Services	1
Rancho Cucamonga Total		173
Redlands	Food	14
	Rent/Mortgage Payment Assistance	13
	General Information Services/Organizational	11
	Shelter	9
	Utility Bill Payment Assistance	9
	Counseling	6
	Housing	6

	Motel Vouchers	6
	General Medical Care	5
	Elder/Senior Services	3
	Medi-Cal/Medicare	3
	Tax Assistance	2
	General Information Services/Mental Health Care	2
	Dental Health	2
	Training/Employment Services	2
	Child Care	2
	Emergency Medical Care	2
	Income Maintenance Programs	1
	Educational Programs	1
	Consumer Complaints/Assistance	1
	Licenses and Certificates	1
	Diapers	1
	Courts/Probation System	1
	Legal Assistance	1
	Substance Abuse Services	1
	Transportation	1
	Parenting Education	1
	Donations	1
	Animal Services	1
	Unmet Need (Not Listed Above)	1
	Law Enforcement	1
	School District	1
	School Readiness Programs	1
<b>Redlands Total</b>		<b>113</b>
<b>Rialto</b>	<b>Food</b>	<b>38</b>
	Utility Bill Payment Assistance	23
	Shelter	18
	General Information Services/Organizational	18
	General Medical Care	18
	Rent/Mortgage Payment Assistance	15
	Housing	15
	Counseling	11
	Substance Abuse Services	10
	Legal Assistance	9
	Tax Assistance	7
	Income Maintenance Programs	6
	Diapers	5
	Dental Health	5
	Training/Employment Services	5
	Unmet Need (Not Listed Above)	4
	Unmet Need (Not Listed Above)	3
	Anger Management	3
	Household Items	3
	Law Enforcement	3
	General Information Services/Mental Health Care	2
	Transportation	2
	Volunteer Opportunities	2
	Unemployment/EDD	2
	School District	2
	Elder/Senior Services	1
	Educational Programs	1
	Bus Passes/Gas Vouchers	1
	Library Services	1
	Consumer Complaints/Assistance	1
	Courts/Probation System	1

	Mental Health Care Facilities	1
	Child Care	1
	Clothing	1
	Parenting Education	1
	Tenant/Landlord Rights	1
	Medi-Cal/Medicare	1
	School Readiness Programs	1
Rialto Total		242
Rimforest	Shelter	1
Rimforest Total		1
Running Springs	Utility Bill Payment Assistance	2
	Legal Assistance	2
	Food	1
	General Information Services/Organizational	1
	Income Maintenance Programs	1
	Rent/Mortgage Payment Assistance	1
	Counseling	1
	Housing	1
	Tax Assistance	1
Running Springs Total		11
San Bernardino (City)	Utility Bill Payment Assistance	128
	Food	109
	Shelter	93
	Rent/Mortgage Payment Assistance	84
	General Information Services/Organizational	74
	General Medical Care	48
	Housing	37
	Counseling	23
	Legal Assistance	23
	Substance Abuse Services	21
	Income Maintenance Programs	19
	Tax Assistance	19
	Elder/Senior Services	18
	Diapers	18
	Motel Vouchers	18
	Training/Employment Services	16
	Unmet Need (Not Listed Above)	12
	Courts/Probation System	10
	Mental Health Care Facilities	10
	Law Enforcement	10
	Consumer Complaints/Assistance	9
	Child Care	9
	Anger Management	9
	Clothing	8
	Support Groups	8
	Unemployment/EDD	8
	Educational Programs	7
	Dental Health	7
	Environmental Protection/Maintenance	7
	General Information Services/Mental Health Care	6
	Bus Passes/Gas Vouchers	5
	Cold Weather Shelter	5
	Temporary Financial Aid	5
	Baby Formula	5
	Mentoring Programs	5
	Transportation	5
	Household Items	5
	Social Security	5

	Residential Drug Treatment	5
	Emergency Medical Care	5
	Burial/Funeral Assistance	5
	Unmet Need (Not Listed Above)	4
	Tenant/Landlord Rights	4
	Municipal Services/Public Works	4
	Licenses and Certificates	3
	Volunteer Opportunities	3
	Medi-Cal/Medicare	3
	Unmet Need (Not Listed Above)	3
	Public Safety	2
	Parenting Education	2
	Sober Living	2
	School District	2
	Credit Counseling	2
	Disability Issues	2
	Child Abuse	2
	School Readiness Programs	2
	Parks & Recreation Services	2
	Veterans Benefits	2
	Domestic Violence	1
	Developmental Assessment	1
	Disaster Donations	1
San Bernardino (City) Total		970
Skyforest	Utility Bill Payment Assistance	1
	Food	1
Skyforest Total		2
Twenty-Nine Palms	General Medical Care	4
	Elder/Senior Services	3
	Rent/Mortgage Payment Assistance	3
	Counseling	3
	Shelter	2
	Utility Bill Payment Assistance	2
	Food	2
	Substance Abuse Services	2
	Housing	1
	Unmet Need (Not Listed Above)	1
	Dental Health	1
	Support Groups	1
	Tenant/Landlord Rights	1
	Adoption/Foster Care	1
	Immunizations	1
Twenty-Nine Palms Total		28
Unknown	Utility Bill Payment Assistance	297
	General Information Services/Organizational	162
	Rent/Mortgage Payment Assistance	136
	Shelter	53
	General Medical Care	35
	Unmet Need (Utility Assistance)	34
	Counseling	30
	Housing	28
	Unmet Need (Health Care)	27
	Food	24
	Legal Assistance	20
	Consumer Complaints/Assistance	16
	Income Maintenance Programs	14
	Substance Abuse Services	12
	Law Enforcement	11

	Motel Vouchers	9
	Elder/Senior Services	8
	Courts/Probation System	8
	Household Items	8
	Medi-Cal/Medicare	7
	Unemployment/EDD	7
	Mental Health Care Facilities	6
	Burial/Funeral Assistance	6
	Tax Assistance	5
	General Information Services/Mental Health Care	5
	Transportation	5
	Volunteer Opportunities	5
	Sober Living	5
	School District	5
	Parenting Education	4
	Licenses and Certificates	3
	Dental Health	3
	Training/Employment Services	3
	Donations	3
	Social Security	2
	Child Abuse	2
	Educational Programs	1
	Bus Passes/Gas Vouchers	1
	Library Services	1
	Temporary Financial Aid	1
	Baby Formula	1
	Child Care	1
	Clothing	1
	Support Groups	1
	Tenant/Landlord Rights	1
	Adoption/Foster Care	1
	Environmental Protection/Maintenance	1
	Immigration/Citizenship	1
	Emergency Medical Care	1
	School Readiness Programs	1
	Elder Abuse	1
	Disability Benefits	1
	Disaster	1
	Unknown/Not Applicable Total	1025
Upland	Shelter	20
	Utility Bill Payment Assistance	17
	Food	15
	Housing	12
	General Information Services/Organizational	11
	Rent/Mortgage Payment Assistance	10
	General Medical Care	7
	Training/Employment Services	6
	Counseling	4
	Legal Assistance	4
	Substance Abuse Services	4
	Transportation	4
	Residential Drug Treatment	4
	Income Maintenance Programs	3
	Motel Vouchers	3
	Medi-Cal/Medicare	3
	Elder/Senior Services	2
	Volunteer Opportunities	2
	Educational Programs	1

	Temporary Financial Aid	1
	Consumer Complaints/Assistance	1
	Tax Assistance	1
	Diapers	1
	Dental Health	1
	Child Care	1
	Unemployment/EDD	1
	Emergency Medical Care	1
Upland Total		140
Victorville	Utility Bill Payment Assistance	145
	Food	38
	Rent/Mortgage Payment Assistance	30
	General Medical Care	26
	Shelter	23
	General Information Services/Organizational	23
	Legal Assistance	16
	Counseling	15
	Consumer Complaints/Assistance	14
	Substance Abuse Services	12
	Dental Health	12
	Housing	11
	Motel Vouchers	11
	Training/Employment Services	10
	Mental Health Care Facilities	9
	Diapers	8
	General Information Services/Mental Health Care	8
	Transportation	7
	Elder/Senior Services	6
	Tax Assistance	6
	Child Care	6
	Income Maintenance Programs	5
	Clothing	5
	Educational Programs	4
	Baby Formula	4
	Support Groups	4
	Volunteer Opportunities	3
	Parenting Education	3
	Donations	3
	Tenant/Landlord Rights	3
	Anger Management	3
	Animal Services	3
	Bus Passes/Gas Vouchers	2
	Unmet Need (Not Listed Above)	2
	Medi-Cal/Medicare	2
	Unemployment/EDD	2
	Unmet Need (Not Listed Above)	2
	Household Items	2
	Sober Living	2
	Social Security	2
	Library Services	1
	Cold Weather Shelter	1
	Law Enforcement	1
	School District	1
	Adoption/Foster Care	1
	Environmental Protection/Maintenance	1
	Immigration/Citizenship	1
	Credit Counseling	1
	Disability Issues	1

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

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

<b>Agency Name</b>	<b>Program Name</b>	<b>Referrals</b>
2-1-1 Central Valley	2-1-1 Information and Referral	1
2-1-1 Los Angeles County	2-1-1 Information and Referral	248
2-1-1 National	2-1-1 Search	3
2-1-1 Orange County	2-1-1 Information and Referral	23
2-1-1 Sacramento County	2-1-1 Information & Referral	2
2-1-1 San Bernardino County	211 Information and Referral	4
2-1-1 San Diego County	2-1-1 Information and Referral	7
2-1-1 Santa Barbara County	2-1-1 Information and Referral	3
2-1-1 Santa Clara County	2-1-1 Information and Referral	1
2-1-1 Ventura County	2-1-1 Information and Referral	1
The 29 Palms Community Food Pantry & Outreach Ministries, Inc	Community Food Pantry	3
A is 4 Adoption	A is 4 Adoption	1
AARP - State California Office	Tax Aide	12
Ability First	Weekend Recreation and Leisure Program	1
Abundant Living Family Church	Angel Food Ministry	19
Abundant Living Family Church	Outreach Center	53
Adelanto Community Resource Center	Clothing	4
Adelanto Community Resource Center	Emergency Food	22
Adelanto Community Resource Center	Holiday Baskets	5
Adelanto Senior Center	Hot Meals	1
Adventist Community Team Services	ACTS Transit	1
Adventist Community Team Services	Emergency Food Assistance	2
Adventist Community Team Services	Meals on Wheels	2
Aegis Medical Systems, Inc.	Methadone Replacement Therapy	1
AL-ANON Family Groups and ALATEEN	Inland Empire of California Al-Anon and Alateen	3
Alcoholics Anonymous	Alcoholics Anonymous	15
Aletheian Christian Foundation	Basic Needs	61
Alternate Avenues Womens Resource Center	Bridges Parenting Support Program	3
American Association of Poison Control Centers	Poison Control	1
American Cancer Society	Education and Support	2
American Civil Liberties Union Of Southern California	Civil Liberties and Legal Issues	1
American Dental Association	Dental Care Information and Referral	1
American Immigrant Lawyers Association	Immigration Lawyer Referral Service (ILRS)	1
American Lung Association	Stop Smoking Program	2
American Red Cross - Claremont Chapter	Health and Safety Training	1
American Red Cross - Inland Empire Chapter	Health and Safety	2
American Red Cross - West Valley Division	Health and Safety Training	1
Apple Valley Fire Protection District	CPR and First -Aid Classes	2
Apple Valley Senior Center	Senior Center	1
Arrowhead Regional Medical Center	Hospital Services	9
Arrowhead Regional Medical Center	Medically Indigent Adult Health Care (MIA)	2
Arrowhead Regional Medical Center	Outpatient Care Center	3
Arrowhead Regional Medical Center	Women's Health Services	1
Asian-American Educational & Cultural Center, Inc.	Healthy Seniors Program	1
Associated Clinical Therapists, Inc.	Associated Clinical Therapist, Inc.	9
Barstow Community Hospital	Hospital Services	1
Barstow Humane Society	Animal Care	1
Benevolent Animal Rescue Committee	Benevolent Animal Rescue Committee	4
Bethany Christian Services	Foster Home Placement	1
Better Business Bureau	Complaint Department	2
Bienestar Human Services	Community Service	2
Bienestar Human Services	Individual Support	1
Bienestar Human Services	LGBT Outreach	1
Bienestar Human Services	Syringe Exchange/Skills Building Workshops	1
City of Big Bear Lake Fire Protection District	Fire and Rescue	1
Big Brothers Big Sisters of Greater Los Angeles and the Inland Empire	Community Based Mentoring	1
Bilingual Family Counseling Service, Inc.	Safe and Stable Families	9
Bilingual Family Counseling Service, Inc.	Substance Abuse Treatment	2
Boys & Girls Club of San Bernardino	Reading For Success	1
Boys & Girls Club of San Bernardino	Recreation Activities	1
Boys Town National Hotline	National Hotline	6
Braille Institute of America, Inc.	Low Vision Rehabilitation Services	1
Building a Generation	East Valley Bridges to Success	1
Bureau of State Audits	The California Whistleblower Protection Act	1
California Childcare Health Program, California Childcare Healthline	California Child Care Healthline	1
California Coalition for Youth	Youth Crisis Line	7
California Conservation Corps	Training and Education Program	1
California Department of Aging	California Care Network	1
California Department of Consumer Affairs	Consumer Information Center	1
California Department of Corrections	Parole and Community Services Division	4
California Department of Fair Employment and Housing	Fair Employment and Housing	4
California Department of Industrial Relations	Labor Standards Enforcement	1
California Department of Motor Vehicles	DMV Services	9

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

California Department of Social Services	Child Care Licensing	2
California Department of Transportation	Caltrans	2
California Franchise Tax Board	Tax Information	2
California HealthCare Foundation	California Nursing Home Search	1
California Highway Patrol	Freeway Patrol Service	2
California Public Utilities Commission	LifeLine Telephone Service	7
California Smokers Helpline	Smoking Cessation Program	1
California State University San Bernardino	General Counseling	16
California Student Aid Commission	Cal Grants	1
California Victim Compensation and Government Claims Board	Victim Compensation Program	1
California Youth Crisis Line	Crisis Hotline	3
Call for Life Pregnancy Help Center	Crisis Pregnancy Center	18
Cancer Information Service of California	Cancer Information Service	3
Caring for the Hills	Christmas Toys	1
Caring for the Hills	Emergency Food Boxes	9
Caring for the Hills	Food Pantry	8
Caring for the Hills	Senior Meal Delivery	1
Carnegie Library	Homework Assistance Center	1
Carpenters House	ACTS 29 Food Ministry	89
Carter Branch Library	Library Services	1
Casa Colina Centers for Rehabilitation	Adult Day Health Care	1
Casa de San Bernardino	Youth Substance Abuse Outpatient Program	6
Casa Ramona Senior Center	Senior Center	2
Catholic Charities - Brother Miguel Center	Emergency Food Distribution	2
Catholic Charities - Brother Miguel Center	Housing and homeless prevention	2
Catholic Charities - Brother Miguel Center	Utility Assistance	1
Catholic Charities of San Bernardino/Riverside	Advocacy and Referrals	7
Catholic Charities of San Bernardino/Riverside	Case Management	3
Catholic Charities of San Bernardino/Riverside	Christmas Baskets	6
Catholic Charities of San Bernardino/Riverside	Christmas Dinner	1
Catholic Charities of San Bernardino/Riverside	Christmas Toys	28
Catholic Charities of San Bernardino/Riverside	Clothes/Household Items	47
Catholic Charities of San Bernardino/Riverside	Food Assistance	111
Catholic Charities of San Bernardino/Riverside	Funeral Referral	10
Catholic Charities of San Bernardino/Riverside	Housing and Support Services	5
Catholic Charities of San Bernardino/Riverside	Individual/Family Counseling	18
Catholic Charities of San Bernardino/Riverside	Parent Education Services	3
Catholic Charities of San Bernardino/Riverside	Prescription Service	11
Catholic Charities of San Bernardino/Riverside	Refugee & Immigration Services	4
Catholic Charities of San Bernardino/Riverside	Rent/Mortgage Assistance	195
Catholic Charities of San Bernardino/Riverside	Thanksgiving Dinner	1
Catholic Charities of San Bernardino/Riverside	Transportation Assistance	35
Catholic Charities of San Bernardino/Riverside	Utility Assistance	331
Cedar House Rehabilitation Center	Detoxification	13
Cedar House Rehabilitation Center	Outpatient Therapy / Counseling Program	3
Cedar House Rehabilitation Center	Residential Treatment	7
Center for Nonprofit Management	Nonprofit Resource Library	1
Centers for Medicare and Medicaid Services	Home Health Compare	1
Central City Lutheran Mission	Cold Weather Only- Shelter Program	60
Central City Lutheran Mission	Food Giveaway	33
Central City Lutheran Mission	Kinship Family Center	1
Central City Lutheran Mission	The H Street Clinic	45
Central City Lutheran Mission	Transitional Housing for HIV Affected	1
Chaffey Joint Union High School District	Chaffey Adult School	1
Childrens Fund	Childrens Fund	1
Chino Hills Counseling	Chino Hills Counseling	11
Chino Neighborhood House	Clothing Distribution	3
Chino Neighborhood House	Emergency Food	33
Chino Neighborhood House	Household Item Distribution	2
Chino Valley Medical Center	Hospital Services	2
Christian Counseling Service of the East Valley	General Counseling	8
Circle of Hope - Gods Kitchen	Overnight Emergency Shelter	31
Circle of Hope - Gods Kitchen	Transitional Living Program	12
City of Colton	City Hall	4
City of Colton	Colton - Childcare Program	1
City of Colton	Colton - State Pre-School Program	1
City of Fontana	City Hall	6
City of Fontana	Community Services	2
City of Hesperia	City Hall	6
City of Highland	Down Payment Assistance Program	1
City of Hope Medical Center	Cancer Treatment Services	2
City of Loma Linda	City Hall	2
City of Montclair	Food Distribution	11
City of Montclair	Health Service Alliance	4

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

City of Montclair	Medical Clinic-Evening	20
City of Montclair	Nutrition And Parent Education	1
City of Ontario	Cares Program	1
City of Ontario	City Hall	3
City of Ontario	Senior Center	1
City of Ontario Fire Department	CPR and First-Aid Classes	1
City of Rancho Cucamonga	City Hall	5
City of Redlands	Community Services	1
City of Rialto	City Hall	4
City of San Bernardino	City Hall	12
City of Upland	City Hall	6
City of Victorville	City Hall	6
Clear View Treatment Center	Substance Abuse Recovery	8
Colton Joint Unified School District	Public Education	3
Colton-Redlands-Yucaipa ROP	Sharewear	1
Community Action Partnership of San Bernardino County	Energy, Education and Environmental Services Department	510
Community Action Partnership of San Bernardino County	Family Development	206
Community Action Partnership of San Bernardino County	Food Bank	24
Community Action Partnership of San Bernardino County	Volunteer Income Tax Assistance (VITA/EITC)	1
Community Assistance Program	Community Assistance Program	2
Community Assisting Recovery, Inc.	Disaster Recovery Services	1
Community Health Systems, Inc.	Medical, Dental, and Optometry	53
Community Hospital of San Bernardino	Behavioral Health Services	13
Community Hospital of San Bernardino	Community Education Classes	1
Community Hospital of San Bernardino	Crisis Intervention	39
Community Hospital of San Bernardino	Hospital	8
CRC Health Corporation	Drug Addiction Services	8
Crosslight Family Ministries / Fortress Christian Center	Outreach	29
The David & Margaret Youth and Family Services	Community Based Education	3
Delmann Heights Community Center	Salvaged Bread Program	3
Delmann Heights Community Center	U.S.D.A. Commodity	10
Denti-Cal Referral Line	Hotline	2
Department of Rehabilitation Inland Empire District	Vocational Rehabilitation	1
Desert Manna Ministries	Christmas Baskets	1
Desert Manna Ministries	Clothes Closet	1
Desert Manna Ministries	Cold Weather Shelter	5
Desert Manna Ministries	Community Meals	3
Desert Manna Ministries	Electric Assistance Fund (EAF)	18
Desert Manna Ministries	Emergency Shelter	9
Desert Manna Ministries	Food Commodities	3
Desert Manna Ministries	Thanksgiving Baskets	1
Desert Manna Ministries	Transportation Assistance	3
Desert Sanctuary, Inc.	Bright Beginnings Child Care	1
Desert Sanctuary, Inc.	Catholic Charities Grants Case Management	22
Desert Sanctuary, Inc.	Cedar Chest Thrift Shop	6
Desert Sanctuary, Inc.	Domestic Violence Outreach/Community Resource Center	1
Desert Valley Hospital	Hospital Services	3
Desert Valley Hospital	Public Health Library	1
Don Day Community Center	Tiny Tots	1
DOVES of Big Bear Valley, Inc.	Domestic Violence Shelter	1
East Valley Community Health Center, Inc.	General Medical Services	23
Easter Seals Southern California	Child Development Center	2
Echos Of Faith World Outreach Ministries	Operation Fresh Start	39
Echos Of Faith World Outreach Ministries	Thanksgiving Meals	1
Employment Development Department	Bonding	25
Employment Development Department	Employment Information	23
Employment Development Department	Paid Family Leave	2
Employment Development Department	Placement Services for Job Seekers	59
Employment Development Department	Training	9
Employment Development Department	Unemployment Insurance	12
Employment Development Department	Workforce Investment Act (WIA)	2
EyeCare America	Seniors Eye Care Program	1
Faith Lutheran Church	Community Food Pantry	4
Faiths Hope Foundation	Medical Expense Assistance	1
Faiths Hope Foundation	Necessity Assistance	9
Families and Friends of Murder Victims	Support Group	1
Family Service Agency of San Bernardino	Crestline Food and Clothing Bank	5
Family Service Agency of San Bernardino	Disaster Recovery Services	1
Family Service Agency of San Bernardino	Domestic Violence Program	17
Family Service Agency of San Bernardino	Individual, Family & Group Therapy	13
Family Service Agency of San Bernardino	Outpatient Mental Health Treatment	1
Family Service Agency of San Bernardino	Utility Assistance Fund (EAF & GAF)	6
Family Service Association of Redlands	Cold Weather Vouchers	20
Family Service Association of Redlands	Disaster Recovery Services	5

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

Family Service Association of Redlands	Family Support	29
Family Service Association of Redlands	Home Again	14
Family Solutions	Early Childhood Programs	1
First 5 Commission of San Bernardino County	First 5 Commission of San Bernardino County	6
First Chance/Y-CHOW, Inc.	Sober Living	13
First Steps Child Development Center, Inc.	Affordable Child Care	2
Fontana Lewis Library & Technology Center	Library Services	1
Fontana Police Department	Fontana Police Department	2
Food and Drug Administration	Law Enforcement	1
Foothill Family Shelter	Food Pantry	62
Foothill Family Shelter	Foothill Family Shelter	27
Foothill Family Shelter	Harold Cares About Your Future	2
Foothill Family Shelter	Shelter Court	1
Frazee Community Center	Hot Meals	53
Frazee Community Center	Medical Treatment	38
Frazee Community Center	Shelters	52
G.A.P. Food Bank	G.A.P. Food Bank	4
Gamblers Anonymous	Gamblers Anonymous	2
Gift Ministries	Gift Ministries - The Clothes Closet	10
Good Steward Day Care	Child Care Service	3
Goodwill Southern California	Career Resource Center	12
Goodwill Southern California	Goodwill WORKs	1
Goodwill Southern California	Retail Stores and Used Goods	4
Greater American Care Centers, Inc.	Safety and Wellness Program	2
Habitat For Humanity, San Bernardino Area, Inc.	Habitat For Humanity	1
Hands On Inland Empire	Alternative Sentencing	21
Hands On Inland Empire	Volunteer Opportunities	9
Hannahs House	Foster Care & Adoptions	3
Healthy Families	Health Care Coverage	12
Hernandez Community Center	Nutrition Services	6
Hernandez Community Center	Senior Center	2
Hi-Desert Medical Center	Hospital Services	1
High Desert Child Adolescent and Family Services Center	Alcohol & Drug Prevention	1
High Desert Child Adolescent and Family Services Center	Anger Management	7
High Desert Child Adolescent and Family Services Center	Co-Parenting	2
High Desert Child Adolescent and Family Services Center	Delayed Entry of Judgement	2
High Desert Child Adolescent and Family Services Center	Individual and Group Counseling	19
High Desert Child Adolescent and Family Services Center	Outpatient Substance Abuse Treatment	1
High Desert Child Adolescent and Family Services Center	Parenting Classes	3
High Desert Child Adolescent and Family Services Center	Supervised Visitation	1
High Desert Domestic Violence Program, Inc.	Domestic Violence Program Services	10
High Desert Homeless Services, Inc	Shelter	39
High Desert New Beginnings, Inc.	Work Force Development Title I Youth Program	1
High Desert Relative Caregivers	Relative Caregivers	1
High Desert Transitional Living Connection	Christmas Meal and Festivities	3
High Desert Transitional Living Connection	Thanksgiving Baskets	2
Higher Ground Christian Intervention Program	Higher Ground Christian Intervention Program	3
His Hands Ministry	Clothing Bank	4
His Hands Ministry	Food Bank	3
House of Ruth, Inc.	Counseling	1
House of Ruth, Inc.	Emergency Hotline	6
House of Ruth, Inc.	Emergency Shelter	18
House of Ruth, Inc.	Temporary Restraining Order Clinic	1
House of Ruth, Inc.	Transitional Living	2
House of Ruth, Inc.	Transitional Services	1
Housing Authority of the County of San Bernardino	Family Unification Program	24
Housing Authority of the County of San Bernardino	Mainstream Program	2
Housing Authority of the County of San Bernardino	Public Housing	17
Housing Authority of the County of San Bernardino	Section 8 Program	37
Housing Authority of the County of San Bernardino	Senior Housing	1
Housing Authority of the County of San Bernardino	Shelter Plus Care Program	1
Housing Authority of the County of San Bernardino	Tenant Based Assistance Program (TBA)	1
Humanitarian International Services Group	Eyes for You	1
Inland Agency	Community Tool Box	21
Inland Agency	Desert Sierra Partnership	1
Inland Agency	HICAP	1
Inland AIDS Project	Mental and Behavioral Health Treatment	1
Inland Caregivers Resource Center	Support Groups	1
Inland Empire Health Plan	Healthy Kids	4
Inland Empire United Way	Hands On Inland Empire	2
Inland Fair Housing and Mediation Board	Education and Outreach	4
Inland Fair Housing and Mediation Board	Inland Fair Housing and Mediation	40
Inland Fair Housing and Mediation Board	Senior Services	1
Inland Hospice Association	Children/Youth Bereavement Group	1

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

Inland Hospice Association	Hospice Care	1
Inland Regional Center	Inland Regional Center	4
Inland Temporary Homes	Shelter & Transitional Housing	29
Inland Valley Hope Partners	Food Security Program	58
Inland Valley Hope Partners	Rent Payment Assistance	26
Inland Valley Hope Partners	Shelter/Housing Program	5
Inland Valley Hope Partners	Utility Assistance	38
Inland Valley Humane Society and S.P.C.A	Animal Adoption	1
Inland Valley Humane Society and S.P.C.A	Animal Care & Control	1
Inland Valley Humane Society and S.P.C.A	Vaccine Clinic	2
Inland Valley Justice Center	Dispute Resolution	4
Inland Valley Recovery Services	Inland Valley Recovery Services	22
Internal Revenue Service	Internal Revenue Service	3
James L. Brulte Senior Center	Senior Services	1
Jericho Outreach, Inc.	Living Facilities	4
Jericho Outreach, Inc.	Residential/Outpatient Services	7
Job Corps	Job Training	4
Josephine Knopf Senior Center	Senior Lunch Program	1
Josephine Knopf Senior Center	Tiny Tots	1
Kaiser Permanente Medical Center	Family Rules Parenting Class	1
Kaiser Permanente Medical Center	Hospital Services	1
Kids Come First Community Clinic	Kids Come First	11
Kids Korps USA	Kids Korps USA	1
Kids Turf Day Care Center	Day Care	4
Kids Wish Network	Funeral Assistance	1
LaSalle Medical Associates	Health Clinic	23
LaSalle Medical Associates	Well Women Exam	1
Law Library for San Bernardino	Law Library	1
League of United Latin American Citizens	Scholarships Funds	1
Legal Aid Society of San Bernardino	Legal Aid Clinic	85
Libreria del Pueblo, Inc.	Citizenship, English and Computer Classes	1
Libreria del Pueblo, Inc.	Immigration Services	3
Libreria del Pueblo, Inc.	Legal Clinic	10
LifeStream	Blood Donation Program	2
Loma Linda Diabetes Support Group	Winning With Diabetes	1
Loma Linda Marriage & Family Therapy Clinic	Loma Linda Marriage & Family Therapy Clinic	3
Loma Linda University Medical Center	Hospital Services	4
Loma Linda University Medical Center	Just for Moms Comprehensive Tabacco Treatment	1
Loma Linda University Psychology Department	Psychological Services Clinic	2
Loveland Jubilee Pantry	Jubilee Pantry	125
Lucerne Valley Domestic Violence Outreach	Batterer's Intervention Program	1
Lucerne Valley Domestic Violence Outreach	Counseling	1
Lutheran Social Services of Southern California	52 Week Parenting / Child Abuser / Anger Management/Batterer's Inter	2
Lutheran Social Services of Southern California	Food Bank and Bread Program	1
Lutheran Social Services of Southern California	Probation, Juvenile Anger Management, Substance Abuse	1
Lutheran Social Services of Southern California	Sexual Abuse Treatment	1
Marys Mercy Center, Inc.	Christmas Gifts	25
Marys Mercy Center, Inc.	Christmas Meals	2
Marys Mercy Center, Inc.	Marys Children Program	41
Marys Mercy Center, Inc.	Marys Table	75
Marys Mercy Center, Inc.	Saint Joseph Clothes Closet	9
Marys Mercy Center, Inc.	Showers	2
Marys Mercy Center, Inc.	St. Martin de Porres Emergency Food Bag Program	40
Marys Mercy Center, Inc.	Thanksgiving Meals	5
Marys Mercy Center, Inc.	Veronicas Home of Mercy	9
Meals On Wheels - Rancho Cucamonga	Meals On Wheels	2
Meals On Wheels- Redlands, Inc	Meals On Wheels	2
Mercy House	Assisi House	23
Mercy House	Guadalupe Residence	7
Mercy House	Walk-In Center	100
Mexican Consulate General	Consular Services	3
Mimis House Transitional Housing	Mimis House	16
Modest Needs	Back-To-Work-Grants	1
Modest Needs	Independent Living Grants	1
Mojave Basin Youth Corps, Inc.	Youthbuild	1
Morongo Basin Unity Home, Inc.	Domestic Violence- Emergency Shelter	2
Morongo Basin Unity Home, Inc.	Transitional Housing	2
Moses House Ministries	The Boutique	33
Moses House Ministries	Crossings	2
Mountain Community Hospital	Rural Health Clinic	1
Mountain View Child Care, Inc.	Kidship-Preschool and Pediatric Day Health	1
Mountain View Community Church	Food Pantry	55
Mountain View Community Church	Mountain View Preschool	1
Mountain View Community Church	Substance Abuse Meetings	4

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

Narcotics Anonymous	Narcotics Anonymous Support Group	9
National Association of Social Workers	Counseling and Psychotherapy Referral	1
National Community Renaissance	Affordable Housing	75
National Domestic Violence Hotline	Domestic Violence Hotline	9
National Health Information Center	Health Information Clearinghouse	2
National Suicide Prevention Lifeline	Suicide Hotline	5
National Suicide Prevention Lifeline	Suicide Prevention Lifeline	6
Naval Hospital Camp Pendleton	Barstow Branch Clinic	1
NCNW Bethune Center	GED Preparation	1
Neighborhood Housing Services of the Inland Empire, Inc.	Down Payment Assistance	1
Neighborhood Housing Services of the Inland Empire, Inc.	Foreclosure Prevention	6
Neighborhood Housing Services of the Inland Empire, Inc.	Home Buyer Education & Financial Fitness	1
Neighborhood Housing Services of the Inland Empire, Inc.	Home Ownership	2
Neighborhood Housing Services of the Inland Empire, Inc.	Homebuyer Orientation	2
Neighborhood Partnership Housing Services, Inc.	Foreclosure Counseling	4
Neighborhood Partnership Housing Services, Inc.	Home Ownership	1
Neighborhood Partnership Housing Services, Inc.	Homebuyer Education Class	4
New Directions	Therapeutic Community	2
New Hope Christian Fellowship	Lifeline	5
New Hope Village, Inc.	New Hope Village	1
Newberry Springs Senior Service Association, Inc	Senior Center	1
Newton T. Bass Apple Valley Branch Library	Library Services	1
Northtown Housing Development Corp.	College Scholarship Program	1
Northtown Housing Development Corp.	Government Food Commodities	2
Northtown Housing Development Corp.	Immunization Clinic	2
Office of the Attorney General	Regulatory Services	1
Oldtimers Foundation	Home maintenance and Conservation	2
Oldtimers Foundation	Nutrition	2
Oldtimers Foundation	Transportation Services	1
Olive Branch Counseling Center	Anger Management	15
Olive Branch Counseling Center	Parenting Classes	4
Olive Branch Counseling Center	Relationship Counseling	1
Omnitrans	Access Service	11
Omnitrans	Omnitrans	1
Ontario Police Department	Police Department	1
Ontario Senior Center	Senior Nutrition	1
Ontario Senior Center	Social Services	1
Ontario/Montclair YMCA	ChildCare	2
Ontario/Montclair YMCA	Matrix	1
Operation Provider	Basic Need Assistance	2
Operation Provider	Disaster Recovery Services	2
Operation Provider	Electric and Gas Assistance Fund (EAF & GAF)	3
Option House, Inc.	Community Education	3
Option House, Inc.	Domestic Violence Shelter Services	22
Our Lady of Hope	Christmas Baskets	1
Our Lady of Hope	Food Pantry	83
Our Lady of Hope	Government Commodities Food Program	48
Our Lady of Hope	Hot Meal Ministry	3
Our Lady of Hope	Thanksgiving Baskets	5
Our Lady of the Desert	Food Pantry	60
Pacific Clinics	Child & Family Services	2
Pacific Clinics	F.U.N. Clubhouse	1
PAL Humane Society	Humane Society	3
Para Los Niños	Para Los Niños Family Resource Center	61
Para Los Niños	Parenting Classes	1
Partnership for Prescription Assistance	Prescription Assistance	12
Planned Parenthood of Orange and San Bernardino Counties	Contraceptive Clinics	5
Planned Parenthood of Orange and San Bernardino Counties	Pregnancy Testing, Counseling, and Referral	4
Planned Parenthood of Orange and San Bernardino Counties	Prenatal Services	2
Planned Parenthood of Orange and San Bernardino Counties	Sexually Transmitted Infections Treatment	1
Pomona Valley Hospital Medical Center	Central Avenue Urgent Care Center	1
Pomona Valley Workshop	Adult Development Center	1
Priscillas Helping Hands, Inc.	Clothes Closet	9
Priscillas Helping Hands, Inc.	Community Meal	2
Priscillas Helping Hands, Inc.	Project R.E.A.C.H.	1
Prison to Peace Outreach	Job Search Assistance	4
Project Cuddle	Project Cuddle	1
Project Cuidar-SB	Child Enrichment Groups & Parenting Classes	1
Project Sister Family Services	Counseling	1
Project Sister Family Services	Support groups	2
Protection and Advocacy	Disability Rights	1
Provisional Accelerated Learning (PAL) Center	Comprehensive Child Care	3
Rader Program	Eating Disorders	1
Rancho Cucamonga Family Resource Center	Emergency Food	24

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

Rancho Cucamonga Family Resource Center	Good Healing/Good Grief	3
Rancho Cucamonga Family Resource Center	Thanksgiving Baskets	4
Reach Out Morongo Basin	Minor Home Repairs	1
REACH-St. Catherine of Siena	Food Assistance	15
Rebuilding Mountain Hearts & Lives	Rim Communities Resources Network	1
Redlands Community Hospital	Family Clinic	3
Redlands Community Hospital	Hospital Services	1
Redlands Day Nursery	Child Care	1
Redlands Family YMCA	Legal Aid	1
Redlands Family YMCA	Resident Camp	1
Redlands Family YMCA	School Age Care	1
Redlands Police Department Recreation Bureau	Youth Coalition Teen Committee	1
Redlands Unified School District	Community Based English Tutoring	1
Rialto Police Department	Rialto Police	5
Rim Family Services, Inc.	Court Ordered Program	1
Rolling Start, Inc.	Computer Literacy Classes	1
Rolling Start, Inc.	Helpline	1
Rolling Start, Inc.	Housing	4
Rolling Start, Inc.	Independent Living Skills	1
Rolling Start, Inc.	Systems and Individual Advocacy	1
Rose of Sharon Life Center	The Life Center	24
Running Springs Assembly of God	Food for Life	3
Rx Help For Californians	Prescription Assistance	9
Salvation Army - Ontario	Christmas Baskets	1
Salvation Army - Ontario	Christmas Toys	5
Salvation Army - Ontario	Emergency Food Box	13
Salvation Army - Ontario	Emergency Rental/Mortgage Assistance	28
Salvation Army - Ontario	Healthy Families Enrollment Agent	2
Salvation Army - Ontario	Motel Vouchers	36
Salvation Army - Redlands	Electric and Gas Assistance Fund (EAF & GAF)	19
Salvation Army - San Bernardino	Christmas Meals	2
Salvation Army - San Bernardino	Food Program	75
Salvation Army - San Bernardino	Shelter Program	159
Salvation Army - San Bernardino	Thanksgiving Meals	1
Salvation Army-Victor Valley	Christmas Baskets	4
Salvation Army-Victor Valley	Christmas Toys	6
Salvation Army-Victor Valley	Clothing for Interviews	6
Salvation Army-Victor Valley	Food Assistance	65
Salvation Army-Victor Valley	Motel Vouchers	23
Salvation Army-Victor Valley	Utility Assistance	196
Samaritan Counseling Center	Behavior Education and Management Services	1
Samaritan Counseling Center	Counseling	6
San Antonio Community Hospital	Educational Suite	2
San Antonio Community Hospital	Hospital Services	3
San Antonio Community Hospital	Urgent Care	2
San Bernardino City Unified School District	California School Age Families Education	1
San Bernardino City Unified School District	Family Resource Center	1
San Bernardino City Unified School District	Public Education	1
San Bernardino County Animal Care & Control	Animal Services	5
San Bernardino County Auditor-Controller/Recorder	County Assessor	2
San Bernardino County Auditor-Controller/Recorder	Recorder/Clerk	5
San Bernardino County Childrens Network	Child Abuse Planning Prevention Committee	1
San Bernardino County Department of Aging and Adult Services	Adult Protective Services	6
San Bernardino County Department of Aging and Adult Services	Family Caregiver Support Program	6
San Bernardino County Department of Aging and Adult Services	In Home Supportive Services	46
San Bernardino County Department of Aging and Adult Services	Linkages Program	1
San Bernardino County Department of Aging and Adult Services	Multipurpose Senior Services Program	6
San Bernardino County Department of Aging and Adult Services	Senior Information and Assistance Program	12
San Bernardino County Department of Aging and Adult Services	Senior Nutrition Services	1
San Bernardino County Department of Behavioral Health	Alcohol and Drug Services	28
San Bernardino County Department of Behavioral Health	Behavioral Health Resource Center Central Triage Services (After Hou	3
San Bernardino County Department of Behavioral Health	Centralized Children's Intensive Case Management Services	3
San Bernardino County Department of Behavioral Health	Centralized Hospital Aftercare Services	2
San Bernardino County Department of Behavioral Health	Children's Crisis Response Team	19
San Bernardino County Department of Behavioral Health	Housing Program	3
San Bernardino County Department of Behavioral Health	Jail Mental Health Services	1
San Bernardino County Department of Behavioral Health	Outpatient Services	28
San Bernardino County Department of Behavioral Health	The Access Unit	26
San Bernardino County Department of Behavioral Health	Transitional Age Youth One Stop Center	6
San Bernardino County Department of Child Support Services	Child Support Services	7
San Bernardino County Department of Childrens Services	Child Protective Hotline	12
San Bernardino County Department of Childrens Services	Foster Care	2
San Bernardino County Department of Community Development and Housing	American Dream Downpayment Initiative	1
San Bernardino County Department of Community Development and Housing	Homeownership Assistance Program	3

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

San Bernardino County Department of Community Development and Housing	Senior Home Repair Program	2
San Bernardino County Department of Probation	Probation	4
San Bernardino County Department of Public Health	AIDS Program	2
San Bernardino County Department of Public Health	Alcohol and Drug Abuse Prevention Program	1
San Bernardino County Department of Public Health	Black Infant Health Project	2
San Bernardino County Department of Public Health	Child Health and Disability Prevention	1
San Bernardino County Department of Public Health	DBH-CalWorks	7
San Bernardino County Department of Public Health	Health Promotion and Education	1
San Bernardino County Department of Public Health	Hotline for Food-Nutrition Program	6
San Bernardino County Department of Public Health	Immunizations	14
San Bernardino County Department of Public Health	Prenatal Clinic	1
San Bernardino County Department of Public Health	Reproductive Health Centers	3
San Bernardino County Department of Public Health	Smile in Style	2
San Bernardino County Department of Public Health	Traffic S.A.F.E. Program	5
San Bernardino County Department of Public Health	Tuberculosis Control Program	3
San Bernardino County Department of Public Health	Women Infants and Children (WIC)	33
San Bernardino County Department of Veterans Affairs	Burial Benefits	1
San Bernardino County Department of Veterans Affairs	Health Care	2
San Bernardino County Department of Veterans Affairs	Veterans Claims Assistance	1
San Bernardino County Department of Veterans Affairs	Vocational Rehabilitation	1
San Bernardino County District Attorney	General Information	4
San Bernardino County District Attorney	Victim Services Unit	1
San Bernardino County Land Use Services Department	Code Enforcement Division	1
San Bernardino County Office Of The Assessor	San Bernardino County Fire Information	1
San Bernardino County Preschool Services Department	Head Start	8
San Bernardino County Preschool Services Department	Support Services	4
San Bernardino County Public Authority	In-Home Supportive Services Registry	2
San Bernardino County Sheriffs Department	Detention Facilities	12
San Bernardino County Sheriffs Department	Law Enforcement	6
San Bernardino County Superintendent of Schools	Child Care Referral Services	22
San Bernardino County Superintendent of Schools	KidsNCare Child Care Food Program	1
San Bernardino County Superintendent of Schools	KidsNCare Child Care Subsidized Payment Program	13
San Bernardino County Transitional Assistance Department	C4Yourself	8
San Bernardino County Transitional Assistance Department	CalWORKs Program	100
San Bernardino County Transitional Assistance Department	Cash Aid Program for Immigrants	3
San Bernardino County Transitional Assistance Department	Child Care Programs	7
San Bernardino County Transitional Assistance Department	Disaster Food Stamp Program	25
San Bernardino County Transitional Assistance Department	Food Stamp Program	60
San Bernardino County Transitional Assistance Department	Foster Care Program	1
San Bernardino County Transitional Assistance Department	Health Care Options	2
San Bernardino County Transitional Assistance Department	Medi-Cal Program	77
San Bernardino County Transitional Assistance Department	Refugee Resettlement Program	1
San Bernardino County Transitional Assistance Department	The General Relief Program	5
San Bernardino County Transitional Assistance Department	Volunteer Income Tax Assistance (VITA)	25
San Bernardino Family YMCA	Adult Sports	1
San Bernardino Family YMCA	Afterschool Program	1
San Bernardino Family YMCA	Preschool	1
San Bernardino Family YMCA	Teen Zone	1
San Bernardino Police Department	Police Department	7
San Bernardino Senior Center	Senior Center	1
San Bernardino Sexual Assault Services, Inc	Sexual Assault Program	5
Save The Babies	Miracles in Recovery	1
SEIU United Long Term Care Workers Union	Home Care Registry	1
Senior Corps	Foster Grandparents	1
Set Free Christian Fellowship	Food Ministry	6
Set Free Christian Fellowship	Thanksgiving Meals	2
The Sober Living Network	Internet Information and Referral Service	14
Social Action Community Health System	Behavioral, Therapeutic and Dental Health Care	19
Social Action Community Health System	Primary Health Care	8
Social Security Administration	Social Security	21
Southern California Edison	California Alternate Rates for Energy	7
Southern California Edison	Energy Management Assistance Program	1
Southern California Edison	Medical Baseline Program	2
Southern California Gas Company	CARE	5
Southern California Gas Company	Direct Assistance Program	1
Southern California Gas Company	Medical Baseline Program	2
Southwest Gas Company	Deferred Payment Program	2
Southwest Gas Company	Low-Income Energy Efficiency Weatherization Program	1
Southwest Gas Company	Medical Baseline Program	4
St. Bernardine Medical Center	Hospital Services	4
St. John of God Health Care Services	Assistance Services	90
St. John of God Health Care Services	Community Recovery Center	2
St. John of God Health Care Services	Detox Center	6
St. John of God Health Care Services	Electric Assistance Fund (EAF)	192

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

St. John of God Health Care Services	Food Assistance	68
St. John of God Health Care Services	Residential Rehabilitation for Parents with Young Children	1
St. John of God Health Care Services	Residential Substance Abuse Treatment	10
St. John of God Health Care Services	Sober Living Homes	11
St. Johns Community Success Center	Family Services	1
St. Johns Community Success Center	Standing Community Services	8
St. Mary Medical Center	Hospital Services	1
START Pediatric Neurodevelopmental Assessment and Treatment Center	START Center	1
State Bar of California	Attorney Information and Referral Service	1
Superior Court of California, County of San Bernardino	Civil Court/ Unlawful Detainer	1
Superior Court of California, County of San Bernardino	Criminal Court	4
Superior Court of California, County of San Bernardino	Family Court	9
Superior Court of California, County of San Bernardino	Juvenile Court	2
Superior Court of California, County of San Bernardino	Probate Court	3
Superior Court of California, County of San Bernardino	Small Claims Court	1
Superior Court of California, County of San Bernardino	Traffic Court	3
Teen Challenge of Southern California	Residential Substance Abuse Program	3
Teen Line	Teen Line	4
Telecare High Desert Crisis Walk-In Center	Crisis Walk-In Center	4
The Agape House	New Life Program	16
The Medical Board of California	Medical Board	1
The Restorative Justice Center of The Inland Empire	Face-To Face Inmate Release Program	2
The Trevor Project	Trevor Helpline	1
The Way Station	Food Assistance	2
Time For Change Foundation	Sweet Dreams House	7
Touched Ones United Creating Hope, Inc.	Backpack Ministries	1
Training With Pay	Feed the Children of the Desert	2
Travelers Aid of the Inland Empire	Emergency Transportation and Referral Service	3
Travelers Aid of the Inland Empire	Information and Referral at Ontario International Airport	3
Tri-City Mental Health Center	Adult Outpatient Services	1
Tri-County Dental Society	Dental Care Information and Referral	2
Tri-County Dental Society	Free Dental Work for Children	9
Twentynine Palms Senior Center	Senior Center	1
U.S. Citizenship and Immigration Services	Citizenship and Immigration Services	7
U.S. Department of Commerce	Digital TV Coupon Program	4
U.S. Department of Housing and Urban Development	Hope for Homeowners	5
U.S. Department of Housing and Urban Development	HUD	7
The Unforgettables Foundation	Burial Assistance	7
United Way - Mojave Valley United Fund, Inc.	Mojave Valley United Way Fundraising	1
Upland Animal Shelter	Helping Out Pets Everyday	3
Valley Fellowship - Seventh Day Adventist Church	Community Services	7
Valley Fellowship - Seventh Day Adventist Church	Thanksgiving Baskets	2
Valley Star Children and Family Services	Mental Health Services	1
Victims of Crime Resource Center	Resource Center	1
Victor Valley Community Dental Service	Dental Service Program	18
Victor Valley Community Hospital	Hospital Services	2
Victor Valley Community Services Council	Volunteer Center	2
Victor Valley Domestic Violence	Domestic Violence Shelter	7
Victor Valley Domestic Violence	Referral Services for a "A Better Way"	1
Victor Valley Domestic Violence	Temporary Restraining Orders	1
Victor Valley Rescue Mission	Food Services & Clothing	76
Victor Valley Rescue Mission	Recovery Program	6
Victor Valley Transit Authority	Direct Access/Dial-A-Ride	4
Victor Valley Transit Authority	Victor Valley Transit Authority	2
Victorville Police Department	Municipal Police	1
Visiting Nurse Association Of The Inland Counties	Home Health Aide Services	1
Vista Guidance Centers	Adolescent Anger Management	3
Vista Guidance Centers	Adult Anger Management Services	10
Vista Guidance Centers	Christmas Meals	1
Vista Guidance Centers	Christmas Toys	26
Vista Guidance Centers	Co-Occuring Mental Health and Substance Abuse Treatment Services	1
Vista Guidance Centers	DEJ Program (PC1000)	1
Vista Guidance Centers	Domestic Violence (Batterers Treatment Program)	5
Vista Guidance Centers	Mental Health Homeless Services	1
Vista Guidance Centers	Mental Health Services	17
Vista Guidance Centers	Mental Health Services Club House	1
Vista Guidance Centers	Parenting Classes	7
Vista Guidance Centers	Recovery Center	1
Vista Guidance Centers	Thanksgiving Meals	1
Vocational Improvement Program, Inc.	Direct Placement	1
Vocational Improvement Program, Inc.	Vocational Evaluation	1
Vocational Improvement Program, Inc.	Work Activity Program	1
Volunteer Center of Riverside County	2-1-1 Riverside County	258
Volunteer Income Tax Assistance (VITA)	Earned Income Tax Credit (EITC)	38

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

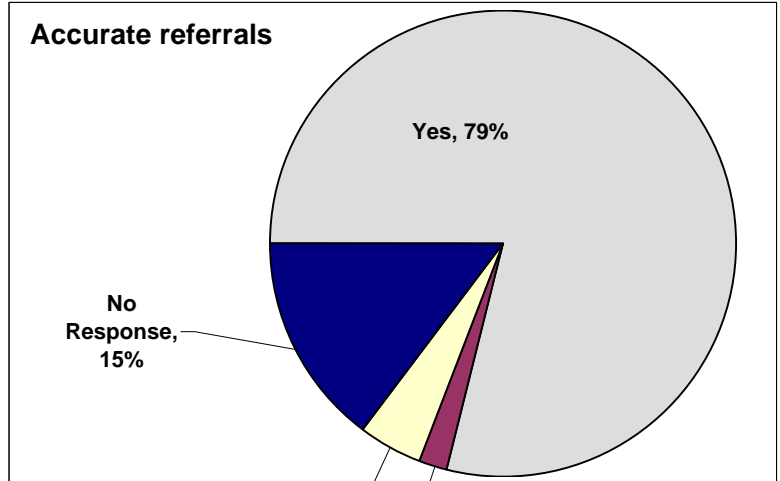
Volunteer Income Tax Assistance (VITA)	VITA	25
Volunteermatch	VolunteerMatch	1
Volunteers of America	Early Head Start	1
Volunteers of America	Family Resource Center	3
We Tip	Crime Hotline	1
West End Family Counseling	Mental Health and Counseling Services	4
West End Family Counseling	School-Based Counseling	1
Westside Community Service Center	Food Distributions	37
Westside Community Service Center	Rent Payment Assistance	130
YMCA Of The East Valley	School-Age-Care	2
Young Visionaries Youth Leadership Academy	After School Tutoring	1
Young Visionaries Youth Leadership Academy	Community Outreach	1
Young Visionaries Youth Leadership Academy	Forward Focus Leadership Program	1
Young Visionaries Youth Leadership Academy	Mentoring Program	1
Young Visionaries Youth Leadership Academy	Nitro2Go Christmas Festival Toy Giveaway	9
Young Visionaries Youth Leadership Academy	Thanksgiving Baskets	6
Young Visionaries Youth Leadership Academy	Youth Advocacy Training Program	1
Yucaipa Christian Church	Manna Food Cupboard	13
Yucaipa Valley Welfare, Inc	Food Program	7

**Callback Survey Responses**

January 2009

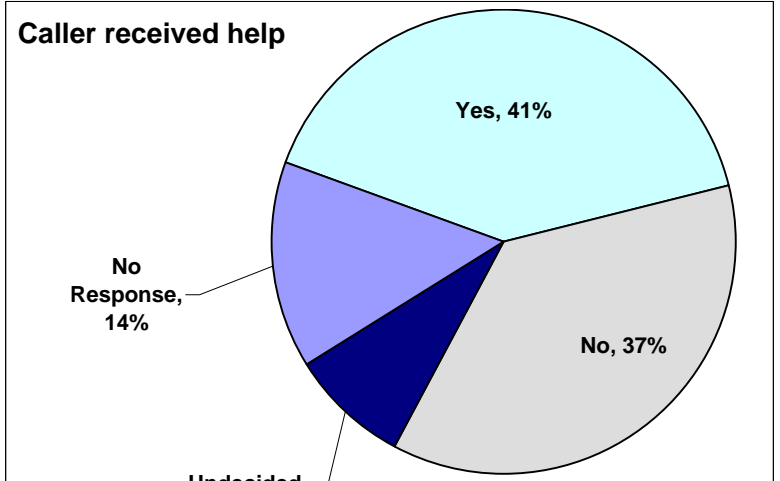
Total of 157 Respondents

Were the referral(s) accurate?	
Yes	79%
No	2%
Undecided	4%
No Response	15%



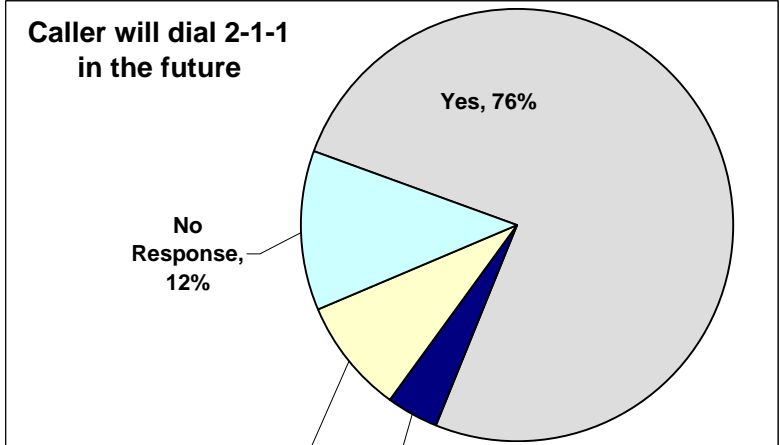
Did you contact the referral agency (ies)?	
Yes	76%
No	6%
Undecided	3%
No Response	15%

If yes, did you get the help you needed?	
Yes	41%
No	37%
Undecided	8%
No Response	14%



Was the information useful?	
Yes	64%
No	10%
Undecided	11%
No Response	14%

Will you call 2-1-1 in the future?	
Yes	76%
No	4%
Undecided	9%
No Response	12%



Are you a registered voter?	
Yes	41%
No	32%
Undecided	10%
No Response	17%