

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

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



United Ways serving
San Bernardino County



2-1-1 News Items

Reserve your copy(ies) of the 2010 Blue Book Directory today !! Email Dflores@ieww.org

Or you can still order your 2009 copy(ies) online and pay with a credit card:

http://www.211sb.com/211BlueBookDirectory_Purchase.html

We need your feedback. 8 Simple Questions...3 minutes of your time...

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

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

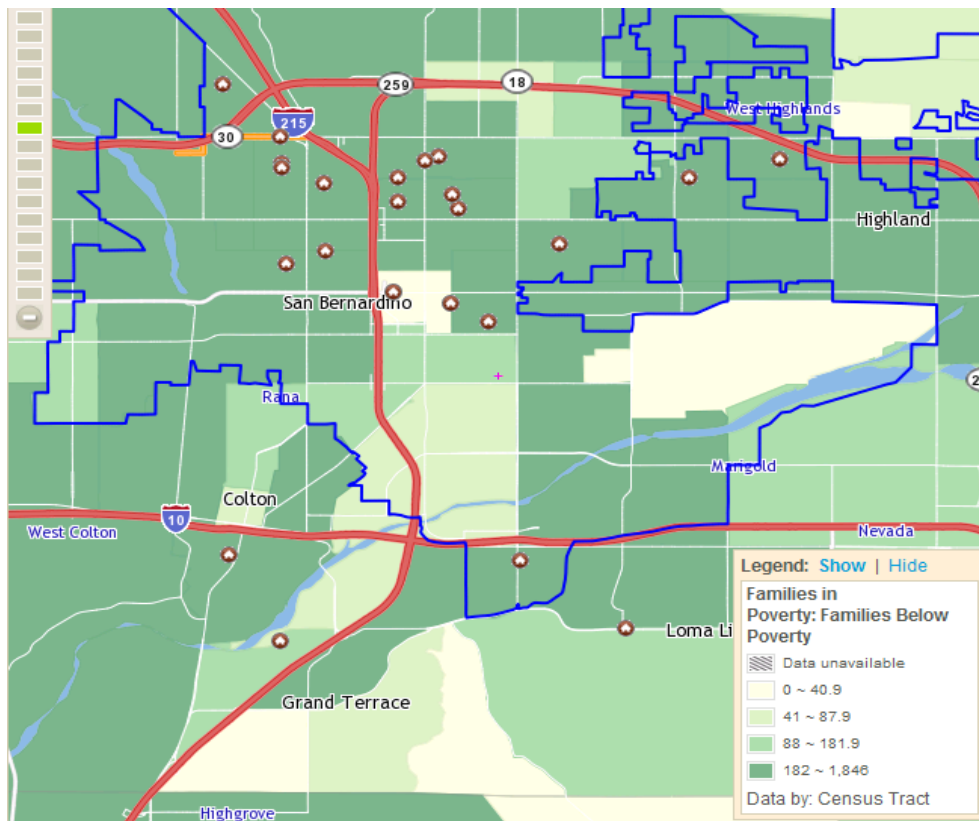
Federal funding for 2-1-1 is close - 55 Senate and 189 House co-sponsors now!! Please lend your voice. Call the Congressional Switchboard at 202-224-3121 and help make 2-1-1 sustainable.

2-1-1 Advisory Committee Meeting

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

HEALTHY CITY IS COMING TO SAN BERNARDINO COUNTY -- MARCH 3, 2010

I mentioned this last month, the statewide launch of Healthy City, and the inclusion of a multitude of data sets and the 2-1-1 resource data for our county. You may ask, "What does it mean to me?" Consider the example below. This is a simple use, choosing the City of San Bernardino and concentration of people living below the poverty level, and then overlaying the locations of providers of emergency food:



You can zoom in or out, drill down, change your data sets or indicators, choose additional indicators or demographic factors, and much, much more. This tool will add for us what the computer contributed beyond the abacus.

But don't take my word for it. See for yourself. The developer, a non-profit in Los Angeles called the Advancement Project, will be hosting a webinar on March 3rd, from 10 - 11:30am, demonstrating many of the functions and possible uses of the freely accessible product. We will also be showing this webinar in our conference room next to 2-1-1. If you are interested in joining us, rsvp to gmadden@ieuw.org. We will be viewing the webinar and them discussing the potential for its uses here in San Bernardino County. Or you can just sign up for the webinar yourself. Just go to:

<http://cts.vresp.com/c/?AdvancementProject/402f519a73/d7dce22a81/0164dd10fe>

We're in the process of updating the entire 2-1-1 database. We have mailed out almost 1000 pieces of mail to the agencies providing resources to San Bernardino County. It is an arduous process and has not been without kinks. But ultimately, you can rest assured that we have done all within reason (and budget) to ensure that your 2-1-1 has accurate information on the agencies and their programs that help our residents find solutions and live happier healthier lives.

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

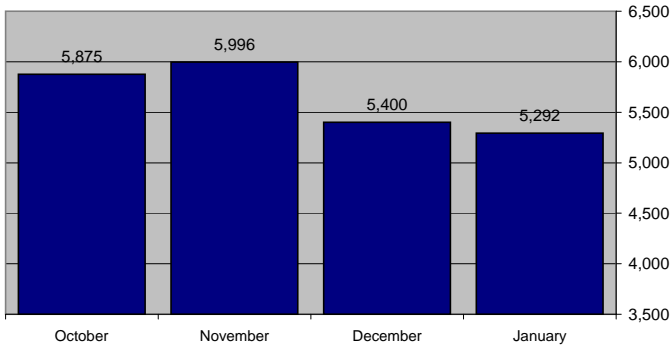
Gary Madden, Director
2-1-1 San Bernardino County



2-1-1 San Bernardino County

January 2010 Data Analysis

Total number of documented calls

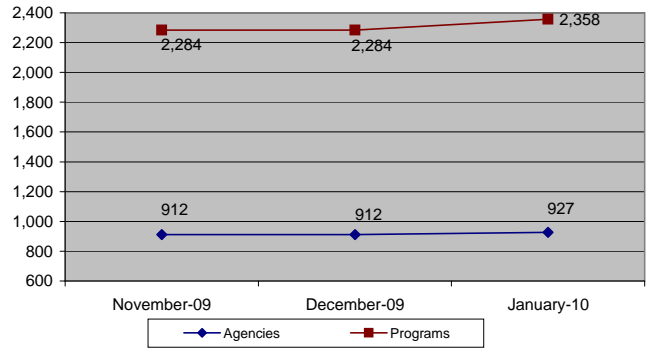


Total number of documented calls**

January	5,292
December	5,400
November	5,996
October	5,875

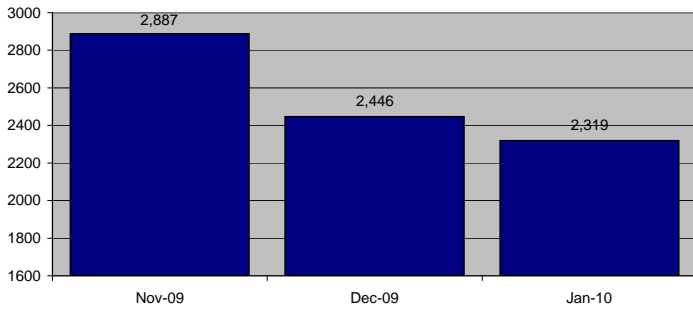
** Does not include hangups, wrong numbers, internal, etc.

2-1-1 database totals

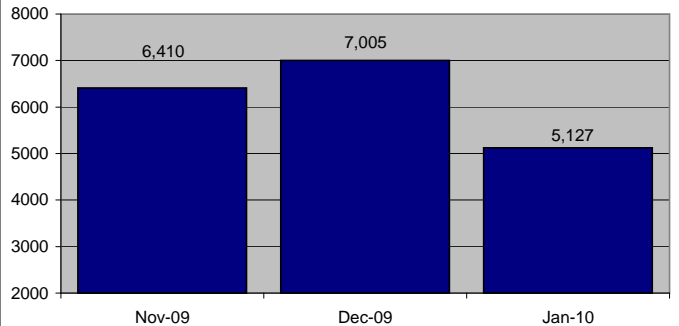


Agencies	Database totals	Programs
927	Jan-10	2,358
912	Dec-09	2,284
912	Nov-09	2,284

Total # of callers with children in the households



Total number of children involved



Call totals per # of children in household:

	Jan-10	Dec-09	Nov-09
0 or unknown	2,973	2954	3109
1	735	657	770
2	835	871	978
3	454	528	626
4	183	238	300
5	78	87	144
6	15	39	37
7	10	17	18
8	5	7	7
9	2	1	6
More than 9	2	1	1
Total	2319	2446	2887

Total Number of Children

Jan-10	5127
Dec-09	7005
Nov-09	6410

Percentage of callers w/children **44%**

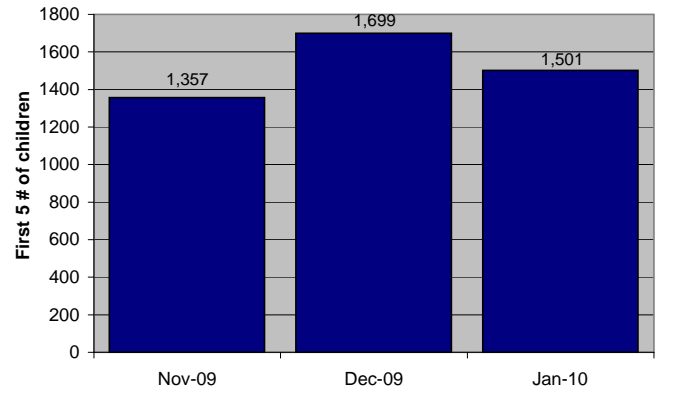
First 5 Calls

Total # First 5 Children represented	2753
Total number of calls this month	5292
Total # of First 5 Calls	1501
Percentage of F5 calls	28%

Call totals per # of children under 6:

	Jan-10	Dec-09	Nov-09
0 or unknown	3,791	3593	4639
1	572	605	748
2	680	720	442
3	180	219	122
4	64	124	36
5	5	25	7
6	0	6	2
7	0	0	0
8	0	0	0
9	0	0	0
More than 9	0	0	0
Total F5 Calls	1501	1699	1357

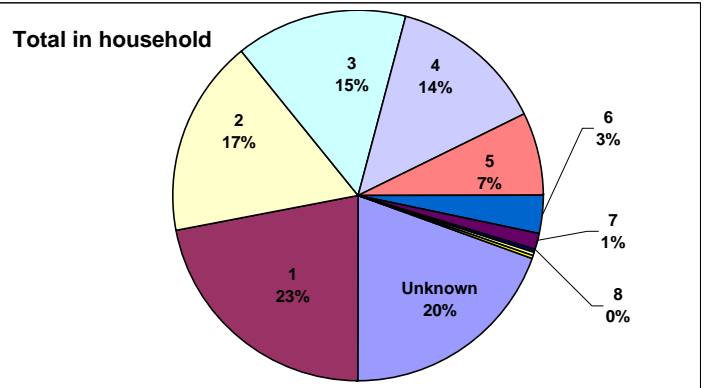
Total number of children under 6



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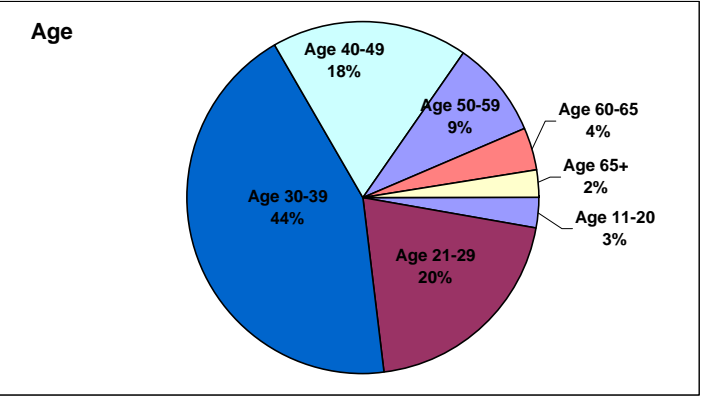
Total # in household:			
	Jan-10	Dec-09	Nov-09
Unknown	1022	1321	1274
1	1172	967	1099
2	908	751	828
3	790	780	862
4	720	773	888
5	391	455	565
6	175	211	271
7	64	65	105
8	23	39	56
9	15	18	25
9+	12	19	23
Total	4270	4078	4722

NA
27%
21%
19%
17%
9%
4%
1%
1%
0%
0%

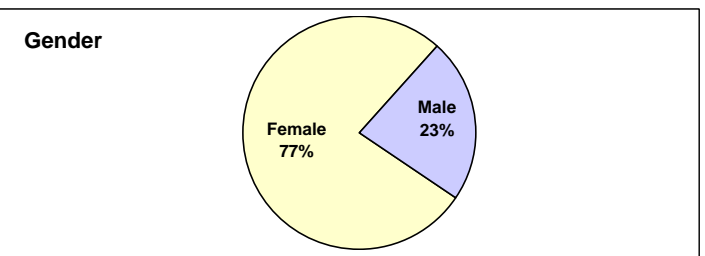


Total people represented in this month's calls **12,118**

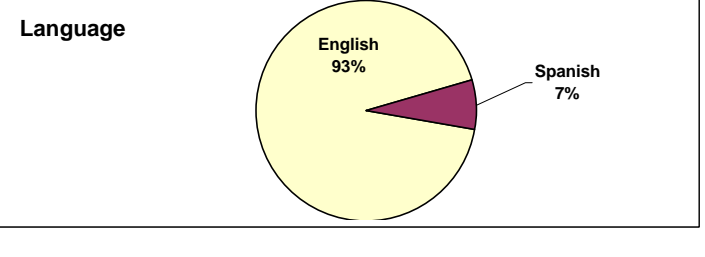
Age:			
	Jan-10	Dec-09	Nov-09
Age 0-3	4	8	8
Age 4-5	3	4	4
Age 6-10	12	8	8
Age 11-20	112	87	87
Age 21-29	776	652	652
Age 30-39	1685	1627	1627
Age 40-49	691	587	587
Age 50-59	341	325	325
Age 60-65	155	130	130
Age 65+	96	93	93
Total	3875	3521	3521



Gender			
	Jan-10	Dec-09	Nov-09
Female	4066	4249	4814
Male	1197	1109	1157
Unknown	5	29	1
Other	15	7	3
Transgender	1	0	5
Total	5284	5394	5980

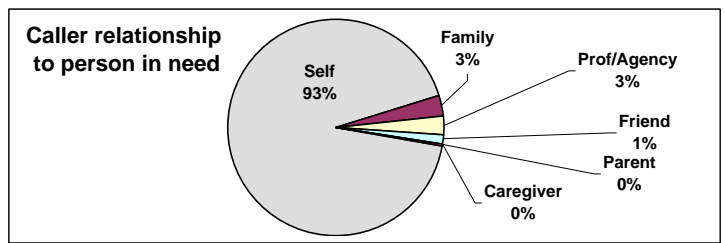


Language			
	Jan-10	Dec-09	Nov-09
English	4913	5040	5548
Spanish	378	358	446
Acholi	1	1	1
Korean	0	1	1
Ilocano	0	1	0
Vietnamese	0	0	0
Albanian	0	0	0

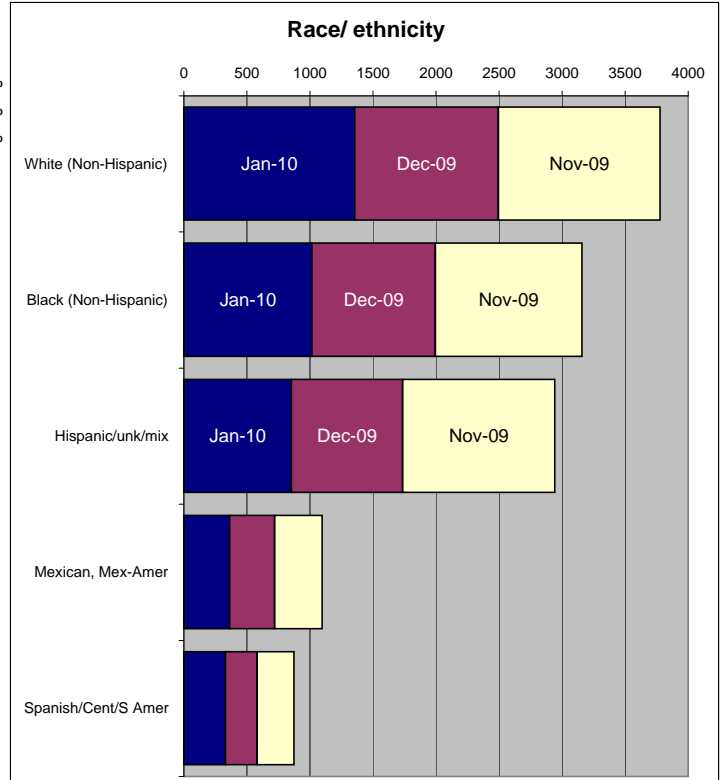


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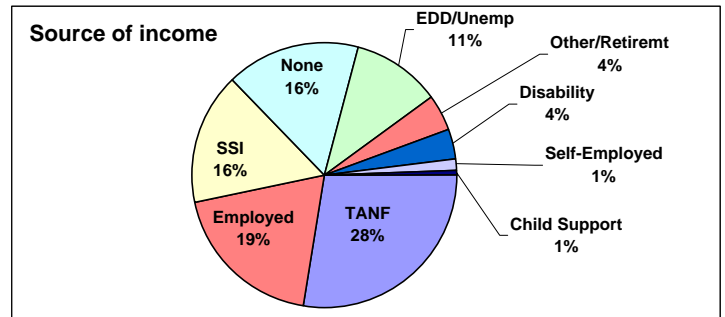
Caller relationship to person in need:			
	Jan-10	Dec-09	Nov-09
Self	4890	5050	5528
Family	170	112	179
Prof/Agency	143	140	168
Friend	69	72	81
Parent	9	15	35
Caregiver	11	11	5



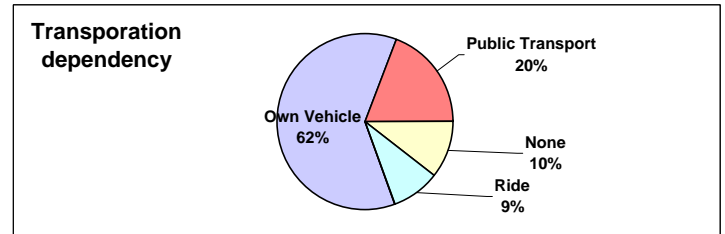
Race/ ethnicity				
	Jan-10	Dec-09	Nov-09	
White (Non-Hispanic)	1356	1139	1283	34%
Black (Non-Hispanic)	1014	981	1164	25%
Hispanic/unk/mix	854	881	1209	21%
Mexican, Mex-Amer	363	357	378	9%
Spanish/Cent/S Amer	329	251	295	8%
Declined to answer	26	7	32	1%
Asia/unk/mix	18	25	28	
Asian-Indian	10	10	25	
Other	9	11	13	
Multi-race	3	5	4	
Vietnamese	3	5	2	
Chinese	3	3	5	
Laotian	3	2	0	
Pacific Islander/unk/mix	3	1	0	
Puerto Rican	3	0	2	
Native American	1	3	2	
Filipino	1	1	3	
Hawaiian	0	1	2	
Samoan	0	1	0	
Cambodian	0	1	0	
Korean	0	0	1	
Cuban	0	0	1	
Japanese	0	0	0	
Unknown	1293	1715	1547	
Total Known	3999	3685	4449	



Source of income:			
	Jan-10	Dec-09	Nov-09
TANF	976	997	997
Employed	669	546	986
SSI	575	517	574
None	574	445	540
EDD/Unemp	392	340	385
Other/Retirement	155	180	174
Disability	130	143	166
Self-Employed	42	38	32
Child Support	22	19	48



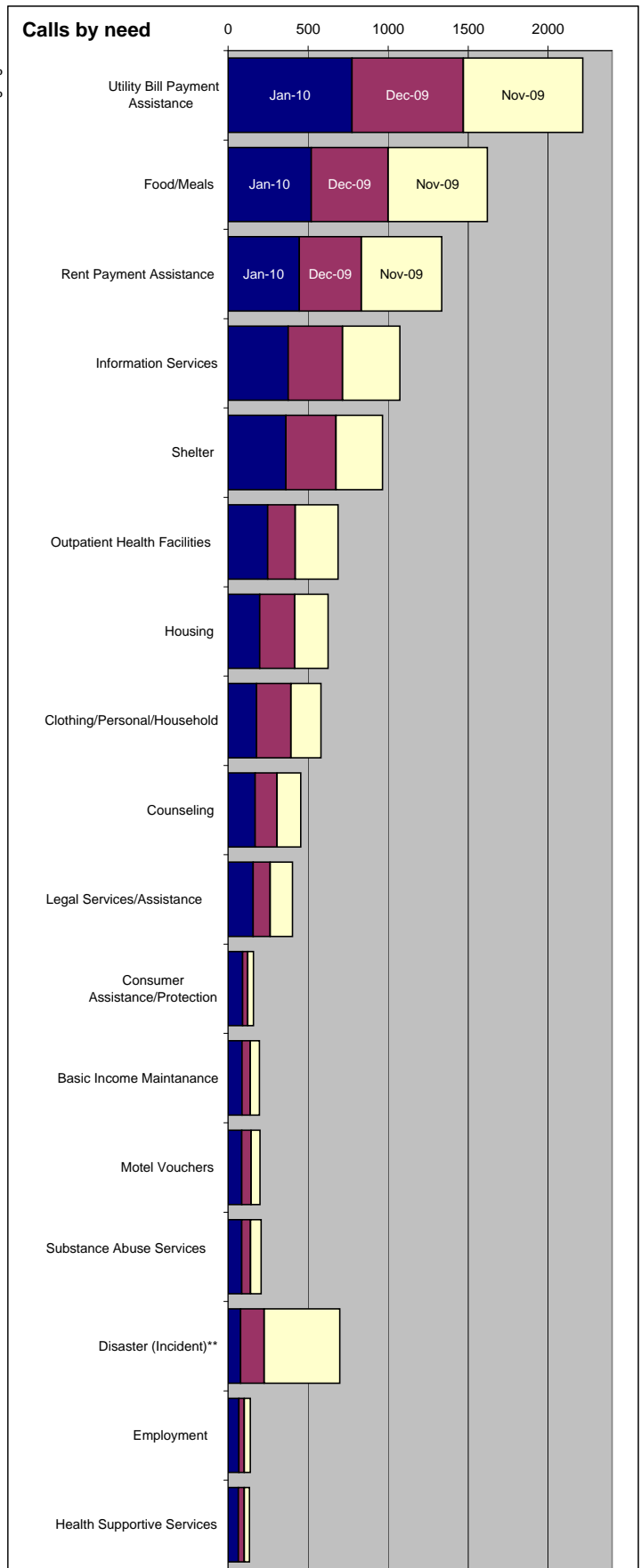
Transportation dependency:			
	Jan-10	Dec-09	Nov-09
Own Vehicle	2036	1968	2627
Public Transportation	640	534	555
None	347	278	267
Ride	297	241	332
Transportation Voucher	1	1	0
Taxi	0	3	1



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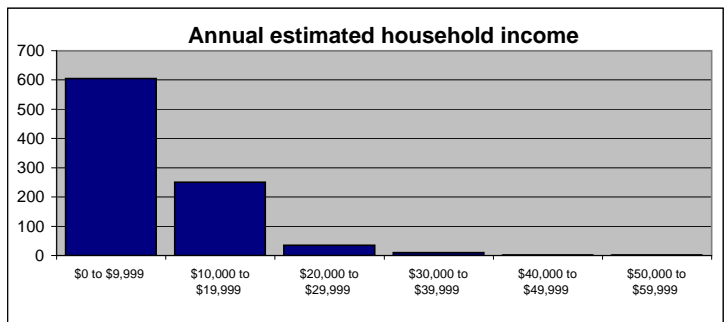
Calls by need:			
Need	Jan-10	Dec-09	Nov-09
Utility Bill Payment Assistance	775	696	747
Food/Meals	519	482	621
Rent Payment Assistance	445	389	503
Information Services	375	341	360
Shelter	362	312	292
Outpatient Health Facilities	247	173	269
Housing	198	218	211
Clothing/Personal/Household	178	216	189
Counseling	170	136	149
Legal Services/Assistance	156	107	141
Consumer Assistance/Protection	90	32	38
Basic Income Maintenance	88	51	58
Motel Vouchers	85	59	58
Substance Abuse Services	85	55	69
Disaster (Incident)**	79	147	473
Employment	68	33	39
Health Supportive Services	64	38	34
Community Groups/Services*	56	542	570
Transportation	52	62	55
Health Screening/Diagnostic Services	51	35	58
Specialized Treatments	50	39	75
Nutrition Public Assist. Prgrms	41	51	52
Mental Health Care Facilities	37	14	17
Family Based Srvc/Mentoring	34	22	41
Medical Public Assistance Programs	32	47	31
Parenting Education	31	19	14
Courts/Correctional System	29	29	30
Outpatient Mental Health Care	28	23	16
Day Care	27	28	25
Social Insurance Programs	26	17	19
Law Enforcement	24	24	28
Crime Reporting/Prevention	16	14	19
Household Related Public Asst	15	18	27
Early Education	15	10	7
Mortgage Payment Assistance	14	15	15
Formal Education	14	7	7
Emergency Medical Care	13	12	10
Animal Services	13	11	12
Special Education	13	8	11
Donations	10	22	31
Environmental Protection/Improvement	10	12	11
Inpatient Health Facilities	10	11	10
Consumer Regulations	10	6	10
Psychiatric/Mental Health Support	9	6	7
Public Health Information	8	5	12
Volunteer Opportunities	7	17	20
Org. Development and Mgmt Services	7	14	13
Death Certification/Burial Arrangements	7	10	12
Public Safety/Emergency Services	7	8	11
Support Groups	6	13	14
Disability Issues/Services	5	16	13
Immigration/Citizenship	4	8	8
Protective Services	4	7	1
Mortgage Foreclosure Information	4	2	10
Labor Standards/Practices	4	2	4
Bad Weather Shelters	4	2	0
Rehabilitation/Habilitative Services	4	1	4
Disaster Services	4	1	4
Safety Equipment	3	3	0
Credit Counseling	3	1	0
Public Works	2	6	1
Social Develop. and Enrichment	2	4	11
Crime Victim Support	2	2	3
Tutoring/Homework Assistance	2	1	3
Parks & Recreation Services	1	1	3
Adoption/Foster Care	0	1	2

Note: * Includes Holiday Meals ** H1N1

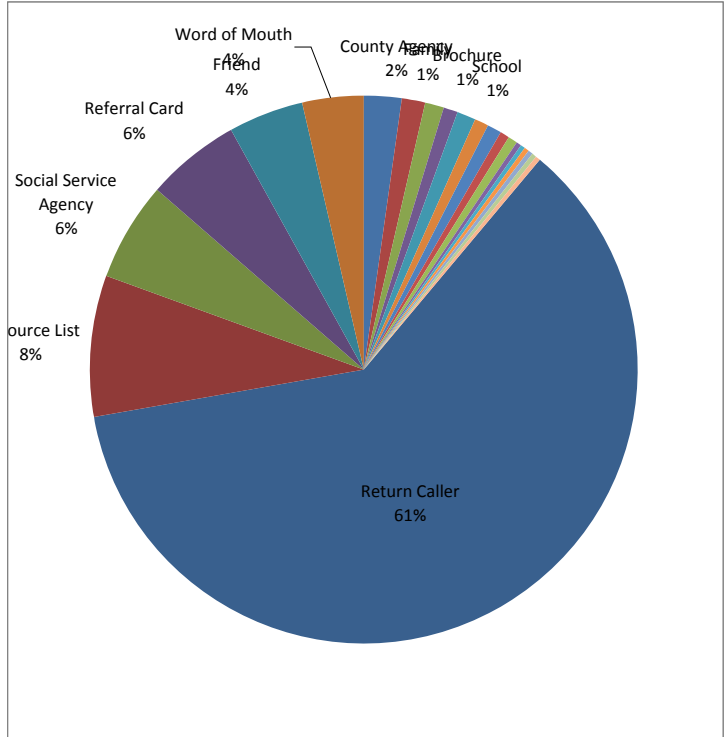


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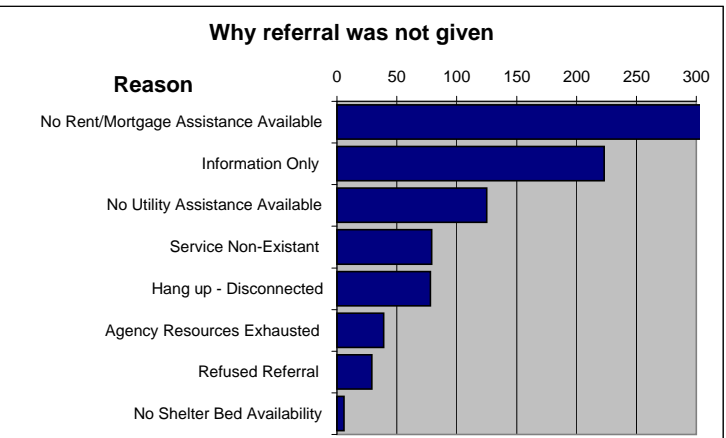
Annual estimated household income			
	Jan-10	Dec-09	Nov-09
Declined to state/Unknown	4389	4659	4659
\$0 to \$9,999	605	733	938
\$10,000 to \$19,999	251	286	330
\$20,000 to \$29,999	35	47	51
\$30,000 to \$39,999	10	10	11
\$40,000 to \$49,999	1	2	4
\$50,000 to \$59,999	1	1	3
\$60,000 to \$69,999	0	0	0
\$70,000 to \$79,999	0	0	0
\$80,000 +	0	1	0



How caller learned about 2-1-1			
	Jan-10	Dec-09	Nov-09
Return Caller	3233	3671	3950
Resource List	436	277	145
Social Service Agency	310	325	348
Referral Card	305	208	192
Friend	224	204	276
Word of Mouth	189	173	256
County Agency	121	138	141
Family	74	71	100
Brochure	58	33	105
Church	54	40	111
School	53	49	35
Television	45	14	103
Utility Company	39	33	45
Internet	33	26	28
Other I&R or 2-1-1	31	33	33
Other	19	22	24
Phone Book	15	7	12
Law Enforcement	11	19	16
Radio	10	7	15
Hospital	7	7	7
Government Non-County	6	12	7
Doctor's Office/Clinic	5	11	20
Newspaper	5	8	8
Billboards	4	9	5
411	2	2	2
Crisis Line	2	0	4
Chronic Caller/Abusive Caller	1	0	0
Human Resources	0	1	7
President Obama's Stimulus Plan	0	0	1



Why referral not given			
Reason	Jan-10	Dec-09	Nov-09
No Rent/Mortgage Assistance Available	309	237	225
Information Only	223	239	251
No Utility Assistance Available	125	177	176
Service Non-Existant	79	55	62
Hang up - Disconnected	78	140	21
Agency Resources Exhausted	39	93	66
Refused Referral	29	43	42
No Shelter Bed Availability	6	6	6
Wrong Number	5	1	0
Services To Expensive	2	1	



2-1-1 San Bernardino County Monthly Report

Calls Handled Statistics

Report: Queue Group Performance by Day of Week

Site: Inland Empire United Way 2-1-1

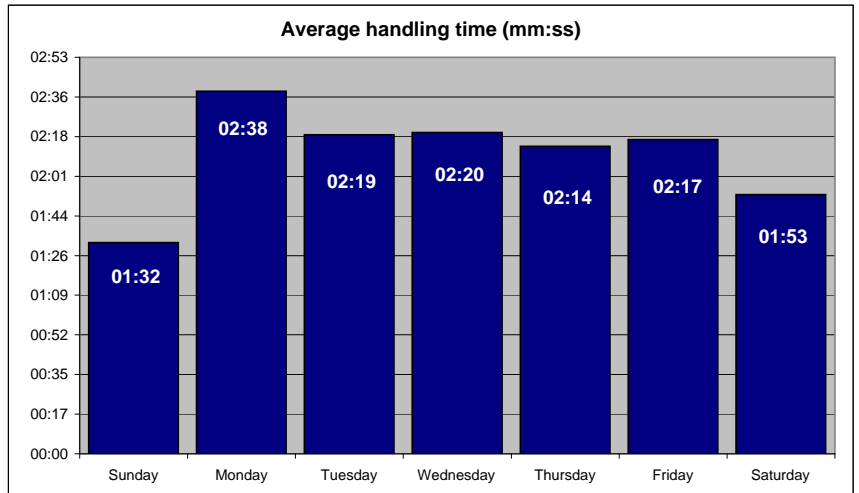
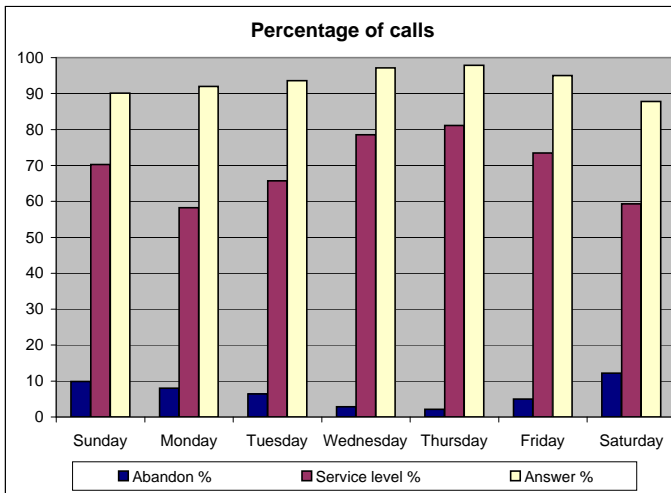
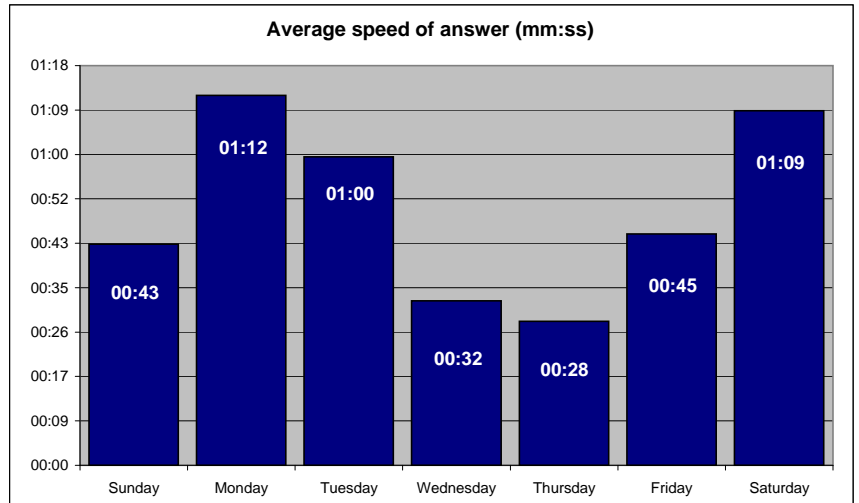
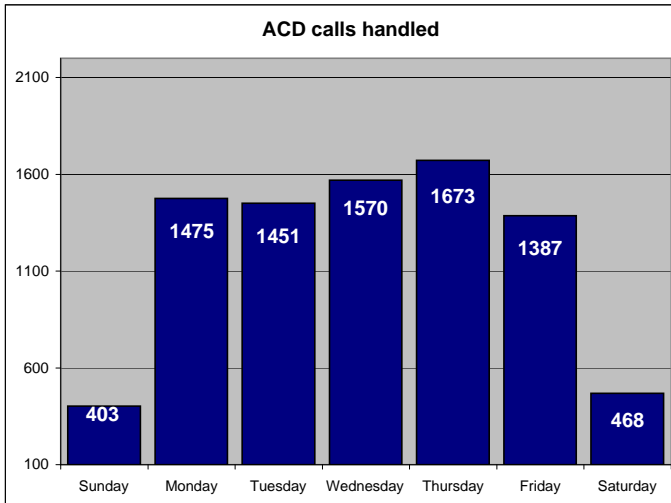
Device: 005 - All SB QG's

Date range: 1/1/2010 - 1/31/2010 12:00 AM - 12:00 AM

Created on: 2/17/2010

Created by: gmadden

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls queued	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
Sunday	447	403	19	44	0	5	0	400	3	0	0	0:00:43	0:02:48	0:00:00	10:20:01	0:01:32	9.8	70.2	90.2
Monday	1603	1475	49	128	0	91	0	1464	11	0	0	0:01:12	0:03:21	0:00:00	65:04:24	0:02:38	8.0	58.3	92.0
Tuesday	1550	1451	50	99	0	7	0	1439	12	0	0	0:01:00	0:03:57	0:00:00	56:23:19	0:02:19	6.4	65.7	93.6
Wednesday	1616	1570	56	46	0	8	0	1560	10	0	0	0:00:32	0:02:20	0:00:00	61:23:35	0:02:20	2.8	78.5	97.2
Thursday	1709	1673	52	36	0	10	0	1662	11	0	0	0:00:28	0:01:42	0:00:00	62:34:45	0:02:14	2.1	81.2	97.9
Friday	1460	1387	37	73	0	10	0	1374	13	0	0	0:00:45	0:02:39	0:00:00	53:02:08	0:02:17	5.0	73.4	95.0
Saturday	533	468	26	65	0	7	0	466	2	0	0	0:01:09	0:02:26	0:00:00	14:45:57	0:01:53	12.2	59.3	87.8
Total	8918	8427	289	491	0	138	0	8365	62	0	0	0:00:48	0:02:59	0:00:00	323:34:09	0:02:18	5.5	70.8	94.5



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

City/Town - Needs	Total	
Adelanto	Utilities	27
	Rent Payment Assistance	12
	Food/Meals	11
	Information Services	9
	Clothing/Personal/Household Needs	8
	Shelter	4
	Transportation	4
	Legal Services/Assistance	4
	Specialized Treatments	3
	Early Education	3
	Basic Income Maintanance	2
	Health Supportive Services	2
	Motel Vouchers	2
	Parenting Education	2
	Formal Education	2
	Housing	2
	Substance Abuse Services	2
	Counseling	2
	Outpatient Health Facilities	2
	Outpatient Mental Health Care	1
	Special Education	1
	Donations	1
	Psychiatric/Mental Health Support Services	1
	Community Groups/Services	1
	Organizational Development and Management Services	1
	Environmental Protection/Improvement	1
Employment	1	
Social Insurance Programs	1	
Mental Health Care Facilities	1	
Adelanto Total		113
Alta Loma	Rent Payment Assistance	4
	Shelter	2
	Substance Abuse Services	2
	Utilities	2
	Family Based Services/Mentoring	2
	Transportation	1
	Food/Meals	1
	Health Screening/Diagnostic Services	1
	Motel Vouchers	1
	Nutrition Related Public Assistance Programs	1
Alta Loma Total		17
Apple Valley	Utilities	74
	Rent Payment Assistance	20
	Food/Meals	20
	Outpatient Health Facilities	12
	Legal Services/Assistance	10
	Shelter	10
	Information Services	10
	Counseling	8
	Basic Income Maintanance	6
	Clothing/Personal/Household Needs	5

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

City/Town - Needs	Total	
	Health Supportive Services	5
	Housing	5
	Health Screening/Diagnostic Services	4
	Specialized Treatments	4
	Substance Abuse Services	4
	Disaster (Incident)	3
	Nutrition Related Public Assistance Programs	3
	Motel Vouchers	3
	Mental Health Care Facilities	2
	Family Based Services/Mentoring	2
	Environmental Protection/Improvement	2
	Community Groups/Services	2
	Death Certification/Burial Arrangements	2
	Transportation	2
	Crime Reporting/Prevention	1
	Immigration/Naturalization Legal Services	1
	Outpatient Mental Health Care	1
	Parenting Education	1
	Social Insurance Programs	1
	Psychiatric/Mental Health Support Services	1
	Employment	1
	Mortgage Payment Assistance	1
	Safety Equipment	1
	Inpatient Health Facilities	1
	Law Enforcement	1
Apple Valley Total		229
Barstow	Utilities Rent Payment Assistance Shelter Food/Meals Clothing/Personal/Household Needs Substance Abuse Services Housing Legal Services/Assistance Mental Health Care Facilities Transportation Health Supportive Services Counseling Information Services Parenting Education Early Education Community Groups/Services Employment Outpatient Health Facilities Basic Income Maintenance Social Insurance Programs	21 17 5 5 4 4 4 3 3 3 3 2 2 1 1 1 1 1 1 1
Barstow Total		83
Big Bear City	Utilities Information Services Food/Meals Housing Shelter Legal Services/Assistance	2 2 2 2 1 1

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

City/Town - Needs	Total	
	Disaster (Incident)	1
	Consumer Assistance/Protection	1
	Motel Vouchers	1
	Community Groups/Services	1
	Substance Abuse Services	1
	Crime Reporting/Prevention	1
	Employment	1
	Law Enforcement	1
Big Bear City Total		18
Big Bear Lake	Utilities	4
	Food/Meals	2
	Transportation	1
	Environmental Protection/Improvement	1
	Employment	1
	Disaster (Incident)	1
	Information Services	1
Big Bear Lake Total		11
Bloomington	Food/Meals	8
	Counseling	5
	Information Services	3
	Legal Services/Assistance	3
	Emergency Medical Care	2
	Disaster (Incident)	2
	Shelter	2
	Parenting Education	1
	Consumer Assistance/Protection	1
	Consumer Regulations	1
	Community Groups/Services	1
	Nutrition Related Public Assistance Programs	1
	Volunteer Opportunities	1
	Rent Payment Assistance	1
	Housing	1
	Transportation	1
	Utilities	1
	Formal Education	1
	Clothing/Personal/Household Needs	1
	Health Screening/Diagnostic Services	1
Bloomington Total		38
Blue Jay	Clothing/Personal/Household Needs	1
Blue Jay Total		1
Cedar Glen	Food/Meals	1
Cedar Glen Total		1
Chino	Food/Meals	11
	Shelter	10
	Outpatient Health Facilities	9
	Utilities	8
	Counseling	6
	Clothing/Personal/Household Needs	6

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

City/Town - Needs	Total	
	Rent Payment Assistance	6
	Housing	5
	Basic Income Maintenance	4
	Information Services	4
	Nutrition Related Public Assistance Programs	3
	Disaster (Incident)	3
	Health Screening/Diagnostic Services	3
	Health Supportive Services	3
	Consumer Assistance/Protection	2
	Public Health Information	2
	Substance Abuse Services	2
	Family Based Services/Mentoring	2
	Legal Services/Assistance	2
	Medical Public Assistance Programs	2
	Specialized Treatments	1
	Parenting Education	1
	Community Groups/Services	1
	Crime Reporting/Prevention	1
	Labor Standards/Practices	1
	Formal Education	1
Chino Total		99
Chino Hills	Outpatient Health Facilities	4
	Information Services	3
	Utilities	3
	Disaster (Incident)	3
	Specialized Treatments	2
	Shelter	2
	Rent Payment Assistance	2
	Housing	2
	Food/Meals	2
	Substance Abuse Services	2
	Health Supportive Services	1
	Transportation	1
	Medical Public Assistance Programs	1
	Emergency Medical Care	1
	Health Screening/Diagnostic Services	1
	Outpatient Mental Health Care	1
	Public Health Information	1
Chino Hills Total		32
Colton	Utilities	17
	Rent Payment Assistance	16
	Food/Meals	16
	Outpatient Health Facilities	13
	Shelter	8
	Clothing/Personal/Household Needs	6
	Counseling	4
	Employment	4
	Housing	4

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

City/Town - Needs	Total	
	Information Services	4
	Legal Services/Assistance	3
	Health Screening/Diagnostic Services	3
	Family Based Services/Mentoring	2
	Specialized Treatments	2
	Disaster (Incident)	2
	Substance Abuse Services	2
	Safety Equipment	1
	Public Safety/Emergency Services	1
	Medical Public Assistance Programs	1
	Mental Health Care Facilities	1
	Health Supportive Services	1
	Basic Income Maintanance	1
	Courts/Correctional System	1
	Day Care	1
	Protective Services	1
	Transportation	1
	Consumer Assistance/Protection	1
	Nutrition Related Public Assistance Programs	1
	Law Enforcement	1
Colton Total		119
Crestline	Utilities	5
	Food/Meals	3
	Rent Payment Assistance	2
	Mortgage Payment Assistance	1
	Employment	1
	Health Screening/Diagnostic Services	1
	Inpatient Health Facilities	1
Crestline Total		14
Fontana	Food/Meals	46
	Outpatient Health Facilities	30
	Utilities	30
	Shelter	26
	Clothing/Personal/Household Needs	22
	Information Services	20
	Rent Payment Assistance	14
	Legal Services/Assistance	12
	Disaster (Incident)	11
	Counseling	10
	Housing	9
	Health Supportive Services	8
	Mental Health Care Facilities	6
	Specialized Treatments	6
	Basic Income Maintanance	6
	Health Screening/Diagnostic Services	6
	Employment	6
	Consumer Assistance/Protection	5
	Motel Vouchers	5

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

City/Town - Needs	Total	
	Law Enforcement	4
	Household Related Public Assistance Programs	4
	Community Groups/Services	4
	Substance Abuse Services	4
	Day Care	4
	Nutrition Related Public Assistance Programs	3
	Mortgage Payment Assistance	3
	Outpatient Mental Health Care	3
	Transportation	3
	Parenting Education	3
	Family Based Services/Mentoring	2
	Bad Weather Shelters	2
	Social Insurance Programs	2
	Donations	2
	Courts/Correctional System	2
	Public Safety/Emergency Services	2
	Public Health Information	1
	Special Education	1
	Emergency Medical Care	1
	Environmental Protection/Improvement	1
	Volunteer Opportunities	1
	Safety Equipment	1
	Crime Reporting/Prevention	1
	Tutoring/Homework Assistance	1
	Consumer Regulations	1
	Credit Counseling	1
	Medical Public Assistance Programs	1
	Labor Standards/Practices	1
Fontana Total		337
Forest Falls	Community Groups/Services	1
	Utilities	1
	Food/Meals	1
Forest Falls Total		3
Grand Terrace	Counseling	2
	Consumer Assistance/Protection	1
	Transportation	1
	Outpatient Health Facilities	1
	Rent Payment Assistance	1
	Food/Meals	1
	Utilities	1
	Information Services	1
	Nutrition Related Public Assistance Programs	1
Grand Terrace Total		10
Helendale	Utilities	1
	Mortgage Payment Assistance	1
	Basic Income Maintenance	1
	Crime Reporting/Prevention	1
Helendale Total		4

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

City/Town - Needs	Total	
Hesperia	Utilities	59
	Food/Meals	19
	Rent Payment Assistance	13
	Information Services	13
	Outpatient Health Facilities	8
	Shelter	7
	Housing	6
	Legal Services/Assistance	6
	Counseling	5
	Clothing/Personal/Household Needs	5
	Specialized Treatments	4
	Employment	4
	Consumer Assistance/Protection	4
	Courts/Correctional System	3
	Substance Abuse Services	3
	Social Insurance Programs	3
	Household Related Public Assistance Programs	3
	Nutrition Related Public Assistance Programs	3
	Community Groups/Services	2
	Health Screening/Diagnostic Services	2
	Special Education	2
	Basic Income Maintenance	2
	Outpatient Mental Health Care	2
	Organizational Development and Management Services	2
	Transportation	2
	Disaster (Incident)	2
	Mental Health Care Facilities	2
	Support Groups	1
	Health Supportive Services	1
	Public Health Information	1
	Family Based Services/Mentoring	1
Volunteer Opportunities	1	
Disability Issues/Services	1	
Psychiatric/Mental Health Support Services	1	
Emergency Medical Care	1	
Early Education	1	
Consumer Regulations	1	
Medical Public Assistance Programs	1	
Hesperia Total		197
Highland	Food/Meals	12
	Rent Payment Assistance	7
	Utilities	7
	Counseling	5
	Clothing/Personal/Household Needs	4
	Housing	4
	Consumer Assistance/Protection	3
	Shelter	3
	Legal Services/Assistance	3

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

City/Town - Needs	Total	
	Information Services	2
	Motel Vouchers	1
	Social Development and Enrichment	1
	Health Screening/Diagnostic Services	1
	Health Supportive Services	1
	Death Certification/Burial Arrangements	1
	Basic Income Maintanance	1
	Outpatient Health Facilities	1
	Rehabilitation/Habilitative Services	1
	Community Groups/Services	1
	Family Based Services/Mentoring	1
	Law Enforcement	1
	Specialized Treatments	1
	Disability Issues/Services	1
	Employment	1
	Mental Health Care Facilities	1
Highland Total		65
Hinkley	Outpatient Health Facilities	1
Hinkley Total		1
Joshua Tree	Information Services	3
	Food/Meals	2
	Emergency Medical Care	1
	Employment	1
Joshua Tree Total		7
Lake Arrowhead	Food/Meals	6
	Rent Payment Assistance	5
	Utilities	3
	Information Services	2
	Housing	1
	Outpatient Health Facilities	1
	Specialized Treatments	1
	Shelter	1
	Clothing/Personal/Household Needs	1
	Law Enforcement	1
	Mortgage Payment Assistance	1
Lake Arrowhead Total		23
Loma Linda	Food/Meals	5
	Information Services	3
	Shelter	2
	Clothing/Personal/Household Needs	2
	Utilities	2
	Outpatient Health Facilities	2
	Basic Income Maintanance	1
	Support Groups	1
	Specialized Treatments	1
	Rent Payment Assistance	1
	Medical Public Assistance Programs	1
	Consumer Assistance/Protection	1

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

City/Town - Needs	Total	
	Special Education	1
Loma Linda Total		23
Lucerne Valley	Utilities	4
	Rent Payment Assistance	4
	Information Services	2
	Food/Meals	1
	Shelter	1
	Transportation	1
	Consumer Assistance/Protection	1
	Outpatient Health Facilities	1
Lucerne Valley Total		15
Mentone	Food/Meals	2
	Information Services	2
	Housing	2
	Motel Vouchers	1
	Legal Services/Assistance	1
	Clothing/Personal/Household Needs	1
	Counseling	1
Mentone Total		10
Montclair	Utilities	10
	Shelter	9
	Counseling	6
	Rent Payment Assistance	5
	Outpatient Health Facilities	5
	Information Services	4
	Disaster (Incident)	3
	Substance Abuse Services	2
	Employment	1
	Public Health Information	1
	Food/Meals	1
	Health Screening/Diagnostic Services	1
	Parenting Education	1
	Transportation	1
	Early Education	1
	Clothing/Personal/Household Needs	1
	Specialized Treatments	1
	Motel Vouchers	1
	Environmental Protection/Improvement	1
	Nutrition Related Public Assistance Programs	1
Basic Income Maintenance	1	
Legal Services/Assistance	1	
Montclair Total		58
Needles	Legal Services/Assistance	1
	Food/Meals	1
Needles Total		2
Newberry Springs	Utilities	2
	Motel Vouchers	1
Newberry Springs Total		3

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

City/Town - Needs	Total
Ontario	
Food/Meals	52
Utilities	40
Shelter	31
Rent Payment Assistance	25
Outpatient Health Facilities	23
Counseling	21
Motel Vouchers	19
Information Services	18
Housing	16
Clothing/Personal/Household Needs	14
Basic Income Maintenance	10
Disaster (Incident)	10
Medical Public Assistance Programs	10
Legal Services/Assistance	9
Substance Abuse Services	7
Employment	7
Community Groups/Services	6
Day Care	5
Family Based Services/Mentoring	4
Animal Services	4
Consumer Assistance/Protection	4
Transportation	3
Courts/Correctional System	3
Parenting Education	3
Health Screening/Diagnostic Services	3
Health Supportive Services	3
Nutrition Related Public Assistance Programs	3
Support Groups	2
Social Insurance Programs	2
Early Education	2
Consumer Regulations	2
Specialized Treatments	2
Formal Education	2
Crime Reporting/Prevention	2
Law Enforcement	2
Outpatient Mental Health Care	2
Household Related Public Assistance Programs	1
Emergency Medical Care	1
Psychiatric/Mental Health Support Services	1
Environmental Protection/Improvement	1
Tutoring/Homework Assistance	1
Protective Services	1
Mortgage Payment Assistance	1
Mental Health Care Facilities	1
Ontario Total	379
Oro Grande	
Utilities	1
Information Services	1
Oro Grande Total	2

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

City/Town - Needs	Total
Outside County	
Information Services	45
Shelter	16
Consumer Assistance/Protection	12
Legal Services/Assistance	9
Outpatient Health Facilities	7
Food/Meals	6
Utilities	6
Housing	6
Community Groups/Services	5
Substance Abuse Services	4
Rent Payment Assistance	3
Courts/Correctional System	3
Counseling	3
Law Enforcement	3
Crime Reporting/Prevention	2
Inpatient Health Facilities	2
Outpatient Mental Health Care	2
Basic Income Maintenance	2
Disaster (Incident)	2
Emergency Medical Care	1
Organizational Development and Management Services	1
Disability Issues/Services	1
Rehabilitation/Habilitative Services	1
Employment	1
Formal Education	1
Public Works	1
Specialized Treatments	1
Motel Vouchers	1
Day Care	1
Medical Public Assistance Programs	1
Household Related Public Assistance Programs	1
Mental Health Care Facilities	1
Bad Weather Shelters	1
Immigration/Naturalization Legal Services	1
Outside County Total	153
Phelan	
Food/Meals	5
Utilities	4
Outpatient Health Facilities	2
Shelter	2
Clothing/Personal/Household Needs	2
Legal Services/Assistance	2
Disaster Services	1
Substance Abuse Services	1
Health Supportive Services	1
Volunteer Opportunities	1
Mortgage Payment Assistance	1
Phelan Total	22
Pinon Hills	
Counseling	2

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

City/Town - Needs	Total
	Utilities 2
	Rent Payment Assistance 1
Pinon Hills Total	5
Pomona (City)	
	Health Supportive Services 3
	Information Services 2
	Health Screening/Diagnostic Services 2
	Consumer Assistance/Protection 2
	Substance Abuse Services 2
	Outpatient Health Facilities 1
	Shelter 1
	Rent Payment Assistance 1
	Community Groups/Services 1
	Counseling 1
	Transportation 1
	Utilities 1
	Clothing/Personal/Household Needs 1
	Housing 1
Pomona (City) Total	20
Rancho Cucamonga	
	Rent Payment Assistance 28
	Food/Meals 21
	Shelter 20
	Utilities 20
	Information Services 15
	Outpatient Health Facilities 14
	Legal Services/Assistance 14
	Housing 10
	Basic Income Maintenance 9
	Motel Vouchers 7
	Substance Abuse Services 6
	Counseling 6
	Disaster (Incident) 5
	Consumer Assistance/Protection 4
	Health Supportive Services 4
	Courts/Correctional System 3
	Mental Health Care Facilities 3
	Clothing/Personal/Household Needs 3
	Medical Public Assistance Programs 3
	Donations 2
	Social Insurance Programs 2
	Community Groups/Services 2
	Employment 2
	Nutrition Related Public Assistance Programs 2
	Health Screening/Diagnostic Services 2
	Credit Counseling 1
	Public Health Information 1
	Early Education 1
	Specialized Treatments 1
	Public Safety/Emergency Services 1

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

City/Town - Needs	Total	
	Family Based Services/Mentoring	1
	Day Care	1
	Animal Services	1
	Organizational Development and Management Services	1
	Protective Services	1
	Volunteer Opportunities	1
	Outpatient Mental Health Care	1
	Parenting Education	1
	Inpatient Health Facilities	1
Rancho Cucamonga Total		221
Redlands	Rent Payment Assistance	17
	Shelter	16
	Utilities	15
	Outpatient Health Facilities	13
	Housing	12
	Information Services	12
	Food/Meals	9
	Counseling	7
	Motel Vouchers	5
	Health Screening/Diagnostic Services	4
	Specialized Treatments	3
	Day Care	2
	Courts/Correctional System	2
	Employment	2
	Mental Health Care Facilities	2
	Medical Public Assistance Programs	2
	Disaster (Incident)	1
	Consumer Assistance/Protection	1
	Support Groups	1
	Community Groups/Services	1
	Legal Services/Assistance	1
	Nutrition Related Public Assistance Programs	1
	Substance Abuse Services	1
	Transportation	1
	Family Based Services/Mentoring	1
	Parenting Education	1
	Clothing/Personal/Household Needs	1
	Law Enforcement	1
Redlands Total		135
Rialto	Food/Meals	23
	Utilities	17
	Information Services	14
	Shelter	13
	Outpatient Health Facilities	11
	Rent Payment Assistance	11
	Housing	11
	Clothing/Personal/Household Needs	8
	Legal Services/Assistance	6

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

City/Town - Needs	Total	
	Health Screening/Diagnostic Services	5
	Counseling	4
	Employment	4
	Health Supportive Services	4
	Parenting Education	3
	Motel Vouchers	3
	Courts/Correctional System	3
	Community Groups/Services	3
	Family Based Services/Mentoring	2
	Early Education	2
	Specialized Treatments	2
	Nutrition Related Public Assistance Programs	2
	Basic Income Maintenance	2
	Day Care	2
	Special Education	1
	Transportation	1
	Substance Abuse Services	1
	Household Related Public Assistance Programs	1
	Crime Reporting/Prevention	1
	Consumer Assistance/Protection	1
	Mental Health Care Facilities	1
	Outpatient Mental Health Care	1
	Disability Issues/Services	1
	Law Enforcement	1
	Disaster (Incident)	1
	Medical Public Assistance Programs	1
Rialto Total		167
Rimforest	Rent Payment Assistance	1
	Utilities	1
	Substance Abuse Services	1
Rimforest Total		3
Running Springs	Rent Payment Assistance	4
	Utilities	2
	Substance Abuse Services	1
	Food/Meals	1
	Consumer Assistance/Protection	1
	Outpatient Health Facilities	1
Running Springs Total		10
San Bernardino (City)	Utilities	144
	Food/Meals	125
	Rent Payment Assistance	88
	Shelter	86
	Information Services	74
	Clothing/Personal/Household Needs	48
	Housing	47
	Outpatient Health Facilities	35
	Counseling	28
	Legal Services/Assistance	25

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

City/Town - Needs	Total	
	Substance Abuse Services	17
	Basic Income Maintenance	17
	Consumer Assistance/Protection	16
	Employment	15
	Health Supportive Services	14
	Disaster (Incident)	11
	Transportation	10
	Outpatient Mental Health Care	9
	Parenting Education	8
	Motel Vouchers	8
	Nutrition Related Public Assistance Programs	7
	Social Insurance Programs	6
	Health Screening/Diagnostic Services	5
	Courts/Correctional System	5
	Community Groups/Services	5
	Formal Education	5
	Specialized Treatments	4
	Medical Public Assistance Programs	4
	Family Based Services/Mentoring	4
	Law Enforcement	4
	Household Related Public Assistance Programs	3
	Day Care	3
	Mental Health Care Facilities	3
	Early Education	3
	Special Education	2
	Mortgage Foreclosure Information	2
	Crime Reporting/Prevention	2
	Organizational Development and Management Services	2
	Disaster Services	2
	Labor Standards/Practices	2
	Animal Services	2
	Public Safety/Emergency Services	2
	Consumer Regulations	2
	Psychiatric/Mental Health Support Services	2
	Environmental Protection/Improvement	1
	Volunteer Opportunities	1
	Inpatient Health Facilities	1
	Public Works	1
	Immigration/Naturalization Legal Services	1
	Mortgage Payment Assistance	1
	Support Groups	1
	Bad Weather Shelters	1
	Public Health Information	1
	Death Certification/Burial Arrangements	1
	Emergency Medical Care	1
	Disability Issues/Services	1
San Bernardino (City) Total		918
Twenty-Nine Palms	Utilities	7

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

City/Town - Needs	Total	
	Shelter	3
	Legal Services/Assistance	2
	Clothing/Personal/Household Needs	1
	Substance Abuse Services	1
	Nutrition Related Public Assistance Programs	1
	Outpatient Health Facilities	1
Twenty-Nine Palms Total		16
Unincorporated Areas	Utilities	2
	Rent Payment Assistance	2
	Nutrition Related Public Assistance Programs	1
	Housing	1
	Food/Meals	1
	Information Services	1
Unincorporated Areas Total		8
Unknown/Not Applicable	Information Services	3
Unknown/Not Applicable Total		3
Upland	Rent Payment Assistance	21
	Food/Meals	20
	Shelter	16
	Utilities	16
	Housing	9
	Outpatient Health Facilities	9
	Information Services	8
	Basic Income Maintenance	5
	Motel Vouchers	5
	Legal Services/Assistance	5
	Clothing/Personal/Household Needs	4
	Consumer Assistance/Protection	4
	Day Care	3
	Community Groups/Services	3
	Transportation	3
	Counseling	3
	Disaster (Incident)	2
	Specialized Treatments	2
	Substance Abuse Services	2
	Medical Public Assistance Programs	2
	Mental Health Care Facilities	1
	Crime Reporting/Prevention	1
	Environmental Protection/Improvement	1
	Emergency Medical Care	1
	Family Based Services/Mentoring	1
	Employment	1
	Parenting Education	1
	Household Related Public Assistance Programs	1
	Animal Services	1
	Health Screening/Diagnostic Services	1
Upland Total		152
Victorville	Utilities	164

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

City/Town - Needs	Total	
	Rent Payment Assistance	56
	Food/Meals	51
	Information Services	32
	Shelter	28
	Outpatient Health Facilities	24
	Clothing/Personal/Household Needs	23
	Housing	23
	Counseling	22
	Legal Services/Assistance	16
	Motel Vouchers	15
	Disaster (Incident)	11
	Basic Income Maintenance	11
	Employment	9
	Mental Health Care Facilities	7
	Health Supportive Services	6
	Specialized Treatments	5
	Transportation	5
	Substance Abuse Services	5
	Animal Services	5
	Consumer Assistance/Protection	5
	Special Education	4
	Courts/Correctional System	4
	Community Groups/Services	4
	Nutrition Related Public Assistance Programs	4
	Psychiatric/Mental Health Support Services	3
	Parenting Education	3
	Family Based Services/Mentoring	3
	Day Care	3
	Social Insurance Programs	3
	Health Screening/Diagnostic Services	3
	Inpatient Health Facilities	3
	Formal Education	2
	Emergency Medical Care	2
	Death Certification/Burial Arrangements	2
	Outpatient Mental Health Care	2
	Mortgage Payment Assistance	2
	Donations	2
	Crime Reporting/Prevention	2
	Household Related Public Assistance Programs	1
	Social Development and Enrichment	1
	Early Education	1
	Mortgage Foreclosure Information	1
	Medical Public Assistance Programs	1
	Law Enforcement	1
Victorville Total		580
Wrightwood	Information Services	1
	Disaster (Incident)	1
Wrightwood Total		2

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

City/Town - Needs	Total	
Yermo	Utilities	3
Yermo Total		3
Yucaipa	Utilities	14
	Rent Payment Assistance	11
	Food/Meals	7
	Outpatient Health Facilities	6
	Shelter	4
	Counseling	4
	Legal Services/Assistance	4
	Housing	4
	Information Services	3
	Clothing/Personal/Household Needs	3
	Transportation	2
	Specialized Treatments	2
	Law Enforcement	2
	Substance Abuse Services	2
	Disaster (Incident)	1
	Rehabilitation/Habilitative Services	1
	Environmental Protection/Improvement	1
	Community Groups/Services	1
	Day Care	1
	Health Supportive Services	1
	Special Education	1
Basic Income Maintenance	1	
Credit Counseling	1	
Donations	1	
Family Based Services/Mentoring	1	
Volunteer Opportunities	1	
Employment	1	
Motel Vouchers	1	
Yucaipa Total		82
Yucca Valley	Utilities	9
	Food/Meals	7
	Shelter	5
	Outpatient Health Facilities	5
	Nutrition Related Public Assistance Programs	2
	Health Screening/Diagnostic Services	2
	Substance Abuse Services	2
	Housing	2
	Information Services	2
	Family Based Services/Mentoring	1
	Immigration/Naturalization Legal Services	1
	Medical Public Assistance Programs	1
	Transportation	1
	Parks & Recreation Services	1
	Counseling	1
Legal Services/Assistance	1	
Yucca Valley Total		43

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

City/Town - Needs	Total	
(blank)	Information Services	54
	Rent Payment Assistance	46
	Shelter	28
	Utilities	23
	Consumer Assistance/Protection	20
	Legal Services/Assistance	12
	Counseling	12
	Food/Meals	12
	Community Groups/Services	10
	Housing	9
	Motel Vouchers	5
	Social Insurance Programs	5
	Basic Income Maintenance	5
	Family Based Services/Mentoring	4
	Outpatient Health Facilities	4
	Substance Abuse Services	4
	Consumer Regulations	3
	Employment	3
	Outpatient Mental Health Care	3
	Transportation	3
	Health Supportive Services	3
	Clothing/Personal/Household Needs	3
	Disaster (Incident)	3
	Mental Health Care Facilities	2
	Donations	2
	Mortgage Payment Assistance	2
	Specialized Treatments	2
	Rehabilitation/Habilitative Services	1
	Crime Reporting/Prevention	1
	Public Safety/Emergency Services	1
	Nutrition Related Public Assistance Programs	1
	Disaster Services	1
	Day Care	1
	Emergency Medical Care	1
	Law Enforcement	1
	Death Certification/Burial Arrangements	1
	Parenting Education	1
	Mortgage Foreclosure Information	1
	Protective Services	1
	Inpatient Health Facilities	1
(blank) Total		295
Grand Total		4752

Referrals from 2-1-1 San Bernardino County

Agency Name	Program Name	Referrals
2-1-1 Alameda County	2-1-1 Information and Referral	1
2-1-1 Kern County		1
2-1-1 Kern County	2-1-1 Information and Referral	5
2-1-1 Los Angeles County		9
2-1-1 Los Angeles County	2-1-1 Information and Referral	139
2-1-1 National		5
2-1-1 National	2-1-1 Search	3
2-1-1 Orange County		2
2-1-1 Orange County	2-1-1 Information and Referral	10
2-1-1 Sacramento County	2-1-1 Information and Referral	1
2-1-1 San Bernardino County		2
2-1-1 San Bernardino County	2-1-1 Information and Referral	3
2-1-1 San Diego County		1
2-1-1 San Diego County	2-1-1 Information and Referral	8
A New Day Dawning Ministries		1
A New Day Dawning Ministries	Clothes Closet	4
A New Day Dawning Ministries	USDA Food Giveaway	17
A Special Place	Support Group	1
AARP - State California Office	Tax Aide	4
Abundant Living Family Church		2
Abundant Living Family Church	Angel Food Ministry	7
Abundant Living Family Church	Counseling Services	6
Abundant Living Family Church	Outreach Center	63
ACT Family Counseling Services	Parenting Bridge Program	9
Adelanto Community Resource Center	Clothes Closet	3
Adelanto Community Resource Center	Emergency Food	12
Adelanto Senior Center	Senior Center	1
Adventist Community Team Services	Emergency Food Assistance	10
Adventist Community Team Services	Meals on Wheels	1
AL-ANON Family Groups and ALATEEN	Inland Empire of California Al-Anon and Alateen	1
Alcoholics Anonymous		1
Alcoholics Anonymous	Alcoholics Anonymous	11
American Civil Liberties Union Of Southern California	Civil Liberties and Legal Issues	1
American Kidney Fund		1
American Lung Association		2
American Lung Association	Asthma Program	1
American Red Cross - Claremont Chapter		1
American Red Cross - Claremont Chapter	Disaster Response and Relief	2
American Red Cross - High Desert Chapter		2
American Red Cross - High Desert Chapter	Disaster and Emergency Relief	3
American Red Cross - High Desert Chapter	Disaster Preparedness Education	2
American Red Cross - High Desert Chapter	Health and Safety Training	2
American Red Cross - Inland Empire Chapter		2
American Red Cross - Inland Empire Chapter	Disaster Recovery Service	5
American Red Cross - Inland Empire Chapter	Health and Safety	1
American Red Cross - San Gabriel Pomona Valley Branch		2
American Red Cross Twentynine Palms MCAGCC	Armed Forces Emergency Services	1
Amputee Connection of Redlands	Amputee Support Group	2
Annual Credit Report Request	Fraud Victim Assistance	1
Apple Valley Fire Protection District		1
Apple Valley Fire Protection District	CPR and First -Aid Classes	2
Apple Valley Unified School District		1
Arrowhead Regional Medical Center		6
Arrowhead Regional Medical Center	Family and Elder Care Center	1
Arrowhead Regional Medical Center	First 5 Dental Program	4
Arrowhead Regional Medical Center	Hospital Services	7
Arrowhead Regional Medical Center	Medically Indigent Adult Health Care (MIA)	10
Arrowhead Regional Medical Center	Mobile Medical Clinic	1
Asante Family Agency, Inc.		1
Asante Family Agency, Inc.	Counseling, Training and Visitation Center	29
Asian-American Educational and Cultural Center, Inc.	Traffic Safety Awareness	7
Assistance League of San Bernardino	Childrens Dental Center	2
Assistance League of the Foothill Communities	San Antonio Community Hospital Dental Center	1
Associated Clinical Therapists, Inc.		4
Associated Clinical Therapists, Inc.	Counseling Services	23
Association of Community Organizations for Reform Now (ACORN)	ACORN Foreclosure Prevention Program	3
Barstow Branch Library	English Improvement Classes	1
Barstow Community College		1
Barstow Counseling Center	Counseling Services	3
Barstow Literacy Coalition	Literacy Program	1
Barstow Senior Citizens Center	Meals On Wheels	2
Benevolent Animal Rescue Committee	Animal Rescue Committee	2

Referrals from 2-1-1 San Bernardino County

Better Business Bureau	Complaint Department	4
Bienestar Human Services	HIV Outreach	1
Bienestar Human Services	Individual Support	1
Bienestar Human Services	LGBT Outreach	1
Big Bear Valley Park and Recreational Center	Senior Center	1
Bilingual Family Counseling Service, Inc.		2
Bilingual Family Counseling Service, Inc.	Safe and Stable Families	4
Bilingual Family Counseling Service, Inc.	Substance Abuse Treatment	1
Bilingual Family Counseling Service, Inc.	Support Group	1
Blindness Support Services	Support Services	1
Bloomington Branch Library	Basic Computer Class	1
Bloomington Branch Library	Storytime and Crafts	1
Bloomington Senior Center	Senior Center	1
Boys & Girls Club of Fontana	Homework and Tutoring	2
Boys & Girls Club of San Bernardino		1
Boys & Girls Club of San Bernardino	USDA Food Giveaway	2
Boys & Girls Club of the Victor Valley	Core Programs	1
Boys Town National Hotline	National Hotline	11
Braille Institute of America, Inc.	Child Development	1
Braille Institute of America, Inc.	Mobile Solutions	1
California Coalition for Youth	Youth Crisis Line	4
California Department of Consumer Affairs	Bureau of Automotive Repair	1
California Department of Consumer Affairs	Consumer Information Center	1
California Department of Industrial Relations	Labor Standards Enforcement	1
California Department of Insurance		1
California Department of Insurance	Consumer Services	1
California Department of Motor Vehicles	DMV Services	6
California Department of Social Services	Child Care Licensing	3
California Department of Social Services	Welfare Fraud Hotline	1
California Department of Transportation	Caltrans	5
California Highway Patrol	Freeway Patrol Service	7
California Public Utilities Commission		1
California Public Utilities Commission	Deaf and Disabled Telecommunications Program (DDTP)	1
California Public Utilities Commission	LifeLine Telephone Service	8
California Senior Legal Hotline	Legal Hotline	1
California Society of Certified Public Accountants	CPA Referral Service	1
California State University San Bernardino	Counseling Services	10
California State University San Bernardino	First Five Early Intervention	7
California Victim Compensation and Government Claims Board	Victim Compensation Program	1
Call for Life Pregnancy Help Center	Crisis Pregnancy Center	9
Canyon Ridge Hospital	Access Center	1
Canyon Ridge Hospital	Hospital Services	2
Caring for the Hills	Emergency Food Boxes	6
Caring for the Hills	Food Pantry	8
Carolyn Owens Community Center	Counseling Services	1
Carpenters House		3
Carpenters House	ACTS 29 Food Ministry	38
Carter Branch Library	Storytime and Crafts	2
Casa Colina Centers for Rehabilitation	Acute Rehabilitation	2
Casa Colina Centers for Rehabilitation	Transitional Living Center	1
Casa de San Bernardino	Youth Substance Abuse Outpatient Program	4
Casa Ramona Senior Center	Senior Center	1
Catholic Charities - Brother Miguel Center	Counseling Services	8
Catholic Charities of San Bernardino/Riverside		6
Catholic Charities of San Bernardino/Riverside	Advocacy and Referrals	6
Catholic Charities of San Bernardino/Riverside	Anger Management Classes	1
Catholic Charities of San Bernardino/Riverside	Case Management	2
Catholic Charities of San Bernardino/Riverside	Christmas Toys	1
Catholic Charities of San Bernardino/Riverside	Clothes/Household Items	41
Catholic Charities of San Bernardino/Riverside	Clothing Referrals	1
Catholic Charities of San Bernardino/Riverside	Food Assistance	65
Catholic Charities of San Bernardino/Riverside	Funeral Referral	6
Catholic Charities of San Bernardino/Riverside	Housing and Support Services	3
Catholic Charities of San Bernardino/Riverside	Individual/Family Counseling	18
Catholic Charities of San Bernardino/Riverside	Parenting Classes	8
Catholic Charities of San Bernardino/Riverside	Prescription Service	9
Catholic Charities of San Bernardino/Riverside	Rent/Mortgage Assistance	44
Catholic Charities of San Bernardino/Riverside	Transportation Assistance	13
Catholic Charities of San Bernardino/Riverside	Utility Assistance	32
Cedar House Rehabilitation Center		1
Cedar House Rehabilitation Center	Detoxification	12
Cedar House Rehabilitation Center	Outpatient Therapy and Counseling Program	4
Cedar House Rehabilitation Center	Residential Treatment	9

Referrals from 2-1-1 San Bernardino County

Center for Nonprofit Management	Nonprofit Development Program	1
Center on Deafness Inland Empire	General Services	1
Central City Lutheran Mission		5
Central City Lutheran Mission	Cold Weather Shelter	79
Central City Lutheran Mission	Food Giveaway	33
Central City Lutheran Mission	Kinship Family Center	9
Central City Lutheran Mission	The H Street Clinic	27
Central City Lutheran Mission	Transitional Housing for HIV Affected	2
Central Detention Center		1
Central Detention Center	Detention Center	1
Chaffey Joint Union High School District	Chaffey Adult School	1
Chaffey Joint Union High School District	Public School	1
Childhelp USA	Child Abuse Hotline	1
Chino Hills Counseling		1
Chino Hills Counseling	Chino Hills Counseling	7
Chino Neighborhood House	Clothes Closet	4
Chino Neighborhood House	Emergency Food	10
Chino Neighborhood House	Household Item Distribution	6
Chino Senior Center	Senior Nutrition Lunch Program	1
Chino Valley Medical Center	Hospital Services	1
Chino Valley TYKES	Family Resource Center	3
Christian Counseling Service of the East Valley	Counseling Services	10
Christian Counseling Service of the East Valley	Parent Child Interaction Therapy	1
Church of the Nazarene		1
Church of the Nazarene	Clothes Closet	16
Circle of Hope - Gods Kitchen		1
Circle of Hope - Gods Kitchen	Overnight Emergency Shelter	15
Circle of Hope - Gods Kitchen	Transitional Living Program	4
City of Barstow	Community Services	1
City of Big Bear Lake	Civic Center	1
City of Big Bear Lake	Hazardous Materials Management	1
City of Calimesa	Norton Younglove Multipurpose Senior Center	1
City of Colton		1
City of Fontana		1
City of Fontana	City Hall	2
City of Fontana	Community Services and Recreation	1
City of Fontana	Sandbag Program	1
City of Hesperia	City Hall	3
City of Hesperia	Community Services	1
City of Highland	City Hall	1
City of Highland	Home Improvement Program	1
City of Montclair	City Hall	2
City of Montclair	Health Service Alliance	3
City of Montclair	Meals on Wheels	1
City of Montclair	Medical Clinic-Evening	23
City of Montclair	USDA Food Distribution	4
City of Ontario	Cares Program	1
City of Ontario	City Hall	2
City of Ontario	Senior Center	2
City of Ontario Fire Department	Fire and Rescue	1
City of Rancho Cucamonga	City Hall	3
City of Rancho Cucamonga	Community Services	1
City of Rialto		1
City of Rialto	City Hall	2
City of Rialto	Senior Center	1
City of San Bernardino	City Clerks Office	2
City of San Bernardino	City Hall	4
City of San Bernardino	Senior Companion Program	1
City of San Bernardino Fire Department	Fire and Rescue	2
City of Upland	City Hall	1
City of Upland	Recreation & Community Services Division	1
City of Victorville	City Hall	4
City of Victorville	Mortgage Assistance Program	2
Clear View Treatment Center	Substance Abuse Recovery	6
Colton Public Library	Advance to Literacy	1
Colton-Redlands-Yucaipa ROP	Sharewear	1
Community Action Partnership of San Bernardino County		9
Community Action Partnership of San Bernardino County	Energy, Education and Environmental Services Department	254
Community Action Partnership of San Bernardino County	Family Development	82
Community Action Partnership of San Bernardino County	Food Bank	9
Community Action Partnership of San Bernardino County	Volunteer Income Tax Assistance (VITA/EITC)	1
Community Health Action Network		1
Community Health Action Network	Parent Resource Center	23

Referrals from 2-1-1 San Bernardino County

Community Health Systems, Inc.		3
Community Health Systems, Inc.	Dental Clinic	35
Community Health Systems, Inc.	Medical Clinic	13
Community Health Systems, Inc.	Optometry Services	18
Community Hospital of San Bernardino		3
Community Hospital of San Bernardino	Behavioral Health Services	21
Community Hospital of San Bernardino	Crisis Intervention	48
Community Hospital of San Bernardino	Hospital	2
CRC Health Corporation	Drug Addiction Services	5
Crosslight Family Ministries / Fortress Christian Center	Outreach	21
David and Margaret Youth and Family Services	Community Based Education	1
David and Margaret Youth and Family Services	Preservation Program	1
Delmann Heights Community Center		1
Delmann Heights Community Center	Salvaged Bread Program	7
Delmann Heights Community Center	Senior Center	1
Delmann Heights Community Center	USDA Food Giveaway	11
Denti-Cal Referral Line	Hotline	2
Department of Rehabilitation Inland Empire District	Vocational Rehabilitation	2
Desert Communities United Way	Desert Communities United Way	1
Desert Manna Ministries	Clothes Closet	1
Desert Manna Ministries	Cold Weather Shelter	6
Desert Manna Ministries	Electric Assistance Fund (EAF)	7
Desert Manna Ministries	Emergency Shelter	4
Desert Manna Ministries	Food Program	5
Desert Manna Ministries	Transportation Assistance	3
Desert Sanctuary, Inc.		2
Desert Sanctuary, Inc.	Catholic Charities Grants Case Management	20
Desert Sanctuary, Inc.	Cedar Chest Thrift Shop	2
Desert Sanctuary, Inc.	Domestic Violence Outreach/Community Resource Center	1
Desert Sanctuary, Inc.	Haley House Domestic Violence Shelter	1
Desert Valley Hospital	Hospital Services	1
Disability Rights Legal Center	Disability Rights	1
Doctors Hospital	Hospital Services	1
Don Day Community Center	Don Day Swimming Pool	1
Don Day Community Center	Teen After School Program	1
East Valley Community Health Center, Inc.		3
East Valley Community Health Center, Inc.	General Medical Services	25
Echos Of Faith World Outreach Ministries		1
Echos Of Faith World Outreach Ministries	Operation Fresh Start	15
El Sol Neighborhood Educational Center		1
El Sol Neighborhood Educational Center	Community Outreach	2
Employment Development Department	Paid Family Leave	1
Employment Development Department	State Disability Insurance	4
Employment Development Department	Unemployment Insurance	16
Fairplex Child Development Center	Child Development Center	1
Faith Lutheran Church	Community Food Pantry	2
Faiths Hope Foundation	Medical Expense Assistance	2
Family Service Agency of San Bernardino		3
Family Service Agency of San Bernardino	Crestline Food and Clothing Bank	8
Family Service Agency of San Bernardino	Disaster Recovery Services	1
Family Service Agency of San Bernardino	Domestic Violence Program	9
Family Service Agency of San Bernardino	Individual, Family and Group Therapy	20
Family Service Agency of San Bernardino	Outpatient Mental Health Treatment	4
Family Service Agency of San Bernardino	Utility Assistance Fund (EAF & GAF)	11
Family Service Association of Redlands		3
Family Service Association of Redlands	Cold Weather Vouchers	12
Family Service Association of Redlands	Disaster Recovery Services	1
Family Service Association of Redlands	Family Support	19
Family Service Association of Redlands	Home Again	15
Family Service Association of Redlands	Rental Assistance	23
Family Solutions		2
Family Solutions	School - Based Services	3
Federal Citizen Information Center	Citizen Information Center	1
Federal Emergency Management Agency FEMA		2
Federal Emergency Management Agency FEMA	Financial Assistance	1
Federal Trade Commission	Victims' Complaints	1
Fifth Street Senior Center	Senior Companions	2
Fifth Street Senior Center	Senior Nutrition Lunch Program	2
First 5 Commission of San Bernardino County		1
First 5 Commission of San Bernardino County	First 5 Commission of San Bernardino County	4
First Chance/Y-CHOW, Inc.	Sober Living	3
First Presbyterian Church		2
First Presbyterian Church	USDA Food Giveaway	36

Referrals from 2-1-1 San Bernardino County

First Steps Child Development Center, Inc.	Affordable Child Care	2
Fontana Native American Center, Inc.	American Indian Cultural and Social Services	1
Fontana Police Department	Fontana Police	5
Fontana Rehabilitation Workshop, Inc.	Occupational Skills Training	1
Fontana Unified School District		1
Foothill AIDS Project	Prevention Education and Outreach	1
Foothill Family Shelter	Basic Needs	38
Foothill Family Shelter	Foothill Family Shelter	21
Foothill Family Shelter	Shelter Court	2
Foster Youth Services	YES Center	1
Frazee Community Center		2
Frazee Community Center	Hot Meals	7
Frazee Community Center	Medical Treatment	5
Frazee Community Center	Shelters	12
George Gibson Senior Center	Senior Center	1
George White Senior Center	Senior Center	2
Gift Ministries	Clothes Closet	5
Good Steward Day Care	Child Care Service	1
Goodwill Southern California	Career Resource Center	9
Goodwill Southern California	Retail Stores and Used Goods	9
Greater Cornerstone Church		1
Greater Cornerstone Church	Community Meal	14
Greater Cornerstone Church	USDA Food Giveaway	10
Group Home Support Services		4
Group Home Support Services	Counseling Services	9
Group Home Support Services	Parenting Classes	8
Group Home Support Services	Substance Abuse Counseling	1
H1N1 Information		9
H1N1 Information	H1N1 Information For Callers	77
Habitat For Humanity, San Bernardino Area, Inc.	Habitat For Humanity	1
Hand to Hand Outreach	Transportation	7
Hands On Inland Empire		1
Hands On Inland Empire	Alternative Sentencing	13
Hands On Inland Empire	Volunteer Opportunities	4
Healthy Families		1
Healthy Families	Health Care Coverage	7
Hesperia Unified School District	Public Education	1
Hi-Desert Medical Center		1
Hi-Desert Medical Center	Hospital Services	1
High Desert Child Adolescent and Family Services Center		4
High Desert Child Adolescent and Family Services Center	Anger Management	6
High Desert Child Adolescent and Family Services Center	Co-Parenting	1
High Desert Child Adolescent and Family Services Center	Counseling Services	12
High Desert Child Adolescent and Family Services Center	Delayed Entry of Judgement	1
High Desert Child Adolescent and Family Services Center	Drug Testing	1
High Desert Child Adolescent and Family Services Center	Parenting Classes	3
High Desert Child Adolescent and Family Services Center	Supervised Visitation	2
High Desert Domestic Violence Program, Inc.	Domestic Violence Program Services	5
High Desert Homeless Services, Inc		2
High Desert Homeless Services, Inc	Shelter	47
High Desert Pregnancy Clinic	Pregnancy Testing	1
High Desert Relative Caregivers	Relative Caregivers	1
High Desert Resource Network	Training	1
High Desert Transitional Living Connection	Job Search	1
High Desert Youth Center	Safety and Wellness Program	5
High Desert Youth Center	Workforce Investment Act (WIA) Youth Programs	1
Higher Ground Christian Intervention Program	Higher Ground Christian Intervention Program	2
Home of Neighborly Senior Center	Food Giveaway	4
Home of Neighborly Senior Center	Senior Nutrition Lunch Program	1
Home of Neighborly Senior Center	USDA Food Giveaway	2
Homeownership Preservation Foundation	The Homeowner's HOPE Hotline	2
Hospice Education Institute		1
House of Ruth, Inc.	Counseling Services	5
House of Ruth, Inc.	Emergency Hotline	1
House of Ruth, Inc.	Emergency Shelter	14
House of Ruth, Inc.	Transitional Living	1
Housing Authority of the County of San Bernardino		4
Housing Authority of the County of San Bernardino	Family Unification Program	18
Housing Authority of the County of San Bernardino	Housing Opportunities for People With AIDS (HOPWA)	3
Housing Authority of the County of San Bernardino	Mainstream Program	7
Housing Authority of the County of San Bernardino	Public Housing	17
Housing Authority of the County of San Bernardino	Section 8 Program	40
Housing Authority of the County of San Bernardino	Tenant Based Assistance Program (TBA)	2

Referrals from 2-1-1 San Bernardino County

Humanitarian International Services Group	Eyes for You	4
Impression Healthcare Services	Behavioral Health Counseling	6
Inland Agency	Community Tool Box	8
Inland Agency	HICAP	2
Inland AIDS Project	Mental and Behavioral Health Treatment	1
Inland Behavioral and Health Services, Inc.	PC1000 Drug Diversion Program	2
Inland Behavioral and Health Services, Inc.	Westside Counseling Center	1
Inland Behavioral and Health Services, Inc.	Youth Justice Center	1
Inland Caregivers Resource Center	Supplemental Services	2
Inland Caregivers Resource Center	Support Groups	1
Inland Counties Legal Services, Inc		1
Inland Counties Legal Services, Inc	Housing Law Services Center	1
Inland Counties Legal Services, Inc	Legal Assistance	48
Inland Empire Economic Recovery Corporation (IEERC)	Home Foreclosure Prevention Seminars/Workshops	7
Inland Empire Health Plan		1
Inland Empire Health Plan	Healthy Kids	5
Inland Empire Latino Lawyers Association	Legal Assistance and Counseling	19
Inland Empire United Way	2-1-1 San Bernardino County	1
Inland Empire United Way	Hands On Inland Empire	1
Inland Empire United Way	United Way Worldwide Disaster Fund	6
Inland Fair Housing and Mediation Board		3
Inland Fair Housing and Mediation Board	Education and Outreach	3
Inland Fair Housing and Mediation Board	Inland Fair Housing and Mediation	40
Inland Family Community Health Center		11
Inland Family Community Health Center	Dental Services	48
Inland Family Community Health Center	Medical Services	36
Inland Family Community Health Center	OB/GYN Services	2
Inland Regional Center	Inland Regional Center	4
Inland Temporary Homes		19
Inland Temporary Homes	Family Literacy Program	1
Inland Temporary Homes	Homeless Prevention and Rapid Re-Housing Program (HPRP)	34
Inland Temporary Homes	Shelter & Transitional Housing	4
Inland Valley Hope Partners		5
Inland Valley Hope Partners	Food Security Program	33
Inland Valley Hope Partners	Rent Payment Assistance	6
Inland Valley Hope Partners	Shelter/Housing Program	1
Inland Valley Hope Partners	Utility Assistance	23
Inland Valley Humane Society and S.P.C.A	Animal Adoption	1
Inland Valley Humane Society and S.P.C.A	Vaccine Clinic	1
Inland Valley Justice Center		1
Inland Valley Justice Center	Dispute Resolution	1
Inland Valley Recovery Services	Inland Valley Recovery Services	11
Internal Revenue Service	Internal Revenue Service	5
Jericho Outreach, Inc.	Living Facilities	7
Jericho Outreach, Inc.	Residential/Outpatient Services	2
Job Corps	Job Training	2
Josephine Knopf Senior Center	Senior and DisabledTransportation	1
Josephine Knopf Senior Center	Senior Lunch and Movie Program	1
Kids Come First Community Clinic		1
Kids Come First Community Clinic	Kids Come First	4
Kids Turf Day Care Center	Day Care	3
La Vista	La Vista Housing	1
LaSalle Medical Associates		1
LaSalle Medical Associates	Health Clinic	42
LaSalle Medical Associates	Well Women Exam	5
League of United Latin American Citizens	Educational Service Center	1
Legal Aid Society of San Bernardino		2
Legal Aid Society of San Bernardino	Legal Aid Clinic	38
Libreria del Pueblo, Inc.	Citizenship, English and Computer Classes	1
Libreria del Pueblo, Inc.	Immigration Services	2
Libreria del Pueblo, Inc.	Legal Clinic	5
LifeStream	Blood Donation Program	1
Lifeway Church Ministries	Clothes Closet	1
Lifeway Church Ministries	Food Pantry	15
Lighthouse Inner Change Sober Living	Sober Living	2
Loma Linda Diabetes Support Group	Winning With Diabetes	1
Loma Linda Marriage & Family Therapy Clinic	Marriage and Family Therapy	9
Loma Linda University Medical Center		3
Loma Linda University Medical Center	Hospital Services	5
Loma Linda University Medical Center	School of Dentistry	2
Loma Linda University Psychology Department	Psychological Services Clinic	5
Loveland Jubilee Pantry		2
Loveland Jubilee Pantry	Jubilee Pantry	48

Referrals from 2-1-1 San Bernardino County

Lucerne Valley Domestic Violence Outreach	Batterers Intervention Program	2
Lutheran Social Services of Southern California	52 Week Parenting / Child Abuser / Anger Management/Batterer's Inte	1
Lutheran Social Services of Southern California	Food Bank and Bread Program	1
Lutheran Social Services of Southern California	Promotion of Safe & Stable Families	1
Making a Difference Association		1
Making a Difference Association	Giving Center	4
Making a Difference Ministry, Inc.	Family Affair	1
Mary Vagle Nature Center	Urban Ecology Program	1
Marygold Senior Center	Senior Center	1
Marys Mercy Center, Inc.		1
Marys Mercy Center, Inc.	Marys Children Program	30
Marys Mercy Center, Inc.	Marys Table	37
Marys Mercy Center, Inc.	Saint Joseph Clothes Closet	10
Marys Mercy Center, Inc.	St. Martin de Porres Emergency Food Bag Program	27
Marys Mercy Center, Inc.	Veronicas Home of Mercy	4
Meals on Wheels - Montclair	Home Delivered Meals	1
Meals on Wheels - Ontario		1
Meals on Wheels - Ontario	Meals on Wheels	4
Meals On Wheels - Upland		1
Meals On Wheels - Upland	Meals On Wheels	1
Medical Board of California	Medical Board	1
Mental Health Systems, Inc.	Drug Abuse Counseling for Federal Probationers	3
Mental Health Systems, Inc.	DUI Program	1
Mentone Senior Center and Library		1
Mercy House		4
Mercy House	Assisi House	7
Mercy House	Guadalupe Residence	8
Mercy House	Walk-In Center	65
Merrill Community Services, Inc.	Anger Management	2
Merrill Community Services, Inc.	Counseling	1
Metrolink	Metrolink Travel Information	1
Mexican Consulate		2
Mexican Consulate	Consular Services	2
Mimis House		1
Mimis House	Transitional Housing	11
Modest Needs	Bridge Grant	1
Mojave Basin Youth Corps, Inc.	Mojave Basin YouthBuild	2
Montclair Senior Center	Cooling Center	1
Morongo Basin Mental Health Services Association	Early Periodic Screening, Diagnosis and Treatment	1
Morongo Basin Mental Health Services Association	Residential Drug and Alcohol Treatment	2
Morongo Basin Unity Home, Inc.	24-Hour Crisis Line	2
Morongo Basin Unity Home, Inc.	Domestic Violence- Emergency Shelter	1
Morongo Basin Unity Home, Inc.	Legal Advocacy and Court Support	1
Morongo Basin Unity Home, Inc.	Substance Abuse Program	1
Morongo Basin Unity Home, Inc.	Transitional Housing	1
Morongo Valley Community Services District	USDA Food Giveaway	1
Moses House Ministries		2
Moses House Ministries	Case Management	1
Moses House Ministries	The Boutique	18
Mothers Against Drunk Driving	Mothers Against Drunk Driving	1
Mountain Community Hospital	Rural Health Clinic	1
Mountain View Community Church		2
Mountain View Community Church	Food Pantry	33
Mountain View Community Church	Mountain View Preschool	1
Mountain View Community Church	Substance Abuse Meetings	3
Narcotics Anonymous	Narcotics Anonymous Support Group	7
National Alliance on Mental Illness	Information and Referral	1
National Community Renaissance		3
National Community Renaissance	Affordable Housing	72
National Domestic Violence Hotline		1
National Domestic Violence Hotline	Domestic Violence Hotline	3
National Suicide Prevention Lifeline	Suicide Hotline	6
National Suicide Prevention Lifeline	Suicide Prevention Lifeline	2
Neighborhood Housing Services of the Inland Empire, Inc.	Foreclosure Prevention	4
Neighborhood Housing Services of the Inland Empire, Inc.	Home Maintenance Education	1
Neighborhood Housing Services of the Inland Empire, Inc.	Home Ownership	1
Neighborhood Partnership Housing Services, Inc.		1
Neighborhood Partnership Housing Services, Inc.	Foreclosure Counseling	1
Neighborhood Partnership Housing Services, Inc.	Home Ownership	1
New Directions	Therapeutic Community	3
New Hope Christian Fellowship	Lifeline	9
New Hope Village, Inc.	New Hope Village	3
New House, Inc.	Substance Abuse Treatment Program / Clean and Sober Moms	3

Referrals from 2-1-1 San Bernardino County

Northtown Housing Development Corp.	Government Food Commodities	1
Office of Emergency Services	Emergency Response	1
Office of Emergency Services	Flash Reports	2
Office of the Attorney General		1
Office of the Attorney General	Bureau of Medi-Cal Fraud	3
Oldtimers Foundation	Home maintenance and Conservation	6
Oldtimers Foundation	Housing	1
Oldtimers Foundation	Nutrition	1
Oldtimers Foundation	Transportation Services	2
Olive Branch Counseling Center		2
Olive Branch Counseling Center	Addictive Behavior	1
Olive Branch Counseling Center	Anger Management	14
Olive Branch Counseling Center	Drug Testing	2
Olive Branch Counseling Center	Parenting Classes	7
Olive Branch Counseling Center	Relationship Counseling	1
Omnitrans	Access Service	15
Ontario City Library	Library Services	2
Ontario Police Department	Police Department	5
Ontario Senior Center	STARS	1
Ontario/Montclair YMCA	Matrix	6
Ontario/Montclair YMCA	Resident Camp	1
Ontario-Montclair School District		1
Ontario-Montclair School District	Family Solutions Collaborative	1
OPARC	Adult Development Centers and Senior Services	1
Operation Provider		2
Operation Provider	Basic Need Assistance	1
Operation Provider	Electric and Gas Assistance Fund (EAF & GAF)	11
Operation Safehouse	Operation Safehouse Shelter	2
Operation Safehouse	Transitional Living Program	2
Option House, Inc.		2
Option House, Inc.	Community Education	1
Option House, Inc.	Domestic Violence Shelter Services	17
Our Lady of Hope		9
Our Lady of Hope	Soup Kitchen	2
Our Lady of Hope	USDA Food Distribution	28
Our Lady of the Desert		3
Our Lady of the Desert	Food Pantry	29
Pacific Clinics		4
Pacific Clinics	Child and Family Services	2
Pacific Lifeline		1
Pacific Lifeline	Transitional Shelter	5
PAL Humane Society	Humane Society	1
Para Los Niños		4
Para Los Niños	Family Resource Center	47
Para Los Niños	Parenting Classes	2
Parents, Families & Friends of Lesbians & Gays	Support and Information	1
Partnership for Prescription Assistance		2
Partnership for Prescription Assistance	Prescription Assistance	6
Patient Advocate Foundation	Advocacy	1
Patton State Hospital		1
Patton State Hospital	Hospital Services	3
Perris Hill Park Senior Center	Senior Center	1
Planned Parenthood of Orange and San Bernardino Counties		1
Planned Parenthood of Orange and San Bernardino Counties	Contraceptive Clinics	5
Planned Parenthood of Orange and San Bernardino Counties	Pregnancy Testing, Counseling, and Referral	1
Planned Parenthood of Orange and San Bernardino Counties	Sexually Transmitted Infections Treatment	3
Pomona Valley Hospital Medical Center	Central Avenue Urgent Care Center	1
Pomona Valley Workshop	Thrift Store	1
Pregnancy Resource Center	Pregnancy Resources	1
Pregnancy Support Centers, Inc.	Choices Clinic	1
Priscillas Helping Hands, Inc.		3
Priscillas Helping Hands, Inc.	Clothes Closet	14
Priscillas Helping Hands, Inc.	Project R.E.A.C.H.	1
Priscillas Helping Hands, Inc.	Soup Kitchen	3
Project Cuidar-SB		1
Project Cuidar-SB	Child Enrichment Groups and Parenting Classes	2
Project Sister Family Services	Crisis Intervention	1
Project Sister Family Services	Support Groups	2
Protection and Advocacy	Disability Rights	1
Provisional Accelerated Learning (PAL) Center	Comprehensive Child Care	2
Putting Kids First	Co-Parenting Course	2
Putting Kids First	Parenting Course	1
Rader Program	Eating Disorders	2

Referrals from 2-1-1 San Bernardino County

Rancho Cucamonga & Fontana Family YMCA	Preschool	1
Rancho Cucamonga & Fontana Family YMCA	Senior Transportation	1
Rancho Cucamonga Family Resource Center	Clothes Closet	2
Rancho Cucamonga Family Resource Center	Emergency Food	25
Rape, Abuse and Incest National Network	National Sexual Assault Hotline	2
REACH	REACH	18
Reach Out Morongo Basin	USDA Food Giveaway	1
Reach Out West End	Drug Diversion (DEJ - PC1000 Classes)	1
Redlands Community Hospital	Family Clinic	5
Redlands Community Hospital	Hospital Services	2
Redlands Day Nursery		1
Redlands Day Nursery	Child Care	1
Redlands Family YMCA	Legal Aid	1
Redlands Police Department Recreation Bureau	Redlands Police Department	1
Redlands Unified School District	High School Diploma and G.E.D.	1
Restoration House of Refuge, Inc.	Transitional Housing	3
Rialto Police Department	Rialto Police	2
Rialto Senior Center	Senior Nutrition Lunch Program	3
RISE Interpreting, Inc.	Sign Language Interpretation	1
Rock Church & World Outreach Center		2
Rock Church & World Outreach Center	Literacy and GED Classes	1
Rock Church & World Outreach Center	USDA Food Giveaway	28
Rolling Start, Inc.	Deaf Services	1
Rolling Start, Inc.	Housing	3
Rolling Start, Inc.	Information and Referral	1
Rolling Start, Inc.	Support Groups / Workshop	2
Rolling Start, Inc.	Systems and Individual Advocacy	1
Rose of Sharon Life Center		1
Rose of Sharon Life Center	The Life Center	16
Rudy C. Hernandez Community Center	Food Distribution	2
Rudy C. Hernandez Community Center	Senior Nutrition Lunch Program	1
Running Springs Assembly of God	Food for Life	1
Rx Help For Californians		1
Rx Help For Californians	Prescription Assistance	10
Salvation Army - Ontario		4
Salvation Army - Ontario	Emergency Food Box	24
Salvation Army - Ontario	Emergency Rental/Mortgage Assistance	8
Salvation Army - Ontario	Motel Vouchers	6
Salvation Army - Redlands		1
Salvation Army - Redlands	Christmas Baskets	1
Salvation Army - Redlands	Electric and Gas Assistance Fund (EAF & GAF)	20
Salvation Army - San Bernardino		8
Salvation Army - San Bernardino	Cold Weather Shelter	44
Salvation Army - San Bernardino	Shelter Program	93
Salvation Army - San Bernardino	Soup Kitchen	4
Salvation Army - San Bernardino	USDA Food Giveaway	40
Salvation Army Service Extension	Utility Assistance	5
Salvation Army-Victor Valley		14
Salvation Army-Victor Valley	Disaster Recovery Services	2
Salvation Army-Victor Valley	Food Assistance	35
Salvation Army-Victor Valley	Motel Vouchers	13
Salvation Army-Victor Valley	Utility Assistance	147
Samaritan Counseling Center	BEAMS (Behavior Education and Management Services)	1
Samaritan Counseling Center	Counseling Services	3
Samaritans Helping Hand		1
Samaritans Helping Hand	Community Assistance	11
Samaritans Helping Hand	Food Assistance	20
Samaritans Helping Hand	Utility Assistance	49
San Antonio Community Hospital	Hospital Services	1
San Antonio Community Hospital	Urgent Care	3
San Bernardino City Unified School District		2
San Bernardino City Unified School District	California Cadet Corps	1
San Bernardino City Unified School District	State Preschool Program	3
San Bernardino City Unified School District	USDA Food Giveaway	3
San Bernardino County Animal Care & Control		5
San Bernardino County Animal Care & Control	Animal Services	2
San Bernardino County Animal Care & Control	Spay and Neuter Voucher Program	1
San Bernardino County Auditor-Controller/Recorder	County Assessor	1
San Bernardino County Auditor-Controller/Recorder	Recorder/Clerk	4
San Bernardino County Bar Association		1
San Bernardino County Bar Association	Attorney Referral Service	9
San Bernardino County Coroners Office	Coroner Services	1
San Bernardino County Department of Aging and Adult Services		2

Referrals from 2-1-1 San Bernardino County

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	2
San Bernardino County Department of Aging and Adult Services	In Home Supportive Services	22
San Bernardino County Department of Aging and Adult Services	Long-Term Care Ombudsman Program	2
San Bernardino County Department of Aging and Adult Services	Multipurpose Senior Services Program	2
San Bernardino County Department of Aging and Adult Services	Senior Information and Assistance Program	16
San Bernardino County Department of Aging and Adult Services	Senior Nutrition Services	2
San Bernardino County Department of Aging and Adult Services	Senior Training and Employment Program	3
San Bernardino County Department of Behavioral Health		3
San Bernardino County Department of Behavioral Health	Agewise Program	2
San Bernardino County Department of Behavioral Health	Alcohol and Drug Services	12
San Bernardino County Department of Behavioral Health	Centralized Children's Intensive Case Management Services	2
San Bernardino County Department of Behavioral Health	Community Crisis Response Team	16
San Bernardino County Department of Behavioral Health	Homeless Program	1
San Bernardino County Department of Behavioral Health	Housing Program	1
San Bernardino County Department of Behavioral Health	Outpatient Services	54
San Bernardino County Department of Behavioral Health	The Access Unit	11
San Bernardino County Department of Behavioral Health	Transitional Age Youth One Stop Center	8
San Bernardino County Department of Child Support Services	Child Support Services	10
San Bernardino County Department of Children and Family Services		3
San Bernardino County Department of Children and Family Services	Adoption Assistance Program	1
San Bernardino County Department of Children and Family Services	Child Protective Hotline	17
San Bernardino County Department of Children and Family Services	Children Protective Services	2
San Bernardino County Department of Community Development and Housing	American Dream Downpayment Initiative	1
San Bernardino County Department of Public Health		1
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	California Children Services	1
San Bernardino County Department of Public Health	Flu Shots	4
San Bernardino County Department of Public Health	Health Promotion and Education	1
San Bernardino County Department of Public Health	Immunizations	13
San Bernardino County Department of Public Health	Maternal Health Program	1
San Bernardino County Department of Public Health	Reproductive Health Centers	12
San Bernardino County Department of Public Health	Traffic S.A.F.E. Program	10
San Bernardino County Department of Public Health	Tuberculosis Control Program	3
San Bernardino County Department of Public Health	Vector Control	3
San Bernardino County Department of Public Health	Women Infants and Children (WIC)	24
San Bernardino County Department of Veterans Affairs	VA Medical Center	1
San Bernardino County District Attorney	General Information	2
San Bernardino County Fire Department	Fire and Rescue	1
San Bernardino County Fire Department	Sandbag Program	1
San Bernardino County Land Use Services Department	Code Enforcement Division	5
San Bernardino County Library		1
San Bernardino County Preschool Services Department	Head Start	14
San Bernardino County Preschool Services Department	Preschool	1
San Bernardino County Preschool Services Department	Support Services	4
San Bernardino County Public Authority	In-Home Supportive Services Registry	10
San Bernardino County Sheriffs Department		2
San Bernardino County Sheriffs Department	Detention Facilities	2
San Bernardino County Sheriffs Department	Juvenile Intervention Program JIP	2
San Bernardino County Sheriffs Department	Law Enforcement	6
San Bernardino County Superintendent of Schools	Desert Mountain SELPA Children's Center	1
San Bernardino County Superintendent of Schools	KidsNCare Child Care Referral Services	9
San Bernardino County Superintendent of Schools	KidsNCare Resource and Referral Training Unit	1
San Bernardino County Superintendent of Schools	KidsNCare Subsidized Child Care	9
San Bernardino County Transitional Assistance Department		1
San Bernardino County Transitional Assistance Department	C4Yourself	4
San Bernardino County Transitional Assistance Department	CalWORKs Program	76
San Bernardino County Transitional Assistance Department	Cash Aid Program for Immigrants	3
San Bernardino County Transitional Assistance Department	Child Care Programs	1
San Bernardino County Transitional Assistance Department	Disaster Food Stamp Program	2
San Bernardino County Transitional Assistance Department	Food Stamp Program	93
San Bernardino County Transitional Assistance Department	Medi-Cal Program	44
San Bernardino County Transitional Assistance Department	The General Relief Program	4
San Bernardino County Transitional Assistance Department	Volunteer Income Tax Assistance (VITA)	6
San Bernardino County Workforce Development Department	Job Assistance	44
San Bernardino Police Department		1
San Bernardino Police Department	Police Department	4
San Bernardino Senior Center	Senior Center	1
San Bernardino Sexual Assault Services, Inc	Sexual Assault Program	2
San Bernardino Westside Christian Center Church		1
SCHEU Family YMCA of Upland	Preschool & Afterschool	1

Referrals from 2-1-1 San Bernardino County

Second Harvest Food Bank	Agency Food Distribution	1
SEIU United Long Term Care Workers Union	Home Care Registry	1
Senior and Disabled Fund of San Bernardino County	SAVES	4
Senior and Disabled Fund of San Bernardino County	Transportation Reimbursement and Escort Program	1
Senior Companion Program	Senior Companion Program	1
Senior Corps	Senior Companions	1
Set Free Christian Fellowship		2
Set Free Christian Fellowship	Food Assistance	4
Set Free Christian Fellowship	Food Ministry	5
Sexaholics Anonymous of Southern California		2
Sexaholics Anonymous of Southern California	Support Groups	1
Share, Inc.	Emergency Food	2
Share, Inc.	Food Program	4
Social Action Community Health System		10
Social Action Community Health System	Behavioral, Therapeutic and Dental Health Care	4
Social Action Community Health System	Primary Health Care	1
Social Security Administration		1
Social Security Administration	Social Security	26
Southern California Edison		2
Southern California Edison	California Alternate Rates for Energy	2
Southern California Gas Company		3
Southern California Gas Company	CARE	3
Southern California Gas Company	Direct Assistance Program	1
Southwest Gas Company	California Alternate Rates for Energy	3
Southwest Gas Company	Low-Income Energy Efficiency Weatherization Program	12
Southwest Gas Company	Medical Baseline Program	1
Special Little Angels, Inc.	Little Angels	2
Special Little Angels, Inc.	Special Angels Elderly Residential Care	3
Springboard	Consumer Credit Counseling	4
St. Bernardine Medical Center	Hospital Services	1
St. John of God Health Care Services		10
St. John of God Health Care Services	Assistance Services	218
St. John of God Health Care Services	Detox Center	12
St. John of God Health Care Services	Food Assistance	21
St. John of God Health Care Services	Residential Substance Abuse Treatment	4
St. John of God Health Care Services	Sober Living Homes	6
St. Johns Community Success Center	Standing Community Services	16
St. Johns Community Success Center	Youth Outreach	1
St. Mary Medical Center		1
START Pediatric Neurodevelopmental Assessment and Treatment Center	START Center	1
State Bar of California		1
State Bar of California	Attorney Information and Referral Service	5
State Bar of California	Lawyer Complaints	1
Sunflower Community Services, Inc.		1
Sunflower Community Services, Inc.	Transitional Housing	8
Superior Court of California County of San Bernardino	Civil Court/ Unlawful Detainer	7
Superior Court of California County of San Bernardino	Criminal Court	3
Superior Court of California County of San Bernardino	Family Court	13
Superior Court of California County of San Bernardino	Probate Court	3
Superior Court of California County of San Bernardino	Traffic Court	2
Teen Challenge of Southern California	Residential Substance Abuse Program	1
Teen Line	Teen Line	2
Telecare High Desert Crisis Walk-In Center	Crisis Walk-In Center	6
The 29 Palms Community Food Pantry & Outreach Ministries, Inc	Community Food Pantry	2
The Agape House	New Life Program	7
The Blessing Center		1
The Blessing Center	Clothes Closet	2
The Blessing Center	Cold Weather Shelter	39
The Blessing Center	Joseph Storehouse	16
The Community Counseling Center		1
The Community Counseling Center	Counseling Services	7
The Lords Table	Soup Kitchen	6
The Lords Table	USDA Food Giveaway	10
The Sober Living Network	Internet Information and Referral Service	3
The Trevor Project	Trevor Helpline	1
The Unforgettables Foundation	Burial Assistance	2
The Way Station	Food Assistance	2
The White House Healing Center, Inc.		1
The White House Healing Center, Inc.	Transitional Housing	19
Time For Change Foundation		1
Time For Change Foundation	Sweet Dreams House	20
Time For Change Foundation	Workshops	1
Touched Ones United Creating Hope, Inc.	Backpack Ministries	3

Referrals from 2-1-1 San Bernardino County

Town of Apple Valley	Town Hall	1
Travelers Aid of the Inland Empire	Emergency Transportation and Referral Service	5
Travelers Aid of the Inland Empire	Emergency Travel Services	3
Tri-City Mental Health Center	Adult Outpatient Services	2
Tri-County Dental Society	Free Dental Work for Children	4
U.S. Citizenship and Immigration Services	Citizenship and Immigration Services	1
U.S. Department of Housing and Urban Development	Hope for Homeowners	6
U.S. Department of Housing and Urban Development	HUD	10
Underground Service Alert of Southern California	Dig Alert	1
United States Census Bureau	Census Data	1
United States Department of Agriculture, Natural Resources Conservation Service	Watershed Protection Program	1
United States Department of Labor	Labor and Employment Law	5
United States Post Offices	Postal Services	2
Upland Animal Shelter	Spay/Neuter Voucher	1
Upland Church of Christ	Food Pantry	4
Valley Fellowship - Seventh Day Adventist Church	Community Services	7
Valley Star Children and Family Services		1
Valley Star Children and Family Services	Mental Health Services	1
Victims of Crime Resource Center		3
Victims of Crime Resource Center	Resource Center	2
Victor Valley Community Dental Service		1
Victor Valley Community Dental Service	Dental Service Program	26
Victor Valley Community Services Council	Alternative Sentencing Program	1
Victor Valley Community Services Council	Volunteer Center	2
Victor Valley Domestic Violence		2
Victor Valley Domestic Violence	Referral Services for a "A Better Way"	2
Victor Valley Rescue Mission		1
Victor Valley Rescue Mission	Clothes Closet	4
Victor Valley Rescue Mission	Food Pantry	37
Victor Valley Rescue Mission	Recovery Program	3
Victor Valley Rescue Mission	Soup Kitchen	2
Victor Valley Transit Authority	Direct Access	3
Villa de Ninos	Preschool	2
Visiting Nurse Association Of The Inland Counties		1
Visiting Nurse Association Of The Inland Counties	Therapy Services	3
Vocational Improvement Program, Inc.	Direct Placement	1
Volunteer Center of Riverside County		2
Volunteer Center of Riverside County	2-1-1 Riverside County	99
Volunteer Income Tax Assistance (VITA)	Earned Income Tax Credit (EITC)	5
Volunteer Income Tax Assistance (VITA)	VITA	5
Volunteers of America Southwest		1
Volunteers of America Southwest	Early Head Start	1
Way World Outreach Ministry		1
Way World Outreach Ministry	USDA Food Giveaway	25
West End Family Counseling	Department of Behavioral Health Outpatient Services	12
Westside Community Service Center		1
Westside Community Service Center	Clothes Closet	9
Westside Community Service Center	Employment Assistance	1
Westside Community Service Center	Food Distributions	19
Westside Community Service Center	Senior Nutrition Program	1
Whitney Young Family Health Clinic		13
Whitney Young Family Health Clinic	Dental Services	29
Whitney Young Family Health Clinic	Medical Services	26
YMCA Of The East Valley		1
YMCA Of The East Valley	Preschool	1
Young Visionaries Youth Leadership Academy		1
Young Visionaries Youth Leadership Academy	C.U.T.T. Center - Career, University, Technology Training	1
Young Visionaries Youth Leadership Academy	Youth Employment Development Program	1
Yucaipa Branch Library	Adult Literacy Program	1
Yucaipa Christian Church	Manna Food Cupboard	8
Yucaipa Valley Welfare, Inc	Clothes Closet	1
Yucaipa Valley Welfare, Inc	Food Program	4
Yucca Valley Senior Center	Home Delivered Meals	2
Yucca Valley Senior Center	Recreation Department	1