

January 2011

2-1-1 San Bernardino County Statistical Update

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



United Ways serving
San Bernardino County



2-1-1 News Items

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

2-1-1 Advisory Committee Meeting

The next meeting of the 2-1-1 Advisory Committee will be held at 9:00am at the 2-1-1 Call Center on March 24 and normally occurs regularly on the 4th Thursday of every other month.

My apologies for the delay in completing this report. Our developer had problems that caused this delay, until I finally received all our data today. We will be utilizing a new database shortly, with much more control left in the hands of the user.

Until next month,

Thank You and Be Well!

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



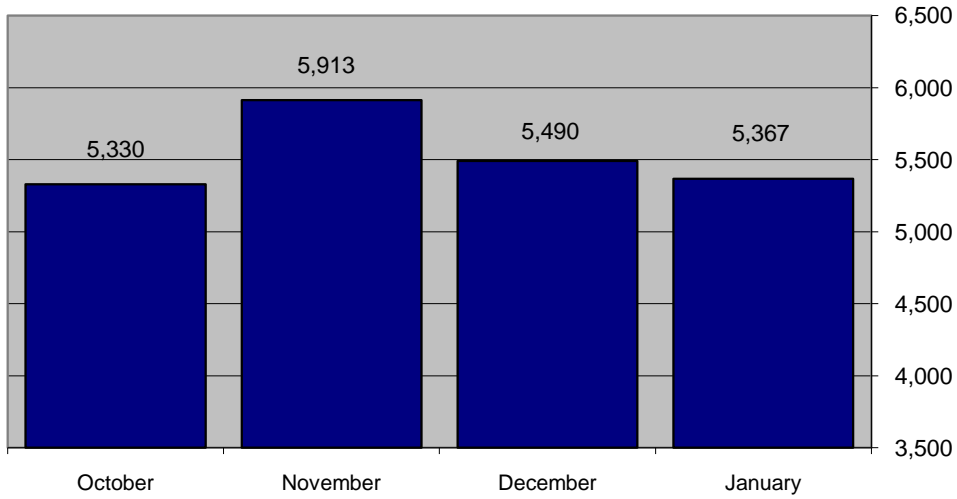
United Ways serving
San Bernardino County



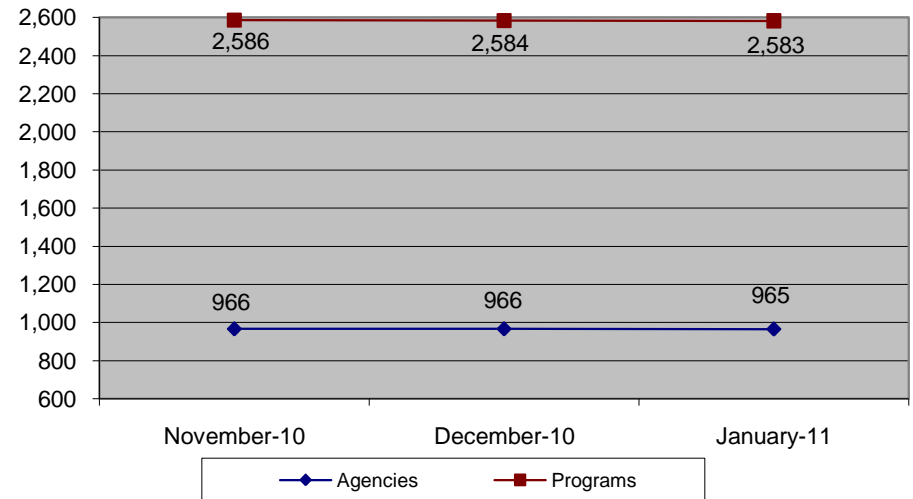
2-1-1 San Bernardino County

January 2011 Data Analysis

Total number of documented calls



2-1-1 database totals



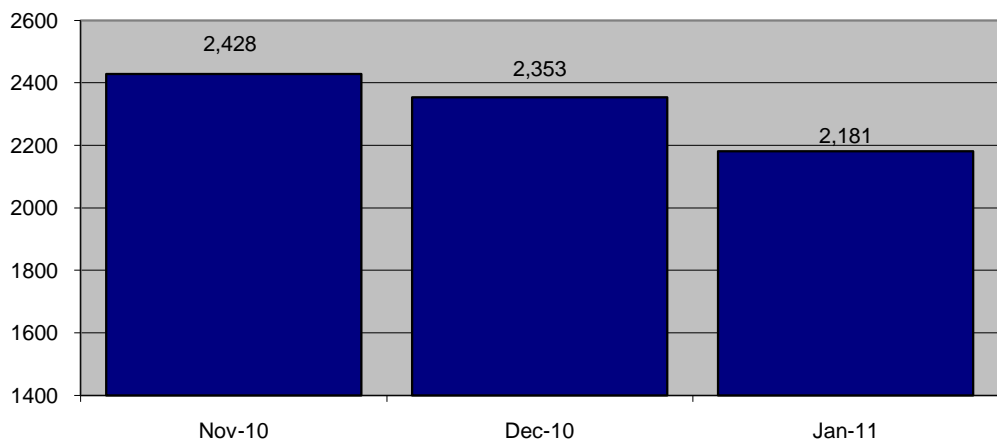
Total number of documented calls**

Month	Total number of documented calls**
January	5,367
December	5,490
November	5,913
October	5,330

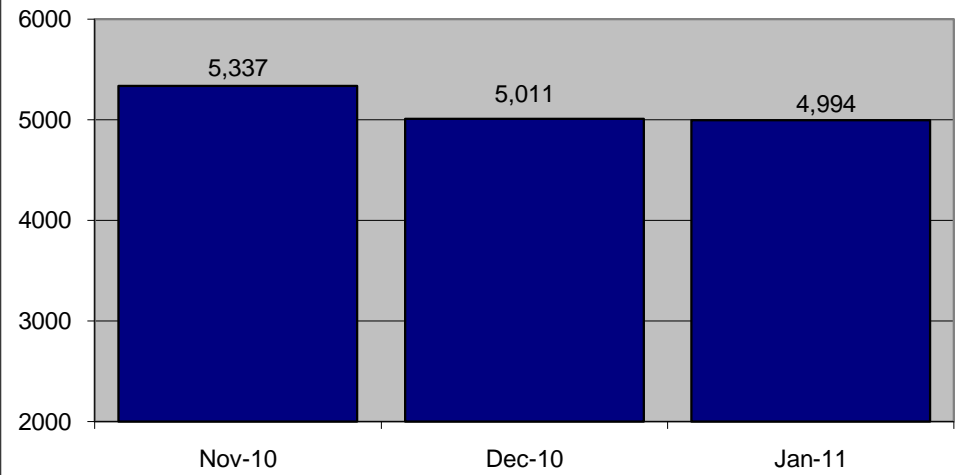
** Does not include hangups, wrong numbers, internal, etc.

Agencies	Database totals	Programs
965	Jan-11	2,583
966	Dec-10	2,584
966	Nov-10	2,586

Total # of callers with children in the households



Total number of children involved



Call totals per # of children in household:

	Jan-11	Dec-10	Nov-10
0 or unknown	3,186	3,137	2,902
1	659	626	746
2	754	733	791
3	428	495	474
4	223	300	242
5	82	124	120
6	14	49	39
7	14	18	6
8	4	6	7
9	3	2	3
More than 9	0	0	0
Total	2,181	2,353	2,428

Total Number of Children

Month	Total Number of Children
Jan-11	4,994
Dec-10	5,011
Nov-10	5,337
Percentage of callers w/children	41%

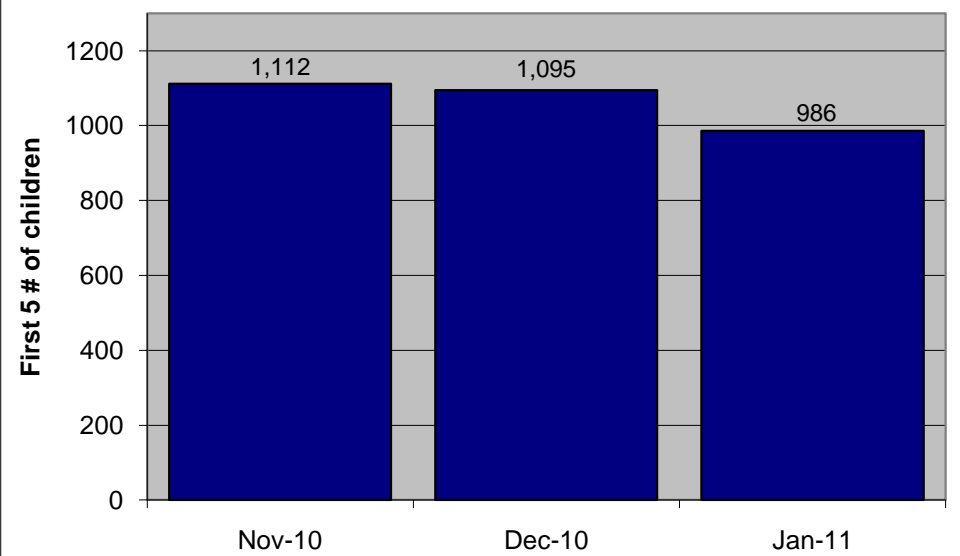
First 5 Calls

Total # First 5 Children represented	1,537
Total number of calls this month	5,367
Total # of First 5 Calls	986
Percentage of F5 calls	18%

Call totals per # of children under 6:

	Jan-11	Dec-10	Nov-10
0 or unknown	4,428	4,429	4,218
1	572	582	640
2	305	342	323
3	85	116	118
4	20	42	26
5	4	12	5
6	0	1	0
7	0	0	0
8	0	0	0
9	0	0	0
More than 9	0	0	0
Total F5 Calls	986	1,095	1,112

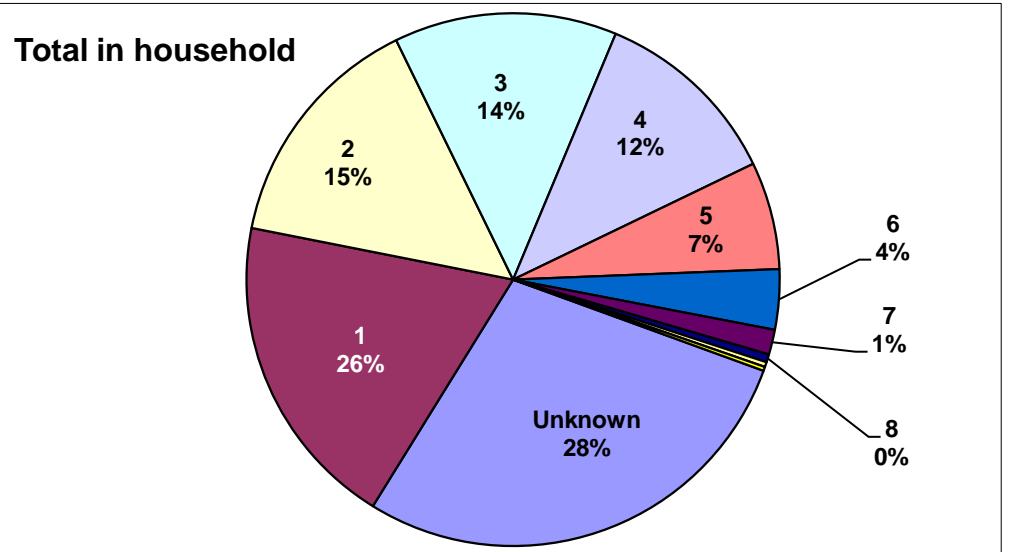
Total number of children under 6



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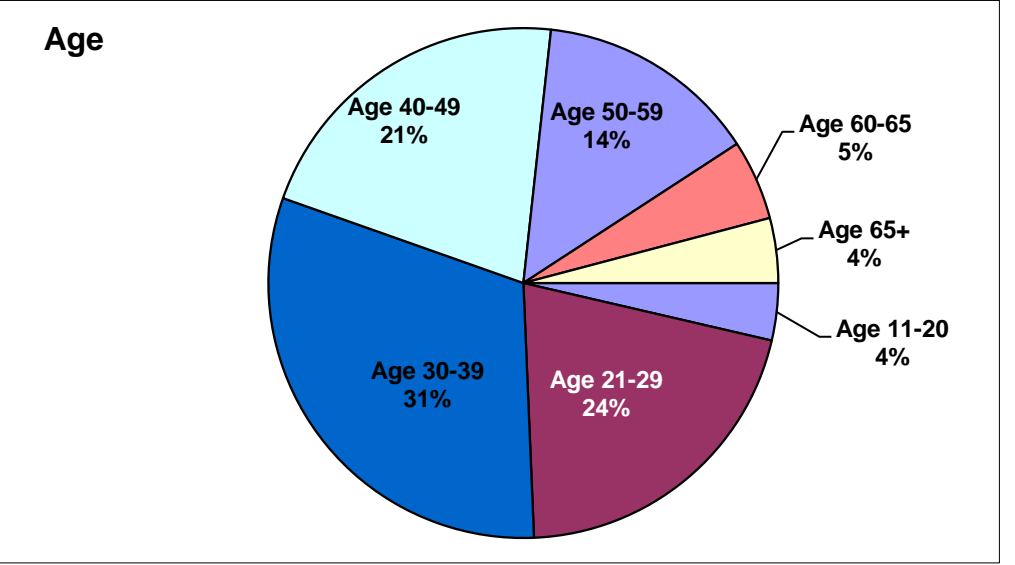
Total # in household:			
	Jan-11	Dec-10	Nov-10
Unknown	1517	1680	1418
1	1035	875	949
2	787	687	753
3	726	705	769
4	620	650	677
5	350	435	394
6	196	232	201
7	81	118	96
8	26	59	45
9	16	24	14
9+	13	25	14
Total	3850	3810	3912

NA
27%
20%
19%
16%
9%
5%
2%
1%
0%
0%

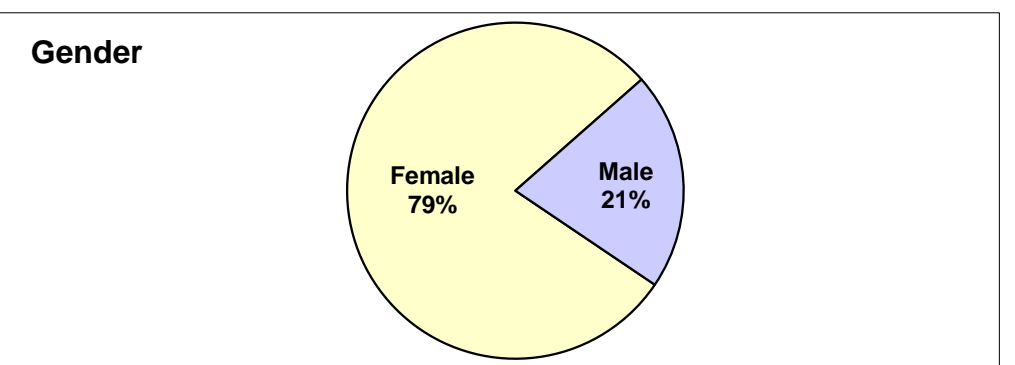


Total people represented in this month's calls **11,229**

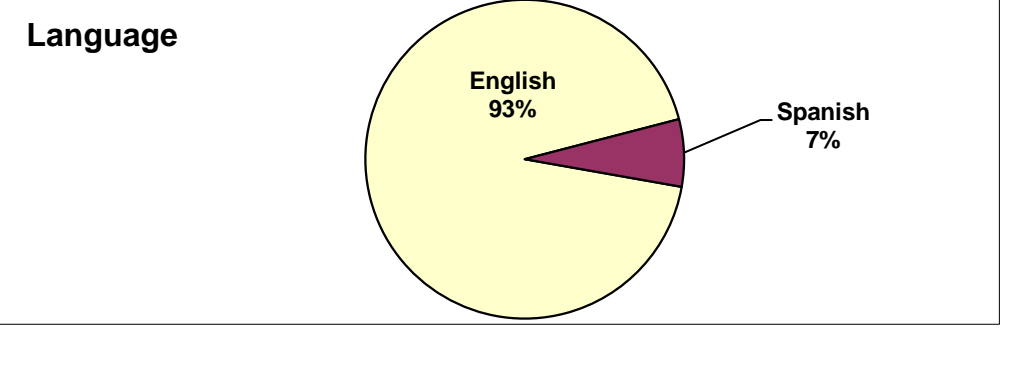
Age:			
	Jan-11	Dec-10	Nov-10
Age 0-3	5	5	12
Age 4-5	4	5	8
Age 6-10	13	7	10
Age 11-20	112	123	124
Age 21-29	640	706	927
Age 30-39	960	1128	1493
Age 40-49	659	667	878
Age 50-59	435	427	571
Age 60-65	157	130	191
Age 65+	127	93	146
Total	3112	3291	4360



Gender			
	Jan-11	Dec-10	Nov-10
Female	4108	4183	4126
Male	1088	1026	923
Unknown	0	0	0
Other	1	1	8
Transgender	1	0	0
Total	5198	5210	5057

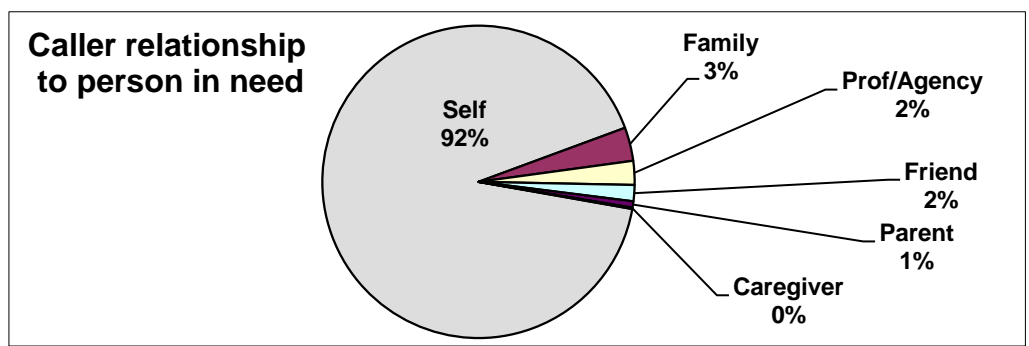


Language			
	Jan-11	Dec-10	Nov-10
English	5000	5136	5018
Spanish	366	354	312
Vietnamese	1	0	0
Acholi	0	0	0
Czech	0	0	0
Total	5367	5490	5330

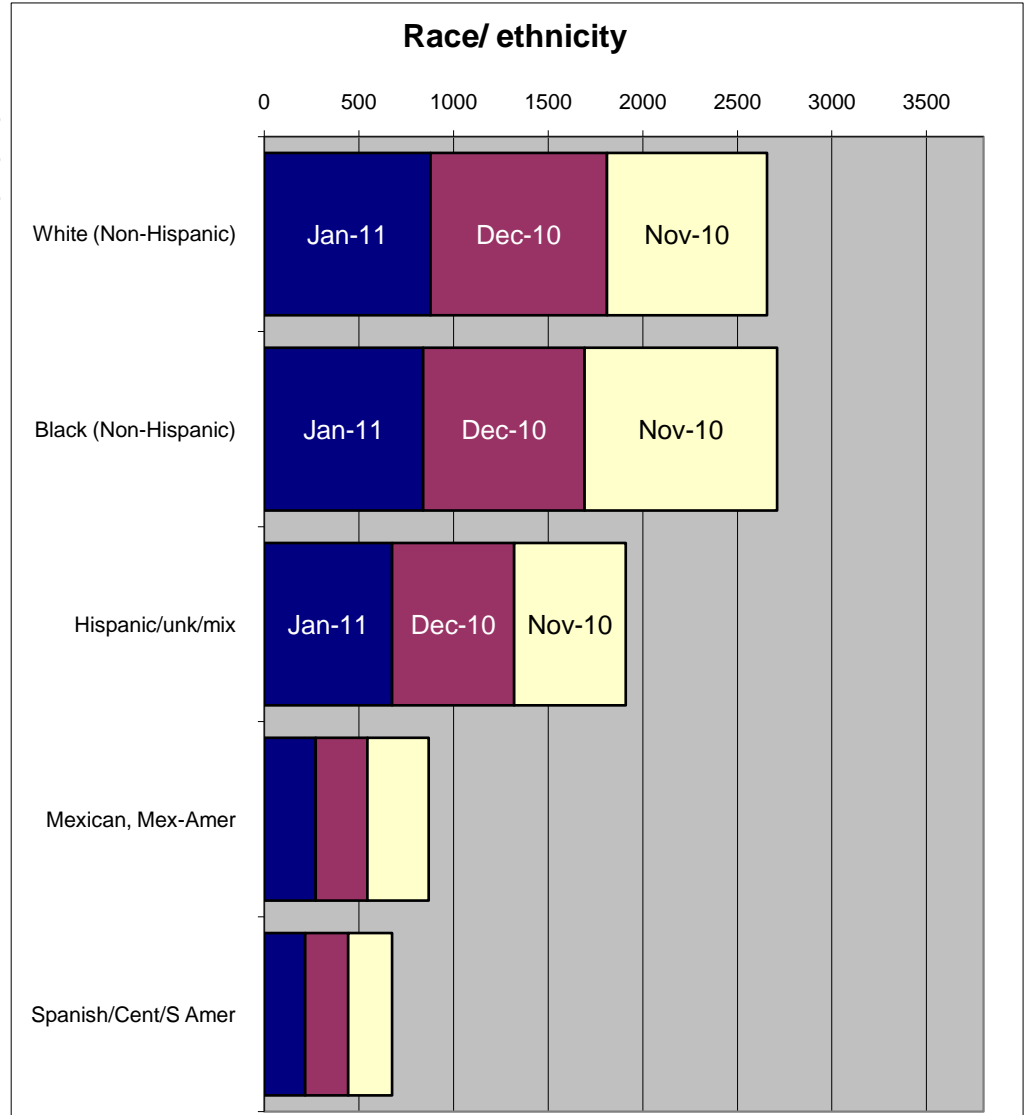


2-1-1 San Bernardino County

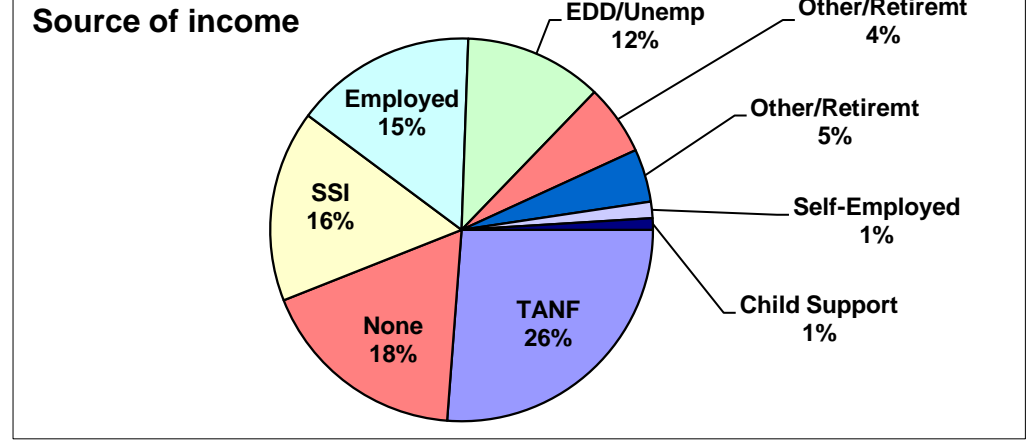
Caller relationship to person in need:			
	Jan-11	Dec-10	Nov-10
Self	4916	5126	4967
Family	186	146	151
Prof/Agency	133	95	117
Friend	90	93	21
Parent	35	26	69
Caregiver	7	4	5



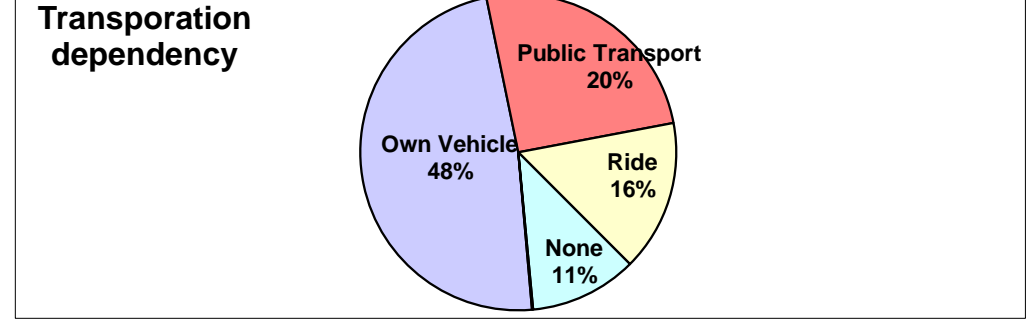
Race/ ethnicity				
	Jan-11	Dec-10	Nov-10	
White (Non-Hispanic)	879	932	847	30%
Black (Non-Hispanic)	840	854	1016	28%
Hispanic/unk/mix	677	645	588	23%
Mexican, Mex-Amer	273	273	323	9%
Spanish/Cent/S Amer	216	229	232	7%
Other	17	8	14	1%
Multi-race	10	12	18	
Asian-Indian	9	1	3	
Asia/unk/mix	7	7	12	
Filipino	4	5	6	
Pacific Islander/unk/mix	3	3	5	
Chinese	3	3	2	
Samoan	3	3	2	
Puerto Rican	3	1	1	
Vietnamese	2	3	1	
Native American	2	1	5	
Cuban	1	1	1	
Cambodian	1	0	0	
Japanese	0	2	0	
Guamanian	0	1	0	
Korean	0	0	1	
Hawaiian	0	0	0	
Laotian	0	0	0	
Unknown	2417	2506	2836	
Total Known	2950	2984	3077	



Source of income:			
	Jan-11	Dec-10	Nov-10
TANF	832	1000	973
None	565	434	521
SSI	514	498	498
Employed	488	510	584
EDD/Unemp	370	339	386
Disability	189	162	148
Other/Retiremt	142	127	139
Self-Employed	44	34	32
Child Support	31	31	31



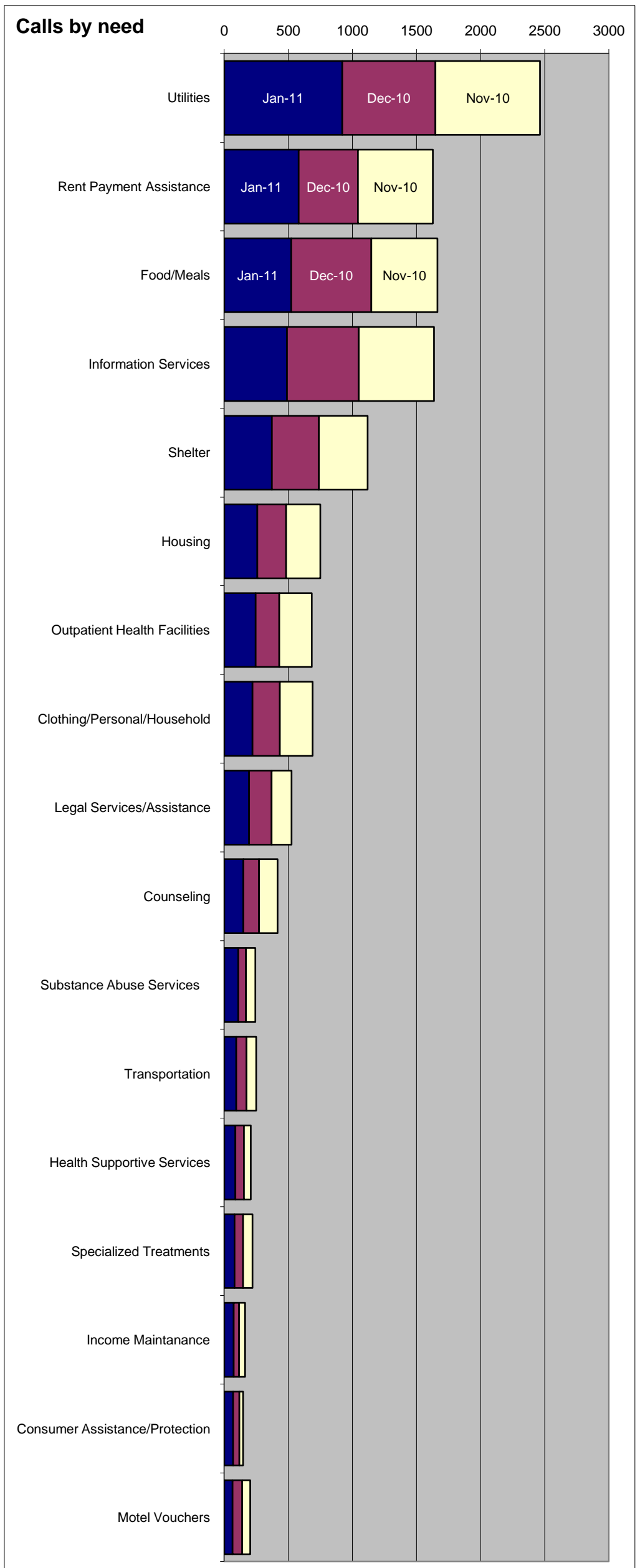
Transportation dependency:			
	Jan-11	Dec-10	Nov-10
Own Vehicle	1340	1324	1324
Public Transportation	703	778	778
Ride	431	379	379
None	306	471	471
Taxi	3	3	3
Transportation Voucher	0	1	1



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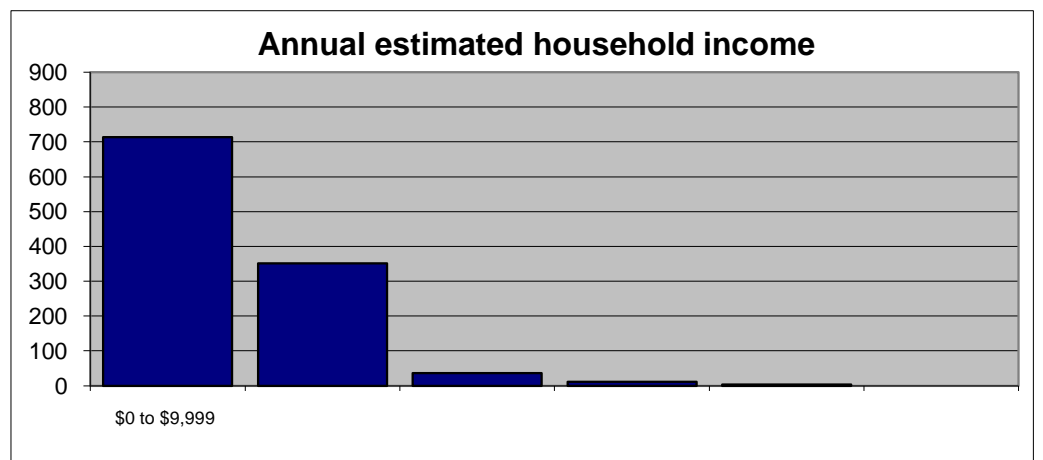
Calls by need:			
Need	Jan-11	Dec-10	Nov-10
Utilities	920	729	815
Rent Payment Assistance	580	464	585
Food/Meals	524	623	517
Information Services	490	559	587
Shelter	373	365	380
Housing	258	224	267
Outpatient Health Facilities	245	185	254
Clothing/Personal/Household	221	213	256
Legal Services/Assistance	194	175	157
Counseling	149	124	144
Substance Abuse Services	109	60	74
Transportation	95	78	76
Health Supportive Services	88	65	55
Specialized Treatments	81	67	72
Income Maintanance	75	42	45
Consumer Assistance/Protection	69	49	30
Motel Vouchers	65	76	63
Nutrition Public Assist. Pgrms	58	38	45
Community Groups/Services*	52	395	123
Employment	52	50	48
Courts/Correctional System	35	21	24
Day Care	35	16	48
Outpatient Mental Health Care	34	33	21
Parenting Education	33	18	23
Disaster (Incident)	30	106	0
Mental Health Care Facilities	30	22	23
Family Based Srvcs/Mentoring	29	52	35
Medical Public Assistance Programs	28	22	22
Supportive Services	27	24	67
Health Screening/Diagnostic Services	25	27	27
Law Enforcement	22	31	25
Psychiatric/Mental Health Support	21	20	27
Volunteer Opportunities	19	22	12
Emergency Medical Care	16	5	7
Mortgage Payment Assistance	15	12	20
Disability Issues/Services	15	11	18
Crime Victim Support	14	10	10
Protective Services	14	10	4
Immigration/Naturalization Legal Services	14	4	9
Org. Development and Mgmt Services	13	18	3
Animal Services	13	15	14
Support Groups	13	7	4
Death Certification/Burial Arrangements	12	13	15
Crime Reporting/Prevention	12	13	9
Special Education	12	11	18
Social Insurance Programs	12	7	14
Public Health Information	12	5	4
Donations	11	74	38
Inpatient Health Facilities	11	5	9
Safety Equipment	10	11	8
Formal Education	10	9	6
Household Related Public Asst	9	7	5
Early Education	7	5	14
Bad Weather Shelters	7	3	0
Environmental Protection/Improvement	6	14	12
Public Safety/Emergency Services	6	12	5
Adoption/Foster Services	6	3	1
Social Develop. and Enrichment	3	32	8
Parks & Recreation Services	3	2	2
Consumer Regulations	2	2	6
Tutoring/Homework Assistance	2	2	4
Rehabilitation/Habilitative Services	1	5	3
Disaster Services	1	4	0
Credit Counseling	1	2	4
Mortgage Foreclosure Information	1	2	1
Suicide Calls/Lethality Assessment	0	1	1

Note: * Includes Holiday Meals

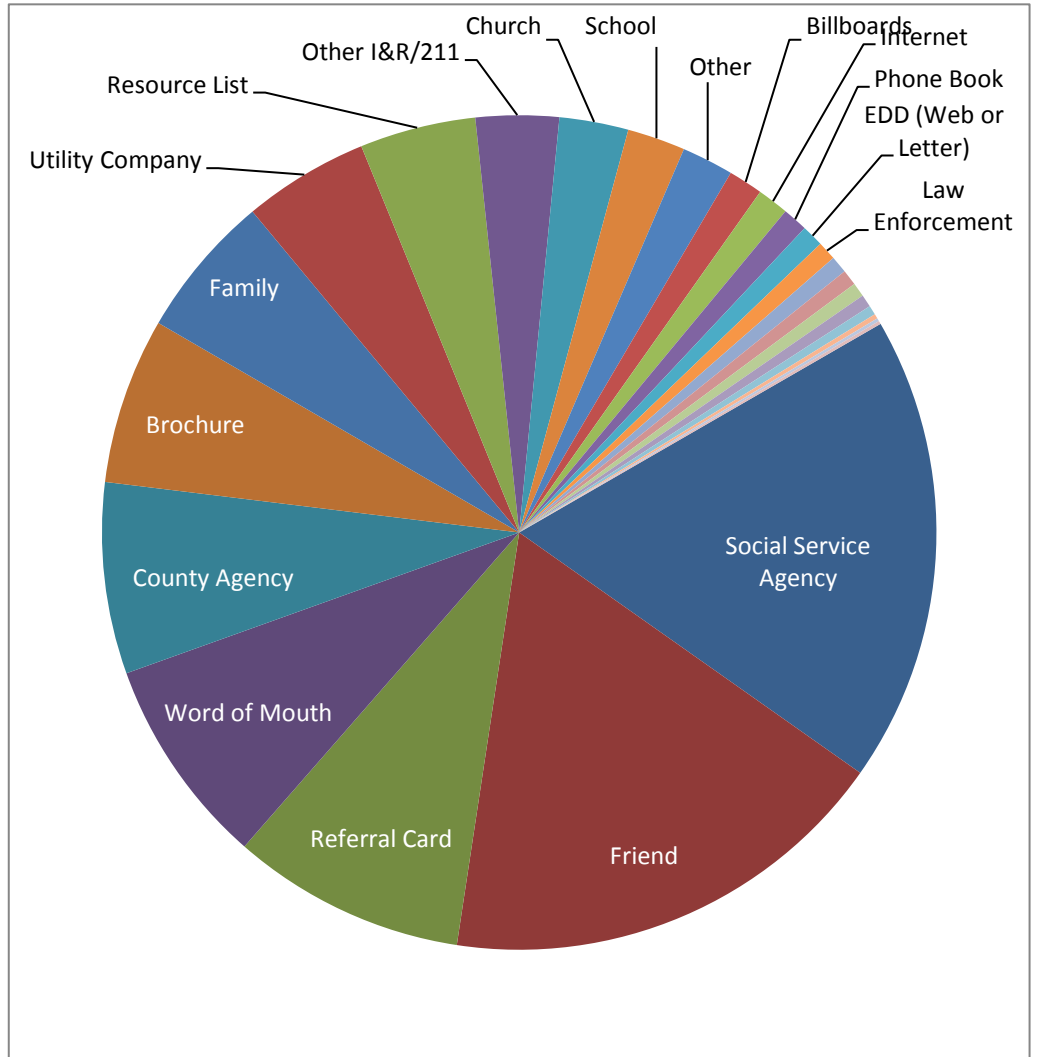


2-1-1 San Bernardino County

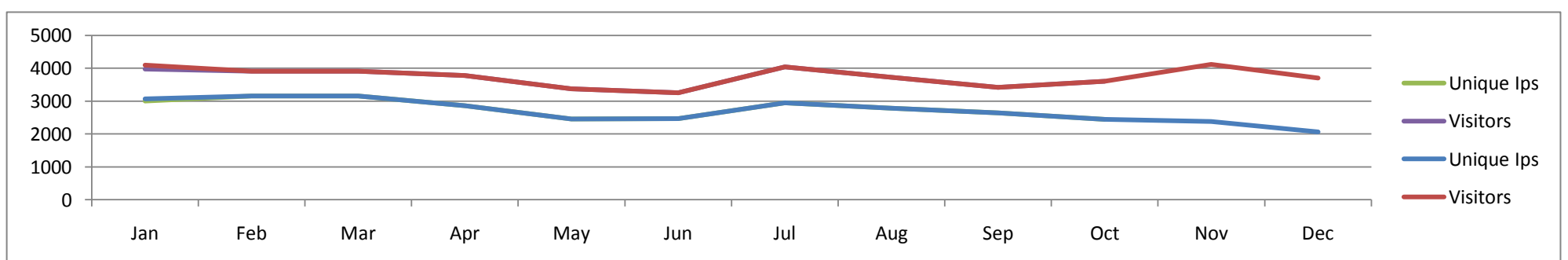
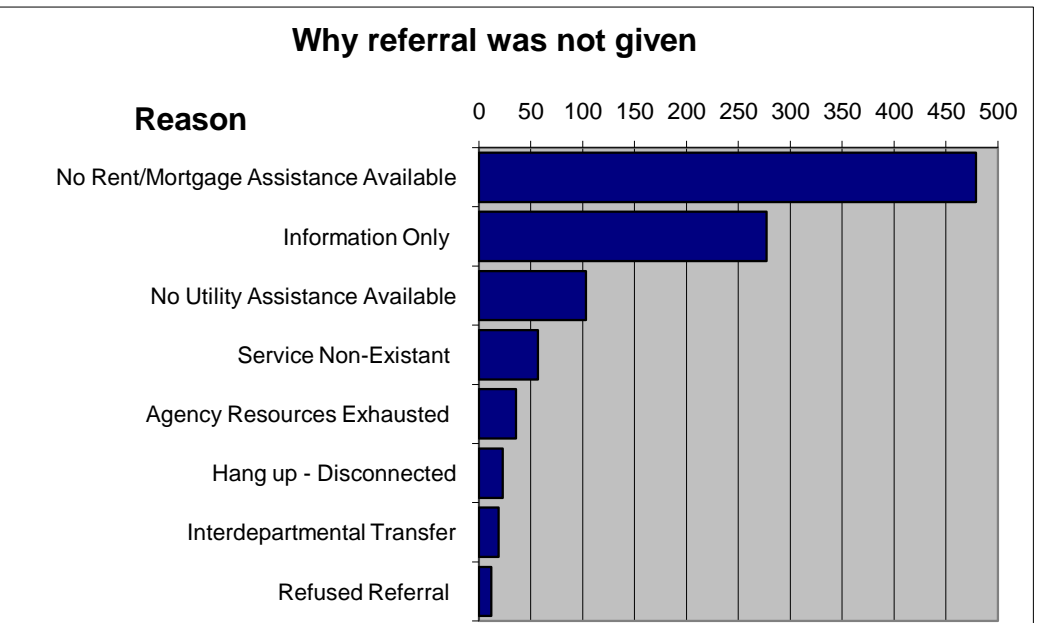
Annual estimated household income			
	Jan-11	Dec-10	Nov-10
Declined to state/Unknown	4253	4364	4162
\$0 to \$9,999	713	724	856
\$10,000 to \$19,999	351	355	267
\$20,000 to \$29,999	36	37	36
\$30,000 to \$39,999	11	10	8
\$40,000 to \$49,999	3	0	0
\$50,000 to \$59,999	0	0	1
\$60,000 to \$69,999	0	0	0
\$70,000 to \$79,999	0	0	0
\$80,000 +	0	0	0



How caller learned about 2-1-1			
	Jan-11	Dec-10	Nov-10
Social Service Agency	298	205	260
Friend	290	223	284
Referral Card	149	126	139
Word of Mouth	133	173	139
County Agency	122	135	158
Brochure	106	90	87
Family	92	79	93
Utility Company	80	50	52
Resource List	74	83	195
Other I&R/211	53	35	28
Church	44	72	75
School	37	41	37
Other	33	26	29
Billboards	22	15	33
Internet	20	22	26
Phone Book	16	16	9
EDD (Web or Letter)	14	12	10
Law Enforcement	12	16	18
Television	11	13	9
Hospital	10	3	3
Doctor's Office/Clinic	9	8	7
Government Non-County	8	5	13
Newspaper	6	34	9
Radio	3	3	5
Get Connected/CETF Flyer	2	1	0
Homeless Count	2	0	0
411	0	4	1
Human Resources	0	1	3
Crisis Line	0	1	3
Return Caller (not incl. in chart)	3721	3998	3605



Why referral not given			
Reason	Jan-11	Dec-10	Nov-10
No Rent/Mortgage Assistance Available	479	412	373
Information Only	277	329	318
No Utility Assistance Available	103	65	81
Service Non-Existant	57	49	67
Agency Resources Exhausted	36	116	54
Hang up - Disconnected	23	29	26
Interdepartmental Transfer	19	17	13
Refused Referral	12	9	13
No Shelter Bed Availability	8	17	19
Agency/Organization Calling	4	5	6
Chronic Caller/Abusive Caller	1	2	2
Caller Doesn't Qualify	1	0	1
Services To Expensive	0	0	3
Wrong Number	0	0	0



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

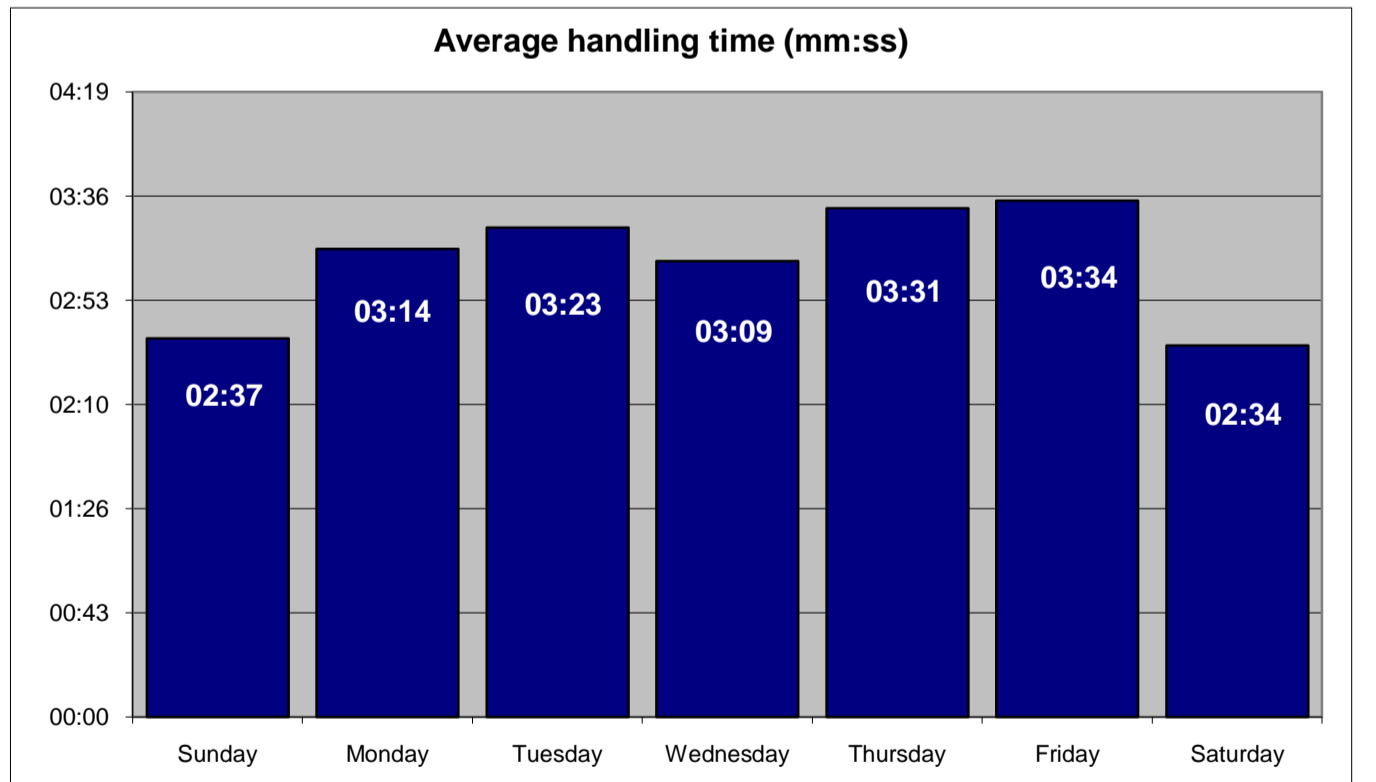
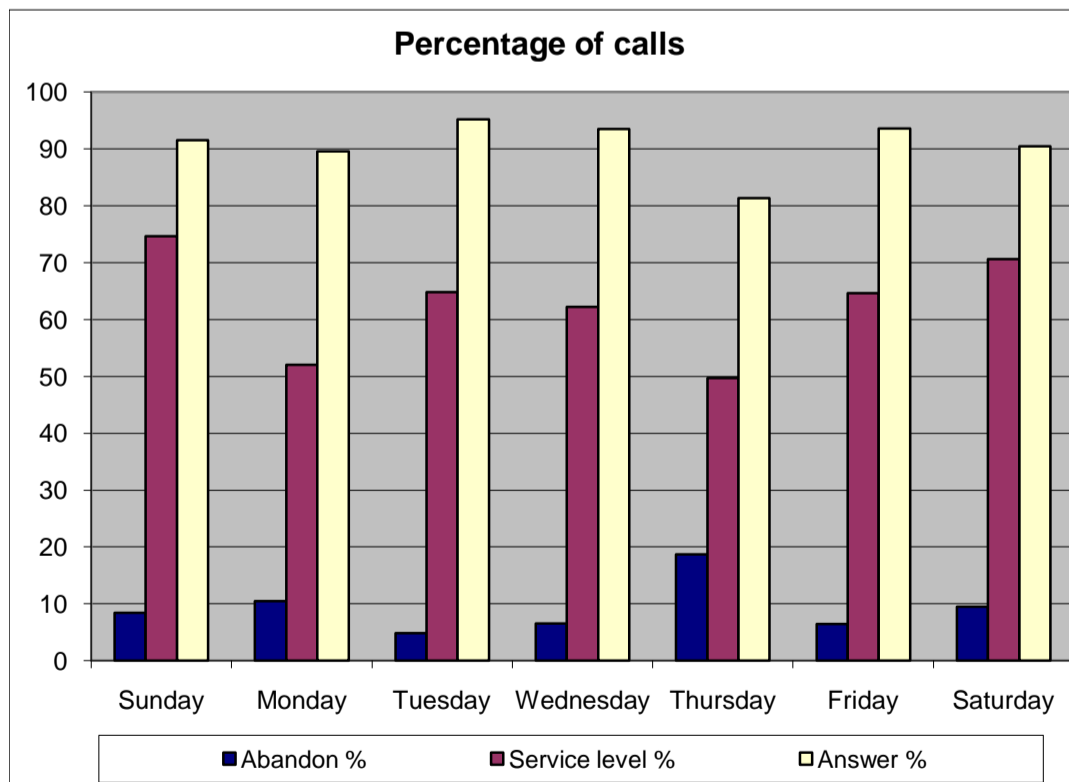
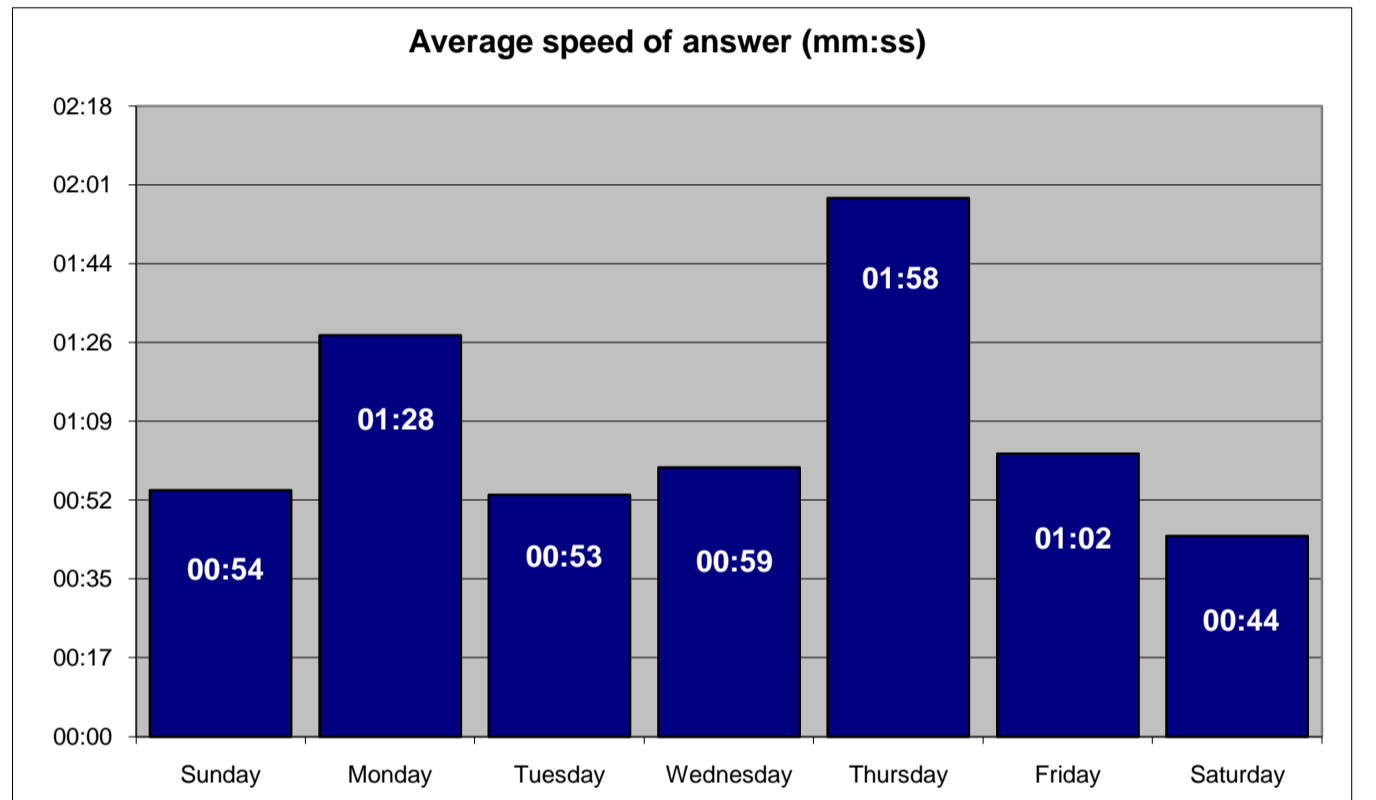
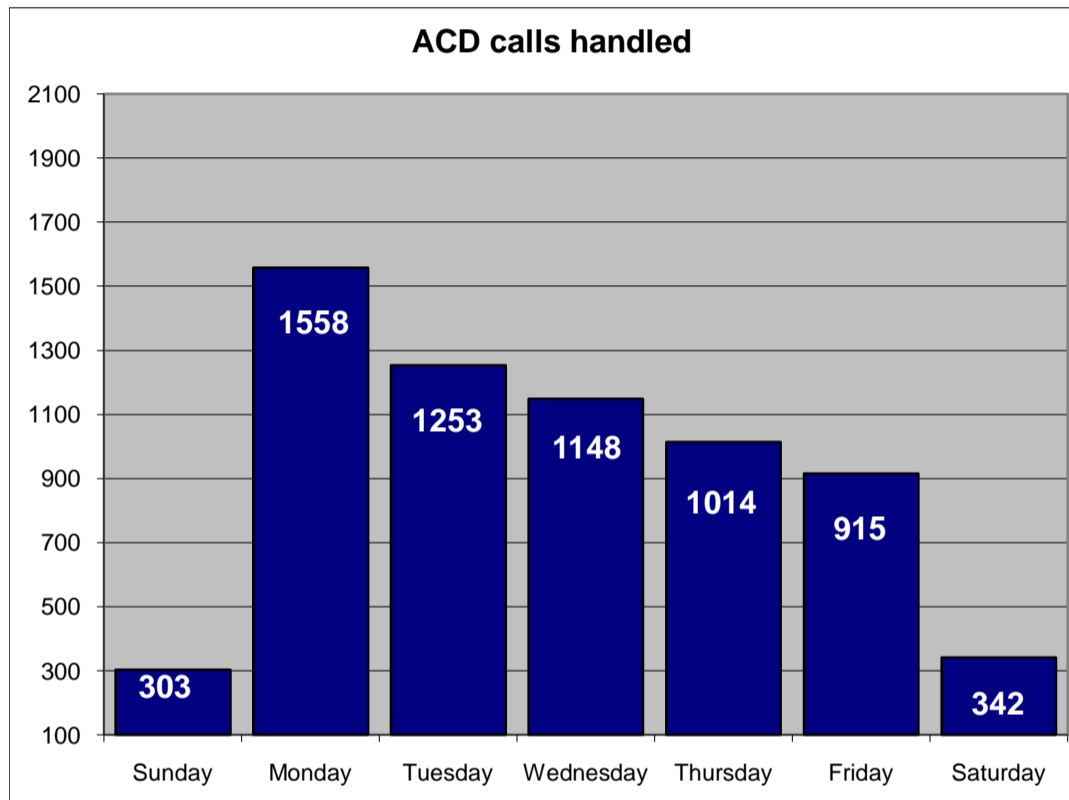
Device: 005 - All SB QG's

Date range: 1/1/2011 - 1/31/2011 12:00 AM - 12:00 AM

Created on: 2/1/2011

Created by: gmadden

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requeued	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	331	303	20	28	0	3	0	293	10	0	0	0:00:54	0:03:51	0:00:00	13:17:28	0:02:37	8.5	74.6	91.5
Monday	1740	1558	40	182	0	18	0	1555	3	0	0	0:01:28	0:03:42	0:00:00	84:01:53	0:03:14	10.5	52.1	89.5
Tuesday	1317	1253	29	64	0	23	0	1247	6	0	0	0:00:53	0:02:17	0:00:00	70:58:12	0:03:23	4.9	64.8	95.1
Wednesday	1228	1148	29	80	0	25	0	1141	7	0	0	0:00:59	0:02:44	0:00:00	60:31:59	0:03:09	6.5	62.2	93.5
Thursday	1247	1014	38	233	0	19	0	1009	5	0	0	0:01:58	0:06:02	0:00:00	59:27:08	0:03:31	18.7	49.7	81.3
Friday	978	915	35	63	0	11	0	913	2	0	0	0:01:02	0:02:39	0:00:00	54:27:02	0:03:34	6.4	64.6	93.6
Saturday	378	342	18	36	0	7	0	337	5	0	0	0:00:44	0:03:20	0:00:00	14:41:41	0:02:34	9.5	70.6	90.5
Total	7219	6533	209	686	0	106	0	6495	38	0	0	0:01:14	0:04:09	0:00:00	357:25:23	0:03:17	9.5	59.4	90.5



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

City/Town - Needs	Total
Adelanto	140
Utilities	42
Rent Payment Assistance	15
Food/Meals	15
Clothing/Personal/Household Needs	13
Information Services	9
Legal Services/Assistance	7
Specialized Treatments	4
Outpatient Health Facilities	3
Consumer Assistance/Protection	3
Shelter	3
Housing	2
Day Care	2
Emergency Medical Care	2
Law Enforcement	2
Substance Abuse Services	2
Crime Victim Support	2
Employment	2
Counseling	1
Income Maintanance	1
Supportive Services	1
Outpatient Mental Health Care	1
Motel Vouchers	1
Parenting Education	1
Support Groups	1
Psychiatric/Mental Health Support Services	1
Health Supportive Services	1
Volunteer Opportunities	1
Nutrition Related Public Assistance Programs	1
Medical Public Assistance Programs	1
Alta Loma	9
Utilities	3
Rent Payment Assistance	2
Information Services	2
Food/Meals	1
Legal Services/Assistance	1
Apple Valley	265
Utilities	80
Food/Meals	25
Rent Payment Assistance	23
Shelter	15
Housing	14
Information Services	12
Outpatient Health Facilities	10
Clothing/Personal/Household Needs	9
Legal Services/Assistance	9
Transportation	8
Counseling	7
Specialized Treatments	6
Nutrition Related Public Assistance Programs	5
Consumer Assistance/Protection	5
Substance Abuse Services	4
Motel Vouchers	4
Employment	3
Community Groups/Services	3
Special Education	2
Income Maintanance	2

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

City/Town - Needs	Total
Disaster (Incident)	2
Courts/Correctional System	2
Health Supportive Services	2
Parenting Education	2
Organizational Development and Management Services	2
Mental Health Care Facilities	2
Supportive Services	1
Family Based Services/Mentoring	1
Safety Equipment	1
Psychiatric/Mental Health Support Services	1
Volunteer Opportunities	1
Crime Reporting/Prevention	1
Mortgage Payment Assistance	1
Barstow	81
Utilities	17
Rent Payment Assistance	8
Shelter	8
Outpatient Health Facilities	6
Information Services	5
Legal Services/Assistance	5
Transportation	4
Food/Meals	4
Income Maintenance	4
Substance Abuse Services	3
Employment	3
Housing	2
Health Supportive Services	2
Counseling	1
Family Based Services/Mentoring	1
Environmental Protection/Improvement	1
Motel Vouchers	1
Specialized Treatments	1
Consumer Assistance/Protection	1
Courts/Correctional System	1
Formal Education	1
Clothing/Personal/Household Needs	1
Protective Services	1
Big Bear City	20
Disaster (Incident)	3
Utilities	3
Food/Meals	2
Rent Payment Assistance	2
Transportation	2
Outpatient Health Facilities	1
Shelter	1
Health Supportive Services	1
Courts/Correctional System	1
Motel Vouchers	1
Counseling	1
Legal Services/Assistance	1
Mortgage Payment Assistance	1
Big Bear Lake	6
Utilities	2
Bad Weather Shelters	1
Public Safety/Emergency Services	1
Disaster (Incident)	1
Legal Services/Assistance	1

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

City/Town - Needs	Total
Bloomington	44
Utilities	7
Food/Meals	5
Shelter	4
Rent Payment Assistance	4
Information Services	4
Legal Services/Assistance	3
Clothing/Personal/Household Needs	2
Transportation	2
Housing	2
Counseling	2
Health Supportive Services	1
Specialized Treatments	1
Environmental Protection/Improvement	1
Family Based Services/Mentoring	1
Substance Abuse Services	1
Motel Vouchers	1
Income Maintenance	1
Courts/Correctional System	1
Medical Public Assistance Programs	1
Blue Jay	2
Utilities	1
Immigration/Naturalization Legal Services	1
Chino	68
Food/Meals	7
Rent Payment Assistance	6
Information Services	6
Outpatient Health Facilities	5
Utilities	5
Clothing/Personal/Household Needs	4
Substance Abuse Services	4
Shelter	3
Income Maintenance	2
Outpatient Mental Health Care	2
Supportive Services	2
Day Care	2
Nutrition Related Public Assistance Programs	2
Housing	2
Legal Services/Assistance	2
Emergency Medical Care	1
Health Screening/Diagnostic Services	1
Specialized Treatments	1
Motel Vouchers	1
Mental Health Care Facilities	1
Health Supportive Services	1
Special Education	1
Community Groups/Services	1
Counseling	1
Immigration/Naturalization Legal Services	1
Transportation	1
Parenting Education	1
Donations	1
Medical Public Assistance Programs	1
Chino Hills	43
Utilities	9
Food/Meals	6
Housing	4

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

City/Town - Needs	Total
Information Services	3
Day Care	2
Outpatient Health Facilities	2
Counseling	2
Health Supportive Services	2
Specialized Treatments	2
Substance Abuse Services	2
Employment	2
Rent Payment Assistance	1
Medical Public Assistance Programs	1
Legal Services/Assistance	1
Health Screening/Diagnostic Services	1
Outpatient Mental Health Care	1
Consumer Assistance/Protection	1
Income Maintenance	1
Colton	146
Utilities	21
Food/Meals	20
Rent Payment Assistance	17
Shelter	12
Clothing/Personal/Household Needs	11
Information Services	10
Outpatient Health Facilities	7
Housing	5
Counseling	4
Employment	3
Nutrition Related Public Assistance Programs	3
Health Supportive Services	3
Transportation	3
Income Maintenance	3
Special Education	2
Motel Vouchers	2
Mental Health Care Facilities	2
Legal Services/Assistance	2
Crime Victim Support	1
Substance Abuse Services	1
Crime Reporting/Prevention	1
Day Care	1
Supportive Services	1
Community Groups/Services	1
Family Based Services/Mentoring	1
Mortgage Payment Assistance	1
Consumer Assistance/Protection	1
Emergency Medical Care	1
Support Groups	1
Disability Issues/Services	1
Inpatient Health Facilities	1
Immigration/Naturalization Legal Services	1
Law Enforcement	1
Public Works	1
Crestline	15
Utilities	4
Information Services	2
Food/Meals	2
Outpatient Health Facilities	2
Transportation	1
Counseling	1

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

City/Town - Needs	Total
Motel Vouchers	1
Rent Payment Assistance	1
Social Insurance Programs	1
Daggett	1
Transportation	1
Devore	3
Law Enforcement	1
Rent Payment Assistance	1
Nutrition Related Public Assistance Programs	1
Etiwanda	1
Shelter	1
Fontana	355
Food/Meals	55
Utilities	43
Rent Payment Assistance	28
Shelter	26
Information Services	23
Outpatient Health Facilities	22
Counseling	19
Clothing/Personal/Household Needs	19
Housing	13
Legal Services/Assistance	12
Consumer Assistance/Protection	9
Specialized Treatments	8
Nutrition Related Public Assistance Programs	6
Health Supportive Services	5
Employment	5
Transportation	4
Income Maintenance	4
Motel Vouchers	4
Outpatient Mental Health Care	4
Parenting Education	4
Community Groups/Services	3
Psychiatric/Mental Health Support Services	3
Family Based Services/Mentoring	3
Mental Health Care Facilities	3
Formal Education	2
Substance Abuse Services	2
Day Care	2
Emergency Medical Care	2
Mortgage Payment Assistance	2
Safety Equipment	2
Early Education	2
Law Enforcement	2
Crime Victim Support	1
Tutoring/Homework Assistance	1
Supportive Services	1
Medical Public Assistance Programs	1
Volunteer Opportunities	1
Bad Weather Shelters	1
Support Groups	1
Donations	1
Animal Services	1
Immigration/Naturalization Legal Services	1
Health Screening/Diagnostic Services	1
Social Insurance Programs	1
Protective Services	1

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

City/Town - Needs	Total
Courts/Correctional System	1
Forest Falls	3
Income Maintenance	1
Rent Payment Assistance	1
Mortgage Payment Assistance	1
Grand Terrace	22
Clothing/Personal/Household Needs	4
Utilities	4
Rent Payment Assistance	2
Disaster (Incident)	2
Shelter	2
Outpatient Mental Health Care	1
Outpatient Health Facilities	1
Health Screening/Diagnostic Services	1
Housing	1
Transportation	1
Courts/Correctional System	1
Information Services	1
Law Enforcement	1
Helendale	8
Utilities	4
Health Screening/Diagnostic Services	1
Volunteer Opportunities	1
Outpatient Health Facilities	1
Supportive Services	1
Hesperia	229
Utilities	59
Food/Meals	28
Shelter	16
Rent Payment Assistance	14
Legal Services/Assistance	14
Information Services	11
Outpatient Health Facilities	10
Housing	8
Substance Abuse Services	5
Health Supportive Services	5
Income Maintenance	5
Counseling	4
Motel Vouchers	4
Specialized Treatments	3
Employment	3
Clothing/Personal/Household Needs	3
Transportation	3
Community Groups/Services	3
Consumer Assistance/Protection	3
Day Care	3
Outpatient Mental Health Care	2
Environmental Protection/Improvement	2
Crime Reporting/Prevention	2
Volunteer Opportunities	2
Law Enforcement	2
Immigration/Naturalization Legal Services	2
Emergency Medical Care	1
Courts/Correctional System	1
Supportive Services	1
Nutrition Related Public Assistance Programs	1
Disability Issues/Services	1

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

City/Town - Needs	Total
Disaster (Incident)	1
Inpatient Health Facilities	1
Donations	1
Crime Victim Support	1
Adoption/Foster Services	1
Mental Health Care Facilities	1
Early Education	1
Social Insurance Programs	1
Highland	118
Utilities	16
Rent Payment Assistance	13
Food/Meals	12
Shelter	11
Housing	8
Information Services	8
Outpatient Health Facilities	6
Legal Services/Assistance	5
Counseling	4
Consumer Assistance/Protection	4
Transportation	3
Clothing/Personal/Household Needs	2
Specialized Treatments	2
Nutrition Related Public Assistance Programs	2
Death Certification/Burial Arrangements	2
Emergency Medical Care	2
Courts/Correctional System	2
Health Supportive Services	1
Public Health Information	1
Special Education	1
Inpatient Health Facilities	1
Public Safety/Emergency Services	1
Substance Abuse Services	1
Crime Victim Support	1
Supportive Services	1
Employment	1
Protective Services	1
Support Groups	1
Outpatient Mental Health Care	1
Income Maintenance	1
Parenting Education	1
Medical Public Assistance Programs	1
Motel Vouchers	1
Joshua Tree	6
Rent Payment Assistance	2
Health Supportive Services	1
Utilities	1
Information Services	1
Legal Services/Assistance	1
Lake Arrowhead	10
Utilities	3
Rent Payment Assistance	2
Counseling	1
Law Enforcement	1
Clothing/Personal/Household Needs	1
Family Based Services/Mentoring	1
Food/Meals	1
Loma Linda	41

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

City/Town - Needs	Total
Rent Payment Assistance	6
Clothing/Personal/Household Needs	4
Utilities	4
Employment	3
Transportation	3
Substance Abuse Services	3
Housing	3
Food/Meals	3
Shelter	2
Mental Health Care Facilities	1
Medical Public Assistance Programs	1
Supportive Services	1
Specialized Treatments	1
Outpatient Health Facilities	1
Health Screening/Diagnostic Services	1
Parenting Education	1
Community Groups/Services	1
Nutrition Related Public Assistance Programs	1
Organizational Development and Management Services	1
Lucerne Valley	14
Utilities	3
Outpatient Health Facilities	1
Shelter	1
Consumer Assistance/Protection	1
Nutrition Related Public Assistance Programs	1
Food/Meals	1
Rent Payment Assistance	1
Health Supportive Services	1
Transportation	1
Information Services	1
Clothing/Personal/Household Needs	1
Legal Services/Assistance	1
Lytle Creek	3
Disaster (Incident)	1
Utilities	1
Household Related Public Assistance Programs	1
Mentone	12
Utilities	3
Food/Meals	2
Outpatient Health Facilities	2
Support Groups	1
Housing	1
Income Maintenance	1
Public Health Information	1
Rent Payment Assistance	1
Montclair	47
Rent Payment Assistance	5
Shelter	5
Utilities	5
Outpatient Health Facilities	4
Clothing/Personal/Household Needs	2
Substance Abuse Services	2
Food/Meals	2
Outpatient Mental Health Care	2
Health Screening/Diagnostic Services	2
Safety Equipment	2
Housing	2

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

City/Town - Needs	Total
Transportation	2
Counseling	2
Crime Reporting/Prevention	1
Specialized Treatments	1
Consumer Assistance/Protection	1
Immigration/Naturalization Legal Services	1
Nutrition Related Public Assistance Programs	1
Day Care	1
Supportive Services	1
Bad Weather Shelters	1
Income Maintanance	1
Information Services	1
Mt. Baldy	1
Utilities	1
Needles	2
Utilities	1
Shelter	1
Newberry Springs	1
Utilities	1
Ontario	395
Utilities	61
Food/Meals	46
Rent Payment Assistance	30
Shelter	30
Outpatient Health Facilities	25
Information Services	25
Clothing/Personal/Household Needs	20
Legal Services/Assistance	17
Housing	15
Counseling	13
Substance Abuse Services	11
Motel Vouchers	10
Transportation	8
Specialized Treatments	7
Health Screening/Diagnostic Services	6
Medical Public Assistance Programs	6
Supportive Services	4
Family Based Services/Mentoring	4
Nutrition Related Public Assistance Programs	4
Day Care	3
Social Insurance Programs	3
Income Maintanance	3
Crime Victim Support	3
Community Groups/Services	3
Parenting Education	3
Mental Health Care Facilities	3
Immigration/Naturalization Legal Services	3
Law Enforcement	3
Animal Services	3
Disability Issues/Services	2
Household Related Public Assistance Programs	2
Health Supportive Services	2
Mortgage Payment Assistance	2
Psychiatric/Mental Health Support Services	2
Inpatient Health Facilities	2
Death Certification/Burial Arrangements	1
Formal Education	1

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

City/Town - Needs	Total
Tutoring/Homework Assistance	1
Public Health Information	1
Outpatient Mental Health Care	1
Consumer Assistance/Protection	1
Parks & Recreation Services	1
Early Education	1
Protective Services	1
Employment	1
Courts/Correctional System	1
Oro Grande	3
Legal Services/Assistance	1
Utilities	1
Shelter	1
Outside County	175
Information Services	67
Housing	21
Utilities	12
Shelter	6
Counseling	6
Courts/Correctional System	6
Income Maintenance	6
Legal Services/Assistance	6
Outpatient Health Facilities	5
Health Supportive Services	4
Rent Payment Assistance	4
Law Enforcement	3
Consumer Assistance/Protection	3
Medical Public Assistance Programs	3
Specialized Treatments	2
Substance Abuse Services	2
Emergency Medical Care	2
Day Care	2
Parenting Education	2
Motel Vouchers	2
Food/Meals	2
Transportation	1
Early Education	1
Special Education	1
Nutrition Related Public Assistance Programs	1
Adoption/Foster Services	1
Employment	1
Psychiatric/Mental Health Support Services	1
Social Insurance Programs	1
Outpatient Mental Health Care	1
Phelan	23
Information Services	4
Food/Meals	3
Utilities	3
Legal Services/Assistance	2
Rent Payment Assistance	2
Clothing/Personal/Household Needs	2
Specialized Treatments	1
Health Supportive Services	1
Shelter	1
Outpatient Health Facilities	1
Psychiatric/Mental Health Support Services	1
Medical Public Assistance Programs	1

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

City/Town - Needs	Total
Nutrition Related Public Assistance Programs	1
Pinon Hills	12
Utilities	5
Rent Payment Assistance	2
Counseling	1
Outpatient Health Facilities	1
Clothing/Personal/Household Needs	1
Food/Meals	1
Housing	1
Rancho Cucamonga	220
Utilities	30
Food/Meals	28
Shelter	23
Outpatient Health Facilities	16
Rent Payment Assistance	12
Counseling	10
Housing	10
Legal Services/Assistance	10
Health Supportive Services	9
Information Services	8
Substance Abuse Services	7
Nutrition Related Public Assistance Programs	5
Parenting Education	4
Specialized Treatments	4
Community Groups/Services	4
Clothing/Personal/Household Needs	4
Motel Vouchers	4
Outpatient Mental Health Care	3
Day Care	2
Income Maintenance	2
Supportive Services	2
Consumer Assistance/Protection	2
Employment	2
Mental Health Care Facilities	2
Transportation	2
Disability Issues/Services	1
Medical Public Assistance Programs	1
Health Screening/Diagnostic Services	1
Mortgage Payment Assistance	1
Safety Equipment	1
Family Based Services/Mentoring	1
Household Related Public Assistance Programs	1
Early Education	1
Support Groups	1
Psychiatric/Mental Health Support Services	1
Death Certification/Burial Arrangements	1
Disaster (Incident)	1
Volunteer Opportunities	1
Emergency Medical Care	1
Protective Services	1
Redlands	104
Utilities	17
Rent Payment Assistance	13
Shelter	10
Housing	8
Food/Meals	7
Outpatient Health Facilities	7

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

City/Town - Needs	Total
Legal Services/Assistance	6
Information Services	6
Health Supportive Services	4
Counseling	4
Clothing/Personal/Household Needs	4
Donations	2
Employment	2
Nutrition Related Public Assistance Programs	2
Public Health Information	1
Consumer Regulations	1
Community Groups/Services	1
Motel Vouchers	1
Psychiatric/Mental Health Support Services	1
Family Based Services/Mentoring	1
Courts/Correctional System	1
Consumer Assistance/Protection	1
Transportation	1
Outpatient Mental Health Care	1
Medical Public Assistance Programs	1
Protective Services	1
Rialto	216
Utilities	27
Food/Meals	24
Information Services	19
Rent Payment Assistance	15
Housing	14
Outpatient Health Facilities	13
Legal Services/Assistance	13
Shelter	11
Substance Abuse Services	10
Clothing/Personal/Household Needs	8
Income Maintenance	6
Specialized Treatments	5
Employment	5
Day Care	4
Health Supportive Services	3
Medical Public Assistance Programs	3
Transportation	3
Nutrition Related Public Assistance Programs	3
Special Education	2
Health Screening/Diagnostic Services	2
Formal Education	2
Counseling	2
Community Groups/Services	2
Disability Issues/Services	2
Animal Services	2
Motel Vouchers	2
Mortgage Foreclosure Information	1
Law Enforcement	1
Bad Weather Shelters	1
Parenting Education	1
Volunteer Opportunities	1
Protective Services	1
Mortgage Payment Assistance	1
Public Health Information	1
Supportive Services	1
Public Safety/Emergency Services	1

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

City/Town - Needs	Total
Consumer Assistance/Protection	1
Emergency Medical Care	1
Outpatient Mental Health Care	1
Disaster (Incident)	1
Rimforest	16
Utilities	9
Clothing/Personal/Household Needs	3
Rent Payment Assistance	2
Family Based Services/Mentoring	1
Food/Meals	1
Running Springs	15
Utilities	3
Employment	3
Substance Abuse Services	1
Outpatient Health Facilities	1
Information Services	1
Donations	1
Parenting Education	1
Counseling	1
Disaster (Incident)	1
Clothing/Personal/Household Needs	1
Housing	1
San Bernardino (City)	966
Utilities	129
Food/Meals	118
Rent Payment Assistance	108
Shelter	90
Information Services	69
Housing	66
Clothing/Personal/Household Needs	58
Outpatient Health Facilities	40
Counseling	35
Legal Services/Assistance	31
Substance Abuse Services	18
Health Supportive Services	17
Transportation	17
Consumer Assistance/Protection	15
Income Maintenance	14
Outpatient Mental Health Care	10
Courts/Correctional System	9
Specialized Treatments	9
Employment	9
Family Based Services/Mentoring	8
Supportive Services	6
Nutrition Related Public Assistance Programs	6
Mental Health Care Facilities	6
Parenting Education	5
Disaster (Incident)	5
Community Groups/Services	5
Protective Services	4
Day Care	4
Animal Services	4
Support Groups	3
Immigration/Naturalization Legal Services	3
Death Certification/Burial Arrangements	3
Motel Vouchers	3
Health Screening/Diagnostic Services	3

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

City/Town - Needs	Total
Social Insurance Programs	3
Law Enforcement	3
Crime Victim Support	2
Disability Issues/Services	2
Household Related Public Assistance Programs	2
Safety Equipment	2
Medical Public Assistance Programs	2
Volunteer Opportunities	2
Public Safety/Emergency Services	2
Organizational Development and Management Services	2
Donations	2
Adoption/Foster Services	2
Consumer Regulations	1
Formal Education	1
Parks & Recreation Services	1
Emergency Medical Care	1
Rehabilitation/Habilitative Services	1
Special Education	1
Crime Reporting/Prevention	1
Psychiatric/Mental Health Support Services	1
Public Health Information	1
Inpatient Health Facilities	1
Skyforest	1
Organizational Development and Management Services	1
Twenty-Nine Palms	32
Utilities	6
Rent Payment Assistance	5
Shelter	4
Food/Meals	4
Public Health Information	2
Information Services	2
Transportation	1
Environmental Protection/Improvement	1
Income Maintenance	1
Clothing/Personal/Household Needs	1
Specialized Treatments	1
Outpatient Health Facilities	1
Consumer Assistance/Protection	1
Counseling	1
Day Care	1
Upland	156
Food/Meals	23
Shelter	18
Utilities	17
Rent Payment Assistance	16
Housing	12
Legal Services/Assistance	9
Information Services	8
Outpatient Health Facilities	8
Specialized Treatments	6
Clothing/Personal/Household Needs	4
Substance Abuse Services	3
Counseling	3
Transportation	3
Consumer Assistance/Protection	3
Motel Vouchers	3
Mental Health Care Facilities	2

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

City/Town - Needs	Total
Income Maintenance	2
Health Supportive Services	2
Employment	1
Death Certification/Burial Arrangements	1
Crime Reporting/Prevention	1
Health Screening/Diagnostic Services	1
Safety Equipment	1
Community Groups/Services	1
Social Insurance Programs	1
Medical Public Assistance Programs	1
Volunteer Opportunities	1
Household Related Public Assistance Programs	1
Day Care	1
Psychiatric/Mental Health Support Services	1
Nutrition Related Public Assistance Programs	1
Law Enforcement	1
Victorville	629
Utilities	183
Food/Meals	50
Rent Payment Assistance	49
Information Services	45
Shelter	35
Outpatient Health Facilities	26
Clothing/Personal/Household Needs	25
Legal Services/Assistance	24
Housing	20
Substance Abuse Services	16
Motel Vouchers	15
Transportation	13
Specialized Treatments	11
Health Supportive Services	10
Consumer Assistance/Protection	10
Counseling	9
Nutrition Related Public Assistance Programs	8
Income Maintenance	7
Community Groups/Services	6
Parenting Education	6
Family Based Services/Mentoring	4
Psychiatric/Mental Health Support Services	4
Disaster (Incident)	4
Volunteer Opportunities	4
Health Screening/Diagnostic Services	3
Public Health Information	3
Crime Victim Support	3
Day Care	3
Donations	2
Social Development and Enrichment	2
Supportive Services	2
Outpatient Mental Health Care	2
Special Education	2
Courts/Correctional System	2
Support Groups	2
Protective Services	2
Disability Issues/Services	2
Adoption/Foster Services	2
Early Education	1
Formal Education	1

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

City/Town - Needs	Total
Employment	1
Animal Services	1
Parks & Recreation Services	1
Safety Equipment	1
Environmental Protection/Improvement	1
Crime Reporting/Prevention	1
Medical Public Assistance Programs	1
Mental Health Care Facilities	1
Immigration/Naturalization Legal Services	1
Law Enforcement	1
Inpatient Health Facilities	1
Wrightwood	6
Shelter	1
Transportation	1
Social Development and Enrichment	1
Information Services	1
Food/Meals	1
Organizational Development and Management Services	1
Yermo	5
Housing	2
Consumer Assistance/Protection	1
Rent Payment Assistance	1
Information Services	1
Yucaipa	80
Utilities	16
Rent Payment Assistance	10
Food/Meals	7
Outpatient Health Facilities	7
Clothing/Personal/Household Needs	5
Information Services	5
Shelter	3
Transportation	3
Income Maintenance	3
Housing	2
Support Groups	2
Disability Issues/Services	2
Health Supportive Services	2
Legal Services/Assistance	2
Substance Abuse Services	1
Motel Vouchers	1
Consumer Assistance/Protection	1
Nutrition Related Public Assistance Programs	1
Specialized Treatments	1
Household Related Public Assistance Programs	1
Counseling	1
Public Safety/Emergency Services	1
Mental Health Care Facilities	1
Emergency Medical Care	1
Employment	1
Yucca Valley	54
Utilities	23
Food/Meals	8
Rent Payment Assistance	4
Clothing/Personal/Household Needs	3
Outpatient Health Facilities	2
Information Services	2
Family Based Services/Mentoring	1

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

City/Town - Needs	Total
Consumer Assistance/Protection	1
Specialized Treatments	1
Housing	1
Protective Services	1
Counseling	1
Shelter	1
Mental Health Care Facilities	1
Substance Abuse Services	1
Disaster (Incident)	1
Health Supportive Services	1
Outpatient Mental Health Care	1
Unknown	527
Rent Payment Assistance	152
Information Services	128
Utilities	35
Shelter	28
Community Groups/Services	18
Housing	18
Counseling	12
Food/Meals	10
Substance Abuse Services	9
Outpatient Health Facilities	8
Legal Services/Assistance	8
Disaster (Incident)	7
Health Supportive Services	7
Courts/Correctional System	6
Clothing/Personal/Household Needs	6
Organizational Development and Management Services	6
Mortgage Payment Assistance	5
Mental Health Care Facilities	4
Income Maintenance	4
Crime Reporting/Prevention	4
Death Certification/Burial Arrangements	4
Volunteer Opportunities	4
Psychiatric/Mental Health Support Services	4
Inpatient Health Facilities	4
Bad Weather Shelters	3
Transportation	3
Motel Vouchers	3
Specialized Treatments	3
Medical Public Assistance Programs	2
Day Care	2
Animal Services	2
Nutrition Related Public Assistance Programs	2
Disability Issues/Services	2
Formal Education	2
Household Related Public Assistance Programs	1
Social Insurance Programs	1
Family Based Services/Mentoring	1
Health Screening/Diagnostic Services	1
Employment	1
Public Health Information	1
Supportive Services	1
Emergency Medical Care	1
Disaster Services	1
Credit Counseling	1
Donations	1

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

City/Town - Needs	Total
Parenting Education	1
Grand Total	5351

Referrals from 2-1-1 San Bernardino County

211 Referrals: January 2011

Month-Year	January 2011
Row Labels	Referral Totals
1-800-FREE411	27
Directory Assistance	27
2-1-1 Alameda County	1
2-1-1 Information and Referral	1
2-1-1 Kern County	2
2-1-1 Information and Referral	2
2-1-1 Los Angeles County	151
2-1-1 Information and Referral	148
(blank)	3
2-1-1 National	2
2-1-1 Search	2
2-1-1 Orange County	16
2-1-1 Information and Referral	15
(blank)	1
2-1-1 San Bernardino County	4
2-1-1 San Bernardino County-2-1-1 Information and Referral	4
2-1-1 San Diego County	10
2-1-1 Information and Referral	9
(blank)	1
AARP - State California Office	4
Tax Aide	4
Abundant Living Family Church	83
Angel Food Ministry	3
Counseling Services	4
Outreach Center	76
ACT Family Counseling Services	2
Parenting Bridge Program	1
(blank)	1
Adelanto Branch Library	3
Storytime and Crafts	1
Adult Literacy Program	2
Adventist Community Team Services	5
Emergency Food Assistance	3
Meals on Wheels	2
Aegis Medical Systems, Inc.	9
Methadone Replacement Therapy	9
AIDS Healthcare Foundation	2
AIDS Program	2
AL-ANON Family Groups and ALATEEN	3
Inland Empire of California Al-Anon and Alateen	2
(blank)	1
Alcoholics Anonymous	20
Alcoholics Anonymous	19
(blank)	1
Alliance Human Services Foster Family	1
Foster Parent Recruiting and Training Services	1
Alternate Avenues Womens Resource Center	2
Bridges Parenting Support Program	2
Alzheimers Association	2
Alzheimers Information and Referral	1

Referrals from 2-1-1 San Bernardino County

(blank)	1
American Association of Poison Control Centers	3
Poison Control	3
American Cancer Society	1
Education and Support	1
American Red Cross - High Desert Chapter	4
Disaster and Emergency Relief	2
Health and Safety Training	1
(blank)	1
American Red Cross - Inland Empire Chapter	4
Health and Safety	2
(blank)	1
Disaster Recovery Service	1
American Red Cross - Morongo Basin	1
Health and Safety Training	1
Annual Credit Report Request	1
Annual Credit Report	1
Anthony Munoz Community Center	1
Homework Helpers	1
Apple Valley Fire Protection District	1
(blank)	1
Apple Valley Newton T. Bass Branch Library	1
Adult Literacy Program	1
Arrowhead Regional Medical Center	35
First 5 Dental Program	1
Hospital Services	10
Medically Indigent Adult Health Care (MIA)	16
(blank)	6
Family and Elder Care Center	2
Asante Family Agency, Inc.	32
Counseling, Training and Visitation Center	31
(blank)	1
Asian-American Educational and Cultural Center, Inc.	4
Traffic Safety Awareness	4
Assistance League of San Bernardino	2
Childrens Dental Center	2
Assistance League of the Foothill Communities	2
Operation School Bell	1
San Antonio Community Hospital Dental Center	1
Associated Clinical Therapists, Inc.	14
Counseling Services	14
Barstow Counseling Center	1
Counseling Services	1
Barstow Senior Citizens Center	3
Congregate Meals	1
Meals on Wheels	2
Bear Valley Community Hospital	1
M.O.M and DAD Family Education Resource Center	1
Benevolent Animal Rescue Committee	1
Animal Rescue Committee	1
Better Business Bureau	5
Complaint Department	3
(blank)	2
Bienestar Human Services	2
LGBT Peer Counseling	1

Referrals from 2-1-1 San Bernardino County

Syringe Exchange/Skills Building Workshops	1
Bilingual Family Counseling Service, Inc.	6
Preserving Safe and Stable Families	4
Support Group	2
Boys & Girls Club of Fontana	1
Homework and Tutoring	1
Boys & Girls Club of San Bernardino	2
USDA Food Distribution	2
Boys & Girls Club of the Victor Valley	1
Core Programs	1
Boys Town National Hotline	9
National Hotline	9
Braille Institute of America, Inc.	1
Mobile Solutions	1
C.A.S.T.L.E	3
Parenting Skill Classes	3
California Department of Aging	1
California Care Network	1
California Department of Consumer Affairs	2
(blank)	1
Contractors State License Board	1
California Department of Corrections	8
California Department of Corrections-Parole and Community Services Division	8
California Department of Forestry and Fire Protection	1
Fire and Rescue	1
California Department of Industrial Relations	2
Labor Standards Enforcement	2
California Department of Motor Vehicles	4
DMV Services	4
California Department of Social Services	9
Child Care Licensing	1
Welfare Fraud Hotline	6
(blank)	1
Social Security Complaints	1
California Department of Transportation	10
Caltrans	10
California Highway Patrol	4
Freeway Patrol Service	3
Amber Alert	1
California Public Utilities Commission	6
LifeLine Telephone Service	5
(blank)	1
California State University San Bernardino	5
Counseling Services	4
First Five Early Intervention	1
California Student Aid Commission	3
Cal Grants	1
(blank)	1
Chafee Grant Program	1
Call for Life Pregnancy Help Center	10
Crisis Pregnancy Center	10
Camp Fire USA - Mt. San Antonio Council	1
(blank)	1
CancerCare	1
Financial Assistance	1

Referrals from 2-1-1 San Bernardino County

Canyon Ridge Hospital	7
Access Center	2
Hospital Services	5
CareConnect USA	7
Bankruptcy Advice Helpline	4
Discount Prescription Assistance	2
Mortgage Assistance Helpline	1
Caring for the Hills	18
Emergency Food Boxes	7
Food Pantry	9
Senior Meal Delivery	2
Carnegie Library	1
(blank)	1
Carolyn Owens Community Center	2
Substance Abuse	2
Carpenters House	22
ACTS 29 Food Ministry	20
(blank)	2
Carter Branch Library	1
(blank)	1
Casa Colina Centers for Rehabilitation	2
Adult Day Health Care	1
Outpatient Rehabilitation	1
Casa de San Bernardino	3
Youth Substance Abuse Outpatient Program	3
Catholic Charities of San Bernardino/Riverside	268
Advocacy and Referrals	4
Anger Management Classes	1
Case Management	1
Clothes/Household Items	46
Food Assistance	96
Funeral Referral	9
Housing and Support Services	3
Individual/Family Counseling	16
Parenting Classes	5
Prescription Service	20
Refugee & Immigration Services	4
Rent/Mortgage Assistance	18
Transportation Assistance	32
Utility Assistance	7
(blank)	4
Food Voucher	2
Cedar House Rehabilitation Center	42
Detoxification	11
Outpatient Therapy and Counseling Program	8
Residential Treatment	17
Women with Children Program	3
(blank)	3
Center on Deafness Inland Empire	1
Family Planning	1
Centers for Medicare and Medicaid Services	3
Home Health Compare	3
Central City Lutheran Mission	104
Cold Weather Shelter	60
Food Giveaway	11

Referrals from 2-1-1 San Bernardino County

Kinship Family Center	4
Soup Kitchen	2
The H Street Clinic	24
(blank)	3
Chaffey Joint Union High School District	1
Chaffey Adult School	1
Childrens Fund	3
Childrens Fund	3
ChildSharing, Inc.	4
Co Parenting Classes	4
Chino Hills Counseling	5
Chino Hills Counseling	5
Chino Neighborhood House	22
Clothes Closet	7
Emergency Food	11
Household Item Distribution	4
Chino Valley Independent Fire District	1
CPR Instruction	1
Chino Valley Medical Center	1
Hospital Services	1
Chino Valley YMCA	1
Preschool	1
Christian and Missionary Alliance Church	4
USDA Food Distribution	4
Christian Counseling Service of the East Valley	2
Counseling Services	2
Church of the Nazarene	43
Clothes Closet	11
Food Pantry	27
(blank)	5
Circle of Hope - Gods Kitchen	26
Overnight Emergency Shelter	13
Transitional Living Program	13
City of Barstow	1
City Clerks Office	1
City of Chino	2
Chino Human Services Programs	1
City Hall	1
City of Chino Hills	1
Civic Center	1
City of Colton	2
City Hall	1
Community Services	1
City of Fontana	2
City Hall	1
Community Services and Recreation	1
City of Hesperia	3
Community Services	1
(blank)	1
Public Works	1
City of Highland	1
City Hall	1
City of Loma Linda	2
City Hall	2
City of Montclair	35

Referrals from 2-1-1 San Bernardino County

City Hall	1
Health Service Alliance	3
Nutrition And Parent Education	1
USDA Food Distribution	3
Montclair Medical Clinic	26
Tax Preparation	1
City of Ontario	3
City Hall	3
City of Ontario Fire Department	2
CPR and First-Aid Classes	2
City of Rancho Cucamonga	4
City Hall	4
City of Rialto	2
City Hall	1
(blank)	1
City of San Bernardino	9
City Hall	4
(blank)	1
City Clerks Office	2
Senior Companion Program	2
City of Upland	3
City Hall	3
City of Victorville	10
City Hall	4
Community Services	3
Senior Home Repair Program	2
Mortgage Assistance Program	1
Clear View Treatment Center	3
Substance Abuse Recovery	3
Co-Dependents Anonymous, Inc.	2
Co-Dependent Support Groups	2
Colton Police Department	2
Police Department	2
Colton Public Library	2
Advance to Literacy	1
Families for Literacy	1
Community Action Partnership of San Bernardino County	644
Energy, Education and Environmental Services Department (HEAP)	506
Family Development	118
Food Bank	8
(blank)	12
Community Assistance Program	1
Community Assistance Program	1
Community Health Action Network	25
Parent Resource Center	25
Community Health Systems, Inc.	86
Dental Clinic	37
Medical Clinic	33
Optometry Services	15
(blank)	1
Community Hospital of San Bernardino	79
Behavioral Health Services	5
Hospital	1
(blank)	1
Family Resources	72

Referrals from 2-1-1 San Bernardino County

Compulsive Eaters Anonymous	1
Compulsive Eaters	1
Congressional Hispanic Caucus Institute	1
CHCI Scholarship	1
Consumer Watchdog	1
Patient Rights Assistance	1
County of San Bernardino Public Works	1
Flood Control Yard	1
CRC Health Corporation	5
(blank)	1
Drug Addiction Services	4
Crosslight Family Ministries / Fortress Christian Center	13
Outreach	13
Crystals Senior Services L.L.C	1
Personal Care Services	1
David and Margaret Youth and Family Services	1
(blank)	1
De Anza Community and Teen Center	1
ESL Classes	1
Delmann Heights Community Center	5
USDA Food Distribution	2
(blank)	1
Salvaged Bread Program	2
Denti-Cal Referral Line	1
(blank)	1
Department of Rehabilitation Inland Empire District	2
Vocational Rehabilitation	2
Depression and Bipolar Support Alliance	1
Information, Referrals and Advocacy	1
Desert Manna Ministries	33
Cold Weather Shelter	3
Electric Assistance Fund (EAF)	6
Emergency Shelter	13
Food Program	2
Soup Kitchen	1
Transportation Assistance	5
USDA Food Distribution	1
(blank)	2
Desert Sanctuary, Inc.	23
Catholic Charities Grants Case Management	16
Cedar Chest Thrift Shop	1
Haley House Domestic Violence Shelter	3
(blank)	3
Desert Valley Hospital	4
Hospital Services	4
Disability Rights Legal Center	3
Disability Rights	2
(blank)	1
Doctors Hospital	2
Charity Bill Assistance	1
Hospital Services	1
Don Day Community Center	1
Teen After School Program	1
Drug Alternative Program	1
DAP	1

Referrals from 2-1-1 San Bernardino County

East Valley Community Health Center, Inc.	21
General Medical Services	21
Easter Seals Southern California	2
Child Development Center	2
Echos Of Faith World Outreach Ministries	12
Operation Fresh Start	12
El Sol Neighborhood Educational Center	1
Community Outreach	1
Employment Development Department	15
Bonding	2
State Disability Insurance	1
Unemployment Insurance	12
Fairplex Child Development Center	2
Child Development Center	2
Faith Lutheran Church	5
Community Food Pantry	5
Faiths Hope Foundation	1
(blank)	1
Families and Friends of Murder Victims	1
Support Group	1
Family Service Agency of San Bernardino	63
Crestline Food and Clothing Bank	4
Disaster Recovery Services	2
Domestic Violence Program	17
Individual, Family and Group Therapy	21
Utility Assistance Fund (EAF & GAF)	15
(blank)	3
Mental Health and Case Management	1
Family Service Association of Redlands	33
Disaster Recovery Services	1
Family Support	7
Home Again	8
Rental Assistance	9
(blank)	1
Cold Weather Vouchers	7
Federal Emergency Management Agency FEMA	3
Financial Assistance	1
(blank)	2
Fifth Street Senior Center	2
Senior Nutrition Lunch Program	2
First 5 Commission of San Bernardino County	8
First 5 Commission of San Bernardino County	7
(blank)	1
First Chance/Y-CHOW, Inc.	4
Sober Living	3
Client Services Coordination	1
First Presbyterian Church	2
USDA Food Distribution	2
Fontana Lewis Library & Technology Center	1
Basic Computer Classes	1
Fontana Police Department	2
Fontana Police	2
Fontana Unified School District	1
Adult Education	1
Foothill Family Shelter	63

Referrals from 2-1-1 San Bernardino County

Big Steps for Little Feet	1
Foothill Family Shelter	22
Harolds Help Desk	36
(blank)	4
Fraze Community Center	34
Hot Meals	3
Medical Treatment	3
Shelters	27
(blank)	1
Gay-Straight Alliance Network	2
Gay-Straight Alliance	2
George Gibson Senior Center	3
USDA Food Distribution	3
Gift Ministries	7
Clothes Closet	7
Glen Helen Rehabilitation Center	3
Rehabilitation Center	3
Good Steward Day Care	3
Child Care Service	3
Goodwill Southern California	24
Career Resource Center	9
Retail Stores and Used Goods	15
Greater Cornerstone Church	1
USDA Food Distribution	1
Group Home Support Services	35
Counseling Services	18
Parenting Classes	13
Substance Abuse Counseling	4
H1N1 Information	1
H1N1 Information For Callers	1
Hands On Inland Empire	23
Alternative Sentencing	15
Volunteer Opportunities	8
Hannahs House	1
Foster Care & Adoptions	1
Healthy Families	3
Health Care Coverage	1
(blank)	2
Hearts & Lives	1
Information and Referral	1
Help The People Foundation	5
Anger Management	2
Substance Abuse Counseling	3
Helping Hands Pantry	73
Food Distribution	71
(blank)	2
Hesperia Senior Center	2
Hesperia Senior Club	1
(blank)	1
Hi-Desert Medical Center	1
Hospital Services	1
High Desert Child Adolescent and Family Services Center	28
Anger Management	3
Co-Parenting	3
Counseling Services	14

Referrals from 2-1-1 San Bernardino County

Drug Testing	2
Outpatient Substance Abuse Treatment	1
Parenting Classes	4
(blank)	1
High Desert Domestic Violence Program, Inc.	11
Domestic Violence Program Services	9
(blank)	2
High Desert Homeless Services, Inc	72
Shelter	67
(blank)	5
High Desert Pregnancy Clinic	3
Family Resource Center	2
Pregnancy Testing	1
High Desert Resource Network	2
Training	2
High Desert Transitional Living Connection	31
Food Pantry	19
Job Search	2
USDA Food Distribution	7
(blank)	3
High Desert Youth Center	4
Safety and Wellness Program	4
Higher Ground Christian Intervention	3
Intervention Program	3
Highland Sam J. Racadio Library and Environmental Learning Center	1
Basic Computer Classes	1
Highland Senior Center	2
Senior Nutrition Lunch Program	1
Senior Transportation	1
Home of Neighborly Service	9
Food Distribution	4
Senior Nutrition Lunch Program	1
USDA Food Giveaway	4
Homeownership Preservation Foundation	3
The Homeowners HOPE Hotline	3
House of Hope House of Faith, Inc.	3
Sober Living Homes	3
House of Ruth, Inc.	18
Counseling Services	5
Emergency Hotline	2
Emergency Shelter	9
(blank)	2
Housing and Community Development, State of California	1
Housing Ombudsman	1
Housing Authority of the County of San Bernardino	109
Family Unification Program	20
Mainstream Program	2
Public Housing	25
Section 8 Program	56
Senior Housing	5
Fraud Reporting	1
Humane Society of San Bernardino Valley	5
Veterinarian Clinic	5
Humanitarian International Services Group	3
Eyes for You	3

Referrals from 2-1-1 San Bernardino County

Hutton Community Center	10
USDA Food Distribution	10
Impression Healthcare Services	5
Behavioral Health Counseling	5
Inland Agency	12
Community Tool Box	12
Inland AIDS Project	3
Education and Prevention	3
Inland Behavioral and Health Services, Inc.	4
PC1000 Drug Diversion Program	1
Youth Justice Center	1
Perinatal Care Network	2
Inland Caregivers Resource Center	2
Caregivers Information and Referral	1
Counseling Services	1
Inland Counties Legal Services, Inc	83
Legal Assistance	81
(blank)	2
Inland Empire Health Plan	5
Healthy Kids	2
(blank)	3
Inland Empire Latino Lawyers Association	16
Legal Assistance and Counseling	15
(blank)	1
Inland Empire United Way	3
2-1-1 San Bernardino County	2
Hands On Inland Empire	1
Inland Fair Housing and Mediation Board	80
Education and Outreach	2
Inland Fair Housing and Mediation	75
Senior Services	3
Inland Family Community Health Center	108
Dental Services	57
Family Pact	2
Immunizations	2
Medical Services	47
Inland Regional Center	2
Inland Regional Center	1
(blank)	1
Inland Temporary Homes	48
Homeless Prevention and Rapid Re-Housing Program (HPRP)	31
Shelter & Transitional Housing	14
(blank)	3
Inland Valley Hope Partners	79
Food Security Program	57
Rent Payment Assistance	1
Shelter/Housing Program	12
Utility Assistance	4
(blank)	5
Inland Valley Humane Society and S.P.C.A	3
Animal Care & Control	1
Veterinary Care Center	2
Inland Valley Recovery Services	21
Domestic violence Intervention	4
Drug and Alcohol Recovery Services	15

Referrals from 2-1-1 San Bernardino County

Mental Health Services	2
Internal Revenue Service	4
Internal Revenue Service (blank)	3 1
Internet Service Providers	46
arcZip	10
AT&T	1
DSL Extreme	11
Juno (Dial-up)	1
NetZero (Dial-up)	3
PeoplePC (Dial-up)	2
SoCal Free Net (Dial-up)	1
Basic ISP (Dial-up)	1
Copper.net	12
Earthlink (Dial-up)	2
Localnet (Dial-up)	1
Toast.net (Dial-up)	1
Job Corps	1
Job Training	1
Josephine Knopf Senior Center	1
Senior Center	1
Joshua Tree Community Center	2
USDA Food Distribution	1
Senior Luncheon	1
Kaiser Permanente Medical Center	2
Hospital Services (blank)	1 1
Kids Come First Community Clinic	3
Healthy Families Application Assistance	1
Kids Come First	2
Kids Turf Day Care Center	2
Day Care	2
La Leche League, International	1
Breastfeeding Support and Information	1
La Vista	2
La Vista Housing	2
LaSalle Medical Associates	39
Health Clinic (blank)	38 1
Legal Aid Society of San Bernardino	53
Legal Aid Clinic	53
Libreria del Pueblo, Inc.	2
Immigration Services	2
Life Changing Ministry	2
Caregiver and Mentor Training	2
Lifeway Church Ministries	10
Food Pantry	10
Lighthouse Inner Change Sober Living	4
Sober Living	4
Loma Linda Marriage & Family Therapy Clinic	9
Marriage and Family Therapy	9
Loma Linda Senior Center	1
Senior Center	1
Loma Linda University Medical Center	6
Hospital Services	2

Referrals from 2-1-1 San Bernardino County

School of Dentistry	2
(blank)	1
Shield Program	1
Loma Linda University Psychology Department	4
Psychological Services Clinic	4
Loveland Jubilee Pantry	68
Food Pantry	67
(blank)	1
Lucerne Valley Domestic Violence Outreach	1
Batterers Intervention Program	1
Luque Community Center	7
USDA Food Distribution	7
Lutheran Social Services of Southern California	3
Food Bank and Bread Program	1
Sexual Abuse Treatment	1
Wraparound Program	1
Making a Difference Association	9
Giving Center	8
(blank)	1
Managed Pharmacy Care	1
Freedom of Choice	1
Marys Mercy Center, Inc.	61
Marys Children Program	27
Marys Table	12
Saint Joseph Clothes Closet	7
Showers	4
St. Martin de Porres Emergency Food Bag Program	2
Veronicas Home of Mercy	9
Meals on Wheels - Montclair	1
Home Delivered Meals	1
Meals on Wheels - Ontario	2
Meals on Wheels	2
Meals On Wheels- Redlands	3
Home Delivered Meals	3
Mental Health Systems, Inc.	5
DUI Program	2
Substance Abuse Prevention Project	2
Support Services	1
Mentone Senior Center and Library	2
Senior Center	1
Senior Breakfast	1
Mercy House	75
Assisi House	5
Guadalupe Residence	5
Walk-In Center	62
(blank)	3
Metrolink	1
Metrolink Travel Information	1
Mexican Consulate	3
Consular Services	3
Mimis House	23
Transitional Housing	23
Modest Needs	2
Back-To-Work-Grants	1
(blank)	1

Referrals from 2-1-1 San Bernardino County

Mojave Basin Youth Corps, Inc.	1
Mojave Basin YouthBuild	1
Montclair Police Department	1
Police Department	1
Morongo Basin Mental Health Services Association	6
Child Abuse Prevention, Intervention and Treatment	1
Residential Drug and Alcohol Treatment	2
(blank)	1
Outpatient Drug and Alcohol Treatment	1
Federal Mental Health	1
Morongo Basin Unity Home, Inc.	4
Domestic Violence- Emergency Shelter	2
Transitional Housing	1
24-Hour Crisis Line	1
Morongo Valley Community Services District	1
Narcotics Anonymous	1
Moses House Ministries	17
The Boutique	13
(blank)	1
Crossings	3
Mountain Community Hospital	2
Rural Health Clinic	2
Mountain View Child Care, Inc.	1
Kidship-Preschool and Pediatric Day Health	1
Mountain View Community Church	64
Electric Assistance Fund (EAF)	36
Food Pantry	23
Mountain View Preschool	2
Substance Abuse Meetings	2
(blank)	1
Narcotics Anonymous	11
Narcotics Anonymous Support Group	10
(blank)	1
National Alliance on Mental Illness	1
Mental Illness Information and Referral	1
National Center for Victims of Crime	6
(blank)	1
Help Line	5
National Community Renaissance	122
Affordable Housing	116
(blank)	6
National Domestic Violence Hotline	3
Domestic Violence Hotline	3
National Organization of Social Security Claimants Representatives	3
NOSSCR	3
National Suicide Prevention Lifeline	9
Suicide Hotline	8
Veterans Suicide Prevention Hotline	1
NeedyMeds	2
Prescription Drug Program	1
(blank)	1
Neighborhood Housing Services of the Inland Empire, Inc.	5
Foreclosure Prevention	3
Home Maintenance Education	1
Down Payment Assistance	1

Referrals from 2-1-1 San Bernardino County

Neighborhood Partnership Housing Services, Inc.	6
Foreclosure Counseling	2
Home Ownership	3
Homebuyer Education Class	1
New Directions	4
Therapeutic Community	4
New Hope Village, Inc.	1
New Hope Village	1
Norman F. Feldheim Central Library	1
(blank)	1
Northtown Housing Development Corp.	7
Food Assistance	4
USDA Food Distribution	2
College Scholarship Program	1
Office of Emergency Services	23
Flash Reports	2
TENS (Telephone Emergency Notification System)	20
Community Emergency Response Team Training	1
Office of the Attorney General	2
Bureau of Medi-Cal Fraud	1
Registry of Charitable Trusts	1
Oldtimers Foundation	20
Classes	1
Home maintenance and Conservation	6
Housing	1
Transportation Services	8
(blank)	1
Senior Nutrition	3
Olive Branch Counseling Center	23
Anger Management and Domestic Violence	10
Couple Counseling	2
General Counseling	4
Parenting Classes	4
(blank)	3
Omnitrans	23
Access Service	16
Omnitrans	5
(blank)	2
Ontario City Library	1
Library Services	1
Ontario Police Department	4
Police Department	3
(blank)	1
Ontario Senior Center	1
Senior Nutrition Lunch Program	1
Ontario/Montclair YMCA	5
Afterschool Program	1
Matrix	3
Silver Stars Transportation	1
Ontario-Montclair School District	1
School Readiness Program	1
OPARC	1
Diversified Industries	1
Operation Provider	10
Electric and Gas Assistance Fund (EAF & GAF)	7

Referrals from 2-1-1 San Bernardino County

(blank)	2
Basic Need Assistance	1
Operation Safehouse	3
Operation Safehouse Shelter	1
(blank)	2
Option House, Inc.	13
Community Education	3
Domestic Violence Shelter Services	6
(blank)	4
Our Lady of Hope	33
USDA Food Distribution	32
(blank)	1
Our Lady of the Desert	34
Food Pantry	32
(blank)	2
Pacific Clinics	4
Child and Family Services	4
Pacific Lifeline	14
Transitional Shelter	14
PAL Humane Society	1
Humane Society	1
Para Los Niños	43
Family Resource Center	37
General Counseling	2
Parenting Classes	2
(blank)	2
Parents, Families & Friends of Lesbians & Gays	1
Support and Information	1
Partnership for Prescription Assistance	3
Prescription Assistance	3
Patton State Hospital	4
Hospital Services	4
Planned Parenthood of Orange and San Bernardino Counties	16
Contraceptive Clinics	10
Pregnancy Testing, Counseling, and Referral	2
Sexually Transmitted Infections Treatment	1
(blank)	1
HIV/AIDS Testing and Counseling	2
Pomona Valley Hospital Medical Center	1
Charity Bill Assistance	1
Pomona Valley Workshop	2
Work Program	1
Adult Development Center	1
Priscillas Helping Hands, Inc.	17
Clothes Closet	12
(blank)	3
Promiseland Educational Child Care Center	2
Project Cuidar	7
Child Enrichment Groups and Parenting Classes	6
(blank)	1
Project Sister Family Services	2
Accompaniment/Advocacy	1
Counseling Services	1
Provisional Accelerated Learning (PAL) Center	3
Comprehensive Child Care	2

Referrals from 2-1-1 San Bernardino County

WIA Youth Program	1
Putting Kids First	2
Co-Parenting Course	2
Rader Program	2
Eating Disorders	2
Rancho Cucamonga & Fontana Family YMCA	4
CPR & First Aid Training	2
Preschool	1
School Age Care	1
Rancho Cucamonga Family Resource Center	4
Clothes Closet	3
Family Resource Center	1
Rape, Abuse and Incest National Network	1
National Sexual Assault Hotline	1
REACH	14
REACH	14
Reach Out Morongo Basin	2
USDA Food Distribution	2
Redlands Community Hospital	9
Charity Bill Assistance	2
Family Clinic	7
Redlands Community Senior Center	1
Senior Transportation	1
Redlands Police Department Recreation Bureau	1
Redlands Senior Transportation	1
Restoration House of Refuge, Inc.	18
Transitional Housing	16
(blank)	2
Rialto Police Department	1
Rialto Police	1
Rialto Unified School District	1
(blank)	1
Rock Church & World Outreach Center	13
Literacy and GED Classes	2
USDA Food Distribution	10
(blank)	1
Rolling Start, Inc.	10
Assistive Technology	1
Helpline	3
Housing	3
Support Groups / Workshop	1
(blank)	1
Peer Advising	1
Rose of Sharon Life Center	15
The Life Center	15
Rudy C. Hernandez Community Center	3
USDA Food Distribution	2
Community Center	1
Rx Help For Californians	15
Prescription Assistance	15
Salvation Army - Ontario	34
Community Meal	1
Emergency Food Box	23
Emergency Rental/Mortgage Assistance	1
Motel Vouchers	6

Referrals from 2-1-1 San Bernardino County

USDA Food Distribution	2
(blank)	1
Salvation Army - Redlands	23
Electric and Gas Assistance Fund (EAF & GAF)	21
(blank)	2
Salvation Army - San Bernardino	211
Cold Weather Shelter	31
Shelter Program	70
Soup Kitchen	2
USDA Food Giveaway	39
Women Shelter	67
(blank)	2
Salvation Army - Victor Valley	263
Food Assistance	43
Motel Vouchers	11
Utility Assistance	203
(blank)	6
Salvation Army Service Extension	8
Utility Assistance	8
Samaritans Helping Hand	385
Community Assistance	31
Food Assistance	32
Utility Assistance	300
(blank)	22
San Antonio Community Hospital	9
Charity Bill Assistance	1
Hospital Services	1
Urgent Care	3
Educational Suite	3
Breast Cancer Support Group	1
San Bernardino City Unified School District	3
USDA Food Distribution	2
(blank)	1
San Bernardino County Animal Care & Control	12
Dead Animal Pick-up	2
Spay and Neuter Voucher Program	2
(blank)	8
San Bernardino County Auditor-Controller/Recorder	4
Recorder/Clerk	4
San Bernardino County Bar Association	11
Attorney Referral Service	10
San Bernadino County Bar Association	1
San Bernardino County Department of Aging and Adult Services	85
Adult Protective Services	12
Family Caregiver Support Program	2
In Home Supportive Services	36
Linkages Program	1
Senior Information and Assistance Program	20
Senior Nutrition Services	4
(blank)	8
Senior Training and Employment Program	2
San Bernardino County Department of Behavioral Health	132
AB2034 Homeless Program	2
Agewise Program	2
Alcohol and Drug Services	17

Referrals from 2-1-1 San Bernardino County

Centralized Children's Intensive Case Management Services	1
Clubhouse	1
Community Crisis Response Team	14
Homeless Program	1
Juvenile Evaluation and Treatment Services	1
Outpatient Services	58
The Access Unit	27
Transitional Age Youth One Stop Center (TAY)	2
(blank)	2
Behavioral Health Resource Center Central Triage Services (After Hours Walk-In)	2
Supervised Treatment After Release (STAR)	1
Kinship Matters	1
San Bernardino County Department of Child Support Services	7
Child Support Services	7
San Bernardino County Department of Children and Family Services	31
Adoption Assistance Program	3
Child Protective Hotline	21
Foster Care	6
(blank)	1
San Bernardino County Department of Community Development and Housing	4
Senior Home Repair Program	3
Single Family Home Improvement Loan Program	1
San Bernardino County Department of Probation	2
Probation	2
San Bernardino County Department of Public Health	81
Alcohol and Drug Abuse Prevention Program	1
Black Infant Health Project	1
California Children Services	1
Health Promotion and Education	8
Immunizations	13
Prenatal Clinic	1
Reproductive Health Centers	12
Traffic S.A.F.E. Program	9
Tuberculosis Control Program	6
Vector Control	3
Women Infants and Children (WIC)	19
(blank)	2
Flu Shots	4
Comprehensive Prenatal Services Program	1
San Bernardino County District Attorney	4
General Information	1
Victim Services Unit	3
San Bernardino County Fire Department	1
Fire and Rescue	1
San Bernardino County Land Use Services Department	12
Code Enforcement Division	12
San Bernardino County Office Of Homeless Services	1
Homeless Partnership	1
San Bernardino County Office Of The Assessor	3
Change of Ownership	2
(blank)	1
San Bernardino County Preschool Services Department	10
Head Start	7
Support Services	2
(blank)	1

Referrals from 2-1-1 San Bernardino County

San Bernardino County Public Authority	10
In-Home Supportive Services Registry	10
San Bernardino County Public Defender	2
Public Defender	2
San Bernardino County Registrar of Voters	2
Voting Information	2
San Bernardino County Sheriffs Department	17
Detention Facilities	3
Juvenile Intervention Program (JIP)	3
Law Enforcement	9
(blank)	2
San Bernardino County Superintendent of Schools	17
KidsNCare Child Care Referral Services	6
KidsNCare Subsidized Child Care	11
San Bernardino County Transitional Assistance Department	264
C4Yourself	9
CalWORKs Program	18
Child Care Programs	3
Disaster Food Stamp Program	1
Health Care Options	2
Medi-Cal Program	44
The General Relief Program	15
(blank)	3
Foster Care Program	2
CalFresh (Food Stamp Program)	167
San Bernardino County Workforce Development Department	40
Job Assistance	39
(blank)	1
San Bernardino Employment and Training Agency	1
SBETA One Stop Career Center	1
San Bernardino Family YMCA	2
Afterschool Program	1
Day Camp	1
San Bernardino Police Department	5
Police Department	5
San Bernardino Sexual Assault Services, Inc	5
Sexual Assault Program	5
San Bernardino Westside Christian Center Church	2
Westside Kinship Support Services	2
Scherer Senior Center	3
USDA Food Distribution	3
SCHEU Family YMCA of Upland	1
Preschool & Afterschool	1
Senior and Disabled Fund of San Bernardino County	5
SAVES	4
(blank)	1
Set Free Christian Fellowship	6
Food Ministry	4
Transitional Living Program	2
Sexaholics Anonymous of Southern California	1
Support Groups	1
Share, Inc.	32
Emergency Assistance	17
Food Assistance	11
Food Program	4

Referrals from 2-1-1 San Bernardino County

Social Action Community Health System	39
Mental Health Services	1
Primary Health Care	5
(blank)	1
Dental Care	31
HIV/AIDS Care	1
Social Security Administration	18
Social Security	18
Solomons Ujamaa Center	2
Parenting Education	2
Southern California Edison	11
California Alternate Rates for Energy	4
(blank)	7
Southern California Gas Company	6
Gas Assistance Fund (GAF)	4
(blank)	2
Southwest Gas Company	11
California Alternate Rates for Energy	2
Low-Income Energy Efficiency Weatherization Program	7
(blank)	2
Special Little Angels, Inc.	4
Little Angels	2
Special Angels Elderly Residential Care	1
Special Angels Transitional Shelter	1
Springboard	3
Consumer Credit Counseling	3
St. Bernardine Medical Center	3
Cancer Treatment Services	1
Health Education Classes	1
Hospital Services	1
St. John of God Health Care Services	34
Detox Center	13
Residential Substance Abuse Treatment	13
Sober Living Homes	6
(blank)	2
St. Johns Community Success Center	5
Standing Community Services	5
St. Mary Medical Center	2
Hospital Services	2
Starkey Hearing Foundation	1
Hear Now	1
State Bar of California	3
Attorney Information and Referral Service	2
Lawyer Complaints	1
Sunflower Community Services, Inc.	11
Transitional Housing	11
Superior Court of California County of San Bernardino	23
Civil Court/ Unlawful Detainer	5
Drug Court	1
Family Court	8
Juvenile Court	1
Traffic Court	6
(blank)	2
Teen Challenge of Southern California	9
Drug Education and Prevention Outreach	2

Referrals from 2-1-1 San Bernardino County

Mens Residential Substance Abuse Program	3
Residential Substance Abuse Program	3
Teen Gang Intervention	1
Telecare High Desert Crisis Walk-In Center	11
Crisis Walk-In Center	10
(blank)	1
The 29 Palms Community Food Pantry & Outreach Ministries, Inc	2
Community Food Pantry	2
The Blessing Center	42
Clothes Closet	3
Cold Weather Shelter	24
Joseph Storehouse	14
(blank)	1
The Community Counseling Center	7
Counseling Services	7
The Foundation of the American Academy of Ophthalmology	1
Glaucoma Eye Care Program	1
The Lords Table	11
Soup Kitchen	7
USDA Food Giveaway	4
The Sober Living Network	7
Internet Information and Referral Service	4
(blank)	3
The Stephan Center	1
The Stephan Center	1
The Unforgettables Foundation	4
Burial Assistance	4
The Way Station	2
Food Assistance	2
The White House Healing Center, Inc.	34
Transitional Housing	34
Time For Change Foundation	40
Drug and Alcohol Outpatient Services	2
Sweet Dreams House	35
(blank)	3
Town of Apple Valley	2
Parks and Recreation	1
Clean Up and Recycle Program	1
Travelers Aid of the Inland Empire	7
Emergency Transportation and Referral Service	7
Tri-City Mental Health Center	4
Adult Outpatient Services	4
Tri-County Dental Society	11
Free Dental Work for Children	11
Twentynine Palms Senior Center	1
Nutrition and Transportation	1
U.S. Citizenship and Immigration Services	9
Citizenship and Immigration Services	9
U.S. Department of Housing and Urban Development	25
Hope for Homeowners	2
HUD	23
United States Census Bureau	1
(blank)	1
United States Department of Education	1
Federal Student Aid (FSA)	1

Referrals from 2-1-1 San Bernardino County

United States Department of Labor	7
Labor and Employment Law	5
OSHA	2
Upland Church of Christ	4
Food Pantry	4
Valley Fellowship - Seventh Day Adventist Church	8
Community Services	8
Valley Star Children and Family Services	4
Mental Health Services	4
Victims of Crime Resource Center	2
Resource Center	2
Victor Elementary School District	1
(blank)	1
Victor Valley Community Dental Service	23
Dental Service Program	23
Victor Valley Community Hospital	3
Charity Bill Assistance	1
Hospital Services	2
Victor Valley Community Services Council	6
Volunteer Center	4
Senior Needs	1
First Call for Help	1
Victor Valley Domestic Violence	2
Domestic Violence Shelter	1
Domestic Violence Peer Support Group	1
Victor Valley Rescue Mission	76
Clothes Closet	8
Food Pantry	63
Life Recovery Program	1
Soup Kitchen	4
Victor Valley Transit Authority	13
Direct Access	11
Victor Valley Transit Authority	2
Victor Valley Union High School District	1
Public Education	1
Victorville Senior Citizens Club	1
Senior Center	1
Vocational Improvement Program, Inc.	2
Direct Placement	2
Volunteer Center of Riverside County	122
2-1-1 Riverside County	122
Volunteer Income Tax Assistance (VITA)	24
Earned Income Tax Credit (EITC)	5
VITA	19
Volunteermatch	1
VolunteerMatch	1
Volunteers of America Southwest	2
(blank)	1
Half-Day Preschool	1
Way World Outreach Ministry	14
USDA Food Giveaway	14
West End Family Counseling	10
Department of Behavioral Health Outpatient Services	6
Parenting Classes	3
SART	1

Referrals from 2-1-1 San Bernardino County

West End YMCA	2
Nighttime Child Care	2
West Valley Detention Center	3
Detention Center	3
Westside Community Service Center	20
Clothes Closet	9
Employment Assistance	3
Food Distributions	8
WeTip	3
Crime Reporting Hotline	3
Whitney Young Family Health Clinic	68
Dental Services	38
Medical Services	26
(blank)	4
Womens Breast Cancer Resource Center	1
Resource Center	1
Young Visionaries Youth Leadership Academy	8
Youth Violence Prevention Program	5
(blank)	1
Youth Advocacy Training Program	1
Forward Focus Leadership Program	1
Yucaipa Christian Church	8
Manna Food Cupboard	8
Yucaipa Valley Welfare, Inc	6
Food Program	1
Disaster Stop Area	3
Medical Equipment Loans	2
Yucca Valley Community Center	5
USDA Food Distribution	5
Yucca Valley Senior Center	1
Senior Luncheon	1
Grand Total	7215

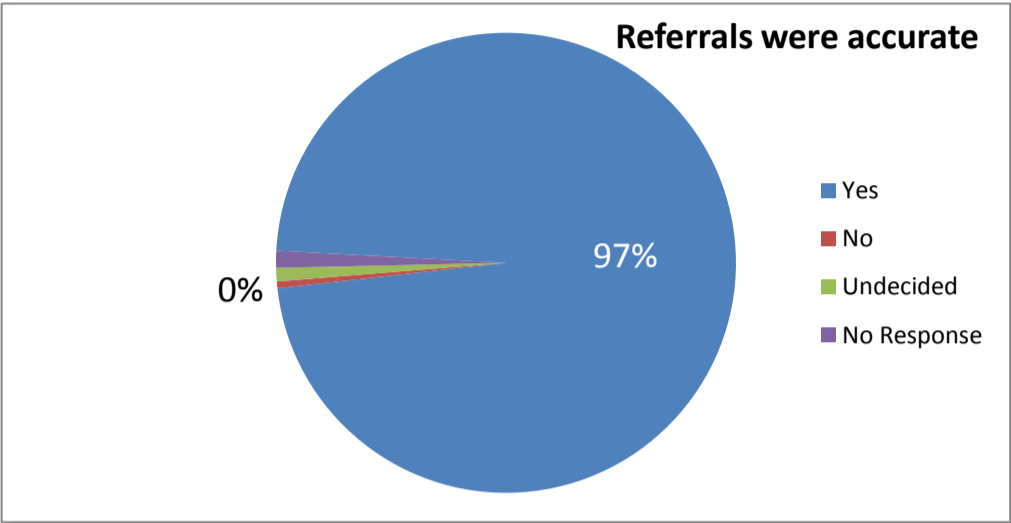
2-1-1 San Bernardino County Report

Callback Survey Responses

January 2011

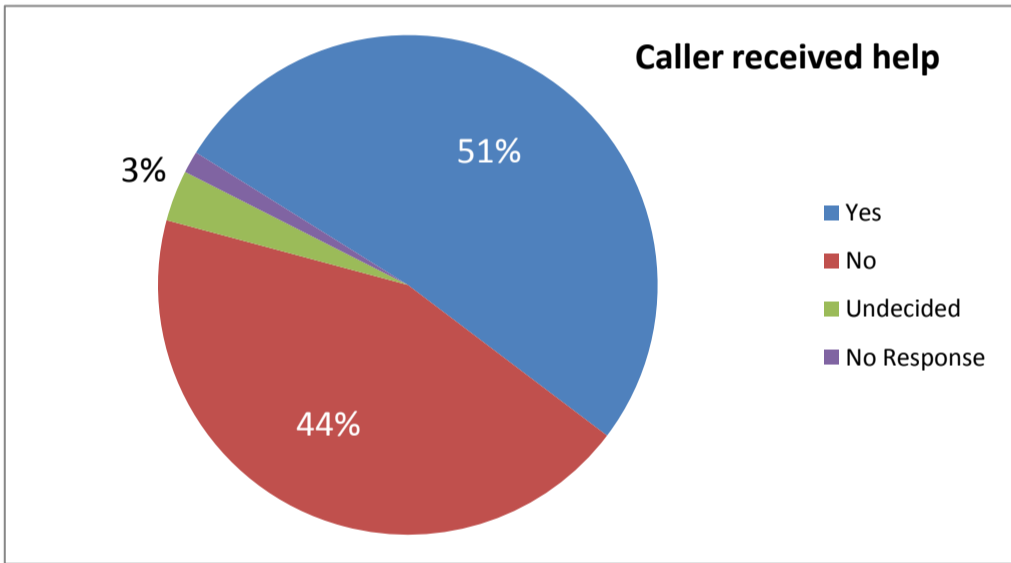
Total of 423 Respondents

Were the referrals you received accurate?	
Yes	97%
No	0%
Undecided	1%
No Response	1%



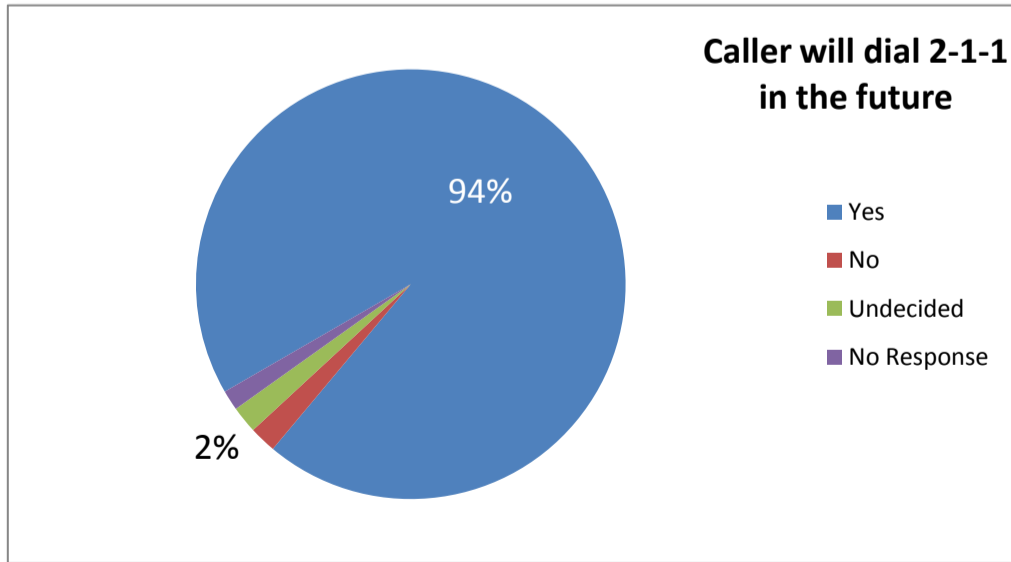
Did you contact the referral agency (ies)?	
Yes	94%
No	4%
Undecided	1%
No Response	1%

If yes, did you get the help you needed?	
Yes	51%
No	44%
Undecided	3%
No Response	1%



Was the information useful?	
Yes	88%
No	8%
Undecided	2%
No Response	1%

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



Are you a registered voter?	
Yes	57%
No	35%
Undecided	2%
No Response	6%