

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



### **Monthly Report**

This is the monthly report for 2-1-1 San Bernardino County. The next quarterly report will be issued in October, covering July-September.

### **2-1-1 Training**

90-minute 2-1-1 Training sessions are currently scheduled for the end August. Contact Nancy at 909-980-2857 x246 or nmaiden@ieuw.org.

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

Food is increasing alarmingly as an expressed need overall. Residents from Fontana continues to request food at a greater rate than any other need. However, Ontario has now joined in that distinction, with Rialto closing in and San Bernardino not far behind.

#### **The demographics of callers requesting food:**

INCOME SOURCE: 34% indicate no income, 20% employed, 20% on TANF (Temporary Aid to Needy Families), 15% on SSI, 6% on Disability, and the balance on unemployment, retirement, child support or self-employed.

ANNUAL ESTIMATED INCOME: 51% decline to state, 39% indicate less than \$10,000, 8% under \$20,000, 2% under \$30,000, and one caller under \$40,000.

RACE/ETHNICITY: 34% self-identify as white, 33% as Hispanic/Latino/Mexican, 18% as Black/African American, with the balance as Asian or Pacific Islander.

CHILDREN IN THE HOME: 66% indicate having children living in the home, 32% having more than 2.

CHILDREN UNDER 6: 38% indicate having children under 6 years of age in the home with 16% indicating 2 or more.

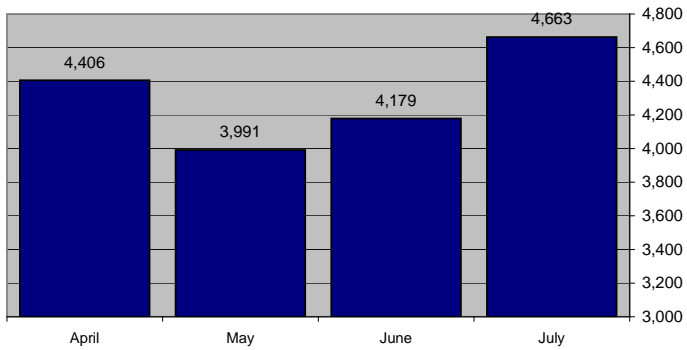
Thanks to 2-1-1 funding partners:



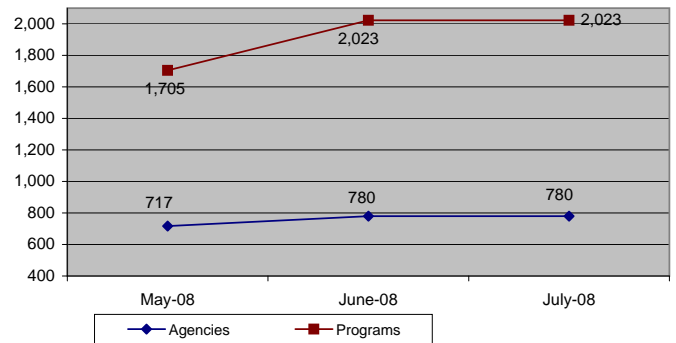
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### June 2008 Data Analysis

**Total number of documented calls**



**2-1-1 database totals**



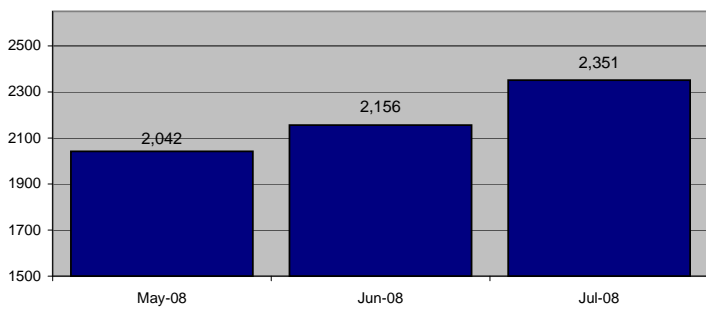
**Total number of documented calls\*\***

Month	Total number of documented calls**
July	4,663
June	4,179
May	3,991
April	4,406

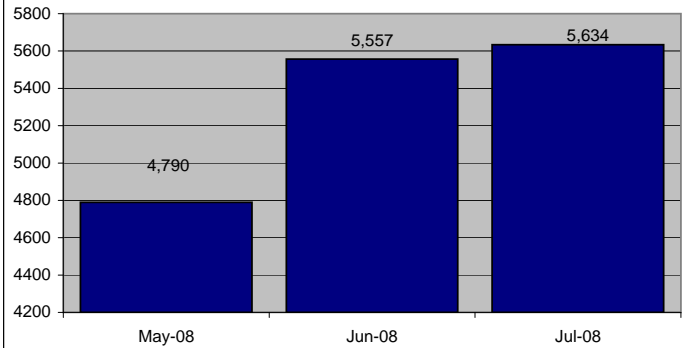
\*\* No longer includes hangups, wrong numbers, internal, etc.

Agencies	Database totals	Programs
780	Jul-08	2,023
780	Jun-08	2,023
717	May-08	1,705

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



**Total number of children involved**



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

	Jul-08	Jun-08	May-08
0	2312	2373	2072
1	674	597	559
2	755	721	639
3	506	458	482
4	253	212	218
5	96	100	84
6	45	45	37
7	14	10	15
8	3	11	3
9	2	2	2
More than 9	3	0	3
<b>Total</b>	<b>2351</b>	<b>2156</b>	<b>2042</b>

**Total Number of Children**

Month	Total Number of Children
Jul-08	5634
Jun-08	5557
May-08	4790
<b>Percentage of callers w/children</b>	<b>50%</b>

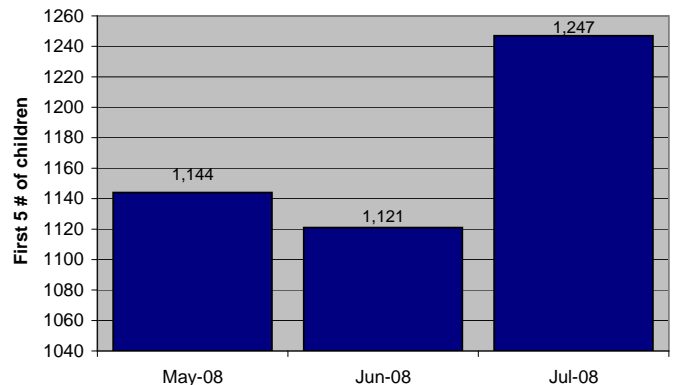
**First 5 Calls**

<b>Total # First 5 Children represented</b>	<b>1979</b>
Total number of calls this month	4663
<b>Total # of First 5 Calls</b>	<b>1247</b>
<b>Percentage of F5 calls</b>	<b>27%</b>

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

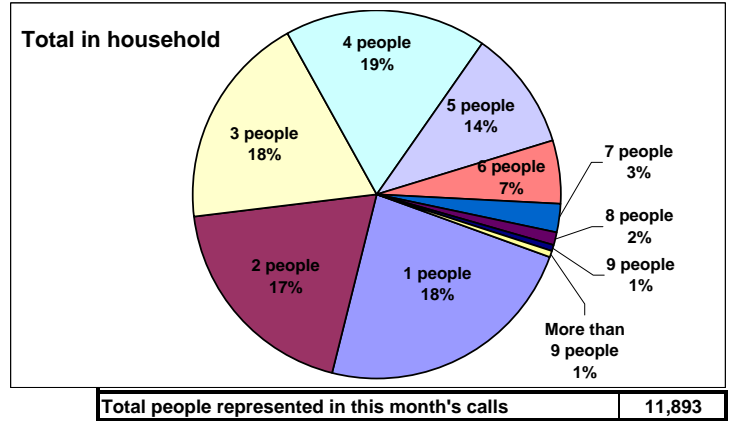
	Jul-08	Jun-08	May-08
0	3416	3408	2970
1	720	614	637
2	366	345	351
3	128	124	122
4	24	27	28
5	7	9	5
6	2	2	0
7	0	0	1
8	0	0	0
9	0	0	0
More than 9	0	0	0
<b>Total F5 Calls</b>	<b>1247</b>	<b>1121</b>	<b>1144</b>

**Total number of children under 6**

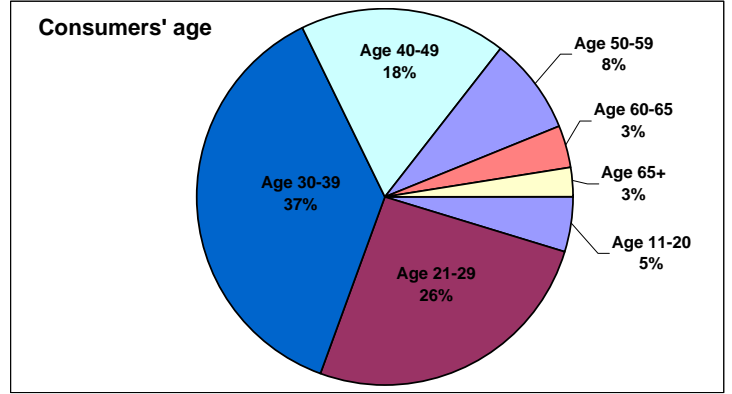


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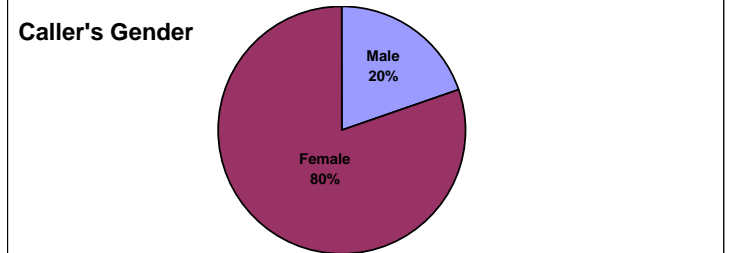
Total # in household:			
	Jul-08	Jun-08	May-08
Unknown	850	787	837
1	893	768	786
2	730	736	691
3	720	660	618
4	673	648	578
5	400	455	383
6	216	177	203
7	94	86	76
8	49	47	53
9	21	11	15
9+	17	28	11
<b>Total</b>	<b>3813</b>	<b>3616</b>	<b>3414</b>



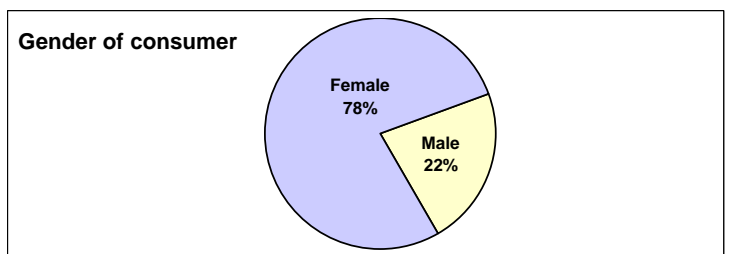
Consumer's age:			
	Jul-08	Jun-08	May-08
Age 0-3	3	6	5
Age 4-5	5	7	6
Age 6-10	7	16	11
Age 11-20	116	161	132
Age 21-29	638	878	808
Age 30-39	922	1234	1058
Age 40-49	437	678	603
Age 50-59	208	328	325
Age 60-65	84	107	93
Age 65+	65	114	121
<b>Total</b>	<b>2485</b>	<b>3529</b>	<b>3162</b>



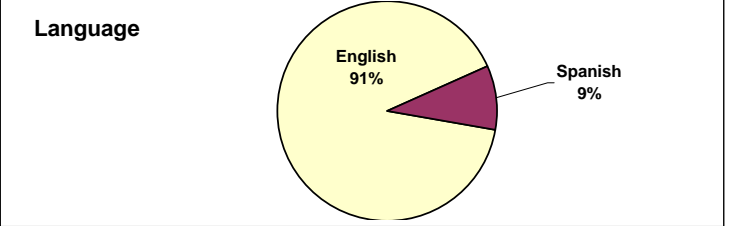
Caller's Gender:			
	Jun-08	May-08	Apr-08
Male	458	373	412
Female	1866	1518	1467
Other	2	3	0
Transgender	0	0	0
Unknown	2337	3	0
<b>Total of known</b>	<b>2326</b>	<b>1897</b>	<b>1879</b>



Consumer's Gender			
	Jul-08	Jun-08	May-08
Male	1017	1008	926
Female	3584	3438	3120
Other	10	13	6
Transgender	1	0	4
Unknown	51	21	27
<b>Total</b>	<b>4612</b>	<b>4459</b>	<b>4056</b>

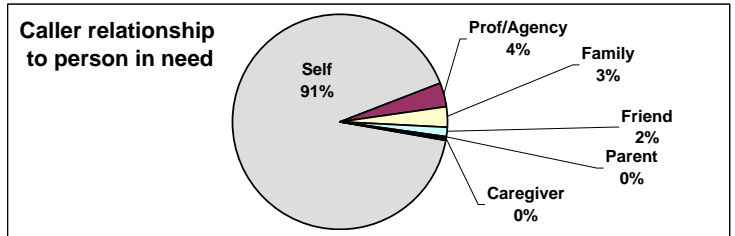


Language			
	Jul-08	Jun-08	May-08
English	3214	3563	3841
Spanish	330	264	272
Farsi	1	1	0
Ilocano	1	1	0
Vietnamese	1	1	0
Mandarin	0	0	1

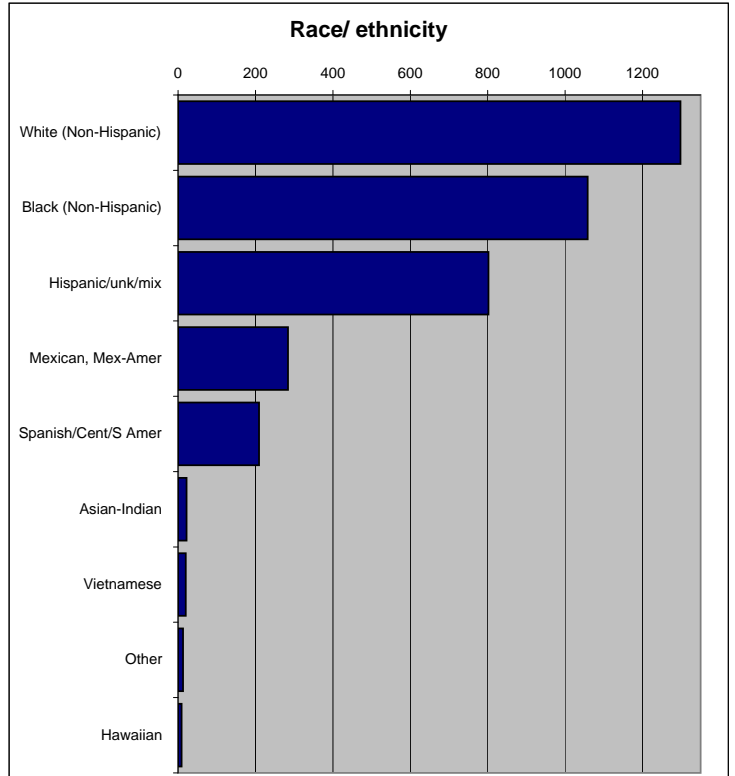


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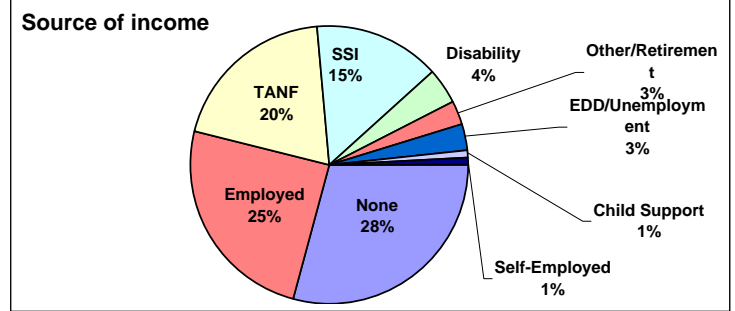
Caller relationship to person in need:			
	Jul-08	Jun-08	May-08
Self	4259	3783	4373
Prof/Agency	166	119	132
Family	141	106	126
Friend	77	72	91
Parent	11	29	26
Caregiver	9	5	5



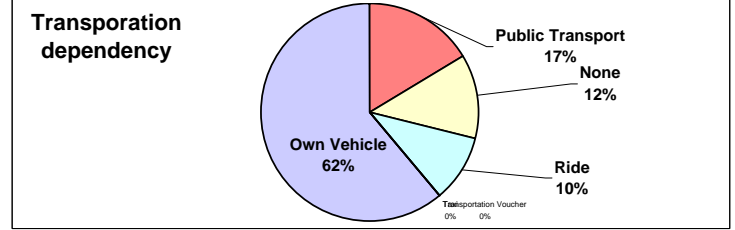
Race/ ethnicity			
	Jul-08	Jun-08	May-08
White (Non-Hispanic)	1298	1229	1072
Black (Non-Hispanic)	1058	948	852
Hispanic/unk/mix	802	740	618
Mexican, Mex-Amer	284	257	226
Spanish/Cent/S Amer	209	285	291
Asian-Indian	22	23	25
Vietnamese	20	14	18
Other	13	12	7
Hawaiian	9	8	3
Asia/unk/mix	8	6	9
Laotian	7	4	4
Samoan	5	7	5
Declined to answer	5	0	2
Filipino	4	5	3
Multi-race	1	6	3
Native American	1	1	2
Cambodian	1	1	1
Korean	1	1	1
Puerto Rican	1	0	0
Japanese	0	2	0
Pacific Islander/unk/mix	0	1	5
Chinese	0	1	2
Cuban	0	0	2
Unknown	914	625	840
<b>Total Known</b>	<b>3749</b>	<b>3551</b>	<b>3151</b>



Source of income:			
	Jul-08	Jun-08	May-08
None	1077	1011	842
Employed	924	982	905
TANF	723	586	580
SSI	554	486	442
Disability	153	167	118
Other/Retirement	98	106	146
EDD/Unemployment	117	90	117
Child Support	32	35	30
Self-Employed	28	34	33

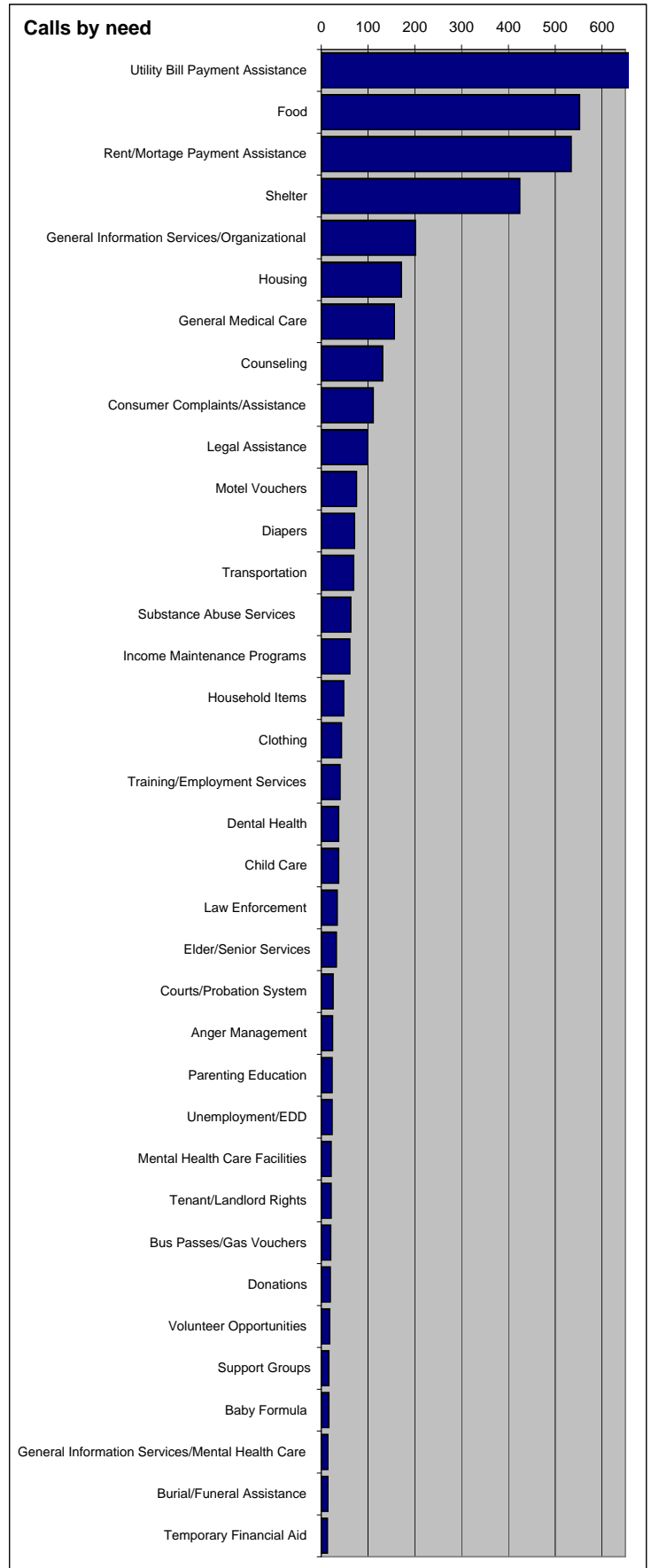


Transportation dependency:			
	Jul-08	Jun-08	May-08
Own Vehicle	2229	2148	1973
Public Transportation	601	572	528
None	453	368	265
Ride	364	345	279
Transportation Voucher	3	1	2
Taxi	2	0	0



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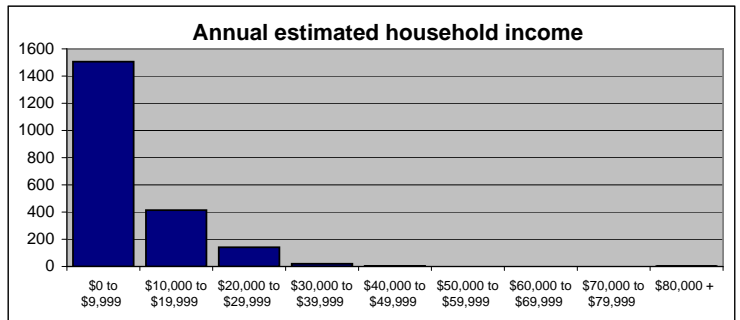
Calls by need:			
	Jul-08	Jun-08	May-08
Utility Bill Payment Assistance	715	618	605
Food	552	485	386
Rent/Mortgage Payment Assistance	534	493	465
Shelter	424	362	313
General Information Services/Organizational	201	430	418
Housing	171	174	182
General Medical Care	156	174	182
Counseling	131	134	109
Consumer Complaints/Assistance	111	116	108
Legal Assistance	99	102	67
Motel Vouchers	75	102	100
Diapers	71	57	49
Transportation	69	91	60
Substance Abuse Services	63	58	62
Income Maintenance Programs	61	64	63
Household Items	48	41	26
Clothing	43	31	40
Training/Employment Services	40	40	32
Dental Health	37	46	37
Child Care	37	33	34
Law Enforcement	34	13	18
Elder/Senior Services	32	39	42
Courts/Probation System	25	22	18
Anger Management	24	18	11
Parenting Education	23	23	28
Unemployment/EDD	23	15	29
Mental Health Care Facilities	21	32	20
Tenant/Landlord Rights	21	7	8
Bus Passes/Gas Vouchers	20	28	14
Donations	19	8	17
Volunteer Opportunities	18	25	10
Support Groups	16	20	16
Baby Formula	16	16	15
General Information Services/Mental Health C	14	15	16
Burial/Funeral Assistance	14	6	8
Temporary Financial Aid	13	13	8
Emergency Medical Care	13	10	5
Medi-Cal/Medicare	12	27	29
Educational Programs	12	16	20
Social Security	11	4	8
Licenses and Certificates	10	9	8
Animal Services	8	7	6
Child Passenger Safety/Seats	8	4	8
Sober Living	7	9	6
Residential Drug Treatment	7	6	3
Adoption/Foster Care	7	5	8
School Readiness Programs	7	4	3
Parks & Recreation Services	7	4	0
Child Abuse	7	3	3
Labor Board/Fair Employment	7	1	3
Disability Issues	6	8	5
Tax Assistance	5	10	15
Environmental Protection/Maintenance	5	10	9
Credit Counseling	5	3	1
Immunizations	4	10	6
Immigration/Citizenship	4	3	4
Mentoring Programs	4	1	3
Paternity/Drug Testing	2	5	3
Library Services	2	3	2
Dissability Benefits	2	1	1
Cooling Center	2	1	0
Domestic Violence	2	0	1
Veterans Benefits	2	0	0
School District	1	3	6
After School Programs	1	2	1
Business License	1	1	1
Tutoring Services	0	5	5



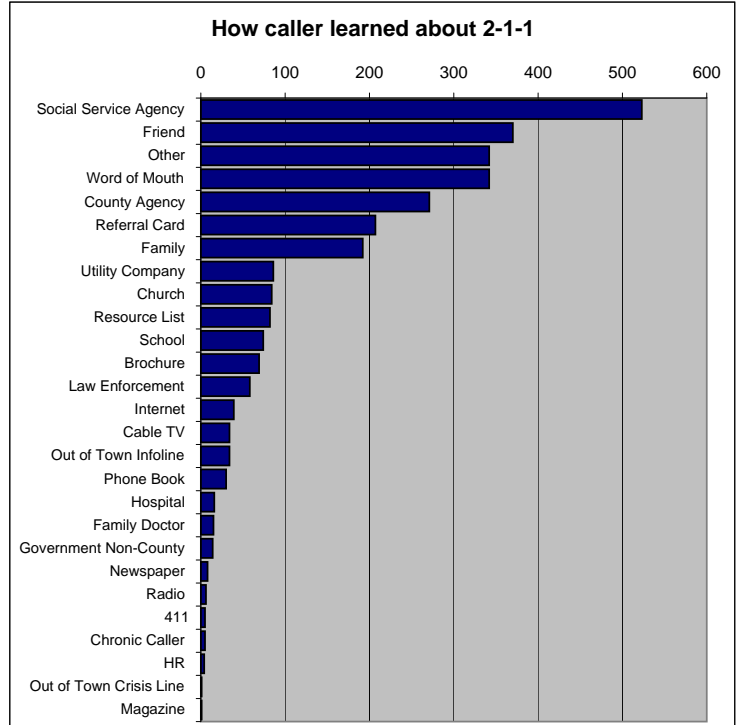


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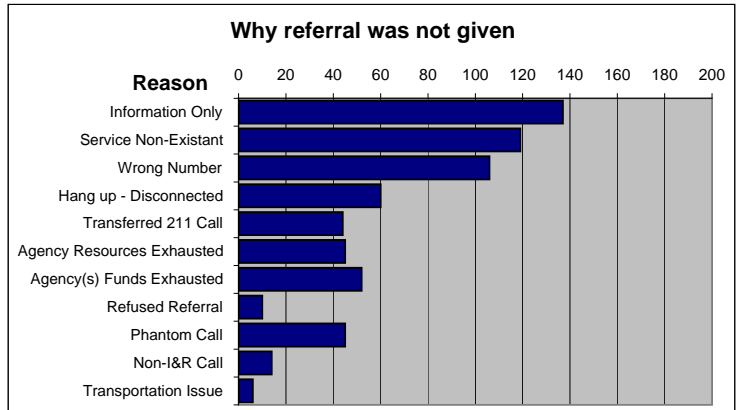
Annual estimated household income			
	Jul-08	Jun-08	May-08
Declined to state	2711	2711	2531
\$0 to \$9,999	1506	1287	952
\$10,000 to \$19,999	414	372	436
\$20,000 to \$29,999	141	124	170
\$30,000 to \$39,999	20	29	20
\$40,000 to \$49,999	4	5	1
\$50,000 to \$59,999	0	0	0
\$60,000 to \$69,999	0	1	2
\$70,000 to \$79,999	0	0	1
\$80,000 +	1	0	1



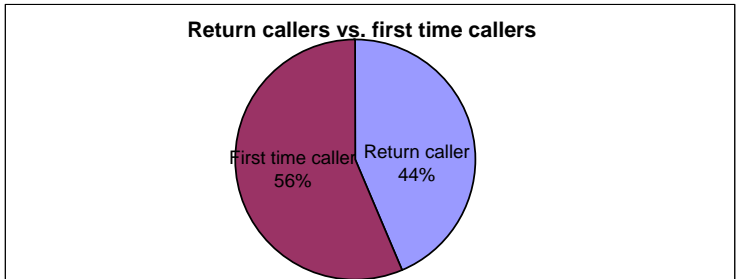
How caller learned about 2-1-1			
	Jul-08	Jun-08	May-08
Social Service Agency	523	497	436
Friend	370	294	334
Other	342	465	405
Word of Mouth	342	276	249
County Agency	271	186	205
Referral Card	207	159	173
Family	192	162	106
Utility Company	86	62	82
Church	84	79	67
Resource List	82	53	69
School	74	66	76
Brochure	69	36	28
Law Enforcement	58	42	26
Internet	39	32	14
Cable TV	34	40	20
Out of Town Infoline	34	36	18
Phone Book	30	16	14
Hospital	16	8	10
Family Doctor	15	11	8
Government Non-County	14	17	17
Newspaper	8	14	12
Radio	6	15	3
411	5	12	5
Chronic Caller	5	6	5
HR	4	1	2
Out of Town Crisis Line	1	5	3
Magazine	1	0	0



Why referral not given			
Reason	Jul-08	Jun-08	May-08
Information Only	137	85	92
Service Non-Existant	119	82	60
Wrong Number	106	65	50
Hang up - Disconnected	60	62	48
Transferred 211 Call	44	51	28
Agency Resources Exhausted	45	32	67
Agency(s) Funds Exhausted	52	24	5
Refused Referral	10	14	12
Phantom Call	45	14	10
Non-I&R Call	14	8	18
Transportation Issue	6	5	3
Employee Calling In	7	3	0
Agency(s) Full	4	2	0
Returned Call	0	1	0



Return callers vs. first time callers			
	Jul-08	Jun-08	May-08
Return caller	2034	2483	2359
First time caller	2629	2046	1755



Callers affected by October 07 fires			
	Jul-08	Jun-08	May-08
Was not affected	4661	3962	3388
Was affected	2	215	244

City/Town	Quarterly Needs - April-June 2008	Total
Adelanto	Adoption/Foster Care	1
Adelanto	Anger Management	1
	Baby Formula	1
	Burial/Funeral Assistance	1
	Consumer Complaints/Assistance	2
	Courts/Probation System	1
	Dental Health	1
	Diapers	1
	Disability Issues	1
	Food	14
	General Information Services/Mental Health Care	1
	General Medical Care	2
	Household Items	2
	Law Enforcement	1
	Rent/Mortgage Payment Assistance	17
	Shelter	4
	Social Security	1
	Transportation	2
	Utility Bill Payment Assistance	27
Adelanto Total		81
Alta Loma	Anger Management	1
	Emergency Medical Care	1
	Food	2
	Household Items	1
	Parenting Education	1
	Shelter	1
	Utility Bill Payment Assistance	2
Alta Loma Total		9
Apple Valley	Burial/Funeral Assistance	1
	Bus Passes/Gas Vouchers	2
	Child Care	2
	Clothing	3
	Consumer Complaints/Assistance	3
	Counseling	7
	Courts/Probation System	1
	Dental Health	1
	Diapers	2
	Donations	3
	Elder/Senior Services	1
	Emergency Medical Care	1
	Environmental Protection/Maintenance	1
	Food	24
	General Information Services/Organizational	1
	General Medical Care	5
	Household Items	5
	Housing	9
	Income Maintenance Programs	1
	Labor Board/Fair Employment	1
	Legal Assistance	4
	Licenses and Certificates	1
	Medi-Cal/Medicare	1
	Mental Health Care Facilities	2
	Motel Vouchers	2
	Rent/Mortgage Payment Assistance	23
	Shelter	10
	Tenant/Landlord Rights	3
	Training/Employment Services	1

	Transportation	3
	Utility Bill Payment Assistance	51
	Volunteer Opportunities	1
Apple Valley Total		176
Barstow	Animal Services	1
	Baby Formula	1
	Consumer Complaints/Assistance	1
	Counseling	5
	Courts/Probation System	2
	Educational Programs	1
	Emergency Medical Care	1
	Food	2
	Housing	5
	Immunizations	1
	Income Maintenance Programs	2
	Law Enforcement	1
	Legal Assistance	1
	Motel Vouchers	1
	Rent/Mortgage Payment Assistance	9
	Shelter	5
	Social Security	1
	Substance Abuse Services	1
Temporary Financial Aid	1	
Transportation	4	
Utility Bill Payment Assistance	9	
Barstow Total		55
Big Bear City	Consumer Complaints/Assistance	1
	Mental Health Care Facilities	1
	Motel Vouchers	1
	Rent/Mortgage Payment Assistance	1
	Shelter	1
	Unemployment/EDD	1
Utility Bill Payment Assistance	1	
Big Bear City Total		7
Big Bear Lake	Consumer Complaints/Assistance	1
	Counseling	1
	Credit Counseling	1
	Food	1
	Housing	1
	Rent/Mortgage Payment Assistance	1
	Utility Bill Payment Assistance	2
Big Bear Lake Total		8
Bloomington	Anger Management	1
	Baby Formula	1
	Burial/Funeral Assistance	1
	Consumer Complaints/Assistance	1
	Counseling	1
	Elder/Senior Services	1
	Food	5
	General Medical Care	2
	Housing	1
	Income Maintenance Programs	2
	Law Enforcement	1
	Motel Vouchers	1
	Rent/Mortgage Payment Assistance	3
	Shelter	3
	Transportation	1
	Utility Bill Payment Assistance	6

Bloomington Total		31
Chino	Clothing	1
	Consumer Complaints/Assistance	1
	Counseling	6
	Diapers	1
	Food	6
	General Information Services/Mental Health Care	1
	General Medical Care	3
	Income Maintenance Programs	1
	Law Enforcement	1
	Medi-Cal/Medicare	1
	Mental Health Care Facilities	1
	Rent/Mortgage Payment Assistance	5
	School Readiness Programs	1
	Shelter	10
	Substance Abuse Services	1
	Tenant/Landlord Rights	2
	Training/Employment Services	1
	Utility Bill Payment Assistance	11
	Volunteer Opportunities	1
Chino Total		55
Chino Hills	Child Care	1
	Counseling	2
	Dental Health	1
	Donations	1
	Legal Assistance	1
	Medi-Cal/Medicare	1
	Mental Health Care Facilities	1
	Motel Vouchers	1
	School Readiness Programs	1
	Utility Bill Payment Assistance	5
Chino Hills Total		15
Colton	Baby Formula	1
	Burial/Funeral Assistance	1
	Business License	1
	Child Care	2
	Child Passenger Safety/Seats	1
	Consumer Complaints/Assistance	1
	Counseling	3
	Dental Health	2
	Diapers	1
	Donations	1
	Food	11
	General Medical Care	4
	Household Items	2
	Housing	2
	Legal Assistance	3
	Mental Health Care Facilities	1
	Motel Vouchers	1
	Parenting Education	1
	Rent/Mortgage Payment Assistance	12
	School Readiness Programs	1
	Shelter	11
	Substance Abuse Services	3
	Temporary Financial Aid	1
Tenant/Landlord Rights	1	
Training/Employment Services	1	
Utility Bill Payment Assistance	16	

	Volunteer Opportunities	1
Colton Total		86
Crestline	Consumer Complaints/Assistance	1
	Diapers	1
	Disability Issues	1
	Food	3
	General Medical Care	1
	Housing	1
	Legal Assistance	1
	Rent/Mortgage Payment Assistance	2
	Shelter	1
	Tenant/Landlord Rights	2
	Transportation	1
Utility Bill Payment Assistance	1	
Crestline Total		16
Fontana	After School Programs	1
	Anger Management	5
	Baby Formula	1
	Burial/Funeral Assistance	2
	Child Abuse	1
	Child Care	1
	Clothing	2
	Consumer Complaints/Assistance	9
	Counseling	5
	Dental Health	3
	Diapers	2
	Disability Issues	1
	Dissability Benefits	1
	Elder/Senior Services	7
	Emergency Medical Care	1
	Food	47
	General Information Services/Mental Health Care	1
	General Information Services/Organizational	1
	General Medical Care	19
	Household Items	3
	Housing	15
	Income Maintenance Programs	6
	Labor Board/Fair Employment	1
	Law Enforcement	3
	Legal Assistance	4
	Licenses and Certificates	2
	Mental Health Care Facilities	3
	Mentoring Programs	1
	Motel Vouchers	5
	Parenting Education	4
	Parks & Recreation Services	1
	Rent/Mortgage Payment Assistance	30
	Residential Drug Treatment	1
	School Readiness Programs	1
Shelter	27	
Social Security	2	
Substance Abuse Services	3	
Temporary Financial Aid	1	
Tenant/Landlord Rights	2	
Training/Employment Services	5	
Transportation	4	
Unemployment/EDD	2	
Utility Bill Payment Assistance	34	

	Volunteer Opportunities	2
Fontana Total		272
Grand Terrace	Consumer Complaints/Assistance	1
	Food	1
	Motel Vouchers	1
	Training/Employment Services	1
	Utility Bill Payment Assistance	1
Grand Terrace Total		5
Helendale	Food	1
	Labor Board/Fair Employment	1
Helendale Total		2
Hesperia	Adoption/Foster Care	2
	Anger Management	1
	Burial/Funeral Assistance	3
	Child Care	1
	Clothing	7
	Consumer Complaints/Assistance	7
	Counseling	8
	Credit Counseling	1
	Dental Health	2
	Diapers	6
	Donations	3
	Elder/Senior Services	4
	Food	27
	General Information Services/Mental Health Care	1
	General Medical Care	6
	Housing	6
	Immunizations	1
	Income Maintenance Programs	3
	Law Enforcement	1
	Legal Assistance	2
	Licenses and Certificates	1
	Mental Health Care Facilities	2
	Motel Vouchers	2
	Parenting Education	1
	Parks & Recreation Services	1
	Paternity/Drug Testing	1
	Rent/Mortgage Payment Assistance	24
	School Readiness Programs	1
	Shelter	14
	Substance Abuse Services	3
	Support Groups	1
Tax Assistance	1	
Training/Employment Services	3	
Transportation	4	
Utility Bill Payment Assistance	46	
Hesperia Total		197
Highland	Anger Management	1
	Child Passenger Safety/Seats	1
	Diapers	1
	Educational Programs	1
	Emergency Medical Care	1
	Food	8
	General Information Services/Organizational	2
	General Medical Care	2
	Household Items	1
	Housing	3
	Income Maintenance Programs	2

	Mental Health Care Facilities	1
	Rent/Mortgage Payment Assistance	11
	Shelter	7
	Substance Abuse Services	3
	Transportation	1
	Utility Bill Payment Assistance	10
Highland Total		56
Joshua Tree	Food	1
	Income Maintenance Programs	1
	Temporary Financial Aid	1
Joshua Tree Total		3
Lake Arrowhead	Environmental Protection/Maintenance	1
	Labor Board/Fair Employment	1
	Medi-Cal/Medicare	1
	Rent/Mortgage Payment Assistance	1
	Residential Drug Treatment	1
Lake Arrowhead Total		5
Loma Linda	Child Care	1
	Consumer Complaints/Assistance	1
	Counseling	1
	Environmental Protection/Maintenance	1
	Food	1
	Housing	3
	Medi-Cal/Medicare	1
	Rent/Mortgage Payment Assistance	1
	Shelter	2
	Training/Employment Services	1
	Transportation	2
	Unemployment/EDD	2
	Utility Bill Payment Assistance	1
Loma Linda Total		18
Lucerne Valley	Food	2
	General Medical Care	1
	Utility Bill Payment Assistance	2
Lucerne Valley Total		5
Lytle Creek	Food	1
	Shelter	1
	Utility Bill Payment Assistance	1
Lytle Creek Total		3
Mentone	Consumer Complaints/Assistance	1
	Cooling Center	1
	General Medical Care	1
	Housing	1
	Rent/Mortgage Payment Assistance	3
	Shelter	1
Mentone Total		8
Montclair	Animal Services	1
	Child Abuse	1
	Child Care	1
	Clothing	1
	Consumer Complaints/Assistance	1
	Counseling	3
	Dental Health	2
	Educational Programs	1
	Food	2
	General Medical Care	2
	Household Items	2
	Housing	1

	Income Maintenance Programs	1
	Legal Assistance	4
	Motel Vouchers	1
	Parenting Education	1
	Rent/Mortgage Payment Assistance	3
	Substance Abuse Services	1
	Utility Bill Payment Assistance	7
Montclair Total		36
Morongo	Child Care	1
Morongo Total		1
Newberry Springs	Food	1
Newberry Springs Total		1
Ontario	Baby Formula	1
	Child Care	8
	Clothing	2
	Consumer Complaints/Assistance	10
	Counseling	8
	Dental Health	3
	Diapers	2
	Educational Programs	2
	Elder/Senior Services	1
	Emergency Medical Care	2
	Environmental Protection/Maintenance	1
	Food	44
	General Medical Care	11
	Housing	9
	Immigration/Citizenship	1
	Income Maintenance Programs	7
	Law Enforcement	3
	Legal Assistance	6
	Licenses and Certificates	1
	Mental Health Care Facilities	2
	Mentoring Programs	1
	Motel Vouchers	10
	Parenting Education	2
	Parks & Recreation Services	1
	Rent/Mortgage Payment Assistance	37
	School District	1
	School Readiness Programs	1
	Shelter	35
	Social Security	1
	Substance Abuse Services	6
	Support Groups	2
	Temporary Financial Aid	1
	Tenant/Landlord Rights	1
	Training/Employment Services	2
	Transportation	4
	Unemployment/EDD	1
	Utility Bill Payment Assistance	38
Ontario Total		268
Oro Grande	Motel Vouchers	1
	Volunteer Opportunities	1
Oro Grande Total		2
Phelan	Consumer Complaints/Assistance	1
	Counseling	1
	Food	1
	Income Maintenance Programs	1
	Law Enforcement	1

	Rent/Mortgage Payment Assistance	3
	Shelter	1
	Sober Living	1
	Temporary Financial Aid	1
	Transportation	1
	Utility Bill Payment Assistance	3
Phelan Total		15
Pinon Hills	Parenting Education	1
	Utility Bill Payment Assistance	1
Pinon Hills Total		2
Rancho Cucamonga	Adoption/Foster Care	2
	Animal Services	1
	Bus Passes/Gas Vouchers	2
	Child Passenger Safety/Seats	1
	Clothing	2
	Consumer Complaints/Assistance	3
	Counseling	3
	Dental Health	3
	Donations	2
	Elder/Senior Services	1
	Food	8
	General Information Services/Organizational	1
	General Medical Care	9
	Household Items	1
	Housing	1
	Income Maintenance Programs	4
	Law Enforcement	2
	Legal Assistance	7
	Medi-Cal/Medicare	1
	Motel Vouchers	2
	Parenting Education	2
	Rent/Mortgage Payment Assistance	15
	Shelter	16
	Social Security	1
	Temporary Financial Aid	1
	Training/Employment Services	2
	Unemployment/EDD	2
	Utility Bill Payment Assistance	16
	Volunteer Opportunities	1
Rancho Cucamonga Total		112
Redlands	Anger Management	1
	Bus Passes/Gas Vouchers	1
	Child Care	2
	Clothing	1
	Consumer Complaints/Assistance	4
	Counseling	2
	Dental Health	1
	Diapers	3
	Donations	1
	Food	13
	General Information Services/Organizational	1
	General Medical Care	3
	Housing	6
	Income Maintenance Programs	3
	Law Enforcement	1
	Legal Assistance	3
	Motel Vouchers	3
	Paternity/Drug Testing	1

	Rent/Mortgage Payment Assistance	20
	Shelter	8
	Substance Abuse Services	1
	Support Groups	2
	Tax Assistance	1
	Tenant/Landlord Rights	1
	Transportation	2
	Utility Bill Payment Assistance	13
Redlands Total		98
Rialto	Anger Management	1
	Baby Formula	3
	Bus Passes/Gas Vouchers	1
	Child Abuse	1
	Child Care	2
	Consumer Complaints/Assistance	3
	Counseling	4
	Courts/Probation System	2
	Diapers	2
	Elder/Senior Services	2
	Food	25
	General Information Services/Organizational	1
	General Medical Care	3
	Household Items	7
	Housing	10
	Immunizations	1
	Income Maintenance Programs	3
	Law Enforcement	1
	Legal Assistance	7
	Mental Health Care Facilities	1
	Motel Vouchers	2
	Parenting Education	1
	Rent/Mortgage Payment Assistance	27
	Residential Drug Treatment	1
	Shelter	17
	Social Security	1
	Substance Abuse Services	3
	Tenant/Landlord Rights	2
	Training/Employment Services	2
	Transportation	1
	Utility Bill Payment Assistance	26
Rialto Total		163
Rimforest	Counseling	1
Rimforest Total		1
Running Springs	Baby Formula	1
	Elder/Senior Services	1
	Food	2
	Legal Assistance	1
	Rent/Mortgage Payment Assistance	1
Running Springs Total		6
San Bernardino (City)	Adoption/Foster Care	1
	Anger Management	4
	Animal Services	2
	Baby Formula	2
	Burial/Funeral Assistance	1
	Bus Passes/Gas Vouchers	2
	Child Abuse	2
	Child Care	4
	Child Passenger Safety/Seats	2

	Clothing	5
	Consumer Complaints/Assistance	28
	Counseling	23
	Courts/Probation System	9
	Dental Health	5
	Diapers	12
	Disability Issues	1
	Dissability Benefits	1
	Donations	2
	Educational Programs	5
	Elder/Senior Services	6
	Emergency Medical Care	2
	Environmental Protection/Maintenance	1
	Food	111
	General Information Services/Mental Health Care	4
	General Information Services/Organizational	8
	General Medical Care	28
	Household Items	19
	Housing	43
	Immunizations	1
	Income Maintenance Programs	7
	Law Enforcement	9
	Legal Assistance	14
	Library Services	2
	Licenses and Certificates	4
	Medi-Cal/Medicare	1
	Mental Health Care Facilities	3
	Mentoring Programs	1
	Motel Vouchers	14
	Parenting Education	4
	Parks & Recreation Services	2
	Rent/Mortgage Payment Assistance	109
	Shelter	97
	Sober Living	4
	Social Security	3
	Substance Abuse Services	15
	Support Groups	3
	Tax Assistance	2
	Temporary Financial Aid	5
	Tenant/Landlord Rights	1
	Training/Employment Services	10
	Transportation	8
	Unemployment/EDD	6
	Utility Bill Payment Assistance	129
	Veterans Benefits	2
	Volunteer Opportunities	3
<b>San Bernardino (City) Total</b>		<b>792</b>
Twenty-Nine Palms	Child Abuse	1
	Consumer Complaints/Assistance	1
	Diapers	1
	Food	11
	General Medical Care	1
	Legal Assistance	1
	Rent/Mortgage Payment Assistance	2
	Shelter	4
	Training/Employment Services	1
	Transportation	1
	Utility Bill Payment Assistance	6

Twenty-Nine Palms Total		30
Unincorporated Areas	Food	1
Unincorporated Areas Total		1
Upland	Adoption/Foster Care	1
	Anger Management	1
	Animal Services	1
	Bus Passes/Gas Vouchers	1
	Child Care	2
	Consumer Complaints/Assistance	1
	Counseling	4
	Food	14
	General Information Services/Mental Health Care	1
	General Medical Care	7
	Housing	4
	Income Maintenance Programs	2
	Law Enforcement	1
	Motel Vouchers	3
	Parenting Education	1
	Rent/Mortgage Payment Assistance	14
	Residential Drug Treatment	1
	Shelter	13
	Substance Abuse Services	5
	Training/Employment Services	1
	Unemployment/EDD	1
	Utility Bill Payment Assistance	14
	Volunteer Opportunities	1
Upland Total		94
Victorville	Anger Management	2
	Animal Services	1
	Baby Formula	4
	Bus Passes/Gas Vouchers	1
	Child Care	2
	Child Passenger Safety/Seats	3
	Clothing	3
	Consumer Complaints/Assistance	11
	Counseling	6
	Courts/Probation System	4
	Credit Counseling	2
	Dental Health	5
	Diapers	7
	Disability Issues	1
	Donations	3
	Elder/Senior Services	2
	Emergency Medical Care	2
	Food	64
	General Information Services/Mental Health Care	3
	General Medical Care	14
	Household Items	3
	Housing	21
	Immigration/Citizenship	2
	Income Maintenance Programs	7
	Labor Board/Fair Employment	1
	Law Enforcement	2
	Legal Assistance	12
	Licenses and Certificates	1
	Medi-Cal/Medicare	3
	Mental Health Care Facilities	1
	Mentoring Programs	1

	Motel Vouchers	5
	Parenting Education	1
	Parks & Recreation Services	1
	Rent/Mortgage Payment Assistance	49
	Residential Drug Treatment	1
	School Readiness Programs	1
	Shelter	35
	Sober Living	1
	Substance Abuse Services	6
	Support Groups	2
	Tenant/Landlord Rights	1
	Training/Employment Services	4
	Transportation	15
	Unemployment/EDD	2
	Utility Bill Payment Assistance	96
Victorville Total		414
Wrightwood	Labor Board/Fair Employment	1
Wrightwood Total		1
Yucaipa	Burial/Funeral Assistance	1
	Bus Passes/Gas Vouchers	1
	Clothing	1
	Counseling	3
	Courts/Probation System	1
	Dental Health	1
	Elder/Senior Services	2
	Food	1
	General Information Services/Mental Health Care	1
	General Information Services/Organizational	1
	General Medical Care	3
	Housing	1
	Income Maintenance Programs	2
	Labor Board/Fair Employment	1
	Legal Assistance	3
	Rent/Mortgage Payment Assistance	9
	Shelter	6
	Support Groups	1
	Tenant/Landlord Rights	1
	Transportation	1
	Utility Bill Payment Assistance	6
Yucaipa Total		47
Yucca Valley	Consumer Complaints/Assistance	1
	General Information Services/Organizational	1
	General Medical Care	1
	Housing	1
	Immigration/Citizenship	1
	Law Enforcement	1
	Legal Assistance	2
	Mental Health Care Facilities	1
	Rent/Mortgage Payment Assistance	2
Yucca Valley Total		11

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: 7/1/2008 - 7/31/2008 12:00 AM - 12:00 AM

Created on: 8/10/2008

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	210	197	13	12	1	3	1	193	4	0	0	0:00:24	0:02:36	0:01:12	9:08:33	0:02:47	5.7	99.0	93.8
Monday	1251	1207	32	35	9	27	2	1205	2	0	0	0:00:28	0:01:42	0:02:09	56:27:37	0:02:48	2.8	99.1	96.5
Tuesday	1368	1327	32	34	7	47	0	1319	8	0	0	0:00:21	0:01:36	0:01:34	72:18:38	0:03:16	2.5	99.6	97.0
Wednesday	1339	1312	27	20	7	42	1	1306	6	0	0	0:00:19	0:02:24	0:02:02	68:07:18	0:03:06	1.5	99.6	98.0
Thursday	1231	1188	35	36	7	33	1	1185	3	0	0	0:00:25	0:26:33	0:01:17	65:26:44	0:03:18	2.9	98.8	96.5
Friday	705	695	22	10	0	13	0	695	0	0	0	0:00:16	0:01:22	0:00:00	35:58:43	0:03:06	1.4	99.7	98.6
Saturday	236	221	19	12	3	5	5	220	1	0	0	0:00:24	0:02:07	0:03:04	10:07:01	0:02:44	5.1	97.9	93.6

<b>Total</b>	<b>6340</b>	<b>6147</b>	<b>180</b>	<b>159</b>	<b>34</b>	<b>170</b>	<b>10</b>	<b>6123</b>	<b>24</b>	<b>0</b>	<b>0</b>	<b>0:00:23</b>	<b>0:07:29</b>	<b>0:01:53</b>	<b>317:34:34</b>	<b>0:03:06</b>	<b>2.5</b>	<b>99.3</b>	<b>97.0</b>
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