



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

## 2-1-1 San Bernardino County Monthly Report - July 2009



2-1-1 is an initiative of



### 2-1-1 News Items

#### **The 2009 Blue Book Directory has arrived !!**

You can now order your copy(ies) online and pay with a credit card:

[http://www.211sb.com/211BlueBookDirectory\\_Purchase.html](http://www.211sb.com/211BlueBookDirectory_Purchase.html)

#### **Please help pass the Calling For 2-1-1 Act !!**

Federal funding for 2-1-1 is close - 52 Senate and 145 House co-sponsors now. Please lend your voice. Call the Congressional Switchboard at 202-224-3121 and help make 2-1-1 sustainable.

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

The next meeting of the 2-1-1 Advisory Committee will be held at 9:00am at the 2-1-1 Call Center in Rancho Cucamonga on Wednesday, the 30th of September, 2009.

### **Director's Comments: 2-1-1 is *YOUR* system - make it work for you**

As Helen Keller said, "The most pathetic person in the world is someone who has sight, but has no vision." 2-1-1 is alive and well in San Bernardino County because of the extent and quality of local vision and leadership. The potential of the 2-1-1 system to transform the way people access services and the way providers attract prequalified consumers has hardly been tapped. There is much yet to explore, functionality, partnerships, collaborations, technology and marketing strategies, to start. Although the operations of 2-1-1 are carried out by United Way, it is your system and you can help make it work for you.

The data on the following pages go far beyond the requirements of national standards (Alliance of Information & Referral Services), the California Public Utilities Commission, and the County and other funders. What information would be helpful for you, on a regular basis? What kinds of data would assist in writing grant proposals? How can 2-1-1 information be presented in such a way that it becomes a part of your case before elected officials, advisory councils, or other decision makers to help document your solution to a particular problem?

We continually strive to improve the 2-1-1 system, expanding technologically, by updating and creating effective policies and procedures, by providing continual training and success tools for staff, and by gathering feedback from users of the system. Your feedback is appreciated and may help improve how we operate and how we report back on what resources are available, and who is calling and why.

Our thanks to the County and First 5 leadership. Contractors have been rushing in to register their programs with 2-1-1. As a result, the number of programs within the database has increased from 2,114 to 2,198, a 4% increase in a single month, even as some programs are closed due to funding cuts. Also during June, the number of agencies that offer these programs also increased from 839 to 867, a 3%+ increase. These are agencies and programs that have already been registered and are being referred as appropriate.

Until next month, Thank you and stay safe!!

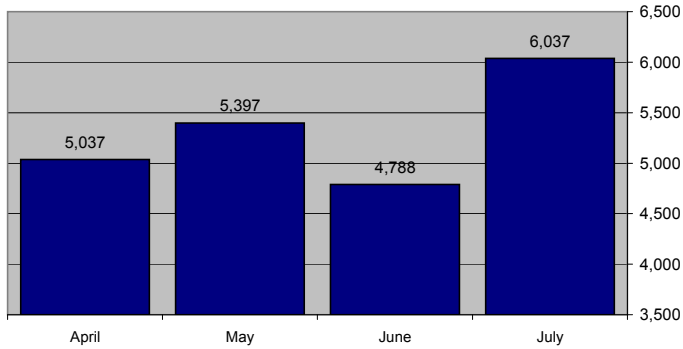
Gary Madden, Director  
2-1-1 San Bernardino County



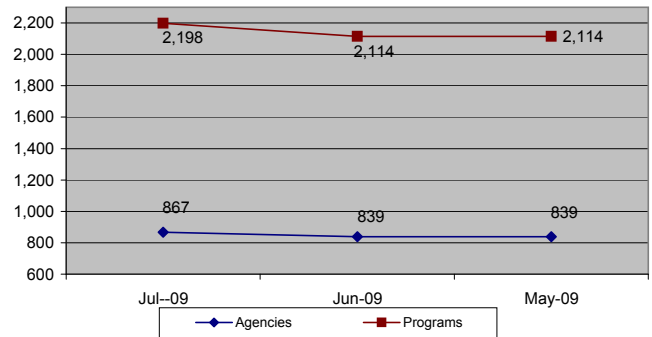
## 2-1-1 San Bernardino County

### July 2009 Data Analysis

**Total number of documented calls**



**2-1-1 database totals**



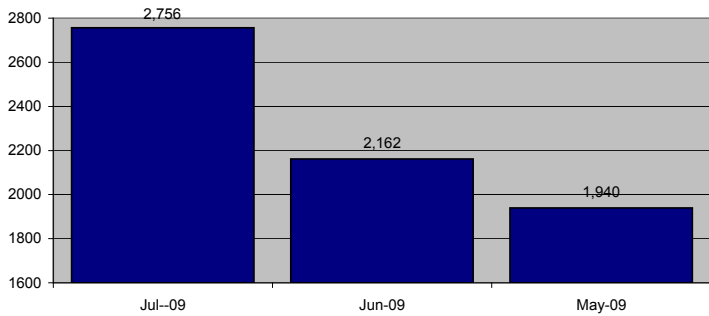
**Total number of documented calls\*\***

<b>July</b>	<b>6,037</b>
<b>June</b>	<b>4,788</b>
<b>May</b>	<b>5,397</b>
<b>April</b>	<b>5,037</b>

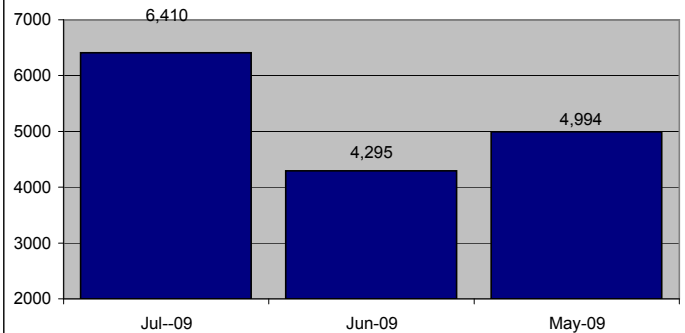
\*\* Does not include hangups, wrong numbers, internal, etc.

Agencies	Database totals	Programs
<b>867</b>	<b>Jul-09</b>	<b>2,198</b>
<b>839</b>	<b>Jun-09</b>	<b>2,114</b>
<b>839</b>	<b>May-09</b>	<b>2,114</b>
<b>Past Month Referrals</b>		<b>5737</b>

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



**Total number of children involved**



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

	Jul-09	Jun-09	May-09
<b>0 or unknown</b>	3,281	2,962	2,848
<b>1</b>	815	665	617
<b>2</b>	933	732	659
<b>3</b>	592	439	359
<b>4</b>	242	201	196
<b>5</b>	101	74	72
<b>6</b>	45	32	29
<b>7</b>	17	10	6
<b>8</b>	8	4	2
<b>9</b>	3	3	0
<b>More than 9</b>	0	2	0
<b>Total</b>	2756	2162	1940

**Total Number of Children**

	Jul-09	Jun-09	May-09
<b>Jul-09</b>	<b>6410</b>		
<b>Jun-09</b>		<b>4295</b>	
<b>May-09</b>			<b>4994</b>
<b>Percentage of callers w/children</b>	<b>46%</b>		

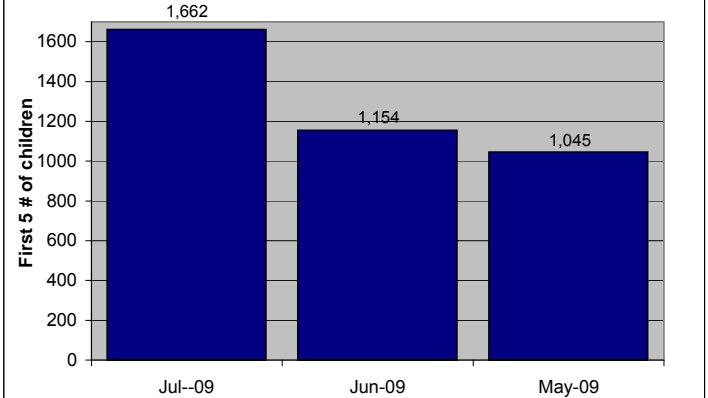
**First 5 Calls**

<b>Total # First 5 Children represented</b>	<b>2639</b>
Total number of calls this month	6037
<b>Total # of First 5 Calls</b>	<b>1662</b>
<b>Percentage of F5 calls</b>	<b>28%</b>

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

	Jul-09	Jun-09	May-09
<b>0 or unknown</b>	4,421	4052	3743
<b>1</b>	959	679	651
<b>2</b>	487	331	300
<b>3</b>	170	97	71
<b>4</b>	36	38	19
<b>5</b>	9	9	4
<b>6</b>	0	0	0
<b>7</b>	1	0	0
<b>8</b>	0	0	0
<b>9</b>	0	0	0
<b>More than 9</b>	0	0	0
<b>Total F5 Calls</b>	<b>1662</b>	1154	1045

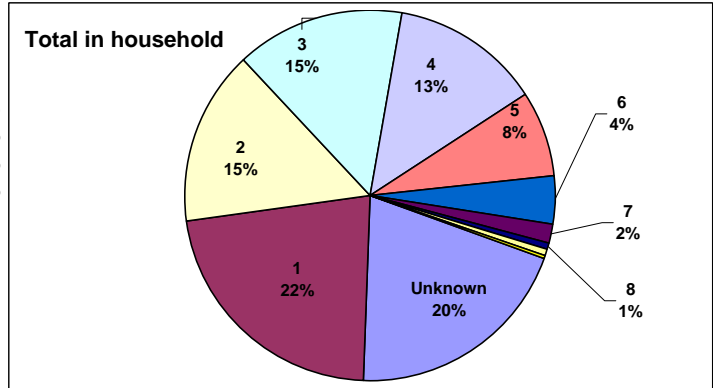
**Total number of children under 6**



## 2-1-1 San Bernardino County

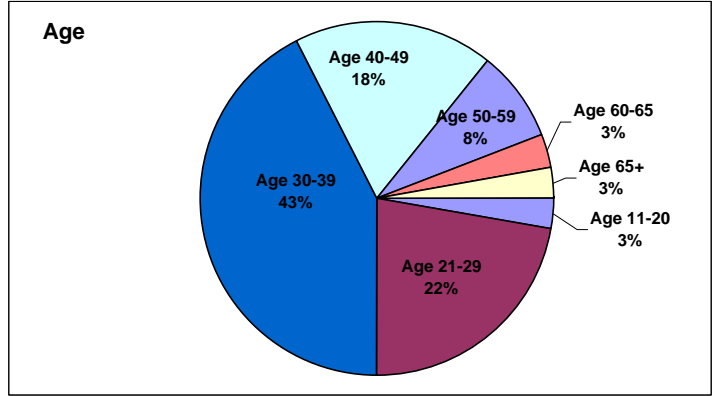
Total # in household:			
	Jul-09	Jun-09	May-09
Unknown	1,213	1163	1203
1	1344	1219	1128
2	920	714	679
3	887	749	657
4	781	575	525
5	453	394	322
6	259	156	158
7	93	78	68
8	44	36	33
9	24	21	7
9+	19	19	8
<b>Total</b>	<b>4824</b>	<b>3961</b>	<b>3585</b>

NA  
28%  
19%  
18%  
16%  
9%  
5%  
2%  
1%  
0%  
0%

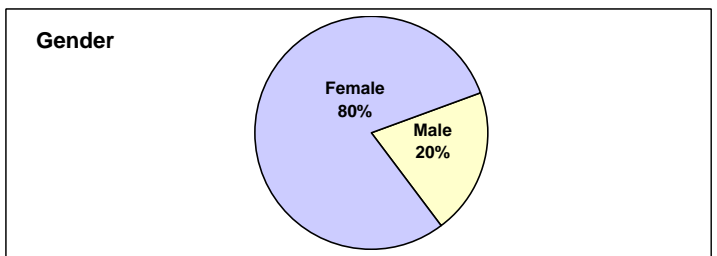


**Total people represented in this month's calls**      **14,178**

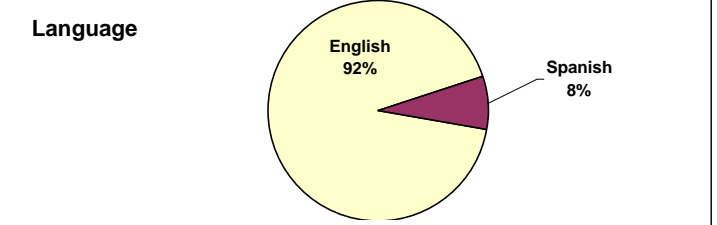
Age:			
	Jul-09	Jun-09	May-09
Age 0-3	8	10	3
Age 4-5	3	8	8
Age 6-10	8	13	11
Age 11-20	120	134	142
Age 21-29	954	733	737
Age 30-39	1817	1413	1445
Age 40-49	790	609	538
Age 50-59	350	315	272
Age 60-65	128	105	83
Age 65+	124	78	90
<b>Total</b>	<b>4302</b>	<b>3418</b>	<b>3329</b>



Gender			
	Jul-09	Jun-09	May-09
Male	1216	1056	1052
Female	4788	4048	3716
Other	12	8	2
Transgender	0	0	0
Unknown	19	11	14
<b>Total</b>	<b>6035</b>	<b>5123</b>	<b>4784</b>

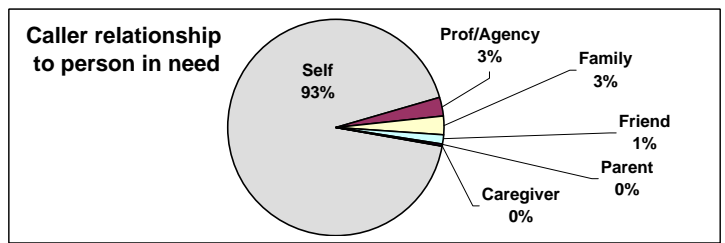


Language			
	Jul-09	Jun-09	May-09
English	5567	4560	3381
Spanish	465	379	395
Acholi	3	1	1
Albanian	1	1	0
Vietnamese	1	0	0
Haitian Creole	0	1	0
Ilocano	0	1	0

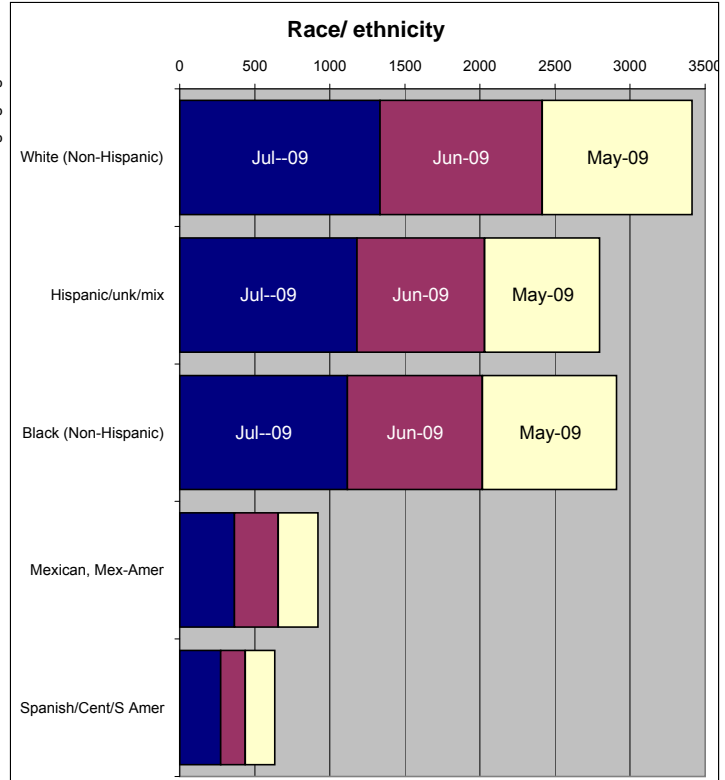


## 2-1-1 San Bernardino County

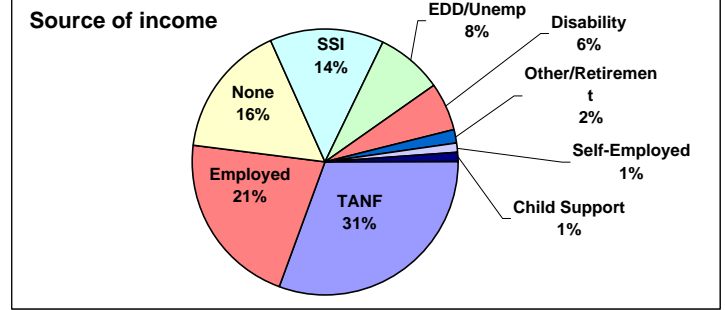
Caller relationship to person in need:			
	Jul-09	Jun-09	May-09
Self	5600	4719	4399
Prof/Agency	167	138	135
Family	163	177	139
Friend	89	80	81
Parent	15	4	17
Caregiver	3	6	17



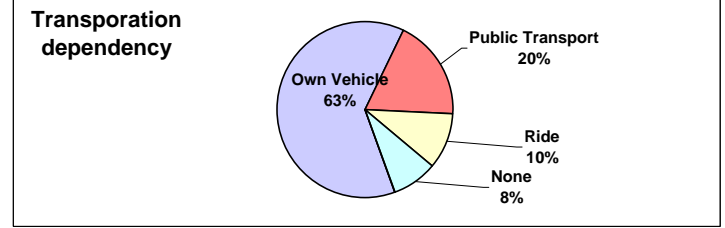
Race/ ethnicity				
	Jul-09	Jun-09	May-09	
White (Non-Hispanic)	1335	1080	999	31%
Hispanic/unk/mix	1181	851	766	27%
Black (Non-Hispanic)	1116	901	894	26%
Mexican, Mex-Amer	364	292	266	8%
Spanish/Cent/S Amer	273	164	199	6%
Declined to answer	27	42	38	1%
Asia/unk/mix	18	16	18	
Other	10	10	4	
Asian-Indian	10	7	12	
Vietnamese	4	2	1	
Multi-race	2	6	2	
Filipino	2	1	3	
Native American	2	0	2	
Cambodian	2	0	0	
Chinese	1	1	1	
Pacific Islander/unk/mix	1	1	1	
Samoan	1	0	1	
Korean	0	0	2	
Hawaiian	0	0	1	
Cuban	0	0	1	
Puerto Rican	0	0	1	
Laotian	0	0	0	
Japanese	0	0	0	
Unknown	1688	1414	2185	
<b>Total Known</b>	<b>4349</b>	<b>3374</b>	<b>3212</b>	



Source of income:			
	Jul-09	Jun-09	May-09
TANF	1252	939	878
Employed	877	692	634
None	676	637	539
SSI	573	461	380
EDD/Unemp	326	312	268
Disability	238	161	171
Other/Retirement	75	60	76
Self-Employed	48	33	26
Child Support	42	38	26

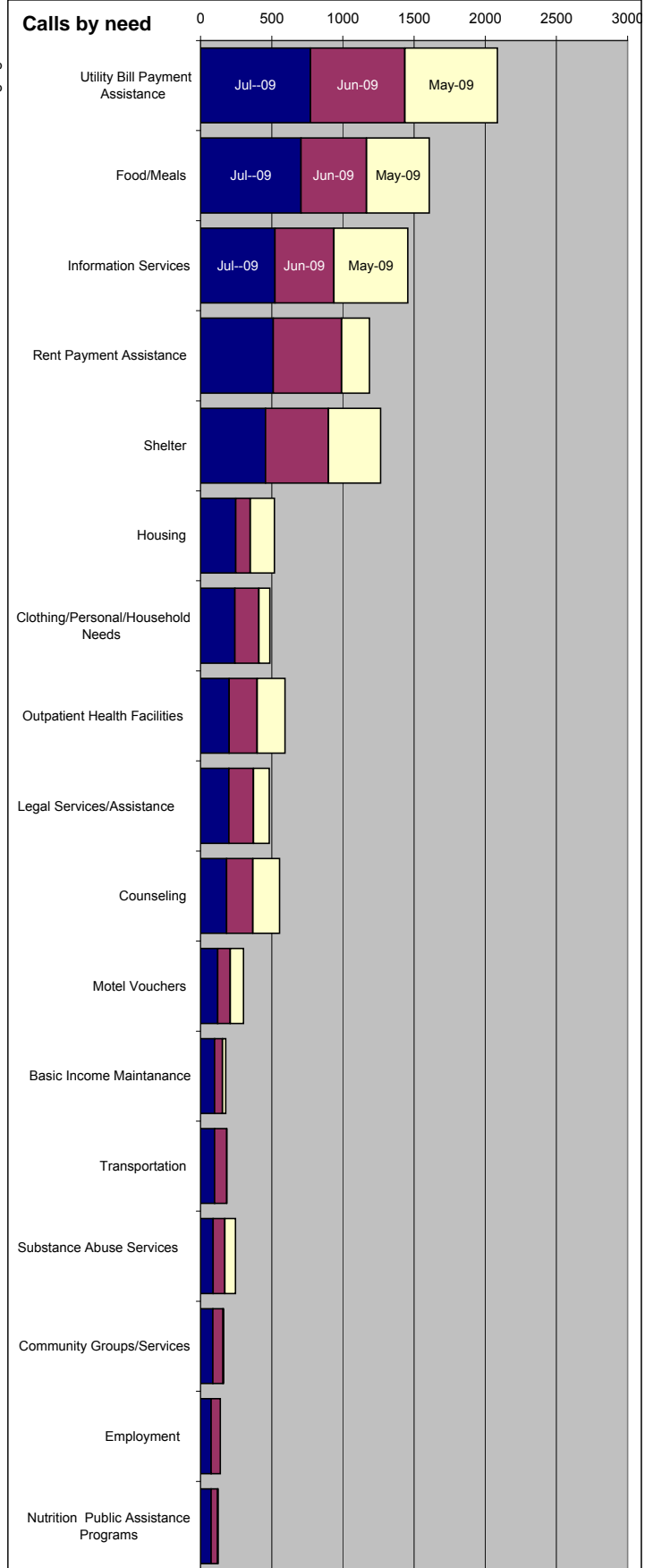


Transportation dependency:			
	Jul-09	Jun-09	May-09
Own Vehicle	2184	1680	1720
Public Transportation	648	558	492
Ride	356	280	262
None	284	242	209
Taxi	2	1	2
Transportation Voucher	1	0	1



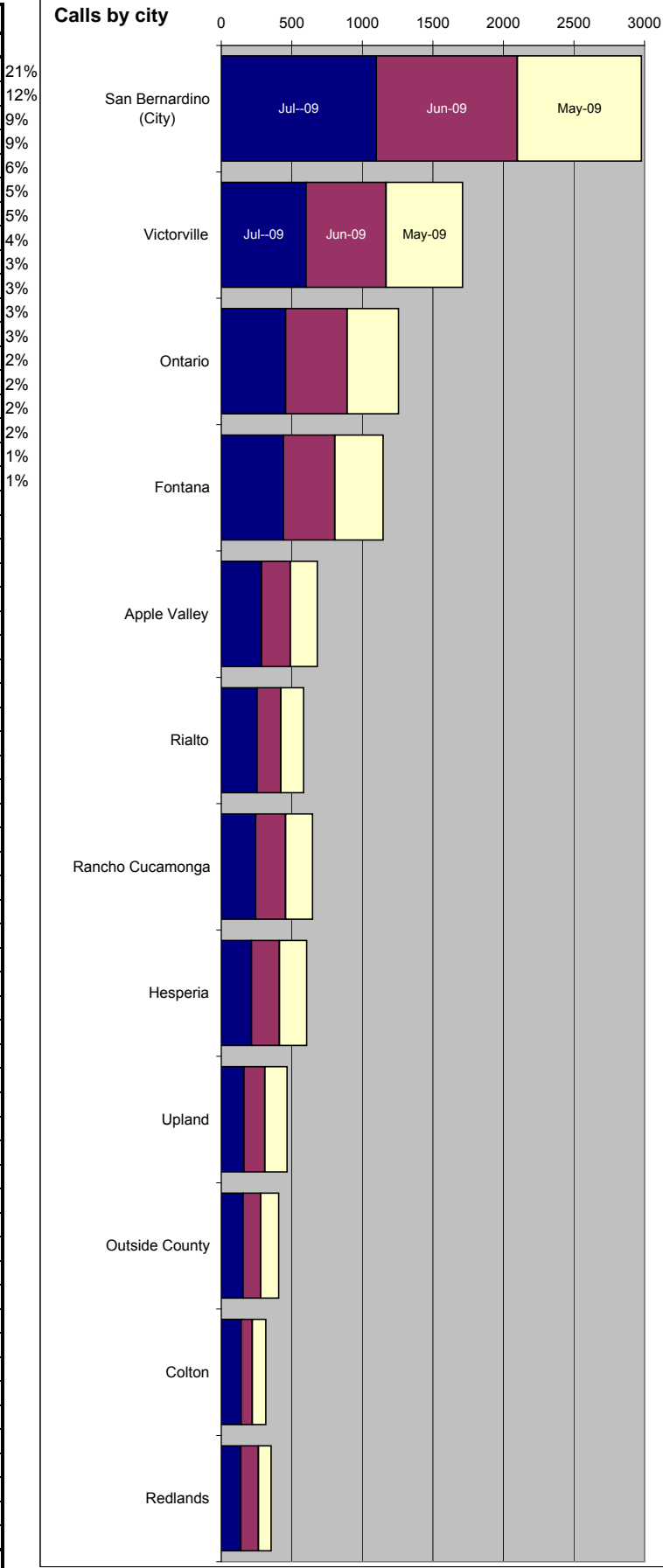
## 2-1-1 San Bernardino County

Calls by need:			
Need	Jul-09	Jun-09	May-09
Utility Bill Payment Assistance	772	664	651
Food/Meals	705	462	442
Information Services	523	415	520
Rent Payment Assistance	510	482	197
Shelter	456	443	367
Housing	247	103	170
Clothing/Personal/Household Needs	242	168	79
Outpatient Health Facilities	202	197	197
Legal Services/Assistance	199	173	112
Counseling	182	186	189
Motel Vouchers	121	89	94
Basic Income Maintanance	99	56	24
Transportation	98	87	3
Substance Abuse Services	88	83	77
Community Groups/Services	86	72	5
Employment	74	66	
Nutrition Public Assistance Programs	74	47	3
Medical Public Assistance Programs	72	40	8
Health Supportive Services	62	8	
Courts/Probation System	60	36	22
Consumer Assistance/Protection	55	76	97
Health Screening/Diagnostic Services	53	60	
Day Care	40	37	4
Law Enforcement	38	31	57
Specialized Treatments	33	17	14
Household Related Public Asst	29	22	31
Animal Services	26	15	
Mortgage Payment Assistance	25	17	206
Outpatient Mental Health Care	24	37	
Volunteer Opportunities	24	22	
Mental Health Care Facilities	24	21	
Org. Development and Mgmt Services	23	39	
Parenting Education	23	30	22
Mortgage Foreclosure Information	23	9	25
Family Based Srvcs/Mentoring	20	24	35
Social Develop. and Enrichment	19	15	6
Support Groups	17	13	62
Public Safety/Emergency Services	16	4	14
Emergency Medical Care	15	30	18
Consumer Regulations	14	20	14
Crime Reporting/Prevention	14	15	8
Immigration/Citizenship	13	15	3
Early Education	12	11	22
Death Certification/Burial Arrangements	11	12	6
Environmental Protection/Improvement	11	11	22
Parks & Recreation Services	10	10	8
Social Insurance Programs	9	15	64
Special Education	9	6	3
Formal Education	9	6	
Donations	8	13	3
Protective Services	8	9	13
Inpatient Health Facilities	8	7	7
Disability Issues/Services	7	12	73
Public Health Information	7	4	
Bad Weather Shelters	6		
Psychiatric/Mental Health Support	5	10	27
Adoption/Foster Care	5	2	3
Credit Counseling	4	4	2
Rehabilitation/Habilitative Services	3	8	
Labor Standards/Practices	2	2	
Disaster Services		13	
Tutoring/Homework Assistance		4	8
Disaster (Incident)		3	11
Diapers		2	48
Bus Passes/Gas Vouchers		2	22
Safety Equipment		2	



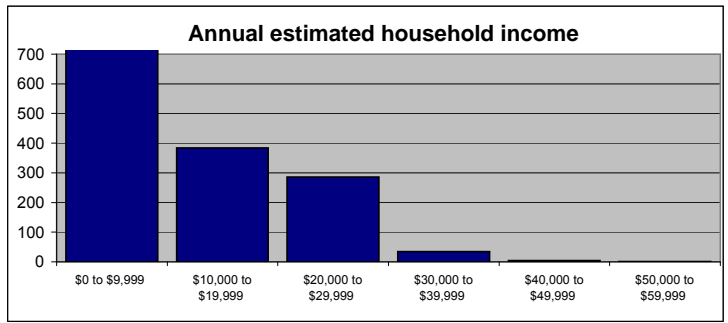
## 2-1-1 San Bernardino County

Calls per city/town			
City	Jul-09	Jun-09	May-09
San Bernardino (City)	1100	1000	880
Victorville	601	568	544
Ontario	457	435	365
Fontana	441	365	342
Apple Valley	285	205	192
Rialto	254	169	163
Rancho Cucamonga	244	212	192
Hesperia	215	197	195
Upland	160	149	160
Outside County	154	125	129
Colton	140	80	98
Redlands	138	126	92
Adelanto	116	104	102
Highland	113	74	79
Chino	109	103	82
Barstow	79	74	66
Yucaipa	71	51	49
Montclair	54	54	42
Bloomington	52	38	26
Loma Linda	42	26	25
Yucca Valley	39	42	31
Phelan	33	17	21
Pomona (City)	25	26	33
Grand Terrace	25	15	13
Chino Hills	24	26	22
Twenty-Nine Palms	24	19	22
Lucerne Valley	22	18	15
Alta Loma	18	19	17
Joshua Tree	13	14	22
Running Springs	13	6	3
Oro Grande	11	9	1
Mentone	11	6	3
Big Bear City	10	5	3
Needles	9	2	1
Big Bear Lake	8	11	14
Crestline	6	25	11
Forest Falls	6	3	1
Pinon Hills	5	5	1
Lake Arrowhead	4	8	7
Hinkley	4	1	3
Outside Of California	3	5	3
Rimforest	3	4	1
Wrightwood	3	3	0
Yermo	3	1	2
Morongo	3	0	0
Helendale	2	9	7
Newberry Springs	1	3	2
Daggett	1	2	0
Etiwanda	1	2	0
Unincorporated Areas	1	1	2
Trona	1	0	0
Devore	0	1	1
Big River	0	1	0
Blue Jay	0	1	0
Cedar Glen	0	1	0
Skyforest	0	1	0
Lytle Creek	0	0	3
Calimesa	0	0	1
La Verne	0	0	0

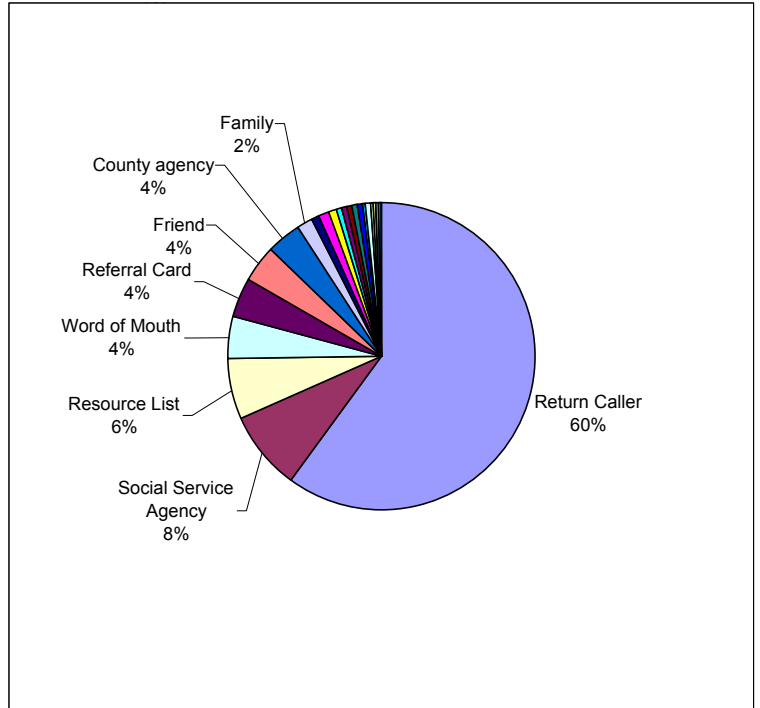


## 2-1-1 San Bernardino County

Annual estimated household income			
	Jul-09	Jun-09	May-09
Declined to state/Unknown	4,437	5001	3851
\$0 to \$9,999	890	510	504
\$10,000 to \$19,999	384	438	387
\$20,000 to \$29,999	286	77	34
\$30,000 to \$39,999	35	7	10
\$40,000 to \$49,999	4	3	1
\$50,000 to \$59,999	1	1	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			
	Jul-09	Jun-09	May-09
Return Caller	3348	3218	3251
Social Service Agency	461	442	398
Resource List	357	309	212
Word of Mouth	248	185	209
Referral Card	227	159	103
Friend	221	218	144
County Agency	202	143	84
Family	88	60	53
Brochure	58	40	37
Church	55	42	29
Other I&R or 2-1-1	53	36	29
Internet	33	24	22
Utility Company	31	51	35
Government Non-County	29	19	12
Other	28	25	35
School	24	53	41
Phone Book	24	18	15
Television	23	20	19
Law Enforcement	17	31	24
Radio	12	8	5
Doctor's Office/Clinic	11	10	7
Newspaper	10	7	8
Billboards	7	2	9
Hospital	5	3	2
Chronic Caller/Abusive Caller	2	0	4
411	2	0	1
Out of Town Crisis Line	2	0	0
President Obama's Stimulus Plan	1	0	0
Human Resources	0	1	0



Why referral not given			
Reason	Jul-09	Jun-09	May-09
No Rent/Mortgage Assistance Available	98	172	226
No Utility Assistance Available	58	132	125
No Shelter Bed Availability	57	41	36
Service Non-Existant	55	77	92
Agency Resources Exhausted	36	33	53
Information Only	32	209	201
Hang up - Disconnected	20	76	68
Wrong Number	10	3	1
Refused Referral	8	68	43



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

### Calls Handled Statistics

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

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

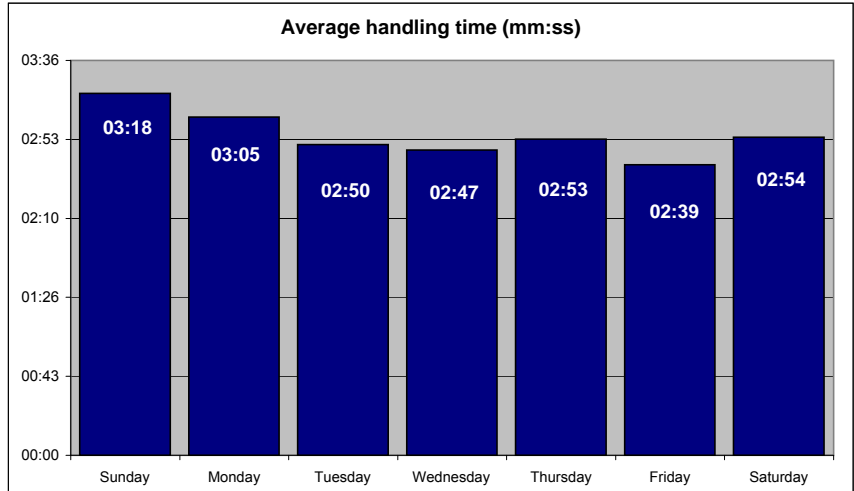
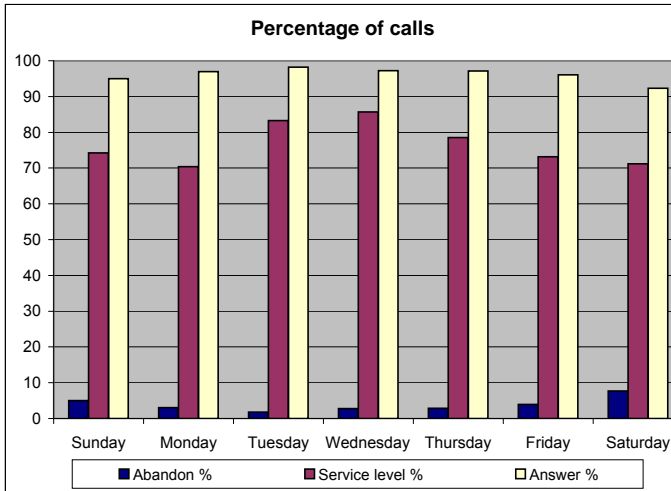
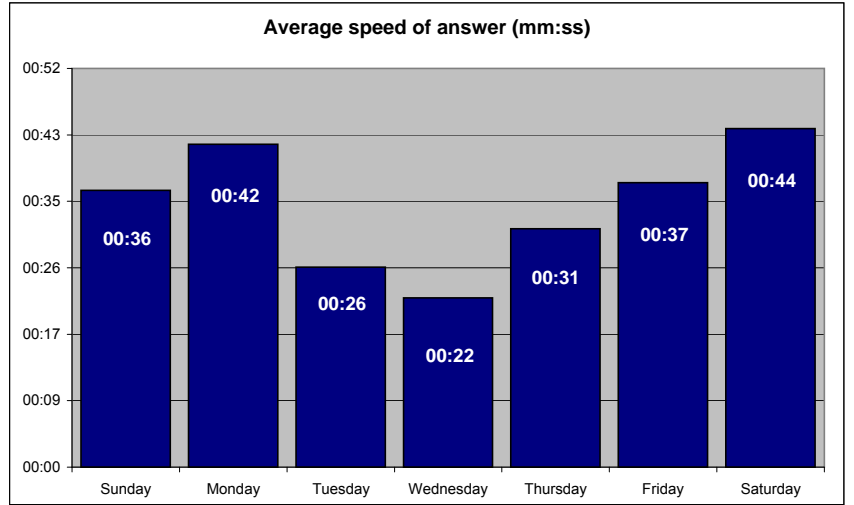
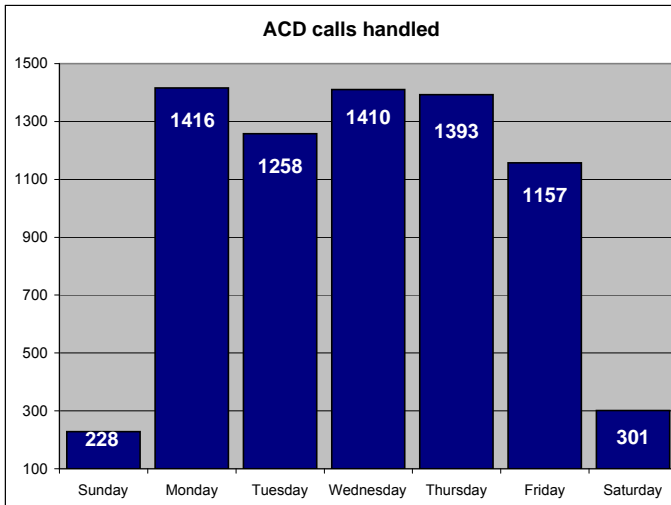
**Device: 005 - All SB QG's**

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

**Created on: 8/1/2009**

**Created by: gmadden**

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls queued	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
<b>Sunday</b>	240	228	9	12	0	1	0	228	0	0	0	0:00:36	0:02:26	0:00:00	12:35:01	0:03:18	5.0	74.2	95.0
<b>Monday</b>	1460	1416	27	44	0	12	0	1411	5	0	0	0:00:42	0:02:16	0:00:00	72:57:56	0:03:05	3.0	70.4	97.0
<b>Tuesday</b>	1281	1258	25	23	0	7	0	1251	7	0	0	0:00:26	0:02:09	0:00:00	59:37:39	0:02:50	1.8	83.3	98.2
<b>Wednesday</b>	1451	1410	29	41	0	12	0	1404	6	0	0	0:00:22	0:02:41	0:00:00	65:31:04	0:02:47	2.8	85.7	97.2
<b>Thursday</b>	1435	1393	29	42	0	13	0	1389	4	0	0	0:00:31	0:01:59	0:00:00	67:07:05	0:02:53	2.9	78.5	97.1
<b>Friday</b>	1204	1157	41	47	0	10	0	1146	11	0	0	0:00:37	0:02:24	0:00:00	51:07:41	0:02:39	3.9	73.2	96.1
<b>Saturday</b>	326	301	22	25	0	5	0	298	3	0	0	0:00:44	0:02:44	0:00:00	14:36:28	0:02:54	7.7	71.2	92.3
<b>Total</b>	<b>7397</b>	<b>7163</b>	<b>182</b>	<b>234</b>	<b>0</b>	<b>60</b>	<b>0</b>	<b>7127</b>	<b>36</b>	<b>0</b>	<b>0</b>	<b>0:00:33</b>	<b>0:02:22</b>	<b>0:00:00</b>	<b>343:32:54</b>	<b>0:02:53</b>	<b>3.2</b>	<b>77.8</b>	<b>96.8</b>



<b>City/Town</b>	<b>Total</b>
<b>Adelanto</b>	<b>116</b>
Utilities 29	
Food/Meals 13	
Rent Payment Assistance	10
Shelter 10	
Outpatient Health Facilities	7
Legal Services/Assistance	6
Clothing/Personal/Household Needs	5
Housing 4	
Nutrition Related Public Assistance Programs	3
Transportation 3	
Animal Services	3
Basic Income Maintenance	2
Specialized Treatments	2
Counseling	2
Health Screening/Diagnostic Services	2
Information Services	2
Employment	2
Substance Abuse Services	1
Law Enforcement	1
Consumer Assistance/Protection	1
Adoption/Foster Services	1
Death Certification/Burial Arrangements	1
Community Groups/Services	1
Outpatient Mental Health Care	1
Volunteer Opportunities	1
Emergency Medical Care	1
Early Education	1
Motel Vouchers	1

<b>Alta Loma</b>	<b>18</b>
Shelter 2	
Information Services	2
Utilities 2	
Housing 2	
Legal Services/Assistance	2
Employment	1
Household Related Public Assistance Programs	1
Nutrition Related Public Assistance Programs	1
Early Education	1
Substance Abuse Services	1
Mental Health Care Facilities	1
Health Supportive Services	1
Mortgage Foreclosure Information	1

<b>Apple Valley</b>	<b>285</b>
Utilities 54	
Food/Meals 36	
Rent Payment Assistance	30
Clothing/Personal/Household Needs	17
Information Services	17
Housing 17	
Medical Public Assistance Programs	9
Transportation 9	
Outpatient Health Facilities	8
Shelter 8	

Counseling	8
Legal Services/Assistance	6
Consumer Assistance/Protection	5
Community Groups/Services	5
Specialized Treatments	4
Substance Abuse Services	4
Mental Health Care Facilities	4
Basic Income Maintenance	3
Courts/Correctional System	3
Public Safety/Emergency Services	3
Motel Vouchers	3
Nutrition Related Public Assistance Programs	3
Health Screening/Diagnostic Services	3
Employment	2
Early Education	2
Outpatient Mental Health Care	2
Mortgage Payment Assistance	2
Animal Services	2
Law Enforcement	2
Health Supportive Services	1
Emergency Medical Care	1
Mortgage Foreclosure Information	1
Family Based Services/Mentoring	1
Volunteer Opportunities	1
Parenting Education	1
Social Development and Enrichment	1
Protective Services	1
Household Related Public Assistance Programs	1
Psychiatric/Mental Health Support Services	1
Immigration/Naturalization Legal Services	1
Day Care	1
Crime Victim Support	1
Crime Reporting/Prevention	1

**Barstow**

**79**

Utilities 13	
Rent Payment Assistance	10
Information Services	7
Outpatient Health Facilities	6
Legal Services/Assistance	6
Food/Meals 5	
Shelter 4	
Transportation 4	
Housing 4	
Counseling	3
Organizational Development and Management Services	2
Courts/Correctional System	2
Basic Income Maintenance	2
Clothing/Personal/Household Needs	2
Health Supportive Services	1
Health Screening/Diagnostic Services	1
Environmental Protection/Improvement	1
Consumer Assistance/Protection	1
Substance Abuse Services	1
Motel Vouchers	1
Nutrition Related Public Assistance Programs	1
Crime Reporting/Prevention	1
Medical Public Assistance Programs	1

**Big Bear City** **10**

Utilities 2	
Basic Income Maintenance	1
Outpatient Mental Health Care	1
Medical Public Assistance Programs	1
Food/Meals 1	
Counseling	1
Rent Payment Assistance	1
Information Services	1
Legal Services/Assistance	1

**Big Bear Lake** **8**

Utilities 2	
Clothing/Personal/Household Needs	2
Information Services	1
Support Groups	1
Mental Health Care Facilities	1
Law Enforcement	1

**Bloomington** **52**

Food/Meals 9	
Clothing/Personal/Household Needs	6
Utilities 5	
Rent Payment Assistance	4
Shelter 4	
Outpatient Health Facilities	3
Counseling	3
Parenting Education	2
Legal Services/Assistance	2
Information Services	2
Housing 1	
Health Supportive Services	1
Special Education	1
Consumer Assistance/Protection	1
Parks & Recreation Services	1
Mortgage Payment Assistance	1
Emergency Medical Care	1
Motel Vouchers	1
Volunteer Opportunities	1
Formal Education	1
Basic Income Maintenance	1
Law Enforcement	1

**Chino** **109**

Utilities 12	
Outpatient Health Facilities	9
Shelter 9	
Information Services	8
Rent Payment Assistance	8
Food/Meals 8	
Counseling	7
Clothing/Personal/Household Needs	5
Housing 5	
Legal Services/Assistance	4
Substance Abuse Services	3
Outpatient Mental Health Care	3
Transportation 3	

Motel Vouchers	3
Specialized Treatments	2
Health Supportive Services	2
Mortgage Payment Assistance	2
Basic Income Maintenance	2
Family Based Services/Mentoring	2
Nutrition Related Public Assistance Programs	2
Community Groups/Services	1
Special Education	1
Consumer Regulations	1
Medical Public Assistance Programs	1
Courts/Correctional System	1
Parenting Education	1
Health Screening/Diagnostic Services	1
Employment	1
Credit Counseling	1
Mortgage Foreclosure Information	1

**Chino Hills 24**

Outpatient Health Facilities	5
Counseling	3
Rent Payment Assistance	2
Shelter 2	
Food/Meals 1	
Employment	1
Motel Vouchers	1
Consumer Assistance/Protection	1
Rehabilitation/Habilitative Services	1
Social Insurance Programs	1
Utilities 1	
Health Screening/Diagnostic Services	1
Support Groups	1
Legal Services/Assistance	1
Basic Income Maintenance	1
Mental Health Care Facilities	1

**Colton 140**

Food/Meals 27	
Utilities 24	
Rent Payment Assistance	15
Shelter 11	
Information Services	9
Counseling	7
Clothing/Personal/Household Needs	7
Motel Vouchers	5
Outpatient Health Facilities	4
Substance Abuse Services	3
Legal Services/Assistance	3
Basic Income Maintenance	3
Housing 3	
Transportation 3	
Specialized Treatments	2
Employment	2
Medical Public Assistance Programs	2
Animal Services	2
Environmental Protection/Improvement	1
Death Certification/Burial Arrangements	1
Consumer Assistance/Protection	1

Courts/Correctional System	1
Volunteer Opportunities	1
Health Screening/Diagnostic Services	1
Adoption/Foster Services	1
Health Supportive Services	1

**Crestline** **6**

Information Services	2
Transportation 1	
Substance Abuse Services	1
Basic Income Maintenance	1
Shelter 1	

**Daggett** **1**

Health Screening/Diagnostic Services	1
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**Etiwanda** **1**

Information Services	1
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**Fontana** **441**

Food/Meals 92	
Utilities 41	
Rent Payment Assistance	32
Shelter 25	
Legal Services/Assistance	22
Information Services	22
Housing 21	
Outpatient Health Facilities	21
Clothing/Personal/Household Needs	17
Counseling	12
Employment	12
Basic Income Maintenance	12
Medical Public Assistance Programs	9
Courts/Correctional System	7
Community Groups/Services	6
Nutrition Related Public Assistance Programs	6
Substance Abuse Services	6
Health Screening/Diagnostic Services	6
Transportation 6	
Social Development and Enrichment	5
Health Supportive Services	5
Consumer Assistance/Protection	5
Animal Services	4
Day Care	4
Motel Vouchers	4
Volunteer Opportunities	3
Parenting Education	3
Immigration/Naturalization Legal Services	3
Mental Health Care Facilities	3
Formal Education	2
Emergency Medical Care	2
Parks & Recreation Services	2
Bad Weather Shelters	2
Mortgage Foreclosure Information	2
Law Enforcement	2
Inpatient Health Facilities	1
Support Groups	1
Specialized Treatments	1

Labor Standards/Practices	1
Death Certification/Burial Arrangements	1
Consumer Regulations	1
Household Related Public Assistance Programs	1
Psychiatric/Mental Health Support Services	1
Environmental Protection/Improvement	1
Public Health Information	1
Mortgage Payment Assistance	1
Public Safety/Emergency Services	1
Disability Issues/Services	1
Crime Reporting/Prevention	1
Credit Counseling	1

**Forest Falls 6**

Parenting Education	2
Basic Income Maintenance	1
Housing 1	
Consumer Regulations	1
Health Screening/Diagnostic Services	1

**Grand Terrace 25**

Information Services	5
Food/Meals 4	
Utilities 4	
Legal Services/Assistance	3
Rent Payment Assistance	3
Community Groups/Services	2
Law Enforcement	2
Courts/Correctional System	1
Substance Abuse Services	1

**Helendale 2**

Utilities 1	
Food/Meals 1	

**Hesperia 215**

Utilities 37	
Food/Meals 36	
Clothing/Personal/Household Needs	16
Rent Payment Assistance	16
Information Services	15
Shelter 12	
Counseling	9
Legal Services/Assistance	8
Housing 8	
Employment	6
Nutrition Related Public Assistance Programs	5
Outpatient Health Facilities	5
Substance Abuse Services	5
Community Groups/Services	4
Basic Income Maintenance	4
Motel Vouchers	4
Health Supportive Services	4
Health Screening/Diagnostic Services	3
Crime Reporting/Prevention	3
Medical Public Assistance Programs	2
Donations	2
Transportation 2	

Parks & Recreation Services	1
Social Development and Enrichment	1
Animal Services	1
Protective Services	1
Mortgage Foreclosure Information	1
Public Safety/Emergency Services	1
Day Care	1
Inpatient Health Facilities	1
Law Enforcement	1

**Highland** **113**

Utilities 24	
Rent Payment Assistance	13
Clothing/Personal/Household Needs	11
Shelter 10	
Food/Meals 10	
Counseling	6
Information Services	4
Housing 4	
Basic Income Maintenance	3
Substance Abuse Services	3
Legal Services/Assistance	3
Law Enforcement	3
Public Works	2
Health Supportive Services	2
Specialized Treatments	2
Consumer Assistance/Protection	1
Animal Services	1
Immigration/Naturalization Legal Services	1
Nutrition Related Public Assistance Programs	1
Health Screening/Diagnostic Services	1
Special Education	1
Mortgage Payment Assistance	1
Donations	1
Outpatient Health Facilities	1
Transportation 1	
Parks & Recreation Services	1
Employment	1
Public Safety/Emergency Services	1

**Hinkley** **4**

Transportation 1	
Shelter 1	
Clothing/Personal/Household Needs	1
Information Services	1

**Joshua Tree** **13**

Utilities 2	
Outpatient Health Facilities	2
Information Services	2
Protective Services	1
Substance Abuse Services	1
Rent Payment Assistance	1
Food/Meals 1	
Housing 1	
Clothing/Personal/Household Needs	1
Mortgage Foreclosure Information	1

**Lake Arrowhead** **4**

Utilities 2	
Employment	1
Outpatient Health Facilities	1

**Loma Linda** **42**

Utilities 5	
Information Services	5
Shelter 4	
Food/Meals 4	
Transportation 3	
Rent Payment Assistance	3
Community Groups/Services	3
Housing 2	
Family Based Services/Mentoring	1
Public Safety/Emergency Services	1
Consumer Regulations	1
Organizational Development and Management Services	1
Volunteer Opportunities	1
Death Certification/Burial Arrangements	1
Clothing/Personal/Household Needs	1
Specialized Treatments	1
Mental Health Care Facilities	1
Household Related Public Assistance Programs	1
Motel Vouchers	1
Basic Income Maintenance	1
Legal Services/Assistance	1

**Lucerne Valley** **22**

Transportation 3	
Social Development and Enrichment	2
Rent Payment Assistance	2
Utilities 2	
Legal Services/Assistance	2
Housing 1	
Health Supportive Services	1
Information Services	1
Environmental Protection/Improvement	1
Shelter 1	
Food/Meals 1	
Substance Abuse Services	1
Mortgage Foreclosure Information	1
Nutrition Related Public Assistance Programs	1
Counseling	1
Medical Public Assistance Programs	1

**Mentone** **11**

Rent Payment Assistance	4
Utilities 3	
Food/Meals 2	
Health Screening/Diagnostic Services	1
Mortgage Foreclosure Information	1

**Montclair** **54**

Food/Meals 12	
Legal Services/Assistance	5
Information Services	4

Utilities 4	
Housing 4	
Rent Payment Assistance	3
Shelter 2	
Clothing/Personal/Household Needs	2
Counseling	2
Health Screening/Diagnostic Services	2
Medical Public Assistance Programs	1
Emergency Medical Care	1
Outpatient Mental Health Care	1
Basic Income Maintenance	1
Employment	1
Health Supportive Services	1
Mortgage Foreclosure Information	1
Consumer Regulations	1
Credit Counseling	1
Immigration/Naturalization Legal Services	1
Transportation 1	
Community Groups/Services	1
Consumer Assistance/Protection	1
Courts/Correctional System	1

**Morongo 3**

Household Related Public Assistance Programs	1
Utilities 1	
Outpatient Health Facilities	1

**Needles 9**

Utilities 6	
Rent Payment Assistance	1
Motel Vouchers	1
Nutrition Related Public Assistance Programs	1

**Newberry Springs 1**

Shelter 1	
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**Ontario 457**

Food/Meals 53	
Shelter 49	
Rent Payment Assistance	44
Utilities 41	
Outpatient Health Facilities	32
Motel Vouchers	31
Information Services	22
Housing 21	
Clothing/Personal/Household Needs	19
Counseling	18
Legal Services/Assistance	18
Day Care	10
Substance Abuse Services	10
Health Supportive Services	7
Nutrition Related Public Assistance Programs	7
Specialized Treatments	6
Law Enforcement	5
Health Screening/Diagnostic Services	5
Transportation 5	
Community Groups/Services	4
Employment	4

Basic Income Maintenance	4
Parenting Education	3
Support Groups	3
Social Insurance Programs	3
Medical Public Assistance Programs	3
Animal Services	3
Early Education	3
Courts/Correctional System	3
Crime Reporting/Prevention	2
Volunteer Opportunities	2
Mental Health Care Facilities	2
Family Based Services/Mentoring	2
Public Health Information	2
Consumer Assistance/Protection	1
Public Safety/Emergency Services	1
Basic Needs	1
Mortgage Foreclosure Information	1
Outpatient Mental Health Care	1
Organizational Development and Management Services	1
Psychiatric/Mental Health Support Services	1
Formal Education	1
Adoption/Foster Services	1
Special Education	1
Household Related Public Assistance Programs	1

**Oro Grande 11**

Utilities 3	
Information Services	2
Rent Payment Assistance	2
Counseling	1
Consumer Assistance/Protection	1
Food/Meals 1	
Housing 1	

**Outside County 154**

Information Services	43
Shelter 14	
Housing 12	
Rent Payment Assistance	11
Community Groups/Services	10
Legal Services/Assistance	7
Utilities 5	
Courts/Correctional System	5
Clothing/Personal/Household Needs	5
Food/Meals 4	
Outpatient Health Facilities	4
Basic Income Maintenance	4
Substance Abuse Services	3
Health Screening/Diagnostic Services	3
Law Enforcement	3
Consumer Regulations	2
Consumer Assistance/Protection	2
Counseling	2
Motel Vouchers	2
Employment	2
Organizational Development and Management Services	2
Transportation 2	
Health Supportive Services	2

Mental Health Care Facilities	2
Social Insurance Programs	1
Mortgage Foreclosure Information	1
Protective Services	1

**Outside Of California 3**

Shelter 1	
Utilities 1	
Transportation 1	

**Phelan 33**

Rent Payment Assistance	7
Food/Meals 5	
Clothing/Personal/Household Needs	3
Information Services	3
Utilities 3	
Public Safety/Emergency Services	2
Mortgage Payment Assistance	1
Employment	1
Counseling	1
Public Health Information	1
Social Development and Enrichment	1
Disability Issues/Services	1
Consumer Assistance/Protection	1
Volunteer Opportunities	1
Basic Income Maintenance	1
Health Supportive Services	1

**Pinon Hills 5**

Information Services	2
Food/Meals 1	
Utilities 1	
Shelter 1	

**Pomona (City) 25**

Information Services	9
Shelter 5	
Motel Vouchers	2
Clothing/Personal/Household Needs	1
Consumer Regulations	1
Health Screening/Diagnostic Services	1
Mortgage Payment Assistance	1
Outpatient Health Facilities	1
Special Education	1
Health Supportive Services	1
Animal Services	1
Housing 1	

**Rancho Cucamonga 244**

Food/Meals 32	
Utilities 24	
Rent Payment Assistance	23
Information Services	23
Shelter 18	
Housing 17	
Counseling	12
Clothing/Personal/Household Needs	10
Outpatient Health Facilities	10

Nutrition Related Public Assistance Programs	10
Basic Income Maintenance	7
Motel Vouchers	6
Transportation 6	
Day Care	5
Legal Services/Assistance	5
Employment	4
Health Supportive Services	4
Medical Public Assistance Programs	4
Community Groups/Services	3
Courts/Correctional System	3
Substance Abuse Services	3
Mortgage Foreclosure Information	2
Social Development and Enrichment	2
Household Related Public Assistance Programs	2
Law Enforcement	2
Emergency Medical Care	1
Public Health Information	1
Mental Health Care Facilities	1
Mortgage Payment Assistance	1
Immigration/Naturalization Legal Services	1
Family Based Services/Mentoring	1
Disability Issues/Services	1

**Redlands**

**138**

Utilities 17	
Food/Meals 15	
Information Services	13
Shelter 11	
Counseling	11
Outpatient Health Facilities	8
Rent Payment Assistance	6
Housing 6	
Basic Income Maintenance	5
Clothing/Personal/Household Needs	4
Health Screening/Diagnostic Services	3
Parenting Education	3
Legal Services/Assistance	3
Public Health Information	2
Nutrition Related Public Assistance Programs	2
Motel Vouchers	2
Immigration/Naturalization Legal Services	2
Formal Education	2
Day Care	2
Health Supportive Services	2
Medical Public Assistance Programs	2
Family Based Services/Mentoring	2
Psychiatric/Mental Health Support Services	1
Substance Abuse Services	1
Crime Reporting/Prevention	1
Mortgage Payment Assistance	1
Transportation 1	
Bad Weather Shelters	1
Household Related Public Assistance Programs	1
Animal Services	1
Consumer Regulations	1
Courts/Correctional System	1
Support Groups	1

Outpatient Mental Health Care	1
Community Groups/Services	1
Mental Health Care Facilities	1
Law Enforcement	1

**Rialto** **254**

Food/Meals 53	
Utilities 34	
Rent Payment Assistance	23
Information Services	23
Legal Services/Assistance	13
Counseling	12
Shelter 10	
Medical Public Assistance Programs	6
Outpatient Health Facilities	5
Basic Income Maintenance	5
Clothing/Personal/Household Needs	5
Employment	5
Health Supportive Services	5
Community Groups/Services	4
Substance Abuse Services	4
Day Care	4
Transportation 4	
Housing 4	
Mortgage Foreclosure Information	4
Nutrition Related Public Assistance Programs	3
Social Development and Enrichment	3
Motel Vouchers	3
Health Screening/Diagnostic Services	2
Courts/Correctional System	2
Family Based Services/Mentoring	2
Organizational Development and Management Services	2
Parenting Education	2
Animal Services	2
Mortgage Payment Assistance	2
Volunteer Opportunities	1
Outpatient Mental Health Care	1
Immigration/Naturalization Legal Services	1
Environmental Protection/Improvement	1
Death Certification/Burial Arrangements	1
Consumer Regulations	1
Household Related Public Assistance Programs	1
Social Insurance Programs	1

**Rimforest** **3**

Rent Payment Assistance	2
Utilities 1	

**Running Springs** **13**

Utilities 4	
Courts/Correctional System	2
Food/Meals 2	
Transportation 1	
Consumer Assistance/Protection	1
Early Education	1
Shelter 1	
Substance Abuse Services	1

**San Bernardino (City)****1100**

Food/Meals 159	
Utilities 129	
Information Services	111
Rent Payment Assistance	108
Shelter 91	
Clothing/Personal/Household Needs	58
Housing 52	
Legal Services/Assistance	37
Outpatient Health Facilities	34
Counseling	25
Transportation 21	
Substance Abuse Services	21
Community Groups/Services	17
Courts/Correctional System	17
Basic Income Maintenance	17
Nutrition Related Public Assistance Programs	16
Motel Vouchers	15
Consumer Assistance/Protection	14
Employment	13
Medical Public Assistance Programs	12
Household Related Public Assistance Programs	11
Mortgage Payment Assistance	7
Health Supportive Services	7
Specialized Treatments	7
Law Enforcement	7
Day Care	6
Family Based Services/Mentoring	6
Organizational Development and Management Services	6
Health Screening/Diagnostic Services	5
Public Safety/Emergency Services	5
Death Certification/Burial Arrangements	5
Volunteer Opportunities	4
Outpatient Mental Health Care	4
Disability Issues/Services	3
Special Education	3
Social Development and Enrichment	3
Early Education	3
Animal Services	3
Bad Weather Shelters	3
Support Groups	3
Parenting Education	3
Mortgage Foreclosure Information	3
Protective Services	3
Inpatient Health Facilities	3
Crime Reporting/Prevention	2
Formal Education	2
Donations	2
Mental Health Care Facilities	2
Parks & Recreation Services	2
Immigration/Naturalization Legal Services	2
Environmental Protection/Improvement	1
Consumer Regulations	1
Rehabilitation/Habilitative Services	1
Adoption/Foster Services	1
Emergency Medical Care	1
Credit Counseling	1

Social Insurance Programs	1
Labor Standards/Practices	1

<b>Trona</b>	<b>1</b>
Legal Services/Assistance	1

<b>Twenty-Nine Palms</b>	<b>24</b>
Utilities 4	
Food/Meals 4	
Outpatient Health Facilities	3
Basic Income Maintenance	3
Rent Payment Assistance	2
Information Services	1
Transportation 1	
Counseling	1
Employment	1
Early Education	1
Environmental Protection/Improvement	1
Housing 1	
Household Related Public Assistance Programs	1

<b>Unincorporated Areas</b>	<b>1</b>
Information Services	1

<b>Upland</b>	<b>160</b>
Rent Payment Assistance	29
Food/Meals 16	
Utilities 15	
Shelter 11	
Information Services	10
Housing 9	
Outpatient Health Facilities	6
Counseling	6
Legal Services/Assistance	6
Nutrition Related Public Assistance Programs	5
Transportation 5	
Clothing/Personal/Household Needs	5
Community Groups/Services	4
Outpatient Mental Health Care	3
Emergency Medical Care	3
Family Based Services/Mentoring	3
Household Related Public Assistance Programs	3
Medical Public Assistance Programs	3
Substance Abuse Services	2
Specialized Treatments	2
Employment	2
Health Screening/Diagnostic Services	2
Basic Income Maintenance	2
Day Care	2
Consumer Assistance/Protection	1
Crime Reporting/Prevention	1
Immigration/Naturalization Legal Services	1
Health Supportive Services	1
Parks & Recreation Services	1
Motel Vouchers	1

<b>Victorville</b>	<b>601</b>
Utilities 149	

Food/Meals 61	
Rent Payment Assistance	57
Shelter 43	
Information Services	35
Clothing/Personal/Household Needs	25
Housing 25	
Motel Vouchers	22
Legal Services/Assistance	22
Counseling	17
Outpatient Health Facilities	14
Courts/Correctional System	9
Basic Income Maintenance	9
Health Supportive Services	9
Transportation 8	
Medical Public Assistance Programs	8
Volunteer Opportunities	7
Support Groups	6
Consumer Assistance/Protection	6
Substance Abuse Services	6
Day Care	5
Employment	5
Nutrition Related Public Assistance Programs	5
Health Screening/Diagnostic Services	4
Specialized Treatments	4
Outpatient Mental Health Care	4
Household Related Public Assistance Programs	3
Community Groups/Services	3
Animal Services	3
Emergency Medical Care	2
Social Insurance Programs	2
Crime Reporting/Prevention	2
Mental Health Care Facilities	2
Mortgage Payment Assistance	2
Parenting Education	2
Inpatient Health Facilities	2
Organizational Development and Management Services	2
Environmental Protection/Improvement	2
Health Care	1
Rehabilitation/Habilitative Services	1
Death Certification/Burial Arrangements	1
Social Development and Enrichment	1
Formal Education	1
Law Enforcement	1
Parks & Recreation Services	1
Public Safety/Emergency Services	1
Psychiatric/Mental Health Support Services	1

**Wrightwood 3**

Utilities 2	
Health Screening/Diagnostic Services	1

**Yermo 3**

Rent Payment Assistance	2
Utilities 1	

**Yucaipa 71**

Food/Meals 14	
Utilities 12	

Rent Payment Assistance	9
Outpatient Health Facilities	5
Employment	4
Legal Services/Assistance	4
Information Services	4
Housing 3	
Shelter 2	
Community Groups/Services	2
Clothing/Personal/Household Needs	2
Medical Public Assistance Programs	2
Environmental Protection/Improvement	1
Substance Abuse Services	1
Counseling	1
Household Related Public Assistance Programs	1
Organizational Development and Management Services	1
Health Supportive Services	1
Motel Vouchers	1
Nutrition Related Public Assistance Programs	1

**Yucca Valley**

**39**

Utilities 6	
Food/Meals 6	
Rent Payment Assistance	4
Housing 4	
Information Services	4
Clothing/Personal/Household Needs	2
Shelter 2	
Transportation 2	
Motel Vouchers	1
Health Screening/Diagnostic Services	1
Outpatient Health Facilities	1
Consumer Assistance/Protection	1
Basic Income Maintenance	1
Health Supportive Services	1
Medical Public Assistance Programs	1
Mortgage Payment Assistance	1
Legal Services/Assistance	1

**Unknown**

**416**

Information Services	106
Shelter 90	
Utilities 44	
Rent Payment Assistance	23
Food/Meals 16	
Community Groups/Services	14
Housing 13	
Consumer Assistance/Protection	10
Counseling	11
Clothing/Personal/Household Needs	10
Motel Vouchers	10
Legal Services/Assistance	7
Outpatient Health Facilities	6
Organizational Development and Management Services	6
Law Enforcement	6
Substance Abuse Services	5
Medical Public Assistance Programs	4
Donations	3
Consumer Regulations	3

Basic Income Maintenance	3
Employment	3
Mental Health Care Facilities	3
Courts/Correctional System	2
Health Screening/Diagnostic Services	2
Emergency Medical Care	2
Mortgage Foreclosure Information	2
Outpatient Mental Health Care	2
Mortgage Payment Assistance	2
Special Education	1
Inpatient Health Facilities	1
Support Groups	1
Transportation 1	
Environmental Protection/Improvement	1
Parenting Education	1
Health Supportive Services	1
Parks & Recreation Services	1
Adoption/Foster Services	1
Protective Services	1
Volunteer Opportunities	1
Disability Issues/Services	1
Nutrition Related Public Assistance Programs	1
<b>Grand Total</b>	<b>5579</b>

**Referrals from 2-1-1 San Bernardino County**

<b>Agency Name</b>	<b>Program Name</b>	<b>Referrals</b>
2-1-1 Kern County	2-1-1 Information and Referral	1
2-1-1 Los Angeles County		5
2-1-1 Los Angeles County	2-1-1 Information and Referral	214
2-1-1 National		5
2-1-1 National	2-1-1 Search	15
2-1-1 Orange County		1
2-1-1 Orange County	2-1-1 Information and Referral	19
2-1-1 Sacramento County	2-1-1 Information and Referral	2
2-1-1 San Diego County	2-1-1 Information and Referral	10
2-1-1 San Francisco County	2-1-1 Information and Referral	1
Abundant Living Family Church		2
Abundant Living Family Church	Angel Food Ministry	15
Abundant Living Family Church	Outreach Center	52
Adelanto Community Resource Center	Clothing	2
Adelanto Community Resource Center	Emergency Food	10
Adventist Community Team Services	Emergency Food Assistance	2
Aegis Medical Systems, Inc.	Methadone Replacement Therapy	5
AIDS Healthcare Foundation	AIDS Program	1
AIDS/HIV Nightline	AIDS/HIV/HEP C Nightline	1
Alannah Foster Family Agency and Homes	Group Homes/Foster Homes	1
AL-ANON Family Groups and ALATEEN	Inland Empire of California Al-Anon and Alateen	2
Alcoholics Anonymous		3
Alcoholics Anonymous	Alcoholics Anonymous	15
Aletheian Christian Foundation		2
Aletheian Christian Foundation	Basic Needs	5
Aletheian Christian Foundation	Prescription Assistance	1
Alliance Human Services Foster Family		1
Alliance Human Services Foster Family	Foster Parent Recruiting and Training Services	1
Alzheimers Association	Information and Referral	1
Alzheimers Association	Safe Return Program	1
American Association of Poison Control Centers	Poison Control	1
American Cancer Society	Education and Support	3
American Immigrant Lawyers Association	Immigration Lawyer Referral Service (ILRS)	2
American Lung Association	Stop Smoking Program	1
American Red Cross - Claremont Chapter	Health and Safety Training	1
American Red Cross - High Desert Chapter	Armed Forces Emergency Services	3
American Red Cross - High Desert Chapter	Disaster Preparedness Education	1
American Red Cross - High Desert Chapter	Health and Safety Training	1
American Red Cross - Inland Empire Chapter		3
American Red Cross - Inland Empire Chapter	Health and Safety	2
American Red Cross - San Gabriel Pomona Valley Branch		1
American Society For The Prevention of Cruelty to Animals	Animal Poison Control Hotline	1
Angel Flight West	Air Transportation Services	2
Apple Valley Fire Protection District	CPR and First -Aid Classes	4
Apple Valley Fire Protection District	Fire and Rescue	1
Apple Valley Newton T. Bass Branch Library		2
Apple Valley Newton T. Bass Branch Library	Library Services	1
Arrowhead Regional Medical Center		1
Arrowhead Regional Medical Center	First 5 Dental Program	1
Arrowhead Regional Medical Center	Hospital Services	3
Arrowhead Regional Medical Center	Medically Indigent Adult Health Care (MIA)	5
Arrowhead Regional Medical Center	Outpatient Care Center	2
Asante Family Agency, Inc.	Counseling, Training and Visitation Center	16
Asian-American Educational and Cultural Center, Inc.	English As A Second Language	1
Asian-American Educational and Cultural Center, Inc.	Traffic Safety Awareness	2
Assistance League of the Foothill Communities	Operation School Bell	8
Assistance League of the Foothill Communities	San Antonio Community Hospital Dental Center	2
Associated Clinical Therapists, Inc.		1
Associated Clinical Therapists, Inc.	Counseling Services	19
Barstow Counseling Center	Counseling Services	1
Barstow Humane Society	Animal Care	3
Barstow Senior Citizens Center	Congregate Meals	2
BBB Wise Giving Alliance	Charity Reports	1
Benevolent Animal Rescue Committee	Animal Rescue Committee	1
Bethany Christian Services	Domestic and International Adoption	1
Bethany Christian Services	Pregnancy Hotline	1
Better Business Bureau		1
Better Business Bureau	Complaint Department	6
Bienestar Human Services		1
Bienestar Human Services	Community Service	2
Bienestar Human Services	HIV Counseling & Testing	2
Bienestar Human Services	LGBT Workshops	1

**Referrals from 2-1-1 San Bernardino County**

Bilingual Family Counseling Service, Inc.	Safe and Stable Families	13
Bilingual Family Counseling Service, Inc.	Substance Abuse Treatment	2
Bloomington Branch Library	Cooling Center	1
Bloomington Senior Center	Cooling Center	1
Bloomington Senior Center	Senior Center	1
Blythe Emergency Food Pantry	Food Pantry	1
Blythe Emergency Food Pantry	Thanksgiving Baskets	1
Boys & Girls Club of Fontana		2
Boys & Girls Club of Fontana	Homework and Tutoring	1
Boys & Girls Club of Redlands		1
Boys & Girls Club of Redlands	Homework and Tutoring	1
Boys & Girls Club of San Bernardino		1
Boys & Girls Club of the Victor Valley	Core Programs	1
Boys Town National Hotline	National Hotline	8
Braille Institute of America, Inc.	Low Vision Rehabilitation Services	1
Braille Institute of America, Inc.	Mobile Solutions	1
California Childcare Health Program, California Childcare Healthline	California Child Care Healthline	1
California Dental Association Foundation	Dental Care Complaints	1
California Department of Consumer Affairs	Bureau for Private Postsecondary and Vocational Education	1
California Department of Consumer Affairs	Bureau of Electronic and Appliance Repair	1
California Department of Consumer Affairs	Consumer Information Center	3
California Department of Corrections		1
California Department of Corrections	Parole and Community Services Division	6
California Department of Developmental Services	Information and Referral	1
California Department of Industrial Relations	Labor Standards Enforcement	3
California Department of Motor Vehicles	DMV Services	11
California Department of Social Services	Assistance Dog Special Allowance	1
California Department of Social Services	Child Care Licensing	1
California Department of Transportation	Caltrans	1
California Highway Patrol	Freeway Patrol Service	3
California Indian Legal Services	Legal Services	1
California Public Utilities Commission		3
California Public Utilities Commission	LifeLine Telephone Service	8
California Senior Legal Hotline	Senior Legal Hotline	2
California State University San Bernardino		1
California State University San Bernardino	Center of Excellence for Children Zero to Five	1
California State University San Bernardino	First Five Early Intervention	2
California State University San Bernardino	General Counseling	12
California Student Aid Commission	Cal Grants	2
Call for Life Pregnancy Help Center	Crisis Pregnancy Center	12
CancerCare	Financial Assistance	1
Canyon Ridge Hospital	Access Center	3
Canyon Ridge Hospital	Hospital Services	1
Caring for the Hills	Emergency Food Boxes	9
Caring for the Hills	Food Pantry	3
Carolyn Owens Community Center	Batterers Treatment	1
Carolyn Owens Community Center	Counseling Services	1
Carpenters House		5
Carpenters House	ACTS 29 Food Ministry	80
Carter Branch Library	Storytime and Crafts	1
Carter Branch Library	Summer Reading Program	1
Casa Colina Centers for Rehabilitation	Acute Rehabilitation	1
Casa Colina Centers for Rehabilitation	Adult Day Health Care	2
Casa Colina Centers for Rehabilitation	Childrens Services	1
Casa de San Bernardino		1
Casa de San Bernardino	Youth Substance Abuse Outpatient Program	2
Casa Ramona Senior Center	Senior Center	2
Catholic Charities - Brother Miguel Center	Counseling Services	10
Catholic Charities of San Bernardino/Riverside		15
Catholic Charities of San Bernardino/Riverside	Advocacy and Referrals	5
Catholic Charities of San Bernardino/Riverside	Anger Management Classes	5
Catholic Charities of San Bernardino/Riverside	Case Management	4
Catholic Charities of San Bernardino/Riverside	Christmas Toys	1
Catholic Charities of San Bernardino/Riverside	Clothes/Household Items	44
Catholic Charities of San Bernardino/Riverside	Clothing Referrals	1
Catholic Charities of San Bernardino/Riverside	Food Assistance	119
Catholic Charities of San Bernardino/Riverside	Funeral Referral	9
Catholic Charities of San Bernardino/Riverside	Housing and Support Services	5
Catholic Charities of San Bernardino/Riverside	Individual/Family Counseling	16
Catholic Charities of San Bernardino/Riverside	Parenting Classes	6
Catholic Charities of San Bernardino/Riverside	Prescription Service	12
Catholic Charities of San Bernardino/Riverside	Refugee & Immigration Services	6
Catholic Charities of San Bernardino/Riverside	Rent/Mortgage Assistance	263

**Referrals from 2-1-1 San Bernardino County**

Catholic Charities of San Bernardino/Riverside	Transportation Assistance	43
Catholic Charities of San Bernardino/Riverside	Utility Assistance	200
Cedar House Rehabilitation Center	Detoxification	9
Cedar House Rehabilitation Center	Outpatient Therapy and Counseling Program	1
Cedar House Rehabilitation Center	Residential Treatment	13
Cedar House Rehabilitation Center	Women with Children Program	4
Center for Individual Development	Sunshine Club	1
Center for Individual Development	Teen Club	1
Center for Nonprofit Management		1
Center for Nonprofit Management	Nonprofit Development Program	1
Center for Nonprofit Management	Nonprofit Resource Library	1
Centers for Medicare and Medicaid Services		2
Centers for Medicare and Medicaid Services	Nursing Home Compare	1
Central City Lutheran Mission		5
Central City Lutheran Mission	Food Giveaway	30
Central City Lutheran Mission	Kinship Family Center	3
Central City Lutheran Mission	The H Street Clinic	45
Chaffey Joint Union High School District	Chaffey Adult School	2
Child Advocates of San Bernardino County; A CASA Organization		1
Child Advocates of San Bernardino County; A CASA Organization	Child Advocates of San Bernardino County	1
Child Find of America	Child Abduction Prevention and Support Services	1
Childrens Fund	Childrens Fund	1
Chino Hills Counseling		1
Chino Hills Counseling	Chino Hills Counseling	2
Chino Neighborhood House		2
Chino Neighborhood House	Clothing Distribution	8
Chino Neighborhood House	Emergency Food	8
Chino Neighborhood House	Household Item Distribution	4
Chino Senior Center	Case Management	1
Chino Senior Center	Cooling Center	1
Chino Valley Unified School District		1
Chino Valley Unified School District	TYKES	2
Chino Valley YMCA	School Age Care	1
Christian Counseling Service of the East Valley	General Counseling	3
Christian Counseling Service of the East Valley	Parent Child Interaction Therapy	1
Circle of Hope - Gods Kitchen	Overnight Emergency Shelter	14
Circle of Hope - Gods Kitchen	Transitional Living Program	9
City of Adelanto	City Hall	1
City of Chino		1
City of Chino	City Hall	1
City of Chino Hills	Community Services	1
City of Colton		5
City of Colton	City Hall	2
City of Colton	Community Services	1
City of Fontana		2
City of Fontana	City Hall	5
City of Fontana	Community Services	1
City of Fontana	Cooling Center	1
City of Grand Terrace	City Hall	2
City of Hesperia		2
City of Hesperia	City Hall	1
City of Hesperia	Community Services	3
City of Highland	Home Improvement Program	1
City of Hope Medical Center		1
City of Hope Medical Center	Cancer Treatment Services	1
City of Hope Medical Center	Hospital Services	1
City of Loma Linda	City Hall	2
City of Montclair		2
City of Montclair	City Hall	1
City of Montclair	Food Distribution	10
City of Montclair	Health Service Alliance	8
City of Montclair	Meals on Wheels	2
City of Montclair	Medical Clinic-Evening	28
City of Montclair	Nutrition And Parent Education	1
City of Montclair	Senior Citizens Program	2
City of Montclair Fire Department	Code Enforcement	1
City of Ontario		2
City of Ontario	City Hall	2
City of Ontario	Senior Center	1
City of Ontario Fire Department	CPR and First-Aid Classes	1
City of Rancho Cucamonga		1
City of Rancho Cucamonga	City Hall	4
City of Rancho Cucamonga	Community Services	1

**Referrals from 2-1-1 San Bernardino County**

City of Rancho Cucamonga Fire Department	Fire and Rescue	1
City of Redlands	City Hall	2
City of Redlands	Community Services	3
City of Rialto		1
City of Rialto	City Hall	3
City of Rialto	Senior Center	2
City of San Bernardino	City Clerks Office	1
City of San Bernardino	City Hall	7
City of San Bernardino Fire Department	Fire and Rescue	1
City of Upland		1
City of Upland	City Hall	1
City of Upland	Cooling Center	1
City of Victorville	City Hall	4
City of Victorville	Community Services	1
City of Victorville	Senior Home Repair Program	1
City of Yucaipa Scherer Senior Center	Senior Center	2
Clear View Treatment Center		1
Clear View Treatment Center	Substance Abuse Recovery	3
Community Action Partnership of San Bernardino County		19
Community Action Partnership of San Bernardino County	Cooling Center	1
Community Action Partnership of San Bernardino County	Energy, Education and Environmental Services Department	384
Community Action Partnership of San Bernardino County	Family Development	207
Community Action Partnership of San Bernardino County	Food Bank	45
Community Health Action Network		1
Community Health Action Network	Parent Resource Center	30
Community Health Systems, Inc.		3
Community Health Systems, Inc.	Medical, Dental, and Optometry	72
Community Hospital of San Bernardino		11
Community Hospital of San Bernardino	Behavioral Health Services	5
Community Hospital of San Bernardino	Crisis Intervention	44
Community Hospital of San Bernardino	Hospital	6
Community Senior Services CSS	The Enrichment Center Adult Day Program	2
Compulsive Eaters Anonymous	Compulsive Eaters	1
CRC Health Corporation	Drug Addiction Services	12
Crosslight Family Ministries / Fortress Christian Center	Outreach	37
CTIS Pregnancy Risk Information Line	Pregnancy Risk Information Line	1
Cypress Community Center	Cooling Center	2
David and Margaret Youth and Family Services	Foster Family and Adoption Services	1
Delmann Heights Community Center		2
Delmann Heights Community Center	Community Center	1
Delmann Heights Community Center	Food Distribution	29
Delmann Heights Community Center	Salvaged Bread Program	5
Delmann Heights Community Center	Senior Center	1
Denti-Cal Referral Line		1
Department of Managed Health Care	California HMO Help Center/ Complaints	2
Department of Rehabilitation Inland Empire District	Counselor Teacher for the Blind	1
Department of Rehabilitation Inland Empire District	Vocational Rehabilitation	1
Desert Manna Ministries		1
Desert Manna Ministries	Clothes Closet	1
Desert Manna Ministries	Electric Assistance Fund (EAF)	29
Desert Manna Ministries	Emergency Shelter	22
Desert Manna Ministries	Food Commodities	3
Desert Manna Ministries	Transportation Assistance	5
Desert Sanctuary, Inc.		5
Desert Sanctuary, Inc.	Catholic Charities Grants Case Management	22
Desert Sanctuary, Inc.	Cedar Chest Thrift Shop	3
Desert Sanctuary, Inc.	Haley House Domestic Violence Shelter	4
Don Day Community Center	Cooling Center	1
Don Day Community Center	Teen After School Program	1
Don Day Community Center	Tiny Tots	1
DOVES of Big Bear Valley, Inc.		1
DOVES of Big Bear Valley, Inc.	Counseling	1
DOVES of Big Bear Valley, Inc.	Domestic Violence Shelter	2
Drug Alternative Program	DAP	3
East Valley Community Health Center, Inc.		3
East Valley Community Health Center, Inc.	General Medical Services	21
Easter Seals Southern California	Child Development Center	1
Echos Of Faith World Outreach Ministries	Operation Fresh Start	21
El Sol Neighborhood Educational Center	Community Outreach	2
Employment Development Department		3
Employment Development Department	Bonding	4
Employment Development Department	State Disability Insurance	1
Employment Development Department	Unemployment Insurance	8

**Referrals from 2-1-1 San Bernardino County**

Equal Employment Opportunity Commission	Employment Discrimination Assistance	1
EyeCare America	Glaucoma Eye Care Program	1
EyeCare America	Seniors Eye Care Program	3
Faith Lutheran Church	Community Food Pantry	4
Faiths Hope Foundation	Necessity Assistance	1
Families and Friends of Murder Victims	Support Group	1
Family Service Agency of San Bernardino	Crestline Food and Clothing Bank	1
Family Service Agency of San Bernardino	Domestic Violence Program	18
Family Service Agency of San Bernardino	Individual, Family and Group Therapy	15
Family Service Agency of San Bernardino	Mental Health and Case Management	1
Family Service Agency of San Bernardino	Outpatient Mental Health Treatment	4
Family Service Agency of San Bernardino	Utility Assistance Fund (EAF & GAF)	7
Family Service Association of Redlands		4
Family Service Association of Redlands	Cold Weather Vouchers	6
Family Service Association of Redlands	Family Support	35
Family Service Association of Redlands	Home Again	11
Family Service Association of Redlands	Rental Assistance	4
Family Solutions	Health Services	1
Federal Bureau of Investigation	Investigations	1
First 5 Commission of San Bernardino County		3
First 5 Commission of San Bernardino County	First 5 Commission of San Bernardino County	7
First Chance/Y-CHOW, Inc.		2
First Chance/Y-CHOW, Inc.	Sober Living	6
Fisher House Foundation, Inc.	Hero Miles	1
Fontana Lewis Library & Technology Center	Cooling Center	2
Fontana Lewis Library & Technology Center	Library Services	1
Fontana Lewis Library & Technology Center	Toddler Boot Camp	1
Fontana Native American Center, Inc.		1
Fontana Native American Center, Inc.	American Indian Cultural and Social Services	1
Fontana Unified School District		1
Fontana Unified School District	Public Education	1
Foothill AIDS Project	Case Management	1
Foothill Family Shelter		6
Foothill Family Shelter	Basic Needs	46
Foothill Family Shelter	Foothill Family Shelter	33
Foothill Family Shelter	Harold Cares About Your Future	1
Frazee Community Center		2
Frazee Community Center	Hot Meals	23
Frazee Community Center	Medical Treatment	15
Frazee Community Center	Shelters	24
Friends Outside	Creative Conflict Resolutions	1
G.A.P. Food Bank	G.A.P. Food Bank	11
George White Senior Center	Cooling Center	2
George White Senior Center	Senior Center	3
Gift Ministries	Gift Ministries - The Clothes Closet	7
Good Steward Day Care	Child Care Service	3
Goodwill Southern California	Career Resource Center	7
Goodwill Southern California	Retail Stores and Used Goods	3
Hand to Hand Outreach	Independent Living Skills	1
Hand to Hand Outreach	Transportation	7
Hands On Inland Empire		1
Hands On Inland Empire	Alternative Sentencing	23
Hands On Inland Empire	Volunteer Opportunities	11
Hannahs House	Foster Care & Adoptions	1
Healthy Families	Health Care Coverage	2
Hesperia Branch Library	Adult Literacy Program	1
High Desert Child Adolescent and Family Services Center		4
High Desert Child Adolescent and Family Services Center	Anger Management	7
High Desert Child Adolescent and Family Services Center	Delayed Entry of Judgement	1
High Desert Child Adolescent and Family Services Center	Individual and Group Counseling	24
High Desert Child Adolescent and Family Services Center	Outpatient Substance Abuse Treatment	1
High Desert Child Adolescent and Family Services Center	Parenting Classes	1
High Desert Domestic Violence Program, Inc.	Domestic Violence Program Services	12
High Desert Homeless Services, Inc		3
High Desert Homeless Services, Inc	Shelter	68
High Desert Resource Network		1
High Desert Transitional Living Connection	School Supplies	1
High Desert Youth Center	Safety and Wellness Program	4
Highland Sam J. Racadio Library and Environmental Learning Center	Library Services	1
His Hands Ministry		1
His Hands Ministry	Food Bank	14
Home of Neighborly Senior Center	Cooling Center	1
Homeownership Preservation Foundation	The Homeowner's HOPE Hotline	2

**Referrals from 2-1-1 San Bernardino County**

Hootman Senior Center	Senior Luncheon	1
House of Ruth, Inc.		3
House of Ruth, Inc.	Counseling	1
House of Ruth, Inc.	Emergency Hotline	4
House of Ruth, Inc.	Emergency Shelter	21
House of Ruth, Inc.	Transitional Living	2
Housing and Community Development, State of California	Housing Ombudsman	1
Housing Authority of the County of San Bernardino		6
Housing Authority of the County of San Bernardino	Family Unification Program	16
Housing Authority of the County of San Bernardino	Fraud Reporting	1
Housing Authority of the County of San Bernardino	Mainstream Program	3
Housing Authority of the County of San Bernardino	Public Housing	35
Housing Authority of the County of San Bernardino	Section 8 Program	53
Housing Authority of the County of San Bernardino	Senior Housing	1
Housing Authority of the County of San Bernardino	Shelter Plus Care Program	2
Housing Authority of the County of San Bernardino	Tenant Based Assistance Program (TBA)	6
Humanitarian International Services Group	Eyes for You	2
Hutton Community Center	Senior Center	1
Impression Healthcare Services	Behavioral Health Counseling	5
Inland Agency	Community Tool Box	11
Inland Agency	Desert Sierra Partnership	1
Inland Agency	HICAP	1
Inland AIDS Project		1
Inland AIDS Project	Case Management	1
Inland Caregivers Resource Center	Legal/Financial Consultation	3
Inland Caregivers Resource Center	Link 2 Care	1
Inland Caregivers Resource Center	Respite Care	1
Inland Counties Legal Services, Inc		1
Inland Counties Legal Services, Inc	Housing Law Services Center	2
Inland Counties Legal Services, Inc	Legal Assistance	33
Inland Empire Economic Recovery Corporation (IEERC)		14
Inland Empire Economic Recovery Corporation (IEERC)	Home Foreclosure Prevention Seminars/Workshops	31
Inland Empire Health Plan	Healthy Kids	2
Inland Empire Latino Lawyers Association		1
Inland Empire Latino Lawyers Association	Legal Assistance and Counseling	36
Inland Empire United Way	2-1-1 San Bernardino County	1
Inland Empire United Way	Hands On Inland Empire	3
Inland Empire United Way	KidSmart Initiative	1
Inland Fair Housing and Mediation Board		8
Inland Fair Housing and Mediation Board	Education and Outreach	3
Inland Fair Housing and Mediation Board	Inland Fair Housing and Mediation	52
Inland Fair Housing and Mediation Board	Senior Services	1
Inland Hospice Association	Hospice Care	2
Inland Regional Center	Inland Regional Center	1
Inland Temporary Homes		2
Inland Temporary Homes	Shelter & Transitional Housing	15
Inland Valley Hope Partners	Food Security Program	46
Inland Valley Hope Partners	Pomona Valley Certified Farmers' Market	1
Inland Valley Hope Partners	Rent Payment Assistance	22
Inland Valley Hope Partners	Shelter/Housing Program	5
Inland Valley Hope Partners	Utility Assistance	23
Inland Valley Humane Society and S.P.C.A		1
Inland Valley Humane Society and S.P.C.A	Animal Care & Control	2
Inland Valley Justice Center	Dispute Resolution	3
Inland Valley Recovery Services	Inland Valley Recovery Services	15
Interface Children Family Services	2-1-1 Ventura County	3
Internal Revenue Service	Internal Revenue Service	1
Jericho Outreach, Inc.		2
Jericho Outreach, Inc.	Living Facilities	3
Jericho Outreach, Inc.	Residential/Outpatient Services	9
Job Corps		1
Job Corps	Job Training	3
Josephine Knopf Senior Center	Cooling Center	1
Josephine Knopf Senior Center	Senior and Disabled Transportation	2
Josephine Knopf Senior Center	Senior Center	1
Josephine Knopf Senior Center	Senior Lunch and Movie Program	1
Kaiser Permanente Medical Center	Hospital Services	2
Kids Come First Community Clinic	Kids Come First	9
Kids Turf Day Care Center	Day Care	2
LaSalle Medical Associates	Health Clinic	63
LaSalle Medical Associates	Healthy Families Enrollment	1
LaSalle Medical Associates	Pediatric Medicine	1
LaSalle Medical Associates	Well Women Exam	5

**Referrals from 2-1-1 San Bernardino County**

Legal Aid Society of San Bernardino		12
Legal Aid Society of San Bernardino	Legal Aid Clinic	68
Libreria del Pueblo, Inc.	Citizenship, English and Computer Classes	1
Libreria del Pueblo, Inc.	Immigration Services	1
Libreria del Pueblo, Inc.	Legal Clinic	10
Lighthouse Inner Change Sober Living	Sober Living	5
Loma Linda Branch Library		1
Loma Linda Branch Library	Library Services	1
Loma Linda Diabetes Support Group	Winning With Diabetes	1
Loma Linda Marriage & Family Therapy Clinic	Marriage and Family Therapy	11
Loma Linda University Medical Center	Hospital Services	2
Loma Linda University Psychology Department	Psychological Services Clinic	1
Loveland Jubilee Pantry	Jubilee Pantry	92
Lucerne Valley Domestic Violence Outreach	Batterers Intervention Program	1
Luque Senior Center	Senior Center	1
Lutheran Social Services of Southern California	Food Bank and Bread Program	3
Lutheran Social Services of Southern California	Probation, Juvenile Anger Management, Substance Abuse	1
Lutheran Social Services of Southern California	Sexual Abuse Treatment	2
Marygold Senior Center	Senior Center	1
Mary's Mercy Center, Inc.		6
Mary's Mercy Center, Inc.	Mary's Children Program	34
Mary's Mercy Center, Inc.	Mary's Table	50
Mary's Mercy Center, Inc.	Saint Joseph Clothes Closet	14
Mary's Mercy Center, Inc.	Showers	1
Mary's Mercy Center, Inc.	St. Martin de Porres Emergency Food Bag Program	44
Mary's Mercy Center, Inc.	Veronicas Home of Mercy	6
Meals on Wheels - Montclair	Home Delivered Meals	1
Meals On Wheels- Redlands, Inc	Home Delivered Meals	1
Mental Health Systems, Inc.	Court-Supervised Drug Treatment	2
Mental Health Systems, Inc.	Drug Abuse Counseling for Federal Probationers	1
Mental Health Systems, Inc.	Substance Abuse Prevention Project	1
Mental Health Systems, Inc.	Support Services	1
Mercy House		7
Mercy House	Assisi House	7
Mercy House	Guadalupe Residence	20
Mercy House	Walk-In Center	81
Metrolink	Metrolink Travel Information	2
Mexican Consulate General	Consular Services	6
Mimis House		1
Mimis House	Transitional Housing	13
Mojave Basin Youth Corps, Inc.	Mojave Basin YouthBuild	1
Mojave Valley Volunteer Hospice, Inc.	Elder Haven Day Care Center	1
Montclair Branch Library	Library Services	2
Morongo Basin Mental Health Services Association	Adult Intensive Outpatient	1
Morongo Basin Mental Health Services Association	Residential Drug and Alcohol Treatment	2
Morongo Basin Unity Home, Inc.	Domestic Violence- Emergency Shelter	1
Morongo Basin Unity Home, Inc.	Transitional Housing	2
Moses House Ministries		2
Moses House Ministries	Case Management	1
Moses House Ministries	The Boutique	32
Mothers Against Drunk Driving	Mothers Against Drunk Driving	1
Mountain Community Hospital	Rural Health Clinic	1
Mountain View Community Church		2
Mountain View Community Church	Food Pantry	65
Mountain View Community Church	Mountain View Preschool	1
Mountain View Community Church	Substance Abuse Meetings	2
Narcotics Anonymous		1
Narcotics Anonymous	Narcotics Anonymous Support Group	12
National Community Renaissance		3
National Community Renaissance	Affordable Housing	101
National Domestic Violence Hotline	Domestic Violence Hotline	5
National Health Information Center	Health Information Clearinghouse	1
National Patient Travel Center	Travel Hotline	1
National Suicide Prevention Lifeline	Suicide Hotline	6
National Suicide Prevention Lifeline	Suicide Prevention Lifeline	1
National Weather Service, United States Government	Weather Service	1
NCNW Bethune Center	GED Preparation	1
Neighborhood Housing Services of the Inland Empire, Inc.		5
Neighborhood Housing Services of the Inland Empire, Inc.	Down Payment Assistance	1
Neighborhood Housing Services of the Inland Empire, Inc.	Foreclosure Prevention	11
Neighborhood Housing Services of the Inland Empire, Inc.	Home Ownership	1
Neighborhood Housing Services of the Inland Empire, Inc.	Homebuyer Orientation	2
Neighborhood Partnership Housing Services, Inc.		3

**Referrals from 2-1-1 San Bernardino County**

Neighborhood Partnership Housing Services, Inc.	Foreclosure Counseling	9
Neighborhood Partnership Housing Services, Inc.	Home Ownership	2
Neighborhood Partnership Housing Services, Inc.	Homebuyer Education Class	2
New Hope Christian Fellowship	Lifeline	5
New Hope Village, Inc.	New Hope Village	1
Nicholson Community Center	Cooling Center	1
Northtown Housing Development Corp.	Government Food Commodities	1
Office of Emergency Services	Community Emergency Response Team Training	1
Oldtimers Foundation	Home maintenance and Conservation	5
Oldtimers Foundation	Transportation Services	3
Olive Branch Counseling Center		2
Olive Branch Counseling Center	Addictive Behavior	1
Olive Branch Counseling Center	Anger Management	12
Olive Branch Counseling Center	Parenting Classes	5
Olive Branch Counseling Center	Relationship Counseling	2
Omnitrans	Access Service	12
Omnitrans	Omnitrans	2
Ontario City Library	Library Services	1
Ontario Police Department	Police Department	4
Ontario Senior Center	Cooling Center	1
Ontario/Montclair YMCA		1
Ontario/Montclair YMCA	Afterschool Program	1
Ontario-Montclair School District		1
Operation Provider	Basic Need Assistance	3
Operation Provider	Electric and Gas Assistance Fund (EAF & GAF)	2
Option House, Inc.		4
Option House, Inc.	Community Education	3
Option House, Inc.	Domestic Violence Shelter Services	14
Our Lady of Hope		10
Our Lady of Hope	Food Pantry	69
Our Lady of Hope	Government Commodities Food Program	27
Our Lady of the Desert	Food Pantry	65
OWL Older Womens League	Benefits Quicklink	2
Pacific Lifeline		2
Pacific Lifeline	Transitional Shelter	3
PAL Humane Society	Humane Society	1
Para Los Niños		1
Para Los Niños	Para Los Niños Family Resource Center	86
Para Los Niños	Parenting Classes	2
Parents, Families & Friends of Lesbians & Gays	Support and Information	1
Partnership for Prescription Assistance		1
Partnership for Prescription Assistance	Prescription Assistance	3
Patton State Hospital	Hospital Services	2
Planned Parenthood of Orange and San Bernardino Counties	Contraceptive Clinics	9
Planned Parenthood of Orange and San Bernardino Counties	HIV/AIDS Testing and Counseling	1
Planned Parenthood of Orange and San Bernardino Counties	Pregnancy Testing, Counseling, and Referral	3
Planned Parenthood of Orange and San Bernardino Counties	Sexually Transmitted Infections Treatment	1
Pomona Valley Hospital Medical Center		1
Pomona Valley Workshop	Adult Development Center	1
Pregnancy Resource Center	Pregnancy Resources	1
Priscillas Helping Hands, Inc.		1
Priscillas Helping Hands, Inc.	Clothes Closet	14
Priscillas Helping Hands, Inc.	Community Meal	7
Prison to Peace Outreach	Job Search Assistance	2
Project Cuidar-SB	Child Enrichment Groups and Parenting Classes	3
Project Sister Family Services	Counseling	1
Project Sister Family Services	Support Groups	1
Protection and Advocacy		1
Protection and Advocacy	Disability Rights	2
Provisional Accelerated Learning (PAL) Center	Comprehensive Child Care	1
Provisional Accelerated Learning (PAL) Center	Operation Safe Harbor	1
Public Health Service Bureau	AIDS Drug Assistance Program	1
Putting Kids First	Parenting Course	1
Rader Program	Eating Disorders	2
Rancho Cucamonga & Fontana Family YMCA	Preschool	1
Rancho Cucamonga & Fontana Family YMCA	Summer Day Camp	1
Rancho Cucamonga Family Resource Center	Clothes Closet	7
Rancho Cucamonga Family Resource Center	Emergency Food	17
Rancho Cucamonga Family Resource Center	Family Resource Center	3
Rancho Cucamonga Family Resource Center	Good Healing/Good Grief	1
REACH	REACH	28
Reach Out Morongo Basin		1
Reach Out Morongo Basin	USDA Food Giveaway	1

**Referrals from 2-1-1 San Bernardino County**

Redlands Community Hospital	Family Clinic	2
Redlands Community Hospital	Hospital Services	1
Redlands Community Senior Center	Cooling Center	1
Redlands Community Senior Center	Senior Nutrition Lunch Program	2
Redlands Family YMCA	Day Camp	1
Redlands Family YMCA	Legal Aid	4
Redlands Family YMCA	Swimming	1
Redlands Police Department Recreation Bureau	Adult Sports Leagues	1
Redlands Police Department Recreation Bureau	Movies in the Park	1
Redlands Police Department Recreation Bureau	Redlands Police Department	1
Redlands Unified School District	High School Diploma and G.E.D.	1
Rialto Branch Library	Library Services	1
Rialto Police Department	Rialto Police	1
Rialto Senior Center	Home Delivered Meals	1
Rialto Senior Center	Senior Center	1
Rialto Senior Center	Senior Nutrition Lunch Program	1
Rialto Unified School District	Health Clinic	2
Rim Family Services, Inc.		1
Rim Family Services, Inc.	Outpatient Drug and Alcohol Treatment	1
Riverside County Sheriffs Department	Sheriffs Department	1
Rolling Start, Inc.	Deaf Services	1
Rolling Start, Inc.	Housing	3
Rolling Start, Inc.	Information and Referral	3
Rose of Sharon Life Center	The Life Center	27
Ruben Campos Community Center	Summer Lunch Program	2
Rudy C. Hernandez Community Center	Community Center	3
Rudy C. Hernandez Community Center	Cooling Center	1
Rudy C. Hernandez Community Center	Food Distribution	1
Running Springs Assembly of God	Food for Life	2
Rx Help For Californians		1
Rx Help For Californians	Prescription Assistance	2
Salvation Army - Ontario		7
Salvation Army - Ontario	Christmas Baskets	1
Salvation Army - Ontario	Emergency Food Box	22
Salvation Army - Ontario	Emergency Rental/Mortgage Assistance	33
Salvation Army - Ontario	Motel Vouchers	21
Salvation Army - Redlands	Electric and Gas Assistance Fund (EAF & GAF)	25
Salvation Army - San Bernardino		6
Salvation Army - San Bernardino	Food Program	78
Salvation Army - San Bernardino	Shelter Program	119
Salvation Army Service Extension	Utility Assistance	5
Salvation Army-Victor Valley		7
Salvation Army-Victor Valley	Disaster Recovery Services	1
Salvation Army-Victor Valley	Food Assistance	65
Salvation Army-Victor Valley	Motel Vouchers	31
Salvation Army-Victor Valley	Utility Assistance	189
Samaritan Counseling Center	Behavior Education and Management Services	1
Samaritan Counseling Center	Counseling	18
San Antonio Community Hospital	Urgent Care	1
San Bernardino City Unified School District		2
San Bernardino City Unified School District	Public Education	1
San Bernardino County Animal Care & Control		9
San Bernardino County Animal Care & Control	Animal Services	4
San Bernardino County Animal Care & Control	Spay and Neuter Voucher Program	2
San Bernardino County Auditor-Controller/Recorder		1
San Bernardino County Auditor-Controller/Recorder	County Assessor	1
San Bernardino County Auditor-Controller/Recorder	Recorder/Clerk	16
San Bernardino County Department of Aging and Adult Services		6
San Bernardino County Department of Aging and Adult Services	Adult Protective Services	11
San Bernardino County Department of Aging and Adult Services	Family Caregiver Support Program	6
San Bernardino County Department of Aging and Adult Services	In Home Supportive Services	38
San Bernardino County Department of Aging and Adult Services	Linkages Program	1
San Bernardino County Department of Aging and Adult Services	Long-Term Care Ombudsman Program	1
San Bernardino County Department of Aging and Adult Services	Multipurpose Senior Services Program	5
San Bernardino County Department of Aging and Adult Services	Senior Information and Assistance Program	9
San Bernardino County Department of Aging and Adult Services	Senior Nutrition Services	1
San Bernardino County Department of Behavioral Health	AB2034 Homeless Program	4
San Bernardino County Department of Behavioral Health	Agewise Program	2
San Bernardino County Department of Behavioral Health	Alcohol and Drug Services	7
San Bernardino County Department of Behavioral Health	Behavioral Health Resource Center Central Triage Services (After Hou	2
San Bernardino County Department of Behavioral Health	Centralized Children's Intensive Case Management Services	1
San Bernardino County Department of Behavioral Health	Children's Crisis Response Team	11
San Bernardino County Department of Behavioral Health	Clubhouse	1

**Referrals from 2-1-1 San Bernardino County**

San Bernardino County Department of Behavioral Health	Outpatient Services	32
San Bernardino County Department of Behavioral Health	The Access Unit	22
San Bernardino County Department of Behavioral Health	Transitional Age Youth One Stop Center	8
San Bernardino County Department of Child Support Services		1
San Bernardino County Department of Child Support Services	Child Support Services	18
San Bernardino County Department of Children and Family Services		2
San Bernardino County Department of Children and Family Services	Child Protective Hotline	17
San Bernardino County Department of Children and Family Services	Foster Care	3
San Bernardino County Department of Community Development and Housing	American Dream Downpayment Initiative	2
San Bernardino County Department of Probation	Probation	3
San Bernardino County Department of Public Health		2
San Bernardino County Department of Public Health	AIDS Program	4
San Bernardino County Department of Public Health	Black Infant Health Project	1
San Bernardino County Department of Public Health	Health Promotion and Education	2
San Bernardino County Department of Public Health	Immunizations	13
San Bernardino County Department of Public Health	Prenatal Clinic	4
San Bernardino County Department of Public Health	Reproductive Health Centers	9
San Bernardino County Department of Public Health	Smile in Style	4
San Bernardino County Department of Public Health	Traffic S.A.F.E. Program	4
San Bernardino County Department of Public Health	Tuberculosis Control Program	3
San Bernardino County Department of Public Health	Vector Control	5
San Bernardino County Department of Public Health	Women Infants and Children (WIC)	50
San Bernardino County Department of Veterans Affairs	Burial Benefits	1
San Bernardino County Department of Veterans Affairs	Veterans Claims Assistance	1
San Bernardino County District Attorney	General Information	2
San Bernardino County District Attorney	Victim Services Unit	1
San Bernardino County Land Use Services Department		1
San Bernardino County Land Use Services Department	Code Enforcement Division	8
San Bernardino County Museum	The Museum	1
San Bernardino County Preschool Services Department		3
<b>San Bernardino County Preschool Services Department</b>	Head Start	<b>15</b>
San Bernardino County Preschool Services Department	Support Services	10
San Bernardino County Public Authority	In-Home Supportive Services Registry	8
San Bernardino County Sheriffs Department		3
San Bernardino County Sheriffs Department	Detention Facilities	17
San Bernardino County Sheriffs Department	Juvenile Intervention Program JIP	2
San Bernardino County Sheriffs Department	Law Enforcement	13
San Bernardino County Superintendent of Schools	Child Care Referral Services	11
San Bernardino County Superintendent of Schools	KidsNCare Resource and Referral Training Unit	1
San Bernardino County Superintendent of Schools	Subsidized Child Care	18
San Bernardino County Transitional Assistance Department		4
San Bernardino County Transitional Assistance Department	C4Yourself	5
San Bernardino County Transitional Assistance Department	CalWORKs Program	102
San Bernardino County Transitional Assistance Department	Cash Aid Program for Immigrants	1
San Bernardino County Transitional Assistance Department	Child Care Programs	4
San Bernardino County Transitional Assistance Department	Disaster Food Stamp Program	11
San Bernardino County Transitional Assistance Department	Food Stamp Program	110
San Bernardino County Transitional Assistance Department	Health Care Options	2
San Bernardino County Transitional Assistance Department	Medi-Cal Program	51
San Bernardino County Transitional Assistance Department	Refugee Resettlement Program	2
San Bernardino County Transitional Assistance Department	The General Relief Program	7
San Bernardino County Workforce Development Department	Employment Resource Center	70
San Bernardino Family YMCA		1
San Bernardino Family YMCA	Afterschool Program	1
San Bernardino Family YMCA	Swimming	1
San Bernardino Police Department	Police Department	4
San Bernardino Senior Center	Cooling Center	1
San Bernardino Sexual Assault Services, Inc	Sexual Assault Program	1
Save the Babies	Miracles in Recovery	1
Second Harvest Food Bank	Agency Food Distribution	1
SEIU United Long Term Care Workers Union	Home Care Registry	3
Set Free Christian Fellowship		1
Set Free Christian Fellowship	Food Assistance	5
Set Free Christian Fellowship	Food Ministry	10
Social Action Community Health System		17
Social Action Community Health System	Behavioral, Therapeutic and Dental Health Care	8
Social Action Community Health System	Good to Grow: Total Toddler Check-up	1
Social Action Community Health System	Primary Health Care	7
Social Security Administration		1
Social Security Administration	Social Security	15
Southern California Edison		3
Southern California Edison	California Alternate Rates for Energy	2

**Referrals from 2-1-1 San Bernardino County**

Southern California Edison	Community Energy Partnership-Home Energy Efficiency Tune-Ups	2
Southern California Edison	Energy Management Assistance Program	2
Southern California Edison	Medical Baseline Program	1
Southern California Gas Company		3
Southern California Gas Company	CARE	1
Southern California Gas Company	Direct Assistance Program	2
Southwest Gas Company		1
Southwest Gas Company	California Alternate Rates for Energy	2
Southwest Gas Company	Deferred Payment Program	1
Southwest Gas Company	Medical Baseline Program	2
Special Little Angels, Inc.		2
Special Little Angels, Inc.	Little Angels	3
Special Little Angels, Inc.	Special Angels Transitional Shelter	2
Springboard		1
Springboard	Consumer Credit Counseling	2
St. John of God Health Care Services		5
St. John of God Health Care Services	Assistance Services	311
St. John of God Health Care Services	Detox Center	12
St. John of God Health Care Services	Food Assistance	50
St. John of God Health Care Services	Residential Rehabilitation for Parents with Young Children	1
St. John of God Health Care Services	Residential Substance Abuse Treatment	3
St. John of God Health Care Services	Sober Living Homes	2
St. Johns Community Success Center		1
St. Johns Community Success Center	Standing Community Services	8
St. Johns Community Success Center	Youth Outreach	1
St. Mary Medical Center	Hospital Services	4
St. Mary Medical Center	Mommy and Me	1
START Pediatric Neurodevelopmental Assessment and Treatment Center	START Center	1
State Bar of California	Attorney Information and Referral Service	5
State Bar of California	Lawyer Complaints	2
Superior Court of California County of San Bernardino		1
Superior Court of California County of San Bernardino	Civil Court/ Unlawful Detainer	7
Superior Court of California County of San Bernardino	Criminal Court	1
Superior Court of California County of San Bernardino	Drug Court	2
Superior Court of California County of San Bernardino	Family Court	16
Superior Court of California County of San Bernardino	Probate Court	1
Superior Court of California County of San Bernardino	Small Claims Court	2
Superior Court of California County of San Bernardino	Traffic Court	5
Teen Challenge of Southern California		1
Teen Challenge of Southern California	Mens Residential Substance Abuse Program	1
Teen Line	Teen Line	1
Telecare High Desert Crisis Walk-In Center	Crisis Walk-In Center	4
The 29 Palms Community Food Pantry & Outreach Ministries, Inc	Community Food Pantry	9
The Agape House		1
The Agape House	New Life Program	21
The Center, Inc.	On-line Support	1
The Community Counseling Center	General Counseling	11
The Restorative Justice Center of The Inland Empire	Face-To Face Inmate Release Program	1
The Sober Living Network		2
The Sober Living Network	Internet Information and Referral Service	13
The Trevor Project	Trevor Helpline	1
The Unforgettables Foundation	Burial Assistance	7
The Way Station		1
The Way Station	Food Assistance	4
The White House Healing Center, Inc.	Transitional Housing	4
Time For Change Foundation		1
Time For Change Foundation	Sweet Dreams House	26
Time For Change Foundation	Workshops	2
Touched Ones United Creating Hope, Inc.	Backpack Ministries	1
Town of Apple Valley	Clean Up and Recycle Program	1
Town of Apple Valley	Special Apples	1
Training With Pay	Feed the Children of the Desert	2
Travelers Aid of the Inland Empire		1
Travelers Aid of the Inland Empire	Emergency Transportation and Referral Service	5
Travelers Aid of the Inland Empire	Emergency Travel Services	7
Tri-County Dental Society	Dental Care Information and Referral	4
Tri-County Dental Society	Free Dental Work for Children	10
Twentynine Palms Armed Services YMCA MCAGCC		1
Twentynine Palms Senior Center	Nutrition and Transportation	1
U.S. Citizenship and Immigration Services	Citizenship and Immigration Services	3
U.S. Department of Commerce		1
U.S. Department of Commerce	Digital TV Coupon Program	5

**Referrals from 2-1-1 San Bernardino County**

U.S. Department of Housing and Urban Development	Hope for Homeowners	3
U.S. Department of Housing and Urban Development	HUD	12
United Animal Nations	Lifeline Grants	3
United States Census Bureau	Census Employment	1
United States Department of Education	Federal Student Aid (FSA)	1
United States Department of Labor	Labor and Employment Law	5
United States Post Offices	Postal Services	1
United Way - Mojave Valley United Fund, Inc.	Mojave Valley United Way Fundraising	1
Valley Fellowship - Seventh Day Adventist Church	Community Services	11
Valley Star Children and Family Services		1
Valley Star Children and Family Services	Mental Health Services	2
Vanished Childrens Alliance	Location & Recovery	1
Victor Valley Community Dental Service	Dental Service Program	12
Victor Valley Community Services Council		1
Victor Valley Community Services Council	Alternative Sentencing Program	2
Victor Valley Community Services Council	Volunteer Center	6
Victor Valley Domestic Violence		1
Victor Valley Domestic Violence	Domestic Violence Shelter	6
Victor Valley Domestic Violence	Referral Services for a "A Better Way"	1
Victor Valley Rescue Mission		3
Victor Valley Rescue Mission	Food Services and Clothing	106
Victor Valley Rescue Mission	Recovery Program	2
Victor Valley Transit Authority		1
Victor Valley Transit Authority	Direct Access	4
Victor Valley Transit Authority	Victor Valley Transit Authority	2
Villa de Ninos	Preschool	1
Visiting Nurse Association and Hospice of Southern California	Hospice Care	1
Visiting Nurse Association Of The Inland Counties	Home Health Aide Services	1
Vista Guidance Centers		3
Vista Guidance Centers	Adolescent Anger Management	1
Vista Guidance Centers	Adult Anger Management Services	3
Vista Guidance Centers	Christmas Meals	1
Vista Guidance Centers	DEJ Program (PC1000)	1
Vista Guidance Centers	Mental Health Services	5
Vista Guidance Centers	Parenting Classes	3
Vista Guidance Centers	Recovery Center	1
Vocational Improvement Program, Inc.	Direct Placement	1
Volunteer Center of Riverside County		1
Volunteer Center of Riverside County	2-1-1 Riverside County	156
West End Family Counseling		1
West End Family Counseling	Mental Health and Counseling Services	7
West End Family Counseling	SART	1
West End Family Counseling	School-Based Counseling	2
Westside Brighter Vision Foundation	Community Resource Referral	5
Westside Community Service Center		1
Westside Community Service Center	Employment Assistance	1
Westside Community Service Center	Food Distributions	49
Westside Community Service Center	Rent Payment Assistance	4
Westside Community Service Center	Senior Luncheon	2
WeTip		1
WeTip	Crime Reporting Hotline	2
Young Visionaries Youth Leadership Academy		1
Young Visionaries Youth Leadership Academy	C.U.T.T. Center - Career, University, Technology Training	2
Young Visionaries Youth Leadership Academy	Forward Focus Leadership Program	2
Young Visionaries Youth Leadership Academy	Mentoring Program	1
Yucaipa Christian Church	Manna Food Cupboard	18
Yucaipa Valley Welfare, Inc		1
Yucaipa Valley Welfare, Inc	Food Program	8
Yucaipa-Calimesa Joint Unified School District		1
Yucca Valley Senior Center	Home Delivered Meals	1
<b>Total</b>		<b>8,072</b>

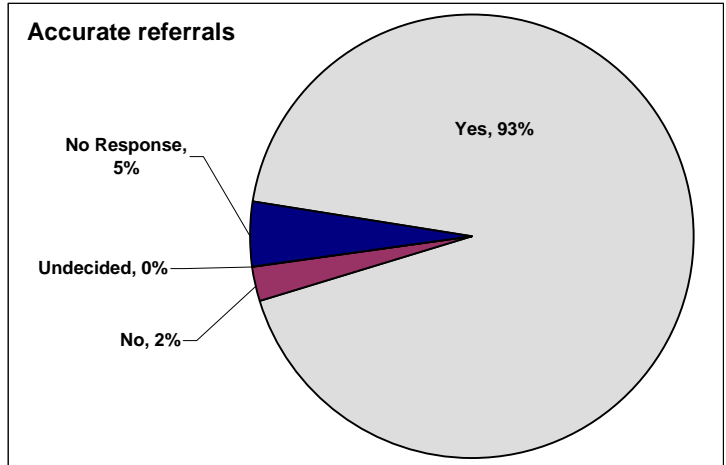
2-1-1 San Bernardino County Report

**Callback Survey Responses**

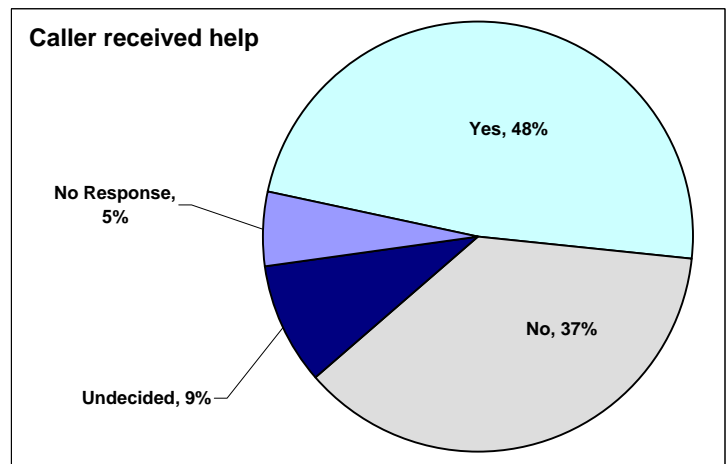
July 2009

Total of 127 Respondents

Were the referral(s) accurate?	
Yes	93%
No	2%
Undecided	0%
No Response	5%

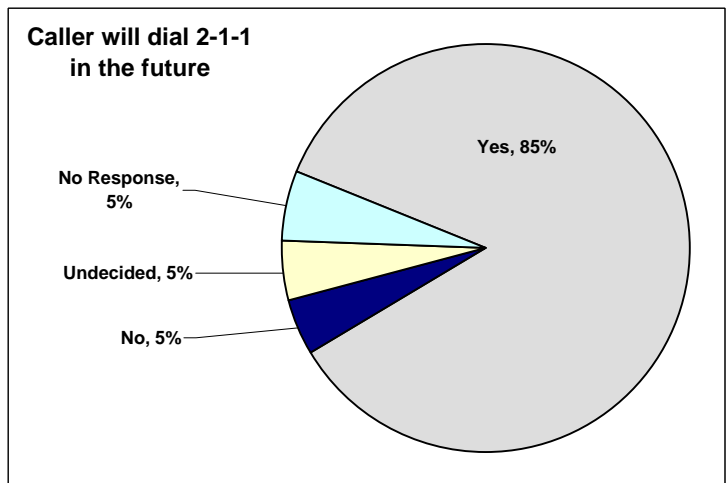


Did you contact the referral agency (ies)?	
Yes	90%
No	5%
Undecided	1%
No Response	5%



If yes, did you get the help you needed?	
Yes	48%
No	37%
Undecided	9%
No Response	5%

Was the information useful?	
Yes	86%
No	4%
Undecided	5%
No Response	5%



Will you call 2-1-1 in the future?	
Yes	85%
No	5%
Undecided	5%
No Response	5%

Are you a registered voter?	
Yes	49%
No	38%
Undecided	6%
No Response	8%