



January - March 2009
2-1-1 San Bernardino County Quarterly Report

2-1-1 San Bernardino County Quarterly Report - March 2009



2-1-1 is an initiative of



2-1-1 News Items

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

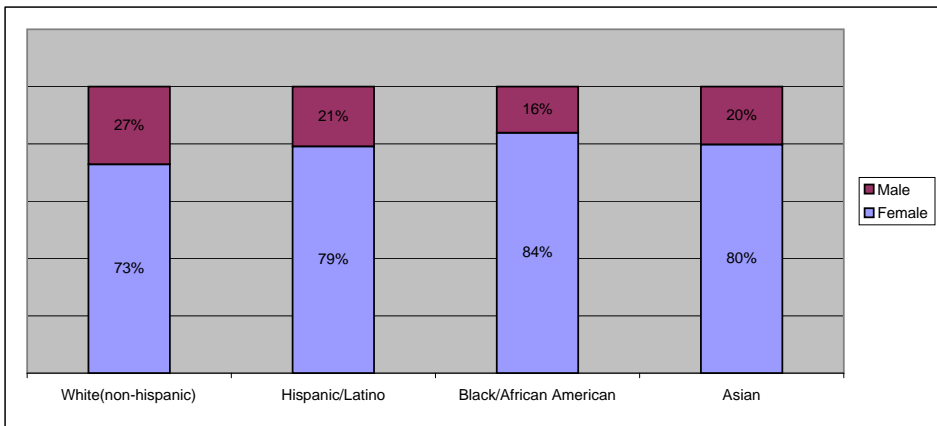
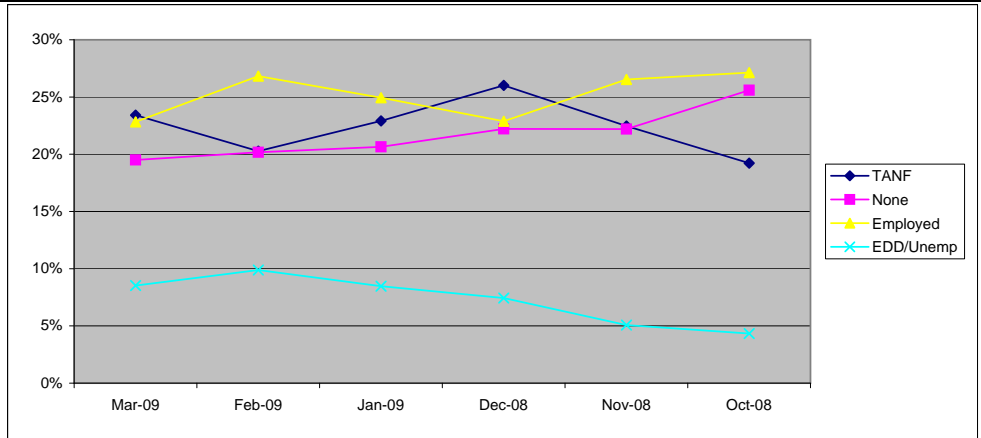
Federal funding for 2-1-1 is close - 35 Senate and 108 House co-sponsors. Please lend your voice. Both of our Senators are on board. However, none of our Representatives serving San Bernardino County are. Call the Congressional Switchboard at 202-224-3121 and help make 2-1-1 sustainable.

2-1-1 Advisory Committee Meeting

The next meeting of the 2-1-1 Advisory Committee will be held at 9am at the 2-1-1 Call Center in Rancho Cucamonga on Thursday, the 28th of May, 2009.

Quarterly 2-1-1 Call Center Data Analysis

Source of Income over the last 6 months shows more than double the rate of callers who indicate that their main source of income is unemployment.



Women consistently call at a 4 to 1 ratio over men, but callers are much more likely to be males if they are White, and less likely if they are Black/African American.

A look at some Ethnic differences - Hispanic/Latino and Asian callers are 4 times more likely to have learned about 2-1-1 on TV than White or Black/African American.

The next page shows the top 15 needs - a comparison between the 4 main ethnic groups.

Thanks to 2-1-1 funding partners:



Other support from:



Top 15 Needs per Ethnicity, January - March 2009

Source: 2-1-1 San Bernardino County

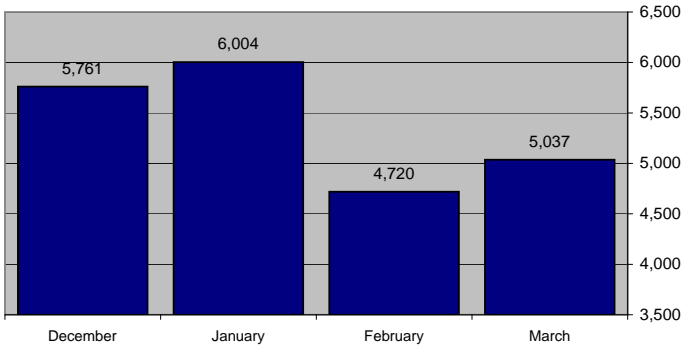
Hispanic/ Latino (41% of known callers)		White (33% of known callers)		Black/ African American (24% of known callers)		Asian (1.5% of known callers)	
Need	%	Need	%	Need	%	Need	%
Food	16%	Utility Bill Pymt Assist.	18%	Utility Bill Pymt Assist.	24%	General Medical Care	17%
Utility Bill Pymt Assist.	15%	Food	11%	Rent/Mortgage Pymt Assist.	11%	Utility Bill Pymt Assist.	15%
General Info Svcs/Org	9%	Shelter	8%	Shelter	9%	Food	10%
Rent/Mortgage Pymt Assist.	7%	Rent/Mortgage Pymt Assist.	8%	Food	8%	Shelter	8%
General Medical Care	7%	General Medical Care	6%	General Info Svcs/Org	5%	Rent/Mortgage Pymt Assist.	7%
Shelter	5%	General Info Svcs/Org	5%	General Medical Care	4%	Housing	6%
Housing	4%	Housing	4%	Housing	4%	General Info Svcs/Org	4%
Counseling	3%	Counseling	4%	Income Maintenance Progs	2%	Counseling	4%
Legal Assist.	3%	Legal Assist.	3%	Motel Vouchers	2%	Legal Assist.	3%
Training/Employment Svcs	2%	Substance Abuse Svcs	3%	Counseling	2%	Unemployment/EDD	3%
Tax Assist.	2%	Consumer Complaints/Assist.	2%	Legal Assist.	2%	Motel Vouchers	2%
Dental Health	2%	Tax Assist.	2%	Tax Assist.	2%	Consumer Complaints/Assist.	2%
Income Maintenance Progs	2%	Income Maintenance Progs	2%	Consumer Complaints/Assist.	2%	Training/Employment Svcs	2%
Diapers	2%	Elder/Senior Svcs	2%	Training/Employment Svcs	2%	Transportation	2%
Substance Abuse Svcs	1%	Dental Health	2%	Diapers	1%	Elder/Senior Svcs	2%
Consumer Complaints/Assist.	1%	Motel Vouchers	2%	Clothing	1%	Income Maintenance Progs	1%

For the first quarter of 2009, the greatest need among Asian callers was general medical care, at more than twice the rate of the other groups. The greatest need among Hispanic callers is food, but they request shelter at a lower rate than the other ethnic groups. Almost 1/4 of all requests from Black/African Americans were for utility payment assistance, more than 7% greater than the others. Substance abuse service requests were 3 times higher among White callers.

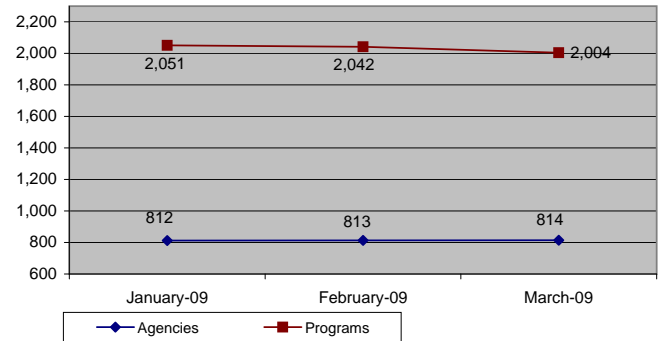
2-1-1 San Bernardino County

March 2009 Data Analysis

Total number of documented calls



2-1-1 database totals



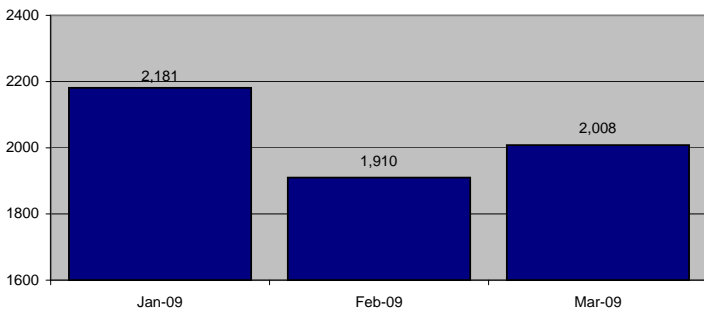
Total number of documented calls**

Month	Total number of documented calls**
March	5,037
February	4,720
January	6,004
December	5,761

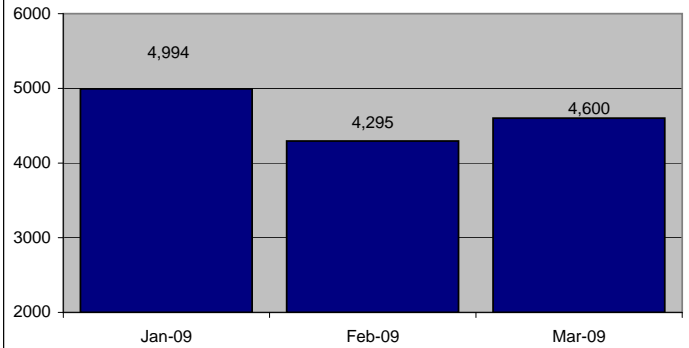
** No longer includes hangups, wrong numbers, internal, etc.

Agencies	Database totals	Programs
814	Mar-09	2,004
813	Feb-09	2,042
812	Jan-09	2,051

Total # of callers with children in the households



Total number of children involved



Call totals per # of children in household:

	Mar-09	Feb-09	Jan-09
0 or unknown	3,132	2810	3823
1	613	585	678
2	692	657	752
3	393	421	422
4	203	157	193
5	55	57	79
6	37	18	33
7	10	10	17
8	2	4	4
9	1	0	0
More than 9	2	1	3
Total	2008	1910	2181

Total Number of Children

Month	Total Number of Children
Mar-09	4600
Feb-09	4295
Jan-09	4994

Percentage of callers w/children

39%

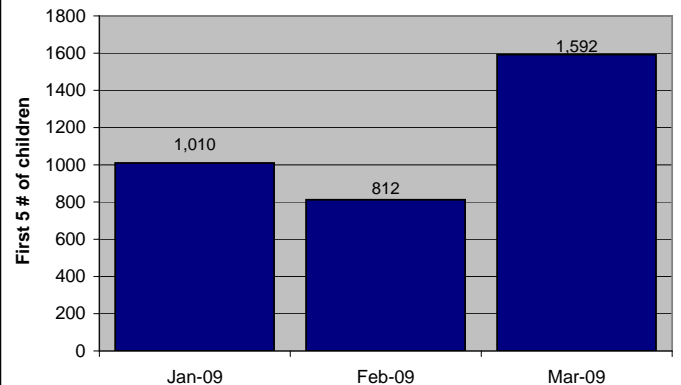
First 5 Calls

Total # First 5 Children represented	3108
Total number of calls this month	5037
Total # of First 5 Calls	1592
Percentage of F5 calls	32%

Call totals per # of children under 6:

	Mar-09	Feb-09	Jan-09
0 or unknown	3,908	3908	4994
1	633	500	585
2	560	229	286
3	267	72	106
4	120	6	23
5	5	4	10
6	0	0	0
7	7	1	0
8	0	0	0
9	0	0	0
More than 9	0	0	0
Total F5 Calls	1592	812	1010

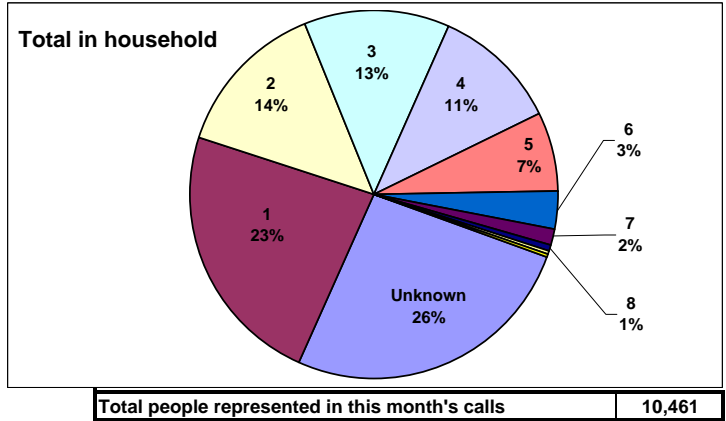
Total number of children under 6



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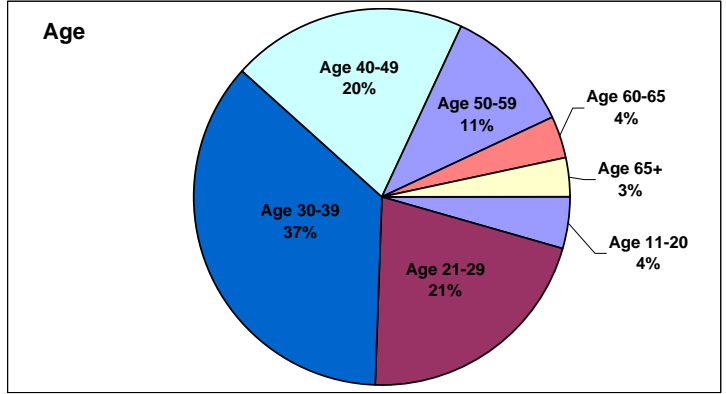
Total # in household:			
	Mar-09	Feb-09	Jan-09
Unknown	1,314	1090	2075
1	1178	1142	1131
2	704	696	741
3	637	640	700
4	566	545	642
5	339	340	382
6	168	146	192
7	76	72	76
8	30	29	35
9	12	7	11
9+	13	13	19
Total	3723	3630	3929

NA
32%
19%
17%
15%
9%
5%
2%
1%
0%
0%

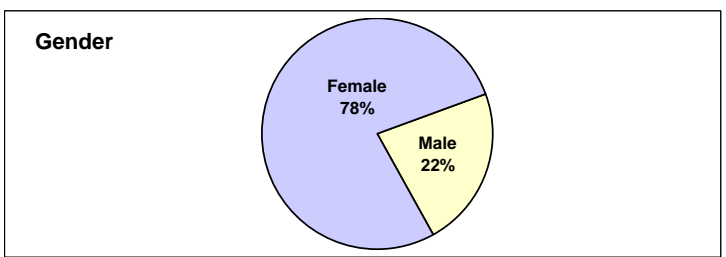


Total people represented in this month's calls **10,461**

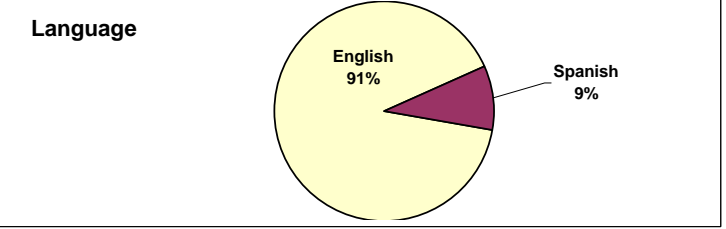
Age:			
	Mar-09	Feb-09	Jan-09
Age 0-3	4	4	8
Age 4-5	6	3	5
Age 6-10	9	7	9
Age 11-20	147	115	171
Age 21-29	717	654	886
Age 30-39	1231	1327	1600
Age 40-49	693	700	726
Age 50-59	374	332	357
Age 60-65	125	98	95
Age 65+	110	81	110
Total	3416	3321	3967



Gender			
	Mar-09	Feb-09	Jan-09
Male	1126	1043	1246
Female	3894	3668	4571
Other	5	2	2
Transgender	0	1	2
Unknown	12	6	21
Total	5025	4714	5821

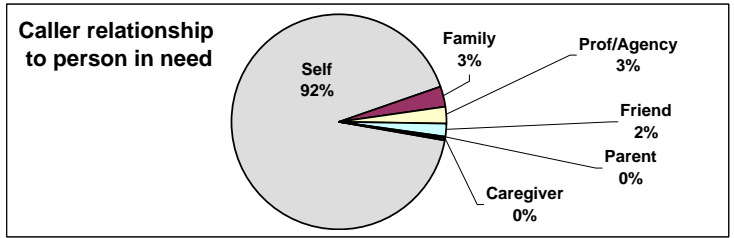


Language			
	Mar-09	Feb-09	Jan-09
English	4566	4129	5439
Spanish	471	588	559
Hindi	0	1	0
Hebrew	0	0	1
Ilocano	0	0	1

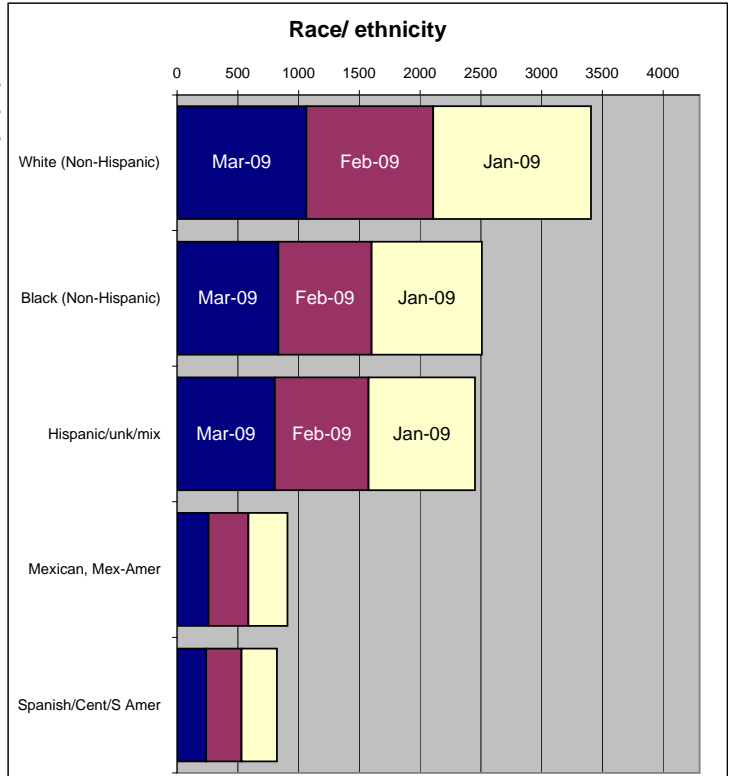


2-1-1 San Bernardino County

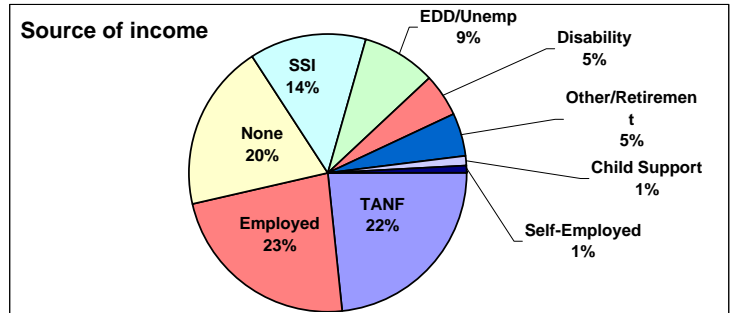
Caller relationship to person in need:			
	Mar-09	Feb-09	Jan-09
Self	4633	4381	5643
Family	150	104	112
Prof/Agency	133	133	130
Friend	89	75	89
Parent	23	22	22
Caregiver	9	5	8



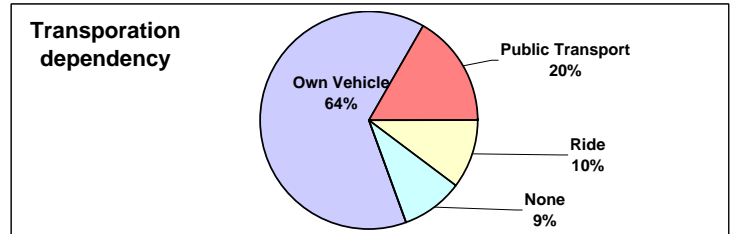
Race/ ethnicity				
	Mar-09	Feb-09	Jan-09	
White (Non-Hispanic)	1064	1044	1299	32%
Black (Non-Hispanic)	833	768	908	25%
Hispanic/unk/mix	804	772	877	24%
Mexican, Mex-Amer	260	327	323	8%
Spanish/Cent/S Amer	240	290	293	7%
Declined to answer	32	36	17	1%
Asian-Indian	11	28	19	
Asia/unk/mix	11	11	12	
Other	7	4	9	
Vietnamese	6	4	5	
Multi-race	6	3	1	
Chinese	4	0	4	
Pacific Islander/unk/mix	3	9	5	
Native American	3	1	2	
Cambodian	2	5	0	
Laotian	2	1	2	
Samoan	1	7	5	
Hawaiian	1	3	3	
Cuban	1	1	2	
Filipino	0	6	2	
Korean	0	1	1	
Japanese	0	1	1	
Puerto Rican	0	0	1	
Unknown	1746	1398	2213	
Total Known	3291	3322	3791	



Source of income:			
	Mar-09	Feb-09	Jan-09
TANF	753	609	800
Employed	734	806	871
None	627	606	721
SSI	439	379	447
EDD/Unemp	274	297	296
Disability	168	125	159
Other/Retirement	157	114	140
Child Support	33	33	29
Self-Employed	30	36	29

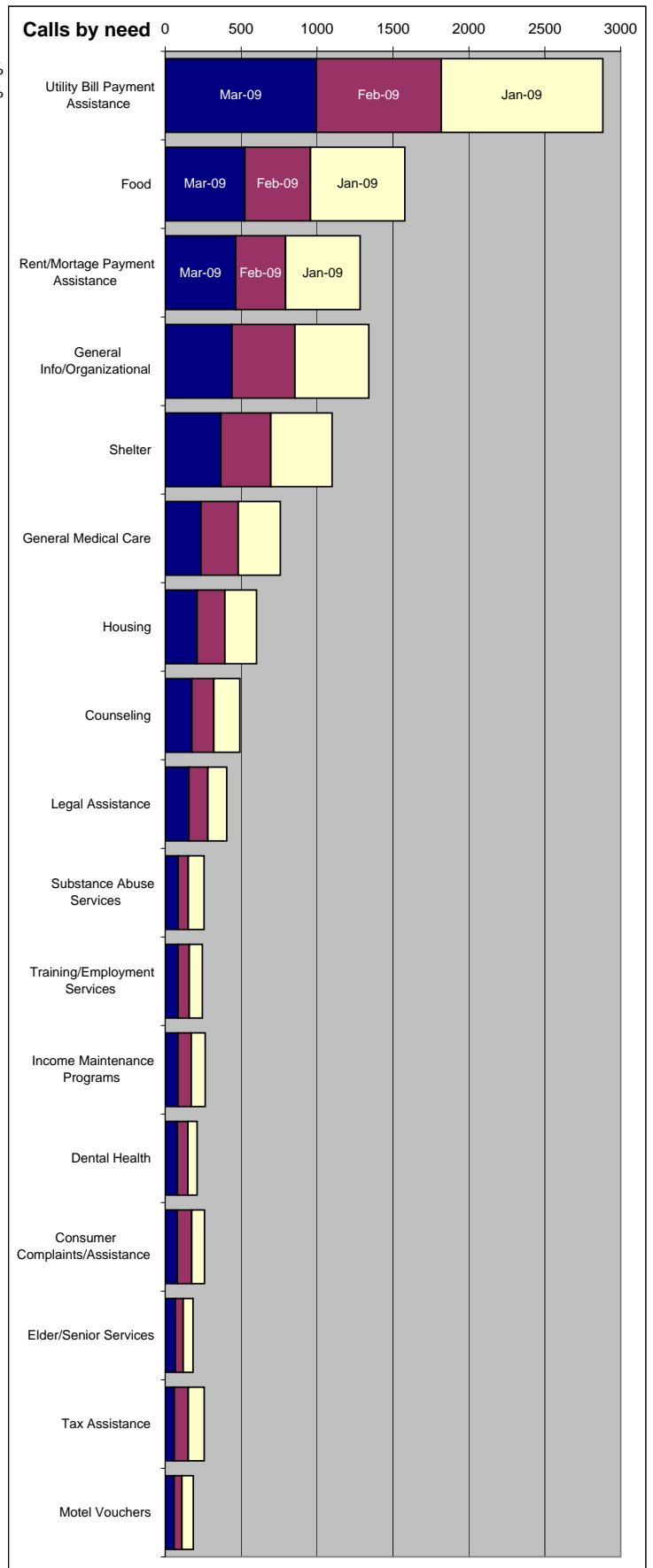


Transportation dependency:			
	Mar-09	Feb-09	Jan-09
Own Vehicle	1940	1941	2193
Public Transportation	508	479	648
Ride	310	236	357
None	276	239	276
Taxi	2	1	1
Transportation Voucher	1	0	0



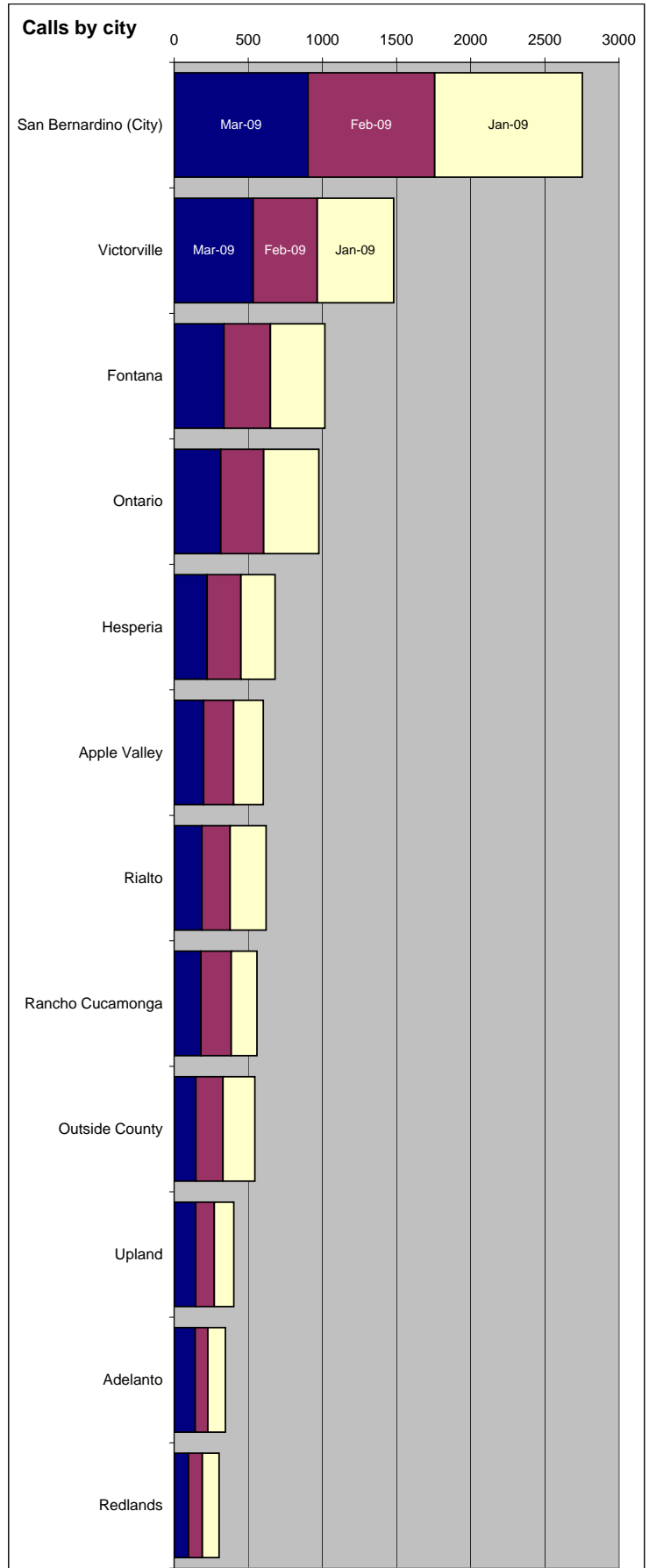
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Calls by need:			
Need	Mar-09	Feb-09	Jan-09
Utility Bill Payment Assistance	994	824	1065
Food	525	432	622
Rent/Mortgage Payment Assistance	465	328	492
General Info/Organizational	440	414	488
Shelter	367	329	404
General Medical Care	235	246	278
Housing	210	183	209
Counseling	176	144	172
Legal Assistance	157	124	125
Substance Abuse Services	86	66	105
Training/Employment Services	85	74	87
Income Maintenance Programs	84	88	92
Dental Health	80	69	62
Consumer Complaints/Assistance	79	96	85
Elder/Senior Services	67	52	65
Tax Assistance	60	92	106
Motel Vouchers	59	51	76
Transportation	49	44	45
Household Items	49	33	30
Clothing	46	30	43
Medi-Cal/Medicare	44	46	39
Diapers	43	43	67
Foreclosure Assistance	38	10	0
Courts/Probation System	37	25	33
Bus Passes/Gas Vouchers	35	10	18
Mental Health Care Facilities	33	25	34
Parenting Education	32	28	24
Law Enforcement	31	32	44
Unemployment/EDD	28	22	36
Anger Management	26	13	35
Temporary Financial Aid	25	21	12
Volunteer Opportunities	24	19	23
Child Care	23	31	44
Residential Drug Treatment	22	8	9
Support Groups	20	24	28
General Info/Mental Health Care	20	18	34
Tenant/Landlord Rights	20	18	18
Baby Formula	19	19	19
Animal Services	18	15	10
Educational Programs	18	14	21
Licenses and Certificates	15	11	10
Social Security	15	6	15
Domestic Violence	14	13	8
Sober Living	14	8	15
Emergency Medical Care	12	12	12
Donations	11	6	12
Environmental Protection/Maintenance	10	11	18
Disability Issues	10	3	3
Immunizations	9	9	14
Child Abuse	9	7	14
Immigration/Citizenship	8	12	0
Public Safety	8	9	4
Burial/Funeral Assistance	8	8	14
Elder Abuse	8	2	2
Parks & Recreation Services	6	0	0
School District	5	9	17
Labor Board/Fair Employment	5	1	3
Library Services	4	6	4
Mentoring Programs	4	5	0
School Readiness Programs	3	6	8
Credit Counseling	3	5	5
Tutoring Services	3	3	0
Business License	3	0	0
Disability Benefits	2	4	1
Adoption/Foster Care	1	6	9
Cold Weather Shelter	1	3	7
Municipal Services/Public Works	1	3	0



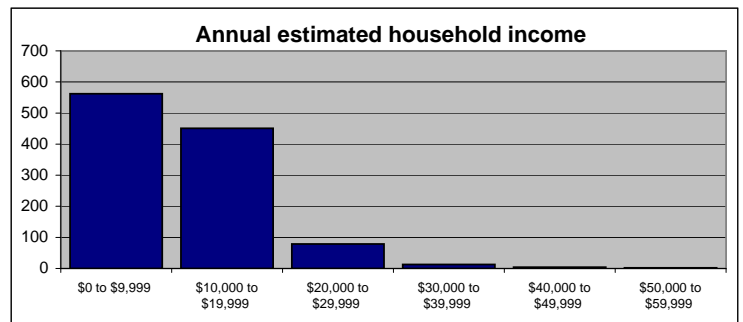
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Calls per city			
City	Mar-09	Feb-09	Jan-09
San Bernardino (City)	903	854	997
Victorville	533	432	516
Fontana	336	313	368
Ontario	314	290	373
Hesperia	222	228	231
Apple Valley	199	202	201
Rialto	187	191	243
Rancho Cucamonga	181	204	174
Outside County	147	182	216
Upland	146	125	132
Adelanto	142	85	119
Redlands	97	93	114
Colton	95	88	132
Barstow	90	88	70
Chino	90	86	85
Highland	76	57	68
Yucaipa	54	31	51
Chino Hills	41	39	23
Montclair	37	44	43
Bloomington	34	35	38
Yucca Valley	32	33	25
Loma Linda	28	19	30
Twenty-Nine Palms	27	19	25
Alta Loma	20	20	20
Crestline	20	11	25
Phelan	16	22	11
Big Bear City	16	18	10
Lucerne Valley	16	13	16
Helendale	16	9	12
Joshua Tree	14	5	6
Pomona (City)	11	33	47
Mentone	10	12	6
Lake Arrowhead	10	10	13
Big Bear Lake	8	3	12
Grand Terrace	7	16	10
Running Springs	6	6	9
Pinon Hills	4	5	5
Lytle Creek	4	0	2
Outside Of California	3	5	6
Needles	2	6	2
Rimforest	2	4	1
Forest Falls	2	2	2
Oro Grande	2	1	8
Hinkley	2	1	0
Yermo	2	0	2
Newberry Springs	1	3	6
Cedar Glen	1	1	3
Morongo	1	1	1
Calimesa	1	0	3
Unincorporated Areas	0	6	0
Wrightwood	0	4	1
La Verne	0	3	3
Etiwanda	0	1	1
Daggett	0	1	0
Trona	0	1	0
Devore	0	0	1
Skyforest	0	0	0

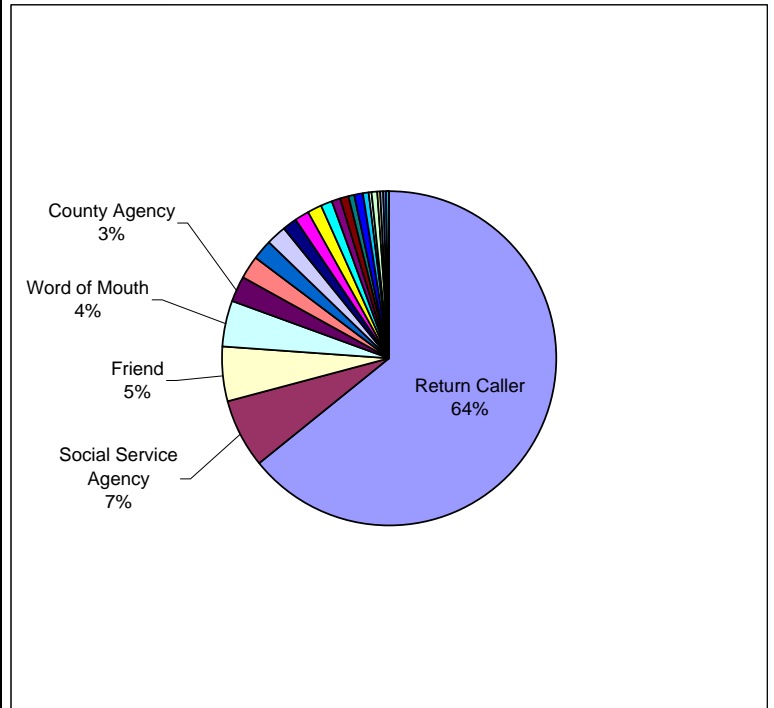


2-1-1 San Bernardino County

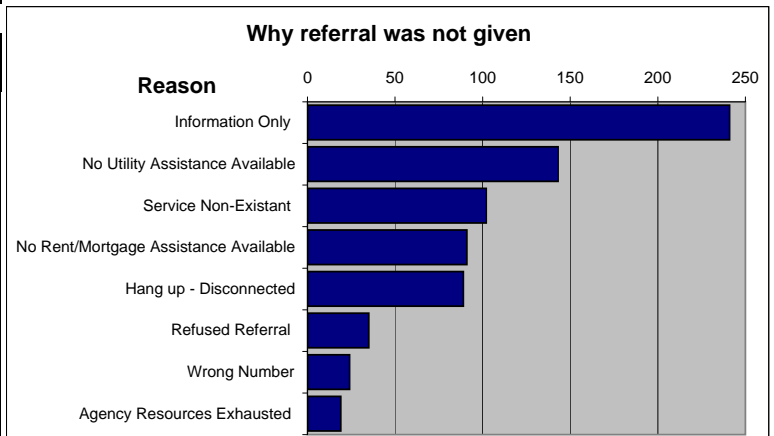
Annual estimated household income			
	Mar-09	Feb-09	Jan-09
Declined to state	3921	3691	4904
\$0 to \$9,999	562	601	655
\$10,000 to \$19,999	451	349	376
\$20,000 to \$29,999	79	62	58
\$30,000 to \$39,999	13	16	9
\$40,000 to \$49,999	4	1	1
\$50,000 to \$59,999	2	0	1
\$60,000 to \$69,999	3	0	0
\$70,000 to \$79,999	1	0	0
\$80,000 +	1	0	0



How caller learned about 2-1-1			
	Mar-09	Feb-09	Jan-09
Return Caller	3224	3018	4040
Social Service Agency	349	275	375
Friend	257	268	252
Word of Mouth	224	163	225
County Agency	127	145	155
Resource List	110	88	103
Referral Card	101	134	114
Utility Company	97	95	67
Church	72	63	91
Family	71	97	117
Brochure	63	41	44
School	58	48	89
Television	49	104	67
Other I&R or 2-1-1	35	25	29
Law Enforcement	34	25	33
Other	33	28	53
Newspaper	27	23	32
Phone Book	27	9	12
Internet	20	20	30
Doctor's Office/Clinic	19	21	26
Government Non-County	12	8	13
Radio	10	11	14
Hospital	7	3	9
Billboards	5	0	0
411	2	1	2
Out of Town Crisis Line	2	1	2
Chronic Caller	1	10	10
President Obama's Stimulus Plan	1	0	0
Magazine	0	0	1



Why referral not given			
Reason	Mar-09	Feb-09	Jan-09
Information Only	241	180	169
No Utility Assistance Available	143	263	263
Service Non-Existant	102	149	171
No Rent/Mortgage Assistance Available	91	64	205
Hang up - Disconnected	89	32	0
Refused Referral	35	12	17
Wrong Number	24	15	31
Agency Resources Exhausted	19	15	31
No Shelter Bed Availability	15	7	11
Transportation Issue	3	2	4
Agency(s) Funds Exhausted	2	149	214
Transferred 211 Call	0	25	0
Returned Call	0	4	7
Non-I&R Call	0	1	0



2-1-1 San Bernardino County Monthly Report

Calls Handled Statistics

Report: Queue Group Performance by Day of Week

Site: Inland Empire United Way 2-1-1

Device: 005 - All SB QG's

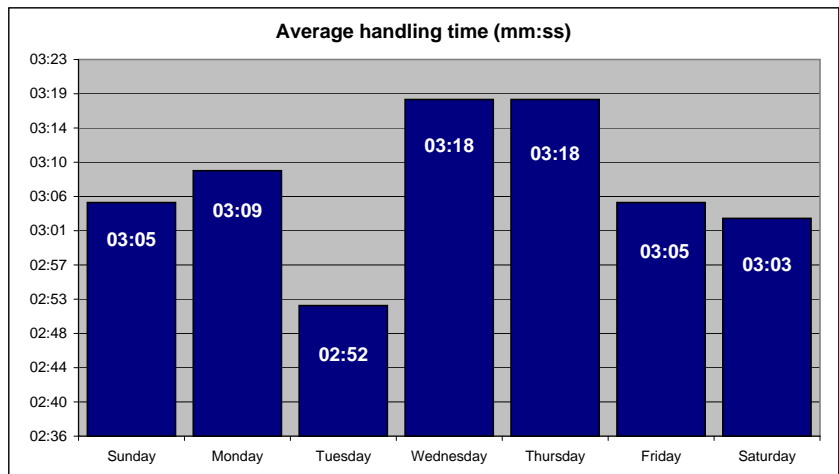
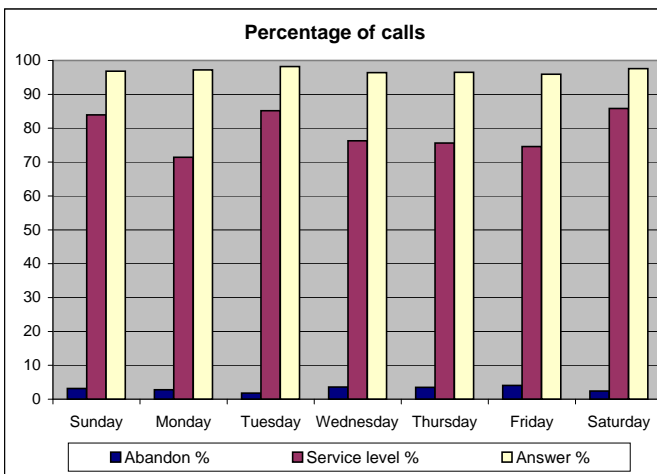
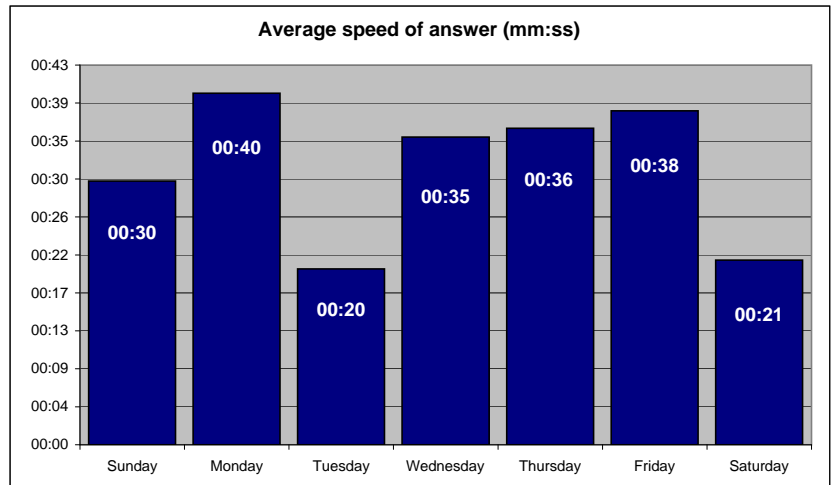
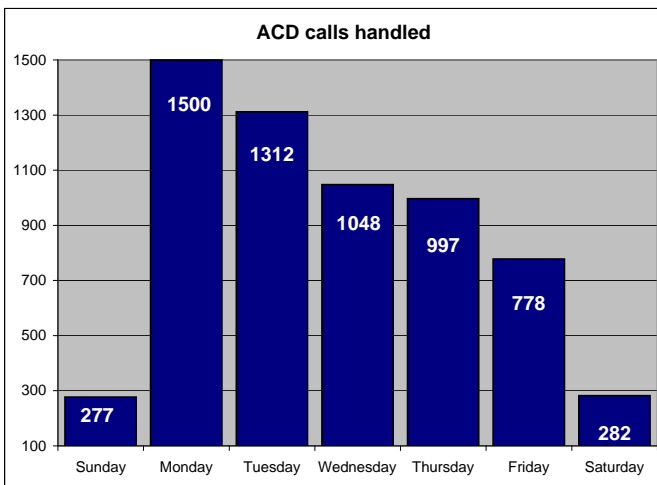
Date range: 3/1/2009 - 3/31/2009 12:00 AM - 12:00 AM

Created on: 4/1/2009

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 %
Sunday	286	277	36	9	0	2	0	273	4	0	0	0:00:30	0:02:45	0:00:00	14:17:27	0:03:05	3.1	83.9	96.9
Monday	1543	1500	47	43	0	7	0	1485	15	0	0	0:00:40	0:02:06	0:00:00	78:48:25	0:03:09	2.8	71.4	97.2
Tuesday	1336	1312	32	24	0	7	0	1304	8	0	0	0:00:20	0:01:52	0:00:00	62:42:20	0:02:52	1.8	85.2	98.2
Wednesday	1087	1048	25	39	0	12	0	1026	22	0	0	0:00:35	0:01:55	0:00:00	57:53:03	0:03:18	3.6	76.3	96.4
Thursday	1033	997	24	36	0	11	0	954	43	0	0	0:00:36	0:03:22	0:00:00	55:04:54	0:03:18	3.5	75.6	96.5
Friday	811	778	29	33	0	9	0	741	37	0	0	0:00:38	0:02:23	0:00:00	40:11:24	0:03:05	4.1	74.6	95.9
Saturday	289	282	15	7	0	0	0	278	4	0	0	0:00:21	0:02:45	0:00:00	14:23:57	0:03:03	2.4	85.8	97.6

Total	6385	6194	208	191	0	48	0	6061	133	0	0	0:00:33	0:02:23	0:00:00	323:21:30	0:03:08	3.0	77.4	97.0
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City/Town	Needs - March 2009	Total
Adelanto	Utility Bill Payment Assistance	57
	Rent/Mortgage Payment Assistance	19
	Food	15
	General Information Services/Organizational	10
	Shelter	8
	General Medical Care	8
	Training/Employment Services	4
	Income Maintenance Programs	4
	Legal Assistance	4
	Mental Health Care Facilities	4
	Dental Health	3
	General Information Services/Mental Health Care	3
	Medi-Cal/Medicare	3
	Housing	2
	Anger Management	2
	Counseling	2
	Social Security	2
	Temporary Financial Aid	2
	Volunteer Opportunities	2
	Substance Abuse Services	1
	Child Care	1
	Foreclosure Assistance	1
	Tax Assistance	1
	BN-Unmet Need (Not Listed Above)	1
	Clothing	1
	Courts/Probation System	1
	Domestic Violence	1
	Donations	1
	Elder Abuse	1
	Elder/Senior Services	1
Household Items	1	
Residential Drug Treatment	1	
Transportation	1	
Adelanto Total		168
Alta Loma	Utility Bill Payment Assistance	7
	Rent/Mortgage Payment Assistance	3
	Food	2
	General Information Services/Organizational	2
	Substance Abuse Services	2
	Shelter	1
	Training/Employment Services	1
	Housing	1
	Child Care	1
	Foreclosure Assistance	1
	Tax Assistance	1
	Public Safety	1
	Sober Living	1
	Tenant/Landlord Rights	1
Alta Loma Total		25
Apple Valley	Utility Bill Payment Assistance	88
	Food	21
	Rent/Mortgage Payment Assistance	19
	General Information Services/Organizational	11
	Shelter	10
	Housing	9
	Elder/Senior Services	8
Dental Health	7	

	Training/Employment Services	6
	General Medical Care	5
	Counseling	4
	Courts/Probation System	4
	Transportation	4
	Consumer Complaints/Assistance	4
	Substance Abuse Services	3
	Tax Assistance	3
	Household Items	3
	Bus Passes/Gas Vouchers	3
	Legal Assistance	2
	General Information Services/Mental Health Care	2
	Tenant/Landlord Rights	2
	Animal Services	2
	Diapers	2
	Motel Vouchers	2
	Income Maintenance Programs	1
	Mental Health Care Facilities	1
	Medi-Cal/Medicare	1
	Anger Management	1
	Temporary Financial Aid	1
	Residential Drug Treatment	1
	Sober Living	1
	Law Enforcement	1
	Support Groups	1
	Unemployment/EDD	1
Apple Valley Total		234
Barstow	Utility Bill Payment Assistance	30
	Food	9
	General Information Services/Organizational	7
	Legal Assistance	7
	Rent/Mortgage Payment Assistance	6
	Shelter	4
	Motel Vouchers	4
	Dental Health	2
	Social Security	2
	Residential Drug Treatment	2
	Transportation	2
	Bus Passes/Gas Vouchers	2
	HC-Unmet Need (Not Listed Above)	2
	Immunizations	2
	Law Enforcement	2
	General Medical Care	1
	Training/Employment Services	1
	General Information Services/Mental Health Care	1
	Medi-Cal/Medicare	1
	Counseling	1
	BN-Unmet Need (Not Listed Above)	1
	Elder/Senior Services	1
	Tenant/Landlord Rights	1
	Consumer Complaints/Assistance	1
	Emergency Medical Care	1
	Support Groups	1
Barstow Total		94
Big Bear City	Utility Bill Payment Assistance	7
	Food	2
	General Information Services/Organizational	2
	Rent/Mortgage Payment Assistance	1

	Shelter	1
	Legal Assistance	1
	Social Security	1
	Diapers	1
Big Bear City Total		16
Big Bear Lake	General Information Services/Organizational	2
	Shelter	1
	General Medical Care	1
	Dental Health	1
	Elder Abuse	1
	Consumer Complaints/Assistance	1
Big Bear Lake Total		7
Bloomington	Utility Bill Payment Assistance	5
	General Medical Care	3
	Legal Assistance	3
	Housing	3
	Elder/Senior Services	3
	General Information Services/Organizational	2
	Substance Abuse Services	2
	Child Care	2
	Rent/Mortgage Payment Assistance	1
	Food	1
	Shelter	1
	Counseling	1
	Social Security	1
	Domestic Violence	1
	Sober Living	1
	Animal Services	1
	Consumer Complaints/Assistance	1
	Diapers	1
	Emergency Medical Care	1
	HC-Unmet Need (Not Listed Above)	1
	Motel Vouchers	1
Bloomington Total		36
Calimesa	Rent/Mortgage Payment Assistance	1
Calimesa Total		1
Cedar Glen	Anger Management	1
Cedar Glen Total		1
Chino	Food	18
	Utility Bill Payment Assistance	10
	Shelter	9
	Rent/Mortgage Payment Assistance	8
	General Information Services/Organizational	8
	General Medical Care	8
	Counseling	4
	Tax Assistance	4
	Housing	3
	Anger Management	3
	Legal Assistance	2
	Dental Health	2
	Medi-Cal/Medicare	2
	Temporary Financial Aid	2
	Transportation	2
	Bus Passes/Gas Vouchers	2
	Support Groups	2
	Training/Employment Services	1
	Income Maintenance Programs	1
	Mental Health Care Facilities	1

	Substance Abuse Services	1
	Domestic Violence	1
	Household Items	1
	Public Safety	1
	Business License	1
	Consumer Complaints/Assistance	1
	Diapers	1
	Law Enforcement	1
	Motel Vouchers	1
	Parenting Education	1
Chino Total		102
Chino Hills	Utility Bill Payment Assistance	9
	General Medical Care	8
	Food	5
	Shelter	5
	General Information Services/Organizational	3
	Training/Employment Services	3
	Dental Health	3
	Rent/Mortgage Payment Assistance	2
	Bus Passes/Gas Vouchers	2
	Legal Assistance	1
	Mental Health Care Facilities	1
	Housing	1
	Anger Management	1
	Counseling	1
	Substance Abuse Services	1
	Elder/Senior Services	1
	Residential Drug Treatment	1
	Baby Formula	1
	Consumer Complaints/Assistance	1
	Disability Issues	1
Chino Hills Total		51
Colton	Utility Bill Payment Assistance	9
	Food	8
	Rent/Mortgage Payment Assistance	7
	Shelter	7
	Training/Employment Services	6
	General Information Services/Organizational	5
	Transportation	5
	Housing	4
	Bus Passes/Gas Vouchers	4
	Legal Assistance	3
	Counseling	3
	Substance Abuse Services	3
	Household Items	3
	Consumer Complaints/Assistance	3
	Parenting Education	3
	Income Maintenance Programs	2
	Dental Health	2
	Tax Assistance	2
	Domestic Violence	2
	Elder/Senior Services	2
	General Medical Care	1
	Medi-Cal/Medicare	1
	Anger Management	1
	Social Security	1
	Foreclosure Assistance	1
	BN-Unmet Need (Not Listed Above)	1

	Elder Abuse	1
	Residential Drug Treatment	1
	Baby Formula	1
	Disability Issues	1
	Educational Programs	1
	Emergency Medical Care	1
	Immigration/Citizenship	1
	Law Enforcement	1
	Motel Vouchers	1
	Support Groups	1
	Unemployment/EDD	1
Colton Total		100
Crestline	Rent/Mortgage Payment Assistance	7
	Legal Assistance	3
	Utility Bill Payment Assistance	2
	Food	2
	Consumer Complaints/Assistance	2
	General Information Services/Organizational	1
	General Medical Care	1
	Medi-Cal/Medicare	1
	Temporary Financial Aid	1
	Foreclosure Assistance	1
	Clothing	1
Crestline Total		22
Fontana	Food	51
	Utility Bill Payment Assistance	48
	Rent/Mortgage Payment Assistance	43
	Shelter	26
	Counseling	23
	General Medical Care	21
	General Information Services/Organizational	17
	Housing	15
	Training/Employment Services	12
	Legal Assistance	12
	Income Maintenance Programs	8
	Volunteer Opportunities	6
	Mental Health Care Facilities	5
	Dental Health	5
	Medi-Cal/Medicare	5
	Courts/Probation System	5
	Substance Abuse Services	4
	Elder/Senior Services	4
	Licenses and Certificates	4
	Motel Vouchers	4
	Parenting Education	4
	Child Care	3
	Foreclosure Assistance	3
	Tax Assistance	3
	Clothing	3
	Transportation	3
	Diapers	3
	Emergency Medical Care	3
	Donations	2
	Household Items	2
	Animal Services	2
	Burial/Funeral Assistance	2
	Disability Issues	2
	Educational Programs	2

	Environmental Protection/Maintenance	2
	HC-Unmet Need (Not Listed Above)	2
	Law Enforcement	2
	Unemployment/EDD	2
	Anger Management	1
	Temporary Financial Aid	1
	Domestic Violence	1
	Tenant/Landlord Rights	1
	Bus Passes/Gas Vouchers	1
	Consumer Complaints/Assistance	1
	Credit Counseling	1
	Developmental Assessment	1
	Immunizations	1
	Labor Board/Fair Employment	1
	OCS-Unmet Need (Not Listed Above)	1
	Parks & Recreation Services	1
Fontana Total		375
Forest Falls	Dental Health	1
	Library Services	1
Forest Falls Total		2
Grand Terrace	Utility Bill Payment Assistance	1
	Shelter	1
	Income Maintenance Programs	1
	Substance Abuse Services	2
	Consumer Complaints/Assistance	1
Grand Terrace Total		6
Helendale	Utility Bill Payment Assistance	6
	Rent/Mortgage Payment Assistance	1
	Food	3
	Training/Employment Services	1
	Income Maintenance Programs	1
	Medi-Cal/Medicare	1
	Housing	1
	Counseling	1
	Clothing	1
	Elder/Senior Services	1
	Educational Programs	1
	Parenting Education	1
Helendale Total		19
Hesperia	Utility Bill Payment Assistance	94
	Food	29
	Shelter	18
	Rent/Mortgage Payment Assistance	12
	Legal Assistance	11
	General Information Services/Organizational	9
	Housing	8
	General Medical Care	7
	Counseling	6
	Substance Abuse Services	5
	Consumer Complaints/Assistance	5
	Training/Employment Services	4
	Income Maintenance Programs	4
	Dental Health	4
	Tenant/Landlord Rights	4
	Medi-Cal/Medicare	3
	Elder/Senior Services	3
	Household Items	3
	Diapers	3

	Volunteer Opportunities	2
	Foreclosure Assistance	2
	Tax Assistance	2
	Animal Services	2
	Anger Management	1
	Clothing	1
	Transportation	1
	Public Safety	1
	Adoption/Foster Care	1
	After School Programs	1
	Burial/Funeral Assistance	1
	Bus Passes/Gas Vouchers	1
	Educational Programs	1
	Emergency Medical Care	1
	HC-Unmet Need (Not Listed Above)	1
	IFL-Unmet Need (Not Listed Above)	1
	Law Enforcement	1
	Licenses and Certificates	1
	Motel Vouchers	1
	Support Groups	1
	Unemployment/EDD	1
Hesperia Total		257
Highland	Rent/Mortgage Payment Assistance	13
	Food	12
	Utility Bill Payment Assistance	10
	General Information Services/Organizational	7
	Counseling	6
	Substance Abuse Services	4
	Consumer Complaints/Assistance	4
	General Medical Care	3
	Housing	3
	BN-Unmet Need (Not Listed Above)	3
	Shelter	2
	Income Maintenance Programs	2
	Tax Assistance	2
	Courts/Probation System	2
	Elder/Senior Services	2
	Parenting Education	2
	Training/Employment Services	1
	Legal Assistance	1
	Dental Health	1
	General Information Services/Mental Health Care	1
	Transportation	1
	Public Safety	1
	Animal Services	1
	Bus Passes/Gas Vouchers	1
	Diapers	1
	Disability Issues	1
	Educational Programs	1
	Motel Vouchers	1
	Unemployment/EDD	1
Highland Total		90
Hinkley	Rent/Mortgage Payment Assistance	1
	Food	1
	Animal Services	1
	HC-Unmet Need (Not Listed Above)	1
Hinkley Total		4
Joshua Tree	Utility Bill Payment Assistance	6

	Food	2
	General Information Services/Organizational	1
	Shelter	1
	General Medical Care	1
	Substance Abuse Services	1
	Transportation	1
	Disability Benefits	1
Joshua Tree Total		14
Lake Arrowhead	Anger Management	3
	General Information Services/Organizational	2
	Utility Bill Payment Assistance	1
	Medi-Cal/Medicare	1
	Housing	1
	Elder/Senior Services	1
	Disability Issues	1
Lake Arrowhead Total		10
Loma Linda	Utility Bill Payment Assistance	4
	General Medical Care	4
	Food	2
	General Information Services/Organizational	2
	Shelter	2
	Income Maintenance Programs	2
	Housing	2
	BN-Unmet Need (Not Listed Above)	2
	Rent/Mortgage Payment Assistance	1
	Training/Employment Services	1
	Mental Health Care Facilities	1
	Child Care	1
	Foreclosure Assistance	1
	Tax Assistance	1
	Transportation	1
	Consumer Complaints/Assistance	1
	Disability Issues	1
	HC-Unmet Need (Not Listed Above)	1
	Immigration/Citizenship	1
Loma Linda Total		31
Lucerne Valley	Utility Bill Payment Assistance	7
	Rent/Mortgage Payment Assistance	3
	Food	2
	Housing	2
	Counseling	2
	Legal Assistance	1
	Elder/Senior Services	1
	Tenant/Landlord Rights	1
	Parenting Education	1
Lucerne Valley Total		20
Lytle Creek	Food	1
	Dental Health	1
	Elder/Senior Services	1
Lytle Creek Total		3
Mentone	Utility Bill Payment Assistance	3
	Rent/Mortgage Payment Assistance	5
	Food	1
	General Information Services/Organizational	1
	Dental Health	1
	Substance Abuse Services	1
	Household Items	1
Mentone Total		13

Montclair	General Medical Care	9
	Food	6
	Utility Bill Payment Assistance	5
	Counseling	4
	General Information Services/Organizational	2
	Legal Assistance	2
	Housing	2
	Child Care	2
	BN-Unmet Need (Not Listed Above)	2
	Rent/Mortgage Payment Assistance	1
	Training/Employment Services	1
	Temporary Financial Aid	1
	Substance Abuse Services	1
	Clothing	1
	Courts/Probation System	1
	Animal Services	1
	Consumer Complaints/Assistance	1
	Immunizations	1
Law Enforcement	1	
Montclair Total		44
Morongo	Rent/Mortgage Payment Assistance	2
Morongo Total		2
Needles	Food	1
Needles Total		1
Newberry Springs	Legal Assistance	1
Newberry Springs Total		1
Ontario	Food	46
	Rent/Mortgage Payment Assistance	42
	Utility Bill Payment Assistance	36
	Shelter	30
	General Medical Care	24
	General Information Services/Organizational	18
	Counseling	18
	Housing	14
	Legal Assistance	13
	Clothing	10
	Motel Vouchers	10
	Substance Abuse Services	8
	Diapers	8
	Dental Health	5
	Tax Assistance	5
	Mental Health Care Facilities	4
	Medi-Cal/Medicare	4
	Training/Employment Services	3
	Income Maintenance Programs	3
	BN-Unmet Need (Not Listed Above)	3
	Domestic Violence	3
	Elder/Senior Services	3
	Household Items	3
	Consumer Complaints/Assistance	3
	Parenting Education	3
	Foreclosure Assistance	2
	Sober Living	2
	Tenant/Landlord Rights	2
	Animal Services	2
	General Information Services/Mental Health Care	1
	Anger Management	1
	Social Security	1

	Volunteer Opportunities	1
	Transportation	1
	Baby Formula	1
	Bus Passes/Gas Vouchers	1
	Child Abuse	1
	Disability Issues	1
	Educational Programs	1
	HC-Unmet Need (Not Listed Above)	1
	Law Enforcement	1
	Mentoring Programs	1
	Unemployment/EDD	1
Ontario Total		341
Oro Grande	Utility Bill Payment Assistance	2
Oro Grande Total		2
Outside County	General Information Services/Organizational	34
	Housing	13
	Legal Assistance	11
	Food	7
	Shelter	7
	General Medical Care	7
	Consumer Complaints/Assistance	6
	Rent/Mortgage Payment Assistance	5
	Utility Bill Payment Assistance	4
	Counseling	4
	Substance Abuse Services	4
	Courts/Probation System	4
	Child Care	3
	Training/Employment Services	2
	Dental Health	2
	Temporary Financial Aid	2
	Tax Assistance	2
	Elder/Senior Services	2
	Mental Health Care Facilities	1
	BN-Unmet Need (Not Listed Above)	1
	Residential Drug Treatment	1
	Tenant/Landlord Rights	1
	Labor Board/Fair Employment	1
	Law Enforcement	1
	Municipal Services/Public Works	1
Outside County Total		126
Outside Of California	Shelter	1
	Courts/Probation System	1
Outside Of California Total		2
Phelan	Utility Bill Payment Assistance	4
	Legal Assistance	3
	Dental Health	2
	Rent/Mortgage Payment Assistance	1
	Anger Management	1
	Substance Abuse Services	1
	Foreclosure Assistance	1
	Courts/Probation System	1
	Elder/Senior Services	1
	Bus Passes/Gas Vouchers	1
	Unemployment/EDD	1
Phelan Total		17
Pinon Hills	Rent/Mortgage Payment Assistance	2
	Income Maintenance Programs	2
	Utility Bill Payment Assistance	1

	Food	1
	Housing	1
	Immunizations	1
Pinon Hills Total		8
Pomona (City)	General Information Services/Organizational	3
	Shelter	1
	Housing	1
	Temporary Financial Aid	1
	Child Care	1
	Licenses and Certificates	1
Pomona (City) Total		8
Rancho Cucamonga	Utility Bill Payment Assistance	23
	Food	22
	Rent/Mortgage Payment Assistance	21
	Shelter	21
	General Information Services/Organizational	13
	General Medical Care	10
	Housing	6
	Tax Assistance	6
	Legal Assistance	5
	Foreclosure Assistance	5
	Income Maintenance Programs	4
	Counseling	4
	Transportation	4
	Mental Health Care Facilities	3
	Dental Health	3
	Motel Vouchers	3
	Unemployment/EDD	3
	Child Care	2
	Donations	2
	Elder/Senior Services	2
	Emergency Medical Care	2
	Temporary Financial Aid	1
	Volunteer Opportunities	1
	Substance Abuse Services	1
	BN-Unmet Need (Not Listed Above)	1
	Clothing	1
	Courts/Probation System	1
	Domestic Violence	1
	Residential Drug Treatment	1
	Sober Living	1
	Consumer Complaints/Assistance	1
	Credit Counseling	1
	Educational Programs	1
	E-Unmet Need (Not Listed Above)	1
Rancho Cucamonga Total		177
Redlands	Food	10
	General Information Services/Organizational	9
	Rent/Mortgage Payment Assistance	8
	Utility Bill Payment Assistance	7
	Shelter	6
	Counseling	6
	Housing	3
	Residential Drug Treatment	3
	Consumer Complaints/Assistance	3
	Law Enforcement	3
	Motel Vouchers	3
	General Medical Care	2

	Income Maintenance Programs	2
	Foreclosure Assistance	2
	Clothing	2
	Domestic Violence	2
	Training/Employment Services	1
	Legal Assistance	1
	Mental Health Care Facilities	1
	General Information Services/Mental Health Care	1
	Medi-Cal/Medicare	1
	Anger Management	1
	Volunteer Opportunities	1
	BN-Unmet Need (Not Listed Above)	1
	Elder/Senior Services	1
	Household Items	1
	Transportation	1
	Burial/Funeral Assistance	1
	Child Abuse	1
	Educational Programs	1
	IFL-Unmet Need (Not Listed Above)	1
	Parenting Education	1
	School Readiness Programs	1
	Tutoring Services	1
Redlands Total		89
Rialto	Utility Bill Payment Assistance	30
	Rent/Mortgage Payment Assistance	20
	Food	18
	Shelter	17
	General Information Services/Organizational	13
	General Medical Care	13
	Legal Assistance	11
	Housing	11
	Training/Employment Services	8
	Income Maintenance Programs	7
	Dental Health	7
	Counseling	6
	Tax Assistance	5
	Foreclosure Assistance	4
	Elder/Senior Services	4
	Baby Formula	4
	Substance Abuse Services	3
	BN-Unmet Need (Not Listed Above)	3
	Anger Management	2
	Diapers	2
	Educational Programs	2
	Labor Board/Fair Employment	2
	Motel Vouchers	2
	Parenting Education	2
	Parks & Recreation Services	2
	Unemployment/EDD	2
	Mental Health Care Facilities	1
	General Information Services/Mental Health Care	1
	Temporary Financial Aid	1
	Volunteer Opportunities	1
	Child Care	1
	Clothing	1
	Courts/Probation System	1
	Tenant/Landlord Rights	1
	Animal Services	1

	Bus Passes/Gas Vouchers	1
	Business License	1
	IS-Unmet Need (Not Listed Above)	1
	Law Enforcement	1
	Mentoring Programs	1
	Support Groups	1
Rialto Total		215
Rimforest	Utility Bill Payment Assistance	1
	Temporary Financial Aid	1
Rimforest Total		2
Running Springs	General Information Services/Organizational	1
	Shelter	1
	General Medical Care	1
	Legal Assistance	1
	Residential Drug Treatment	1
	Sober Living	1
Running Springs Total		6
San Bernardino (City)	Utility Bill Payment Assistance	119
	Rent/Mortgage Payment Assistance	83
	Food	109
	General Information Services/Organizational	85
	Shelter	83
	General Medical Care	33
	Training/Employment Services	15
	Income Maintenance Programs	8
	Legal Assistance	25
	Mental Health Care Facilities	4
	Dental Health	11
	General Information Services/Mental Health Care	1
	Medi-Cal/Medicare	4
	Housing	44
	Anger Management	5
	Counseling	33
	Social Security	1
	Temporary Financial Aid	3
	Volunteer Opportunities	6
	Substance Abuse Services	16
	Child Care	2
	Foreclosure Assistance	4
	Tax Assistance	12
	BN-Unmet Need (Not Listed Above)	8
	Clothing	14
	Courts/Probation System	6
	Domestic Violence	2
	Donations	3
	Elder Abuse	3
	Elder/Senior Services	10
	Household Items	18
	Transportation	9
	Public Safety	4
	Sober Living	4
	Tenant/Landlord Rights	2
	Animal Services	3
	Baby Formula	8
	Burial/Funeral Assistance	2
	Bus Passes/Gas Vouchers	9
	Child Abuse	2
	CJL-Unmet Need (Not Listed Above)	2

	Cold Weather Shelter	1
	Consumer Complaints/Assistance	21
	Diapers	12
	Disability Issues	2
	Educational Programs	3
	Emergency Medical Care	2
	Environmental Protection/Maintenance	3
	HC-Unmet Need (Not Listed Above)	2
	Immigration/Citizenship	2
	Immunizations	3
	IS-Unmet Need (Not Listed Above)	1
	Law Enforcement	7
	Licenses and Certificates	3
	Mentoring Programs	2
	Motel Vouchers	10
	OCS-Unmet Need (Not Listed Above)	1
	Parenting Education	10
	Parks & Recreation Services	2
	School District	2
	School Readiness Programs	1
	Support Groups	6
	Unemployment/EDD	4
San Bernardino (City) Total		915
Twenty-Nine Palms	Utility Bill Payment Assistance	7
	Rent/Mortgage Payment Assistance	2
	Food	3
	General Information Services/Organizational	4
	Shelter	1
	General Medical Care	2
	Housing	2
	Counseling	2
	Substance Abuse Services	1
	Tax Assistance	1
	Diapers	1
	HC-Unmet Need (Not Listed Above)	2
Twenty-Nine Palms Total		28
Unknown/Not Applicable	Utility Bill Payment Assistance	108
	Rent/Mortgage Payment Assistance	57
	Food	15
	General Information Services/Organizational	113
	Shelter	46
	General Medical Care	16
	Training/Employment Services	6
	Income Maintenance Programs	16
	Legal Assistance	21
	Mental Health Care Facilities	2
	Dental Health	4
	General Information Services/Mental Health Care	5
	Medi-Cal/Medicare	10
	Housing	26
	Anger Management	1
	Counseling	11
	Social Security	4
	Temporary Financial Aid	4
	Substance Abuse Services	8
	Child Care	2
	Foreclosure Assistance	5
	Tax Assistance	5

	BN-Unmet Need (Not Listed Above)	10
	Clothing	3
	Courts/Probation System	6
	Donations	1
	Elder Abuse	1
	Elder/Senior Services	9
	Household Items	5
	Residential Drug Treatment	5
	Transportation	2
	Sober Living	1
	Tenant/Landlord Rights	1
	Animal Services	2
	Baby Formula	1
	Burial/Funeral Assistance	1
	Bus Passes/Gas Vouchers	2
	Business License	1
	Child Abuse	3
	Consumer Complaints/Assistance	7
	Credit Counseling	1
	Diapers	3
	Disability Benefits	1
	Educational Programs	1
	Environmental Protection/Maintenance	2
	E-Unmet Need (Not Listed Above)	1
	HC-Unmet Need (Not Listed Above)	5
	Immigration/Citizenship	3
	Law Enforcement	8
	Library Services	1
	Licenses and Certificates	2
	Motel Vouchers	3
	Parenting Education	1
	Paternity/Drug Testing	1
	School District	2
	Support Groups	3
	Tutoring Services	1
	Unemployment/EDD	4
	Unknown/Not Applicable Total	589
Upland	Utility Bill Payment Assistance	22
	Rent/Mortgage Payment Assistance	11
	Food	17
	General Information Services/Organizational	8
	Shelter	18
	General Medical Care	10
	Training/Employment Services	3
	Income Maintenance Programs	2
	Legal Assistance	4
	Mental Health Care Facilities	1
	Dental Health	1
	Medi-Cal/Medicare	2
	Housing	12
	Counseling	10
	Temporary Financial Aid	1
	Volunteer Opportunities	3
	Substance Abuse Services	1
	Child Care	1
	Tax Assistance	3
	Courts/Probation System	1
	Household Items	1

	Residential Drug Treatment	1
	Transportation	2
	Tenant/Landlord Rights	1
	Bus Passes/Gas Vouchers	1
	Consumer Complaints/Assistance	2
	Diapers	1
	Environmental Protection/Maintenance	1
	Law Enforcement	1
	Motel Vouchers	5
	School Readiness Programs	1
	Support Groups	1
Upland Total		149
Victorville	Utility Bill Payment Assistance	210
	Rent/Mortgage Payment Assistance	52
	Food	60
	General Information Services/Organizational	37
	Shelter	33
	General Medical Care	32
	Training/Employment Services	5
	Income Maintenance Programs	12
	Legal Assistance	5
	Mental Health Care Facilities	2
	Dental Health	12
	General Information Services/Mental Health Care	4
	Medi-Cal/Medicare	3
	Housing	14
	Anger Management	1
	Counseling	22
	Social Security	1
	Temporary Financial Aid	2
	Volunteer Opportunities	1
	Substance Abuse Services	10
	Foreclosure Assistance	3
	Tax Assistance	2
	BN-Unmet Need (Not Listed Above)	1
	Clothing	7
	Courts/Probation System	2
	Donations	1
	Elder/Senior Services	5
	Household Items	4
	Residential Drug Treatment	4
	Transportation	7
	Sober Living	2
	Tenant/Landlord Rights	1
	Baby Formula	3
	Burial/Funeral Assistance	1
	Bus Passes/Gas Vouchers	4
	Child Abuse	2
	Consumer Complaints/Assistance	7
	Diapers	3
	Educational Programs	3
	Environmental Protection/Maintenance	2
	HC-Unmet Need (Not Listed Above)	2
	IFL-Unmet Need (Not Listed Above)	1
	Immigration/Citizenship	1
	Immunizations	1
	Labor Board/Fair Employment	1
	Library Services	2

	Licenses and Certificates	4
	Motel Vouchers	7
	Parenting Education	2
	School District	1
	Support Groups	2
	Tutoring Services	1
	Unemployment/EDD	6
Victorville Total		613
Yermo	Utility Bill Payment Assistance	2
	Unemployment/EDD	1
Yermo Total		3
Yucaipa	Utility Bill Payment Assistance	6
	Rent/Mortgage Payment Assistance	2
	Food	13
	General Information Services/Organizational	6
	Shelter	4
	General Medical Care	2
	Income Maintenance Programs	2
	Legal Assistance	2
	Housing	2
	Counseling	2
	Temporary Financial Aid	1
	Substance Abuse Services	1
	Child Care	1
	Foreclosure Assistance	2
	Courts/Probation System	1
	Donations	1
	Elder Abuse	1
	Elder/Senior Services	1
	Household Items	3
	Transportation	2
	Tenant/Landlord Rights	1
	Consumer Complaints/Assistance	2
	Parenting Education	1
	Parks & Recreation Services	1
	Support Groups	1
Yucaipa Total		61
Yucca Valley	Food	10
	Housing	4
	Utility Bill Payment Assistance	3
	Rent/Mortgage Payment Assistance	3
	General Information Services/Organizational	2
	General Medical Care	2
	Shelter	1
	Legal Assistance	1
	Mental Health Care Facilities	1
	Medi-Cal/Medicare	1
	Social Security	1
	Substance Abuse Services	1
	BN-Unmet Need (Not Listed Above)	1
	Diapers	1
	Emergency Medical Care	1
	Motel Vouchers	1
Yucca Valley Total		34

Referrals from 2-1-1 San Bernardino County from January - March 2009

Agency Name	Program Name	Referrals
2-1-1 Alameda County	2-1-1 Information and Referral	1
2-1-1 Central Valley	2-1-1 Information and Referral	2
2-1-1 Kern County	Information and Referral	2
2-1-1 Los Angeles County	2-1-1 Information and Referral	657
2-1-1 National	2-1-1 Search	19
2-1-1 Orange County	2-1-1 Information and Referral	62
2-1-1 Sacramento County	2-1-1 Information and Referral	7
2-1-1 San Bernardino County	2-1-1 Information and Referral	7
2-1-1 San Diego County	2-1-1 Information and Referral	22
2-1-1 San Francisco County	2-1-1 Information and Referral	1
2-1-1 Santa Barbara County	2-1-1 Information and Referral	3
2-1-1 Santa Clara County	2-1-1 Information and Referral	1
2-1-1 Stanislaus County	2-1-1 Information and Referral	2
A is 4 Adoption	A is 4 Adoption	1
AARP - State California Office	AARP	2
AARP - State California Office	Tax Aide	53
Ability First	Weekend Recreation and Leisure Program	1
Abundant Living Family Church	Angel Food Ministry	73
Abundant Living Family Church	Outreach Center	115
Adelanto Branch Library	Basic Computer Classes	1
Adelanto Branch Library	Storytime and Crafts	2
Adelanto Community Resource Center	Clothing	6
Adelanto Community Resource Center	Emergency Food	50
Adelanto Community Resource Center	Holiday Baskets	5
Adelanto Senior Center	Hot Meals	2
Adelanto Senior Center	Senior Center	1
Adventist Community Team Services	ACTS Transit	2
Adventist Community Team Services	Emergency Food Assistance	4
Adventist Community Team Services	Meals on Wheels	3
Aegis Medical Systems, Inc.	Methadone Replacement Therapy	7
Alannah Foster Family Agency and Homes	Early Intervention Assessment and Treatment Program	1
AL-ANON Family Groups and ALATEEN	Inland Empire of California Al-Anon and Alateen	3
Alcoholics Anonymous	Alcoholics Anonymous	31
Aletheian Christian Foundation	Basic Needs	176
Aletheian Christian Foundation	Prescription Assistance	3
Alternate Avenues Womens Resource Center	Bridges Parenting Support Program	5
Alzheimers Association	Safe Return Program	1
American Association of Poison Control Centers	Poison Control	4
American Cancer Society	Education and Support	6
American Civil Liberties Union Of Southern California	Civil Liberties and Legal Issues	1
American Dental Association	Dental Care Information and Referral	1
American Foundation for the Blind	Information and Referral	1
American Immigrant Lawyers Association	Immigration Lawyer Referral Service (ILRS)	3
American Lung Association	Stop Smoking Program	2
American Red Cross - Claremont Chapter	Health and Safety Training	2
American Red Cross - High Desert Chapter	Armed Forces Emergency Services	1
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	Health and Safety	9
American Red Cross - West Valley Division	Health and Safety Training	2
American Social Health Association	CDC National Immunization Information Hotline	2
American Society For The Prevention of Cruelty to Animals	Animal Poison Control Hotline	1
Angel Flight West	Air Transportation Services	1
Annual Credit Report Request	Annual Credit Report	1
Annual Credit Report Request	Fraud Victim Assistance	1
Apple Valley Fire Protection District	CPR and First -Aid Classes	8
Apple Valley Fire Protection District	Friends of Animals During Disasters	1
Apple Valley Senior Center	Senior Center	2
Apple Valley Unified School District	California School Age Families Education	1
Arrowhead Regional Medical Center	First 5 Dental Program	6
Arrowhead Regional Medical Center	Hospital Services	32
Arrowhead Regional Medical Center	Medically Indigent Adult Health Care (MIA)	7
Arrowhead Regional Medical Center	Outpatient Care Center	4
Arrowhead Regional Medical Center	Women's Health Services	2
Arrowhead United Way	Arrowhead United Way	2
Asian-American Educational & Cultural Center, Inc.	English as a Second Language	1
Asian-American Educational & Cultural Center, Inc.	Healthy Seniors Program	1
Asian-American Educational & Cultural Center, Inc.	Traffic Safety Awareness	10
Assistance League of San Bernardino	Childrens Dental Center	4
Associated Clinical Therapists, Inc.	Counseling Services	36
Barstow Community Hospital	Hospital Services	1
Barstow Counseling Center	Counseling Services	1
Barstow Humane Society	Animal Care	4

Referrals from 2-1-1 San Bernardino County from January - March 2009

Barstow Unified School District	Adult Evening High School	1
Benevolent Animal Rescue Committee	Benevolent Animal Rescue Committee	8
Bethany Christian Services	Foster Home Placement	3
Better Business Bureau	Complaint Department	11
Bienestar Human Services	Community Service	5
Bienestar Human Services	Drug Prevention Outreach	3
Bienestar Human Services	HIV Outreach	1
Bienestar Human Services	Individual Support	1
Bienestar Human Services	LGBT Outreach	1
Bienestar Human Services	LGBT Peer Counseling	2
Bienestar Human Services	LGBT Workshops	1
Bienestar Human Services	Syringe Exchange/Skills Building Workshops	2
Big Brothers Big Sisters of Greater Los Angeles and the Inland Empire	Community Based Mentoring	4
Bilingual Family Counseling Service, Inc.	Safe and Stable Families	49
Bilingual Family Counseling Service, Inc.	Substance Abuse Treatment	2
Blindness Support Services	Blindness Support Services	1
Boys & Girls Club of Fontana	Power Hour	1
Boys & Girls Club of San Bernardino	Reading For Success	1
Boys & Girls Club of San Bernardino	Recreation Activities	2
Boys Republic	Residential Treatment	2
Boys Town National Hotline	National Hotline	27
Braille Institute of America, Inc.	Low Vision Rehabilitation Services	4
Building a Generation	East Valley Bridges to Success	3
Building a Generation	Family Resource Center	8
Bureau of State Audits	The California Whistleblower Protection Act	1
C.A.S.T.L.E	Classes	1
California Advocates for Nursing Home Reform	Lawyer Referral Service	1
California Childcare Health Program, California Childcare Healthline	California Child Care Healthline	1
California Coalition for Youth	Youth Crisis Line	10
California Conservation Corps	Training and Education Program	1
California Courts Self-Help Center	Self-Help Center	1
California Department of Aging	California Care Network	3
California Department of Consumer Affairs	Consumer Information Center	6
California Department of Corrections	Parole and Community Services Division	9
California Department of Fair Employment and Housing	Fair Employment and Housing	9
California Department of Industrial Relations	Labor Standards Enforcement	7
California Department of Insurance	Low Cost Auto Insurance	1
California Department of Motor Vehicles	DMV Services	26
California Department of Social Services	Child Care Licensing	4
California Department of Transportation	Caltrans	11
California Franchise Tax Board	Tax Information	3
California HealthCare Foundation	California Nursing Home Search	1
California Highway Patrol	Freeway Patrol Service	6
California Indian Legal Services	Legal Services	1
California Public Utilities Commission	California Relay Service (CRS)	1
California Public Utilities Commission	California Telephone Access Program (CTAP)	1
California Public Utilities Commission	Deaf and Disabled Telecommunications Program (DDTP)	1
California Public Utilities Commission	LifeLine Telephone Service	17
California Public Utilities Commission	Telephone Company Complaints	1
California Smokers Helpline	Smoking Cessation Program	1
California State University San Bernardino	First Five Early Intervention	2
California State University San Bernardino	General Counseling	43
California Student Aid Commission	Cal Grants	3
California Victim Compensation and Government Claims Board	Victim Compensation Program	1
California Youth Crisis Line	Crisis Hotline	4
Call for Life Pregnancy Help Center	Crisis Pregnancy Center	29
Cancer Information Service of California	Cancer Information Service	5
CancerCare	Financial Assistance	2
Caring for the Hills	Christmas Toys	1
Caring for the Hills	Emergency Food Boxes	24
Caring for the Hills	Food Pantry	27
Caring for the Hills	Senior Meal Delivery	2
Carnegie Library	Homework Assistance Center	1
Carpenters House	ACTS 29 Food Ministry	208
Cars 4 Causes	Nationwide Car Donations	1
Carter Branch Library	Library Services	1
Casa Colina Centers for Rehabilitation	Acute Rehabilitation	3
Casa Colina Centers for Rehabilitation	Adult Day Health Care	4
Casa Colina Centers for Rehabilitation	Outdoor Adventures	1
Casa Colina Centers for Rehabilitation	Outpatient Rehabilitation	1
Casa de San Bernardino	Youth Substance Abuse Outpatient Program	8
Casa Ramona Senior Center	Senior Center	4
Catholic Charities - Brother Miguel Center	Emergency Food Distribution	4
Catholic Charities - Brother Miguel Center	Housing and homeless prevention	3

Referrals from 2-1-1 San Bernardino County from January - March 2009

Catholic Charities - Brother Miguel Center	Utility Assistance	6
Catholic Charities of San Bernardino/Riverside	Advocacy and Referrals	26
Catholic Charities of San Bernardino/Riverside	Case Management	10
Catholic Charities of San Bernardino/Riverside	Christmas Baskets	6
Catholic Charities of San Bernardino/Riverside	Christmas Dinner	1
Catholic Charities of San Bernardino/Riverside	Christmas Toys	28
Catholic Charities of San Bernardino/Riverside	Clothes/Household Items	137
Catholic Charities of San Bernardino/Riverside	Clothing Referrals	1
Catholic Charities of San Bernardino/Riverside	Food Assistance	294
Catholic Charities of San Bernardino/Riverside	Funeral Referral	23
Catholic Charities of San Bernardino/Riverside	Housing and Support Services	9
Catholic Charities of San Bernardino/Riverside	Individual/Family Counseling	70
Catholic Charities of San Bernardino/Riverside	Parent Education Services	15
Catholic Charities of San Bernardino/Riverside	Prescription Service	41
Catholic Charities of San Bernardino/Riverside	Refugee & Immigration Services	16
Catholic Charities of San Bernardino/Riverside	Rent/Mortgage Assistance	582
Catholic Charities of San Bernardino/Riverside	Thanksgiving Dinner	1
Catholic Charities of San Bernardino/Riverside	Transportation Assistance	89
Catholic Charities of San Bernardino/Riverside	Utility Assistance	1,004
Cedar House Rehabilitation Center	Detoxification	42
Cedar House Rehabilitation Center	Outpatient Therapy and Counseling Program	6
Cedar House Rehabilitation Center	Residential Treatment	36
Cedar House Rehabilitation Center	Women with Children Program	7
Center for Individual Development	Merri-Mixers	1
Center for Individual Development	Sunshine Club	2
Center for Nonprofit Management	Nonprofit Resource Library	1
Center on Deafness Inland Empire	General Services	2
Centers for Medicare and Medicaid Services	Home Health Compare	1
Centers for Medicare and Medicaid Services	Nursing Home Compare	1
Central City Lutheran Mission	After School Tutoring	1
Central City Lutheran Mission	Cold Weather Only- Shelter Program	144
Central City Lutheran Mission	Food Giveaway	80
Central City Lutheran Mission	Kinship Family Center	8
Central City Lutheran Mission	The H Street Clinic	153
Central City Lutheran Mission	Transitional Housing for HIV Affected	4
Chaffey Joint Union High School District	Chaffey Adult School	1
Child Advocates of San Bernardino County; A CASA Organization	Child Advocates of San Bernardino County	2
Childhelp USA	Foster Care	1
Childrens Fund	Childrens Fund	2
Chino Hills Counseling	Chino Hills Counseling	36
Chino Neighborhood House	Clothing Distribution	10
Chino Neighborhood House	Emergency Food	84
Chino Neighborhood House	Household Item Distribution	10
Chino Valley Medical Center	Hospital Services	4
Chino Valley TYKES	School Readiness	1
Chino Valley Unified School District	California School Age Families Education	1
Chino Valley YMCA	Preschool	2
Christian Counseling Service of the East Valley	General Counseling	22
Christian Counseling Service of the East Valley	Opening Doors for Families of Preschoolers	1
Christian Counseling Service of the East Valley	Parent Child Interaction Therapy	4
Chronic Fatigue and Immune Dysfunction Association of America	Community Services	1
Circle of Hope - Gods Kitchen	Overnight Emergency Shelter	90
Circle of Hope - Gods Kitchen	Transitional Living Program	26
City of Adelanto	City Hall	3
City of Barstow	Community Services	2
City of Big Bear Lake Fire Protection District	Fire and Rescue	1
City of Chino	Chino Human Services Programs	3
City of Chino	City Hall	3
City of Chino	Senior Center	3
City of Chino Hills	Civic Center	1
City of Chino Hills	Community Services	1
City of Colton	City Hall	11
City of Colton	Community Services	1
City of Colton	Early Childhood Education	1
City of Colton	Sierra Vista State Pre-School Program	1
City of Fontana	City Hall	19
City of Fontana	Community Services	2
City of Hesperia	City Hall	11
City of Hesperia	Community Services	4
City of Highland	City Hall	6
City of Highland	Down Payment Assistance Program	1
City of Hope Medical Center	Cancer Treatment Services	3
City of Hope Medical Center	Diabetes	1
City of Hope Medical Center	Hospital Services	1

Referrals from 2-1-1 San Bernardino County from January - March 2009

City of Loma Linda	City Hall	3
City of Montclair	City Hall	1
City of Montclair	Food Distribution	25
City of Montclair	Health Service Alliance	23
City of Montclair	Meals on Wheels	1
City of Montclair	Medical Clinic-Evening	65
City of Montclair	Nutrition And Parent Education	2
City of Montclair	Senior Citizens Program	1
City of Ontario	Cares Program	1
City of Ontario	City Hall	11
City of Ontario	Senior Center	5
City of Ontario Fire Department	CPR and First-Aid Classes	1
City of Rancho Cucamonga	City Hall	17
City of Rancho Cucamonga Fire Department	Hazardous Materials	1
City of Redlands	City Hall	4
City of Redlands	Community Services	3
City of Rialto	City Hall	5
City of Rialto	Senior Center	1
City of San Bernardino	City Clerks Office	1
City of San Bernardino	City Hall	35
City of San Bernardino Fire Department	Fire and Rescue	2
City of Upland	City Hall	9
City of Victorville	City Hall	21
City of Victorville	Community Services	1
City of Yucaipa	Teen Center	1
Clear View Treatment Center	Substance Abuse Recovery	17
Colton Joint Unified School District	Public Education	3
Colton Police Department	Police Department	4
Colton Public Library	Library Services	1
Colton-Redlands-Yucaipa ROP	Sharewear	2
Community Action Partnership of San Bernardino County	Energy, Education and Environmental Services Department	1,502
Community Action Partnership of San Bernardino County	Family Development	606
Community Action Partnership of San Bernardino County	Food Bank	83
Community Action Partnership of San Bernardino County	Volunteer Income Tax Assistance (VITA/EITC)	5
Community Assistance Program	Community Assistance Program	5
Community Assisting Recovery, Inc.	Disaster Recovery Services	1
Community Health Systems, Inc.	Medical, Dental, and Optometry	183
Community Hospital of San Bernardino	Behavioral Health Services	27
Community Hospital of San Bernardino	Community Education Classes	1
Community Hospital of San Bernardino	Crisis Intervention	113
Community Hospital of San Bernardino	Hospital	16
Community Senior Services CSS	Get About	2
Compulsive Eaters Anonymous	Compulsive Eaters	1
CRC Health Corporation	Drug Addiction Services	14
Crosslight Family Ministries / Fortress Christian Center	Outreach	83
Dash The Other Place	Dash the Other Place	1
Delmann Heights Community Center	Head Start	1
Delmann Heights Community Center	Salvaged Bread Program	11
Delmann Heights Community Center	U.S.D.A. Commodity	21
Denti-Cal Referral Line	Hotline	2
Department of Managed Health Care	California HMO Help Center/ Complaints	1
Department of Rehabilitation Inland Empire District	Counselor Teacher for the Blind	1
Department of Rehabilitation Inland Empire District	Vocational Rehabilitation	4
Depression and Bipolar Support Alliance	Information, Referrals and Advocacy	3
Desert Manna Ministries	Christmas Baskets	1
Desert Manna Ministries	Clothes Closet	2
Desert Manna Ministries	Cold Weather Shelter	12
Desert Manna Ministries	Community Meals	5
Desert Manna Ministries	Electric Assistance Fund (EAF)	55
Desert Manna Ministries	Emergency Shelter	26
Desert Manna Ministries	Food Commodities	10
Desert Manna Ministries	Thanksgiving Baskets	1
Desert Manna Ministries	Transportation Assistance	9
Desert Sanctuary, Inc.	Bright Beginnings Child Care	1
Desert Sanctuary, Inc.	Catholic Charities Grants Case Management	90
Desert Sanctuary, Inc.	Cedar Chest Thrift Shop	10
Desert Sanctuary, Inc.	Domestic Violence Outreach/Community Resource Center	2
Desert Sanctuary, Inc.	Haley House Domestic Violence Shelter	7
Desert Valley Hospital	Hospital Services	7
Desert Valley Hospital	Public Health Library	1
Don Day Community Center	Teen After School Program	1
Don Day Community Center	Tiny Tots	1
DOVES of Big Bear Valley, Inc.	Domestic Violence Shelter	1
Drug Alternative Program	DAP	6

Referrals from 2-1-1 San Bernardino County from January - March 2009

East Valley Community Health Center, Inc.	General Medical Services	74
Easter Seals Southern California	Child Development Center	7
Echos Of Faith World Outreach Ministries	Operation Fresh Start	82
Echos Of Faith World Outreach Ministries	Thanksgiving Meals	1
El Sol Neighborhood Educational Center	Community Outreach	2
Employment Development Department	Bonding	61
Employment Development Department	Employment Information	57
Employment Development Department	Paid Family Leave	7
Employment Development Department	Placement Services for Job Seekers	138
Employment Development Department	State Disability Insurance	12
Employment Development Department	Training	21
Employment Development Department	Unemployment Insurance	44
Employment Development Department	Workforce Investment Act (WIA)	8
Equal Employment Opportunity Commission	Employment Discrimination Assistance	4
EyeCare America	Seniors Eye Care Program	3
Faith Lutheran Church	Community Food Pantry	15
Faiths Hope Foundation	Medical Expense Assistance	5
Faiths Hope Foundation	Necessity Assistance	12
Families and Friends of Murder Victims	Support Group	3
Family Service Agency of San Bernardino	Crestline Food and Clothing Bank	11
Family Service Agency of San Bernardino	Disaster Recovery Services	1
Family Service Agency of San Bernardino	Domestic Violence Program	48
Family Service Agency of San Bernardino	Individual, Family & Group Therapy	56
Family Service Agency of San Bernardino	Mental Health and Case Management	1
Family Service Agency of San Bernardino	Outpatient Mental Health Treatment	9
Family Service Agency of San Bernardino	Utility Assistance Fund (EAF & GAF)	25
Family Service Association of Redlands	Cold Weather Vouchers	53
Family Service Association of Redlands	Disaster Recovery Services	10
Family Service Association of Redlands	Family Support	71
Family Service Association of Redlands	Home Again	34
Family Solutions	Early Childhood Programs	3
Federal Citizen Information Center	Citizen Information Center	1
Federal Emergency Management Agency FEMA	Financial Assistance	2
Federal Emergency Management Agency FEMA	Housing Needs	1
Fender Museum of the Arts	Kids Rock Free	1
First 5 Commission of San Bernardino County	First 5 Commission of San Bernardino County	13
First Chance/Y-CHOW, Inc.	Sober Living	28
First Steps Child Development Center, Inc.	Affordable Child Care	5
Fontana Lewis Library & Technology Center	Library Services	4
Fontana Lewis Library & Technology Center	Toddler Boot Camp	1
Fontana Native American Center, Inc.	American Indian Cultural and Social Services	1
Fontana Police Department	Fontana Police Department	2
Fontana Unified School District	Adult Education	1
Fontana Unified School District	California School Age Families Education	1
Food and Drug Administration	Law Enforcement	2
Foothill Family Shelter	Food Pantry	134
Foothill Family Shelter	Foothill Family Shelter	60
Foothill Family Shelter	Harold Cares About Your Future	2
Foothill Family Shelter	Shelter Court	1
Foster Youth Services	YES Center	1
Frazee Community Center	Hot Meals	103
Frazee Community Center	Medical Treatment	85
Frazee Community Center	Shelters	125
Friends Outside	Prison Representative Program	4
G.A.P. Food Bank	G.A.P. Food Bank	14
Gamblers Anonymous	Gamblers Anonymous	3
Gay and Lesbian Alliance Against Defamation	GLAAD Media Outreach	1
Gay-Straight Alliance Network	Gay-Straight Alliance	1
Gift Ministries	Gift Ministries - The Clothes Closet	28
Good Steward Day Care	Child Care Service	13
Goodwill Southern California	Career Resource Center	25
Goodwill Southern California	Goodwill WORKs	1
Goodwill Southern California	Retail Stores and Used Goods	15
Habitat For Humanity, San Bernardino Area, Inc.	Habitat For Humanity	1
Hands On Inland Empire	Alternative Sentencing	39
Hands On Inland Empire	Volunteer Opportunities	29
Hannahs House	Foster Care & Adoptions	6
Healthy Families	Health Care Coverage	23
Hernandez Community Center	Nutrition Services	13
Hernandez Community Center	Senior Center	3
Hesperia Senior Center	Hesperia Senior Club	1
Hesperia Unified School District	Public Education	1
Hi-Desert Medical Center	Hospital Services	3
High Desert Child Adolescent and Family Services Center	Alcohol & Drug Prevention	2

Referrals from 2-1-1 San Bernardino County from January - March 2009

High Desert Child Adolescent and Family Services Center	Anger Management	12
High Desert Child Adolescent and Family Services Center	Co-Parenting	8
High Desert Child Adolescent and Family Services Center	Delayed Entry of Judgement	4
High Desert Child Adolescent and Family Services Center	Drug Testing	2
High Desert Child Adolescent and Family Services Center	Individual and Group Counseling	59
High Desert Child Adolescent and Family Services Center	Outpatient Substance Abuse Treatment	7
High Desert Child Adolescent and Family Services Center	Parenting Classes	9
High Desert Child Adolescent and Family Services Center	Supervised Visitation	2
High Desert Domestic Violence Program, Inc.	Domestic Violence Program Services	30
High Desert Homeless Services, Inc	Shelter	152
High Desert New Beginnings, Inc.	Work Force Development Title I Youth Program	2
High Desert Relative Caregivers	Relative Caregivers	1
High Desert Resource Network	Network Meetings	1
High Desert Resource Network	Training	2
High Desert Transitional Living Connection	Christmas Meal and Festivities	3
High Desert Transitional Living Connection	Thanksgiving Baskets	2
High Desert Youth Center	Safety and Wellness Program	9
Higher Ground Christian Intervention Program	Higher Ground Christian Intervention Program	9
His Hands Ministry	Clothing Bank	4
His Hands Ministry	Food Bank	31
Homeownership Preservation Foundation	The Homeowner's HOPE Hotline	12
House of Ruth, Inc.	CalWORKs Supportive Services	1
House of Ruth, Inc.	Counseling	5
House of Ruth, Inc.	Emergency Hotline	8
House of Ruth, Inc.	Emergency Shelter	39
House of Ruth, Inc.	Temporary Restraining Order Clinic	3
House of Ruth, Inc.	Transitional Living	6
House of Ruth, Inc.	Transitional Services	1
Housing Authority of the County of San Bernardino	Family Unification Program	58
Housing Authority of the County of San Bernardino	Mainstream Program	6
Housing Authority of the County of San Bernardino	Public Housing	58
Housing Authority of the County of San Bernardino	Section 8 Program	99
Housing Authority of the County of San Bernardino	Senior Housing	6
Housing Authority of the County of San Bernardino	Shelter Plus Care Program	3
Housing Authority of the County of San Bernardino	Tenant Based Assistance Program (TBA)	5
Howard M. Rowe Branch Library	Early Computer Learning	1
Humanitarian International Services Group	Eyes for You	2
Impression Healthcare Services	Behavioral Health Counseling	2
Inland Agency	Community Tool Box	52
Inland Agency	Desert Sierra Partnership	2
Inland Agency	HICAP	5
Inland AIDS Project	HIV Testing	4
Inland AIDS Project	Mental and Behavioral Health Treatment	3
Inland Caregivers Resource Center	Caregiver Retreats	1
Inland Caregivers Resource Center	Counseling	1
Inland Caregivers Resource Center	Legal/Financial Consultation	1
Inland Caregivers Resource Center	Support Groups	4
Inland Counties Legal Services, Inc	Housing Law Services Center	1
Inland Counties Legal Services, Inc	Legal Assistance	41
Inland Empire Economic Recovery Corporation (IEERC)	Home Foreclosure Prevention Seminars/Workshops	30
Inland Empire Health Plan	Healthy Kids	19
Inland Empire Latino Lawyers Association	Legal Assistance and Counseling	59
Inland Empire United Way	211 San Bernardino County	3
Inland Empire United Way	Hands On Inland Empire	8
Inland Empire United Way	KidSmart Initiative	1
Inland Empire Womens Business Center	Mentoring	1
Inland Empire Womens Business Center	Training	1
Inland Fair Housing and Mediation Board	Education and Outreach	13
Inland Fair Housing and Mediation Board	Inland Fair Housing and Mediation	106
Inland Fair Housing and Mediation Board	Senior Services	3
Inland Hospice Association	Adult Bereavement	1
Inland Hospice Association	Children/Youth Bereavement Group	1
Inland Hospice Association	Hospice Care	1
Inland Regional Center	Inland Regional Center	9
Inland Temporary Homes	Shelter & Transitional Housing	56
Inland Valley Hope Partners	Food Security Program	120
Inland Valley Hope Partners	Pomona Valley Certified Farmers' Market	1
Inland Valley Hope Partners	Rent Payment Assistance	95
Inland Valley Hope Partners	Shelter/Housing Program	17
Inland Valley Hope Partners	Utility Assistance	159
Inland Valley Humane Society and S.P.C.A	Animal Adoption	2
Inland Valley Humane Society and S.P.C.A	Animal Care & Control	3
Inland Valley Humane Society and S.P.C.A	Vaccine Clinic	2
Inland Valley Justice Center	Dispute Resolution	5

Referrals from 2-1-1 San Bernardino County from January - March 2009

Inland Valley Recovery Services	Inland Valley Recovery Services	59
Interface Children Family Services	2-1-1 Ventura County	2
Internal Revenue Service	Internal Revenue Service	17
International Hearing Society	Helpline	1
James L. Brulte Senior Center	Senior Services	2
Jericho Outreach, Inc.	Living Facilities	20
Jericho Outreach, Inc.	Residential/Outpatient Services	21
Job Corps	Job Training	9
Josephine Knopf Senior Center	Department of Aging and Senior Services Visitation	2
Josephine Knopf Senior Center	Senior Center	1
Josephine Knopf Senior Center	Senior Lunch Program	3
Josephine Knopf Senior Center	Senior Transportation	3
Josephine Knopf Senior Center	Tiny Tots	1
Joslyn Senior Center	Deaf Club	1
Kaiser Permanente Medical Center	Community Health Education	1
Kaiser Permanente Medical Center	Family Rules Parenting Class	2
Kaiser Permanente Medical Center	Hospital Services	3
Kids Come First Community Clinic	Healthy Families Application Assistance	4
Kids Come First Community Clinic	Kids Come First	20
Kids Korps USA	Kids Korps USA	1
Kids Turf Day Care Center	Day Care	7
Kids Wish Network	Funeral Assistance	1
La Vista	La Vista Housing	4
LaSalle Medical Associates	Health Clinic	54
LaSalle Medical Associates	Healthy Families Enrollment	5
LaSalle Medical Associates	Pediatric Medicine	2
LaSalle Medical Associates	Well Women Exam	9
Law Library for San Bernardino	Law Library	1
League of United Latin American Citizens	Scholarships Funds	1
Legal Aid Society of San Bernardino	Legal Aid Clinic	254
Libreria del Pueblo, Inc.	Citizenship, English and Computer Classes	3
Libreria del Pueblo, Inc.	Immigration Services	13
Libreria del Pueblo, Inc.	Legal Clinic	27
LifeStream	Blood Donation Program	5
Loma Linda Diabetes Support Group	Winning With Diabetes	1
Loma Linda Marriage & Family Therapy Clinic	Loma Linda Marriage & Family Therapy Clinic	29
Loma Linda University Medical Center	Hospital Services	11
Loma Linda University Medical Center	Just for Moms Comprehensive Tabacco Treatment	2
Loma Linda University Psychology Department	Psychological Services Clinic	10
Loveland Jubilee Pantry	Jubilee Pantry	251
Lucerne Valley Domestic Violence Outreach	Batterers Intervention Program	1
Lucerne Valley Domestic Violence Outreach	Counseling	1
Lutheran Social Services of Southern California	52 Week Parenting / Child Abuser / Anger Management/Batterer's Inter	2
Lutheran Social Services of Southern California	Food Bank and Bread Program	2
Lutheran Social Services of Southern California	Probation, Juvenile Anger Management, Substance Abuse	2
Lutheran Social Services of Southern California	Sexual Abuse Treatment	3
Marygold Senior Center	Senior Center	1
Marys Mercy Center, Inc.	Christmas Gifts	25
Marys Mercy Center, Inc.	Christmas Meals	2
Marys Mercy Center, Inc.	Marys Children Program	91
Marys Mercy Center, Inc.	Marys Table	149
Marys Mercy Center, Inc.	Saint Joseph Clothes Closet	34
Marys Mercy Center, Inc.	Showers	2
Marys Mercy Center, Inc.	St. Martin de Porres Emergency Food Bag Program	113
Marys Mercy Center, Inc.	Thanksgiving Meals	5
Marys Mercy Center, Inc.	Veronicas Home of Mercy	20
Meals On Wheels - Rancho Cucamonga	Meals On Wheels	2
Meals On Wheels- Redlands, Inc	Meals On Wheels	6
Mercy House	Assisi House	55
Mercy House	Guadalupe Residence	20
Mercy House	Walk-In Center	243
Merrill Community Services, Inc.	Alcohol and Drug Services	3
Mexican Consulate General	Consular Services	9
Mexican Consulate General	Disaster Recovery Services	2
Mimis House Transitional Housing	Mimis House	29
Modest Needs	Back-To-Work-Grants	1
Modest Needs	Independent Living Grants	1
Modest Needs	Non-Profit Grant	1
Modest Needs	Self-Sufficiency Grants	2
Mojave Basin Youth Corps, Inc.	Youthbuild	3
Montclair Senior Center	Legal Assistance	3
Morongo Basin Unity Home, Inc.	24-Hour Crisis Line	1
Morongo Basin Unity Home, Inc.	Domestic Violence- Emergency Shelter	6
Morongo Basin Unity Home, Inc.	Legal Advocacy & Court Support	1

Referrals from 2-1-1 San Bernardino County from January - March 2009

Morongo Basin Unity Home, Inc.	Substance Abuse Program	1
Morongo Basin Unity Home, Inc.	Transitional Housing	3
Moses House Ministries	Crossings	3
Moses House Ministries	The Boutique	65
Mountain Community Hospital	Rural Health Clinic	2
Mountain View Child Care, Inc.	Kidship-Preschool and Pediatric Day Health	2
Mountain View Community Church	Food Pantry	137
Mountain View Community Church	Mountain View Preschool	1
Mountain View Community Church	Substance Abuse Meetings	9
Mustard Seed Tutorial Center	One-on-One Tutoring	2
Mustard Seed Tutorial Center	Reading Lab	1
Narcotics Anonymous	Narcotics Anonymous Support Group	26
National Association of Social Workers	Counseling and Psychotherapy Referral	2
National Center for Victims of Crime	Help Line	1
National Community Renaissance	Affordable Housing	253
National Domestic Violence Hotline	Domestic Violence Hotline	21
National Health Information Center	Health Information Clearinghouse	2
National Organization of Social Security Claimants Representatives	NOSSCR	5
National Patient Travel Center	Travel Hotline	1
National Runaway Switchboard	Runaway Switchboard	4
National Safety Council	Radon Program	1
National Suicide Prevention Lifeline	Suicide Hotline	15
National Suicide Prevention Lifeline	Suicide Prevention Lifeline	8
National Weather Service, United States Government	Weather Service	1
Naval Hospital Camp Pendleton	Barstow Branch Clinic	1
NCNW Bethune Center	GED Preparation	2
Neighborhood Housing Services of the Inland Empire, Inc.	Down Payment Assistance	4
Neighborhood Housing Services of the Inland Empire, Inc.	Foreclosure Prevention	41
Neighborhood Housing Services of the Inland Empire, Inc.	Home Buyer Education & Financial Fitness	2
Neighborhood Housing Services of the Inland Empire, Inc.	Home Maintenance Education	4
Neighborhood Housing Services of the Inland Empire, Inc.	Home Ownership	4
Neighborhood Housing Services of the Inland Empire, Inc.	Homebuyer Orientation	2
Neighborhood Partnership Housing Services, Inc.	Foreclosure Counseling	16
Neighborhood Partnership Housing Services, Inc.	Home Ownership	4
Neighborhood Partnership Housing Services, Inc.	Homebuyer Education Class	5
New Directions	Therapeutic Community	5
New Hope Christian Fellowship	Lifeline	12
New Hope Village, Inc.	New Hope Village	2
New House, Inc.	Substance Abuse Treatment Program / Clean and Sober Moms	1
Newberry Springs Senior Service Association, Inc	Senior Center	1
Newton T. Bass Apple Valley Branch Library	Library Services	3
Nicholson Community Center	Homework Club	1
Northtown Housing Development Corp.	College Scholarship Program	1
Northtown Housing Development Corp.	Computer Classes	1
Northtown Housing Development Corp.	ESL Classes	2
Northtown Housing Development Corp.	Government Food Commodities	9
Northtown Housing Development Corp.	Immunization Clinic	5
Office of the Attorney General	Registry of Charitable Trusts	1
Office of the Attorney General	Regulatory Services	1
Oldtimers Foundation	Home maintenance and Conservation	11
Oldtimers Foundation	Housing	2
Oldtimers Foundation	Nutrition	5
Oldtimers Foundation	Transportation Services	12
Olive Branch Counseling Center	Anger Management	49
Olive Branch Counseling Center	Drug Testing	1
Olive Branch Counseling Center	Parenting Classes	14
Olive Branch Counseling Center	Relationship Counseling	8
Omnitrans	Access Service	27
Omnitrans	OmniLink Service	2
Omnitrans	Omnitrans	4
Ontario City Library	Computer Classes	1
Ontario City Library	Library Services	1
Ontario Police Department	Police Department	5
Ontario Senior Center	Phone Assurance Line (P.A.L.)	1
Ontario Senior Center	Senior Excursions	3
Ontario Senior Center	Senior Nutrition	1
Ontario Senior Center	Social Services	3
Ontario/Montclair YMCA	ChildCare	3
Ontario/Montclair YMCA	Matrix	3
Operation Provider	Basic Need Assistance	5
Operation Provider	Disaster Recovery Services	2
Operation Provider	Electric and Gas Assistance Fund (EAF & GAF)	13
Option House, Inc.	Community Education	10
Option House, Inc.	Domestic Violence Shelter Services	57

Referrals from 2-1-1 San Bernardino County from January - March 2009

Our Lady of Hope	Christmas Baskets	1
Our Lady of Hope	Food Pantry	193
Our Lady of Hope	Government Commodities Food Program	118
Our Lady of Hope	Hot Meal Ministry	5
Our Lady of Hope	Thanksgiving Baskets	5
Our Lady of the Desert	Food Pantry	147
Pacific Clinics	Child & Family Services	4
Pacific Clinics	F.U.N. Clubhouse	1
Pacific Clinics	Santa Fe Social Club	1
Pacific Lifeline	Transitional Shelter	6
PAL Humane Society	Humane Society	6
Para Los Niños	Para Los Niños Family Resource Center	166
Para Los Niños	Parenting Classes	4
Parents, Families & Friends of Lesbians & Gays	Support and Information	2
Partnership for Prescription Assistance	Prescription Assistance	27
Patient Advocate Foundation	Advocacy	1
Planned Parenthood of Orange and San Bernardino Counties	Contraceptive Clinics	11
Planned Parenthood of Orange and San Bernardino Counties	HIV/AIDS Testing and Counseling	2
Planned Parenthood of Orange and San Bernardino Counties	Pregnancy Testing, Counseling, and Referral	10
Planned Parenthood of Orange and San Bernardino Counties	Prenatal Services	3
Planned Parenthood of Orange and San Bernardino Counties	Sexually Transmitted Infections Treatment	4
Pomona Valley Hospital Medical Center	Central Avenue Urgent Care Center	3
Pomona Valley Hospital Medical Center	Hospital Services	1
Pomona Valley Workshop	Adult Development Center	3
Pomona Valley Workshop	Round About Senior Services	1
Priscillas Helping Hands, Inc.	Clothes Closet	26
Priscillas Helping Hands, Inc.	Community Meal	7
Priscillas Helping Hands, Inc.	Project R.E.A.C.H.	1
Prison to Peace Outreach	Basic Needs	2
Prison to Peace Outreach	Job Search Assistance	5
Project Cuddle	Project Cuddle	3
Project Cuidar-SB	Child Enrichment Groups and Parenting Classes	9
Project Sister Family Services	Counseling	1
Project Sister Family Services	Crisis Intervention	1
Project Sister Family Services	Support Groups	3
Protection and Advocacy	Disability Rights	2
Provisional Accelerated Learning (PAL) Center	Comprehensive Child Care	3
Provisional Accelerated Learning (PAL) Center	Operation Safe Harbor	2
Provisional Accelerated Learning (PAL) Center	WIA Youth Program	1
Public Health Service Bureau	AIDS Drug Assistance Program	1
Putting Kids First	Co-Parenting Course	2
Rader Program	Eating Disorders	2
Rancho Cucamonga Family Resource Center	Clothes Closet	3
Rancho Cucamonga Family Resource Center	Emergency Food	61
Rancho Cucamonga Family Resource Center	Family Resource Center	3
Rancho Cucamonga Family Resource Center	Good Healing/Good Grief	6
Rancho Cucamonga Family Resource Center	Thanksgiving Baskets	4
Reach Out Morongo Basin	Minor Home Repairs	3
Reach Out Morongo Basin	USDA Food Giveaway	2
Reach Out West End	Drug Diversion (DEJ - PC1000 Classes)	1
Reach Out West End	Healthy Teens After School Program	1
Reach Out West End	Mentoring Program	1
REACH-St. Catherine of Siena	Food Assistance	34
Rebuilding Mountain Hearts & Lives	Rim Communities Resources Network	1
Redlands Community Hospital	Family Clinic	10
Redlands Community Hospital	Hospital Services	2
Redlands Community Senior Center	County Nutrition Site	2
Redlands Day Nursery	Child Care	1
Redlands Family YMCA	Day Camp	1
Redlands Family YMCA	Legal Aid	4
Redlands Family YMCA	Resident Camp	1
Redlands Family YMCA	School Age Care	1
Redlands Family YMCA	Swimming	1
Redlands Police Department Recreation Bureau	Enrichment Classes	3
Redlands Police Department Recreation Bureau	Kids World	2
Redlands Police Department Recreation Bureau	Redlands Police Department	2
Redlands Police Department Recreation Bureau	Redlands Senior Transportation	1
Redlands Police Department Recreation Bureau	Youth Coalition Teen Committee	2
Redlands Unified School District	Community Based English Tutoring	1
Redlands Unified School District	High School Diploma and G.E.D.	1
Redlands Unified School District	Parent Education Through Parent/Child Participation	3
Rialto Police Department	Rialto Police	9
Rialto Senior Center	After School Program	2
Rialto Senior Center	Home Delivered Meals	1

Referrals from 2-1-1 San Bernardino County from January - March 2009

Rialto Unified School District	Public Education	2
Rim Family Services, Inc.	Court Ordered Program	3
Rim Family Services, Inc.	Family Therapy	1
Rolling Start, Inc.	Assistive Technology	2
Rolling Start, Inc.	Computer Literacy Classes	3
Rolling Start, Inc.	Deaf Services	2
Rolling Start, Inc.	Helpline	3
Rolling Start, Inc.	Housing	9
Rolling Start, Inc.	Independent Living Skills	4
Rolling Start, Inc.	Information and Referral	3
Rolling Start, Inc.	Support Groups / Workshop	2
Rolling Start, Inc.	Systems and Individual Advocacy	1
Rose of Sharon Life Center	The Life Center	47
Ruben Campos Community Center	Homework Help	1
Running Springs Assembly of God	Food for Life	5
Rx Help For Californians	Prescription Assistance	20
Salem Christian Homes, Inc.	Supported Living Services	2
Salvation Army - Ontario	Christmas Baskets	1
Salvation Army - Ontario	Christmas Toys	5
Salvation Army - Ontario	Emergency Food Box	43
Salvation Army - Ontario	Emergency Rental/Mortgage Assistance	112
Salvation Army - Ontario	ESL Class	1
Salvation Army - Ontario	Healthy Families Enrollment Agent	3
Salvation Army - Ontario	Motel Vouchers	97
Salvation Army - Redlands	Electric and Gas Assistance Fund (EAF & GAF)	58
Salvation Army - San Bernardino	Christmas Meals	2
Salvation Army - San Bernardino	Food Program	195
Salvation Army - San Bernardino	Shelter Program	457
Salvation Army - San Bernardino	Thanksgiving Meals	2
Salvation Army Service Extension	Utility Assistance	3
Salvation Army-Victor Valley	Christmas Baskets	4
Salvation Army-Victor Valley	Christmas Toys	6
Salvation Army-Victor Valley	Clothing for Interviews	7
Salvation Army-Victor Valley	Disaster Recovery Services	1
Salvation Army-Victor Valley	Food Assistance	167
Salvation Army-Victor Valley	Motel Vouchers	59
Salvation Army-Victor Valley	Utility Assistance	763
Samaritan Counseling Center	Behavior Education and Management Services	4
Samaritan Counseling Center	Counseling	30
San Antonio Community Hospital	Educational Suite	2
San Antonio Community Hospital	Flu Shots	1
San Antonio Community Hospital	Hospital Services	3
San Antonio Community Hospital	Urgent Care	4
San Bernardino City Unified School District	California School Age Families Education	2
San Bernardino City Unified School District	Family, Schools and Community Partnerships	2
San Bernardino City Unified School District	Public Education	5
San Bernardino County Animal Care & Control	Animal Services	16
San Bernardino County Auditor-Controller/Recorder	County Assessor	5
San Bernardino County Auditor-Controller/Recorder	Recorder/Clerk	23
San Bernardino County Childrens Network	Child Abuse Planning Prevention Committee	1
San Bernardino County Department of Aging and Adult Services	Adult Protective Services	35
San Bernardino County Department of Aging and Adult Services	Family Caregiver Support Program	18
San Bernardino County Department of Aging and Adult Services	In Home Supportive Services	131
San Bernardino County Department of Aging and Adult Services	Linkages Program	2
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	15
San Bernardino County Department of Aging and Adult Services	Senior Information and Assistance Program	38
San Bernardino County Department of Aging and Adult Services	Senior Nutrition Services	5
San Bernardino County Department of Aging and Adult Services	Senior Training and Employment Program	2
San Bernardino County Department of Behavioral Health	AB2034 Homeless Program	3
San Bernardino County Department of Behavioral Health	Agewise Program	2
San Bernardino County Department of Behavioral Health	Alcohol and Drug Services	58
San Bernardino County Department of Behavioral Health	Behavioral Health Resource Center Central Triage Services (After Hou	6
San Bernardino County Department of Behavioral Health	Centralized Children's Intensive Case Management Services	8
San Bernardino County Department of Behavioral Health	Centralized Hospital Aftercare Services	3
San Bernardino County Department of Behavioral Health	Children's Crisis Response Team	60
San Bernardino County Department of Behavioral Health	Clubhouse	2
San Bernardino County Department of Behavioral Health	Conditional Release Program (CONREP)	1
San Bernardino County Department of Behavioral Health	Housing Program	3
San Bernardino County Department of Behavioral Health	Jail Mental Health Services	1
San Bernardino County Department of Behavioral Health	Juvenile Evaluation and Treatment Services	1
San Bernardino County Department of Behavioral Health	Outpatient Services	109
San Bernardino County Department of Behavioral Health	Supervised Treatment After Release (STAR)	1
San Bernardino County Department of Behavioral Health	The Access Unit	59

Referrals from 2-1-1 San Bernardino County from January - March 2009

San Bernardino County Department of Behavioral Health	Transitional Age Youth One Stop Center	15
San Bernardino County Department of Child Support Services	Child Support Services	26
San Bernardino County Department of Childrens Services	Adoption Assistance Program	2
San Bernardino County Department of Childrens Services	Child Protective Hotline	46
San Bernardino County Department of Childrens Services	Children Protective Services	1
San Bernardino County Department of Childrens Services	Foster Care	2
San Bernardino County Department of Community Development and Housing	American Dream Downpayment Initiative	2
San Bernardino County Department of Community Development and Housing	Homeownership Assistance Program	3
San Bernardino County Department of Community Development and Housing	Senior Home Repair Program	2
San Bernardino County Department of Community Development and Housing	Single Family Home Improvement Loan Program	1
San Bernardino County Department of Probation	Probation	16
San Bernardino County Department of Public Health	AIDS Program	7
San Bernardino County Department of Public Health	Alcohol and Drug Abuse Prevention Program	2
San Bernardino County Department of Public Health	Black Infant Health Project	4
San Bernardino County Department of Public Health	CalWorks	18
San Bernardino County Department of Public Health	Child Health and Disability Prevention	12
San Bernardino County Department of Public Health	Health Promotion and Education	4
San Bernardino County Department of Public Health	Hotline for Food-Nutrition Program	46
San Bernardino County Department of Public Health	Immunizations	35
San Bernardino County Department of Public Health	Maternal Health Program	3
San Bernardino County Department of Public Health	Mother Infant Support Team	1
San Bernardino County Department of Public Health	Prenatal Clinic	8
San Bernardino County Department of Public Health	Reproductive Health Centers	14
San Bernardino County Department of Public Health	Smile in Style	3
San Bernardino County Department of Public Health	Traffic S.A.F.E. Program	16
San Bernardino County Department of Public Health	Tuberculosis Control Program	6
San Bernardino County Department of Public Health	Women Infants and Children (WIC)	103
San Bernardino County Department of Veterans Affairs	Burial Benefits	2
San Bernardino County Department of Veterans Affairs	Health Care	2
San Bernardino County Department of Veterans Affairs	Mental Health Services	1
San Bernardino County Department of Veterans Affairs	Veterans Claims Assistance	1
San Bernardino County Department of Veterans Affairs	Vocational Rehabilitation	1
San Bernardino County District Attorney	General Information	10
San Bernardino County District Attorney	Victim Services Unit	3
San Bernardino County Fire Department	ABOP: Household Generated Hazardous Waste	1
San Bernardino County Land Use Services Department	Code Enforcement Division	9
San Bernardino County Library	Library Services	1
San Bernardino County Office Of The Assessor	San Bernardino County Fire Information	1
San Bernardino County Preschool Services Department	Head Start	12
San Bernardino County Preschool Services Department	Support Services	10
San Bernardino County Public Authority	In-Home Supportive Services Registry	13
San Bernardino County Public Defender	Public Defender	1
San Bernardino County Sheriffs Department	Detention Facilities	25
San Bernardino County Sheriffs Department	Juvenile Intervention Program JIP	10
San Bernardino County Sheriffs Department	Law Enforcement	24
San Bernardino County Sheriffs Department	Victim Information and Notification Everyday	1
San Bernardino County Superintendent of Schools	Child Care Referral Services	51
San Bernardino County Superintendent of Schools	KidsNCare Child Care Food Program	1
San Bernardino County Superintendent of Schools	KidsNCare Child Care Subsidized Payment Program	37
San Bernardino County Superintendent of Schools	KidsNCare Resource and Referral Training Unit	1
San Bernardino County Transitional Assistance Department	C4Yourself	14
San Bernardino County Transitional Assistance Department	CalWORKs Program	257
San Bernardino County Transitional Assistance Department	Cash Aid Program for Immigrants	14
San Bernardino County Transitional Assistance Department	Child Care Programs	12
San Bernardino County Transitional Assistance Department	Disaster Food Stamp Program	53
San Bernardino County Transitional Assistance Department	Food Stamp Program	244
San Bernardino County Transitional Assistance Department	Foster Care Program	3
San Bernardino County Transitional Assistance Department	Health Care Options	3
San Bernardino County Transitional Assistance Department	Medi-Cal Program	236
San Bernardino County Transitional Assistance Department	Refugee Resettlement Program	1
San Bernardino County Transitional Assistance Department	The General Relief Program	19
San Bernardino County Transitional Assistance Department	Volunteer Income Tax Assistance (VITA)	46
San Bernardino County Workforce Development Department	Employment Resource Center	33
San Bernardino Family YMCA	Adult Sports	1
San Bernardino Family YMCA	Afterschool Program	1
San Bernardino Family YMCA	Preschool	2
San Bernardino Family YMCA	Swimming	1
San Bernardino Family YMCA	Teen Zone	2
San Bernardino Police Department	Police Department	23
San Bernardino Senior Center	Cooling Center	1
San Bernardino Senior Center	Senior Center	3
San Bernardino Sexual Assault Services, Inc	Sexual Assault Program	13
Save The Babies	Miracles in Recovery	2
Second Harvest Food Bank	Agency Food Distribution	2

Referrals from 2-1-1 San Bernardino County from January - March 2009

SEIU United Long Term Care Workers Union	Home Care Registry	3
Senior Companion Program	Senior Companion Program	2
Senior Corps	Foster Grandparents	1
Set Free Christian Fellowship	Food Assistance	3
Set Free Christian Fellowship	Food Ministry	17
Set Free Christian Fellowship	Thanksgiving Meals	2
Social Action Community Health System	Behavioral, Therapeutic and Dental Health Care	63
Social Action Community Health System	Primary Health Care	33
Social Security Administration	Social Security	59
Southern California Edison	California Alternate Rates for Energy	23
Southern California Edison	Community Energy Partnership-Home Energy Efficiency Tune-Ups	2
Southern California Edison	Energy Management Assistance Program	2
Southern California Edison	Level Pay Plan	2
Southern California Edison	Medical Baseline Program	2
Southern California Gas Company	CARE	9
Southern California Gas Company	Direct Assistance Program	6
Southern California Gas Company	Gas Assistance Fund (GAF)	1
Southern California Gas Company	Medical Baseline Program	2
Southwest Family Counseling	Counseling Services	2
Southwest Gas Company	California Alternate Rates for Energy	6
Southwest Gas Company	Deferred Payment Program	5
Southwest Gas Company	Low-Income Energy Efficiency Weatherization Program	2
Southwest Gas Company	Medical Baseline Program	7
Springboard	Consumer Credit Counseling	12
St. Bernardine Medical Center	Cancer Treatment Services	1
St. Bernardine Medical Center	Health Education Classes	1
St. Bernardine Medical Center	Hospital Services	8
St. John of God Health Care Services	Assistance Services	301
St. John of God Health Care Services	Community Recovery Center	14
St. John of God Health Care Services	Detox Center	21
St. John of God Health Care Services	Electric Assistance Fund (EAF)	662
St. John of God Health Care Services	Food Assistance	159
St. John of God Health Care Services	Residential Rehabilitation for Parents with Young Children	2
St. John of God Health Care Services	Residential Substance Abuse Treatment	25
St. John of God Health Care Services	Sober Living Homes	19
St. Johns Community Success Center	Family Services	2
St. Johns Community Success Center	Standing Community Services	15
St. Johns Community Success Center	Youth Outreach	1
St. Mary Medical Center	Hospital Services	4
START Pediatric Neurodevelopmental Assessment and Treatment Center	START Center	3
State Bar of California	Attorney Information and Referral Service	1
Superior Court of California, County of San Bernardino	Civil Court/ Unlawful Detainer	6
Superior Court of California, County of San Bernardino	Criminal Court	6
Superior Court of California, County of San Bernardino	Drug Court	1
Superior Court of California, County of San Bernardino	Family Court	36
Superior Court of California, County of San Bernardino	Juvenile Court	3
Superior Court of California, County of San Bernardino	Probate Court	5
Superior Court of California, County of San Bernardino	Small Claims Court	2
Superior Court of California, County of San Bernardino	Traffic Court	10
Team of Advocates for Special Kids	Parent Training and Information Center	4
Teen Challenge of Southern California	Mens Residential Substance Abuse Program	2
Teen Challenge of Southern California	Residential Substance Abuse Program	3
Teen Challenge of Southern California	Turning Point	1
Teen Line	Teen Line	4
Telecare High Desert Crisis Walk-In Center	Crisis Walk-In Center	16
The 29 Palms Community Food Pantry & Outreach Ministries, Inc	Community Food Pantry	10
The Agape House	New Life Program	30
The Community Counseling Center	General Counseling	7
The David & Margaret Youth and Family Services	Community Based Education	4
The Medical Board of California	Medical Board	1
The Restorative Justice Center of The Inland Empire	Face-To Face Inmate Release Program	2
The Restorative Justice Center of The Inland Empire	Juvenile Victim Offender Mediation	1
The Restorative Justice Center of The Inland Empire	Mediation Services	1
The Sober Living Network	Internet Information and Referral Service	38
The Trevor Project	Trevor Helpline	6
The Unforgettables Foundation	Burial Assistance	18
The Way Station	Food Assistance	15
Time For Change Foundation	Drug and Alcohol Outpatient Services	1
Time For Change Foundation	Sweet Dreams House	41
Touched Ones United Creating Hope, Inc.	Backpack Ministries	3
Town of Apple Valley	Town Hall	2
Training With Pay	Feed the Children of the Desert	3
Travelers Aid of the Inland Empire	Emergency Transportation and Referral Service	11
Travelers Aid of the Inland Empire	Emergency Travel Services	6

Referrals from 2-1-1 San Bernardino County from January - March 2009

Tri-City Mental Health Center	Adult Outpatient Services	1
Tri-County Dental Society	Dental Care Information and Referral	8
Tri-County Dental Society	Free Dental Work for Children	39
Twenty-nine Palms Armed Services YMCA MCAGCC	Bread Program	1
Twenty-nine Palms Senior Center	Senior Center	1
U.S. Citizenship and Immigration Services	Citizenship and Immigration Services	15
U.S. Department of Commerce	Digital TV Coupon Program	7
U.S. Department of Housing and Urban Development	Hope for Homeowners	19
U.S. Department of Housing and Urban Development	HUD	23
United Animal Nations	Lifeline Grants	1
United States Department of Education	Federal Student Aid (FSA)	1
United Way - Mojave Valley United Fund, Inc.	Mojave Valley United Way Fundraising	1
Upland Animal Shelter	Pet Adoption	5
Valley Fellowship - Seventh Day Adventist Church	Community Services	14
Valley Fellowship - Seventh Day Adventist Church	Thanksgiving Baskets	2
Valley Star Children and Family Services	Mental Health Services	13
Victims of Crime Resource Center	Resource Center	6
Victor Valley Community Dental Service	Dental Service Program	70
Victor Valley Community Hospital	Hospital Services	6
Victor Valley Community Services Council	Senior Needs	1
Victor Valley Community Services Council	Volunteer Center	7
Victor Valley Domestic Violence	Domestic Violence Shelter	17
Victor Valley Domestic Violence	Referral Services for a "A Better Way"	6
Victor Valley Domestic Violence	Temporary Restraining Orders	1
Victor Valley Rescue Mission	Food Services & Clothing	182
Victor Valley Rescue Mission	Recovery Program	16
Victor Valley Transit Authority	Direct Access	19
Victor Valley Transit Authority	Victor Valley Transit Authority	8
Victor Valley Union High School District	Public Education	1
Victorville Police Department	Municipal Police	1
Victorville Senior Citizens Club	Senior Center	2
Villa de Ninos	Preschool	2
Visiting Nurse Association Of The Inland Counties	Home Health Aide Services	2
Vista Guidance Centers	Adolescent Anger Management	12
Vista Guidance Centers	Adolescent Outpatient Substance Abuse Treatment	2
Vista Guidance Centers	Adult Anger Management Services	24
Vista Guidance Centers	Adult Outpatient Substance Abuse Treatment	3
Vista Guidance Centers	Child Abuse Treatment	1
Vista Guidance Centers	Christmas Meals	1
Vista Guidance Centers	Christmas Toys	26
Vista Guidance Centers	Co-Occuring Mental Health and Substance Abuse Treatment Services	2
Vista Guidance Centers	DEJ Program (PC1000)	1
Vista Guidance Centers	Domestic Violence (Batterers Treatment Program)	11
Vista Guidance Centers	Mental Health Homeless Services	2
Vista Guidance Centers	Mental Health Services	45
Vista Guidance Centers	Mental Health Services Club House	2
Vista Guidance Centers	Parenting Classes	18
Vista Guidance Centers	Recovery Center	4
Vista Guidance Centers	Thanksgiving Meals	1
Vista Guidance Centers	Youth Environmental Prevention Services	2
Vocational Improvement Program, Inc.	Direct Placement	2
Vocational Improvement Program, Inc.	Vocational Evaluation	1
Vocational Improvement Program, Inc.	Work Activity Program	1
Volunteer Center of Riverside County	2-1-1 Riverside County	491
Volunteer Income Tax Assistance (VITA)	Earned Income Tax Credit (EITC)	108
Volunteer Income Tax Assistance (VITA)	VITA	73
Volunteermatch	VolunteerMatch	1
Volunteers of America	Early Head Start	4
Volunteers of America	Family Resource Center	17
We Tip	Crime Hotline	5
West End Family Counseling	Mental Health and Counseling Services	19
West End Family Counseling	School-Based Counseling	1
West End YMCA	Family Program	1
Westside Community Service Center	Employment Assistance	2
Westside Community Service Center	Food Distributions	72
Westside Community Service Center	Rent Payment Assistance	355
Westside Community Service Center	Senior Nutrition	1
Wildhaven Ranch	Wings N' Things	1
YMCA of Pomona Valley	PreSchool	2
YMCA Of The East Valley	School-Age-Care	3
Young Visionaries Youth Leadership Academy	After School Tutoring	2
Young Visionaries Youth Leadership Academy	C.U.T.T. Center - Career, University, Technology Training	1
Young Visionaries Youth Leadership Academy	Community Outreach	1
Young Visionaries Youth Leadership Academy	Forward Focus Leadership Program	2

Referrals from 2-1-1 San Bernardino County from January - March 2009

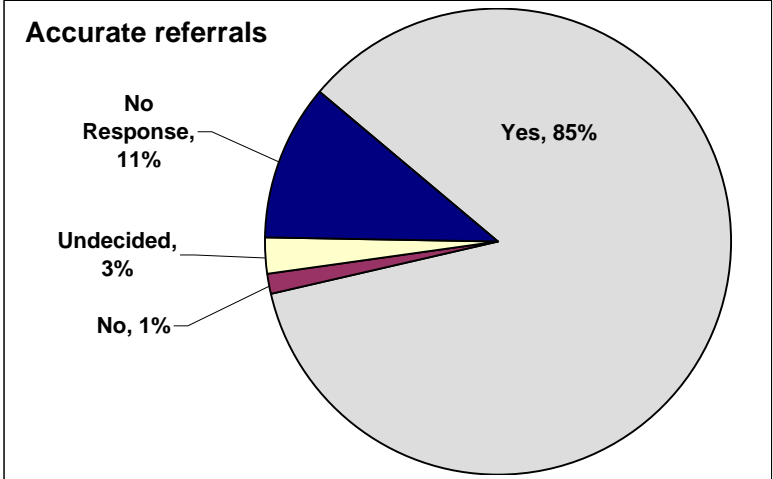
Young Visionaries Youth Leadership Academy	Mentoring Program	3
Young Visionaries Youth Leadership Academy	Nitro2Go Christmas Festival Toy Giveaway	9
Young Visionaries Youth Leadership Academy	Thanksgiving Baskets	6
Young Visionaries Youth Leadership Academy	Youth Advocacy Training Program	2
Young Visionaries Youth Leadership Academy	Youth Violence Prevention Program	2
Yucaipa Christian Church	Manna Food Cupboard	30
Yucaipa Senior Center	Senior Center	1
Yucaipa Valley Welfare, Inc	Clothing Program	5
Yucaipa Valley Welfare, Inc	Food Program	17
Total		23,416

Callback Survey Responses

January-March 2009

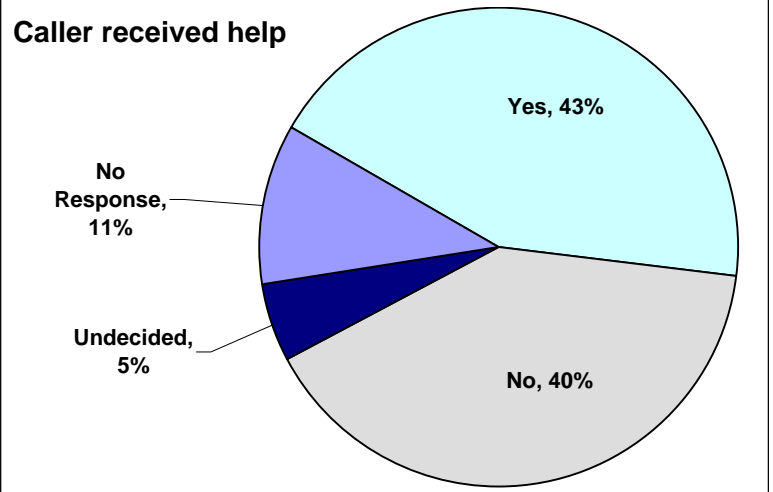
Total of 412 Respondents

Were the referral(s) accurate?	
Yes	85%
No	1%
Undecided	3%
No Response	11%



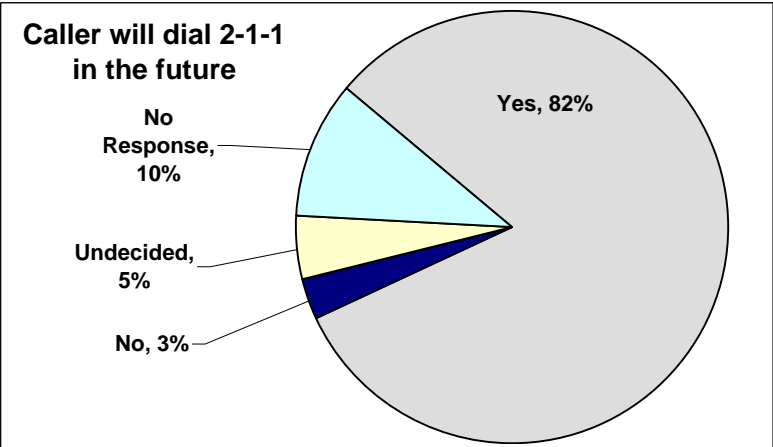
Did you contact the referral agency (ies)?	
Yes	90%
No	8%
Undecided	1%
No Response	1%

If yes, did you get the help you needed?	
Yes	43%
No	40%
Undecided	5%
No Response	11%



Was the information useful?	
Yes	77%
No	7%
Undecided	6%
No Response	10%

Will you call 2-1-1 in the future?	
Yes	82%
No	3%
Undecided	5%
No Response	10%



Are you a registered voter?	
Yes	47%
No	36%
Undecided	5%
No Response	13%