

January - March 2010  
**2-1-1 San Bernardino County Quarterly Report**

# 2-1-1 San Bernardino County Quarterly Report - March 2010



United Ways serving  
San Bernardino County



## 2-1-1 News Items

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

Help us evaluate our progress. Voice your concerns. Share your ideas for improvement. Browse over to [211sb.org](http://211sb.org) and click on the 2-1-1 Survey - January 2009 link. This survey should take less than 3 minutes of your time and gives us valuable information to shape our strategy for the future of 2-1-1 San Bernardino County. You can also type [surveymonkey.com/s/39SQL7W](http://surveymonkey.com/s/39SQL7W) into your browser.

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

Federal funding for 2-1-1 is very close - 57 Senate and 220 House co-sponsors now!! One year ago it was 27 and 67! Please lend your voice. Call the Congressional Switchboard at 202-224-3121 and help make 2-1-1 sustainable.

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

The next meeting of the 2-1-1 Advisory Committee will be held at 9:00am at the 2-1-1 Call Center in Rancho Cucamonga on May 27th and occurs regularly on the 4th Thursday of every other month.

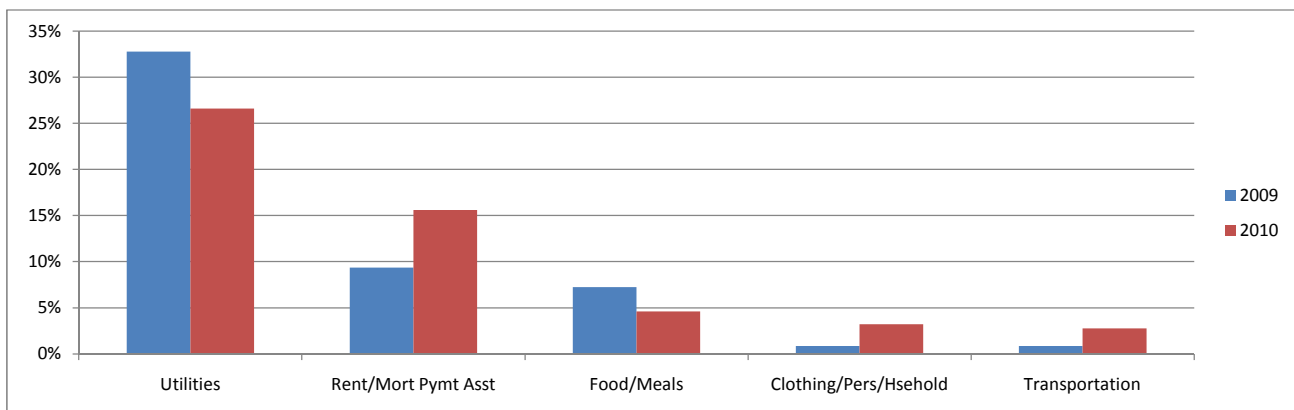
### Can we have 3 minutes?

Almost 75% of those who responded to our survey indicate that it would be helpful to have a workshop on how to use 2-1-1 data to improve grant proposals. Yet there were not many respondents. If you have not done so, please follow the link below and donate 3 minutes of your time to answer the 8 questions and help direct the evolution of 2-1-1.

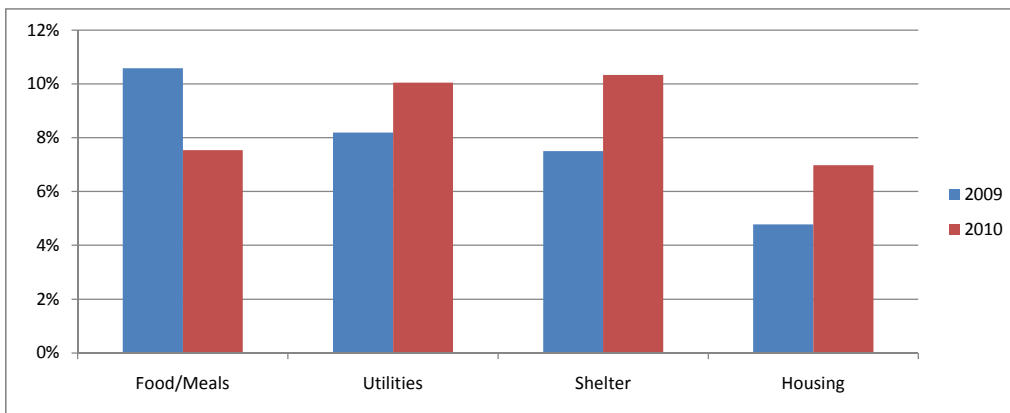
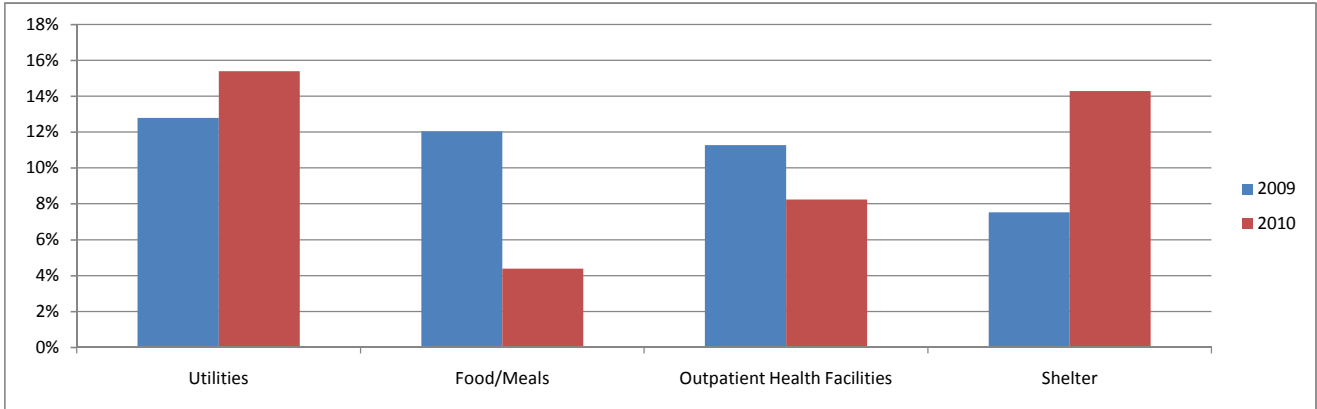
<http://surveymonkey.com/s/39SQL7W>

### 1st Quarter 2009 to 1st Quarter 2010 Comparison

At first glance, there doesn't seem to be much difference in calls during the first 3 months of 2009 compared with 2010 overall. There were about 15,000 2-1-1 calls and basic needs account for about 53% of all calls for both periods. The differences begin to show up when looking at geographic areas and demographics. The following 5 graphs compare first quarter needs as a percentage of all calls per city. Consider **Barstow**, as shown in the graph below. Although requests for utility assistance and food are lower, rent assistance, clothing/household items, and transportation are dramatically increased.

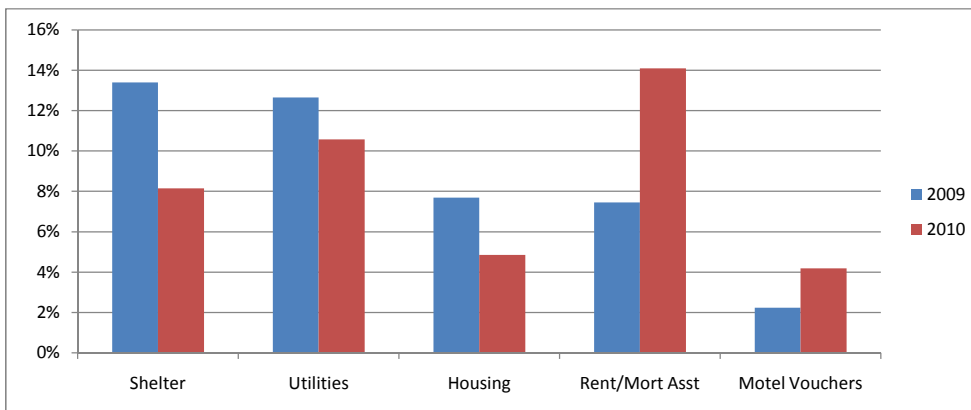


The next chart is for the **City of Montclair** followed by **Redlands**. Note the increase for requests for shelter.

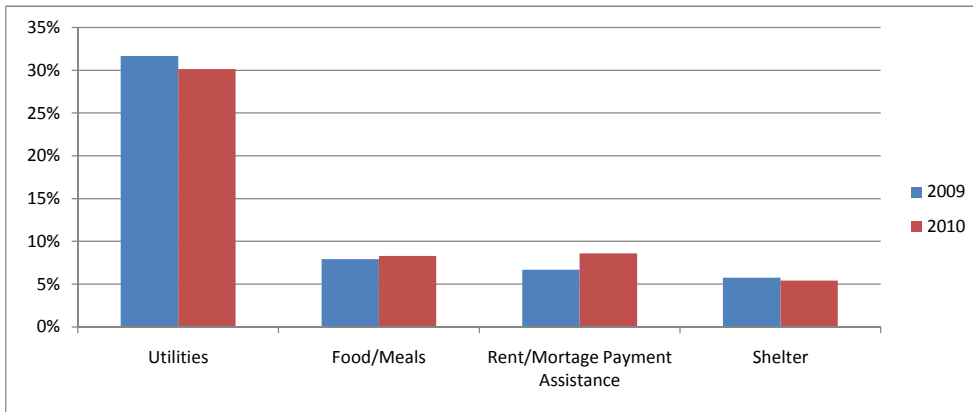


**City of Redlands**

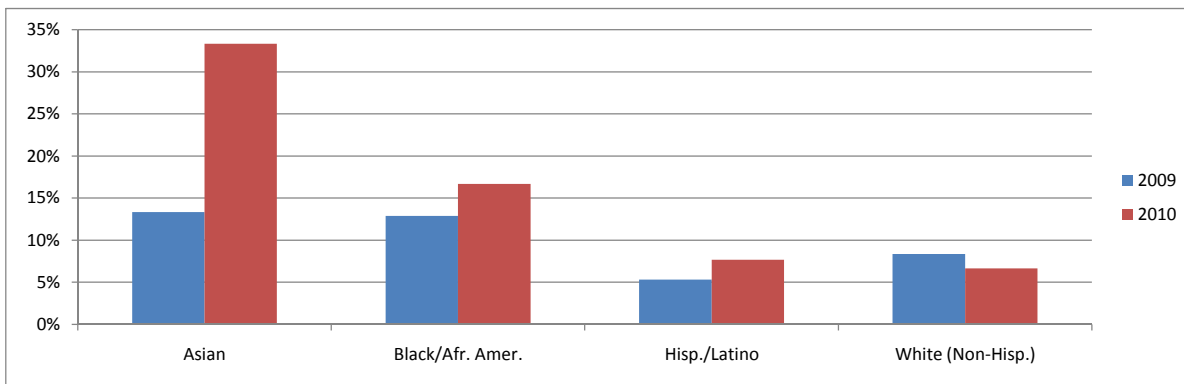
The **City of Upland** shows a 5% decrease in percentage of requests for basic needs, but note the increase in rent/mortgage assistance and motel voucher requests.



**Let's take a look at Victorville.** This city is second only to San Bernardino in calls to 2-1-1. But the residents of Victorville call at twice the rate, 1.6% per capita for the quarter compared with 0.8% for San Bernardino, or 1608 calls from Victorville and 2724 from San Bernardino residents. The following graph shows that in terms of caller needs expressed, there is little difference between the first 3 months of 2010 and the same period a year earlier, with rent/mortgage payment assistance up a little less than 2%.



A closer look at the **City of Victorville** that includes statistically significant ethnic groups shows that with regards to need for rent/mortgage assistance, minorities were significantly overrepresented in the change from 2009 to 2010.



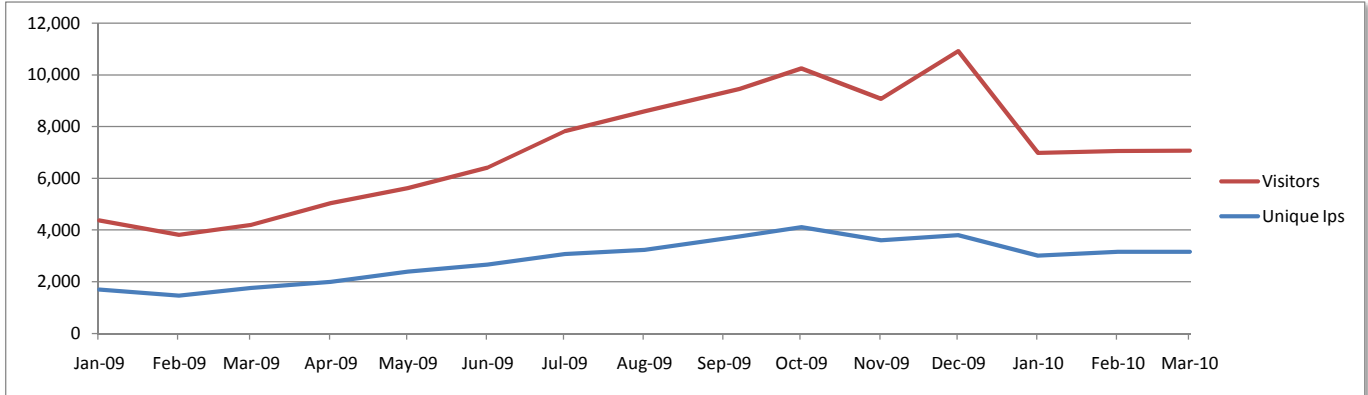
2-1-1 call handling information is a rich source of primary data. It can be used for documenting needs for grant proposals and other purposes. It can demonstrate trends often long before mainstream sources. If you are interested in learning how you can obtain and use 2-1-1 data please complete the short survey at <http://surveyMonkey.com/s/39SQL7W> and contact [gmadden@ieuw.org](mailto:gadden@ieuw.org) to discuss data acquisition beyond that which is contained in these monthly reports.

**Web Traffic part of 211 success**

Although the volume of first quarter calls to 2-1-1 San Bernardino County is not greater than a year ago, there are three significant trends that must be considered to properly assess the progress of the 2-1-1 system. First, the length and intensity of calls are greater. Many of the 5000 new callers per quarter have, in their own words, “never asked for help before” and aren’t sure what they need because they have no idea about what is available. They are more desperate and discouraged. Their range of needs exceeds those in early 2009. The 2-1-1 Information & Referral Specialists are having to spend more time assessing callers’ situations, explaining services and giving multiple referrals.

Secondly, follow up calls indicate a higher percentage of callers to 2-1-1 are successful in getting the help they need. In part, this is because we have expanded the 2-1-1 database by 15% over the last year, to a total of 2,365 documented programs from 928 agencies serving San Bernardino County.

And lastly, the numbers of 'callers' who are accessing needed resource information via the 2-1-1 website has almost doubled in the last year, and is approaching the same numbers of people who get 2-1-1 service over the phone. See the following chart.



Until next month's report, Thank You and Be Well!

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



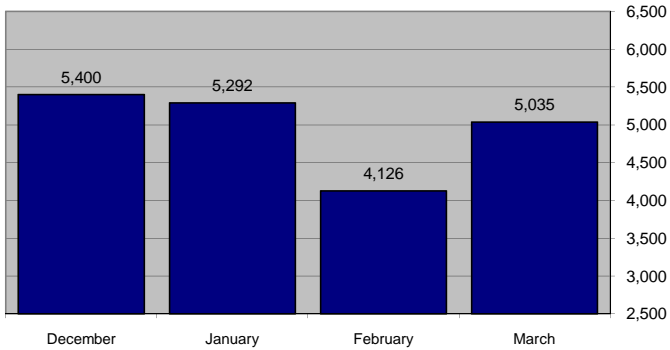
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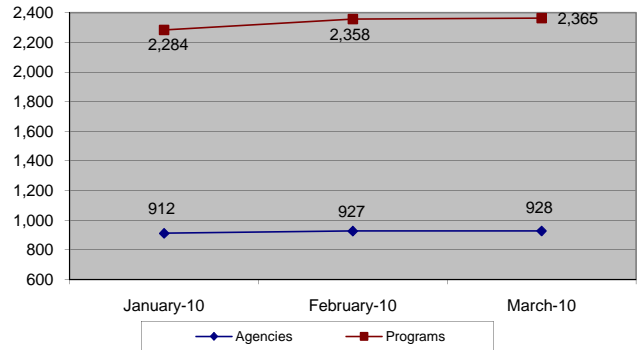
## 2-1-1 San Bernardino County

### March 2010 Data Analysis

**Total number of documented calls**



**2-1-1 database totals**



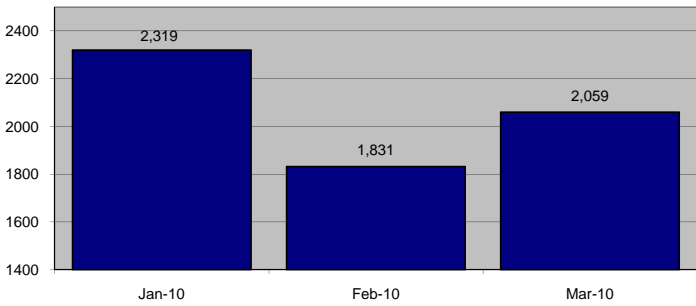
**Total number of documented calls\*\***

Month	Total Number of Documented Calls**
March	5,035
February	4,126
January	5,292
December	5,400

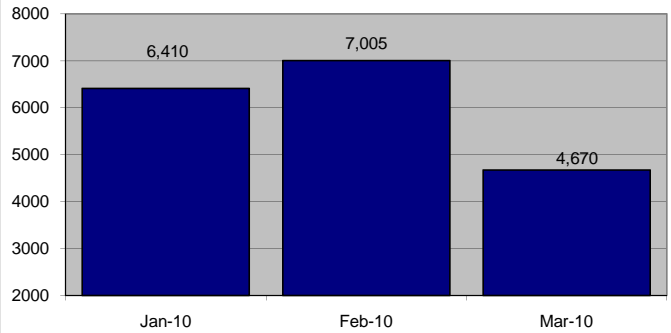
\*\* Does not include hangups, wrong numbers, internal, etc.

Agencies	Database totals	Programs
928	Mar-10	2,365
927	Feb-10	2,358
912	Jan-10	2,284

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



**Total number of children involved**



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

	Mar-10	Feb-10	Jan-10
0 or unknown	2,976	2503	2973
1	681	601	735
2	656	585	835
3	396	401	454
4	199	131	183
5	90	70	78
6	22	19	15
7	11	10	10
8	3	4	5
9	0	1	2
More than 9	1	9	2
<b>Total</b>	<b>2059</b>	<b>1831</b>	<b>2319</b>

**Total Number of Children**

Month	Total Number of Children
Mar-10	4670
Feb-10	7005
Jan-10	6410

**Percentage of callers w/children** 41%

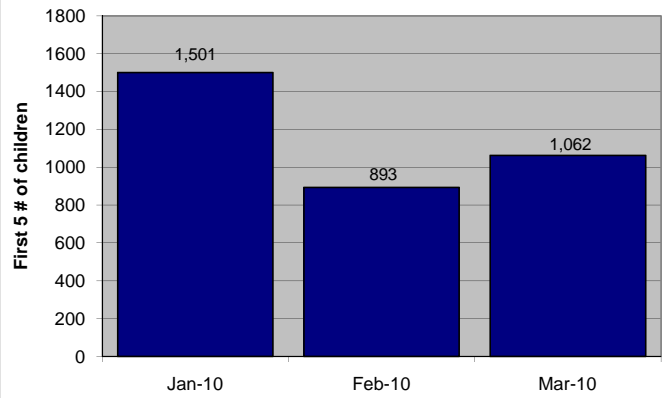
**First 5 Calls**

<b>Total # First 5 Children represented</b>	<b>1614</b>
Total number of calls this month	5035
<b>Total # of First 5 Calls</b>	<b>1062</b>
<b>Percentage of F5 calls</b>	<b>21%</b>

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

	Mar-10	Feb-10	Jan-10
0 or unknown	3,973	4142	3791
1	635	533	572
2	323	277	680
3	84	68	180
4	14	12	64
5	5	3	5
6	0	0	0
7	0	0	0
8	0	0	0
9	0	0	0
More than 9	1	0	0
<b>Total F5 Calls</b>	<b>1062</b>	<b>893</b>	<b>1501</b>

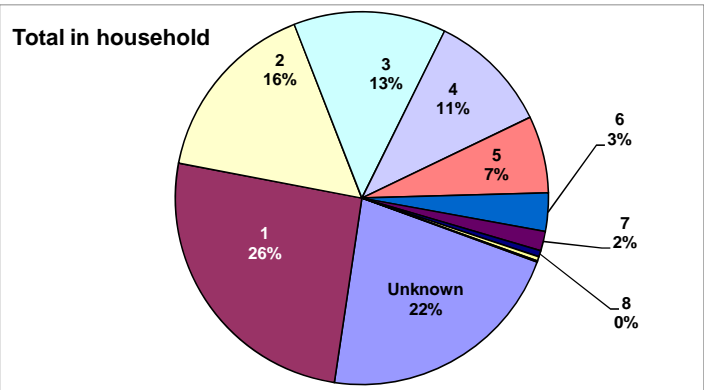
**Total number of children under 6**



## 2-1-1 San Bernardino County

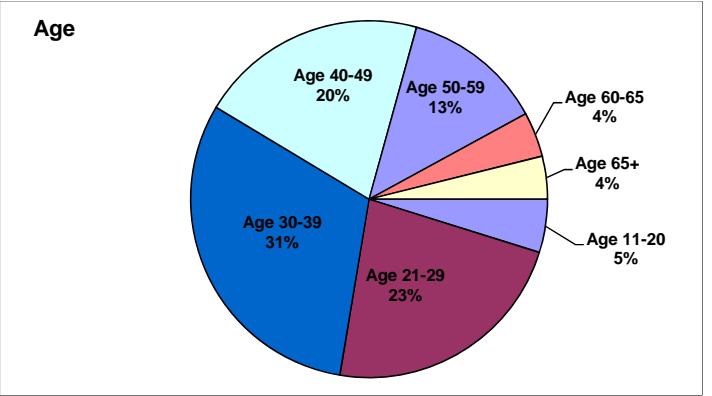
Total # in household:			
	Mar-10	Feb-10	Jan-10
Unknown	1098	829	1022
1	1291	1098	1172
2	810	723	908
3	666	601	790
4	531	515	720
5	336	333	391
6	168	133	175
7	85	58	64
8	27	12	23
9	18	14	15
9+	5	9	12
<b>Total</b>	<b>3937</b>	<b>3496</b>	<b>4270</b>

NA  
33%  
21%  
17%  
13%  
9%  
4%  
2%  
1%  
0%  
0%

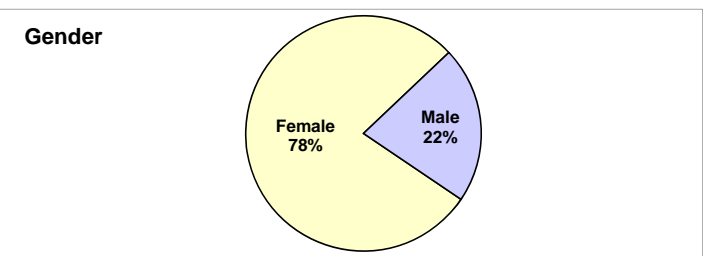


**Total people represented in this month's calls**      **10,739**

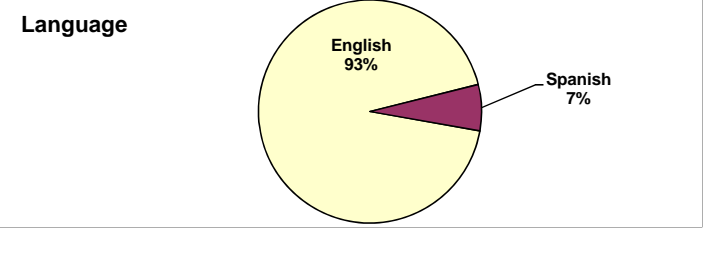
Age:			
	Mar-10	Feb-10	Jan-10
Age 0-3	7	11	4
Age 4-5	8	4	3
Age 6-10	12	12	12
Age 11-20	162	116	112
Age 21-29	766	644	776
Age 30-39	1041	1068	1685
Age 40-49	694	621	691
Age 50-59	429	344	341
Age 60-65	137	146	155
Age 65+	130	160	96
<b>Total</b>	<b>3386</b>	<b>3126</b>	<b>3875</b>



Gender			
	Mar-10	Feb-10	Jan-10
Female	3939	3208	4066
Male	1079	1095	1197
Unknown	8	11	5
Other	1	4	15
Transgender	0	2	1
<b>Total</b>	<b>5027</b>	<b>4320</b>	<b>5284</b>

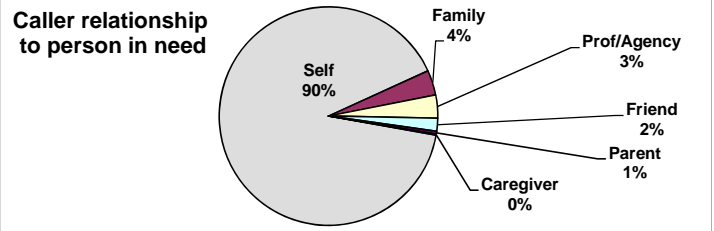


Language			
	Mar-10	Feb-10	Jan-10
English	4697	4018	4913
Spanish	337	305	378
Igbo	1	0	0
Acholi	0	1	1
Bulgarian	0	1	0
Albanian	0	0	0
Korean	0	0	0

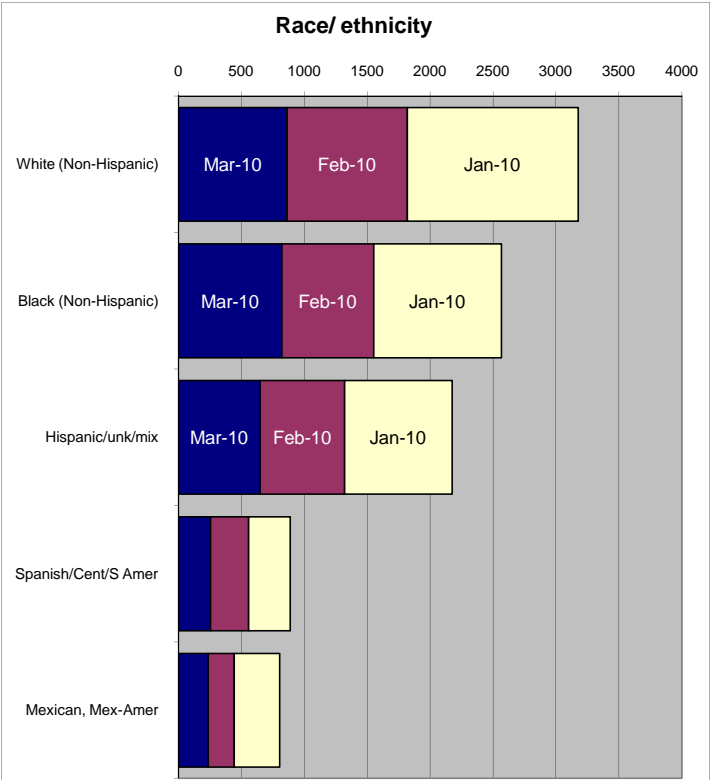


## 2-1-1 San Bernardino County

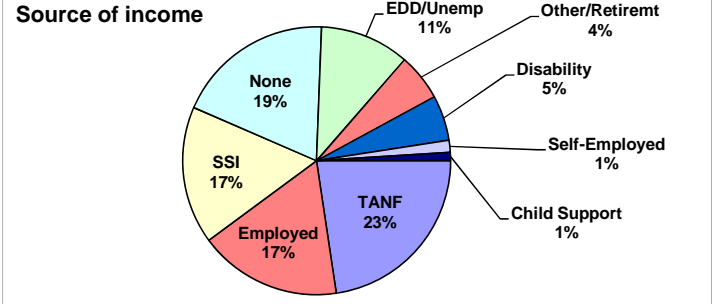
Caller relationship to person in need:			
	Mar-10	Feb-10	Jan-10
Self	4553	3887	4890
Family	186	194	170
Prof/Agency	171	137	143
Friend	96	81	69
Parent	23	18	9
Caregiver	6	8	11



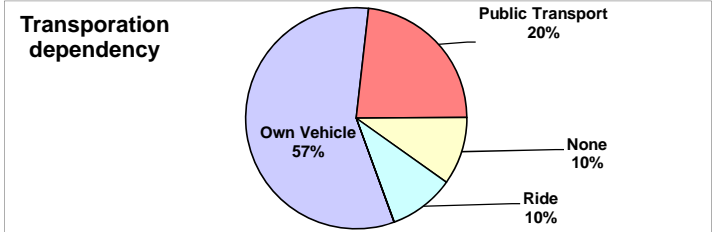
Race/ ethnicity				
	Mar-10	Feb-10	Jan-10	
White (Non-Hispanic)	862	957	1356	28%
Black (Non-Hispanic)	820	731	1014	27%
Hispanic/unk/mix	649	671	854	21%
Spanish/Cent/S Amer	254	303	329	8%
Mexican, Mex-Amer	236	205	363	8%
Declined to answer	127	73	26	4%
Asia/unk/mix	23	12	18	
Multi-race	23	12	3	
Asian-Indian	8	8	10	
Native American	8	3	1	
Pacific Islander/unk/mix	7	7	3	
Other	6	14	9	
Samoan	5	2	0	
Filipino	3	3	1	
Chinese	2	1	3	
Vietnamese	2	0	3	
Puerto Rican	1	2	3	
Laotian	1	0	3	
Hawaiian	1	0	0	
Korean	1	0	0	
Cambodian	0	4	0	
Cuban	0	0	0	
Japanese	0	0	0	
Unknown	1996	1118	1293	
<b>Total Known</b>	<b>3039</b>	<b>3008</b>	<b>3999</b>	



Source of income:			
	Mar-10	Feb-10	Jan-10
TANF	744	661	976
Employed	566	625	669
SSI	546	547	575
None	626	524	574
EDD/Unemp	355	281	392
Other/Retirement	187	155	155
Disability	179	152	130
Self-Employed	48	49	42
Child Support	33	23	22



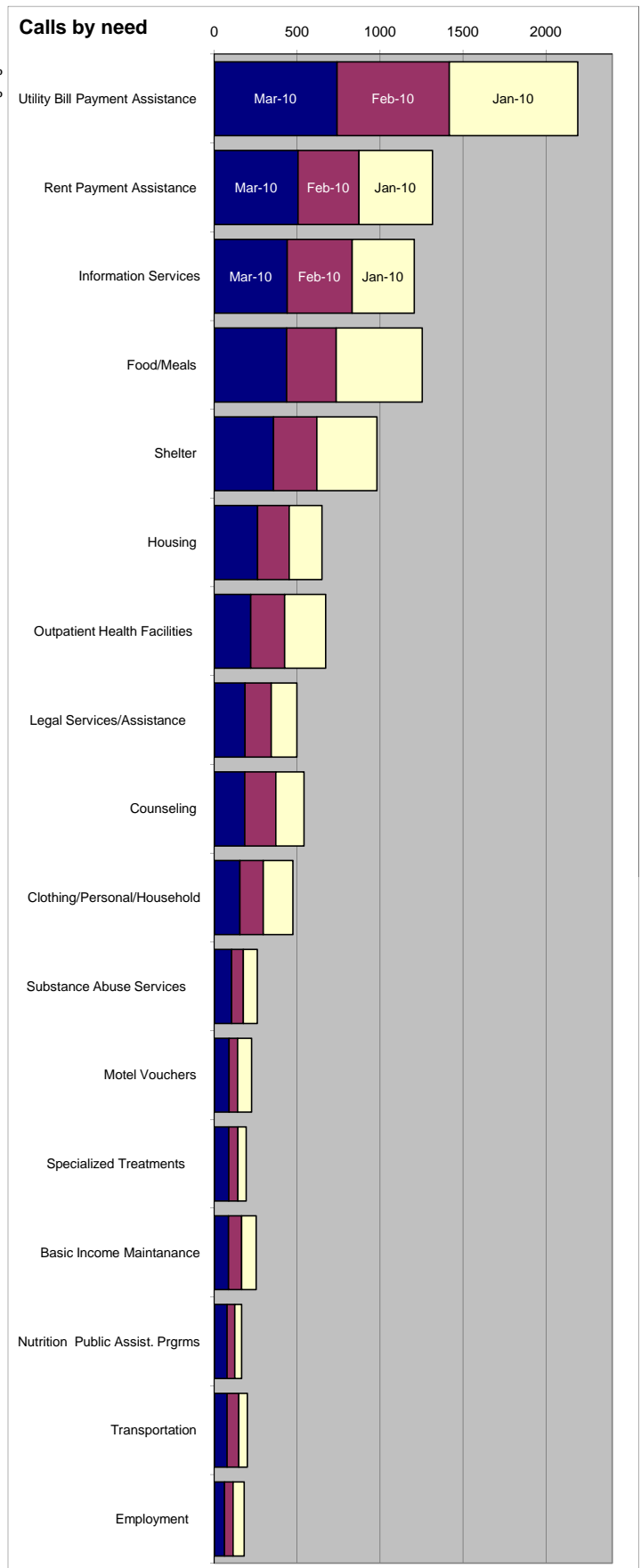
Transportation dependency:			
	Mar-10	Feb-10	Jan-10
Own Vehicle	1674	1679	2036
Public Transportation	675	516	640
None	290	269	347
Ride	280	258	297
Transportation Voucher	1	3	1
Taxi	0	0	0



## 2-1-1 San Bernardino County

Calls by need:			
Need	Mar-10	Feb-10	Jan-10
Utility Bill Payment Assistance	739	678	775
Rent Payment Assistance	504	367	445
Information Services	439	391	375
Food/Meals	436	298	519
Shelter	356	262	362
Housing	260	191	198
Outpatient Health Facilities	218	206	247
Legal Services/Assistance	185	157	156
Counseling	182	188	170
Clothing/Personal/Household	153	142	178
Substance Abuse Services	103	71	85
Motel Vouchers	88	51	85
Specialized Treatments	86	56	50
Basic Income Maintenance	85	78	88
Nutrition Public Assist. Prgms	77	45	41
Transportation	76	71	52
Employment	61	51	68
Community Groups/Services*	60	40	56
Consumer Assistance/Protection	59	87	90
Health Screening/Diagnostic Services	59	41	51
Courts/Correctional System	50	36	29
Health Supportive Services	43	69	64
Social Insurance Programs	40	16	26
Medical Public Assistance Programs	38	25	32
Parenting Education	33	26	31
Crime Reporting/Prevention	32	14	16
Law Enforcement	31	28	24
Day Care	30	41	27
Family Based Svcs/Mentoring	25	23	34
Mental Health Care Facilities	25	17	37
Household Related Public Asst	24	25	15
Volunteer Opportunities	24	17	7
Formal Education	22	12	14
Special Education	21	12	13
Animal Services	20	19	13
Outpatient Mental Health Care	19	18	28
Disability Issues/Services	18	24	5
Immigration/Citizenship	16	5	4
Protective Services	15	18	4
Psychiatric/Mental Health Support	15	8	9
Support Groups	14	16	6
Environmental Protection/Improvement	14	14	10
Early Education	13	13	15
Public Safety/Emergency Services	12	10	7
Emergency Medical Care	11	15	13
Social Develop. and Enrichment	11	4	2
Tutoring/Homework Assistance	10	4	2
Donations	9	11	10
Inpatient Health Facilities	9	10	10
Mortgage Payment Assistance	7	11	14
Public Health Information	7	7	8
Mortgage Foreclosure Information	6	11	4
Org. Development and Mgmt Services	6	6	7
Adoption/Foster Care	6	4	0
Death Certification/Burial Arrangements	5	7	7
Consumer Regulations	4	10	10
Credit Counseling	4	3	3
Crime Victim Support	4	2	2
Parks & Recreation Services	4	0	1
Disaster (Incident)**	3	14	79
Bad Weather Shelters	2	2	4
Labor Standards/Practices	2	2	4
Public Works	2	2	2
Rehabilitation/Habilitative Services	1	2	4
Safety Equipment	1	0	3
Disaster Services	0	1	4

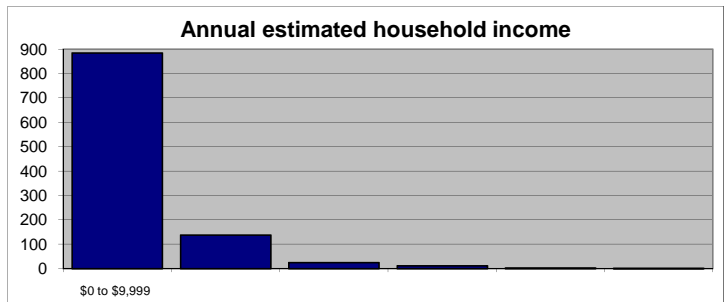
Note: \* Includes Holiday Meals      \*\* H1N1



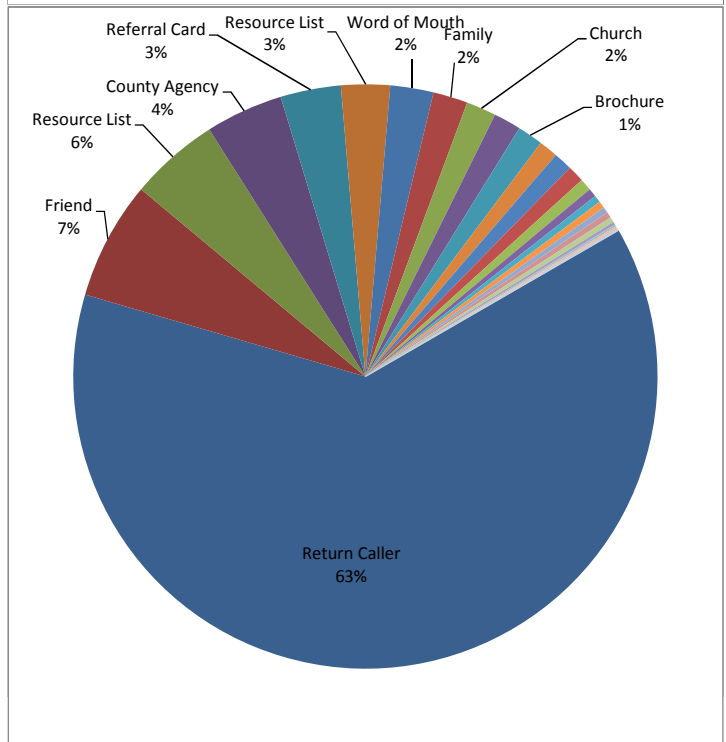


## 2-1-1 San Bernardino County

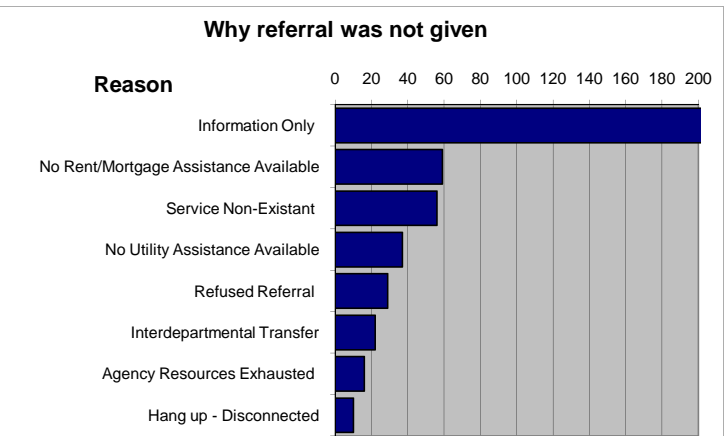
Annual estimated household income			
	Mar-10	Feb-10	Jan-10
Declined to state/Unknown	3974	774	4659
\$0 to \$9,999	884	213	733
\$10,000 to \$19,999	137	67	286
\$20,000 to \$29,999	24	17	47
\$30,000 to \$39,999	11	5	10
\$40,000 to \$49,999	2	1	2
\$50,000 to \$59,999	1	0	1
\$60,000 to \$69,999	1	1	0
\$70,000 to \$79,999	0	1	0
\$80,000 +	1	0	1



How caller learned about 2-1-1			
	Mar-10	Feb-10	Jan-10
Return Caller	3165	2339	3233
Friend	329	301	224
Social Service Agency	250	269	310
County Agency	216	201	121
Referral Card	168	221	305
Resource List	136	277	436
Word of Mouth	121	137	189
Family	96	74	74
Church	83	56	54
Utility Company	76	77	39
Brochure	72	53	58
School	53	43	53
Other	52	41	19
Other I&R or 2-1-1	47	32	31
Internet	33	47	33
Billboards	24	15	4
Phone Book	20	23	15
Law Enforcement	19	16	11
Government Non-County	17	15	6
Radio	16	29	10
Doctor's Office/Clinic	15	17	5
Human Resources	8	3	0
Hospital	6	11	7
Television	5	13	45
Newspaper	4	12	5
411	3	1	2
Chronic Caller/Abusive Caller	1	1	1
Crisis Line	0	1	2
President Obama's Stimulus Plan	0	0	0



Why referral not given			
Reason	Mar-10	Feb-10	Jan-10
Information Only	247	188	223
No Rent/Mortgage Assistance Available	59	36	309
Service Non-Existant	56	55	79
No Utility Assistance Available	37	47	125
Refused Referral	29	24	29
Interdepartmental Transfer	22		
Agency Resources Exhausted	16	21	39
Hang up - Disconnected	10	26	78
No Shelter Bed Availability	6	4	6
Wrong Number	2	5	5
Services To Expensive	2	0	2
Caller Doesn't Qualify	1	4	



## 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**

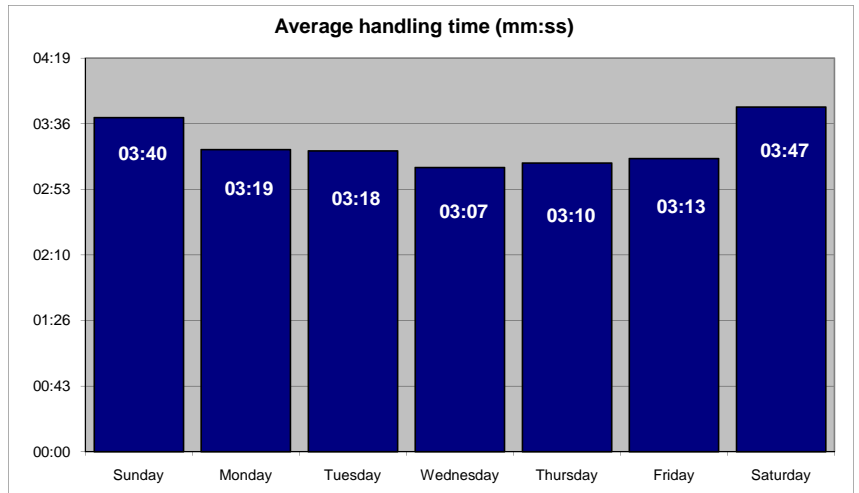
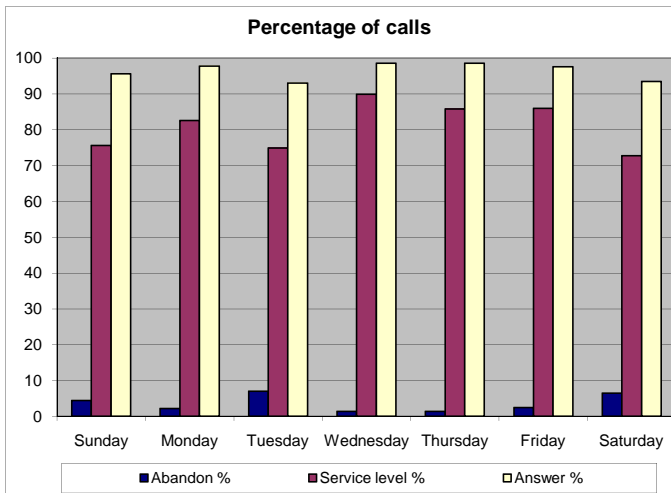
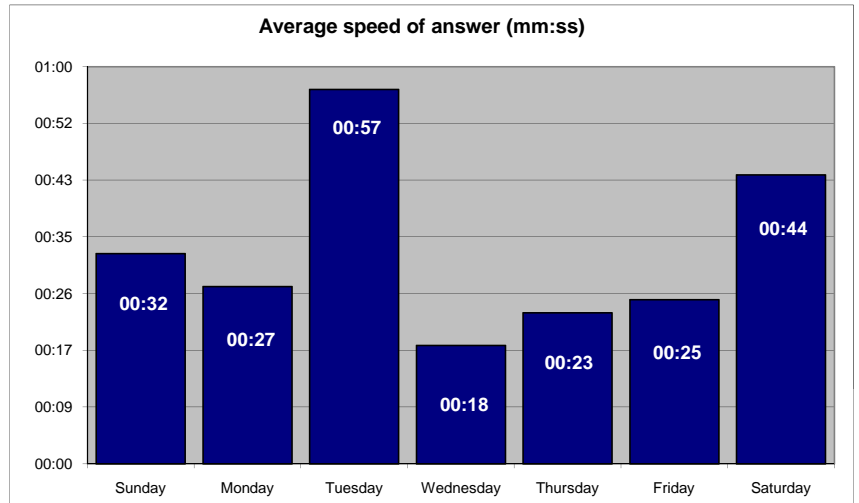
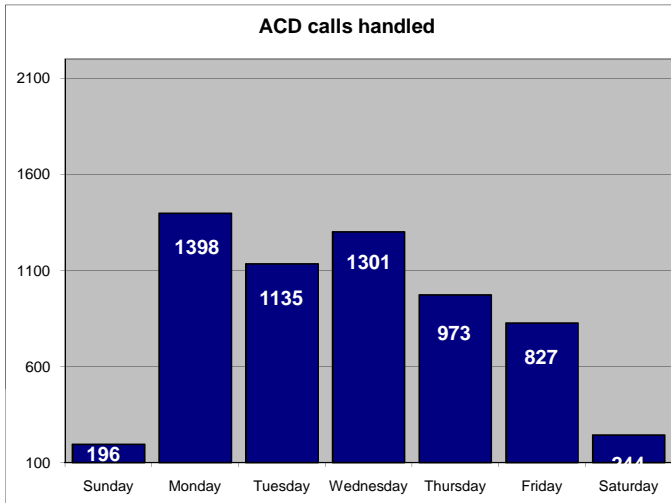
**Device: 005 - All SB QG's**

**Date range: 3/1/2010 - 3/31/2010 12:00 AM - 12:00 AM**

**Created on: 4/1/2010**

**Created by: gmadden**

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls queued	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
<b>Sunday</b>	205	196	11	9	0	3	0	191	5	0	0	0:00:32	0:01:37	0:00:00	11:58:56	0:03:40	4.4	75.6	95.6
<b>Monday</b>	1429	1398	28	31	0	15	0	1395	3	0	0	0:00:27	0:03:00	0:00:00	77:18:02	0:03:19	2.2	82.6	97.8
<b>Tuesday</b>	1220	1135	30	85	0	6	0	1133	2	0	0	0:00:57	0:04:38	0:00:00	62:36:57	0:03:18	7.0	74.9	93.0
<b>Wednesday</b>	1319	1301	30	18	0	20	0	1294	7	0	0	0:00:18	0:03:16	0:00:00	67:42:47	0:03:07	1.4	89.9	98.6
<b>Thursday</b>	987	973	19	14	0	7	0	968	5	0	0	0:00:23	0:02:18	0:00:00	51:32:21	0:03:10	1.4	85.8	98.6
<b>Friday</b>	847	827	20	20	0	7	0	823	4	0	0	0:00:25	0:02:28	0:00:00	44:27:48	0:03:13	2.4	86.0	97.6
<b>Saturday</b>	261	244	14	17	0	1	0	238	6	0	0	0:00:44	0:02:53	0:00:00	15:26:38	0:03:47	6.5	72.8	93.5
<b>Total</b>	<b>6268</b>	<b>6074</b>	<b>152</b>	<b>194</b>	<b>0</b>	<b>59</b>	<b>0</b>	<b>6042</b>	<b>32</b>	<b>0</b>	<b>0</b>	<b>0:00:31</b>	<b>0:03:34</b>	<b>0:00:00</b>	<b>331:03:29</b>	<b>0:03:16</b>	<b>3.1</b>	<b>83.0</b>	<b>96.9</b>



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

<b>City/Town - Needs</b>	<b>Total</b>	
Adelanto	Utilities	62
	Rent Payment Assistance	16
	Information Services	9
	Food/Meals	7
	Clothing/Personal/Household Needs	7
	Transportation	4
	Counseling	4
	Specialized Treatments	3
	Housing	3
	Crime Reporting/Prevention	3
	Outpatient Health Facilities	3
	Substance Abuse Services	2
	Consumer Assistance/Protection	2
	Shelter	2
	Special Education	2
	Early Education	2
	Income Maintanance	2
	Health Screening/Diagnostic Services	1
	Employment	1
	Disability Issues/Services	1
	Medical Public Assistance Programs	1
	Legal Services/Assistance	1
	Mental Health Care Facilities	1
Health Supportive Services	1	
Motel Vouchers	1	
Community Groups/Services	1	
Nutrition Related Public Assistance Programs	1	
Law Enforcement	1	
Consumer Regulations	1	
Formal Education	1	
<b>Adelanto Total</b>		<b>146</b>
Alta Loma	Substance Abuse Services	4
	Shelter	4
	Information Services	3
	Outpatient Health Facilities	3
	Counseling	1
	Clothing/Personal/Household Needs	1
	Utilities	1
	Rent Payment Assistance	1
Environmental Protection/Improvement	1	
<b>Alta Loma Total</b>		<b>19</b>
Apple Valley	Utilities	71
	Food/Meals	26
	Information Services	16
	Rent Payment Assistance	12
	Outpatient Health Facilities	12
	Legal Services/Assistance	10
	Shelter	9
	Housing	8
	Counseling	7
	Nutrition Related Public Assistance Programs	7
	Substance Abuse Services	6
	Income Maintanance	5
	Clothing/Personal/Household Needs	5
	Health Supportive Services	5
Transportation	4	
Specialized Treatments	3	

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

City/Town - Needs	Total	
	Health Screening/Diagnostic Services	3
	Employment	3
	Family Based Services/Mentoring	3
	Day Care	2
	Parenting Education	2
	Volunteer Opportunities	2
	Formal Education	2
	Courts/Correctional System	2
	Social Insurance Programs	2
	Outpatient Mental Health Care	2
	Community Groups/Services	1
	Protective Services	1
	Crime Reporting/Prevention	1
	Psychiatric/Mental Health Support Services	1
	Emergency Medical Care	1
	Mortgage Payment Assistance	1
	Animal Services	1
	Motel Vouchers	1
	Parks & Recreation Services	1
	Social Development and Enrichment	1
	Disaster (Incident)	1
<b>Apple Valley Total</b>		<b>240</b>
<b>Barstow</b>	Utilities	17
	Nutrition Related Public Assistance Programs	7
	Rent Payment Assistance	7
	Legal Services/Assistance	6
	Shelter	5
	Outpatient Health Facilities	3
	Information Services	3
	Food/Meals	3
	Social Insurance Programs	2
	Consumer Assistance/Protection	2
	Transportation	2
	Clothing/Personal/Household Needs	2
	Medical Public Assistance Programs	2
	Organizational Development and Management Services	1
	Housing	1
	Substance Abuse Services	1
	Early Education	1
	Tutoring/Homework Assistance	1
	Counseling	1
	Income Maintenance	1
	Health Screening/Diagnostic Services	1
<b>Barstow Total</b>		<b>69</b>
<b>Big Bear City</b>	Utilities	4
	Rent Payment Assistance	3
	Consumer Assistance/Protection	2
	Information Services	2
	Counseling	1
	Outpatient Health Facilities	1
	Environmental Protection/Improvement	1
	Mortgage Foreclosure Information	1
	Mental Health Care Facilities	1
<b>Big Bear City Total</b>		<b>16</b>
<b>Big Bear Lake</b>	Utilities	4
	Information Services	2
	Transportation	1

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

<b>City/Town - Needs</b>	<b>Total</b>	
	Housing	1
	Health Supportive Services	1
	Health Screening/Diagnostic Services	1
	Outpatient Health Facilities	1
<b>Big Bear Lake Total</b>		<b>11</b>
<b>Bloomington</b>	Information Services	6
	Counseling	5
	Food/Meals	5
	Clothing/Personal/Household Needs	4
	Transportation	2
	Rent Payment Assistance	2
	Utilities	2
	Income Maintenance	2
	Animal Services	2
	Housing	2
	Courts/Correctional System	1
	Substance Abuse Services	1
	Disability Issues/Services	1
	Community Groups/Services	1
	Health Supportive Services	1
	Mortgage Foreclosure Information	1
	Volunteer Opportunities	1
	Outpatient Health Facilities	1
	Health Screening/Diagnostic Services	1
<b>Bloomington Total</b>		<b>41</b>
<b>Blue Jay</b>	Rent Payment Assistance	1
	Clothing/Personal/Household Needs	1
<b>Blue Jay Total</b>		<b>2</b>
<b>Calimesa</b>	Household Related Public Assistance Programs	1
<b>Calimesa Total</b>		<b>1</b>
<b>Cedar Glen</b>	Mortgage Foreclosure Information	1
<b>Cedar Glen Total</b>		<b>1</b>
<b>Chino</b>	Outpatient Health Facilities	13
	Housing	13
	Shelter	9
	Utilities	8
	Rent Payment Assistance	7
	Counseling	6
	Information Services	5
	Food/Meals	4
	Transportation	3
	Income Maintenance	3
	Health Supportive Services	2
	Special Education	2
	Employment	2
	Legal Services/Assistance	2
	Courts/Correctional System	1
	Substance Abuse Services	1
	Formal Education	1
	Mental Health Care Facilities	1
	Tutoring/Homework Assistance	1
	Nutrition Related Public Assistance Programs	1
	Day Care	1
	Disability Issues/Services	1
	Specialized Treatments	1
	Parenting Education	1
	Health Screening/Diagnostic Services	1

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

City/Town - Needs	Total	
	Psychiatric/Mental Health Support Services	1
	Volunteer Opportunities	1
	Public Safety/Emergency Services	1
	Consumer Assistance/Protection	1
	Medical Public Assistance Programs	1
Chino Total		95
Chino Hills	Outpatient Health Facilities	6
	Food/Meals	4
	Utilities	3
	Shelter	2
	Tutoring/Homework Assistance	2
	Specialized Treatments	2
	Information Services	2
	Counseling	2
	Housing	1
	Income Maintanance	1
	Social Insurance Programs	1
	Family Based Services/Mentoring	1
	Transportation	1
	Rent Payment Assistance	1
	Clothing/Personal/Household Needs	1
	Medical Public Assistance Programs	1
	Mortgage Foreclosure Information	1
Chino Hills Total		32
Colton	Rent Payment Assistance	23
	Food/Meals	14
	Shelter	12
	Outpatient Health Facilities	11
	Utilities	10
	Information Services	6
	Housing	6
	Clothing/Personal/Household Needs	5
	Employment	4
	Counseling	4
	Legal Services/Assistance	4
	Income Maintanance	3
	Specialized Treatments	3
	Motel Vouchers	3
	Outpatient Mental Health Care	2
	Substance Abuse Services	2
	Social Insurance Programs	2
	Nutrition Related Public Assistance Programs	2
	Psychiatric/Mental Health Support Services	1
	Animal Services	1
	Community Groups/Services	1
	Day Care	1
	Mortgage Payment Assistance	1
	Support Groups	1
	Environmental Protection/Improvement	1
	Transportation	1
	Law Enforcement	1
	Household Related Public Assistance Programs	1
	Medical Public Assistance Programs	1
	Disability Issues/Services	1
	Protective Services	1
	Health Supportive Services	1
	Organizational Development and Management Services	1

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

<b>City/Town - Needs</b>	<b>Total</b>	
	Consumer Assistance/Protection	1
<b>Colton Total</b>		<b>132</b>
<b>Crestline</b>	Utilities	4
	Food/Meals	3
	Housing	3
	Counseling	2
	Information Services	2
	Outpatient Health Facilities	2
	Social Insurance Programs	1
	Rent Payment Assistance	1
	Transportation	1
	Disability Issues/Services	1
	Shelter	1
	Income Maintenance	1
	Substance Abuse Services	1
	Public Health Information	1
	Health Screening/Diagnostic Services	1
	Public Works	1
	Protective Services	1
<b>Crestline Total</b>		<b>27</b>
<b>Fontana</b>	Food/Meals	43
	Shelter	35
	Rent Payment Assistance	29
	Housing	27
	Information Services	26
	Counseling	21
	Utilities	21
	Outpatient Health Facilities	16
	Legal Services/Assistance	16
	Nutrition Related Public Assistance Programs	11
	Specialized Treatments	11
	Clothing/Personal/Household Needs	11
	Substance Abuse Services	10
	Income Maintenance	10
	Day Care	8
	Employment	8
	Social Insurance Programs	7
	Law Enforcement	5
	Medical Public Assistance Programs	5
	Special Education	4
	Community Groups/Services	4
	Mental Health Care Facilities	4
	Courts/Correctional System	4
	Motel Vouchers	4
	Household Related Public Assistance Programs	3
	Formal Education	3
	Crime Reporting/Prevention	3
	Consumer Assistance/Protection	3
	Death Certification/Burial Arrangements	3
	Social Development and Enrichment	2
	Animal Services	2
	Support Groups	2
	Protective Services	2
	Transportation	2
	Health Screening/Diagnostic Services	2
	Parenting Education	2
	Consumer Regulations	1

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

<b>City/Town - Needs</b>	<b>Total</b>	
	Environmental Protection/Improvement	1
	Health Supportive Services	1
	Family Based Services/Mentoring	1
	Outpatient Mental Health Care	1
	Psychiatric/Mental Health Support Services	1
	Donations	1
	Public Health Information	1
	Organizational Development and Management Services	1
	Public Safety/Emergency Services	1
	Adoption/Foster Services	1
	Rehabilitation/Habilitative Services	1
	Immigration/Naturalization Legal Services	1
	Credit Counseling	1
	Emergency Medical Care	1
	Bad Weather Shelters	1
<b>Fontana Total</b>		<b>385</b>
<b>Forest Falls</b>	Outpatient Health Facilities	1
<b>Forest Falls Total</b>		<b>1</b>
<b>Grand Terrace</b>	Food/Meals	4
	Information Services	3
	Clothing/Personal/Household Needs	2
	Law Enforcement	2
	Legal Services/Assistance	1
	Health Supportive Services	1
	Outpatient Health Facilities	1
	Household Related Public Assistance Programs	1
	Housing	1
<b>Grand Terrace Total</b>		<b>16</b>
<b>Helendale</b>	Utilities	2
	Social Insurance Programs	1
	Health Supportive Services	1
	Rent Payment Assistance	1
<b>Helendale Total</b>		<b>5</b>
<b>Hesperia</b>	Utilities	51
	Food/Meals	22
	Rent Payment Assistance	19
	Legal Services/Assistance	13
	Housing	11
	Information Services	10
	Shelter	9
	Counseling	9
	Clothing/Personal/Household Needs	8
	Outpatient Health Facilities	7
	Employment	4
	Parenting Education	3
	Income Maintenance	3
	Consumer Assistance/Protection	3
	Specialized Treatments	3
	Transportation	3
	Community Groups/Services	3
	Crime Reporting/Prevention	2
	Nutrition Related Public Assistance Programs	2
	Formal Education	2
	Courts/Correctional System	2
	Motel Vouchers	2
	Medical Public Assistance Programs	2
	Day Care	1



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

<b>City/Town - Needs</b>	<b>Total</b>	
	Outpatient Health Facilities	1
<b>Lake Arrowhead Total</b>		<b>9</b>
Loma Linda	Utilities	3
	Counseling	3
	Information Services	2
	Rent Payment Assistance	2
	Disability Issues/Services	1
	Outpatient Health Facilities	1
	Income Maintenance	1
	Emergency Medical Care	1
	Clothing/Personal/Household Needs	1
	Food/Meals	1
<b>Loma Linda Total</b>		<b>16</b>
Lucerne Valley	Rent Payment Assistance	5
	Utilities	3
	Nutrition Related Public Assistance Programs	2
	Housing	2
	Health Screening/Diagnostic Services	1
	Substance Abuse Services	1
	Shelter	1
	Animal Services	1
	Clothing/Personal/Household Needs	1
	Food/Meals	1
	Legal Services/Assistance	1
<b>Lucerne Valley Total</b>		<b>19</b>
Lytle Creek	Food/Meals	1
<b>Lytle Creek Total</b>		<b>1</b>
Mentone	Shelter	3
	Legal Services/Assistance	2
	Food/Meals	2
	Housing	1
	Rent Payment Assistance	1
	Utilities	1
	Health Screening/Diagnostic Services	1
	Information Services	1
<b>Mentone Total</b>		<b>12</b>
Montclair	Shelter	11
	Rent Payment Assistance	10
	Utilities	8
	Food/Meals	6
	Information Services	5
	Outpatient Health Facilities	3
	Housing	3
	Counseling	2
	Legal Services/Assistance	2
	Courts/Correctional System	2
	Clothing/Personal/Household Needs	2
	Motel Vouchers	2
	Community Groups/Services	1
	Transportation	1
	Parks & Recreation Services	1
	Psychiatric/Mental Health Support Services	1
	Tutoring/Homework Assistance	1
	Medical Public Assistance Programs	1
	Volunteer Opportunities	1
	Formal Education	1
	Specialized Treatments	1

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

<b>City/Town - Needs</b>	<b>Total</b>	
Montclair Total		65
Needles	Utilities	2
	Consumer Assistance/Protection	1
	Disability Issues/Services	1
Needles Total		4
Newberry Springs	Information Services	1
Newberry Springs Total		1
Ontario	Shelter	40
	Utilities	36
	Rent Payment Assistance	35
	Food/Meals	32
	Information Services	26
	Housing	26
	Motel Vouchers	21
	Counseling	15
	Outpatient Health Facilities	14
	Legal Services/Assistance	12
	Clothing/Personal/Household Needs	12
	Parenting Education	9
	Transportation	6
	Substance Abuse Services	6
	Community Groups/Services	5
	Family Based Services/Mentoring	5
	Health Screening/Diagnostic Services	5
	Income Maintenance	5
	Nutrition Related Public Assistance Programs	4
	Employment	4
	Consumer Assistance/Protection	4
	Medical Public Assistance Programs	4
	Support Groups	3
	Specialized Treatments	3
	Volunteer Opportunities	3
	Crime Reporting/Prevention	3
	Formal Education	3
	Health Supportive Services	3
	Courts/Correctional System	3
	Day Care	3
	Crime Victim Support	2
	Social Insurance Programs	2
	Animal Services	2
	Household Related Public Assistance Programs	2
	Credit Counseling	2
	Outpatient Mental Health Care	1
Emergency Medical Care	1	
Disaster (Incident)	1	
Adoption/Foster Services	1	
Inpatient Health Facilities	1	
Mental Health Care Facilities	1	
Law Enforcement	1	
Special Education	1	
Early Education	1	
Immigration/Naturalization Legal Services	1	
Ontario Total		370
Oro Grande	Utilities	2
	Transportation	1
	Food/Meals	1
	Special Education	1

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

City/Town - Needs	Total	
Oro Grande Total		5
Outside County	Information Services	55
	Housing	13
	Shelter	11
	Rent Payment Assistance	7
	Courts/Correctional System	6
	Income Maintenance	6
	Substance Abuse Services	6
	Outpatient Health Facilities	4
	Food/Meals	4
	Consumer Assistance/Protection	4
	Counseling	3
	Motel Vouchers	3
	Medical Public Assistance Programs	3
	Health Screening/Diagnostic Services	3
	Employment	2
	Specialized Treatments	2
	Mental Health Care Facilities	2
	Health Supportive Services	2
	Crime Reporting/Prevention	2
	Household Related Public Assistance Programs	2
	Legal Services/Assistance	2
	Social Development and Enrichment	1
	Utilities	1
	Nutrition Related Public Assistance Programs	1
	Clothing/Personal/Household Needs	1
	Family Based Services/Mentoring	1
	Parenting Education	1
	Environmental Protection/Improvement	1
	Psychiatric/Mental Health Support Services	1
	Transportation	1
	Public Works	1
	Organizational Development and Management Services	1
	Immigration/Naturalization Legal Services	1
Outside County Total		154
Outside Of California	Shelter	2
	Crime Reporting/Prevention	1
Outside Of California Total		3
Phelan	Food/Meals	4
	Utilities	3
	Specialized Treatments	2
	Donations	1
	Outpatient Mental Health Care	1
	Outpatient Health Facilities	1
	Housing	1
	Courts/Correctional System	1
	Rent Payment Assistance	1
	Transportation	1
	Counseling	1
	Information Services	1
	Nutrition Related Public Assistance Programs	1
Phelan Total		19
Pinon Hills	Utilities	2
	Substance Abuse Services	1
	Food/Meals	1
	Legal Services/Assistance	1
Pinon Hills Total		5

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

<b>City/Town - Needs</b>	<b>Total</b>	
Pomona (City)	Information Services	2
	Household Related Public Assistance Programs	1
	Transportation	1
	Consumer Assistance/Protection	1
	Housing	1
	Counseling	1
	Shelter	1
	Health Screening/Diagnostic Services	1
	Community Groups/Services	1
	Health Supportive Services	1
<b>Pomona (City) Total</b>		<b>11</b>
Rancho Cucamonga	Rent Payment Assistance	36
	Food/Meals	23
	Utilities	18
	Shelter	17
	Outpatient Health Facilities	13
	Information Services	11
	Specialized Treatments	7
	Motel Vouchers	7
	Counseling	7
	Housing	7
	Legal Services/Assistance	7
	Substance Abuse Services	5
	Nutrition Related Public Assistance Programs	5
	Transportation	5
	Health Screening/Diagnostic Services	5
	Social Insurance Programs	4
	Crime Reporting/Prevention	4
	Income Maintenance	4
	Volunteer Opportunities	4
	Clothing/Personal/Household Needs	3
	Medical Public Assistance Programs	3
	Employment	2
	Animal Services	2
	Consumer Assistance/Protection	2
	Household Related Public Assistance Programs	2
	Health Supportive Services	2
	Formal Education	2
	Day Care	2
	Community Groups/Services	2
	Mortgage Payment Assistance	2
	Emergency Medical Care	1
	Adoption/Foster Services	1
	Inpatient Health Facilities	1
	Law Enforcement	1
Outpatient Mental Health Care	1	
Social Development and Enrichment	1	
Parenting Education	1	
Courts/Correctional System	1	
Donations	1	
<b>Rancho Cucamonga Total</b>		<b>222</b>
Redlands	Shelter	14
	Utilities	12
	Legal Services/Assistance	9
	Rent Payment Assistance	8
	Outpatient Health Facilities	7
	Food/Meals	7

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

City/Town - Needs	Total	
	Housing	6
	Income Maintenance	5
	Clothing/Personal/Household Needs	4
	Information Services	4
	Nutrition Related Public Assistance Programs	4
	Counseling	4
	Motel Vouchers	3
	Social Insurance Programs	2
	Employment	2
	Substance Abuse Services	2
	Transportation	2
	Day Care	2
	Outpatient Mental Health Care	2
	Courts/Correctional System	1
	Family Based Services/Mentoring	1
	Immigration/Naturalization Legal Services	1
	Community Groups/Services	1
	Tutoring/Homework Assistance	1
	Consumer Assistance/Protection	1
	Specialized Treatments	1
	Mental Health Care Facilities	1
<b>Redlands Total</b>		<b>107</b>
<b>Rialto</b>	Food/Meals	19
	Utilities	17
	Legal Services/Assistance	15
	Rent Payment Assistance	14
	Shelter	13
	Information Services	13
	Outpatient Health Facilities	12
	Clothing/Personal/Household Needs	10
	Counseling	9
	Specialized Treatments	7
	Housing	7
	Transportation	6
	Employment	5
	Income Maintenance	5
	Community Groups/Services	4
	Medical Public Assistance Programs	3
	Consumer Assistance/Protection	3
	Health Screening/Diagnostic Services	2
	Parenting Education	2
	Immigration/Naturalization Legal Services	2
	Crime Reporting/Prevention	2
	Courts/Correctional System	2
	Volunteer Opportunities	2
	Mental Health Care Facilities	2
	Nutrition Related Public Assistance Programs	2
	Mortgage Foreclosure Information	1
	Special Education	1
	Environmental Protection/Improvement	1
	Mortgage Payment Assistance	1
	Substance Abuse Services	1
	Motel Vouchers	1
	Day Care	1
	Law Enforcement	1
	Social Insurance Programs	1
	Family Based Services/Mentoring	1

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

<b>City/Town - Needs</b>	<b>Total</b>	
	Donations	1
	Credit Counseling	1
	Disability Issues/Services	1
	Protective Services	1
	Public Health Information	1
	Animal Services	1
	Inpatient Health Facilities	1
<b>Rialto Total</b>		<b>195</b>
<b>Rimforest</b>	Rent Payment Assistance	2
	Health Screening/Diagnostic Services	1
<b>Rimforest Total</b>		<b>3</b>
<b>Running Springs</b>	Rent Payment Assistance	3
	Information Services	3
	Volunteer Opportunities	2
	Disability Issues/Services	2
	Counseling	2
	Shelter	1
	Protective Services	1
	Housing	1
	Health Supportive Services	1
	Household Related Public Assistance Programs	1
	Environmental Protection/Improvement	1
	Support Groups	1
	Mortgage Foreclosure Information	1
	Motel Vouchers	1
	Legal Services/Assistance	1
<b>Running Springs Total</b>		<b>22</b>
<b>San Bernardino (City)</b>	Rent Payment Assistance	125
	Food/Meals	95
	Utilities	92
	Information Services	87
	Shelter	64
	Housing	63
	Clothing/Personal/Household Needs	41
	Legal Services/Assistance	39
	Outpatient Health Facilities	28
	Counseling	27
	Substance Abuse Services	26
	Income Maintenance	17
	Motel Vouchers	14
	Transportation	12
	Specialized Treatments	12
	Law Enforcement	12
	Consumer Assistance/Protection	11
	Health Screening/Diagnostic Services	11
	Employment	9
	Parenting Education	9
	Courts/Correctional System	9
	Social Insurance Programs	8
	Nutrition Related Public Assistance Programs	8
	Family Based Services/Mentoring	7
	Public Safety/Emergency Services	7
	Immigration/Naturalization Legal Services	6
	Community Groups/Services	6
	Health Supportive Services	6
	Early Education	5
	Special Education	5

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

City/Town - Needs	Total	
	Support Groups	4
	Protective Services	4
	Environmental Protection/Improvement	4
	Public Health Information	3
	Emergency Medical Care	3
	Animal Services	3
	Social Development and Enrichment	3
	Medical Public Assistance Programs	3
	Inpatient Health Facilities	3
	Formal Education	3
	Outpatient Mental Health Care	3
	Day Care	3
	Disability Issues/Services	2
	Household Related Public Assistance Programs	2
	Mental Health Care Facilities	2
	Consumer Regulations	2
	Volunteer Opportunities	2
	Crime Reporting/Prevention	2
	Parks & Recreation Services	2
	Donations	1
	Psychiatric/Mental Health Support Services	1
	Adoption/Foster Services	1
	Crime Victim Support	1
	Tutoring/Homework Assistance	1
<b>San Bernardino (City) Total</b>		<b>919</b>
Twenty-Nine Palms	Rent Payment Assistance	4
	Information Services	4
	Utilities	3
	Outpatient Health Facilities	3
	Food/Meals	2
	Housing	2
	Shelter	1
	Counseling	1
	Specialized Treatments	1
	Health Supportive Services	1
	Employment	1
	Animal Services	1
	Social Insurance Programs	1
	Courts/Correctional System	1
	Tutoring/Homework Assistance	1
	Legal Services/Assistance	1
	Health Screening/Diagnostic Services	1
	Day Care	1
<b>Twenty-Nine Palms Total</b>		<b>30</b>
Unincorporated Areas	Housing	1
	Transportation	1
	Shelter	1
<b>Unincorporated Areas Total</b>		<b>3</b>
Unincorporated Areas	Utilities	3
	Counseling	2
	Protective Services	1
	Information Services	1
	Housing	1
	Volunteer Opportunities	1
	Outpatient Mental Health Care	1
	Law Enforcement	1
<b>Unincorporated Areas Total</b>		<b>11</b>

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

<b>City/Town - Needs</b>	<b>Total</b>	
Unknown/Not Applicable	Information Services	1
	Community Groups/Services	1
	Shelter	1
	Courts/Correctional System	1
	Housing	1
<b>Unknown/Not Applicable Total</b>		<b>5</b>
Upland	Rent Payment Assistance	30
	Shelter	15
	Utilities	14
	Information Services	13
	Counseling	9
	Outpatient Health Facilities	8
	Motel Vouchers	8
	Food/Meals	7
	Housing	7
	Nutrition Related Public Assistance Programs	6
	Health Screening/Diagnostic Services	5
	Legal Services/Assistance	5
	Health Supportive Services	4
	Specialized Treatments	3
	Support Groups	2
	Psychiatric/Mental Health Support Services	1
	Formal Education	1
	Environmental Protection/Improvement	1
	Household Related Public Assistance Programs	1
	Transportation	1
	Disability Issues/Services	1
	Consumer Assistance/Protection	1
	Emergency Medical Care	1
	Clothing/Personal/Household Needs	1
	Employment	1
	Inpatient Health Facilities	1
	Social Development and Enrichment	1
	Law Enforcement	1
	Substance Abuse Services	1
	Family Based Services/Mentoring	1
	Community Groups/Services	1
	Mental Health Care Facilities	1
Animal Services	1	
Income Maintenance	1	
<b>Upland Total</b>		<b>155</b>
Victorville	Utilities	174
	Food/Meals	58
	Rent Payment Assistance	51
	Shelter	34
	Information Services	24
	Outpatient Health Facilities	23
	Housing	21
	Clothing/Personal/Household Needs	20
	Counseling	16
	Legal Services/Assistance	15
	Specialized Treatments	12
	Substance Abuse Services	10
	Transportation	8
	Employment	8
	Motel Vouchers	8
Nutrition Related Public Assistance Programs	7	

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

City/Town - Needs	Total	
	Health Screening/Diagnostic Services	7
	Courts/Correctional System	6
	Consumer Assistance/Protection	6
	Health Supportive Services	5
	Income Maintenance	5
	Household Related Public Assistance Programs	4
	Medical Public Assistance Programs	4
	Crime Reporting/Prevention	4
	Mental Health Care Facilities	4
	Disability Issues/Services	3
	Animal Services	3
	Family Based Services/Mentoring	3
	Psychiatric/Mental Health Support Services	3
	Immigration/Naturalization Legal Services	2
	Social Insurance Programs	2
	Protective Services	2
	Adoption/Foster Services	2
	Special Education	2
	Formal Education	2
	Early Education	2
	Emergency Medical Care	2
	Tutoring/Homework Assistance	2
	Social Development and Enrichment	2
	Public Safety/Emergency Services	2
	Inpatient Health Facilities	2
	Donations	1
	Disaster (Incident)	1
	Mortgage Payment Assistance	1
	Labor Standards/Practices	1
	Support Groups	1
	Law Enforcement	1
	Day Care	1
	Outpatient Mental Health Care	1
	Crime Victim Support	1
	Parenting Education	1
<b>Victorville Total</b>		<b>580</b>
Yermo	Utilities	1
	Transportation	1
<b>Yermo Total</b>		<b>2</b>
Yucaipa	Food/Meals	10
	Rent Payment Assistance	9
	Utilities	8
	Counseling	5
	Outpatient Health Facilities	4
	Information Services	4
	Legal Services/Assistance	4
	Health Supportive Services	3
	Substance Abuse Services	3
	Shelter	3
	Motel Vouchers	2
	Mental Health Care Facilities	1
	Social Insurance Programs	1
	Household Related Public Assistance Programs	1
	Housing	1
	Specialized Treatments	1
	Parenting Education	1
	Transportation	1

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

City/Town - Needs	Total	
	Crime Reporting/Prevention	1
	Nutrition Related Public Assistance Programs	1
	Day Care	1
Yucaipa Total		65
Yucca Valley	Utilities	13
	Food/Meals	9
	Housing	9
	Rent Payment Assistance	7
	Outpatient Health Facilities	4
	Information Services	4
	Motel Vouchers	3
	Specialized Treatments	2
	Substance Abuse Services	2
	Counseling	2
	Death Certification/Burial Arrangements	1
	Day Care	1
	Health Supportive Services	1
	Shelter	1
	Community Groups/Services	1
Yucca Valley Total		60
(blank)	Information Services	72
	Utilities	48
	Shelter	28
	Community Groups/Services	26
	Rent Payment Assistance	24
	Consumer Assistance/Protection	11
	Legal Services/Assistance	9
	Substance Abuse Services	9
	Food/Meals	8
	Housing	8
	Counseling	6
	Courts/Correctional System	6
	Specialized Treatments	4
	Motel Vouchers	4
	Crime Reporting/Prevention	4
	Psychiatric/Mental Health Support Services	4
	Income Maintenance	4
	Law Enforcement	4
	Volunteer Opportunities	3
	Health Screening/Diagnostic Services	3
	Clothing/Personal/Household Needs	3
	Medical Public Assistance Programs	3
	Nutrition Related Public Assistance Programs	3
	Employment	3
	Disability Issues/Services	2
	Transportation	2
	Mental Health Care Facilities	2
	Organizational Development and Management Services	2
	Donations	2
	Immigration/Naturalization Legal Services	2
	Outpatient Health Facilities	2
	Day Care	1
	Special Education	1
	Public Health Information	1
	Public Safety/Emergency Services	1
	Bad Weather Shelters	1
	Family Based Services/Mentoring	1

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

City/Town - Needs	Total	
	Environmental Protection/Improvement	1
	Mortgage Payment Assistance	1
	Social Insurance Programs	1
	Death Certification/Burial Arrangements	1
	Outpatient Mental Health Care	1
(blank) Total		322
Grand Total		4934

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

Report Period -- First Quarter, 2010

Agency/Program Name	Referrals
<b>2-1-1 Alameda County</b>	<b>3</b>
2-1-1 Information and Referral	3
<b>2-1-1 Kern County</b>	<b>11</b>
2-1-1 Information and Referral	11
<b>2-1-1 Los Angeles County</b>	<b>426</b>
2-1-1 Information and Referral	426
<b>2-1-1 National</b>	<b>13</b>
2-1-1 Search	13
<b>2-1-1 Orange County</b>	<b>30</b>
2-1-1 Information and Referral	30
<b>2-1-1 Sacramento County</b>	<b>3</b>
2-1-1 Information and Referral	3
<b>2-1-1 San Bernardino County</b>	<b>9</b>
2-1-1 Information and Referral	9
<b>2-1-1 San Diego County</b>	<b>24</b>
2-1-1 Information and Referral	24
<b>2-1-1 San Luis Obispo County</b>	<b>1</b>
2-1-1 Information & Referral	1
<b>2-1-1 Santa Barbara County</b>	<b>1</b>
2-1-1 Information and Referral	1
<b>A New Day Dawning Ministries</b>	<b>58</b>
Clothes Closet	11
Community Services	1
USDA Food Giveaway	46
<b>A Special Place</b>	<b>2</b>
Support Group	2
<b>AARP - State California Office</b>	<b>24</b>
AARP	1
Tax Aide	23
<b>Abundant Living Family Church</b>	<b>198</b>
Angel Food Ministry	16
Counseling Services	19
Outreach Center	163
<b>ACT Family Counseling Services</b>	<b>27</b>
Parenting Bridge Program	27
<b>Adelanto Community Resource Center</b>	<b>38</b>
Clothes Closet	8
Emergency Food	30
<b>Adelanto Senior Center</b>	<b>3</b>
Home Delivered Meals	1
Senior Center	2
<b>Adventist Community Team Services</b>	<b>25</b>
Emergency Food Assistance	22
Meals on Wheels	3
<b>Aegis Medical Systems, Inc.</b>	<b>3</b>
Methadone Replacement Therapy	3
<b>AIDS Healthcare Foundation</b>	<b>1</b>
AIDS Program	1
<b>AL-ANON Family Groups and ALATEEN</b>	<b>3</b>
Inland Empire of California Al-Anon and Alateen	3
<b>Alcoholics Anonymous</b>	<b>32</b>
Alcoholics Anonymous	32

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

<b>Alliance Human Services Foster Family</b>	<b>2</b>
Foster Parent Recruiting and Training Services	2
<b>Alternate Avenues Womens Resource Center</b>	<b>1</b>
Early Pregnancy Care	1
<b>Alzheimers Association</b>	<b>1</b>
Information and Referral	1
<b>American Academy of Allergy, Asthma and Immunology</b>	<b>1</b>
Information and Referrals	1
<b>American Association of Poison Control Centers</b>	<b>1</b>
Poison Control	1
<b>American Civil Liberties Union Of Southern California</b>	<b>2</b>
Civil Liberties and Legal Issues	2
<b>American Immigrant Lawyers Association</b>	<b>1</b>
Immigration Lawyer Referral Service (ILRS)	1
<b>American Kidney Fund</b>	<b>1</b>
Public Education	1
<b>American Lung Association</b>	<b>2</b>
Asthma Program	2
<b>American Parkinsons Disease Association</b>	<b>1</b>
Information, Referral and Support Center	1
<b>American Red Cross - Claremont Chapter</b>	<b>4</b>
Disaster Response and Relief	4
<b>American Red Cross - High Desert Chapter</b>	<b>16</b>
Disaster and Emergency Relief	7
Disaster Preparedness Education	4
Health and Safety Training	5
<b>American Red Cross - Inland Empire Chapter</b>	<b>13</b>
Disaster Recovery Service	10
Health and Safety	3
<b>American Red Cross Twentynine Palms MCAGCC</b>	<b>2</b>
Armed Forces Emergency Services	2
<b>American Society For The Prevention of Cruelty to Animals</b>	<b>1</b>
Animal Poison Control Hotline	1
<b>Amputee Connection of Redlands</b>	<b>4</b>
Amputee Support Group	4
<b>Amyotrophic Lateral Sclerosis Association</b>	<b>1</b>
Patient Services	1
<b>Annual Credit Report Request</b>	<b>2</b>
Fraud Victim Assistance	2
<b>Anthony Munoz Community Center</b>	<b>2</b>
Homework Helpers	2
<b>Apple Valley Fire Protection District</b>	<b>5</b>
CPR and First -Aid Classes	5
<b>Apple Valley Newton T. Bass Branch Library</b>	<b>1</b>
Story time and Crafts	1
<b>Arrowhead Regional Medical Center</b>	<b>71</b>
Family and Elder Care Center	2
First 5 Dental Program	11
Hospital Services	24
Medically Indigent Adult Health Care (MIA)	31
Mobile Medical Clinic	2
Womens Health Services	1
<b>Asante Family Agency, Inc.</b>	<b>86</b>
Counseling, Training and Visitation Center	86
<b>Asian-American Educational and Cultural Center, Inc.</b>	<b>16</b>

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

Traffic Safety Awareness	16
<b>Assistance League of San Bernardino</b>	<b>6</b>
Childrens Dental Center	6
<b>Assistance League of the Foothill Communities</b>	<b>3</b>
San Antonio Community Hospital Dental Center	3
<b>Associated Clinical Therapists, Inc.</b>	<b>77</b>
Counseling Services	77
<b>Association of Community Organizations for Reform Now (ACORN)</b>	<b>6</b>
ACORN Foreclosure Prevention Program	6
<b>Asthma and Allergy Foundation of America</b>	<b>1</b>
Information and Referrals	1
<b>Barstow Branch Library</b>	<b>2</b>
English Improvement Classes	2
<b>Barstow Counseling Center</b>	<b>7</b>
Counseling Services	7
<b>Barstow Literacy Coalition</b>	<b>3</b>
Literacy Program	3
<b>Barstow Senior Citizens Center</b>	<b>5</b>
Meals on Wheels	5
<b>Barstow Unified School District</b>	<b>1</b>
Adult Evening High School	1
<b>Beauty for Ashes Womens Center</b>	<b>1</b>
Aftercare Program	1
<b>Benevolent Animal Rescue Committee</b>	<b>6</b>
Animal Rescue Committee	6
<b>Better Business Bureau</b>	<b>13</b>
Complaint Department	13
<b>Bienestar Human Services</b>	<b>6</b>
HIV Outreach	2
Individual Support	2
LGBT Outreach	2
<b>Big Bear Valley Park and Recreational Center</b>	<b>2</b>
Senior Center	2
<b>Bilingual Family Counseling Service, Inc.</b>	<b>14</b>
Safe and Stable Families	10
Substance Abuse Treatment	2
Support Group	2
<b>Blindness Support Services</b>	<b>2</b>
Support Services	2
<b>Bloomington Branch Library</b>	<b>4</b>
Basic Computer Class	2
Storytime and Crafts	2
<b>Bloomington Senior Center</b>	<b>2</b>
Senior Center	2
<b>Boys &amp; Girls Club of Fontana</b>	<b>5</b>
Homework and Tutoring	5
<b>Boys &amp; Girls Club of San Bernardino</b>	<b>8</b>
Reading For Success	1
USDA Food Giveaway	7
<b>Boys &amp; Girls Club of the Victor Valley</b>	<b>2</b>
Core Programs	2
<b>Boys Town National Hotline</b>	<b>34</b>
National Hotline	34
<b>Braille Institute of America, Inc.</b>	<b>4</b>
Child Development	2

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

Mobile Solutions	2
<b>California Coalition for Youth</b>	<b>10</b>
Youth Crisis Line	10
<b>California Department of Alcoholic Beverage Control</b>	<b>1</b>
Alcoholic Beverage Control	1
<b>California Department of Consumer Affairs</b>	<b>6</b>
Bureau of Automotive Repair	3
Consumer Information Center	3
<b>California Department of Corrections</b>	<b>3</b>
Parole and Community Services Division	3
<b>California Department of Fair Employment and Housing</b>	<b>5</b>
Fair Employment and Housing	5
<b>California Department of Forestry and Fire Protection</b>	<b>1</b>
Sandbag Program	1
<b>California Department of Industrial Relations</b>	<b>4</b>
Division of Apprenticeship Standards	1
Labor Standards Enforcement	3
<b>California Department of Insurance</b>	<b>4</b>
Consumer Services	2
Low Cost Auto Insurance	2
<b>California Department of Motor Vehicles</b>	<b>18</b>
DMV Services	18
<b>California Department of Social Services</b>	<b>16</b>
Child Care Licensing	9
Social Security Complaints	1
Welfare Fraud Hotline	6
<b>California Department of Transportation</b>	<b>12</b>
Caltrans	12
<b>California Franchise Tax Board</b>	<b>2</b>
Tax Information	2
<b>California Highway Patrol</b>	<b>17</b>
Freeway Patrol Service	17
<b>California Public Utilities Commission</b>	<b>22</b>
California Telephone Access Program (CTAP)	1
Deaf and Disabled Telecommunications Program (DDTP)	2
LifeLine Telephone Service	19
<b>California Senior Legal Hotline</b>	<b>2</b>
Legal Hotline	2
<b>California Society of Certified Public Accountants</b>	<b>2</b>
CPA Referral Service	2
<b>California State University San Bernardino</b>	<b>50</b>
Counseling Services	34
First Five Early Intervention	16
<b>California Student Aid Commission</b>	<b>1</b>
Chafee Grant Program	1
<b>California Victim Compensation and Government Claims Board</b>	<b>2</b>
Victim Compensation Program	2
<b>California Youth Crisis Line</b>	<b>1</b>
Crisis Hotline	1
<b>Call for Life Pregnancy Help Center</b>	<b>21</b>
Crisis Pregnancy Center	21
<b>Cancer Information Service of California</b>	<b>1</b>
Cancer Information Service	1
<b>CancerCare</b>	<b>1</b>
Financial Assistance	1

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

<b>Canyon Ridge Hospital</b>	<b>10</b>
Access Center	3
Hospital Services	7
<b>Caring for the Hills</b>	<b>34</b>
Emergency Food Boxes	16
Food Pantry	18
<b>Carnegie Library</b>	<b>2</b>
Families for Literacy	1
Homework Assistance Center	1
<b>Carolyn Owens Community Center</b>	<b>4</b>
Counseling Services	4
<b>Carpenters House</b>	<b>94</b>
ACTS 29 Food Ministry	94
<b>Carter Branch Library</b>	<b>5</b>
Storytime and Crafts	5
<b>Casa Colina Centers for Rehabilitation</b>	<b>7</b>
Acute Rehabilitation	4
Adult Day Health Care	1
Transitional Living Center	2
<b>Casa de San Bernardino</b>	<b>9</b>
Youth Substance Abuse Outpatient Program	9
<b>Casa Ramona Senior Center</b>	<b>3</b>
Senior Center	3
<b>Catholic Charities - Brother Miguel Center</b>	<b>23</b>
Counseling Services	23
<b>Catholic Charities of San Bernardino/Riverside</b>	<b>891</b>
Advocacy and Referrals	15
Anger Management Classes	5
Case Management	5
Christmas Toys	2
Clothes/Household Items	115
Clothing Referrals	2
Food Assistance	165
Funeral Referral	17
Housing and Support Services	10
Individual/Family Counseling	55
Parenting Classes	28
Prescription Service	32
Refugee & Immigration Services	2
Rent/Mortgage Assistance	195
Transportation Assistance	50
Utility Assistance	193
<b>Cedar House Rehabilitation Center</b>	<b>75</b>
Detoxification	40
Outpatient Therapy and Counseling Program	11
Residential Treatment	24
<b>Center for Nonprofit Management</b>	<b>2</b>
Nonprofit Development Program	2
<b>Center on Deafness Inland Empire</b>	<b>3</b>
General Services	3
<b>Central City Lutheran Mission</b>	<b>410</b>
Cold Weather Shelter	206
Food Giveaway	88
Kinship Family Center	26
Soup Kitchen	1

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

The H Street Clinic	79
Transitional Housing for HIV Affected	10
<b>Central Detention Center</b>	<b>2</b>
Detention Center	2
<b>Chaffey Joint Union High School District</b>	<b>6</b>
Chaffey Adult School	3
Public School	3
<b>Child Abuse Hotlines</b>	<b>1</b>
Child Abuse Reporting Hotlines	1
<b>Childhelp USA</b>	<b>2</b>
Child Abuse Hotline	2
<b>Childrens Fund</b>	<b>1</b>
Childrens Fund	1
<b>Childrens Network of San Bernardino County</b>	<b>1</b>
Child Abuse Planning Prevention Committee	1
<b>Chino Branch Library</b>	<b>1</b>
Library Services	1
<b>Chino Hills Counseling</b>	<b>25</b>
Chino Hills Counseling	25
<b>Chino Hills James S. Thalman Branch Library</b>	<b>1</b>
Library Services	1
<b>Chino Neighborhood House</b>	<b>52</b>
Clothes Closet	10
Emergency Food	26
Household Item Distribution	16
<b>Chino Senior Center</b>	<b>2</b>
Senior Nutrition Lunch Program	2
<b>Chino Valley Medical Center</b>	<b>3</b>
Hospital Services	3
<b>Chino Valley TYKES</b>	<b>6</b>
Family Resource Center	6
<b>Chino Valley YMCA</b>	<b>2</b>
School Age Care	1
Swimming	1
<b>Christian Counseling Service of the East Valley</b>	<b>32</b>
Counseling Services	30
Parent Child Interaction Therapy	2
<b>Church of the Nazarene</b>	<b>39</b>
Clothes Closet	39
<b>Circle of Hope - Gods Kitchen</b>	<b>50</b>
Overnight Emergency Shelter	40
Transitional Living Program	10
<b>City of Barstow</b>	<b>2</b>
Community Services	2
<b>City of Big Bear Lake</b>	<b>5</b>
Civic Center	2
Hazardous Materials Management	2
Snow Removal	1
<b>City of Calimesa</b>	<b>2</b>
Norton Younglove Multipurpose Senior Center	2
<b>City of Chino</b>	<b>2</b>
Chino Human Services Programs	1
City Hall	1
<b>City of Colton</b>	<b>1</b>
City Hall	1

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

<b>City of Fontana</b>	<b>10</b>
City Hall	5
Community Services and Recreation	3
Sandbag Program	2
<b>City of Hesperia</b>	<b>10</b>
City Hall	7
Community Services	3
<b>City of Highland</b>	<b>4</b>
City Hall	2
Home Improvement Program	2
<b>City of Hope Medical Center</b>	<b>1</b>
Diabetes Program	1
<b>City of Montclair</b>	<b>85</b>
City Hall	4
Health Service Alliance	9
Meals on Wheels	2
Medical Clinic-Evening	62
USDA Food Distribution	8
<b>City of Ontario</b>	<b>14</b>
Cares Program	2
City Hall	7
Senior Center	5
<b>City of Ontario Fire Department</b>	<b>3</b>
CPR and First-Aid Classes	1
Fire and Rescue	2
<b>City of Rancho Cucamonga</b>	<b>11</b>
City Hall	8
Community Services	3
<b>City of Redlands</b>	<b>3</b>
City Hall	2
Licenses/Permits	1
<b>City of Rialto</b>	<b>8</b>
City Hall	5
Senior Center	3
<b>City of San Bernardino</b>	<b>21</b>
City Clerks Office	4
City Hall	13
Senior Companion Program	4
<b>City of San Bernardino Fire Department</b>	<b>4</b>
Fire and Rescue	4
<b>City of Upland</b>	<b>6</b>
City Hall	3
Recreation & Community Services Division	3
<b>City of Victorville</b>	<b>20</b>
City Hall	13
Community Services	1
Mortgage Assistance Program	5
Senior Home Repair Program	1
<b>City of Victorville Fire Department</b>	<b>1</b>
Fire and Rescue	1
<b>Clear View Treatment Center</b>	<b>17</b>
Substance Abuse Recovery	17
<b>Colton Police Department</b>	<b>2</b>
Police Department	2
<b>Colton Public Library</b>	<b>2</b>

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

Advance to Literacy	2
<b>Colton-Redlands-Yucaipa ROP</b>	<b>2</b>
Sharewear	2
<b>Community Action Partnership of San Bernardino County</b>	<b>1241</b>
Energy, Education and Environmental Services Department	829
Family Development	376
Food Bank	23
Inland Empire Individual Development Accounts (IEIDA)	1
Volunteer Income Tax Assistance (VITA/EITC)	12
<b>Community Assistance Program</b>	<b>1</b>
Community Assistance Program	1
<b>Community Health Action Network</b>	<b>54</b>
Parent Resource Center	54
<b>Community Health Systems, Inc.</b>	<b>208</b>
Dental Clinic	112
Medical Clinic	44
Optometry Services	52
<b>Community Hospital of San Bernardino</b>	<b>190</b>
Behavioral Health Services	53
Crisis Intervention	131
Hospital	6
<b>Community Senior Services CSS</b>	<b>1</b>
Get About	1
<b>Consumer Watchdog</b>	<b>1</b>
Patient Rights Assistance	1
<b>Contra Costa Crisis Center</b>	<b>1</b>
Crisis Lines	1
<b>CRC Health Corporation</b>	<b>18</b>
Drug Addiction Services	18
<b>Crosslight Family Ministries / Fortress Christian Center</b>	<b>58</b>
Outreach	58
<b>David and Margaret Youth and Family Services</b>	<b>5</b>
Community Based Education	2
Preservation Program	2
Residential Treatment	1
<b>Delmann Heights Community Center</b>	<b>44</b>
Salvaged Bread Program	15
Senior Center	3
USDA Food Giveaway	26
<b>Denti-Cal Referral Line</b>	<b>4</b>
Hotline	4
<b>Department of Rehabilitation Inland Empire District</b>	<b>6</b>
Vocational Rehabilitation	6
<b>Depression and Bipolar Support Alliance</b>	<b>1</b>
Information, Referrals and Advocacy	1
<b>Desert Communities United Way</b>	<b>3</b>
Desert Communities United Way	3
<b>Desert Manna Ministries</b>	<b>80</b>
Clothes Closet	2
Cold Weather Shelter	14
Electric Assistance Fund (EAF)	26
Emergency Shelter	16
Food Program	14
Transportation Assistance	8
<b>Desert Sanctuary, Inc.</b>	<b>75</b>

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

Catholic Charities Grants Case Management	63
Cedar Chest Thrift Shop	5
Domestic Violence Outreach/Community Resource Center	3
Haley House Domestic Violence Shelter	4
<b>Desert Valley Hospital</b>	<b>2</b>
Hospital Services	2
<b>Disability Rights Legal Center</b>	<b>2</b>
Disability Rights	2
<b>Doctors Hospital</b>	<b>3</b>
Hospital Services	3
<b>Don Day Community Center</b>	<b>5</b>
Don Day Swimming Pool	2
Teen After School Program	3
<b>Dorothy A. Quesada Community Center</b>	<b>1</b>
Homework Helpers	1
<b>DOVES of Big Bear Valley, Inc.</b>	<b>3</b>
Domestic Violence Counseling Services	1
Domestic Violence Shelter	1
Womens and Men Support Groups	1
<b>Drug Alternative Program</b>	<b>2</b>
DAP	2
<b>East Valley Community Health Center, Inc.</b>	<b>69</b>
General Medical Services	69
<b>Echos Of Faith World Outreach Ministries</b>	<b>41</b>
Operation Fresh Start	41
<b>EI Sol Neighborhood Educational Center</b>	<b>6</b>
Community Outreach	6
<b>Employment Development Department</b>	<b>54</b>
Bonding	1
Paid Family Leave	4
State Disability Insurance	10
Unemployment Insurance	39
<b>Fairplex Child Development Center</b>	<b>6</b>
Child Development Center	6
<b>Faith Lutheran Church</b>	<b>7</b>
Community Food Pantry	7
<b>Faiths Hope Foundation</b>	<b>4</b>
Medical Expense Assistance	4
<b>Families and Friends of Murder Victims</b>	<b>1</b>
Support Group	1
<b>Family Service Agency of San Bernardino</b>	<b>158</b>
Crestline Food and Clothing Bank	19
Disaster Recovery Services	4
Domestic Violence Program	30
Individual, Family and Group Therapy	61
Outpatient Mental Health Treatment	12
USDA Food Giveaway	1
Utility Assistance Fund (EAF & GAF)	31
<b>Family Service Association of Redlands</b>	<b>183</b>
Cold Weather Vouchers	35
Disaster Recovery Services	2
Family Support	52
Home Again	36
Rental Assistance	58
<b>Family Solutions</b>	<b>9</b>

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

Early Childhood Programs	1
Health Services	2
School - Based Services	6
<b>Federal Citizen Information Center</b>	<b>3</b>
Citizen Information Center	3
<b>Federal Emergency Management Agency FEMA</b>	<b>2</b>
Financial Assistance	2
<b>Federal Trade Commission</b>	<b>2</b>
Victims' Complaints	2
<b>Fender Museum of the Arts</b>	<b>1</b>
Kids Rock Free	1
<b>Fifth Street Senior Center</b>	<b>11</b>
Senior Companions	6
Senior Nutrition Lunch Program	5
<b>First 5 Commission of San Bernardino County</b>	<b>11</b>
First 5 Commission of San Bernardino County	11
<b>First Chance/Y-CHOW, Inc.</b>	<b>10</b>
Sober Living	10
<b>First Presbyterian Church</b>	<b>81</b>
USDA Food Giveaway	81
<b>First Steps Child Development Center, Inc.</b>	<b>6</b>
Affordable Child Care	6
<b>Fontana Native American Center, Inc.</b>	<b>2</b>
American Indian Cultural and Social Services	2
<b>Fontana Police Department</b>	<b>12</b>
Fontana Police	12
<b>Fontana Rehabilitation Workshop, Inc.</b>	<b>2</b>
Occupational Skills Training	2
<b>Fontana Unified School District</b>	<b>1</b>
Adult Education	1
<b>Foothill AIDS Project</b>	<b>3</b>
Prevention Education and Outreach	3
<b>Foothill Family Shelter</b>	<b>169</b>
Basic Needs	104
Foothill Family Shelter	59
Shelter Court	6
<b>Foster Youth Services</b>	<b>3</b>
YES Center	3
<b>Frazee Community Center</b>	<b>62</b>
Hot Meals	16
Medical Treatment	14
Shelters	32
<b>George Gibson Senior Center</b>	<b>2</b>
Senior Center	2
<b>George White Senior Center</b>	<b>4</b>
Senior Center	4
<b>Gift Ministries</b>	<b>15</b>
Clothes Closet	15
<b>Good Steward Day Care</b>	<b>4</b>
Child Care Service	4
<b>Goodwill Southern California</b>	<b>62</b>
Career Resource Center	29
Retail Stores and Used Goods	33
<b>Greater Cornerstone Church</b>	<b>55</b>
Community Meal	31

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

USDA Food Giveaway	24
<b>Group Home Support Services</b>	<b>63</b>
Counseling Services	38
Parenting Classes	20
Substance Abuse Counseling	5
<b>H1N1 Information</b>	<b>168</b>
H1N1 Information For Callers	168
<b>Habitat For Humanity, San Bernardino Area, Inc.</b>	<b>2</b>
Habitat For Humanity	2
<b>Hand to Hand Outreach</b>	<b>22</b>
Transportation	22
<b>Hands On Inland Empire</b>	<b>44</b>
Alternative Sentencing	33
Volunteer Opportunities	11
<b>Hannahs House</b>	<b>2</b>
Foster Care & Adoptions	2
<b>Healthy Families</b>	<b>18</b>
Health Care Coverage	18
<b>HelpPro</b>	<b>1</b>
Counseling Referrals	1
<b>Hesperia Branch Library</b>	<b>2</b>
Adult Literacy Program	1
Library Services	1
<b>Hesperia Unified School District</b>	<b>2</b>
Public Education	2
<b>Hi-Desert Medical Center</b>	<b>3</b>
Hospital Services	3
<b>High Desert Child Adolescent and Family Services Center</b>	<b>80</b>
Anger Management	13
Co-Parenting	2
Counseling Services	40
Delayed Entry of Judgement	4
Drug Testing	2
Outpatient Substance Abuse Treatment	2
Parenting Classes	12
Supervised Visitation	5
<b>High Desert Domestic Violence Program, Inc.</b>	<b>16</b>
Domestic Violence Program Services	16
<b>High Desert Homeless Services, Inc</b>	<b>126</b>
Shelter	126
<b>High Desert Pregnancy Clinic</b>	<b>2</b>
Pregnancy Testing	2
<b>High Desert Relative Caregivers</b>	<b>3</b>
Relative Caregivers	3
<b>High Desert Resource Network</b>	<b>2</b>
Training	2
<b>High Desert Transitional Living Connection</b>	<b>3</b>
Job Search	3
<b>High Desert Youth Center</b>	<b>17</b>
Safety and Wellness Program	14
Workforce Investment Act (WIA) Youth Programs	3
<b>Higher Ground Christian Intervention Program</b>	<b>6</b>
Higher Ground Christian Intervention Program	6
<b>Home of Neighborly Senior Center</b>	<b>17</b>
Food Giveaway	10

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

Senior Nutrition Lunch Program	2
USDA Food Giveaway	5
<b>Homeownership Preservation Foundation</b>	<b>5</b>
The Homeowner's HOPE Hotline	5
<b>House of Ruth, Inc.</b>	<b>51</b>
Counseling Services	13
Emergency Hotline	2
Emergency Shelter	34
Transitional Living	2
<b>Housing Authority of the County of San Bernardino</b>	<b>269</b>
Family Unification Program	47
Housing Opportunities for People With AIDS (HOPWA)	6
Mainstream Program	17
Public Housing	62
Section 8 Program	128
Senior Housing	5
Tenant Based Assistance Program (TBA)	4
<b>Humanitarian International Services Group</b>	<b>9</b>
Eyes for You	9
<b>Immaculate Conception</b>	<b>3</b>
Soup Kitchen	3
<b>Impression Healthcare Services</b>	<b>17</b>
Behavioral Health Counseling	17
<b>Inland Agency</b>	<b>26</b>
Community Tool Box	18
Desert Sierra Partnership	1
HICAP	7
<b>Inland AIDS Project</b>	<b>6</b>
HIV Testing	1
Mental and Behavioral Health Treatment	5
<b>Inland Behavioral and Health Services, Inc.</b>	<b>12</b>
PC1000 Drug Diversion Program	4
Westside Counseling Center	6
Youth Justice Center	2
<b>Inland Caregivers Resource Center</b>	<b>9</b>
Counseling Services	2
Information and Referral	1
Supplemental Services	4
Support Groups	2
<b>Inland Counties Legal Services, Inc</b>	<b>160</b>
Housing Law Services Center	4
Legal Assistance	156
<b>Inland Empire Economic Recovery Corporation (IEERC)</b>	<b>37</b>
Home Foreclosure Prevention Seminars/Workshops	37
<b>Inland Empire Health Plan</b>	<b>15</b>
Healthy Kids	15
<b>Inland Empire Latino Lawyers Association</b>	<b>47</b>
Legal Assistance and Counseling	47
<b>Inland Empire United Way</b>	<b>17</b>
2-1-1 San Bernardino County	2
Hands On Inland Empire	3
United Way Worldwide Disaster Fund	12
<b>Inland Fair Housing and Mediation Board</b>	<b>122</b>
Education and Outreach	10
Inland Fair Housing and Mediation	112

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

<b>Inland Family Community Health Center</b>	<b>237</b>
Dental Services	136
Medical Services	97
OB/GYN Services	4
<b>Inland Regional Center</b>	<b>15</b>
Inland Regional Center	15
<b>Inland Temporary Homes</b>	<b>123</b>
Family Literacy Program	2
Homeless Prevention and Rapid Re-Housing Program (HPRP)	99
Shelter & Transitional Housing	22
<b>Inland Valley Hope Partners</b>	<b>188</b>
Food Security Program	85
Pomona Valley Certified Farmers' Market	1
Rent Payment Assistance	22
Shelter/Housing Program	10
Utility Assistance	70
<b>Inland Valley Humane Society and S.P.C.A</b>	<b>6</b>
Animal Adoption	2
Animal Care & Control	2
Vaccine Clinic	2
<b>Inland Valley Justice Center</b>	<b>2</b>
Dispute Resolution	2
<b>Inland Valley Recovery Services</b>	<b>31</b>
Inland Valley Recovery Services	31
<b>Internal Revenue Service</b>	<b>15</b>
Internal Revenue Service	15
<b>International Hearing Society</b>	<b>1</b>
Helpline	1
<b>Jericho Outreach, Inc.</b>	<b>20</b>
Living Facilities	16
Residential/Outpatient Services	4
<b>Job Corps</b>	<b>9</b>
Job Training	9
<b>Josephine Knopf Senior Center</b>	<b>6</b>
Department of Aging and Senior Services Visitation	1
Senior and Disabled Transportation	3
Senior Lunch and Movie Program	2
<b>Kaiser Permanente Medical Center</b>	<b>1</b>
Hospital Services	1
<b>Kids Come First Community Clinic</b>	<b>11</b>
Kids Come First	11
<b>Kids Turf Day Care Center</b>	<b>11</b>
Day Care	11
<b>La Vista</b>	<b>2</b>
La Vista Housing	2
<b>LaSalle Medical Associates</b>	<b>135</b>
Health Clinic	119
Healthy Families Enrollment	1
Pediatric Medicine	3
Well Women Exam	12
<b>League of United Latin American Citizens</b>	<b>2</b>
Educational Service Center	2
<b>Legal Aid Society of San Bernardino</b>	<b>116</b>
Legal Aid Clinic	116
<b>Libreria del Pueblo, Inc.</b>	<b>27</b>

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

Citizenship, English and Computer Classes	2
Immigration Services	6
Legal Clinic	19
<b>LifeStream</b>	<b>2</b>
Blood Donation Program	2
<b>Lifeway Church Ministries</b>	<b>41</b>
Clothes Closet	2
Food Pantry	39
<b>Lighthouse Inner Change Sober Living</b>	<b>7</b>
Sober Living	7
<b>Loma Linda Diabetes Support Group</b>	<b>2</b>
Winning With Diabetes	2
<b>Loma Linda Marriage &amp; Family Therapy Clinic</b>	<b>34</b>
Marriage and Family Therapy	34
<b>Loma Linda Senior Center</b>	<b>1</b>
Senior Center	1
<b>Loma Linda University Medical Center</b>	<b>22</b>
Hospital Services	12
School of Dentistry	10
<b>Loma Linda University Psychology Department</b>	<b>13</b>
Psychological Services Clinic	13
<b>Loveland Jubilee Pantry</b>	<b>117</b>
Jubilee Pantry	117
<b>Lucerne Valley Domestic Violence Outreach</b>	<b>7</b>
Batterers Intervention Program	6
Counseling	1
<b>Lutheran Social Services of Southern California</b>	<b>11</b>
52 Week Parenting / Child Abuser / Anger Management/Batterer's Intervention	3
Food Bank and Bread Program	6
Promotion of Safe & Stable Families	2
<b>Making a Difference Association</b>	<b>8</b>
Giving Center	8
<b>Making a Difference Ministry, Inc.</b>	<b>2</b>
Family Affair	2
<b>Managed Pharmacy Care</b>	<b>1</b>
Freedom of Choice	1
<b>Mary Vagle Nature Center</b>	<b>2</b>
Urban Ecology Program	2
<b>Marygold Senior Center</b>	<b>2</b>
Senior Center	2
<b>Marys Mercy Center, Inc.</b>	<b>275</b>
Marys Children Program	91
Marys Table	85
Saint Joseph Clothes Closet	26
Showers	1
St. Martin de Porres Emergency Food Bag Program	60
Veronicas Home of Mercy	12
<b>Meals on Wheels - Montclair</b>	<b>2</b>
Home Delivered Meals	2
<b>Meals on Wheels - Ontario</b>	<b>8</b>
Meals on Wheels	8
<b>Meals On Wheels - Upland</b>	<b>2</b>
Meals on Wheels	2
<b>Medical Board of California</b>	<b>2</b>
Medical Board	2

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

<b>MedicAlert Foundation International</b>	<b>1</b>
MedicAlert	1
<b>Mental Health Systems, Inc.</b>	<b>12</b>
Court-Supervised Drug Treatment	1
Drug Abuse Counseling for Federal Probationers	7
DUI Program	2
Substance Abuse Prevention Project	1
Support Services	1
<b>Mercy House</b>	<b>207</b>
Assisi House	17
Guadalupe Residence	23
Walk-In Center	167
<b>Merrill Community Services, Inc.</b>	<b>17</b>
Anger Management	12
Counseling	4
Parenting Classes	1
<b>Metrolink</b>	<b>2</b>
Metrolink Travel Information	2
<b>Mexican Consulate</b>	<b>5</b>
Consular Services	5
<b>Mimis House</b>	<b>42</b>
Transitional Housing	42
<b>Modest Needs</b>	<b>3</b>
Bridge Grant	3
<b>Mojave Basin Youth Corps, Inc.</b>	<b>4</b>
Mojave Basin YouthBuild	4
<b>Mojave Valley Volunteer Hospice, Inc.</b>	<b>1</b>
Friendly Visits	1
<b>Montclair Police Department</b>	<b>1</b>
Police Department	1
<b>Montclair Senior Center</b>	<b>2</b>
Cooling Center	2
<b>Morongo Basin Mental Health Services Association</b>	<b>10</b>
Early Periodic Screening, Diagnosis and Treatment	3
Outpatient Drug and Alcohol Treatment	1
Residential Drug and Alcohol Treatment	6
<b>Morongo Basin Unity Home, Inc.</b>	<b>14</b>
24-Hour Crisis Line	5
Domestic Violence- Emergency Shelter	3
Legal Advocacy and Court Support	2
Substance Abuse Program	2
Transitional Housing	2
<b>Morongo Unified School District</b>	<b>1</b>
Public Education	1
<b>Morongo Valley Community Services District</b>	<b>3</b>
USDA Food Giveaway	3
<b>Moses House Ministries</b>	<b>44</b>
Case Management	2
Crossings	1
The Boutique	41
<b>Mothers Against Drunk Driving</b>	<b>2</b>
Mothers Against Drunk Driving	2
<b>Mountain Community Hospital</b>	<b>2</b>
Rural Health Clinic	2
<b>Mountain View Community Church</b>	<b>100</b>

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

Food Pantry	88
Mountain View Preschool	2
Substance Abuse Meetings	10
<b>Muscular Dystrophy Association</b>	<b>1</b>
Health Services	1
<b>Narcotics Anonymous</b>	<b>22</b>
Narcotics Anonymous Support Group	22
<b>National Alliance for Hispanic Health</b>	<b>1</b>
National Hispanic Prenatal Helpline	1
<b>National Alliance on Mental Illness</b>	<b>2</b>
Information and Referral	2
<b>National Center for Victims of Crime</b>	<b>1</b>
Help Line	1
<b>National Community Renaissance</b>	<b>217</b>
Affordable Housing	217
<b>National Domestic Violence Hotline</b>	<b>14</b>
Domestic Violence Hotline	14
<b>National Runaway Switchboard</b>	<b>1</b>
Runaway Switchboard	1
<b>National Suicide Prevention Lifeline</b>	<b>26</b>
Suicide Hotline	22
Suicide Prevention Lifeline	4
<b>NCNW Bethune Center</b>	<b>1</b>
Youth Program	1
<b>Neighborhood Housing Services of the Inland Empire, Inc.</b>	<b>18</b>
Down Payment Assistance	1
Foreclosure Prevention	12
Home Maintenance Education	3
Home Ownership	2
<b>Neighborhood Partnership Housing Services, Inc.</b>	<b>9</b>
Foreclosure Counseling	6
Home Ownership	2
Homebuyer Education Class	1
<b>New Directions</b>	<b>8</b>
Therapeutic Community	8
<b>New Hope Christian Fellowship</b>	<b>20</b>
Lifeline	20
<b>New Hope Village, Inc.</b>	<b>6</b>
New Hope Village	6
<b>New House, Inc.</b>	<b>6</b>
Substance Abuse Treatment Program / Clean and Sober Moms	6
<b>Northtown Housing Development Corp.</b>	<b>5</b>
Computer Classes	2
Government Food Commodities	3
<b>Office of Emergency Services</b>	<b>8</b>
Emergency Response	3
Flash Reports	5
<b>Office of the Attorney General</b>	<b>6</b>
Bureau of Medi-Cal Fraud	6
<b>Oldtimers Foundation</b>	<b>30</b>
Home maintenance and Conservation	19
Housing	2
Nutrition	3
Transportation Services	6
<b>Olive Branch Counseling Center</b>	<b>68</b>

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

Addictive Behavior	2
Anger Management	41
Drug Testing	5
Parenting Classes	16
Relationship Counseling	4
<b>Omnitrans</b>	<b>47</b>
Access Service	43
OmniLink Service	1
Omnitrans	3
<b>Ontario City Library</b>	<b>5</b>
Basic Computer Classes	1
Library Services	4
<b>Ontario Police Department</b>	<b>13</b>
Police Department	13
<b>Ontario Senior Center</b>	<b>2</b>
STARS	2
<b>Ontario/Montclair YMCA</b>	<b>18</b>
Afterschool Program	4
Matrix	12
Resident Camp	2
<b>Ontario-Montclair School District</b>	<b>3</b>
Family Solutions Collaborative	2
Public Education	1
<b>OPARC</b>	<b>2</b>
Adult Development Centers and Senior Services	2
<b>Operation Provider</b>	<b>35</b>
Basic Need Assistance	4
Electric and Gas Assistance Fund (EAF & GAF)	31
<b>Operation Safehouse</b>	<b>12</b>
Operation Safehouse Shelter	6
Transitional Living Program	6
<b>Option House, Inc.</b>	<b>46</b>
Community Education	5
Domestic Violence Shelter Services	41
<b>Our Lady of Hope</b>	<b>81</b>
Soup Kitchen	4
USDA Food Distribution	77
<b>Our Lady of the Desert</b>	<b>73</b>
Food Pantry	73
<b>Pacific Clinics</b>	<b>8</b>
Child and Family Services	7
F.U.N. Clubhouse	1
<b>Pacific Lifeline</b>	<b>21</b>
Transitional Shelter	21
<b>PAL Humane Society</b>	<b>4</b>
Humane Society	4
<b>Para Los Niños</b>	<b>122</b>
Family Resource Center	118
Parenting Classes	4
<b>Parents, Families &amp; Friends of Lesbians &amp; Gays</b>	<b>2</b>
Support and Information	2
<b>Partnership for Prescription Assistance</b>	<b>16</b>
Prescription Assistance	16
<b>Patient Advocate Foundation</b>	<b>2</b>
Advocacy	2

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

<b>Patton State Hospital</b>	<b>6</b>
Hospital Services	6
<b>Paul A. Biane Library</b>	<b>1</b>
Basic Computer Classes	1
<b>Perris Hill Park Senior Center</b>	<b>2</b>
Senior Center	2
<b>Planned Parenthood of Orange and San Bernardino Counties</b>	<b>27</b>
Contraceptive Clinics	14
HIV/AIDS Testing and Counseling	1
Pregnancy Testing, Counseling, and Referral	5
Sexually Transmitted Infections Treatment	7
<b>Pomona Unified School District</b>	<b>1</b>
Pomona Unified Resource and Referral	1
<b>Pomona Valley Hospital Medical Center</b>	<b>2</b>
Central Avenue Urgent Care Center	2
<b>Pomona Valley Workshop</b>	<b>2</b>
Thrift Store	2
<b>Pregnancy Resource Center</b>	<b>3</b>
Pregnancy Resources	3
<b>Pregnancy Support Centers, Inc.</b>	<b>3</b>
Choices Clinic	3
<b>Priscillas Helping Hands, Inc.</b>	<b>46</b>
Clothes Closet	35
Project R.E.A.C.H.	2
Promiseland Educational Child Care Center	3
Soup Kitchen	6
<b>Project Cuidar-SB</b>	<b>9</b>
Child Enrichment Groups and Parenting Classes	9
<b>Project Sister Family Services</b>	<b>12</b>
Crisis Intervention	8
Support Groups	4
<b>Protection and Advocacy</b>	<b>2</b>
Disability Rights	2
<b>Provisional Accelerated Learning (PAL) Center</b>	<b>6</b>
Comprehensive Child Care	6
<b>Putting Kids First</b>	<b>7</b>
Co-Parenting Course	5
Parenting Course	2
<b>Rader Program</b>	<b>4</b>
Eating Disorders	4
<b>Rancho Cucamonga &amp; Fontana Family YMCA</b>	<b>7</b>
CPR & First Aid Training	1
Preschool	3
School Age Care	1
Senior Transportation	2
<b>Rancho Cucamonga Family Resource Center</b>	<b>67</b>
Clothes Closet	5
Emergency Food	60
Good Healing/Good Grief	2
<b>Rancho Cucamonga Library Services</b>	<b>2</b>
Basic Computer Class	1
Library Services	1
<b>Rape, Abuse and Incest National Network</b>	<b>6</b>
National Sexual Assault Hotline	6
<b>REACH</b>	<b>46</b>

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

REACH	46
<b>Reach Out Morongo Basin</b>	<b>3</b>
USDA Food Giveaway	3
<b>Reach Out West End</b>	<b>2</b>
Drug Diversion (DEJ - PC1000 Classes)	2
<b>ReachOut</b>	<b>1</b>
Free Smoking Cessation Course	1
<b>Redlands Community Hospital</b>	<b>15</b>
Family Clinic	11
Hospital Services	4
<b>Redlands Community Senior Center</b>	<b>1</b>
Senior Nutrition Lunch Program	1
<b>Redlands Day Nursery</b>	<b>3</b>
Child Care	3
<b>Redlands Family YMCA</b>	<b>3</b>
Legal Aid	3
<b>Redlands Police Department Recreation Bureau</b>	<b>3</b>
Redlands Police Department	3
<b>Redlands Unified School District</b>	<b>2</b>
High School Diploma and G.E.D.	2
<b>Restoration House of Refuge, Inc.</b>	<b>21</b>
Transitional Housing	21
<b>Rialto Police Department</b>	<b>4</b>
Rialto Police	4
<b>Rialto Senior Center</b>	<b>7</b>
Senior Center	1
Senior Nutrition Lunch Program	6
<b>RISE Interpreting, Inc.</b>	<b>2</b>
Sign Language Interpretation	2
<b>Rock Church &amp; World Outreach Center</b>	<b>68</b>
Literacy and GED Classes	2
USDA Food Giveaway	66
<b>Rolling Start, Inc.</b>	<b>23</b>
Deaf Services	3
Helpline	2
Housing	7
Information and Referral	3
Support Groups / Workshop	6
Systems and Individual Advocacy	2
<b>Rose of Sharon Life Center</b>	<b>46</b>
The Life Center	46
<b>Rudy C. Hernandez Community Center</b>	<b>8</b>
Food Distribution	6
Senior Nutrition Lunch Program	2
<b>Running Springs Assembly of God</b>	<b>6</b>
Food for Life	6
<b>Rx Help For Californians</b>	<b>30</b>
Prescription Assistance	30
<b>Salvation Army - Ontario</b>	<b>105</b>
Emergency Food Box	63
Emergency Rental/Mortgage Assistance	27
Motel Vouchers	15
<b>Salvation Army - Redlands</b>	<b>56</b>
Christmas Baskets	3
Electric and Gas Assistance Fund (EAF & GAF)	53

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

<b>Salvation Army - San Bernardino</b>	<b>487</b>
Cold Weather Shelter	128
Disaster Recovery Services	1
Shelter Program	216
Soup Kitchen	10
USDA Food Giveaway	122
Women Shelter	10
<b>Salvation Army Service Extension</b>	<b>14</b>
Utility Assistance	14
<b>Salvation Army-Victor Valley</b>	<b>598</b>
Disaster Recovery Services	4
Food Assistance	84
Motel Vouchers	30
Utility Assistance	480
<b>Samaritan Counseling Center</b>	<b>15</b>
BEAMS (Behavior Education and Management Services)	2
Counseling Services	13
<b>Samaritans Helping Hand</b>	<b>227</b>
Community Assistance	33
Food Assistance	47
Utility Assistance	147
<b>San Antonio Community Hospital</b>	<b>11</b>
Healthy Beginnings Prenatal Program	1
Hospital Services	3
Urgent Care	7
<b>San Bernardino City Unified School District</b>	<b>17</b>
California Cadet Corps	3
Public Education	1
State Preschool Program	6
USDA Food Giveaway	7
<b>San Bernardino County Animal Care &amp; Control</b>	<b>10</b>
Animal Services	6
Spay and Neuter Voucher Program	4
<b>San Bernardino County Auditor-Controller/Recorder</b>	<b>19</b>
County Assessor	2
Recorder/Clerk	17
<b>San Bernardino County Bar Association</b>	<b>24</b>
Attorney Referral Service	24
<b>San Bernardino County Coroners Office</b>	<b>2</b>
Coroner Services	2
<b>San Bernardino County Department of Aging and Adult Services</b>	<b>177</b>
Adult Protective Services	25
Family Caregiver Support Program	9
In Home Supportive Services	73
Long-Term Care Ombudsman Program	5
Multipurpose Senior Services Program	8
Senior Information and Assistance Program	45
Senior Nutrition Services	4
Senior Training and Employment Program	8
<b>San Bernardino County Department of Behavioral Health</b>	<b>329</b>
AB2034 Homeless Program	1
Agewise Program	5
Alcohol and Drug Services	39
Behavioral Health Resource Center Central Triage Services (After Hours Walk-In)	4
Centralized Children's Intensive Case Management Services	7

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

Community Crisis Response Team	53
Homeless Program	2
Housing Program	2
Outpatient Services	147
The Access Unit	42
Transitional Age Youth One Stop Center	27
<b>San Bernardino County Department of Child Support Services</b>	<b>32</b>
Child Support Services	32
<b>San Bernardino County Department of Children and Family Services</b>	<b>63</b>
Adoption Assistance Program	2
Child Protective Hotline	52
Children Protective Services	7
Foster Care	2
<b>San Bernardino County Department of Community Development and Housing</b>	<b>7</b>
American Dream Downpayment Initiative	2
Homeownership Assistance Program	1
Senior Home Repair Program	4
<b>San Bernardino County Department of Probation</b>	<b>1</b>
Probation	1
<b>San Bernardino County Department of Public Health</b>	<b>210</b>
AIDS Program	8
Alcohol and Drug Abuse Prevention Program	2
Black Infant Health Project	5
California Children Services	3
Flu Shots	8
Health Promotion and Education	7
Immunizations	33
Maternal Health Program	3
Prenatal Clinic	1
Reproductive Health Centers	30
Traffic S.A.F.E. Program	25
Tuberculosis Control Program	9
Vector Control	11
Women Infants and Children (WIC)	65
<b>San Bernardino County Department of Veterans Affairs</b>	<b>6</b>
VA Medical Center	2
Veterans Claims Assistance	3
Veterans Pensions	1
<b>San Bernardino County District Attorney</b>	<b>5</b>
General Information	4
Victim Services Unit	1
<b>San Bernardino County Fire Department</b>	<b>6</b>
Fire and Rescue	2
Sandbag Program	4
<b>San Bernardino County Land Use Services Department</b>	<b>17</b>
Code Enforcement Division	17
<b>San Bernardino County Library</b>	<b>1</b>
Library Services	1
<b>San Bernardino County Office Of Homeless Services</b>	<b>2</b>
Homeless Partnership	2
<b>San Bernardino County Preschool Services Department</b>	<b>65</b>
Head Start	49
Preschool	2
Support Services	14
<b>San Bernardino County Public Authority</b>	<b>25</b>

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

In-Home Supportive Services Registry	25
<b>San Bernardino County Registrar of Voters</b>	<b>1</b>
Voting Information	1
<b>San Bernardino County Sheriffs Department</b>	<b>35</b>
Detention Facilities	10
Juvenile Intervention Program (JIP)	2
Juvenile Intervention Program JIP	4
Law Enforcement	17
Senior Volunteer Patrol (SVP)	1
Victim Information and Notification Everyday	1
<b>San Bernardino County Superintendent of Schools</b>	<b>68</b>
Desert Mountain SELPA Children's Center	2
KidsNCare Child Care Referral Services	24
KidsNCare Resource and Referral Training Unit	3
KidsNCare Subsidized Child Care	39
<b>San Bernardino County Transitional Assistance Department</b>	<b>669</b>
C4Yourself	11
CalWORKs Program	198
Cash Aid Program for Immigrants	8
Child Care Programs	7
Disaster Food Stamp Program	10
Food Stamp Program	277
Health Care Options	2
Medi-Cal Program	124
The General Relief Program	12
Volunteer Income Tax Assistance (VITA)	20
<b>San Bernardino County Workforce Development Department</b>	<b>134</b>
Job Assistance	134
<b>San Bernardino Family YMCA</b>	<b>1</b>
Afterschool Program	1
<b>San Bernardino Police Department</b>	<b>14</b>
Police Department	14
<b>San Bernardino Senior Center</b>	<b>4</b>
Senior Center	4
<b>San Bernardino Sexual Assault Services, Inc</b>	<b>9</b>
Sexual Assault Program	9
<b>San Bernardino Westside Christian Center Church</b>	<b>1</b>
Westside Kinship Support Services	1
<b>SCHEU Family YMCA of Upland</b>	<b>3</b>
Preschool & Afterschool	3
<b>Second Harvest Food Bank</b>	<b>3</b>
Agency Food Distribution	3
<b>SEIU United Long Term Care Workers Union</b>	<b>3</b>
Home Care Registry	3
<b>Senior and Disabled Fund of San Bernardino County</b>	<b>19</b>
SAVES	16
Transportation Reimbursement and Escort Program	3
<b>Senior Companion Program</b>	<b>2</b>
Senior Companion Program	2
<b>Senior Corps</b>	<b>2</b>
Senior Companions	2
<b>Set Free Christian Fellowship</b>	<b>20</b>
Food Assistance	9
Food Ministry	11
<b>Sexaholics Anonymous of Southern California</b>	<b>2</b>

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

Support Groups	2
<b>Share, Inc.</b>	<b>19</b>
Emergency Assistance	5
Emergency Food	4
Food Assistance	1
Food Program	9
<b>Social Action Community Health System</b>	<b>20</b>
Behavioral, Therapeutic and Dental Health Care	14
Primary Health Care	6
<b>Social Security Administration</b>	<b>86</b>
Social Security	86
<b>Southern California Edison</b>	<b>10</b>
California Alternate Rates for Energy	9
Energy Management Assistance Program	1
<b>Southern California Gas Company</b>	<b>10</b>
CARE	6
Direct Assistance Program	3
Gas Assistance Fund (GAF)	1
<b>Southwest Gas Company</b>	<b>41</b>
California Alternate Rates for Energy	10
Low-Income Energy Efficiency Weatherization Program	29
Medical Baseline Program	2
<b>Special Little Angels, Inc.</b>	<b>12</b>
Little Angels	4
Special Angels Elderly Residential Care	8
<b>Springboard</b>	<b>11</b>
Consumer Credit Counseling	11
<b>St. Bernardine Medical Center</b>	<b>3</b>
Health Education Classes	1
Hospital Services	2
<b>St. John of God Health Care Services</b>	<b>758</b>
Assistance Services	637
Detox Center	39
Food Assistance	52
Residential Substance Abuse Treatment	15
Sober Living Homes	15
<b>St. Johns Community Success Center</b>	<b>37</b>
Standing Community Services	35
Youth Outreach	2
<b>St. Mary Medical Center</b>	<b>2</b>
Hospital Services	1
Mommy and Me	1
<b>Starkey Hearing Foundation</b>	<b>1</b>
Hear Now	1
<b>START Pediatric Neurodevelopmental Assessment and Treatment Center</b>	<b>4</b>
START Center	4
<b>State Bar of California</b>	<b>12</b>
Attorney Information and Referral Service	10
Lawyer Complaints	2
<b>Sunflower Community Services, Inc.</b>	<b>32</b>
Transitional Housing	32
<b>Superior Court of California County of San Bernardino</b>	<b>89</b>
Civil Court/ Unlawful Detainer	18
Criminal Court	11
Drug Court	1

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

Family Court	37
Probate Court	13
Small Claims Court	2
Traffic Court	7
<b>Teen Challenge of Southern California</b>	<b>4</b>
Residential Substance Abuse Program	2
Teen Gang Intervention	2
<b>Teen Line</b>	<b>6</b>
Teen Line	4
Teen Line Hotline	2
<b>Telecare High Desert Crisis Walk-In Center</b>	<b>14</b>
Crisis Walk-In Center	14
<b>The 29 Palms Community Food Pantry &amp; Outreach Ministries, Inc</b>	<b>6</b>
Community Food Pantry	6
<b>The Agape House</b>	<b>17</b>
New Life Program	17
<b>The Blessing Center</b>	<b>161</b>
Clothes Closet	5
Cold Weather Shelter	112
Joseph Storehouse	44
<b>The Community Counseling Center</b>	<b>26</b>
Counseling Services	26
<b>The Foundation of the American Academy of Ophthalmology</b>	<b>1</b>
Seniors Eye Care Program	1
<b>The Lords Table</b>	<b>36</b>
Soup Kitchen	14
USDA Food Giveaway	22
<b>The Restorative Justice Center of The Inland Empire</b>	<b>2</b>
Face-To Face Inmate Release Program	2
<b>The Sober Living Network</b>	<b>9</b>
Internet Information and Referral Service	9
<b>The Trevor Project</b>	<b>2</b>
Trevor Helpline	2
<b>The Unforgettables Foundation</b>	<b>7</b>
Burial Assistance	7
<b>The Way Station</b>	<b>7</b>
Food Assistance	7
<b>The White House Healing Center, Inc.</b>	<b>66</b>
Transitional Housing	66
<b>Time For Change Foundation</b>	<b>74</b>
Drug and Alcohol Outpatient Services	1
Sweet Dreams House	70
Workshops	3
<b>TOPS Club, Inc</b>	<b>1</b>
TOPS Tools	1
<b>Touched Ones United Creating Hope, Inc.</b>	<b>10</b>
Backpack Ministries	10
<b>Town of Apple Valley</b>	<b>3</b>
Public Works	1
Town Hall	2
<b>Travelers Aid of the Inland Empire</b>	<b>25</b>
Emergency Transportation and Referral Service	18
Emergency Travel Services	7
<b>Tri-City Mental Health Center</b>	<b>5</b>
Adult Outpatient Services	5

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

<b>Tri-County Dental Society</b>	<b>14</b>
Free Dental Work for Children	14
<b>Twentynine Palms Armed Services YMCA MCAGCC</b>	<b>1</b>
Bread Program	1
<b>U.S. Citizenship and Immigration Services</b>	<b>5</b>
Citizenship and Immigration Services	5
<b>U.S. Department of Commerce</b>	<b>1</b>
Digital TV Coupon Program	1
<b>U.S. Department of Housing and Urban Development</b>	<b>48</b>
Hope for Homeowners	18
HUD	30
<b>Underground Service Alert of Southern California</b>	<b>2</b>
Dig Alert	2
<b>United States Census Bureau</b>	<b>2</b>
Census Data	2
<b>United States Department of Agriculture, Natural Resources Conservation Service</b>	<b>2</b>
Watershed Protection Program	2
<b>United States Department of Labor</b>	<b>10</b>
Labor and Employment Law	10
<b>United States Post Offices</b>	<b>6</b>
Postal Services	6
<b>Upland Animal Shelter</b>	<b>3</b>
Spay/Neuter Voucher	3
<b>Upland Church of Christ</b>	<b>10</b>
Food Pantry	10
<b>Valley Fellowship - Seventh Day Adventist Church</b>	<b>18</b>
Community Services	18
<b>Valley Star Children and Family Services</b>	<b>5</b>
Mental Health Services	5
<b>Victims of Crime Resource Center</b>	<b>5</b>
Resource Center	5
<b>Victor Elementary School District</b>	<b>1</b>
Public Education	1
<b>Victor Valley Community Dental Service</b>	<b>73</b>
Dental Service Program	73
<b>Victor Valley Community Hospital</b>	<b>6</b>
Hospital Services	6
<b>Victor Valley Community Services Council</b>	<b>9</b>
Alternative Sentencing Program	3
Senior Needs	1
Volunteer Center	5
<b>Victor Valley Domestic Violence</b>	<b>8</b>
Domestic Violence Shelter	1
Referral Services for a "A Better Way"	7
<b>Victor Valley Rescue Mission</b>	<b>123</b>
Clothes Closet	11
Food Pantry	98
Life Recovery Program	2
Recovery Program	6
Soup Kitchen	6
<b>Victor Valley Transit Authority</b>	<b>14</b>
Direct Access	13
Victor Valley Transit Authority	1
<b>Victor Valley Union High School District</b>	<b>1</b>
Public Education	1

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

<b>Villa de Ninos</b>	<b>4</b>
Preschool	4
<b>Visiting Nurse Association and Hospice of Southern California</b>	<b>1</b>
Home Health Care	1
<b>Visiting Nurse Association Of The Inland Counties</b>	<b>8</b>
Home Health Aide Services	1
Hospice	1
Therapy Services	6
<b>Vocational Improvement Program, Inc.</b>	<b>3</b>
Direct Placement	2
PVSA Services	1
<b>Volunteer Center of Riverside County</b>	<b>307</b>
2-1-1 Riverside County	307
<b>Volunteer Income Tax Assistance (VITA)</b>	<b>63</b>
Earned Income Tax Credit (EITC)	16
VITA	47
<b>Volunteers of America Southwest</b>	<b>5</b>
Early Head Start	5
<b>Way World Outreach Ministry</b>	<b>62</b>
USDA Food Giveaway	62
<b>West End Family Counseling</b>	<b>36</b>
Department of Behavioral Health Outpatient Services	35
Parenting Classes	1
<b>West Valley Detention Center</b>	<b>1</b>
Detention Center	1
<b>Westside Community Service Center</b>	<b>73</b>
Clothes Closet	22
Employment Assistance	3
Food Distributions	46
Senior Nutrition Program	2
<b>WeTip</b>	<b>1</b>
Crime Reporting Hotline	1
<b>Whitney Young Family Health Clinic</b>	<b>172</b>
Dental Services	97
Medical Services	75
<b>YMCA Of The East Valley</b>	<b>4</b>
Preschool	3
School-Age-Care	1
<b>Young Visionaries Youth Leadership Academy</b>	<b>8</b>
C.U.T.T. Center - Career, University, Technology Training	2
Mentoring Program	1
Youth Advocacy Training Program	1
Youth Employment Development Program	4
<b>Yucaipa Branch Library</b>	<b>2</b>
Adult Literacy Program	2
<b>Yucaipa Christian Church</b>	<b>19</b>
Manna Food Cupboard	19
<b>Yucaipa Valley Welfare, Inc</b>	<b>11</b>
Clothes Closet	2
Disaster Stop Area	1
Food Program	8
<b>Yucca Valley Senior Center</b>	<b>6</b>
Home Delivered Meals	4
Recreation Department	2
<b>Grand Total</b>	<b>17882</b>

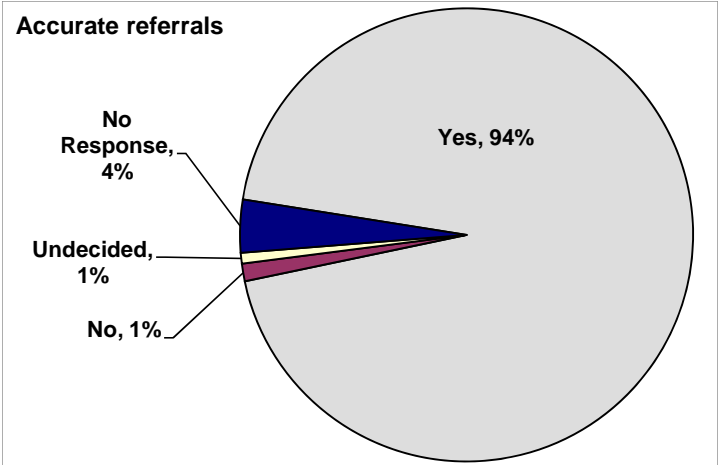
2-1-1 San Bernardino County Report

**Callback Survey Responses**

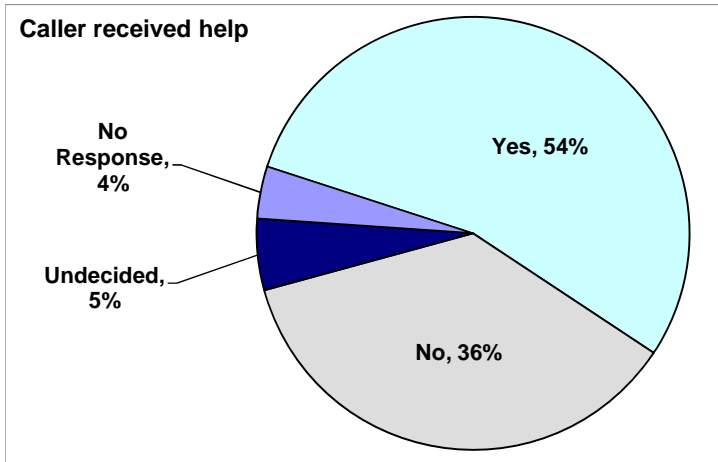
January - March 2010

Total of 640 Respondents

Were the referrals you received accurate?	
Yes	94%
No	1%
Undecided	1%
No Response	4%

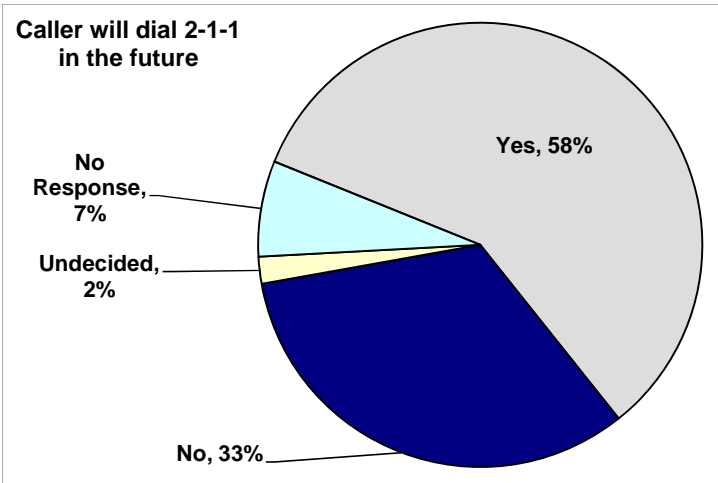


Did you contact the referral agency (ies)?	
Yes	92%
No	3%
Undecided	1%
No Response	4%



If yes, did you get the help you needed?	
Yes	54%
No	36%
Undecided	5%
No Response	4%

Was the information useful?	
Yes	91%
No	2%
Undecided	3%
No Response	4%



Will you call 2-1-1 in the future?	
Yes	58%
No	33%
Undecided	2%
No Response	7%

Are you a registered voter?	
Yes	58%
No	33%
Undecided	2%
No Response	7%