

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



2-1-1 is an initiative of



### **Monthly Reports**

Although monthly 2-1-1 reports will continue to be built and distributed, the reports that occur quarterly will contain the more detailed analysis on this first page. Compiling 3 months of data for analysis will provide a better platform for recognizing trends. Next month's report will be of this type.

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

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

### **Brief 2-1-1 Call Center and Data Highlights**

The number of callers that are employed has fallen from 29% to 27% at the same time that the percentage of male callers has increased.  
For 3 months straight, 43% of callers are calling 2-1-1 for the first time. This means that 1800 people are discovering 2-1-1 every quarter.

Thanks to 2-1-1 funding partners:



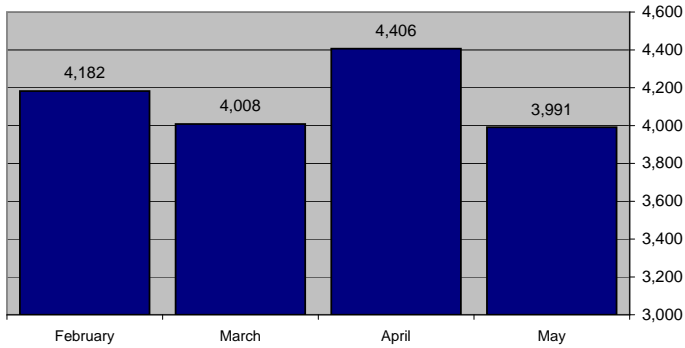
Other support from:



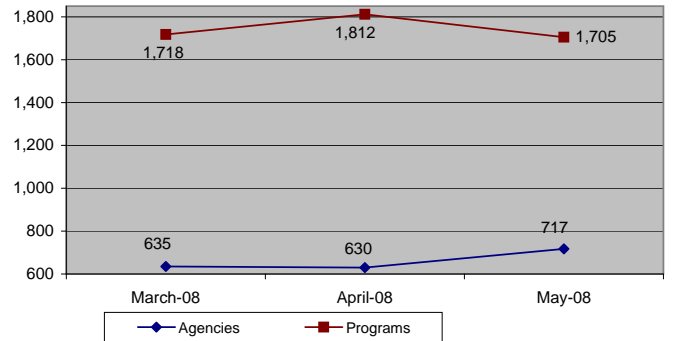
## 2-1-1 San Bernardino County Monthly Report

### May 2008 Data Analysis

**Total number of documented calls**



**2-1-1 database totals**



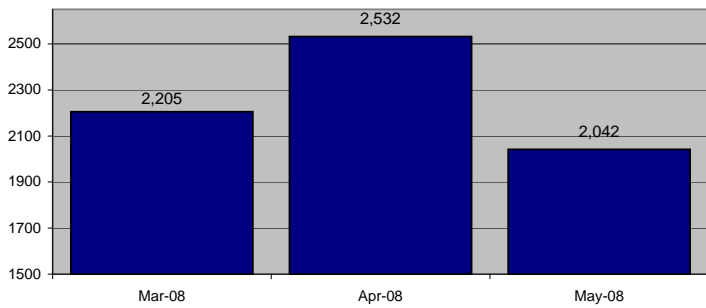
**Total number of documented calls\*\***

Month	Total number of documented calls**
May	3,991
April	4,406
March	4,008
February	4,182

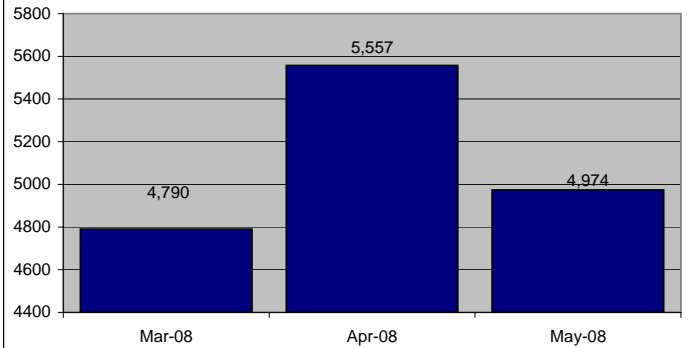
\*\* No longer includes hangups, wrong numbers, internal, etc.

Agencies	Database totals	Programs
717	May-08	1,705
630	Apr-08	1,812
635	Mar-08	1,718

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



**Total number of children involved**



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

	May-08	Apr-08	Mar-08
0	2072	2221	2196
1	559	696	673
2	639	804	723
3	482	558	441
4	218	289	216
5	84	108	94
6	37	47	41
7	15	20	11
8	3	7	2
9	2	1	1
More than 9	3	2	3
<b>Total</b>	<b>2042</b>	<b>2532</b>	<b>2205</b>

**Total Number of Children**

Month	Total Number of Children
May-08	4974
Apr-08	5557
Mar-08	4790
<b>Percentage of callers w/children</b>	<b>51%</b>

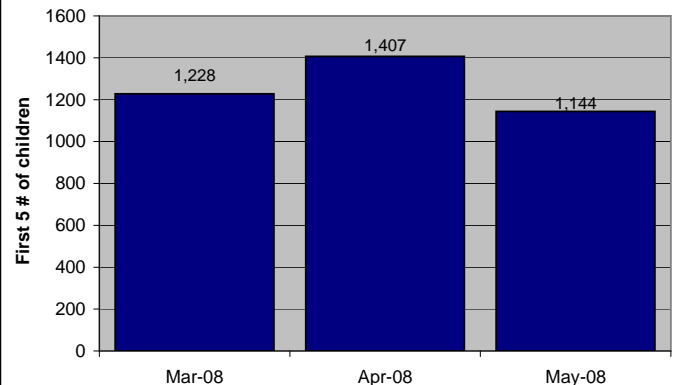
**First 5 Calls**

<b>Total # First 5 Children represented</b>	<b>1849</b>
Total number of calls this month	3991
<b>Total # of First 5 Calls</b>	<b>1144</b>
<b>Percentage of F5 calls</b>	<b>29%</b>

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

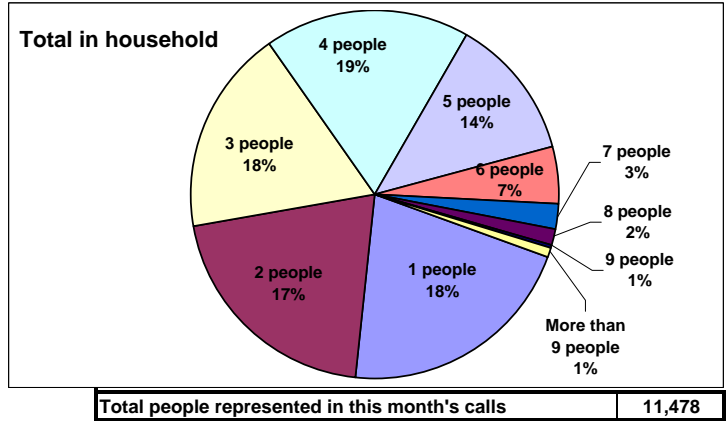
	May-08	Apr-08	Mar-08
0	2970	3340	3172
1	637	802	702
2	351	413	386
3	122	140	109
4	28	43	23
5	5	6	8
6	0	2	0
7	1	1	0
8	0	0	0
9	0	0	0
More than 9	0	0	0
<b>Total F5 Calls</b>	<b>1144</b>	<b>1407</b>	<b>1228</b>

**Total number of children under 6**

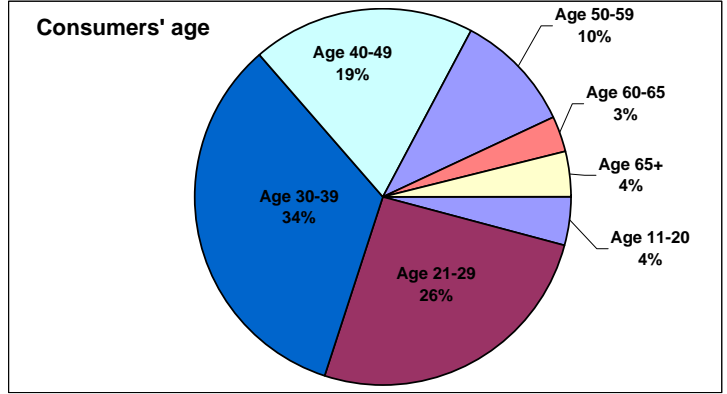


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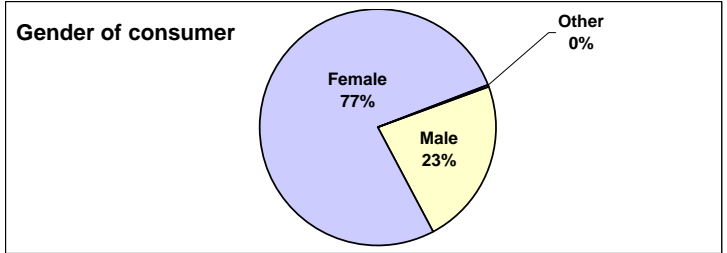
Total # in household:			
	May-08	Apr-08	Mar-08
Unknown	787	837	1166
1	768	786	725
2	736	691	590
3	660	618	648
4	648	578	577
5	455	383	433
6	177	203	217
7	86	76	127
8	47	53	49
9	11	15	14
9+	28	11	23
<b>Total</b>	<b>3616</b>	<b>3414</b>	<b>3403</b>



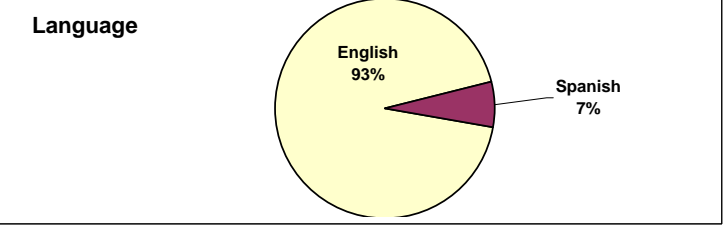
Consumer's age:			
	May-08	Apr-08	Mar-08
Age 0-3	5	6	6
Age 4-5	6	5	6
Age 6-10	11	20	12
Age 11-20	132	158	196
Age 21-29	808	1039	875
Age 30-39	1058	1526	1260
Age 40-49	603	751	653
Age 50-59	325	323	347
Age 60-65	93	120	139
Age 65+	121	94	141
<b>Total</b>	<b>3162</b>	<b>4042</b>	<b>3635</b>



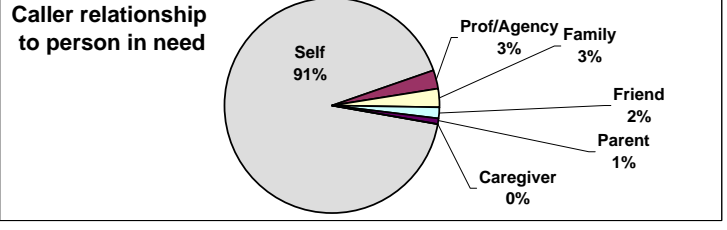
Consumer's Gender			
	May-08	Apr-08	Mar-08
Male	926	941	922
Female	3120	3761	3400
Other	6	2	8
Transgender	4	0	1
Unknown	27	18	28
<b>Total</b>	<b>4056</b>	<b>4704</b>	<b>4331</b>



Language			
	May-08	Apr-08	Mar-08
English	3841	4401	4061
Spanish	272	351	340
Mandarin	1	0	0
Somali	0	1	0
<b>Total</b>	<b>4114</b>	<b>4753</b>	<b>4401</b>

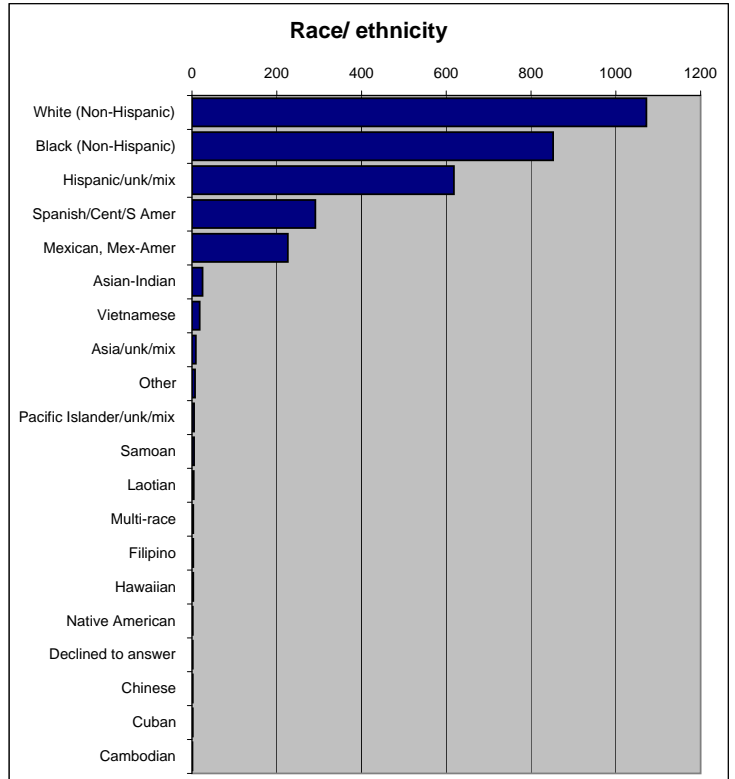


Caller relationship to person in need:			
	May-08	Apr-08	Mar-08
Self	3783	4373	4013
Prof/Agency	119	132	115
Family	106	126	139
Friend	72	91	89
Parent	29	26	38
Caregiver	5	5	7
<b>Total</b>	<b>4114</b>	<b>4753</b>	<b>4401</b>

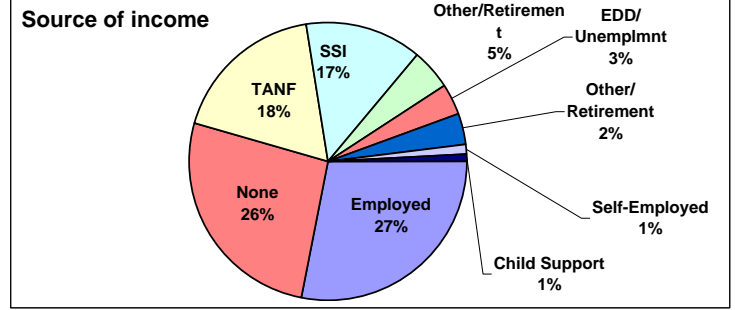


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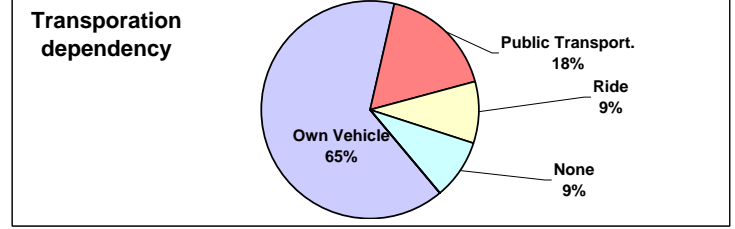
Race/ ethnicity			
	May-08	Apr-08	Mar-08
White (Non-Hispanic)	1072	1178	1162
Black (Non-Hispanic)	852	1115	903
Hispanic/unk/mix	618	841	669
Spanish/Cent/S Amer	291	271	261
Mexican, Mex-Amer	226	295	248
Asian-Indian	25	32	13
Vietnamese	18	12	6
Asia/unk/mix	9	8	13
Other	7	19	16
Pacific Islander/unk/mix	5	3	7
Samoan	5	3	5
Laotian	4	1	2
Multi-race	3	13	13
Filipino	3	3	4
Hawaiian	3	1	0
Native American	2	3	3
Declined to answer	2	2	4
Chinese	2	0	1
Cuban	2	0	0
Cambodian	1	4	5
Korean	1	0	0
Japanese	0	1	1
Puerto Rican	0	1	1
Unknown	840	600	671
<b>Total Known</b>	<b>3151</b>	<b>3806</b>	<b>3337</b>



Source of income:			
	May-08	Apr-08	Mar-08
Employed	905	1127	983
None	842	991	853
TANF	580	755	646
SSI	442	533	617
Other/Retirement	146	165	104
Disability	118	146	166
EDD/Unemployment	117	136	83
Self-Employed	33	41	43
Child Support	30	37	32

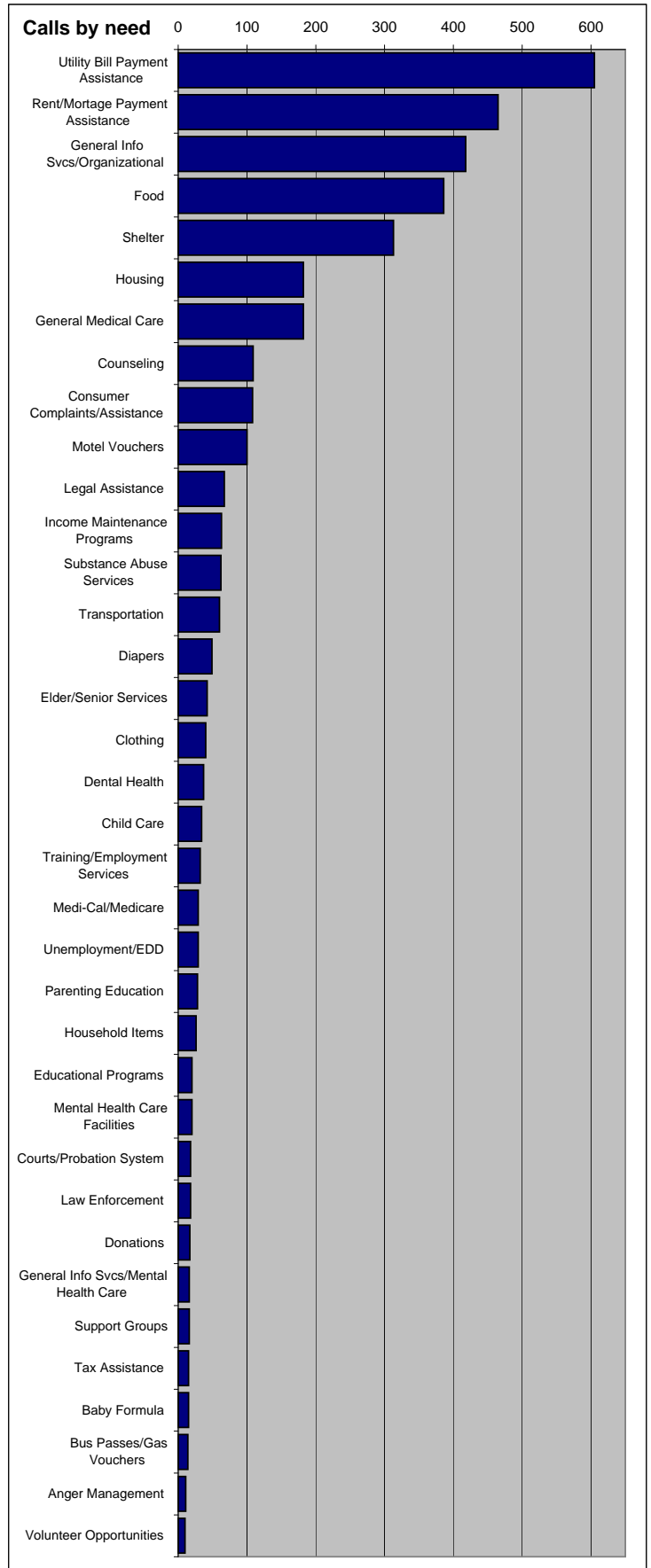


Transportation dependency:			
	May-08	Apr-08	Mar-08
Own Vehicle	1973	2547	2208
Public Transportation	528	699	644
Ride	279	391	390
None	265	254	256
Transportation Voucher	2	2	2
Taxi	0	0	1



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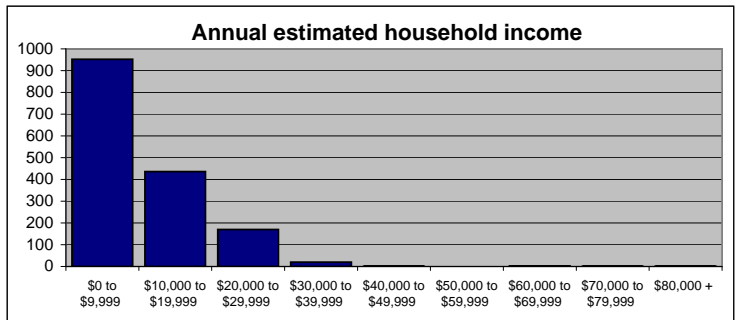
Calls by need:			
	May-08	Apr-08	Mar-08
Utility Bill Payment Assistance	605	1075	1022
Rent/Mortgage Payment Assistance	465	566	431
General Info Svcs/Organizational	418	281	245
Food	386	444	376
Shelter	313	304	298
Housing	182	217	190
General Medical Care	182	191	178
Counseling	109	123	119
Consumer Complaints/Assistance	108	29	23
Motel Vouchers	100	84	75
Legal Assistance	67	73	77
Income Maintenance Programs	63	47	39
Substance Abuse Services	62	70	52
Transportation	60	63	49
Diapers	49	68	40
Elder/Senior Services	42	0	0
Clothing	40	52	26
Dental Health	37	52	41
Child Care	34	50	37
Training/Employment Services	32	70	73
Medi-Cal/Medicare	29	23	18
Unemployment/EDD	29	4	5
Parenting Education	28	23	24
Household Items	26	34	19
Educational Programs	20	13	10
Mental Health Care Facilities	20	11	20
Courts/Probation System	18	24	13
Law Enforcement	18	8	20
Donations	17	8	9
General Info Svcs/Mental Health Care	16	15	16
Support Groups	16	2	0
Tax Assistance	15	47	89
Baby Formula	15	14	12
Bus Passes/Gas Vouchers	14	10	6
Anger Management	11	12	24
Volunteer Opportunities	10	1	0
Environmental Protection/Maint.	9	12	10
Temporary Financial Aid	8	15	2
Tenant/Landlord Rights	8	13	12
Licenses and Certificates	8	10	7
Social Security	8	10	6
Burial/Funeral Assistance	8	9	6
Adoption/Foster Care	8	3	3
Child Passenger Safety/Seats	8	1	0
Immunizations	6	12	13
Sober Living	6	11	8
Animal Services	6	8	10
School District	6	1	0
Emergency Medical Care	5	7	6
Tutoring Services	5	6	4
Disability Issues	5	0	0
Immigration/Citizenship	4	4	4
Residential Drug Treatment	3	5	7
School Readiness Programs	3	5	4
Mentoring Programs	3	4	5
Paternity/Drug Testing	3	4	3
Child Abuse	3	3	5
Labor Board/Fair Employment	3	0	1
Library Services	2	3	2
Domestic Violence	1	3	0
Credit Counseling	1	2	5
After School Programs	1	2	3
Business License	1	1	1
Restraining Orders	1	1	0
Dissability Benefits	1	0	0
Support Groups	0	36	46
Child Passenger Safety/Seats	0	10	1



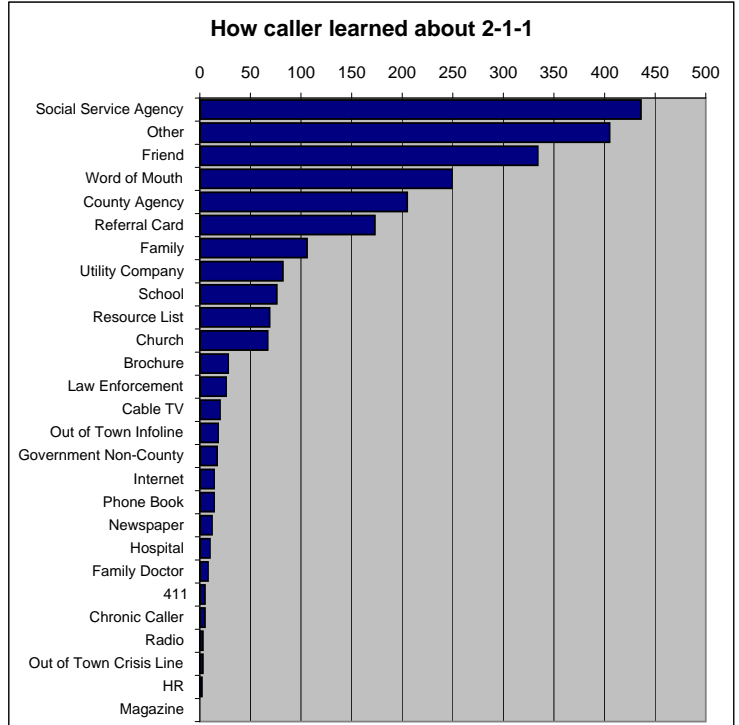


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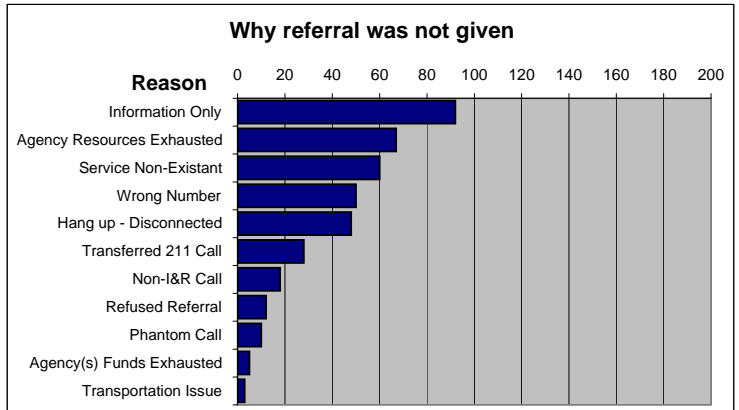
Annual estimated household income			
	May-08	Apr-08	Mar-08
Declined to state	2531	3245	2906
\$0 to \$9,999	952	916	780
\$10,000 to \$19,999	436	444	481
\$20,000 to \$29,999	170	137	195
\$30,000 to \$39,999	20	11	34
\$40,000 to \$49,999	1	0	5
\$50,000 to \$59,999	0	0	0
\$60,000 to \$69,999	2	0	0
\$70,000 to \$79,999	1	0	0
\$80,000 +	1	0	0



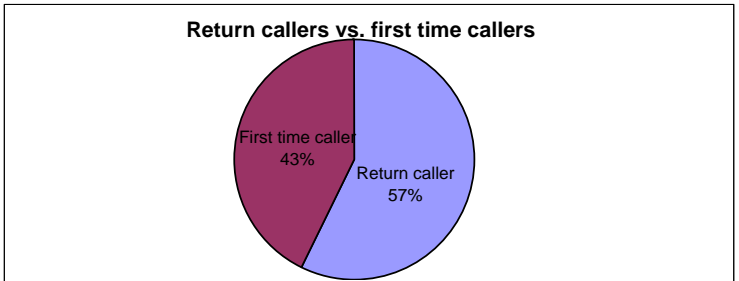
How caller learned about 2-1-1			
	May-08	Apr-08	Mar-08
Social Service Agency	436	547	639
Other	405	153	103
Friend	334	639	416
Word of Mouth	249	687	606
County Agency	205	257	166
Referral Card	173	201	242
Family	106	0	0
Utility Company	82	246	266
School	76	96	72
Resource List	69	146	130
Church	67	79	55
Brochure	28	10	6
Law Enforcement	26	39	39
Cable TV	20	40	43
Out of Town Infoline	18	18	12
Government Non-County	17	12	6
Internet	14	26	33
Phone Book	14	20	22
Newspaper	12	23	33
Hospital	10	15	15
Family Doctor	8	13	7
411	5	8	2
Chronic Caller	5	0	0
Radio	3	11	15
Out of Town Crisis Line	3	6	4
HR	2	10	4
Magazine	0	0	2



Why referral not given			
Reason	May-08	Apr-08	Mar-08
Information Only	92	141	194
Agency Resources Exhausted	67	67	71
Service Non-Existant	60	69	50
Wrong Number	50	36	63
Hang up - Disconnected	48	57	76
Transferred 211 Call	28	19	10
Non-I&R Call	18	12	5
Refused Referral	12	13	12
Phantom Call	10	7	10
Agency(s) Funds Exhausted	5	8	14
Transportation Issue	3	4	1
Returned Call	0	2	0



Return callers vs. first time callers			
	May-08	Apr-08	Mar-08
Return caller	2359	2837	2599
First time caller	1755	1915	1802



Callers affected by October 07 fires			
	May-08	Apr-08	Mar-08
Was not affected	3388	4744	4398
Was affected	244	9	3

**Needs Per City - May 2008**

City/Town	Need	Total	% of City Needs	% of Total
Adelanto	Clothing	1	1%	1%
	Consumer Complaints/Assistance	2	3%	
	Counseling	2	3%	
	Dental Health	1	1%	
	Donations	1	1%	
	Food	9	13%	
	General Medical Care	4	6%	
	Household Items	1	1%	
	Housing	4	6%	
	Law Enforcement	1	1%	
	Legal Assistance	1	1%	
	Mental Health Care Facilities	1	1%	
	Motel Vouchers	2	3%	
	Rent/Mortgage Payment Assistance	12	17%	
	Shelter	4	6%	
	Unemployment/EDD	2	3%	
	Utility Bill Payment Assistance	21	30%	
Adelanto Total		69		
Alta Loma	Educational Programs	1		
	Elder/Senior Services	1		
	Food	1		
	Housing	2		
	Legal Assistance	1		
	Rent/Mortgage Payment Assistance	1		
	Training/Employment Services	1		
	Utility Bill Payment Assistance	1		
Alta Loma Total		9		
Apple Valley	Anger Management	1	1%	
	Bus Passes/Gas Vouchers	2	1%	
	Child Care	2	1%	
	Clothing	1	1%	
	Consumer Complaints/Assistance	2	1%	
	Counseling	3	2%	
	Courts/Probation System	1	1%	
	Dental Health	1	1%	
	Diapers	5	3%	
	Donations	2	1%	
	Educational Programs	1	1%	
	Environmental Protection/Maintenance	1	1%	
	Food	16	10%	
	General Information Services/Organizational	1	1%	
	General Medical Care	9	6%	
	Household Items	2	1%	
	Housing	8	5%	
	Immunizations	1	1%	
	Income Maintenance Programs	3	2%	
	Law Enforcement	1	1%	
	Legal Assistance	1	1%	
	Medi-Cal/Medicare	1	1%	
	Mental Health Care Facilities	1	1%	
	Motel Vouchers	3	2%	
	Parenting Education	1	1%	
	Rent/Mortgage Payment Assistance	21	13%	
	Shelter	7	4%	
Substance Abuse Services	3	2%		
Support Groups	1	1%		

**Needs Per City - May 2008**

	Tax Assistance	1	1%	
	Training/Employment Services	1	1%	
	Transportation	4	3%	
	Unemployment/EDD	2	1%	
	Utility Bill Payment Assistance	47	30%	1%
	Volunteer Opportunities	1	1%	
<b>Apple Valley Total</b>		<b>158</b>		
Barstow	Child Passenger Safety/Seats	1	2%	
	Adoption/Foster Care	1	2%	
	Burial/Funeral Assistance	1	2%	
	Bus Passes/Gas Vouchers	2	3%	
	Consumer Complaints/Assistance	4	7%	
	Counseling	1	2%	
	Courts/Probation System	1	2%	
	Elder/Senior Services	1	2%	
	Food	3	5%	
	General Information Services/Organizational	4	7%	
	General Medical Care	6	10%	
	Housing	4	7%	
	Legal Assistance	1	2%	
	Motel Vouchers	2	3%	
	Rent/Mortgage Payment Assistance	6	10%	
	Shelter	1	2%	
	Substance Abuse Services	1	2%	
	Tenant/Landlord Rights	1	2%	
Training/Employment Services	1	2%		
Transportation	1	2%		
Utility Bill Payment Assistance	17	28%		
<b>Barstow Total</b>		<b>60</b>		
Big Bear City	Substance Abuse Services	1		
<b>Big Bear City Total</b>		<b>1</b>		
Big Bear Lake	Child Abuse	1	3%	
	Elder/Senior Services	1	3%	
	Food	2	6%	
	General Information Services/Organizational	19	54%	1%
	Legal Assistance	1	3%	
	Licenses and Certificates	2	6%	
	Rent/Mortgage Payment Assistance	5	14%	
	Support Groups	1	3%	
Utility Bill Payment Assistance	3	9%		
<b>Big Bear Lake Total</b>		<b>35</b>		
Bloomington	Food	5		
	General Medical Care	1		
	Rent/Mortgage Payment Assistance	4		
	Unemployment/EDD	1		
<b>Bloomington Total</b>		<b>11</b>		
Blue Jay	General Information Services/Organizational	4		
<b>Blue Jay Total</b>		<b>4</b>		
Chino	Child Care	1	2%	
	Consumer Complaints/Assistance	1	2%	
	Counseling	2	4%	
	Donations	1	2%	
	Food	3	6%	
	General Information Services/Organizational	2	4%	
	General Medical Care	4	7%	
	Housing	5	9%	
	Immigration/Citizenship	1	2%	
	Income Maintenance Programs	3	6%	

**Needs Per City - May 2008**

	Law Enforcement	1	2%
	Legal Assistance	2	4%
	Medi-Cal/Medicare	2	4%
	Motel Vouchers	1	2%
	Rent/Mortgage Payment Assistance	7	13%
	Shelter	6	11%
	Social Security	1	2%
	Substance Abuse Services	2	4%
	Tax Assistance	1	2%
	Utility Bill Payment Assistance	7	13%
	Volunteer Opportunities	1	2%
<b>Chino Total</b>		<b>54</b>	
Chino Hills	Counseling	1	13%
	Dental Health	2	25%
	Food	2	25%
	General Medical Care	1	13%
	Temporary Financial Aid	1	13%
	Utility Bill Payment Assistance	1	13%
<b>Chino Hills Total</b>		<b>8</b>	
Colton	Adoption/Foster Care	1	1%
	Baby Formula	1	1%
	Bus Passes/Gas Vouchers	1	1%
	Child Care	4	5%
	Consumer Complaints/Assistance	2	3%
	Counseling	1	1%
	Domestic Violence	1	1%
	Educational Programs	1	1%
	Food	10	13%
	General Information Services/Organizational	2	3%
	General Medical Care	6	8%
	Household Items	1	1%
	Housing	2	3%
	Income Maintenance Programs	2	3%
	Library Services	1	1%
	Medi-Cal/Medicare	1	1%
	Mental Health Care Facilities	1	1%
	Rent/Mortgage Payment Assistance	12	15%
	Shelter	9	12%
	Social Security	1	1%
	Substance Abuse Services	2	3%
	Temporary Financial Aid	1	1%
	Training/Employment Services	1	1%
	Transportation	2	3%
Unemployment/EDD	1	1%	
Utility Bill Payment Assistance	11	14%	
<b>Colton Total</b>		<b>78</b>	
Crestline	Consumer Complaints/Assistance	1	3%
	Donations	1	3%
	Elder/Senior Services	6	15%
	Food	3	8%
	General Information Services/Mental Health Care	1	3%
	General Information Services/Organizational	18	45%
	Household Items	2	5%
	Income Maintenance Programs	1	3%
	Medi-Cal/Medicare	2	5%
	Support Groups	1	3%
	Training/Employment Services	1	3%
Transportation	1	3%	

**Needs Per City - May 2008**

	Utility Bill Payment Assistance	2	5%	
Crestline Total		40		
Fontana	Child Passenger Safety/Seats	1	0%	
	Anger Management	2	1%	
	Baby Formula	2	1%	
	Burial/Funeral Assistance	2	1%	
	Bus Passes/Gas Vouchers	3	1%	
	Child Abuse	1	0%	
	Child Care	3	1%	
	Clothing	2	1%	
	Consumer Complaints/Assistance	7	3%	
	Counseling	10	5%	
	Courts/Probation System	2	1%	
	Dental Health	4	2%	
	Diapers	1	0%	
	Educational Programs	2	1%	
	Elder/Senior Services	1	0%	
	Food	27	12%	1%
	General Information Services/Mental Health Care	1	0%	
	General Information Services/Organizational	6	3%	
	General Medical Care	18	8%	
	Household Items	1	0%	
	Housing	10	5%	
	Immunizations	1	0%	
	Income Maintenance Programs	6	3%	
	Labor Board/Fair Employment	2	1%	
	Legal Assistance	5	2%	
	Medi-Cal/Medicare	4	2%	
	Mentoring Programs	1	0%	
	Motel Vouchers	1	0%	
	Rent/Mortgage Payment Assistance	20	9%	1%
	Residential Drug Treatment	1	0%	
	School Readiness Programs	1	0%	
	Shelter	19	9%	1%
	Social Security	3	1%	
	Substance Abuse Services	3	1%	
	Support Groups	3	1%	
	Temporary Financial Aid	1	0%	
	Training/Employment Services	3	1%	
	Transportation	3	1%	
	Tutoring Services	1	0%	
	Unemployment/EDD	6	3%	
	Utility Bill Payment Assistance	29	13%	1%
	Volunteer Opportunities	1	0%	
Fontana Total		220		
Grand Terrace	Dental Health	1		
	Educational Programs	1		
	Household Items	1		
	Income Maintenance Programs	1		
	Rent/Mortgage Payment Assistance	1		
	Transportation	1		
	Unemployment/EDD	1		
	Utility Bill Payment Assistance	1		
Grand Terrace Total		8		
Helendale	Training/Employment Services	1		
	Utility Bill Payment Assistance	1		
Helendale Total		2		
Hesperia	Animal Services	2	1%	

**Needs Per City - May 2008**

	Consumer Complaints/Assistance	2	1%	
	Counseling	6	4%	
	Courts/Probation System	1	1%	
	Dental Health	1	1%	
	Diapers	4	3%	
	Educational Programs	2	1%	
	Food	24	15%	1%
	General Information Services/Organizational	7	4%	
	General Medical Care	6	4%	
	Housing	5	3%	
	Income Maintenance Programs	3	2%	
	Legal Assistance	5	3%	
	Motel Vouchers	1	1%	
	Parenting Education	1	1%	
	Rent/Mortgage Payment Assistance	21	13%	1%
	Residential Drug Treatment	1	1%	
	Shelter	11	7%	
	Social Security	1	1%	
	Substance Abuse Services	2	1%	
	Support Groups	1	1%	
	Transportation	3	2%	
	Unemployment/EDD	3	2%	
	Utility Bill Payment Assistance	43	28%	1%
<b>Hesperia Total</b>		<b>156</b>		
Highland	Baby Formula	1	2%	
	Clothing	1	2%	
	Consumer Complaints/Assistance	2	4%	
	Counseling	4	9%	
	Diapers	2	4%	
	Food	3	7%	
	General Information Services/Organizational	1	2%	
	General Medical Care	3	7%	
	Housing	3	7%	
	Medi-Cal/Medicare	1	2%	
	Motel Vouchers	2	4%	
	Parenting Education	1	2%	
	Paternity/Drug Testing	2	4%	
	Rent/Mortgage Payment Assistance	9	20%	
	Substance Abuse Services	1	2%	
	Support Groups	1	2%	
	Tax Assistance	1	2%	
	Training/Employment Services	1	2%	
Utility Bill Payment Assistance	6	13%		
<b>Highland Total</b>		<b>45</b>		
Joshua Tree	Child Care	1		
	Counseling	2		
	Legal Assistance	1		
	Rent/Mortgage Payment Assistance	1		
	Shelter	1		
	Unemployment/EDD	1		
	Utility Bill Payment Assistance	1		
<b>Joshua Tree Total</b>		<b>8</b>		
Lake Arrowhead	Child Care	1		
	Consumer Complaints/Assistance	4		
	General Information Services/Organizational	51		
	Medi-Cal/Medicare	1		
	Rent/Mortgage Payment Assistance	1		

**Needs Per City - May 2008**

	Tax Assistance	1	
Lake Arrowhead Total		60	
Loma Linda	Counseling	1	
	Dissability Benefits	1	
	Household Items	1	
	Housing	1	
	Rent/Mortgage Payment Assistance	1	
	Shelter	2	
	Substance Abuse Services	1	
	Transportation	1	
	Utility Bill Payment Assistance	1	
Loma Linda Total		10	
Lucerne Valley	Bus Passes/Gas Vouchers	1	
	Consumer Complaints/Assistance	1	
	Diapers	1	
	Housing	2	
	Rent/Mortgage Payment Assistance	1	
	Shelter	1	
		Utility Bill Payment Assistance	1
Lucerne Valley Total		8	
Lytle Creek	Food	1	
	General Information Services/Organizational	1	
	Rent/Mortgage Payment Assistance	1	
Lytle Creek Total		3	
Montclair	Counseling	3	9%
	Courts/Probation System	1	3%
	Donations	1	3%
	Educational Programs	1	3%
	Elder/Senior Services	2	6%
	Food	3	9%
	General Information Services/Organizational	3	9%
	General Medical Care	1	3%
	Household Items	1	3%
	Housing	1	3%
	Immigration/Citizenship	1	3%
	Income Maintenance Programs	1	3%
	Motel Vouchers	1	3%
	Rent/Mortgage Payment Assistance	6	17%
	Shelter	2	6%
	Tax Assistance	1	3%
	Utility Bill Payment Assistance	6	17%
Montclair Total		35	
Mountains	Consumer Complaints/Assistance	3	
	Counseling	1	
	Food	1	
	General Medical Care	2	
Mountains Total		7	
Needles	Substance Abuse Services	1	
Needles Total		1	
Ontario	Child Passenger Safety/Seats	2	1%
	Animal Services	1	0%
	Child Care	3	1%
	Clothing	1	0%
	Consumer Complaints/Assistance	4	2%
	Counseling	3	1%
	Courts/Probation System	1	0%
	Dental Health	4	2%
	Diapers	2	1%

**Needs Per City - May 2008**

	Disability Issues	1	0%	
	Donations	2	1%	
	Educational Programs	1	0%	
	Elder/Senior Services	2	1%	
	Emergency Medical Care	1	0%	
	Environmental Protection/Maintenance	1	0%	
	Food	23	10%	1%
	General Information Services/Organizational	4	2%	
	General Medical Care	14	6%	
	Housing	16	7%	
	Income Maintenance Programs	3	1%	
	Law Enforcement	1	0%	
	Legal Assistance	4	2%	
	Medi-Cal/Medicare	3	1%	
	Motel Vouchers	24	11%	1%
	Parenting Education	4	2%	
	Rent/Mortgage Payment Assistance	27	12%	1%
	Shelter	27	12%	1%
	Substance Abuse Services	3	1%	
	Support Groups	1	0%	
	Tenant/Landlord Rights	1	0%	
	Transportation	3	1%	
	Utility Bill Payment Assistance	36	16%	1%
	Volunteer Opportunities	2	1%	
<b>Ontario Total</b>		<b>225</b>		
<b>Outside County</b>	Adoption/Foster Care	1	1%	
	Anger Management	1	1%	
	Burial/Funeral Assistance	1	1%	
	Bus Passes/Gas Vouchers	1	1%	
	Consumer Complaints/Assistance	9	7%	
	Counseling	8	6%	
	Disability Issues	1	1%	
	Elder/Senior Services	2	1%	
	Food	10	7%	
	General Information Services/Mental Health Care	2	1%	
	General Information Services/Organizational	15	11%	
	General Medical Care	8	6%	
	Household Items	1	1%	
	Housing	12	9%	
	Income Maintenance Programs	7	5%	
	Law Enforcement	4	3%	
	Legal Assistance	4	3%	
	Licenses and Certificates	3	2%	
	Medi-Cal/Medicare	2	1%	
	Mental Health Care Facilities	2	1%	
	Motel Vouchers	3	2%	
	Rent/Mortgage Payment Assistance	9	7%	
	Residential Drug Treatment	1	1%	
	School Readiness Programs	1	1%	
	Shelter	12	9%	
	Substance Abuse Services	4	3%	
	Support Groups	1	1%	
	Training/Employment Services	1	1%	
	Transportation	4	3%	
	Tutoring Services	1	1%	
	Unemployment/EDD	1	1%	
	Utility Bill Payment Assistance	3	2%	
<b>Outside County Total</b>		<b>135</b>		

**Needs Per City - May 2008**

Outside Of California	Housing	1	
Outside Of California Total		1	
Phelan	Consumer Complaints/Assistance	1	
	Food	1	
	Rent/Mortgage Payment Assistance	1	
Phelan Total		3	
Pomona (City)	Consumer Complaints/Assistance	1	
	Substance Abuse Services	1	
	Transportation	1	
Pomona (City) Total		3	
Rancho Cucamonga	Child Care	1	1%
	Clothing	1	1%
	Consumer Complaints/Assistance	2	2%
	Counseling	3	3%
	Courts/Probation System	1	1%
	Dental Health	1	1%
	Elder/Senior Services	1	1%
	Emergency Medical Care	1	1%
	Food	6	6%
	General Information Services/Organizational	1	1%
	General Medical Care	6	6%
	Household Items	1	1%
	Housing	5	5%
	Immunizations	1	1%
	Income Maintenance Programs	3	3%
	Labor Board/Fair Employment	1	1%
	Law Enforcement	3	3%
	Legal Assistance	3	3%
	Medi-Cal/Medicare	1	1%
	Mental Health Care Facilities	3	3%
	Mentoring Programs	1	1%
	Motel Vouchers	4	4%
	Parenting Education	1	1%
	Rent/Mortgage Payment Assistance	18	18%
	Shelter	16	16%
	Sober Living	1	1%
	Substance Abuse Services	1	1%
Support Groups	1	1%	
Transportation	1	1%	
Utility Bill Payment Assistance	10	10%	
Rancho Cucamonga Total		99	
Redlands	Child Passenger Safety/Seats	1	1%
	Child Care	2	3%
	Clothing	3	4%
	Consumer Complaints/Assistance	1	1%
	Dental Health	1	1%
	Diapers	1	1%
	Donations	1	1%
	Educational Programs	2	3%
	Food	8	11%
	General Information Services/Mental Health Care	1	1%
	General Information Services/Organizational	2	3%
	General Medical Care	2	3%
	Housing	6	8%
	Income Maintenance Programs	2	3%
	Legal Assistance	1	1%
	Licenses and Certificates	1	1%
	Medi-Cal/Medicare	1	1%

**Needs Per City - May 2008**

	Mental Health Care Facilities	1	1%	
	Motel Vouchers	2	3%	
	Parenting Education	3	4%	
	Rent/Mortgage Payment Assistance	12	16%	
	Shelter	9	12%	
	Substance Abuse Services	1	1%	
	Support Groups	1	1%	
	Training/Employment Services	1	1%	
	Transportation	1	1%	
	Unemployment/EDD	1	1%	
	Utility Bill Payment Assistance	8	11%	
<b>Redlands Total</b>		<b>76</b>		
Rialto	Anger Management	2	1%	
	Baby Formula	2	1%	
	Child Care	1	1%	
	Clothing	3	2%	
	Consumer Complaints/Assistance	2	1%	
	Counseling	2	1%	
	Dental Health	3	2%	
	Diapers	1	1%	
	Educational Programs	1	1%	
	Elder/Senior Services	3	2%	
	Environmental Protection/Maintenance	1	1%	
	Food	21	14%	1%
	General Information Services/Mental Health Care	1	1%	
	General Information Services/Organizational	2	1%	
	General Medical Care	12	8%	
	Household Items	1	1%	
	Housing	6	4%	
	Income Maintenance Programs	3	2%	
	Legal Assistance	2	1%	
	Medi-Cal/Medicare	4	3%	
	Mental Health Care Facilities	4	3%	
	Motel Vouchers	1	1%	
	Parenting Education	4	3%	
	Rent/Mortgage Payment Assistance	15	10%	
	Shelter	13	9%	
	Substance Abuse Services	2	1%	
	Support Groups	2	1%	
	Tax Assistance	1	1%	
	Training/Employment Services	2	1%	
	Transportation	3	2%	
	Unemployment/EDD	1	1%	
Utility Bill Payment Assistance	24	17%	1%	
<b>Rialto Total</b>		<b>145</b>		
Rimforest	General Information Services/Organizational	5		
<b>Rimforest Total</b>		<b>5</b>		
Running Springs	Business License	2	12%	
	Consumer Complaints/Assistance	5	29%	
	Counseling	1	6%	
	Disability Issues	1	6%	
	Elder/Senior Services	1	6%	
	Food	1	6%	
	General Information Services/Organizational	3	18%	
	General Medical Care	1	6%	
	Income Maintenance Programs	1	6%	
	Utility Bill Payment Assistance	1	6%	
<b>Running Springs Total</b>		<b>17</b>		

**Needs Per City - May 2008**

San Bernardino (City)	Child Passenger Safety/Seats	2	0%	
	Adoption/Foster Care	3	1%	
	Anger Management	2	0%	
	Animal Services	2	0%	
	Baby Formula	7	1%	
	Bus Passes/Gas Vouchers	1	0%	
	Child Care	2	0%	
	Clothing	8	1%	
	Consumer Complaints/Assistance	23	4%	1%
	Counseling	22	4%	1%
	Courts/Probation System	4	1%	
	Credit Counseling	1	0%	
	Dental Health	3	1%	
	Diapers	8	1%	
	Disability Issues	2	0%	
	Educational Programs	2	0%	
	Elder/Senior Services	5	1%	
	Emergency Medical Care	1	0%	
	Environmental Protection/Maintenance	1	0%	
	Food	79	13%	2%
	General Information Services/Mental Health Care	4	1%	
	General Information Services/Organizational	12	2%	
	General Medical Care	21	4%	1%
	Household Items	5	1%	
	Housing	39	7%	1%
	Immigration/Citizenship	2	0%	
	Immunizations	3	1%	
	Income Maintenance Programs	8	1%	
	Law Enforcement	3	1%	
	Legal Assistance	6	1%	
	Licenses and Certificates	1	0%	
	Medi-Cal/Medicare	2	0%	
	Motel Vouchers	11	2%	
	Parenting Education	8	1%	
	Rent/Mortgage Payment Assistance	88	15%	2%
	School District	4	1%	
	Shelter	51	9%	1%
	Sober Living	2	0%	
	Social Security	2	0%	
	Substance Abuse Services	14	2%	
Support Groups	1	0%		
Tax Assistance	4	1%		
Temporary Financial Aid	2	0%		
Tenant/Landlord Rights	3	1%		
Training/Employment Services	10	2%		
Transportation	12	2%		
Unemployment/EDD	3	1%		
Utility Bill Payment Assistance	93	16%	2%	
Volunteer Opportunities	3	1%		
<b>San Bernardino (City) Total</b>		<b>595</b>		
Skyforest	Consumer Complaints/Assistance	1		
	General Information Services/Organizational	2		
<b>Skyforest Total</b>		<b>3</b>		
Twenty-Nine Palms	Clothing	1		
	Food	3		
	Housing	2		
	Rent/Mortgage Payment Assistance	1		
	Shelter	2		

**Needs Per City - May 2008**

	Transportation	1		
	Utility Bill Payment Assistance	4		
Twenty-Nine Palms Total		14		
Unincorporated Areas	Donations	1		
	General Information Services/Organizational	33		
Unincorporated Areas Total		34		
Upland	Anger Management	1	1%	
	Baby Formula	1	1%	
	Clothing	1	1%	
	Counseling	3	3%	
	Dental Health	2	2%	
	Donations	1	1%	
	Emergency Medical Care	1	1%	
	Food	8	9%	
	General Information Services/Organizational	3	3%	
	General Medical Care	2	2%	
	Household Items	4	4%	
	Housing	3	3%	
	Income Maintenance Programs	3	3%	
	Legal Assistance	1	1%	
	Medi-Cal/Medicare	1	1%	
	Motel Vouchers	7	8%	
	Parenting Education	1	1%	
	Rent/Mortgage Payment Assistance	16	18%	
	Shelter	12	13%	
	Social Security	1	1%	
	Substance Abuse Services	2	2%	
	Support Groups	1	1%	
	Tax Assistance	1	1%	
Transportation	1	1%		
Unemployment/EDD	2	2%		
Utility Bill Payment Assistance	12	13%		
Upland Total		91		
Victorville	Child Passenger Safety/Seats	1	0%	
	Adoption/Foster Care	1	0%	
	Anger Management	1	0%	
	Animal Services	1	0%	
	Baby Formula	1	0%	
	Bus Passes/Gas Vouchers	4	1%	
	Child Abuse	1	0%	
	Child Care	2	1%	
	Clothing	4	1%	
	Consumer Complaints/Assistance	7	2%	
	Counseling	7	2%	
	Courts/Probation System	3	1%	
	Dental Health	4	1%	
	Diapers	2	1%	
	Disability Issues	2	1%	
	Donations	3	1%	
	Elder/Senior Services	1	0%	
	Emergency Medical Care	1	0%	
	Environmental Protection/Maintenance	1	0%	
	Food	41	11%	1%
	General Information Services/Mental Health Care	3	1%	
	General Information Services/Organizational	10	3%	
	General Medical Care	19	5%	1%
Household Items	2	1%		
Housing	19	5%	1%	

**Needs Per City - May 2008**

	Income Maintenance Programs	7	2%	
	Law Enforcement	1	0%	
	Legal Assistance	7	2%	
	Licenses and Certificates	2	1%	
	Medi-Cal/Medicare	2	1%	
	Mental Health Care Facilities	4	1%	
	Motel Vouchers	4	1%	
	Parenting Education	3	1%	
	Rent/Mortgage Payment Assistance	32	9%	1%
	School Readiness Programs	1	0%	
	Shelter	24	7%	1%
	Substance Abuse Services	8	2%	
	Tax Assistance	1	0%	
	Tenant/Landlord Rights	2	1%	
	Training/Employment Services	5	1%	
	Transportation	6	2%	
	Tutoring Services	2	1%	
	Unemployment/EDD	2	1%	
	Utility Bill Payment Assistance	107	30%	3%
	Volunteer Opportunities	1	0%	
<b>Victorville Total</b>		<b>362</b>		
Walk In	After School Programs	1	3%	
	Child Care	2	6%	
	Consumer Complaints/Assistance	4	11%	
	Diapers	1	3%	
	Elder/Senior Services	12	34%	
	Food	5	14%	
	General Information Services/Organizational	10	29%	
<b>Walk In Total</b>		<b>35</b>		
Wrightwood	General Information Services/Organizational	2		
<b>Wrightwood Total</b>		<b>2</b>		
Yucaipa	Dental Health	1	3%	
	Elder/Senior Services	1	3%	
	Food	2	7%	
	General Information Services/Organizational	2	7%	
	General Medical Care	4	13%	
	Household Items	1	3%	
	Housing	2	7%	
	Legal Assistance	1	3%	
	Mentoring Programs	1	3%	
	Rent/Mortgage Payment Assistance	4	13%	
	School District	2	7%	
	Shelter	1	3%	
	Temporary Financial Aid	1	3%	
	Transportation	2	7%	
Utility Bill Payment Assistance	5	17%		
<b>Yucaipa Total</b>		<b>30</b>		
YuccaValley	Child Care	1	4%	
	Educational Programs	1	4%	
	Food	1	4%	
	General Medical Care	1	4%	
	Income Maintenance Programs	2	9%	
	Rent/Mortgage Payment Assistance	6	26%	
	Shelter	1	4%	
	Tenant/Landlord Rights	1	4%	
	Unemployment/EDD	1	4%	
Utility Bill Payment Assistance	8	35%		
<b>YuccaValley Total</b>		<b>23</b>		

**Needs Per City - May 2008**

Unknown	Adoption/Foster Care	2	0%	
	Anger Management	1	0%	
	Burial/Funeral Assistance	4	1%	
	Child Care	8	1%	
	Clothing	13	2%	
	Consumer Complaints/Assistance	20	3%	1%
	Counseling	24	3%	1%
	Courts/Probation System	4	1%	
	Dental Health	7	1%	
	Diapers	20	3%	1%
	Donations	4	1%	
	Educational Programs	4	1%	
	Elder/Senior Services	2	0%	
	Environmental Protection/Maintenance	4	1%	
	Food	60	8%	2%
	General Information Services/Mental Health Care	3	0%	
	General Information Services/Organizational	175	23%	5%
	General Medical Care	29	4%	1%
	Household Items	1	0%	
	Housing	19	2%	1%
	Income Maintenance Programs	4	1%	
	Law Enforcement	2	0%	
	Legal Assistance	20	3%	1%
	Library Services	1	0%	
	Medi-Cal/Medicare	1	0%	
	Mental Health Care Facilities	1	0%	
	Motel Vouchers	35	5%	1%
	Parenting Education	1	0%	
	Paternity/Drug Testing	1	0%	
	Rent/Mortgage Payment Assistance	97	13%	3%
	Restraining Orders	1	0%	
	Shelter	83	11%	2%
	Sober Living	3	0%	
Substance Abuse Services	7	1%		
Tax Assistance	2	0%		
Temporary Financial Aid	2	0%		
Training/Employment Services	1	0%		
Transportation	9	1%		
Tutoring Services	1	0%		
Utility Bill Payment Assistance	97	13%	3%	
Volunteer Opportunities	1	0%		
Unknown Total		774		
Grand Total		3762		

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

<b>Referral Totals</b>			
Agency Name	May-08	Apr-08	Mar-08
2-1-1 Kern County	2	4	0
2-1-1 Los Angeles County	149	149	98
2-1-1 National	8	0	0
2-1-1 Orange County	14	12	9
2-1-1 Sacramento County	1	0	1
2-1-1 San Bernardino County	180	3	0
2-1-1 San Diego County	7	7	5
2-1-1 Stanislaus County	2	1	0
AARP - State California Office	4	4	11
Abundant Living Family Church	30	0	0
ACLU of Southern California	2	1	0
Adventist Community Team Services	2	3	3
AL-ANON Family Groups and ALATEEN	1	1	0
Alcoholics Anonymous	5	8	6
Aletheian Christian Foundation	233	282	248
Alternate Avenues Women's Resource Center	3	1	1
Alzheimers Association	1	0	0
American Heart Association	1	0	0
American Red Cross - High Desert Chapter	1	3	7
American Red Cross - Inland Empire Chapter, West Valley Division	6	3	1
American Society For The Prevention of Cruelty to Animals	1	3	0
American Youth Soccer Organization Region 65	1	0	0
Angel Flight West	2	0	1
Apple Valley Fire Protection District	2	0	5
Arrowhead Regional Medical Center	68	54	38
Asian-American Educational & Cultural Center, Inc.	1	1	0
Assistance League of San Bernardino	3	1	1
Associated Clinical Therapists, Inc.	12	10	5
Barstow Humane Society	1	1	1
Barstow Literacy Coalition	1	0	0
Barstow Senior Center	1	0	0
Benevolent Animal Rescue Committee	2	1	4
Better Business Bureau	1	2	0
Bienestar Human Services	4	5	4
Big Bear Valley Park and Recreational Center	4	0	0
Big Brothers Big Sisters of Greater Los Angeles and the Inland Empire	1	3	3
Bilingual Family Counseling Service, Inc.	17	27	27
Blood Bank of San Bernardino and Riverside Counties	1	0	0
Boys & Girls Club of San Bernardino/Rialto	2	2	1
Boys Republic	2	0	0
Braille Institute of America, Inc.	1	1	0
Building a Generation	5	4	1
C.A.S.T.L.E	2	4	0
California Attorney General	1	2	0
California Coalition for Youth	3	2	3
California Conservation Corps	1	0	0
California Courts Self-Help Center	2	0	0
California Department of Aging	1	0	0
California Department of Consumer Affairs	8	5	1
California Department of Corrections	2	0	1
California Department of Insurance	22	0	0
California Department of Motor Vehicles	3	2	4
California Developmental Disabilities Board, Area XII	1	0	0
California Franchise Tax Board	2	4	3
California State University San Bernardino	20	13	13
California Victim Compensation and Government Claims Board	1	0	1

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

<b>Referral Totals</b>			
Agency Name	May-08	Apr-08	Mar-08
California Youth Crisis Line	1	1	1
Call for Life Pregnancy Help Center	14	25	16
Cancer Care	1	0	1
Cancer Information Service of California	3	1	0
Caring for the Hills	4	1	4
Carpenters House	60	78	71
Casa Colina Centers for Rehabilitation	2	1	2
Casa de San Bernardino	7	6	4
Catholic Charities - Brother Miguel Center	5	9	8
Catholic Charities of San Bernardino/Riverside	1069	1537	1318
Cedar House Rehabilitation Center	23	25	23
Centers for Medicare and Medicaid Services	1	0	0
Central City Lutheran Mission	58	88	70
Chaffey Joint Union High School District	1	1	0
Childhelp USA	2	0	0
Chino Hills Counseling	7	7	2
Chino Neighborhood House	14	13	11
Chino Valley Medical Center	1	2	0
Christian Counseling Service of the East Valley	9	4	9
Circle of Hope - God's Kitchen	33	47	35
City of Adelanto	2	0	0
City of Colton	1	4	5
City of Hope Medical Center	1	2	2
City of Montclair	34	28	27
City of Ontario	1	0	2
City of Rancho Cucamonga	3	0	0
City of Rialto	1	1	0
City of San Bernardino	3	2	3
City of San Bernardino Fire Department	1	0	0
City of Upland	1	0	1
City of Victorville	2	4	1
Clear View Treatment Center	1	3	7
Colton Public Library	1	0	2
Colton-Redlands-Yucaipa ROP	3	3	1
Community Action Partnership of San Bernardino County	754	1092	930
Community Health Systems, Inc.	43	50	50
Community Hospital of San Bernardino	58	64	50
Community Senior Services CSS	1	0	1
Contra Costa Crisis Center	3	0	0
County of San Bernardino Solid Waste Management Division	1	0	0
Crisis Line for the Handicapped	1	0	0
Crosslight/El Faro Family Ministries	21	11	18
Delmann Heights Community Center	23	9	0
Denti-Cal Referral Line	1	3	5
Department of Rehabilitation Inland Empire District	2	5	7
Desert Aids Project	1	0	0
Desert Manna Ministries	43	45	67
Desert Sanctuary, Inc.	38	40	48
Desert Valley Hospital	1	1	1
DOVES of Big Bear Valley, Inc.	4	1	1
Drug Alternative Program	3	3	1
East Valley Community Health Center, Inc.	18	17	16
Echos Of Faith World Outreach Ministries	15	2	0
El Sol Neighborhood Educational Center	2	1	1
Employment Development Department	62	60	77
Equal Employment Opportunity Commission	2	3	3

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

<b>Referral Totals</b>			
Agency Name	May-08	Apr-08	Mar-08
EyeCare America	1	1	2
Fairygodmother Foundation, Corporations	2	0	1
Faith Lutheran Church	2	4	0
Faiths Hope Foundation	1	2	3
Families and Friends of Murder Victims	2	0	1
Family Advocate Services	1	0	1
Family Service Agency of San Bernardino	43	48	55
Family Service Association of Redlands	65	71	72
Family Solutions	4	2	1
Federal Citizen Information Center	1	0	1
Federal Emergency Management Agency FEMA	1	0	2
First 5 Commission of San Bernardino County	6	3	5
First Chance/Y-CHOW, Inc.	22	9	9
First Steps Child Development Center, Inc.	3	0	1
Fontana Unified School District	1	1	0
Foothill AIDS Project	1	0	0
Foothill Family Shelter	62	71	64
Frazer Community Center	133	150	124
G.A.P. Food Bank	30	50	36
Gamblers Anonymous	1	1	0
Gay and Lesbian Alliance Against Defamation	1	0	0
Gay-Straight Alliance Network	2	1	0
Gift Ministries	9	11	12
Goodwill Southern California	7	2	7
Gospel Shelter for Women	6	4	4
Greater American Care Centers, Inc.	2	1	0
Hands On Inland Empire	5	1	1
Healthy Families	5	7	3
High Desert Child Adolescent and Family Services Center	21	26	22
High Desert Domestic Violence Program, Inc.	8	9	6
High Desert Homeless Services, Inc	50	41	43
High Desert New Beginnings, Inc.	1	0	1
High Desert Resource Network	1	0	1
Higher Ground Christian Intervention Program	2	8	7
Highland Senior Center	1	0	0
His Hands Ministry	19	29	17
Home of Neighborly Senior Center	1	0	1
Hootman Senior Center	21	0	0
House of Ruth, Inc.	17	19	24
Housing and Urban Development Department	4	5	1
Housing Authority of the County of San Bernardino	80	106	84
Inland Agency	39	41	31
Inland AIDS Project	3	2	2
Inland Empire Health Plan	6	9	5
Inland Empire United Way	7	6	5
Inland Fair Housing and Mediation Board	34	32	37
Inland Hospice Association	1	3	2
Inland Regional Center	4	4	5
Inland Temporary Homes	46	75	65
Inland Valley Council of Churches	208	280	264
Inland Valley Recovery Services	7	19	18
Inland Valleys Justice Center	2	2	2
Institute for Black Parenting	1	0	0
Internal Revenue Service	10	2	1
Jericho Outreach, Inc.	13	15	8
Josephine Knopf Senior Center	1	1	4

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

<b>Referral Totals</b>			
Agency Name	May-08	Apr-08	Mar-08
Kaiser Permanente Medical Center	3	2	1
Kids Come First Community Clinic	4	2	4
Kids Korps USA	1	0	0
Kids Turf Day Care Center	3	7	5
Knights Templar Eye Foundation, Inc.	1	0	1
La Salle Medical Associates	5	4	5
League of Latin American Citizens	1	0	0
Legal Aid Society of San Bernardino	64	54	65
Leisure Shores Senior Center	18	0	0
Libreria del Pueblo, Inc.	5	13	9
Loma Linda Marriage & Family Therapy Clinic	6	9	11
Loma Linda University Medical Center	1	1	0
Loma Linda University Psychology Department	2	1	4
Loveland Jubilee Pantry	70	98	78
Lucerne Valley Domestic Violence Outreach	1	2	1
Lutheran Social Services of Southern California	10	2	7
Lutheran Social Services of the Southwest	2	0	0
Luvlee's Residential Care Transitional Housing	6	2	5
Making a Difference Support Services	1	0	0
Mary's Mercy Center, Inc.	90	143	145
Meals on Wheels - Ontario, Inc.	2	0	5
MedicAlert Foundation International	1	0	0
Mercy House	181	170	137
Merrill Community Services, Inc.	3	4	1
Mexican Consulate General	2	5	3
Mimis House Transitional Housing	2	0	0
Modest Needs	4	2	2
Mojave Basin Youth Corps, Inc.	1	1	0
Moronggo Basin Unity Home, Inc.	4	1	2
Moses House Ministries	35	45	42
Mothers Against Drunk Driving	1	0	0
Mother's on the Mountain Project	1	0	0
Mountain Communities Boys & Girls Club	2	0	0
Mountain Communities Senior Center	18	0	0
Mountain Community Hospital	3	0	0
Mountain View Child Care, Inc.	3	1	0
Mountain View Community Church	21	46	47
Mustard Seed Tutorial Center	2	1	0
Narcotics Anonymous	4	11	3
National Community Renaissance	54	97	90
National Domestic Violence Hotline	4	2	3
National Multiple Sclerosis Society	1	0	0
National Organization for Rare Disorders	1	0	1
National Organization of Social Security Claimants Representatives	1	2	1
National Patient Travel Center	1	0	0
National Runaway Switchboard	2	1	1
National Suicide Prevention Lifeline	2	4	6
NCNW Bethune Center	1	0	1
Neighborhood Housing Services of the Inland Empire, Inc.	9	10	10
Neighborhood Partnership Housing Services, Inc.	3	0	0
New Hope Village, Inc.	3	3	0
Northtown Housing Development Corp.	2	13	14
Oldtimers Foundation	6	10	11
Olive Branch Counseling Center	12	19	12
Omnitrans	5	8	6
Ontario/Montclair YMCA	1	2	2

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

<b>Referral Totals</b>			
Agency Name	May-08	Apr-08	Mar-08
Operation Homefront, Inc.	2	0	0
Operation Provider	19	11	15
Option House, Inc.	13	15	27
Our Lady of Hope	74	111	95
Our Lady of the Desert	71	102	100
Pacific Clinics	1	1	1
Pacific Lifeline	7	23	21
PAL Humane Society	1	0	1
Para Los Niños	64	56	42
Parents Without Partners	1	0	1
Parents, Families & Friends of Lesbians & Gays	2	0	1
Partnership for Prescription Assistance	9	9	16
People's Choice, Inc.	4	1	3
Planned Parenthood of Orange and San Bernardino Counties	18	17	5
Pomona Valley Workshop	2	2	0
Pregnancy Resource Center	1	3	0
Project Cuddle	2	1	0
Project Cuidar-SB	2	1	2
Project Sister Family Services	2	1	2
Provisional Accelerated Learning (PAL) Center	3	8	6
Public Health Service Bureau	1	1	0
Putting Kids First	1	0	0
Rancho Cucamonga Library Services	1	0	0
Reach Out West End	1	1	1
REACH-St. Catherine of Siena	12	10	6
Rebuilding Mountain Hearts & Lives	3	2	5
Redlands Community Hospital	2	1	0
Redlands Day Nursery	3	0	1
Redlands Police Department Recreation Bureau	1	2	3
Redlands Unified School District	2	0	1
Rim Family Services, Inc.	4	0	2
Rim of the World Unified School District	1	0	0
Rolling Start, Inc.	7	11	5
Rose of Sharon Life Center	21	34	14
Running Springs Assembly of God	2	2	3
Running Springs Branch Library	1	0	0
Rx Help For Californians	7	14	20
Salem Christian Homes, Inc.	1	0	0
Salvation Army - Ontario	153	136	122
Salvation Army - Pomona	2	1	2
Salvation Army - Redlands	20	39	26
Salvation Army - San Bernardino	80	171	130
Salvation Army Service Extension	12	14	15
Salvation Army-Victor Valley	308	569	548
Samaritan Counseling Center	8	0	0
San Antonio Community Hospital	2	2	4
San Bernardino City Unified School District	5	1	2
San Bernardino County Animal Care & Control	4	8	3
San Bernardino County Auditor-Controller/Recorder	7	4	8
San Bernardino County Department of Aging and Adult Services	52	71	54
San Bernardino County Department of Behavioral Health	61	69	74
San Bernardino County Department of Child Support Services	11	10	8
San Bernardino County Department of Childrens Services	14	16	16
San Bernardino County Department of Community Development and Housing	4	4	2
San Bernardino County Department of Probation	3	0	2
San Bernardino County Department of Public Health	62	64	75

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

<b>Referral Totals</b>			
Agency Name	May-08	Apr-08	Mar-08
San Bernardino County Department of Veterans Affairs	4	1	0
San Bernardino County District Attorney	3	5	3
San Bernardino County Land Use Services Department	1	0	0
San Bernardino County Library	4	4	2
San Bernardino County Preschool Services Department	5	5	4
San Bernardino County Public Authority	5	3	5
San Bernardino County Registrar of Voters	1	0	0
San Bernardino County Sheriff's Department	15	12	14
San Bernardino County Superintendent of Schools	23	37	24
San Bernardino County Transitional Assistance Department	127	150	109
San Bernardino County Workforce Development Department	1	3	3
San Bernardino Public Library	2	0	2
San Bernardino Sexual Assault Services, Inc	3	4	4
Save The Babies	1	1	0
Senior Center	1	1	1
Set Free Christian Fellowship	2	0	0
Social Action Community Health System	32	40	58
Social Security Administration	16	17	8
Southern California Edison	2	8	6
Southern California Gas Company	1	8	1
Southwest Gas Company	1	5	5
St. Bernardine Medical Center	1	0	0
St. John of God Health Care Services	263	445	368
St. John's Community Success Center	3	5	9
Superior Court of California, County of San Bernardino	16	21	18
Team of Advocates for Special Kids	2	6	3
Teen Line	1	3	1
Telecare High Desert Crisis Walk-In Center	55	32	28
The 29 Palms Community Food Pantry & Outreach Ministries, Inc	3	3	1
The Agape House	9	7	11
The Community Counseling Center	5	8	11
The Trevor Project	1	1	0
The Unforgettables Foundation	3	5	3
The Way Station	4	4	0
Time For Change Foundation	16	35	26
Travelers Aid of the Inland Empire	8	6	4
Tri-County Dental Society	11	7	5
U.S. Citizenship and Immigration Services	4	2	0
Underground Service Alert of Southern California	1	0	0
United States Department of Education	1	0	0
United States Small Business Administration, Disaster Area 4 Office	2	0	0
Valley Fellowship- Seventh Day Adventist Church	3	3	3
Valley Star Children and Family Services	4	1	1
Victims of Crime Resource Center	1	6	3
Victor Valley Community Dental Service	13	25	9
Victor Valley Community Hospital	2	2	0
Victor Valley Community Services Council	1	2	1
Victor Valley Domestic Violence	5	6	7
Victor Valley Rescue Mission	47	63	54
Victor Valley Transit Authority	3	1	3
Vista Guidance Centers	17	27	37
Vocational Improvement Program, Inc.	1	2	1
Volunteer Center of Riverside County	65	102	54
Volunteer Income Tax Assistance (VITA)	3	35	73
Volunteers of America	3	3	3
West End Family Counseling	5	7	5

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

<b>Referral Totals</b>			
<b>Agency Name</b>	<b>May-08</b>	<b>Apr-08</b>	<b>Mar-08</b>
Westside Community Service Center	202	280	199
Wildhaven Ranch	1	0	0
Young Visionaries Youth Leadership Academy	2	6	6
Yucaipa Christian Church	1	4	5
Yucaipa Valley Welfare, Inc	1	1	5
Yucaipa-Calimesa Joint Unified School District	1	0	0
	7257	8990	7907

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: 5/1/2008 - 5/31/2008 12:00 AM - 12:00 AM

Created on: 6/13/2008

Created by: gmadden

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requested	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
Sunday	148	145	10	3	0	2	1	145	0	0	0	0:00:11	0:01:18	0:00:00	5:57:46	0:02:28	2.0	100.0	98.0
Monday	875	830	17	23	22	19	1	826	4	0	0	0:00:28	0:01:40	0:01:10	48:18:17	0:03:29	2.6	98.9	94.9
Tuesday	1084	1024	32	31	29	25	1	1023	1	0	0	0:00:21	0:02:21	0:01:07	59:56:47	0:03:30	2.9	99.2	94.5
Wednesday	913	829	22	47	37	18	1	825	4	0	0	0:00:33	0:02:55	0:01:25	47:03:16	0:03:24	5.1	96.7	90.8
Thursday	1176	1120	27	28	28	24	1	1119	1	0	0	0:00:22	0:02:04	0:01:35	67:40:53	0:03:37	2.4	99.6	95.2
Friday	924	880	32	34	10	22	2	875	5	0	0	0:00:24	0:02:08	0:01:36	53:43:14	0:03:39	3.7	98.6	95.2
Saturday	306	264	23	25	17	7	7	264	0	0	0	0:00:23	0:01:48	0:01:06	13:51:08	0:03:08	8.2	99.0	86.3

<b>Total</b>	<b>5426</b>	<b>5092</b>	<b>163</b>	<b>191</b>	<b>143</b>	<b>117</b>	<b>14</b>	<b>5077</b>	<b>15</b>	<b>0</b>	<b>0</b>	<b>0:00:25</b>	<b>0:02:15</b>	<b>0:01:20</b>	<b>296:31:21</b>	<b>0:03:30</b>	<b>3.5</b>	<b>98.7</b>	<b>93.8</b>
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