



May 2009
2-1-1 San Bernardino County Statistical Update

2-1-1 San Bernardino County Monthly Report - May 2009



2-1-1 is an initiative of



2-1-1 News Items

One Week left 'til they arrive! -- 2009 Blue Book Directory

Reserve your copy(s) now!!

Simply log on to <http://211sb.com> and use the form linked there.

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

Federal funding for 2-1-1 is close - 44 Senate and 128 House co-sponsors. Please lend your voice. Both of our Senators are on board. However, none of our Representatives serving San Bernardino County are. Call the Congressional Switchboard at 202-224-3121 and help make 2-1-1 sustainable.

2-1-1 Advisory Committee Meeting

The next meeting of the 2-1-1 Advisory Committee will be held at 8:30am at the 2-1-1 Call Center in Rancho Cucamonga on Thursday, the 25th of June, 2009.

Brief Monthly 2-1-1 Call Center Data Analysis

Some of the NEED categories have been changed to align with the national NEEDS list so that data can be combined for regional, statewide, and national reporting of caller activity. This makes for some confusion when relating past months to the current month. The next month's report should be more stable.

One difference that you might notice is that we have, for the first time, separated requests for rent/mortgage assistance into 2 needs: Mortgage Assistance and Rent Assistance. We will now be able to track more closely the impact of the mortgage crisis. Also, 2-1-1 San Bernardino County is partnering with PBS station KCVR and the 2-1-1s in LA, Orange, and Riverside Counties on an effort to connect people in various stages of this crisis to critical resources BEFORE they are facing imminent homelessness. The second of a ten part series was shown live on KCVR on Friday, June 12, featuring the four 2-1-1 administrators. This will be coupled with associated radio broadcasts. In the reality of having no robust media market for the inland areas, we greatly appreciate KCVR taking the plunge in conjunction with a grant to provide this programming.

A new 2-1-1 focus web page has been created to help people locate the closest "cooling center". Simply go to coolingsb.org and choose the zip code and radius you want. The results are pulled directly from the 2-1-1 database in real time. As soon as new centers are identified and included, they will appear in the results.

It is amazing to realize that the reach and value of 2-1-1 is not limited to those who call only. More than 10,000 people were touched by 2-1-1 for the month of May alone. The total number in callers' households is always greater than what we are able to document. Not everyone is willing to provide information, so the 9,990 indicated on page 3 only counts those who gave the rich demographic data explored on the pages that follow.

Until next month, be well!

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

Thanks to 2-1-1 funding partners:



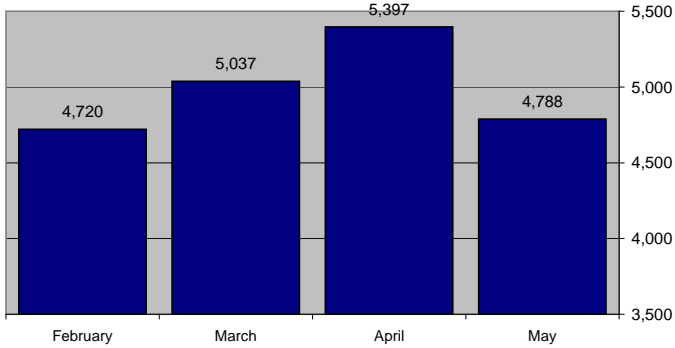
Other support from:



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May 2009 Data Analysis

Total number of documented calls

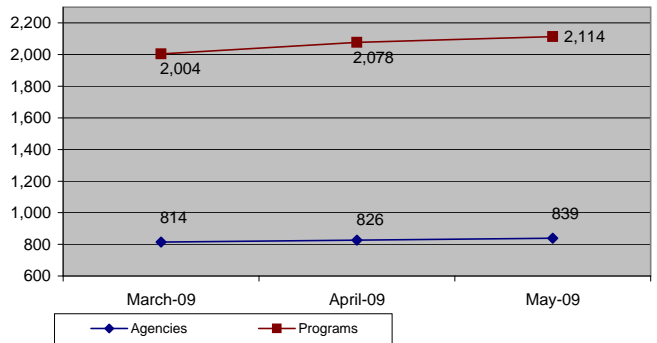


Total number of documented calls**

Month	Total number of documented calls**
May	4,788
April	5,397
March	5,037
February	4,720

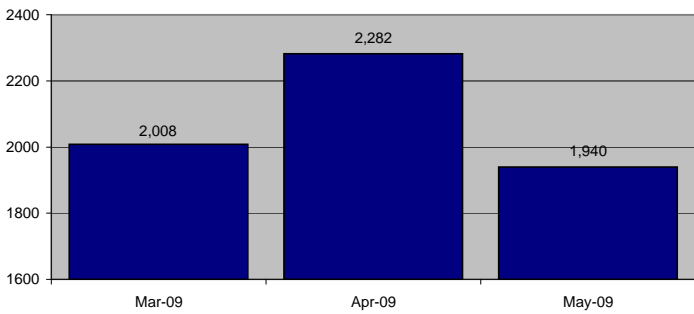
** Does not include hangups, wrong numbers, internal, etc.

2-1-1 database totals

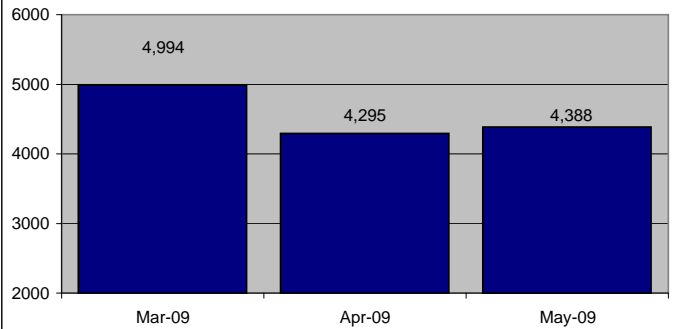


Agencies	Database totals	Programs
839	May-09	2,114
826	Apr-09	2,078
814	Mar-09	2,004
Past Month Referrals		5786

Total # of callers with children in the households



Total number of children involved



Call totals per # of children in household:

	May-09	Apr-09	Mar-09
0 or unknown	2,848	2506	3132
1	617	755	613
2	659	710	692
3	359	466	393
4	196	223	203
5	72	80	55
6	29	25	37
7	6	16	10
8	2	5	2
9	0	0	1
More than 9	0	2	2
Total	1940	2282	2008

Total Number of Children

Month	Total Number of Children
May-09	4388
Apr-09	4295
Mar-09	4994

Percentage of callers w/children 41%

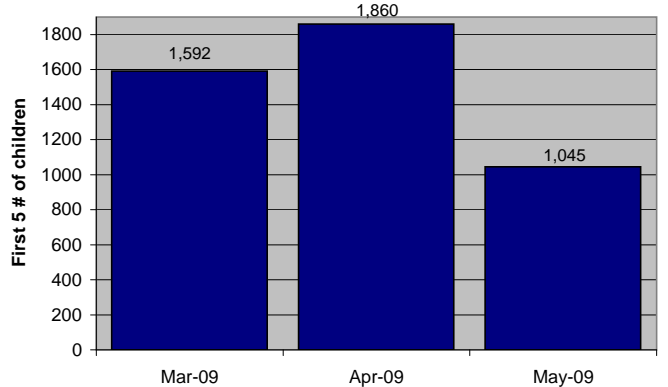
First 5 Calls

Total # First 5 Children represented	1560
Total number of calls this month	4788
Total # of First 5 Calls	1045
Percentage of F5 calls	22%

Call totals per # of children under 6:

	May-09	Apr-09	Mar-09
0 or unknown	3,743	2928	3908
1	651	669	633
2	300	708	560
3	71	339	267
4	19	108	120
5	4	30	5
6	0	6	0
7	0	0	7
8	0	0	0
9	0	0	0
More than 9	0	0	0
Total F5 Calls	1045	1860	1592

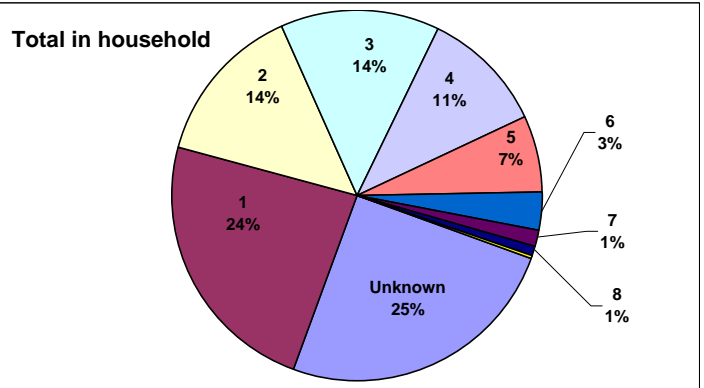
Total number of children under 6



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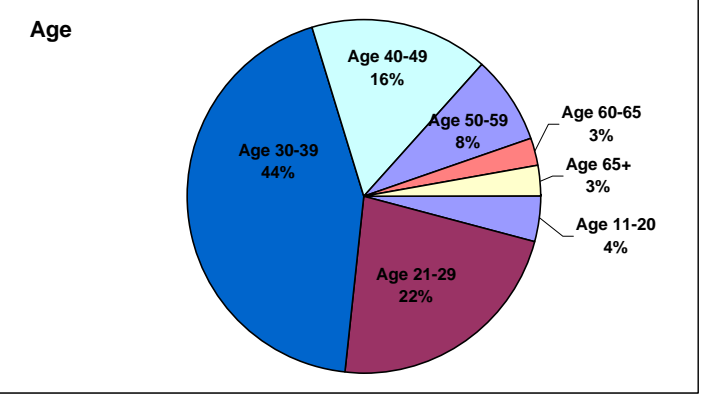
Total # in household:			
	May-09	Apr-09	Mar-09
Unknown	1,203	525	1314
1	1128	1380	1178
2	679	775	704
3	657	770	637
4	525	627	566
5	322	399	339
6	158	159	168
7	68	82	76
8	33	33	30
9	7	19	12
9+	8	19	13
Total	3585	4263	3723

NA
31%
19%
18%
15%
9%
4%
2%
1%
0%
0%

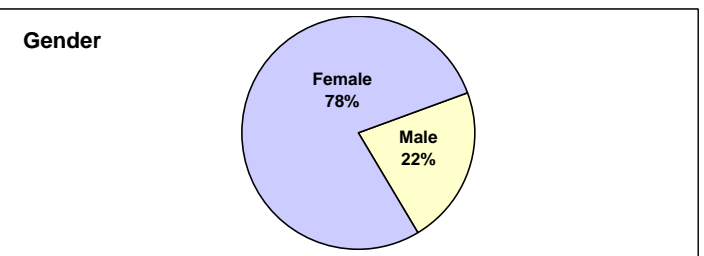


Total people represented in this month's calls	9,990
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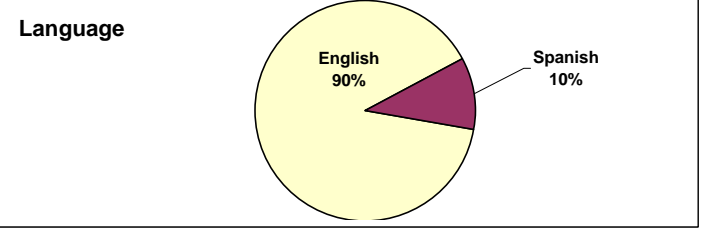
Age:			
	May-09	Apr-09	Mar-09
Age 0-3	3	5	4
Age 4-5	8	4	6
Age 6-10	11	13	9
Age 11-20	142	130	147
Age 21-29	737	772	717
Age 30-39	1445	1714	1231
Age 40-49	538	764	693
Age 50-59	272	354	374
Age 60-65	83	112	125
Age 65+	90	101	110
Total	3329	3969	3416



Gender			
	May-09	Apr-09	Mar-09
Male	1052	1146	1126
Female	3716	4238	3894
Other	2	3	5
Transgender	0	0	0
Unknown	14	13	12
Total	4770	5387	5025

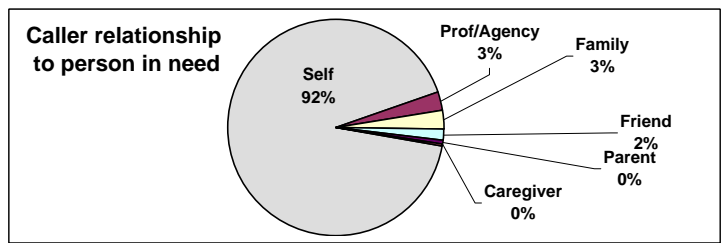


Language			
	May-09	Apr-09	Mar-09
English	3381	4876	4566
Spanish	395	522	471
Acholi	1	0	0
Arabic	0	1	0
Mandarin	0	1	0

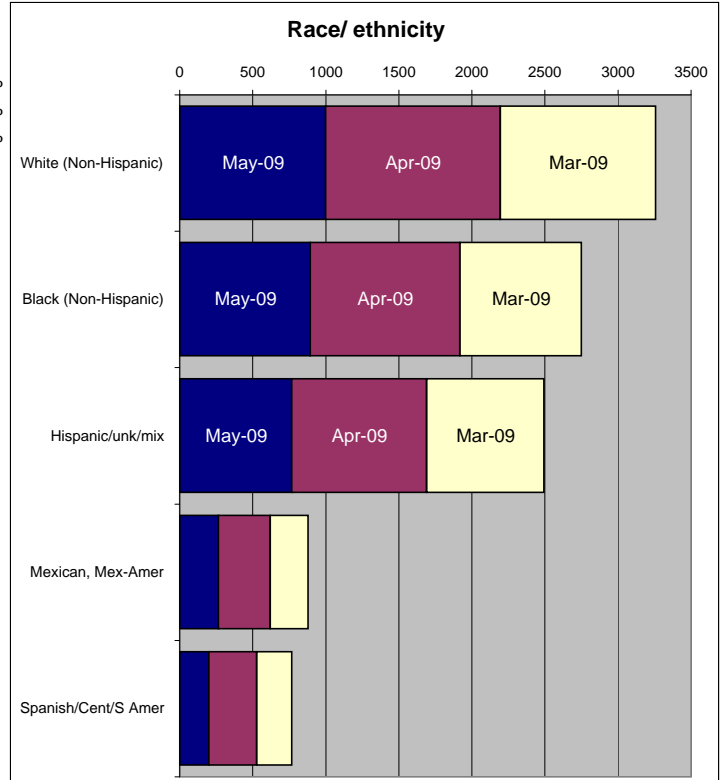


2-1-1 San Bernardino County

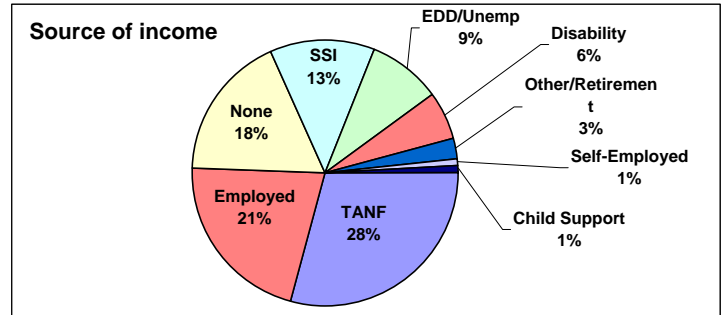
Caller relationship to person in need:			
	May-09	Apr-09	Mar-09
Self	4399	4997	4633
Prof/Agency	135	157	133
Family	139	138	150
Friend	81	90	89
Parent	17	12	23
Caregiver	17	6	9



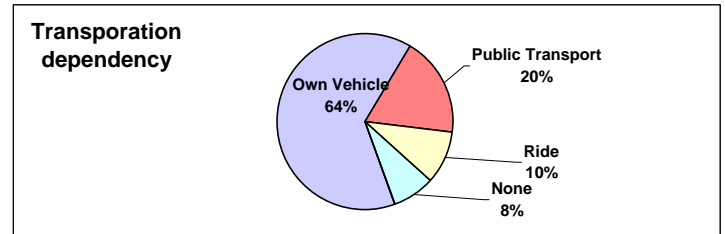
Race/ ethnicity				
	May-09	Apr-09	Mar-09	
White (Non-Hispanic)	999	1196	1064	31%
Black (Non-Hispanic)	894	1025	833	28%
Hispanic/unk/mix	766	925	804	24%
Mexican, Mex-Amer	266	354	260	8%
Spanish/Cent/S Amer	199	329	240	6%
Declined to answer	38	34	32	1%
Asia/unk/mix	18	14	11	
Asian-Indian	12	21	11	
Other	4	8	7	
Filipino	3	4	0	
Multi-race	2	2	6	
Native American	2	2	3	
Korean	2	0	0	
Hawaiian	1	4	1	
Chinese	1	2	4	
Pacific Islander/unk/mix	1	2	3	
Vietnamese	1	1	6	
Samoan	1	1	1	
Cuban	1	1	1	
Puerto Rican	1	1	0	
Cambodian	0	2	2	
Laotian	0	1	2	
Japanese	0	0	0	
Unknown	1576	1468	1746	
Total Known	3212	3929	3291	



Source of income:			
	May-09	Apr-09	Mar-09
TANF	878	859	753
Employed	634	909	734
None	539	637	627
SSI	380	473	439
EDD/Unemp	268	338	274
Disability	171	175	168
Other/Retirement	76	119	157
Self-Employed	26	38	30
Child Support	26	21	33

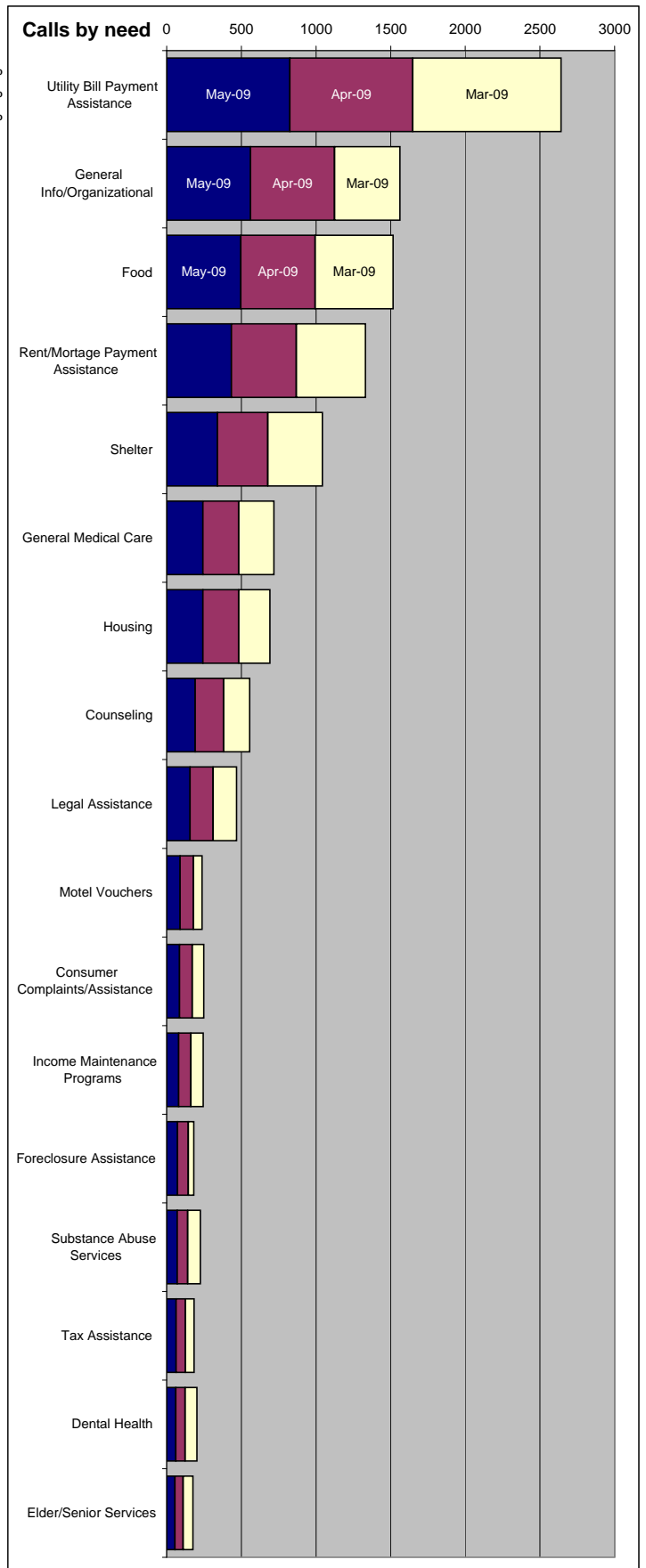


Transportation dependency:			
	May-09	Apr-09	Mar-09
Own Vehicle	1720	2235	1940
Public Transportation	492	526	508
Ride	262	305	310
None	209	313	276
Taxi	2	1	2
Transportation Voucher	1	0	1



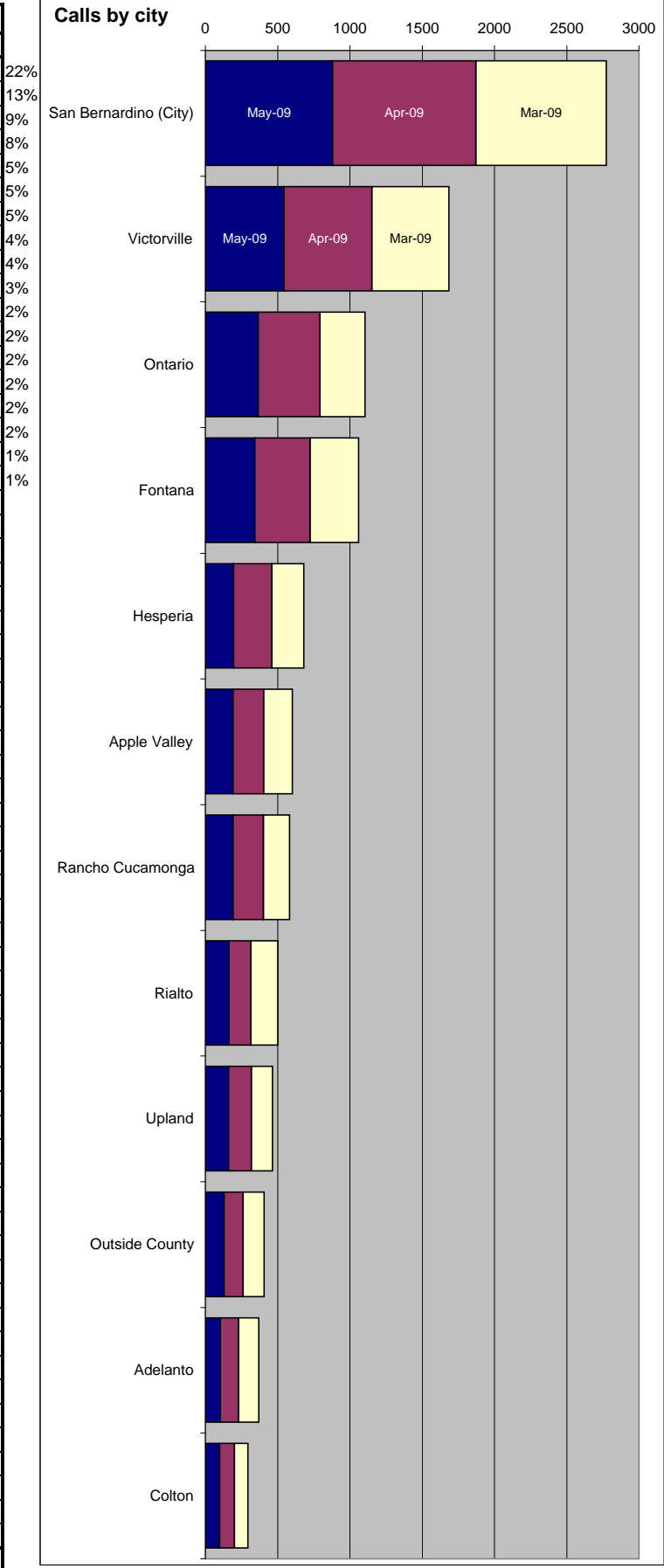
2-1-1 San Bernardino County

Calls by need:			
Need	May-09	Apr-09	Mar-09
Utility Bill Payment Assistance	824	824	994
General Info/Organizational	562	562	440
Food	497	497	525
Rent/Mortgage Payment Assistance	434	434	465
Shelter	339	339	367
General Medical Care	242	242	235
Housing	242	242	210
Counseling	191	191	176
Legal Assistance	156	156	157
Motel Vouchers	90	90	59
Consumer Complaints/Assistance	86	86	79
Income Maintenance Programs	81	81	84
Foreclosure Assistance	73	73	38
Substance Abuse Services	71	71	86
Tax Assistance	63	63	60
Dental Health	62	62	80
Elder/Senior Services	55	55	67
Transportation	52	52	49
Training/Employment Services	49	49	85
Household Items	49	49	49
Diapers	46	46	43
Clothing	43	43	46
Child Care	38	38	23
Mental Health Care Facilities	37	37	33
Courts/Probation System	32	32	37
Volunteer Opportunities	32	32	24
Law Enforcement	31	31	31
Medi-Cal/Medicare	28	28	44
Tenant/Landlord Rights	26	26	20
Parenting Education	25	25	32
Support Groups	21	21	20
Educational Programs	21	21	18
Bus Passes/Gas Vouchers	20	20	35
Unemployment/EDD	19	19	28
Anger Management	19	19	26
Residential Drug Treatment	19	19	22
General Info/Mental Health Care	19	19	20
Public Safety	18	18	8
Temporary Financial Aid	17	17	25
Environmental Protection/Maintenance	17	17	10
Emergency Medical Care	15	15	12
Immunizations	14	14	9
Burial/Funeral Assistance	14	14	8
Donations	13	13	11
Animal Services	12	12	18
Licenses and Certificates	11	11	15
Child Abuse	11	11	9
Disaster	11	11	0
Baby Formula	10	10	19
Domestic Violence	10	10	14
Social Security	9	9	15
Municipal Services/Public Works	8	8	1
Sober Living	7	7	14
Disability Issues	7	7	10
Immigration/Citizenship	6	6	8
School District	6	6	5
Library Services	6	6	4
School Readiness Programs	5	5	3
Elder Abuse	4	4	8
Parks & Recreation Services	4	4	6
Disability Benefits	4	4	2
Mentoring Programs	3	3	4
Credit Counseling	3	3	3
Adoption/Foster Care	3	3	1
Labor Board/Fair Employment	2	2	5
Developmental Assessment	2	2	0
Tutoring Services	1	1	3



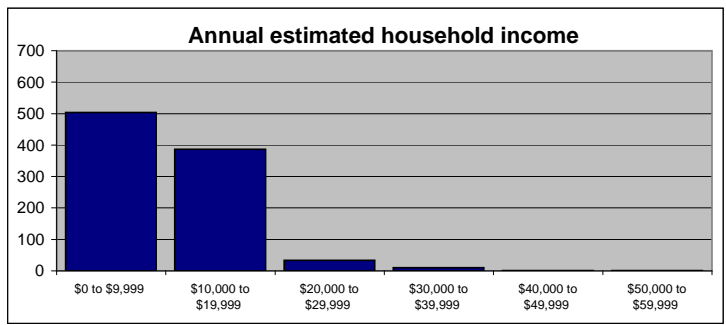
2-1-1 San Bernardino County

Calls per city/town			
City	May-09	Apr-09	Mar-09
San Bernardino (City)	880	993	903
Victorville	544	609	533
Ontario	365	428	314
Fontana	342	383	336
Hesperia	195	266	222
Apple Valley	192	213	199
Rancho Cucamonga	192	211	181
Rialto	163	153	187
Upland	160	160	146
Outside County	129	133	147
Adelanto	102	128	142
Colton	98	103	95
Redlands	92	149	97
Chino	82	79	90
Highland	79	75	76
Barstow	66	87	90
Yucaipa	49	64	54
Montclair	42	62	37
Pomona (City)	33	35	11
Yucca Valley	31	26	32
Bloomington	26	29	34
Loma Linda	25	41	28
Chino Hills	22	27	41
Twenty-Nine Palms	22	23	27
Joshua Tree	22	0	14
Phelan	21	15	16
Alta Loma	17	28	20
Lucerne Valley	15	10	16
Big Bear Lake	14	11	8
Grand Terrace	13	10	7
Crestline	11	18	20
Helendale	7	16	16
Lake Arrowhead	7	10	10
Mentone	3	11	10
Big Bear City	3	8	16
Running Springs	3	7	6
Outside Of California	3	4	3
Lytle Creek	3	1	4
Hinkley	3	0	2
Unincorporated Areas	2	4	0
Newberry Springs	2	3	1
Yermo	2	1	2
Oro Grande	1	7	2
Forest Falls	1	3	2
Pinon Hills	1	2	4
Needles	1	2	2
Rimforest	1	2	2
Calimesa	1	1	1
Devore	1	0	0
Blue Jay	0	4	0
Wrightwood	0	3	0
Morongo	0	1	1
Etiwanda	0	1	0
Cedar Glen	0	0	1
La Verne	0	0	0
Daggett	0	0	0
Trona	0	0	0
Skyforest	0	0	0

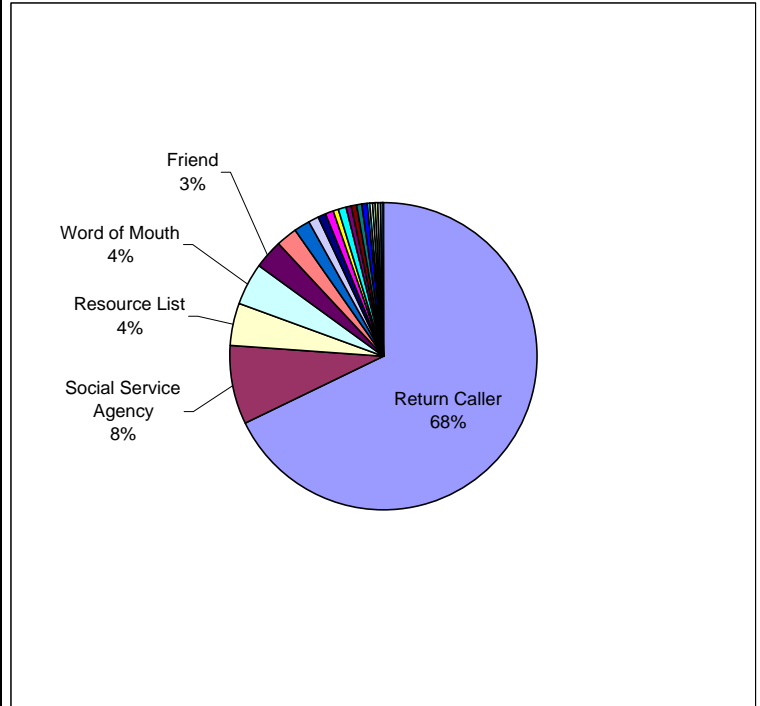


2-1-1 San Bernardino County

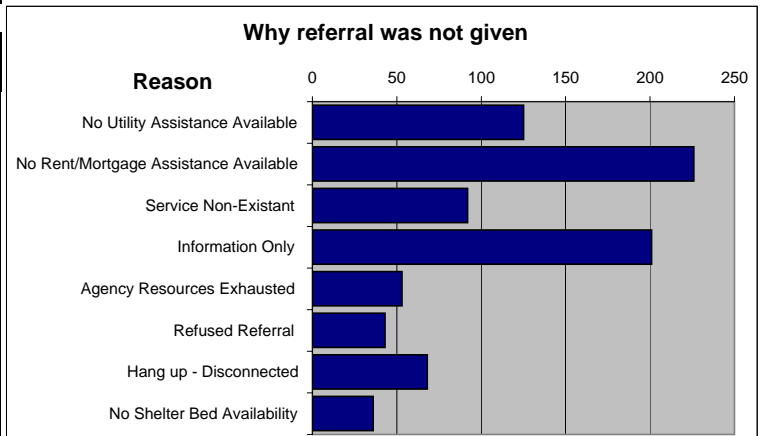
Annual estimated household income			
	May-09	Apr-09	Mar-09
Declined to state	3,851	3540	3921
\$0 to \$9,999	504	678	562
\$10,000 to \$19,999	387	471	451
\$20,000 to \$29,999	34	78	79
\$30,000 to \$39,999	10	19	13
\$40,000 to \$49,999	1	1	4
\$50,000 to \$59,999	1	1	2
\$60,000 to \$69,999	0	0	3
\$70,000 to \$79,999	0	0	1
\$80,000 +	0	0	1



How caller learned about 2-1-1			
	May-09	Apr-09	Mar-09
Return Caller	3251	3163	3224
Social Service Agency	398	402	349
Resource List	212	202	110
Word of Mouth	209	250	224
Friend	144	173	257
Referral Card	103	130	101
County Agency	84	102	127
Family	53	65	71
School	41	78	58
Brochure	37	42	63
Utility Company	35	101	97
Other	35	35	33
Other I&R or 2-1-1	29	35	35
Church	29	23	72
Law Enforcement	24	18	34
Internet	22	32	20
Television	19	71	49
Phone Book	15	22	27
Government Non-County	12	20	12
Billboards	9	11	5
Newspaper	8	13	27
Doctor's Office/Clinic	7	12	19
Radio	5	13	10
Chronic Caller/Abusive Caller	4	0	0
Hospital	2	8	7
411	1	1	2
Human Resources	0	4	0
Out of Town Crisis Line	0	1	2
President Obama's Stimulus Plan	0	0	1



Why referral not given			
Reason	May-09	Apr-09	Mar-09
No Utility Assistance Available	125	103	143
No Rent/Mortgage Assistance Available	226	93	91
Service Non-Existant	92	66	102
Information Only	201	40	241
Agency Resources Exhausted	53	27	19
Refused Referral	43	25	35
Hang up - Disconnected	68	23	89
No Shelter Bed Availability	36	16	15
Wrong Number	1	0	24



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

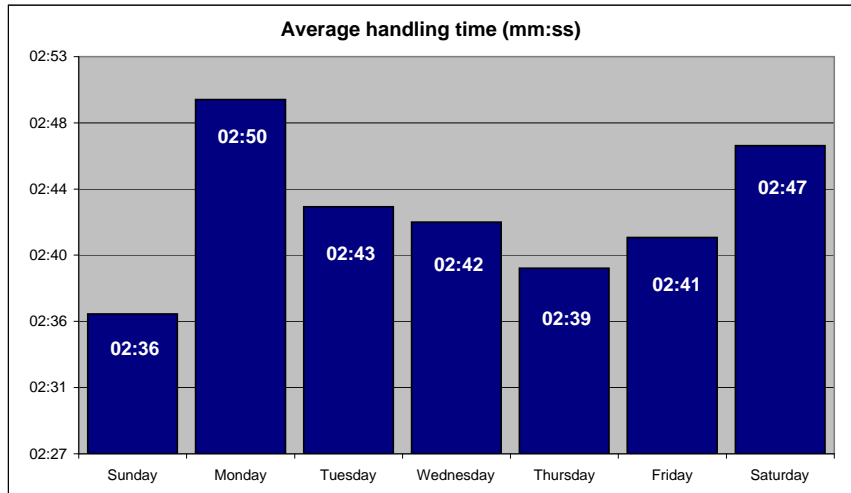
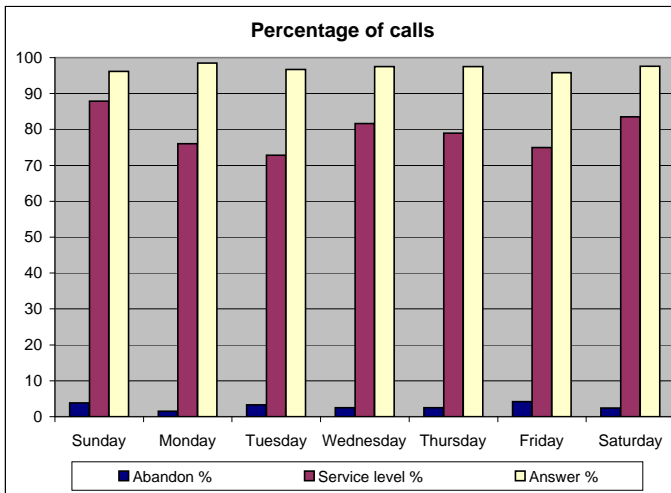
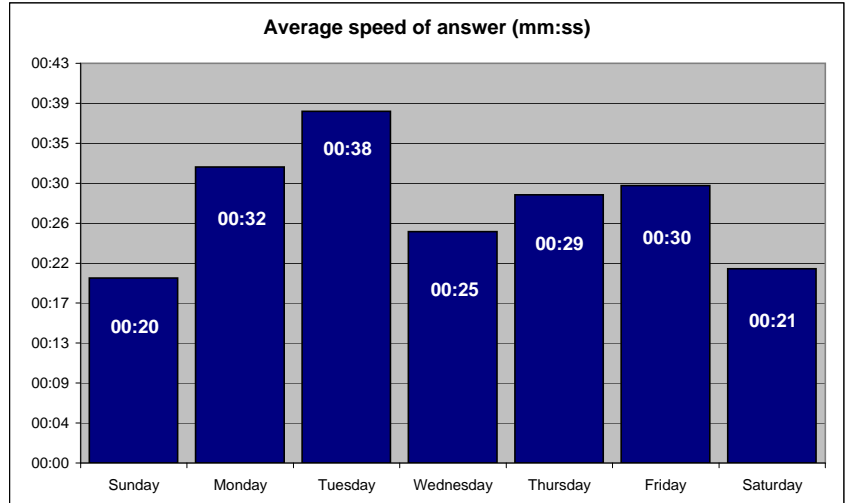
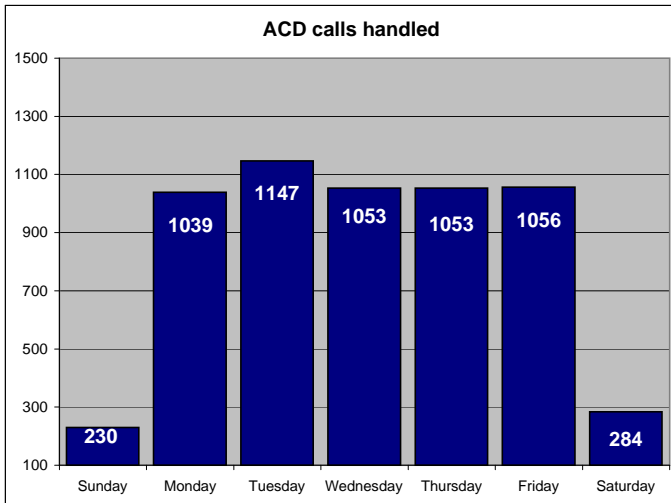
Device: 005 - All SB QG's

Date range: 5/1/2009 - 5/31/2009 12:00 AM - 12:00 AM

Created on: 5/8/09

Created by: gmaden

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requeued	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
Sunday	239	230	14	9	0	2	0	230	0	0	0	0:00:20	0:02:00	0:00:00	9:58:27	0:02:36	3.8	87.9	96.2
Monday	1055	1039	22	16	0	4	0	1029	10	0	0	0:00:32	0:01:34	0:00:00	49:19:06	0:02:50	1.5	76.0	98.5
Tuesday	1186	1147	26	39	0	10	0	1091	56	0	0	0:00:38	0:01:58	0:00:00	52:01:52	0:02:43	3.3	72.8	96.7
Wednesday	1080	1053	25	27	0	11	0	1020	33	0	0	0:00:25	0:01:21	0:00:00	47:35:35	0:02:42	2.5	81.6	97.5
Thursday	1080	1053	28	27	0	9	0	1044	9	0	0	0:00:29	0:01:34	0:00:00	46:36:07	0:02:39	2.5	79.0	97.5
Friday	1102	1056	39	46	0	8	0	1051	5	0	0	0:00:30	0:02:11	0:00:00	47:24:56	0:02:41	4.2	75.0	95.8
Saturday	291	284	17	7	0	3	0	281	3	0	0	0:00:21	0:02:27	0:00:00	13:11:49	0:02:47	2.4	83.5	97.6
Total	6033	5862	171	171	0	47	0	5746	116	0	0	0:00:30	0:01:51	0:00:00	266:07:52	0:02:43	2.8	77.6	97.2



City/Town	Needs - March 2009	Total
Adelanto	Utility Bill Payment Assistance	48
	Food	25
	Rent/Mortgage Payment Assistance	7
	General Information Services/Organizational	7
	General Medical Care	4
	Housing	3
	Clothing	3
	Volunteer Opportunities	2
	Tenant/Landlord Rights	2
	Shelter	2
	Legal Assistance	2
	Income Maintenance Programs	2
	Foreclosure Assistance	2
	Dental Health	2
	Counseling	2
	Transportation	1
	Training/Employment Services	1
	Tax Assistance	1
	Substance Abuse Services	1
	Public Safety	1
	Mental Health Care Facilities	1
	Medi-Cal/Medicare	1
	Library Services	1
	Immunizations	1
	Household Items	1
	General Information Services/Mental Health Care	1
	Emergency Medical Care	1
	Elder/Senior Services	1
	Diapers	1
	Developmental Assessment	1
	Credit Counseling	1
Bus Passes/Gas Vouchers	1	
Burial/Funeral Assistance	1	
Baby Formula	1	
Animal Services	1	
Anger Management	1	
Adelanto Total		134
Alta Loma	Utility Bill Payment Assistance	5
	Housing	4
	Shelter	3
	Rent/Mortgage Payment Assistance	3
	General Medical Care	2
	Substance Abuse Services	1
	Parks & Recreation Services	1
	Legal Assistance	1
	Income Maintenance Programs	1
	General Information Services/Organizational	1
	Elder/Senior Services	1
	Dental Health	1
	Counseling	1
	Burial/Funeral Assistance	1
	Anger Management	1
Alta Loma Total		27
Apple Valley	Utility Bill Payment Assistance	55
	Food	20
	General Information Services/Organizational	19
	Shelter	16

	Housing	13
	Rent/Mortgage Payment Assistance	11
	Counseling	10
	Legal Assistance	10
	Elder/Senior Services	6
	Consumer Complaints/Assistance	5
	Foreclosure Assistance	5
	General Medical Care	5
	Household Items	3
	Substance Abuse Services	3
	Tax Assistance	3
	Clothing	2
	Dental Health	2
	Disability Issues	2
	Transportation	2
	After School Programs	1
	BN-Unmet Need (Not Listed Above)	1
	Burial/Funeral Assistance	1
	Child Care	1
	Disability Benefits	1
	Educational Programs	1
	Emergency Medical Care	1
	Environmental Protection/Maintenance	1
	HC-Unmet Need (Not Listed Above)	1
	Immunizations	1
	Income Maintenance Programs	1
	Mental Health Care Facilities	1
	Residential Drug Treatment	1
	Social Security	1
	Volunteer Opportunities	1
Apple Valley Total		207
Barstow	Utility Bill Payment Assistance	31
	Rent/Mortgage Payment Assistance	10
	Food	6
	Legal Assistance	4
	Counseling	3
	Law Enforcement	3
	Substance Abuse Services	3
	Child Care	2
	Consumer Complaints/Assistance	2
	Foreclosure Assistance	2
	General Information Services/Organizational	2
	General Medical Care	2
	Income Maintenance Programs	2
	Mental Health Care Facilities	2
	Shelter	2
	Anger Management	1
	Burial/Funeral Assistance	1
	Clothing	1
	Elder/Senior Services	1
	Housing	1
	Licenses and Certificates	1
	Municipal Services/Public Works	1
	Public Safety	1
	Residential Drug Treatment	1
	Support Groups	1
	Tax Assistance	1
	Tenant/Landlord Rights	1

	Transportation	1
Barstow Total		89
Big Bear City	Utility Bill Payment Assistance	5
	Shelter	2
	Legal Assistance	1
Big Bear City Total		8
Big Bear Lake	General Information Services/Organizational	2
	Shelter	2
	Utility Bill Payment Assistance	2
	Bus Passes/Gas Vouchers	1
	General Medical Care	1
	Rent/Mortgage Payment Assistance	1
	Substance Abuse Services	1
Big Bear Lake Total		10
Bloomington	Food	7
	Utility Bill Payment Assistance	5
	Rent/Mortgage Payment Assistance	3
	Shelter	2
	Anger Management	1
	Baby Formula	1
	Child Abuse	1
	Clothing	1
	Consumer Complaints/Assistance	1
	General Information Services/Organizational	1
	General Medical Care	1
	Housing	1
	Income Maintenance Programs	1
	Motel Vouchers	1
	Public Safety	1
	School Readiness Programs	1
	Training/Employment Services	1
Bloomington Total		30
Blue Jay	Food	1
	General Information Services/Organizational	1
	Public Safety	1
Blue Jay Total		3
Calimesa	Counseling	1
Calimesa Total		1
Chino	Food	13
	Utility Bill Payment Assistance	11
	Rent/Mortgage Payment Assistance	7
	General Medical Care	6
	Foreclosure Assistance	5
	Shelter	5
	General Information Services/Organizational	4
	Housing	4
	Motel Vouchers	3
	Substance Abuse Services	3
	Counseling	2
	Sober Living	2
	Bus Passes/Gas Vouchers	1
	Child Care	1
	Dental Health	1
	Disaster	1
	Elder/Senior Services	1
	Environmental Protection/Maintenance	1
	Household Items	1
	Legal Assistance	1

	Medi-Cal/Medicare	1
	Support Groups	1
	Temporary Financial Aid	1
	Tenant/Landlord Rights	1
	Training/Employment Services	1
	Transportation	1
Chino Total		79
Chino Hills	General Medical Care	5
	Counseling	3
	Housing	3
	Income Maintenance Programs	2
	Elder/Senior Services	1
	Food	1
	Foreclosure Assistance	1
	Immunizations	1
	Mental Health Care Facilities	1
	Parenting Education	1
	Rent/Mortgage Payment Assistance	1
	Social Security	1
	Substance Abuse Services	1
	Temporary Financial Aid	1
	Training/Employment Services	1
	Utility Bill Payment Assistance	1
Chino Hills Total		25
Claremont	General Information Services/Organizational	1
Claremont Total		1
Colton	Food	19
	General Information Services/Organizational	9
	Rent/Mortgage Payment Assistance	9
	Utility Bill Payment Assistance	7
	Counseling	6
	Shelter	6
	Clothing	3
	Emergency Medical Care	3
	General Medical Care	3
	Legal Assistance	3
	Consumer Complaints/Assistance	2
	Diapers	2
	Foreclosure Assistance	2
	Housing	2
	Income Maintenance Programs	2
	Medi-Cal/Medicare	2
	Tax Assistance	2
	Temporary Financial Aid	2
	Training/Employment Services	2
	Baby Formula	1
	BN-Unmet Need (Not Listed Above)	1
	Child Abuse	1
	Child Care	1
	Courts/Probation System	1
	Disaster	1
	Domestic Violence	1
	Donations	1
	Elder/Senior Services	1
	Motel Vouchers	1
	Social Security	1
	Substance Abuse Services	1
	Support Groups	1

	Tenant/Landlord Rights	1
	Unemployment/EDD	1
Colton Total		101
Crestline	Rent/Mortgage Payment Assistance	4
	Utility Bill Payment Assistance	4
	Domestic Violence	1
	Environmental Protection/Maintenance	1
	General Information Services/Mental Health Care	1
	Income Maintenance Programs	1
	Motel Vouchers	1
	School Readiness Programs	1
	Substance Abuse Services	1
	Tenant/Landlord Rights	1
Crestline Total		16
Etiwanda	Rent/Mortgage Payment Assistance	1
Etiwanda Total		1
Fontana	Food	56
	Utility Bill Payment Assistance	42
	Rent/Mortgage Payment Assistance	29
	Housing	27
	Shelter	27
	General Information Services/Organizational	26
	General Medical Care	23
	Counseling	20
	Tax Assistance	11
	Consumer Complaints/Assistance	9
	Legal Assistance	8
	BN-Unmet Need (Not Listed Above)	7
	Foreclosure Assistance	7
	Motel Vouchers	6
	Elder/Senior Services	5
	Income Maintenance Programs	5
	Training/Employment Services	5
	Transportation	5
	Diapers	4
	Clothing	3
	Courts/Probation System	3
	Educational Programs	3
	Medi-Cal/Medicare	3
	Municipal Services/Public Works	3
	Public Safety	3
	Substance Abuse Services	3
	Tenant/Landlord Rights	3
	Child Abuse	2
	Child Care	2
	Dental Health	2
	General Information Services/Mental Health Care	2
	Law Enforcement	2
	Parenting Education	2
	Social Security	2
Unemployment/EDD	2	
Anger Management	1	
Animal Services	1	
Baby Formula	1	
Burial/Funeral Assistance	1	
Bus Passes/Gas Vouchers	1	
CS-Unmet Need (Not Listed Above)	1	
Disability Issues	1	

	Disaster	1
	Domestic Violence	1
	Emergency Medical Care	1
	Household Items	1
	Immunizations	1
	Mental Health Care Facilities	1
	Mentoring Programs	1
	School Readiness Programs	1
	Support Groups	1
	Temporary Financial Aid	1
Fontana Total		379
Forest Falls	Food	2
	Shelter	1
Forest Falls Total		3
Grand Terrace	Food	2
	Housing	2
	Motel Vouchers	1
	Municipal Services/Public Works	1
	Public Safety	1
	Shelter	2
	Tax Assistance	1
Grand Terrace Total		10
Helendale	Rent/Mortgage Payment Assistance	5
	Utility Bill Payment Assistance	3
	Disaster	2
	Food	2
	Burial/Funeral Assistance	1
	Counseling	1
	General Medical Care	1
	Legal Assistance	1
Helendale Total		16
Hesperia	Utility Bill Payment Assistance	87
	Food	27
	Rent/Mortgage Payment Assistance	20
	General Information Services/Organizational	14
	General Medical Care	12
	Shelter	11
	Housing	10
	Legal Assistance	8
	Dental Health	7
	Counseling	6
	Motel Vouchers	6
	Substance Abuse Services	5
	Income Maintenance Programs	4
	Tax Assistance	4
	Consumer Complaints/Assistance	3
	Diapers	3
	Household Items	3
	Mental Health Care Facilities	3
	Anger Management	2
	BN-Unmet Need (Not Listed Above)	2
	Child Care	2
	Clothing	2
	Elder/Senior Services	2
	Foreclosure Assistance	2
	Law Enforcement	2
	Parenting Education	2
	Public Safety	2

	Residential Drug Treatment	2
	Tenant/Landlord Rights	2
	Unemployment/EDD	2
	Baby Formula	1
	Domestic Violence	1
	Donations	1
	General Information Services/Mental Health Care	1
	Immunizations	1
	Medi-Cal/Medicare	1
	Municipal Services/Public Works	1
	School Readiness Programs	1
	Support Groups	1
	Training/Employment Services	1
	Transportation	1
Hesperia Total		268
Highland	Utility Bill Payment Assistance	12
	Food	10
	Rent/Mortgage Payment Assistance	9
	Counseling	5
	General Information Services/Organizational	4
	General Medical Care	4
	BN-Unmet Need (Not Listed Above)	3
	Tax Assistance	3
	Training/Employment Services	3
	Child Care	2
	Foreclosure Assistance	2
	Motel Vouchers	2
	Shelter	2
	Animal Services	1
	Burial/Funeral Assistance	1
	Clothing	1
	Consumer Complaints/Assistance	1
	Diapers	1
	Disability Issues	1
	Disaster	1
	Elder/Senior Services	1
	Emergency Medical Care	1
	Household Items	1
	Legal Assistance	1
	Medi-Cal/Medicare	1
	Municipal Services/Public Works	1
	Sober Living	1
	Substance Abuse Services	1
	Tenant/Landlord Rights	1
	Transportation	1
	Volunteer Opportunities	1
Highland Total		79
Joshua Tree	Child Care	1
	Diapers	1
	Food	1
	General Information Services/Organizational	1
	Utility Bill Payment Assistance	1
Joshua Tree Total		5
Lake Arrowhead	Rent/Mortgage Payment Assistance	3
	Counseling	2
	General Information Services/Organizational	2
	BN-Unmet Need (Not Listed Above)	1
	Consumer Complaints/Assistance	1

	General Medical Care	1
	Transportation	1
Lake Arrowhead Total		11
Loma Linda	Food	7
	Rent/Mortgage Payment Assistance	4
	Substance Abuse Services	4
	General Information Services/Organizational	3
	General Medical Care	3
	BN-Unmet Need (Not Listed Above)	2
	Consumer Complaints/Assistance	2
	Housing	2
	Shelter	2
	Disability Benefits	1
	Elder/Senior Services	1
	Emergency Medical Care	1
	Foreclosure Assistance	1
	General Information Services/Mental Health Care	1
	Immigration/Citizenship	1
	Income Maintenance Programs	1
	Legal Assistance	1
	Municipal Services/Public Works	1
	Parenting Education	1
	Residential Drug Treatment	1
Support Groups	1	
Tax Assistance	1	
Unemployment/EDD	1	
Utility Bill Payment Assistance	1	
Loma Linda Total		44
Lucerne Valley	Housing	3
	Utility Bill Payment Assistance	3
	Counseling	2
	General Information Services/Organizational	1
	Household Items	1
	Transportation	1
Lucerne Valley Total		11
Lytle Creek	Counseling	1
Lytle Creek Total		1
Mentone	Utility Bill Payment Assistance	3
	Food	2
	Counseling	1
	General Information Services/Organizational	1
	HC-Unmet Need (Not Listed Above)	1
	Housing	1
	Immigration/Citizenship	1
	Immunizations	1
Rent/Mortgage Payment Assistance	1	
Mentone Total		12
Montclair	Food	11
	Utility Bill Payment Assistance	9
	General Information Services/Organizational	4
	Rent/Mortgage Payment Assistance	4
	Counseling	3
	Bus Passes/Gas Vouchers	2
	Foreclosure Assistance	2
	General Medical Care	2
	Tax Assistance	2
	Training/Employment Services	2
	Transportation	2

	BN-Unmet Need (Not Listed Above)	1
	Burial/Funeral Assistance	1
	Clothing	1
	Consumer Complaints/Assistance	1
	Dental Health	1
	Diapers	1
	Domestic Violence	1
	Elder/Senior Services	1
	Housing	1
	Income Maintenance Programs	1
	Law Enforcement	1
	Legal Assistance	1
	Motel Vouchers	1
	Shelter	1
	Substance Abuse Services	1
	Tenant/Landlord Rights	1
Montclair Total		59
Morongo	Legal Assistance	1
Morongo Total		1
Mountains	Animal Services	1
	Food	1
	General Information Services/Organizational	1
	Income Maintenance Programs	1
Mountains Total		4
Needles	Mental Health Care Facilities	1
Needles Total		1
Newberry Springs	Food	1
	Income Maintenance Programs	1
	Tax Assistance	1
Newberry Springs Total		3
Ontario	Food	52
	Utility Bill Payment Assistance	43
	Rent/Mortgage Payment Assistance	41
	Motel Vouchers	33
	Shelter	33
	Counseling	29
	General Medical Care	27
	General Information Services/Organizational	25
	Legal Assistance	21
	Housing	17
	Income Maintenance Programs	11
	Dental Health	9
	Foreclosure Assistance	6
	Mental Health Care Facilities	6
	Child Care	5
	Household Items	5
	Law Enforcement	4
	Substance Abuse Services	4
	Tax Assistance	4
	Clothing	3
	Consumer Complaints/Assistance	3
	Environmental Protection/Maintenance	3
	Training/Employment Services	3
	Volunteer Opportunities	3
	Anger Management	2
	Animal Services	2
	Bus Passes/Gas Vouchers	2
	Credit Counseling	2

	Diapers	2
	Donations	2
	Medi-Cal/Medicare	2
	Parenting Education	2
	Residential Drug Treatment	2
	Transportation	2
	BN-Unmet Need (Not Listed Above)	1
	Burial/Funeral Assistance	1
	Child Abuse	1
	Courts/Probation System	1
	Disaster	1
	Educational Programs	1
	Elder/Senior Services	1
	Emergency Medical Care	1
	HC-Unmet Need (Not Listed Above)	1
	Immunizations	1
	Labor Board/Fair Employment	1
	Licenses and Certificates	1
	Parks & Recreation Services	1
	Public Safety	1
	School District	1
	Social Security	1
	Support Groups	1
	Veterans Benefits	1
Ontario Total		428
Oro Grande	Elder/Senior Services	1
	General Information Services/Organizational	1
	Rent/Mortgage Payment Assistance	1
	Substance Abuse Services	2
	Utility Bill Payment Assistance	1
Oro Grande Total		6
Outside County	General Information Services/Organizational	43
	Shelter	11
	Housing	8
	Food	7
	Utility Bill Payment Assistance	7
	Legal Assistance	5
	General Medical Care	4
	Income Maintenance Programs	4
	Consumer Complaints/Assistance	3
	Courts/Probation System	3
	Medi-Cal/Medicare	3
	Rent/Mortgage Payment Assistance	3
	Substance Abuse Services	2
	Child Care	1
	Counseling	1
	General Information Services/Mental Health Care	1
	HC-Unmet Need (Not Listed Above)	1
	Household Items	1
	Law Enforcement	1
	Mentoring Programs	1
	Public Safety	1
	Residential Drug Treatment	1
	Training/Employment Services	1
Unemployment/EDD	1	
Outside County Total		114
Outside Of California	Adoption/Foster Care	1
	Rent/Mortgage Payment Assistance	1

	Shelter	1
	Utility Bill Payment Assistance	1
Outside Of California Total		4
Phelan	Food	5
	Medi-Cal/Medicare	2
	Environmental Protection/Maintenance	1
	Foreclosure Assistance	1
	General Information Services/Organizational	1
	Legal Assistance	1
	Mental Health Care Facilities	1
	Parenting Education	1
	Transportation	1
Phelan Total		14
Pinon Hills	Disaster	1
	Food	1
Pinon Hills Total		2
Pomona (City)	General Information Services/Organizational	14
	Housing	4
	Food	3
	Shelter	3
	General Medical Care	2
	Emergency Medical Care	1
	Legal Assistance	1
	Licenses and Certificates	1
	Motel Vouchers	1
	Rent/Mortgage Payment Assistance	1
	Utility Bill Payment Assistance	1
Pomona (City) Total		32
Rancho Cucamonga	Rent/Mortgage Payment Assistance	28
	Utility Bill Payment Assistance	20
	Shelter	19
	General Medical Care	16
	Food	15
	General Information Services/Organizational	12
	Motel Vouchers	9
	Counseling	8
	Housing	8
	Legal Assistance	7
	Tax Assistance	7
	Dental Health	6
	Income Maintenance Programs	5
	Volunteer Opportunities	4
	BN-Unmet Need (Not Listed Above)	3
	Training/Employment Services	3
	Consumer Complaints/Assistance	2
	Elder/Senior Services	2
	Immigration/Citizenship	2
	Bus Passes/Gas Vouchers	1
	Child Care	1
	Clothing	1
	Disability Benefits	1
	Donations	1
	Educational Programs	1
	Foreclosure Assistance	1
	General Information Services/Mental Health Care	1
	Household Items	1
	Immunizations	1
	Law Enforcement	1

	Licenses and Certificates	1
	Mental Health Care Facilities	1
	Public Safety	1
	Sober Living	1
	Substance Abuse Services	1
	Support Groups	1
	Transportation	1
	Unemployment/EDD	1
Rancho Cucamonga Total		195
Redlands	Rent/Mortgage Payment Assistance	25
	General Information Services/Organizational	16
	Utility Bill Payment Assistance	13
	General Medical Care	11
	Food	10
	Housing	9
	Counseling	6
	Shelter	6
	Income Maintenance Programs	4
	Child Care	3
	Elder/Senior Services	3
	Household Items	3
	Law Enforcement	3
	Legal Assistance	3
	Consumer Complaints/Assistance	2
	Dental Health	2
	Residential Drug Treatment	2
	Support Groups	2
	Burial/Funeral Assistance	1
	Clothing	1
	Courts/Probation System	1
	Diapers	1
	Donations	1
	Educational Programs	1
	Foreclosure Assistance	1
	Labor Board/Fair Employment	1
	Medi-Cal/Medicare	1
	Parenting Education	1
	Public Safety	1
	Substance Abuse Services	1
	Tax Assistance	1
	Training/Employment Services	1
	Unemployment/EDD	1
	Volunteer Opportunities	1
Redlands Total		139
Rialto	Food	20
	Utility Bill Payment Assistance	17
	General Information Services/Organizational	16
	Shelter	13
	Rent/Mortgage Payment Assistance	12
	Housing	8
	General Medical Care	7
	Legal Assistance	7
	Counseling	4
	Training/Employment Services	4
	Transportation	4
	Volunteer Opportunities	4
	Clothing	3
	Unemployment/EDD	3

	Child Abuse	2
	Consumer Complaints/Assistance	2
	Dental Health	2
	Elder/Senior Services	2
	Income Maintenance Programs	2
	Parenting Education	2
	Tax Assistance	2
	Anger Management	1
	Child Care	1
	Courts/Probation System	1
	Disability Benefits	1
	Educational Programs	1
	Foreclosure Assistance	1
	HC-Unmet Need (Not Listed Above)	1
	Household Items	1
	Immunizations	1
	Library Services	1
	Medi-Cal/Medicare	1
	Substance Abuse Services	1
Rialto Total		148
Rimforest	Training/Employment Services	1
	Utility Bill Payment Assistance	1
Rimforest Total		2
Running Springs	Consumer Complaints/Assistance	1
	Courts/Probation System	1
	General Information Services/Organizational	1
	Rent/Mortgage Payment Assistance	2
	Shelter	1
Running Springs Total		6
San Bernardino (City)	Utility Bill Payment Assistance	132
	Rent/Mortgage Payment Assistance	94
	Food	82
	General Information Services/Organizational	73
	Shelter	70
	Housing	53
	General Medical Care	43
	Counseling	25
	BN-Unmet Need (Not Listed Above)	21
	Consumer Complaints/Assistance	21
	Legal Assistance	21
	Diapers	19
	Substance Abuse Services	18
	Household Items	15
	Dental Health	14
	Income Maintenance Programs	14
	Courts/Probation System	12
	Mental Health Care Facilities	12
	Clothing	11
	Elder/Senior Services	10
	Foreclosure Assistance	10
	Training/Employment Services	10
	Transportation	10
	Child Care	9
	Educational Programs	8
	Motel Vouchers	8
	Law Enforcement	7
	Medi-Cal/Medicare	7
	Volunteer Opportunities	7

	Environmental Protection/Maintenance	6
	Residential Drug Treatment	6
	Bus Passes/Gas Vouchers	5
	Parenting Education	5
	Tax Assistance	5
	Unemployment/EDD	5
	Anger Management	4
	Animal Services	4
	General Information Services/Mental Health Care	4
	Tenant/Landlord Rights	4
	Donations	3
	HC-Unmet Need (Not Listed Above)	3
	Library Services	3
	Licenses and Certificates	3
	Adoption/Foster Care	2
	Baby Formula	2
	Burial/Funeral Assistance	2
	Disaster	2
	Emergency Medical Care	2
	Immigration/Citizenship	2
	School District	2
	Support Groups	2
	Developmental Assessment	1
	Domestic Violence	1
	Elder Abuse	1
	IFL-Unmet Need (Not Listed Above)	1
	Immunizations	1
	Parks & Recreation Services	1
	Public Safety	1
	Sober Living	1
	Social Security	1
	Temporary Financial Aid	1
	Tutoring Services	1
San Bernardino (City) Total		923
Twenty-Nine Palms	Food	5
	Housing	4
	Shelter	3
	General Information Services/Organizational	2
	Bus Passes/Gas Vouchers	1
	Consumer Complaints/Assistance	1
	Counseling	1
	Household Items	1
	Legal Assistance	1
	Rent/Mortgage Payment Assistance	1
	Tenant/Landlord Rights	1
	Training/Employment Services	1
	Transportation	1
	Utility Bill Payment Assistance	1
Twenty-Nine Palms Total		24
Unknown/Not Applicable	General Information Services/Organizational	7
	General Medical Care	1
	Housing	1
	Shelter	1
	Temporary Financial Aid	1
	Transportation	1
Unknown/Not Applicable Total		12
Upland	Rent/Mortgage Payment Assistance	30
	Food	17

	Utility Bill Payment Assistance	17
	Shelter	13
	Legal Assistance	12
	Housing	10
	General Medical Care	9
	Counseling	7
	General Information Services/Organizational	6
	Clothing	3
	Consumer Complaints/Assistance	3
	Dental Health	3
	Parenting Education	3
	Tax Assistance	3
	Tenant/Landlord Rights	3
	Child Care	2
	Diapers	2
	Elder/Senior Services	2
	General Information Services/Mental Health Care	2
	Income Maintenance Programs	2
	Substance Abuse Services	2
	Temporary Financial Aid	2
	Training/Employment Services	2
	Baby Formula	1
	Bus Passes/Gas Vouchers	1
	Disability Issues	1
	Educational Programs	1
	Law Enforcement	1
	Medi-Cal/Medicare	1
	Motel Vouchers	1
	Paternity/Drug Testing	1
	School Readiness Programs	1
	Sober Living	1
	Support Groups	1
	Unemployment/EDD	1
Upland Total		167
Victorville	Utility Bill Payment Assistance	175
	Food	42
	Shelter	42
	Rent/Mortgage Payment Assistance	39
	General Information Services/Organizational	37
	General Medical Care	30
	Housing	22
	Counseling	16
	Foreclosure Assistance	13
	Legal Assistance	12
	Motel Vouchers	11
	Transportation	11
	Consumer Complaints/Assistance	8
	Dental Health	7
	Elder/Senior Services	7
	Income Maintenance Programs	7
	BN-Unmet Need (Not Listed Above)	6
	Substance Abuse Services	6
	Temporary Financial Aid	6
	Diapers	5
	Household Items	5
	Mental Health Care Facilities	5
	Support Groups	5
	Volunteer Opportunities	5

	Child Care	4
	Courts/Probation System	4
	Domestic Violence	4
	Law Enforcement	4
	Parenting Education	4
	Tax Assistance	4
	Clothing	3
	Emergency Medical Care	3
	Immunizations	3
	Public Safety	3
	Training/Employment Services	3
	Anger Management	2
	Animal Services	2
	Baby Formula	2
	Bus Passes/Gas Vouchers	2
	Child Abuse	2
	Disability Issues	2
	Educational Programs	2
	General Information Services/Mental Health Care	2
	HC-Unmet Need (Not Listed Above)	2
	Licenses and Certificates	2
	Elder Abuse	1
	EQ-Unmet Need (Not Listed Above)	1
	E-Unmet Need (Not Listed Above)	1
	Medi-Cal/Medicare	1
	Parks & Recreation Services	1
	Residential Drug Treatment	1
	School District	1
	Social Security	1
	Tenant/Landlord Rights	1
	Unemployment/EDD	1
Victorville Total		591
Wrightwood	Counseling	1
	Food	1
	Foreclosure Assistance	1
	General Medical Care	1
Wrightwood Total		4
Yermo	Environmental Protection/Maintenance	1
Yermo Total		1
Yucaipa	Utility Bill Payment Assistance	11
	Food	9
	General Information Services/Organizational	4
	Shelter	4
	Diapers	2
	Elder/Senior Services	2
	General Medical Care	2
	Housing	2
	Legal Assistance	2
	Mental Health Care Facilities	2
	Rent/Mortgage Payment Assistance	2
	Temporary Financial Aid	2
	Anger Management	1
	Bus Passes/Gas Vouchers	1
	Consumer Complaints/Assistance	1
	Counseling	1
	Courts/Probation System	1
	Dental Health	1
Environmental Protection/Maintenance	1	

	Household Items	1
	Immunizations	1
	Income Maintenance Programs	1
	Residential Drug Treatment	1
	Substance Abuse Services	1
	Support Groups	1
	Tenant/Landlord Rights	1
Yucaipa Total		58
Yucca Valley	Rent/Mortgage Payment Assistance	4
	Shelter	4
	Utility Bill Payment Assistance	4
	General Medical Care	3
	Food	2
	General Information Services/Organizational	2
	Burial/Funeral Assistance	1
	Counseling	1
	Diapers	1
	Elder/Senior Services	1
	Foreclosure Assistance	1
	General Information Services/Mental Health Care	1
	Income Maintenance Programs	1
	Legal Assistance	1
Yucca Valley Total		27
(blank)	General Information Services/Organizational	198
	Utility Bill Payment Assistance	45
	Shelter	29
	Counseling	22
	Housing	19
	Legal Assistance	19
	Rent/Mortgage Payment Assistance	18
	Consumer Complaints/Assistance	12
	Food	12
	General Medical Care	11
	BN-Unmet Need (Not Listed Above)	8
	Foreclosure Assistance	7
	Tax Assistance	7
	Household Items	5
	Income Maintenance Programs	5
	Motel Vouchers	5
	Transportation	5
	Courts/Probation System	4
	Donations	4
	HC-Unmet Need (Not Listed Above)	4
	Substance Abuse Services	4
	Volunteer Opportunities	4
	Tenant/Landlord Rights	3
	Training/Employment Services	3
	Anger Management	2
	Child Abuse	2
	Dental Health	2
	Educational Programs	2
	Elder Abuse	2
	Elder/Senior Services	2
	Environmental Protection/Maintenance	2
	General Information Services/Mental Health Care	2
	Law Enforcement	2
	Licenses and Certificates	2
	School District	2

	Support Groups	2
	Burial/Funeral Assistance	1
	Bus Passes/Gas Vouchers	1
	Clothing	1
	Diapers	1
	Disaster	1
	Holiday Programs	1
	Library Services	1
	Medi-Cal/Medicare	1
	Mentoring Programs	1
	OCS-Unmet Need (Not Listed Above)	1
	Parenting Education	1
	Residential Drug Treatment	1
	Sober Living	1
	Social Security	1
(blank) Total		491
Grand Total		5027

Referrals from 2-1-1 San Bernardino County

Agency Name	Program Name	Referrals
2-1-1 Alameda County		1
2-1-1 Kern County	Information and Referral	3
2-1-1 Los Angeles County		6
2-1-1 Los Angeles County	2-1-1 Information and Referral	185
2-1-1 National		2
2-1-1 National	2-1-1 Search	10
2-1-1 Orange County		1
2-1-1 Orange County	2-1-1 Information and Referral	11
2-1-1 Sacramento County	2-1-1 Information and Referral	2
2-1-1 San Bernardino County	2-1-1 Information and Referral	3
2-1-1 San Diego County		1
2-1-1 San Diego County	2-1-1 Information and Referral	10
2-1-1 San Francisco County	2-1-1 Information and Referral	2
A is 4 Adoption	A is 4 Adoption	1
Abundant Living Family Church	Angel Food Ministry	19
Abundant Living Family Church	Outreach Center	21
Adelanto Community Resource Center	Clothing	1
Adelanto Community Resource Center	Emergency Food	12
Adelanto Senior Center	Senior Center	1
Adoption Connection	Domestic and International Adoptions	1
Adventist Community Team Services		1
Adventist Community Team Services	ACTS Transit	2
Adventist Community Team Services	Emergency Food Assistance	1
Aegis Medical Systems, Inc.	Methadone Replacement Therapy	7
AIDS/HIV Nightline	AIDS/HIV/HEP C Nightline	1
Alannah Foster Family Agency and Homes	Foster Parent	1
AL-ANON Family Groups and ALATEEN	Inland Empire of California Al-Anon and Alateen	1
Alcoholics Anonymous	Alcoholics Anonymous	10
Aletheian Christian Foundation		1
Aletheian Christian Foundation	Basic Needs	22
Aletheian Christian Foundation	Prescription Assistance	2
Alliance Human Services Foster Family	Foster Parent Recruiting and Training Services	3
American Civil Liberties Union Of Southern California	Civil Liberties and Legal Issues	2
American Heart Association	Public Education and Public Advocacy	2
American Parkinsons Disease Association		1
American Red Cross - Claremont Chapter	Health and Safety Training	1
American Red Cross - High Desert Chapter	Disaster and Emergency Relief	1
American Red Cross - Inland Empire Chapter		2
American Red Cross - Inland Empire Chapter	Disaster Recovery Service	2
American Red Cross - Inland Empire Chapter	Health and Safety	3
American Red Cross - San Gabriel Pomona Valley Branch	Armed Forces Emergency Services	1
American Social Health Association	CDC National Immunization Information Hotline	1
Apple Valley Fire Protection District	CPR and First -Aid Classes	2
Apple Valley Fire Protection District	Fire and Rescue	1
Apple Valley Unified School District	California School Age Families Education	1
Arrowhead Regional Medical Center		1
Arrowhead Regional Medical Center	First 5 Dental Program	3
Arrowhead Regional Medical Center	Hospital Services	11
Arrowhead Regional Medical Center	Medically Indigent Adult Health Care (MIA)	4
Arrowhead Regional Medical Center	Outpatient Care Center	1
Arrowhead Regional Medical Center	Womens Health Services	1
Asante Family Agency, Inc.	Counseling, Training and Visitation Center	2
Asian-American Educational & Cultural Center, Inc.	Traffic Safety Awareness	1
Assistance League of San Bernardino	Childrens Dental Center	2
Assistance League of the Foothill Communities	Operation School Bell	1
Assistance League of the Foothill Communities	San Antonio Community Hospital Dental Center	2
Associated Clinical Therapists, Inc.		3
Associated Clinical Therapists, Inc.	Counseling Services	18
Barstow Community Hospital	Hospital Services	1
Barstow Counseling Center	Counseling Services	2
Barstow Humane Society	Animal Care	3
Barstow Unified School District	Adult Evening High School	1
Bethany Christian Services	Domestic and International Adoption	1
Better Business Bureau		1
Better Business Bureau	Complaint Department	6
Bienestar Human Services	Community Service	4
Bienestar Human Services	HIV Counseling & Testing	1
Bienestar Human Services	HIV Outreach	1
Big Brothers Big Sisters of Greater Los Angeles and the Inland Empire		2
Big Brothers Big Sisters of Greater Los Angeles and the Inland Empire	Community Based Mentoring	1
Bilingual Family Counseling Service, Inc.		1
Bilingual Family Counseling Service, Inc.	Safe and Stable Families	18

Referrals from 2-1-1 San Bernardino County

Bloomington Branch Library	School Age Story & Craft Hour	1
Bloomington Senior Center	Senior Center	1
Boys & Girls Club of Pomona Valley	Recreation Activities	1
Boys & Girls Club of San Bernardino	Reading For Success	1
Boys and Girls Club of the Hi Desert	Boys and Girls Club	1
Boys Town National Hotline	National Hotline	13
Braille Institute of America, Inc.	Library Services	1
Braille Institute of America, Inc.	Mobile Solutions	1
California Coalition for Youth	Youth Crisis Line	6
California Department of Public Health Services	Swine Flu Hotline	1
California Department of Consumer Affairs		3
California Department of Consumer Affairs	Bureau of Automotive Repair	2
California Department of Consumer Affairs	Bureau of Electronic and Appliance Repair	1
California Department of Consumer Affairs	Consumer Information Center	3
California Department of Consumer Affairs	Contractors State License Board	1
California Department of Consumer Affairs	Pharmacy Board	1
California Department of Corrections	Parole and Community Services Division	4
California Department of Fair Employment and Housing	Fair Employment and Housing	1
California Department of Industrial Relations	Labor Standards Enforcement	1
California Department of Insurance	Low Cost Auto Insurance	1
California Department of Motor Vehicles	DMV Services	7
California Department of Social Services	Child Care Licensing	3
California Department of Transportation	Caltrans	1
California Franchise Tax Board	Tax Information	1
California Indian Legal Services		1
California Indian Legal Services	Legal Services	1
California Public Utilities Commission		1
California Public Utilities Commission	Deaf and Disabled Telecommunications Program (DDTP)	2
California Public Utilities Commission	LifeLine Telephone Service	6
California State University San Bernardino		1
California State University San Bernardino	First Five Early Intervention	1
California State University San Bernardino	General Counseling	18
California Youth Crisis Line		1
California Youth Crisis Line	Crisis Hotline	2
Call for Life Pregnancy Help Center	Crisis Pregnancy Center	4
CancerCare	Financial Assistance	1
Canyon Ridge Hospital	Hospital Services	1
Caring for the Hills	Emergency Food Boxes	5
Caring for the Hills	Food Pantry	8
Carolyn Owens Community Center	Batterers Treatment	4
Carolyn Owens Community Center	Counseling Services	3
Carolyn Owens Community Center	Substance Abuse	1
Carpenters House		3
Carpenters House	ACTS 29 Food Ministry	51
Carter Branch Library	Storytime and Crafts	1
Casa de San Bernardino		1
Casa de San Bernardino	Youth Substance Abuse Outpatient Program	1
Catholic Charities - Brother Miguel Center	Counseling Services	5
Catholic Charities - Brother Miguel Center	Housing and Homeless Prevention	1
Catholic Charities of San Bernardino/Riverside		3
Catholic Charities of San Bernardino/Riverside	Advocacy and Referrals	11
Catholic Charities of San Bernardino/Riverside	Anger Management Classes	7
Catholic Charities of San Bernardino/Riverside	Clothes/Household Items	31
Catholic Charities of San Bernardino/Riverside	Food Assistance	43
Catholic Charities of San Bernardino/Riverside	Funeral Referral	3
Catholic Charities of San Bernardino/Riverside	Housing and Support Services	1
Catholic Charities of San Bernardino/Riverside	Individual/Family Counseling	21
Catholic Charities of San Bernardino/Riverside	Parenting Classes	5
Catholic Charities of San Bernardino/Riverside	Prescription Service	8
Catholic Charities of San Bernardino/Riverside	Refugee & Immigration Services	2
Catholic Charities of San Bernardino/Riverside	Rent/Mortgage Assistance	40
Catholic Charities of San Bernardino/Riverside	Transportation Assistance	26
Catholic Charities of San Bernardino/Riverside	Utility Assistance	39
Cedar House Rehabilitation Center		1
Cedar House Rehabilitation Center	Detoxification	18
Cedar House Rehabilitation Center	Outpatient Therapy and Counseling Program	1
Cedar House Rehabilitation Center	Residential Treatment	8
Cedar House Rehabilitation Center	Women with Children Program	1
Center for Disease Control and Prevention		1
Center for Disease Control and Prevention	Center for Disease Control National Hotline	2
Center for Nonprofit Management	Nonprofit Development Program	2
Centers for Medicare and Medicaid Services		2
Central City Lutheran Mission	Food Giveaway	13

Referrals from 2-1-1 San Bernardino County

Central City Lutheran Mission	Kinship Family Center	4
Central City Lutheran Mission	The H Street Clinic	35
Central City Lutheran Mission	Transitional Housing for HIV Affected	2
Chaffey Joint Union High School District	Chaffey Adult School	1
Chaffey Joint Union High School District	Public School	1
Child Advocates of San Bernardino County; A CASA Organization		1
Childhelp USA	National Child Abuse Hotline	1
Children of the Night	Hotline	1
Childrens Fund	Childrens Fund	1
Chino Hills Counseling		1
Chino Hills Counseling	Chino Hills Counseling	5
Chino Neighborhood House		1
Chino Neighborhood House	Clothing Distribution	5
Chino Neighborhood House	Emergency Food	15
Chino Neighborhood House	Household Item Distribution	3
Chino Valley Unified School District	CARE Program for Homeless and Transitional Students	1
Christian Counseling Service of the East Valley	General Counseling	7
Christian Counseling Service of the East Valley	Parent Child Interaction Therapy	1
Circle of Hope - Gods Kitchen	Overnight Emergency Shelter	30
Circle of Hope - Gods Kitchen	Transitional Living Program	8
City of Adelanto		1
City of Colton		1
City of Colton	City Hall	1
City of Colton	Early Childhood Education	3
City of Fontana		1
City of Fontana	City Hall	4
City of Fontana	Community Services	1
City of Grand Terrace		2
City of Grand Terrace	City Hall	2
City of Hesperia	City Hall	4
City of Hesperia	Community Services	1
City of Highland		1
City of Highland	City Hall	2
City of Highland	Down Payment Assistance Program	1
City of Montclair	Food Distribution	8
City of Montclair	Health Service Alliance	4
City of Montclair	Medical Clinic-Evening	17
City of Ontario	City Hall	1
City of Ontario	Senior Center	1
City of Rancho Cucamonga	City Hall	2
City of Rancho Cucamonga	Community Services	1
City of Redlands		1
City of Redlands	City Hall	1
City of Redlands	Community Services	1
City of Rialto	Senior Center	1
City of San Bernardino		1
City of San Bernardino	City Clerks Office	1
City of San Bernardino	City Hall	11
City of Upland	City Hall	2
City of Victorville		1
City of Victorville	City Hall	6
City of Victorville	Community Services	2
Clean Earth Recycling	Electronic Waste Disposal	1
Clear View Treatment Center	Substance Abuse Recovery	5
Colton Public Library	Storytime and Crafts	1
Colton-Redlands-Yucaipa ROP		1
Colton-Redlands-Yucaipa ROP	Sharewear	1
Community Action Partnership of San Bernardino County		14
Community Action Partnership of San Bernardino County	Energy, Education and Environmental Services Department	306
Community Action Partnership of San Bernardino County	Family Development	117
Community Action Partnership of San Bernardino County	Food Bank	21
Community Health Systems, Inc.		7
Community Health Systems, Inc.	Medical, Dental, and Optometry	54
Community Hospital of San Bernardino		5
Community Hospital of San Bernardino	Behavioral Health Services	7
Community Hospital of San Bernardino	Community Education Classes	1
Community Hospital of San Bernardino	Crisis Intervention	39
Community Hospital of San Bernardino	Hospital	3
Compulsive Eaters Anonymous	Compulsive Eaters	1
CRC Health Corporation	Drug Addiction Services	3
Crosslight Family Ministries / Fortress Christian Center	Outreach	15
Cypress Community Center	Community Center	1
Dash The Other Place	Dash the Other Place	1

Referrals from 2-1-1 San Bernardino County

David and Margaret Youth and Family Services		1
David and Margaret Youth and Family Services	Community Based Education	1
David and Margaret Youth and Family Services	Joan Macy School (Non-Public School)	1
David and Margaret Youth and Family Services	Residential Treatment	1
Delmann Heights Community Center		2
Delmann Heights Community Center	Food Distribution	8
Delmann Heights Community Center	Salvaged Bread Program	4
Denti-Cal Referral Line		1
Department of Rehabilitation Inland Empire District	Vocational Rehabilitation	1
Depression and Bipolar Support Alliance	Information, Referrals and Advocacy	1
Desert Manna Ministries		2
Desert Manna Ministries	Electric Assistance Fund (EAF)	3
Desert Manna Ministries	Emergency Shelter	17
Desert Manna Ministries	Food Commodities	1
Desert Manna Ministries	Transportation Assistance	1
Desert Sanctuary, Inc.		2
Desert Sanctuary, Inc.	Catholic Charities Grants Case Management	13
Desert Sanctuary, Inc.	Cedar Chest Thrift Shop	4
Desert Sanctuary, Inc.	Haley House Domestic Violence Shelter	7
Desert Valley Hospital	Hospital Services	2
Disability Rights Legal Center		2
Don Day Community Center	Community Center	1
DOVES of Big Bear Valley, Inc.	Domestic Violence Shelter	1
Drug Alternative Program		2
East Valley Community Health Center, Inc.	General Medical Services	16
Echos Of Faith World Outreach Ministries	Operation Fresh Start	19
EI Sol Neighborhood Educational Center	Community Outreach	1
Employment Development Department	Bonding	1
Employment Development Department	State Disability Insurance	3
Employment Development Department	Unemployment Insurance	17
Equal Employment Opportunity Commission	Employment Discrimination Assistance	2
Faith Lutheran Church	Community Food Pantry	6
Faiths Hope Foundation	Medical Expense Assistance	1
Family Service Agency of San Bernardino		3
Family Service Agency of San Bernardino	Crestline Food and Clothing Bank	4
Family Service Agency of San Bernardino	Domestic Violence Program	11
Family Service Agency of San Bernardino	Individual, Family & Group Therapy	20
Family Service Agency of San Bernardino	Outpatient Mental Health Treatment	2
Family Service Agency of San Bernardino	Utility Assistance Fund (EAF & GAF)	7
Family Service Association of Redlands		8
Family Service Association of Redlands	Cold Weather Vouchers	3
Family Service Association of Redlands	Disaster Recovery Services	1
Family Service Association of Redlands	Family Support	22
Family Service Association of Redlands	Home Again	3
Federal Bureau of Investigation	Investigations	1
First 5 Commission of San Bernardino County		1
First 5 Commission of San Bernardino County	First 5 Commission of San Bernardino County	3
First Chance/Y-CHOW, Inc.	Sober Living	3
Fontana Lewis Library & Technology Center	Library Services	1
Fontana Native American Center, Inc.	American Indian Cultural and Social Services	1
Fontana Unified School District	Adult Education	1
Foothill Family Shelter		1
Foothill Family Shelter	Basic Needs	29
Foothill Family Shelter	Big Steps for Little Feet	2
Foothill Family Shelter	Foothill Family Shelter	23
Foothill Family Shelter	Shelter Court	1
Foster Youth Services	YES Center	1
Frazee Community Center	Hot Meals	16
Frazee Community Center	Medical Treatment	13
Frazee Community Center	Shelters	20
G.A.P. Food Bank	G.A.P. Food Bank	7
Gay-Straight Alliance Network	Gay-Straight Alliance	1
George Gibson Senior Center	Senior Center	1
Gift Ministries	Gift Ministries - The Clothes Closet	5
Good Steward Day Care	Child Care Service	7
Goodwill Southern California		1
Goodwill Southern California	Career Resource Center	6
Goodwill Southern California	Retail Stores and Used Goods	9
Hand to Hand Outreach		2
Hand to Hand Outreach	Independent Living Skills	1
Hand to Hand Outreach	Transportation	5
Hands On Inland Empire	Alternative Sentencing	23
Hands On Inland Empire	Volunteer Opportunities	6

Referrals from 2-1-1 San Bernardino County

Healthy Families		1
Healthy Families	Health Care Coverage	4
Hesperia Branch Library		1
High Desert Child Adolescent and Family Services Center		5
High Desert Child Adolescent and Family Services Center	Anger Management	12
High Desert Child Adolescent and Family Services Center	Individual and Group Counseling	21
High Desert Child Adolescent and Family Services Center	Outpatient Substance Abuse Treatment	2
High Desert Child Adolescent and Family Services Center	Parenting Classes	5
High Desert Domestic Violence Program, Inc.		2
High Desert Domestic Violence Program, Inc.	Domestic Violence Program Services	8
High Desert Homeless Services, Inc		4
High Desert Homeless Services, Inc	Shelter	63
High Desert New Beginnings, Inc.	Home Instruction for Parents with Preschool Youths	1
High Desert Youth Center	Safety and Wellness Program	2
Higher Ground Christian Intervention Program		1
Higher Ground Christian Intervention Program	Higher Ground Christian Intervention Program	3
Highland Family YMCA		1
His Hands Ministry	Food Bank	11
Homeownership Preservation Foundation	The Homeowner's HOPE Hotline	5
House of Ruth, Inc.		4
House of Ruth, Inc.	Counseling	2
House of Ruth, Inc.	Emergency Hotline	2
House of Ruth, Inc.	Emergency Shelter	11
House of Ruth, Inc.	Temporary Restraining Order Clinic	1
House of Ruth, Inc.	Transitional Living	2
Housing Authority of the County of San Bernardino		1
Housing Authority of the County of San Bernardino	Family Unification Program	21
Housing Authority of the County of San Bernardino	Fraud Reporting	1
Housing Authority of the County of San Bernardino	Housing Opportunities for People With AIDS (HOPWA)	2
Housing Authority of the County of San Bernardino	Mainstream Program	2
Housing Authority of the County of San Bernardino	Public Housing	19
Housing Authority of the County of San Bernardino	Section 8 Program	19
Housing Authority of the County of San Bernardino	Senior Housing	1
Housing Authority of the County of San Bernardino	Tenant Based Assistance Program (TBA)	3
Housing Authority of the County of San Bernardino	Veterans Affairs Supportive Housing Program (VASH)	1
Humanitarian International Services Group	Eyes for You	1
Hutton Community Center		1
Impression Healthcare Services		2
Impression Healthcare Services	Behavioral Health Counseling	3
Inland Agency	Community Tool Box	9
Inland AIDS Project	HIV Testing	1
Inland Caregivers Resource Center	Caregiver Retreats	1
Inland Caregivers Resource Center	Legal/Financial Consultation	1
Inland Caregivers Resource Center	Supplemental Services	1
Inland Counties Legal Services, Inc		1
Inland Counties Legal Services, Inc	Housing Law Services Center	1
Inland Counties Legal Services, Inc	Legal Assistance	16
Inland Empire Economic Recovery Corporation (IEERC)		3
Inland Empire Economic Recovery Corporation (IEERC)	Home Foreclosure Prevention Seminars/Workshops	14
Inland Empire Health Plan		3
Inland Empire Health Plan	Bike Helmet Program	1
Inland Empire Health Plan	Healthy Kids	1
Inland Empire Latino Lawyers Association		2
Inland Empire Latino Lawyers Association	Legal Assistance and Counseling	21
Inland Empire Lighthouse for the Blind, Inc.	Lighthouse for the Blind School	1
Inland Fair Housing and Mediation Board		1
Inland Fair Housing and Mediation Board	Education and Outreach	8
Inland Fair Housing and Mediation Board	Inland Fair Housing and Mediation	29
Inland Hospice Association	Children/Youth Bereavement Group	2
Inland Regional Center	Inland Regional Center	5
Inland Temporary Homes		2
Inland Temporary Homes	Shelter & Transitional Housing	13
Inland Valley Hope Partners		2
Inland Valley Hope Partners	Food Security Program	35
Inland Valley Hope Partners	Pomona Valley Certified Farmers' Market	2
Inland Valley Hope Partners	Rent Payment Assistance	12
Inland Valley Hope Partners	Shelter/Housing Program	3
Inland Valley Hope Partners	Utility Assistance	16
Inland Valley Humane Society and S.P.C.A		2
Inland Valley Humane Society and S.P.C.A	Animal Care & Control	1
Inland Valley Humane Society and S.P.C.A	Vaccine Clinic	1
Inland Valley Justice Center	Dispute Resolution	1
Inland Valley Recovery Services	Inland Valley Recovery Services	5

Referrals from 2-1-1 San Bernardino County

Interface Children Family Services	2-1-1 Ventura County	1
Internal Revenue Service	Internal Revenue Service	2
International Hearing Society	Helpline	3
James L. Brulte Senior Center		1
Jericho Outreach, Inc.	Living Facilities	4
Jericho Outreach, Inc.	Residential/Outpatient Services	2
Job Corps		2
Job Corps	Job Training	2
Josephine Knopf Senior Center	Cooling Center	1
Kaiser Permanente Medical Center	Healthier Living	1
Kids Come First Community Clinic		7
Kids Come First Community Clinic	Kids Come First	6
LaSalle Medical Associates	Health Clinic	44
LaSalle Medical Associates	Healthy Families Enrollment	1
LaSalle Medical Associates	Well Women Exam	1
Legal Aid Society of San Bernardino		18
Legal Aid Society of San Bernardino	Legal Aid Clinic	48
Libreria del Pueblo, Inc.	Immigration Services	1
Libreria del Pueblo, Inc.	Legal Clinic	6
LifeStream	Blood Donation Program	1
Loma Linda Marriage & Family Therapy Clinic	Loma Linda Marriage & Family Therapy Clinic	14
Loma Linda University Medical Center	Hospital Services	2
Loma Linda University Psychology Department	Psychological Services Clinic	4
Loveland Jubilee Pantry		1
Loveland Jubilee Pantry	Jubilee Pantry	35
Lucerne Valley Domestic Violence Outreach	Batterers Intervention Program	1
Lutheran Social Services of Southern California	Food Bank and Bread Program	2
Lutheran Social Services of Southern California	Sexual Abuse Treatment	2
Make A Wish Foundation	Make-A-Wish Foundation	1
Managed Pharmacy Care	Freedom of Choice	2
Marygold Senior Center	Senior Center	2
Mary's Mercy Center, Inc.		3
Mary's Mercy Center, Inc.	Mary's Children Program	38
Mary's Mercy Center, Inc.	Mary's Table	24
Mary's Mercy Center, Inc.	Saint Joseph Clothes Closet	8
Mary's Mercy Center, Inc.	St. Martin de Porres Emergency Food Bag Program	26
Mary's Mercy Center, Inc.	Veronicas Home of Mercy	8
Meals on Wheels - Montclair	Home Delivered Meals	1
Meals on Wheels - Ontario	Meals on Wheels	1
Mental Health Systems, Inc.		1
Mental Health Systems, Inc.	Drug Abuse Counseling for Federal Probationers	2
Mental Health Systems, Inc.	Substance Abuse Prevention Project	1
Mental Health Systems, Inc.	Support Services	3
Mental Health Systems, Inc.	Therapeutic Behavioral Services	1
Mercy House		5
Mercy House	Assisi House	9
Mercy House	Guadalupe Residence	11
Mercy House	Walk-In Center	60
Merrill Community Services, Inc.		1
Mexican Consulate General	Consular Services	2
Mimis House		5
Mimis House	Transitional Housing	13
Modest Needs	Bridge Grant	1
Modest Needs	Non-Profit Grant	1
Mojave Basin Youth Corps, Inc.	Mojave Basin YouthBuild	1
Morongo Basin Mental Health Services Association	Choices DUI / DEJ Program	1
Morongo Basin Mental Health Services Association	Crisis Walk-in Center	1
Morongo Basin Mental Health Services Association	Drug Court	1
Morongo Basin Mental Health Services Association	Outpatient Drug and Alcohol Treatment	1
Morongo Basin Mental Health Services Association	Residential Drug and Alcohol Treatment	3
Morongo Basin Mental Health Services Association	Success First	1
Morongo Basin Unity Home, Inc.		1
Morongo Basin Unity Home, Inc.	24-Hour Crisis Line	1
Morongo Basin Unity Home, Inc.	Domestic Violence- Emergency Shelter	2
Morongo Basin Unity Home, Inc.	Transitional Housing	1
Morongo Unified School District	Public Education	1
Moses House Ministries	Case Management	1
Moses House Ministries	The Boutique	17
Mountain Community Hospital	Rural Health Clinic	1
Mountain View Community Church		3
Mountain View Community Church	Food Pantry	37
Mountain View Community Church	Substance Abuse Meetings	1
Mustard Seed Tutorial Center	Homework Assistance	1

Referrals from 2-1-1 San Bernardino County

Narcotics Anonymous	Narcotics Anonymous Support Group	7
National Association of Social Workers	Counseling and Psychotherapy Referral	1
National Center for Victims of Crime	Help Line	2
National Community Renaissance		1
National Community Renaissance	Affordable Housing	65
National Domestic Violence Hotline		2
National Domestic Violence Hotline	Domestic Violence Hotline	13
National Health Information Center	Health Information Clearinghouse	1
National Multiple Sclerosis Society		1
National Organization of Social Security Claimants Representatives	NOSSCR	1
National Runaway Switchboard	Runaway Switchboard	1
National Suicide Prevention Lifeline		1
National Suicide Prevention Lifeline	Suicide Hotline	16
National Suicide Prevention Lifeline	Suicide Prevention Lifeline	1
Naval Hospital Camp Pendleton	Hospital	1
NCNW Bethune Center		1
NCNW Bethune Center	Youth Program	3
Neighborhood Housing Services of the Inland Empire, Inc.		4
Neighborhood Housing Services of the Inland Empire, Inc.	Foreclosure Prevention	10
Neighborhood Housing Services of the Inland Empire, Inc.	Home Ownership	1
Neighborhood Partnership Housing Services, Inc.		1
Neighborhood Partnership Housing Services, Inc.	Foreclosure Counseling	2
New Hope Christian Fellowship	Lifeline	3
New Hope Village, Inc.	New Hope Village	1
New House, Inc.	Substance Abuse Treatment Program / Clean and Sober Moms	1
Newton T. Bass Apple Valley Branch Library	Library Services	1
Northtown Housing Development Corp.	ESL Classes	1
Northtown Housing Development Corp.	Government Food Commodities	2
Office of Emergency Services	Flash Reports	5
Office of the Attorney General	Bureau of Medi-Cal Fraud	2
Oldtimers Foundation		1
Oldtimers Foundation	Home maintenance and Conservation	3
Oldtimers Foundation	Nutrition	2
Oldtimers Foundation	Transportation Services	1
Olive Branch Counseling Center		3
Olive Branch Counseling Center	Addictive Behavior	1
Olive Branch Counseling Center	Anger Management	13
Olive Branch Counseling Center	Parenting Classes	5
Olive Branch Counseling Center	Relationship Counseling	3
Omnitrans	Access Service	6
Omnitrans	OmniLink Service	1
Omnitrans	Omnitrans	3
Ontario Police Department	Police Department	3
Ontario/Montclair YMCA	Afterschool Program	3
Ontario/Montclair YMCA	Matrix	1
Ontario-Montclair School District	Public Education	1
Operation Provider	Electric and Gas Assistance Fund (EAF & GAF)	2
Option House, Inc.		4
Option House, Inc.	Community Education	3
Option House, Inc.	Domestic Violence Shelter Services	7
Our Lady of Hope		9
Our Lady of Hope	Food Pantry	31
Our Lady of Hope	Government Commodities Food Program	25
Our Lady of Hope	Hot Meal Ministry	3
Our Lady of the Desert		2
Our Lady of the Desert	Food Pantry	38
Overeaters Anonymous	Support Group	2
OWL Older Womens League	Benefits Quicklink	3
Pacific Clinics		1
Pacific Clinics	Child & Family Services	1
Pacific Lifeline		1
Pacific Lifeline	Transitional Shelter	5
PAL Humane Society	Humane Society	1
Palo Verde Valley Senior Citizens Corporation	Harmony Kitchen	1
Para Los Niños		9
Para Los Niños	Para Los Niños Family Resource Center	75
Parents of Murdered Children (Inland Empire Chapter)	Support Groups	1
Partnership for Prescription Assistance		2
Partnership for Prescription Assistance	Prescription Assistance	8
Patton State Hospital	Hospital Services	3
Perris Hill Park Senior Center	Senior Center	1
Planned Parenthood of Orange and San Bernardino Counties		1
Planned Parenthood of Orange and San Bernardino Counties	Contraceptive Clinics	5

Referrals from 2-1-1 San Bernardino County

Planned Parenthood of Orange and San Bernardino Counties	Pregnancy Testing, Counseling, and Referral	1
Planned Parenthood of Orange and San Bernardino Counties	Sexually Transmitted Infections Treatment	1
Pomona Valley Hospital Medical Center	Central Avenue Urgent Care Center	1
Pregnancy Resource Center	Pregnancy Resources	1
Priscillas Helping Hands, Inc.	Clothes Closet	6
Priscillas Helping Hands, Inc.	Community Meal	6
Prison to Peace Outreach	Job Search Assistance	1
Project Cuidar-SB	Child Enrichment Groups and Parenting Classes	3
Project Sister Family Services		1
Project Sister Family Services	Counseling	2
Project Sister Family Services	Crisis Intervention	1
Provisional Accelerated Learning (PAL) Center	Comprehensive Child Care	1
Provisional Accelerated Learning (PAL) Center	Operation Safe Harbor	3
Provisional Accelerated Learning (PAL) Center	Upward Bound	1
Provisional Accelerated Learning (PAL) Center	WIA Youth Program	1
Putting Kids First	Co-Parenting Course	1
Rader Program	Eating Disorders	1
Rancho Cucamonga & Fontana Family YMCA		1
Rancho Cucamonga & Fontana Family YMCA	Preschool	1
Rancho Cucamonga Family Resource Center		2
Rancho Cucamonga Family Resource Center	Clothes Closet	1
Rancho Cucamonga Family Resource Center	Emergency Food	15
Rancho Cucamonga Family Resource Center	Good Healing/Good Grief	4
Reach Out Morongo Basin	USDA Food Giveaway	1
REACH-St. Catherine of Siena	Food Assistance	6
Rebuilding Mountain Hearts & Lives	Disaster Recovery Services	1
Rebuilding Mountain Hearts & Lives	Rim Communities Resources Network	1
Redlands Community Hospital	Family Clinic	3
Redlands Community Senior Center	Senior Transportation	1
Redlands Day Nursery		1
Redlands Family YMCA	Legal Aid	2
Rialto Branch Library	Library Services	1
Rialto Police Department	Rialto Police	4
Rialto Senior Center	Home Delivered Meals	1
Rialto Unified School District	Public Education	1
RISE Interpreting, Inc.	Sign Language Interpretation	1
Rolling Start, Inc.		1
Rolling Start, Inc.	Assistive Technology	1
Rolling Start, Inc.	Deaf Services	1
Rolling Start, Inc.	Housing	1
Rolling Start, Inc.	Information and Referral	1
Rolling Start, Inc.	Peer Advising	1
Rose of Sharon Life Center	The Life Center	11
Rudy C. Hernandez Community Center	Community Center	1
Rudy C. Hernandez Community Center	Food Distribution	2
Rx Help For Californians		1
Rx Help For Californians	Prescription Assistance	4
Salvation Army - Ontario		2
Salvation Army - Ontario	Christmas Baskets	1
Salvation Army - Ontario	Emergency Food Box	12
Salvation Army - Ontario	Emergency Rental/Mortgage Assistance	7
Salvation Army - Ontario	ESL Class	1
Salvation Army - Ontario	Homework Assistance	1
Salvation Army - Ontario	Motel Vouchers	18
Salvation Army - Redlands	Electric and Gas Assistance Fund (EAF & GAF)	2
Salvation Army - San Bernardino		9
Salvation Army - San Bernardino	Food Program	55
Salvation Army - San Bernardino	Shelter Program	106
Salvation Army-Victor Valley		13
Salvation Army-Victor Valley	Food Assistance	29
Salvation Army-Victor Valley	Motel Vouchers	13
Salvation Army-Victor Valley	Utility Assistance	146
Samaritan Counseling Center		1
Samaritan Counseling Center	Counseling	21
San Antonio Community Hospital	Healthy Beginnings Prenatal Program	1
San Antonio Community Hospital	Hospital Services	3
San Antonio Community Hospital	Urgent Care	3
San Bernardino City Unified School District		1
San Bernardino City Unified School District	Public Education	1
San Bernardino County Animal Care & Control		8
San Bernardino County Animal Care & Control	Animal Services	5
San Bernardino County Auditor-Controller/Recorder		2
San Bernardino County Auditor-Controller/Recorder	County Assessor	2

Referrals from 2-1-1 San Bernardino County

San Bernardino County Auditor-Controller/Recorder	Recorder/Clerk	10
San Bernardino County Department of Aging and Adult Services		9
San Bernardino County Department of Aging and Adult Services	Adult Protective Services	16
San Bernardino County Department of Aging and Adult Services	Family Caregiver Support Program	3
San Bernardino County Department of Aging and Adult Services	In Home Supportive Services	33
San Bernardino County Department of Aging and Adult Services	Long-Term Care Ombudsman Program	2
San Bernardino County Department of Aging and Adult Services	Multipurpose Senior Services Program	4
San Bernardino County Department of Aging and Adult Services	Senior Information and Assistance Program	8
San Bernardino County Department of Aging and Adult Services	Senior Nutrition Services	1
San Bernardino County Department of Aging and Adult Services	Senior Training and Employment Program	2
San Bernardino County Department of Behavioral Health		11
San Bernardino County Department of Behavioral Health	AB2034 Homeless Program	2
San Bernardino County Department of Behavioral Health	Agewise Program	1
San Bernardino County Department of Behavioral Health	Alcohol and Drug Services	11
San Bernardino County Department of Behavioral Health	Behavioral Health Resource Center Central Triage Services (After Hou	1
San Bernardino County Department of Behavioral Health	Centralized Children's Intensive Case Management Services	1
San Bernardino County Department of Behavioral Health	Children's Crisis Response Team	28
San Bernardino County Department of Behavioral Health	Clubhouse	1
San Bernardino County Department of Behavioral Health	Homeless Program	1
San Bernardino County Department of Behavioral Health	Housing Program	2
San Bernardino County Department of Behavioral Health	Juvenile Evaluation and Treatment Services	1
San Bernardino County Department of Behavioral Health	Outpatient Services	30
San Bernardino County Department of Behavioral Health	The Access Unit	27
San Bernardino County Department of Behavioral Health	Transitional Age Youth One Stop Center	9
San Bernardino County Department of Child Support Services		3
San Bernardino County Department of Child Support Services	Child Support Services	15
San Bernardino County Department of Children and Family Services		3
San Bernardino County Department of Children and Family Services	Adoption Assistance Program	3
San Bernardino County Department of Children and Family Services	Child Protective Hotline	18
San Bernardino County Department of Children and Family Services	Children Protective Services	1
San Bernardino County Department of Children and Family Services	Foster Care	3
San Bernardino County Department of Community Development and Housing		1
San Bernardino County Department of Community Development and Housing	Single Family Home Improvement Loan Program	1
San Bernardino County Department of Probation	Probation	4
San Bernardino County Department of Public Health		5
San Bernardino County Department of Public Health	AIDS Program	7
San Bernardino County Department of Public Health	California Children Services	1
San Bernardino County Department of Public Health	Comprehensive Prenatal Services Program	1
San Bernardino County Department of Public Health	Health Promotion and Education	3
San Bernardino County Department of Public Health	Hotline for Food-Nutrition Program	2
San Bernardino County Department of Public Health	Immunizations	12
San Bernardino County Department of Public Health	Prenatal Clinic	1
San Bernardino County Department of Public Health	Reproductive Health Centers	11
San Bernardino County Department of Public Health	Smile in Style	10
San Bernardino County Department of Public Health	Traffic S.A.F.E. Program	5
San Bernardino County Department of Public Health	Vector Control	1
San Bernardino County Department of Public Health	Women Infants and Children (WIC)	32
San Bernardino County Department of Veterans Affairs	Health Care	1
San Bernardino County Department of Veterans Affairs	VA Medical Center	1
San Bernardino County Department of Veterans Affairs	Veterans Claims Assistance	1
San Bernardino County Department of Veterans Affairs	Veterans Homes	1
San Bernardino County Fire Department	Hazardous Materials	1
San Bernardino County Land Use Services Department	Code Enforcement Division	2
San Bernardino County Office Of The Assessor		1
San Bernardino County Office Of The Assessor	San Bernardino County Fire Information	1
San Bernardino County Preschool Services Department		1
San Bernardino County Preschool Services Department	Head Start	4
San Bernardino County Preschool Services Department	Support Services	3
San Bernardino County Public Authority		1
San Bernardino County Public Authority	In-Home Supportive Services Registry	4
San Bernardino County Registrar of Voters	Voting Information	1
San Bernardino County Sheriffs Department		1
San Bernardino County Sheriffs Department	Detention Facilities	10
San Bernardino County Sheriffs Department	Juvenile Intervention Program JIP	4
San Bernardino County Sheriffs Department	Law Enforcement	11
San Bernardino County Sheriffs Department	Senior Volunteer Patrol (SVP)	1
San Bernardino County Superintendent of Schools		4
San Bernardino County Superintendent of Schools	Child Care Referral Services	11
San Bernardino County Superintendent of Schools	Desert Mountain SELPA Children's Center	3
San Bernardino County Superintendent of Schools	KidsNCare Resource and Referral Training Unit	2
San Bernardino County Superintendent of Schools	Subsidized Child Care	10
San Bernardino County Transitional Assistance Department	C4Yourself	3
San Bernardino County Transitional Assistance Department	CalWORKs Program	65

Referrals from 2-1-1 San Bernardino County

San Bernardino County Transitional Assistance Department	Cash Aid Program for Immigrants	5
San Bernardino County Transitional Assistance Department	Child Care Programs	1
San Bernardino County Transitional Assistance Department	Disaster Food Stamp Program	5
San Bernardino County Transitional Assistance Department	Food Stamp Program	102
San Bernardino County Transitional Assistance Department	Foster Care Program	2
San Bernardino County Transitional Assistance Department	Medi-Cal Program	66
San Bernardino County Transitional Assistance Department	The General Relief Program	6
San Bernardino County Workforce Development Department	Employment Resource Center	32
San Bernardino Family YMCA		2
San Bernardino Family YMCA	Afterschool Program	2
San Bernardino Police Department		1
San Bernardino Police Department	Police Department	5
San Bernardino Sexual Assault Services, Inc	Sexual Assault Program	4
Second Harvest Food Bank	Agency Food Distribution	2
Senior Companion Program		1
Set Free Christian Fellowship	Food Assistance	2
Set Free Christian Fellowship	Food Ministry	2
Shriners Hospitals for Children	Shriners Hospital for Children	1
Social Action Community Health System		16
Social Action Community Health System	Behavioral, Therapeutic and Dental Health Care	11
Social Action Community Health System	Primary Health Care	2
Social Security Administration	Social Security	13
Southern California Edison		4
Southern California Edison	Energy Management Assistance Program	1
Southern California Gas Company		1
Southern California Gas Company	Direct Assistance Program	2
Southwest Gas Company		2
Special Little Angels, Inc.	Little Angels	2
Special Little Angels, Inc.	Special Angels Elderly Residential Care	1
Springboard		1
Springboard	Consumer Credit Counseling	4
St. Bernardine Medical Center	Health Education Classes	1
St. Bernardine Medical Center	Hospital Services	3
St. John of God Health Care Services		15
St. John of God Health Care Services	Assistance Services	220
St. John of God Health Care Services	Community Recovery Center	2
St. John of God Health Care Services	Detox Center	14
St. John of God Health Care Services	Food Assistance	26
St. John of God Health Care Services	Residential Substance Abuse Treatment	3
St. John of God Health Care Services	Sober Living Homes	3
St. Johns Community Success Center	Standing Community Services	8
St. Mary Medical Center	Hospital Services	3
Starkey Hearing Foundation	Hear Now	2
State Bar of California	Attorney Information and Referral Service	1
Superior Court of California County of San Bernardino	Civil Court/ Unlawful Detainer	4
Superior Court of California County of San Bernardino	Criminal Court	4
Superior Court of California County of San Bernardino	Drug Court	1
Superior Court of California County of San Bernardino	Family Court	9
Superior Court of California County of San Bernardino	Juvenile Court	2
Superior Court of California County of San Bernardino	Probate Court	2
Superior Court of California County of San Bernardino	Traffic Court	3
Teen Challenge of Southern California		1
Teen Challenge of Southern California	Residential Substance Abuse Program	2
Teen Line	Teen Line	1
Telecare High Desert Crisis Walk-In Center		2
Telecare High Desert Crisis Walk-In Center	Crisis Walk-In Center	8
The 29 Palms Community Food Pantry & Outreach Ministries, Inc	Community Food Pantry	7
The Agape House		2
The Agape House	New Life Program	20
The Center, Inc.	On-line Support	1
The Community Counseling Center	General Counseling	4
The Sober Living Network	Internet Information and Referral Service	12
The Trevor Project	Trevor Helpline	1
The Unforgettables Foundation	Burial Assistance	2
The Way Station	Food Assistance	8
Time For Change Foundation		4
Time For Change Foundation	Sweet Dreams House	40
Training With Pay	Feed the Children of the Desert	2
Travelers Aid of the Inland Empire		1
Travelers Aid of the Inland Empire	Emergency Transportation and Referral Service	6
Travelers Aid of the Inland Empire	Emergency Travel Services	4
Tri-City Mental Health Center	Youth & Family Services	1
Tri-County Dental Society		1

Referrals from 2-1-1 San Bernardino County

Tri-County Dental Society	Dental Care Information and Referral	3
Tri-County Dental Society	Free Dental Work for Children	6
Twenty-nine Palms Armed Services YMCA MCAGCC	Bread Program	1
U.S. Citizenship and Immigration Services	Citizenship and Immigration Services	4
U.S. Department of Housing and Urban Development	Hope for Homeowners	4
U.S. Department of Housing and Urban Development	HUD	11
United States Department of Labor	Labor and Employment Law	1
United States Post Offices	Postal Services	1
Upland Animal Shelter	Education and Volunteering	1
Valley Fellowship - Seventh Day Adventist Church	Community Services	3
Valley Star Children and Family Services		1
Valley Star Children and Family Services	Mental Health Services	3
Victims of Crime Resource Center		1
Victims of Crime Resource Center	Resource Center	2
Victor Elementary School District		1
Victor Valley Community Dental Service	Dental Service Program	16
Victor Valley Community Hospital	Hospital Services	2
Victor Valley Community Services Council		1
Victor Valley Community Services Council	Alternative Sentencing Program	3
Victor Valley Domestic Violence	Domestic Violence Shelter	4
Victor Valley Domestic Violence	Referral Services for a "A Better Way"	3
Victor Valley Rescue Mission		3
Victor Valley Rescue Mission	Food Services & Clothing	45
Victor Valley Rescue Mission	Recovery Program	1
Victor Valley Transit Authority		2
Victor Valley Transit Authority	Direct Access	2
Victor Valley Transit Authority	Victor Valley Transit Authority	3
Victorville Senior Citizens Club	Senior Center	2
Villa de Ninos	Preschool	1
Visiting Nurse Association Of The Inland Counties		1
Visiting Nurse Association Of The Inland Counties	Hospice	1
Visiting Nurse Association Of The Inland Counties	Therapy Services	1
Vista Guidance Centers	Adolescent Anger Management	10
Vista Guidance Centers	Adolescent Outpatient Substance Abuse Treatment	1
Vista Guidance Centers	Adult Anger Management Services	4
Vista Guidance Centers	Adult Outpatient Substance Abuse Treatment	1
Vista Guidance Centers	Child Abuse Treatment	1
Vista Guidance Centers	Co-Occurring Mental Health and Substance Abuse Treatment Services	1
Vista Guidance Centers	Domestic Violence (Batterers Treatment Program)	3
Vista Guidance Centers	Mental Health Services	7
Vista Guidance Centers	Mental Health Services Club House	1
Vista Guidance Centers	Parenting Classes	3
Vista Guidance Centers	Recovery Center	1
Vista Guidance Centers	Youth Environmental Prevention Services	1
Vocational Improvement Program, Inc.	Direct Placement	1
Volunteer Center of Riverside County		1
Volunteer Center of Riverside County	2-1-1 Riverside County	122
Volunteer Income Tax Assistance (VITA)	VITA	2
Volunteers of America	Family Resource Center	3
West End Family Counseling	Mental Health and Counseling Services	7
Westside Community Service Center	Employment Assistance	2
Westside Community Service Center	Food Distributions	14
Westside Community Service Center	Homework Center	1
Westside Community Service Center	Rent Payment Assistance	18
WeTip		1
YMCA Of The East Valley		1
YMCA Of The East Valley	School-Age-Care	2
Young Visionaries Youth Leadership Academy		1
Young Visionaries Youth Leadership Academy	Forward Focus Leadership Program	1
Young Visionaries Youth Leadership Academy	Youth Employment Development Program	2
Young Visionaries Youth Leadership Academy	Youth Violence Prevention Program	2
Yucaipa Christian Church	Manna Food Cupboard	4
Yucaipa Valley Welfare, Inc		1
Yucaipa Valley Welfare, Inc	Clothing Program	2
Yucaipa Valley Welfare, Inc	Food Program	2
Yucaipa Valley Welfare, Inc	Medical Equipment Loans	1
Yucaipa-Calimesa Joint Unified School District		1

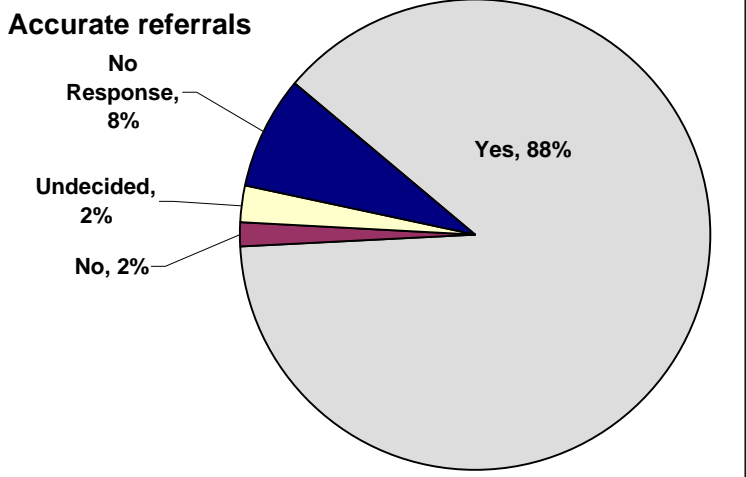
5,786

Callback Survey Responses

May 2009

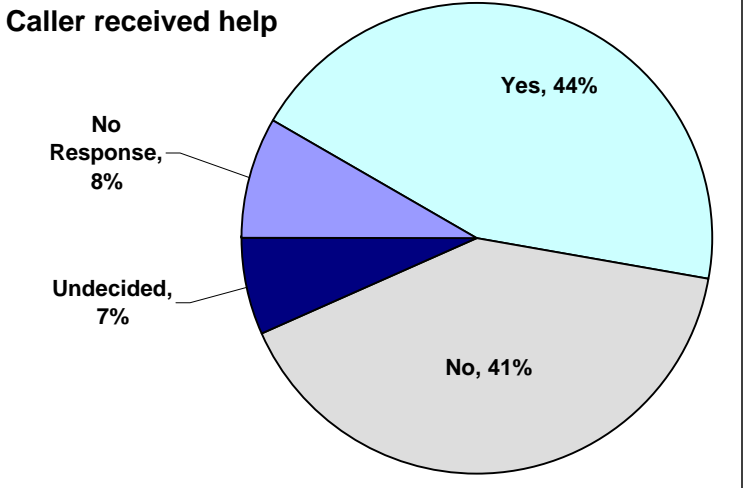
Total of 207 Respondents

Were the referral(s) accurate?	
Yes	88%
No	2%
Undecided	2%
No Response	8%



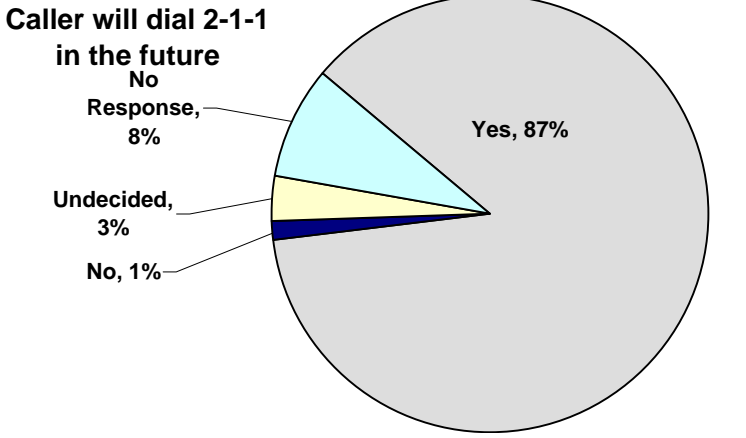
Did you contact the referral agency (ies)?	
Yes	84%
No	7%
Undecided	1%
No Response	8%

If yes, did you get the help you needed?	
Yes	44%
No	41%
Undecided	7%
No Response	8%



Was the information useful?	
Yes	85%
No	3%
Undecided	3%
No Response	8%

Will you call 2-1-1 in the future?	
Yes	87%
No	1%
Undecided	3%
No Response	8%



Are you a registered voter?	
Yes	57%
No	32%
Undecided	2%
No Response	9%