

211 San Bernardino County Call Statistics

Call Count By Answer Summary

November 2007

| # of children in household: | | | |
|------------------------------------|---------------|---------------|---------------|
| | Nov-07 | Oct-07 | Sep-07 |
| 0 | 1849 | 2885 | 1582 |
| 1 | 415 | 555 | 561 |
| 2 | 525 | 666 | 729 |
| 3 | 401 | 522 | 604 |
| 4 | 227 | 292 | 323 |
| 5 | 101 | 119 | 150 |
| 6 | 36 | 55 | 40 |
| 7 | 13 | 14 | 29 |
| 8 | 5 | 6 | 13 |
| 9 | 0 | 2 | 6 |
| More than 9 | 2 | 0 | 2 |
| Total | 1725 | 2231 | 2457 |

| # of children under 6: | | | |
|-------------------------------|---------------|---------------|---------------|
| | Nov-07 | Oct-07 | Sep-07 |
| 0 | 2633 | 3775 | 2502 |
| 1 | 502 | 733 | 830 |
| 2 | 301 | 424 | 511 |
| 3 | 109 | 141 | 162 |
| 4 | 20 | 38 | 26 |
| 5 | 8 | 3 | 7 |
| 6 | 1 | 1 | 1 |
| 7 | 0 | 1 | 0 |
| 8 | 0 | 0 | 0 |
| 9 | 0 | 0 | 0 |
| 9+ | 0 | 0 | 0 |
| Total F5 Calls | 941 | 1341 | 1537 |

| Consumer's Age: | | | |
|------------------------|---------------|---------------|---------------|
| | Nov-07 | Oct-07 | Sep-07 |
| 0-10 | 15 | 8 | 0 |
| 6-10 | 4 | 4 | 0 |
| 11-20 | 158 | 186 | 214 |
| 20-29 | 862 | 888 | 978 |
| 30-39 | 1053 | 1105 | 1173 |
| 40-49 | 661 | 636 | 695 |
| 50-59 | 316 | 364 | 349 |
| 60-65 | 104 | 105 | 140 |
| 65+ | 103 | 77 | 104 |
| Unknown | 68 | 77 | 104 |
| Total | 3276 | 3373 | 3653 |

| Gender of Consumer | | | |
|---------------------------|---------------|---------------|---------------|
| | Nov-07 | Oct-07 | Sep-07 |
| Male | 699 | 1266 | 751 |
| Female | 2843 | 3792 | 3245 |
| Other | 5 | 8 | 10 |
| Transgender | 0 | 1 | 0 |
| Unknown | 25 | 49 | 33 |
| Total | 3547 | 5067 | 4006 |

November 2007 Analysis

| Net totals | |
|---|-------------|
| Total # of November Calls ** | 3862 |
| (Total # of October Calls) | 5200 |
| (Total # of September Calls) | 3539 |
| 211 Database as of November 15, 2007 | |
| Agencies = 626 | |
| Programs = 1666 | |

** No longer includes hangups, wrong numbers, etc. Also, doesn't include most disaster related calls (Fires)

| | |
|---|-------------|
| Total # of children for Month | 4448 |
| Total # of previous month- Calls w/children | 2231 |
| Percentage of callers w/children | 58% |

339 additional November calls were hangup, wrong #, etc. 25 additional calls were disaster related.

First 5 Calls

| | |
|---|-------------|
| Total # First 5 Children represented | 1557 |
| Total # of November Calls ** | 3862 |
| Total # of First 5 Calls | 941 |
| Percentage of F5 calls | 24% |

Known Consumers Age - Percentages

| | |
|---------------|-----|
| 0-9 Years | 0% |
| 10-19 Years | 5% |
| 20-29 Years | 26% |
| 30-39 Years | 32% |
| 40-49 Years | 20% |
| 50-59 Years | 10% |
| 60-65 Years | 3% |
| Older than 65 | 3% |
| Unknown | 2% |

Caller Gender Percentages

| | |
|--------------------------------------|-----|
| Male | 18% |
| Female | 74% |
| Other | 0% |
| Transgender | 0% |
| % of Female callers from total known | 80% |

211 San Bernardino County Call Statistics

| How did you hear about us | | | |
|---------------------------|--------|--------|--------|
| | Nov-07 | Oct-07 | Sep-07 |
| Social Service Agency | 580 | 675 | 717 |
| Word of Mouth | 381 | 447 | 382 |
| Friend | 294 | 339 | 373 |
| Referral Card | 195 | 384 | 464 |
| County Agency | 185 | 153 | 95 |
| School | 111 | 125 | 212 |
| Church | 96 | 73 | 65 |
| Utility Company | 86 | 176 | 167 |
| Other | 85 | 136 | 282 |
| Resource List | 78 | 172 | 184 |
| Law Enforcement | 36 | 38 | 40 |
| Cable TV | 30 | 28 | 36 |
| Newspaper | 22 | 66 | 30 |
| Internet | 19 | 7 | 26 |
| Brochure | 18 | 9 | 8 |
| Phone Book | 15 | 25 | 27 |
| Family Doctor | 14 | 10 | 10 |
| Out of Town Infoline | 11 | 21 | 10 |
| Government Non-County | 10 | 7 | 12 |
| HR | 8 | 11 | 14 |
| Hospital | 7 | 12 | 13 |
| Radio | 5 | 12 | 6 |
| 411 | 3 | 2 | 4 |
| Out of Town Crisis Line | 1 | 1 | 1 |
| Magazine | 0 | 5 | 2 |

25%
17%
13%
9%
8%
5%
4%
4%
4%
3%
2%
1%
1%
1%
1%
1%
1%
1%
0%
0%
0%
0%
0%
0%
0%

| Race/Ethnicity | | | |
|--------------------------|-------------|-------------|-------------|
| | Nov-07 | Oct-07 | Sep-07 |
| White (Non-Hispanic) | 718 | 941 | 790 |
| Black (Non-Hispanic) | 627 | 842 | 950 |
| Hispanic/unk/mix | 469 | 718 | 960 |
| Mexican, Mex-Amer | 268 | 266 | 280 |
| Spanish/Cent/S Amer | 266 | 349 | 244 |
| Asian-Indian | 21 | 10 | 6 |
| Multi-race | 17 | 16 | 13 |
| Other | 12 | 22 | 24 |
| Samoan | 12 | 10 | 4 |
| Vietnamese | 12 | 7 | 8 |
| Declined to answer | 7 | 2 | 5 |
| Native American | 5 | 7 | 8 |
| Asia/unk/mix | 4 | 5 | 10 |
| Pacific Islander/unk/mix | 2 | 7 | 6 |
| Japanese | 2 | 2 | 0 |
| Korean | 2 | 1 | 3 |
| Puerto Rican | 2 | 1 | 3 |
| Cuban | 2 | 1 | 1 |
| Cambodian | 1 | 8 | 8 |
| Laotian | 1 | 1 | 0 |
| Filipino | 0 | 6 | 4 |
| Chinese | 0 | 2 | 0 |
| Hawaiian | 0 | 2 | 0 |
| Guamanian | 0 | 0 | 0 |
| Unknown | 1412 | 1974 | 212 |
| Total Known | 2450 | 3226 | 3327 |

| Race/Ethnicity Percentages | |
|----------------------------|------|
| White (Non-Hispanic) | 29% |
| Black (Non-Hispanic) | 26% |
| Hispanic/unk/mix | 19% |
| Mexican, Mex-Amer | 11% |
| Spanish/Cent/S Amer | 11% |
| Asian-Indian | 1% |
| Multi-race | 1% |
| Other | 0% |
| Samoan | 0% |
| Vietnamese | 0% |
| Declined to answer | 0% |
| Native American | 0% |
| Asia/unk/mix | 0% |
| Pacific Islander/unk/mix | 0% |
| Japanese | 0% |
| Korean | 0% |
| Puerto Rican | 0% |
| Cuban | 0% |
| Cambodian | 0% |
| Laotian | 0% |
| Filipino | 0% |
| Chinese | 0% |
| Hawaiian | 0% |
| Guamanian | 0% |
| Unknown | 1412 |

211 San Bernardino County Call Statistics

| | | | | |
|---------------------------------|---|----|---|----|
| Social Security | 4 | 3 | 5 | 0% |
| Courts/Probation System | 3 | 9 | 6 | 0% |
| Unemployment/State Disability | 3 | 7 | 4 | 0% |
| Immigration/Citizenship | 3 | 4 | 1 | 0% |
| Developmental Assessment | 3 | 2 | 2 | 0% |
| Domestic Violence | 2 | 2 | 3 | 0% |
| Child Passenger Safety/Seats | 2 | 1 | 0 | 0% |
| Adoption/Foster Care | 1 | 11 | 3 | 0% |
| Animal Services | 1 | 3 | 2 | 0% |
| Licenses and Certificates | 1 | 2 | 2 | 0% |
| Paternity/Drug Testing | 1 | 2 | 1 | 0% |
| Library Services | 1 | 2 | 0 | 0% |
| Mentoring Programs | 1 | 1 | 4 | 0% |
| Business License | 1 | 0 | 2 | 0% |
| Medi-Cal/Medicare | 0 | 11 | 2 | 0% |
| Labor Board/Fair Employment | 0 | 5 | 2 | 0% |
| School Readiness | 0 | 2 | 2 | 0% |
| Tutoring | 0 | 1 | 4 | 0% |
| After School Programs | 0 | 1 | 4 | 0% |
| Restraining Orders | 0 | 1 | 3 | 0% |
| Credit Counseling | 0 | 1 | 2 | 0% |
| Tax Assistance | 0 | 1 | 0 | 0% |
| Emancipation Services | 0 | 1 | 0 | 0% |
| Social Security | 0 | 0 | 2 | 0% |
| Child Abuse | 0 | 0 | 2 | 0% |
| Counseling | 0 | 0 | 2 | 0% |
| Elder Abuse | 0 | 0 | 0 | 0% |
| Homeless Student Transportation | 0 | 0 | 0 | 0% |
| Safely Surrender Baby | 0 | 0 | 0 | 0% |
| Veterans Benefits | 0 | 0 | 0 | 0% |

2997

| Calls per City | | | | |
|----------------|--------|--------|--------|----|
| | Nov-07 | Oct-07 | Sep-07 | |
| Adelanto | 28 | 78 | 59 | 1% |
| Alta Loma | 13 | 28 | 25 | 1% |
| Apple Valley | 93 | 138 | 140 | 5% |
| Barstow | 40 | 44 | 58 | 2% |
| Big Bear City | 1 | 3 | 4 | 0% |
| Big Bear Lake | 3 | 10 | 2 | 0% |
| Big River | 0 | 0 | 2 | 0% |
| Bloomington | 9 | 25 | 22 | 0% |
| Blue Jay | 1 | 2 | 2 | 0% |
| Calimesa | 0 | 3 | 0 | 0% |
| Cedar Glen | 1 | 2 | 4 | 0% |
| Chino | 46 | 41 | 57 | 2% |
| Chino Hills | 13 | 14 | 12 | 1% |
| Claremont | 3 | 1 | 2 | 0% |
| Colton | 39 | 61 | 40 | 2% |
| Crestline | 9 | 12 | 5 | 0% |
| Daggett | 0 | 1 | 2 | 0% |
| Fontana | 167 | 246 | 268 | 9% |
| Fort Irwin | 0 | 9 | 7 | 0% |
| Grand Terrace | 13 | 8 | 9 | 1% |
| Helendale | 5 | 9 | 6 | 0% |
| Hesperia | 106 | 112 | 153 | 6% |
| Highland | 48 | 48 | 67 | 3% |
| Hinkley | 0 | 3 | 2 | 0% |
| Joshua Tree | 4 | 2 | 10 | 0% |
| La Verne | 2 | 0 | 1 | 0% |
| Lake Arrowhead | 9 | 27 | 3 | 0% |
| Landers | 0 | 1 | 4 | 0% |
| Loma Linda | 7 | 13 | 4 | 0% |

211 San Bernardino County Call Statistics

| | | | | |
|-----------------------|-----|-----|-----|-----|
| Lucerne Valley | 5 | 14 | 11 | 0% |
| Lytle Creek | 0 | 1 | 0 | 0% |
| Mentone | 6 | 8 | 2 | 0% |
| Montclair | 26 | 33 | 27 | 1% |
| Morongo | 0 | 1 | 0 | 0% |
| Needles | 2 | 1 | 3 | 0% |
| Newberry Springs | 0 | 2 | 0 | 0% |
| Ontario | 171 | 159 | 267 | 9% |
| Oro Grande | 0 | 2 | 0 | 0% |
| Phelan | 5 | 13 | 13 | 0% |
| Pinon Hills | 3 | 2 | 1 | 0% |
| Pomona (City) | 16 | 10 | 24 | 1% |
| Rancho Cucamonga | 72 | 102 | 127 | 4% |
| Redlands | 51 | 51 | 54 | 3% |
| Rialto | 108 | 140 | 131 | 6% |
| Running Springs | 27 | 17 | 5 | 1% |
| San Bernardino (City) | 436 | 581 | 616 | 23% |
| Trona | 0 | 1 | 2 | 0% |
| Twenty-Nine Palms | 4 | 15 | 9 | 0% |
| Unincorporated Areas | 1 | 50 | 46 | 0% |
| Upland | 79 | 79 | 105 | 4% |
| Victorville | 191 | 280 | 272 | 10% |
| Yermo | 1 | 0 | 0 | 0% |
| Yucaipa | 15 | 37 | 23 | 1% |
| Yucca Valley | 5 | 9 | 15 | 0% |

| Is this your first time calling 211? | | | |
|--------------------------------------|------|------|------|
| No | 1974 | 3023 | 1955 |
| Yes | 1600 | 2093 | 2084 |

55%
45%

| Annual Estimated Income? | | | |
|--------------------------|--------|--------|--------|
| | Oct-07 | Sep-07 | Aug-07 |
| Declined to state | 2335 | 3351 | 1957 |
| \$0 to \$9,999 | 474 | 680 | 842 |
| \$10,000 to \$19,999 | 499 | 798 | 894 |
| \$20,000 to \$29,999 | 199 | 213 | 243 |
| \$30,000 to \$39,999 | 53 | 48 | 58 |
| \$40,000 to \$49,999 | 12 | 15 | 10 |
| \$50,000 to \$59,999 | 2 | 3 | 10 |
| \$60,000 to \$69,999 | 0 | 4 | 3 |
| \$70,000 to \$79,999 | 0 | 3 | 0 |
| \$80,000 + | 0 | 1 | 1 |

211 San Bernardino County Call Statistics

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2-1-1 San Bernardino County Referral Totals

| Agency Name | Nov-07 | Oct-07 | Sep-07 |
|--|--------|--------|--------|
| 211 Los Angeles | 75 | 59 | 87 |
| 211 Orange | 5 | 7 | 5 |
| 211 Riverside | 58 | 54 | 44 |
| 211 San Diego | 5 | 2 | 1 |
| 211 San Francisco | 1 | 1 | 0 |
| 211 Santa Barbara | 1 | 0 | 0 |
| Adventist Community Team Services | 7 | 2 | 1 |
| Alcoholics Anonymous | 3 | 8 | 5 |
| Aletheian Christian Foundation | 292 | 311 | 267 |
| Alternate Avenues Women's Resource Center | 2 | 4 | 2 |
| Alzheimer's Association Help Line | 1 | 0 | 0 |
| American Lung Association | 1 | 3 | 1 |
| American Red Cross - Inland Empire | 7 | 3 | 2 |
| American Social Health Association | 1 | 0 | 0 |
| Arrowhead Regional Medical Center | 28 | 48 | 26 |
| Assistance League of San Bernardino | 3 | 4 | 13 |
| Barstow Humane Society | 1 | 1 | 0 |
| Barstow Senior Center | 1 | 1 | 2 |
| Bilingual Family Counseling Service, Inc. | 32 | 38 | 53 |
| Blood Bank of San Bernardino and Riverside Counties | 1 | 0 | 1 |
| Boys & Girls Club of Pomona Valley | 1 | 1 | 0 |
| Bread of Life Mission Ministry | 1 | 0 | 1 |
| Building a Generation | 7 | 4 | 11 |
| California Coalition for Youth | 2 | 3 | 0 |
| California Conservation Corps | 1 | 0 | 0 |
| California Department of Aging | 1 | 0 | 0 |
| California Department of Consumer Affairs | 4 | 2 | 3 |
| California Department of Fair Employment and Housing | 1 | 6 | 2 |
| California Department of Labor | 2 | 3 | 2 |
| California Department of Motor Vehicles | 5 | 1 | 3 |
| California Department of Social Services | 1 | 1 | 0 |
| California State University San Bernardino | 17 | 7 | 21 |
| Call for Life Pregnancy Help Center | 9 | 16 | 8 |
| Caring for the Hills | 34 | 8 | 8 |
| Carpenter's House | 89 | 123 | 110 |
| Cars 4 Causes | 1 | 0 | 1 |
| Casa Colina Centers for Rehabilitation | 3 | 0 | 9 |
| Casa de San Bernardino | 4 | 4 | 3 |
| Catholic Charities - Pomona Service Center | 102 | 155 | 158 |
| Catholic Charities of San Bernardino/Riverside | 926 | 1244 | 1368 |
| Cedar House Rehabilitation Center | 14 | 13 | 21 |
| Center on Deafness Inland Empire | 2 | 1 | 2 |
| Central City Lutheran Mission | 52 | 27 | 44 |
| Children's Network of San Bernardino County | 1 | 0 | 1 |
| Chino Neighborhood House | 17 | 16 | 17 |
| Chino Valley TYKES | 1 | 0 | 3 |
| Christian Counseling Service of the East Valley | 11 | 10 | 12 |
| Church of the Valley | 60 | 96 | 123 |
| Circle of Hope | 72 | 83 | 62 |
| City of Adelanto | 1 | 1 | 0 |
| City of Chino | 3 | 4 | 4 |
| City of Colton | 7 | 4 | 4 |
| City of Fontana Police Department | 16 | 2 | 2 |
| City of Montclair- Human Services Division | 24 | 27 | 48 |
| City of Ontario Fire Department | 1 | 0 | 0 |
| City of Ontario-Senior Center | 2 | 2 | 7 |
| City of Redlands | 1 | 1 | 0 |
| City of San Bernardino | 5 | 3 | 3 |
| City of Upland | 1 | 1 | 0 |
| City of Victorville | 2 | 1 | 1 |

2-1-1 San Bernardino County Referral Totals

| | | | |
|--|-----|-----|-----|
| Clear View Treatment Center | 2 | 3 | 11 |
| Colton Joint Unified School District | 1 | 0 | 0 |
| Colton-Redlands-Yucaipa ROP | 1 | 2 | 4 |
| Community Action Partnership of San Bernardino County | 535 | 912 | 959 |
| Community Assistance Program | 3 | 1 | 116 |
| Community Health Systems, Inc. | 25 | 43 | 52 |
| Community Hospital of San Bernardino | 42 | 60 | 71 |
| County of San Bernardino Solid Waste Management Division | 1 | 0 | 0 |
| CRC Health Corporation | 12 | 13 | 9 |
| Crosslight/El Faro Family Ministries | 13 | 5 | 17 |
| Denti-Cal Referral Line | 4 | 6 | 2 |
| Department of Rehabilitation Inland Empire District | 1 | 8 | 28 |
| Depression and Bipolar Support Alliance | 1 | 1 | 3 |
| Desert Manna Ministries | 47 | 68 | 78 |
| Desert Sanctuary, Inc. | 37 | 38 | 51 |
| Diocese Of San Bernardino | 8 | 0 | 0 |
| DOVES of Big Bear Valley, Inc. | 4 | 6 | 1 |
| Drug Alternative Program | 8 | 5 | 2 |
| East Valley Community Health Center, Inc. | 8 | 8 | 14 |
| Ecclesia Christian Fellowship | 12 | 5 | 0 |
| Echos of Faith World Outreach Ministries | 52 | 0 | 0 |
| Employment Development Department | 52 | 98 | 128 |
| Environmental Protection Agency | 2 | 0 | 0 |
| Equal Employment Opportunity Commission | 1 | 2 | 3 |
| Faith Community Church | 30 | 1 | 0 |
| Faith Lutheran Church | 2 | 3 | 1 |
| Families and Friends of Murder Victims | 1 | 0 | 0 |
| Family Advocate Services | 1 | 11 | 0 |
| Family Service Agency of San Bernardino | 55 | 43 | 65 |
| Family Service Association of Redlands | 77 | 76 | 86 |
| Federal Emergency Management Agency FEMA | 4 | 3 | 0 |
| Firm 5 Commission of San Bernardino County | 7 | 5 | 12 |
| First Chance/Y-CHOW, Inc. | 10 | 14 | 13 |
| Fontana Police Department | 7 | 0 | 0 |
| Fontana Unified School District | 1 | 1 | 2 |
| Foothill Family Shelter | 47 | 59 | 59 |
| Frazer Community Center | 121 | 153 | 167 |
| G.A.P. Food Bank | 10 | 42 | 117 |
| Gift Ministries | 13 | 30 | 26 |
| Goodwill Southern California | 7 | 16 | 27 |
| Gospel Shelter for Women | 4 | 4 | 26 |
| Habitat For Humanity, San Bernardino Area, Inc. | 1 | 0 | 1 |
| Hands On Inland Empire | 2 | 1 | 0 |
| Healthy Families | 3 | 6 | 6 |
| Helping Mountain Hearts and Homes | 1 | 0 | 0 |
| Helping Out Pets Everyday | 1 | 0 | 0 |
| High Desert Child Adolescent & Family Services Center | 4 | 2 | 4 |
| High Desert Community Foundation | 1 | 0 | 0 |
| High Desert Domestic Violence Program, Inc. | 4 | 14 | 4 |
| High Desert Homeless Services, Inc | 22 | 43 | 27 |
| High Desert New Beginnings, Inc. | 1 | 1 | 0 |
| Higher Ground Christian Intervention Program | 4 | 7 | 0 |
| His Hands Ministry | 38 | 39 | 71 |
| House of Ruth, Inc. | 12 | 24 | 26 |
| Housing and Urban Development Department | 1 | 2 | 9 |
| Hutton Community Center | 21 | 0 | 0 |
| Inland Agency | 8 | 9 | 3 |
| Inland AIDS Project | 4 | 5 | 3 |
| Inland Caregivers Resource Center | 4 | 3 | 6 |
| Inland Empire Health Plan | 7 | 11 | 11 |
| Inland Fair Housing and Mediation Board | 29 | 35 | 42 |
| Inland Hospice Association | 2 | 1 | 0 |

2-1-1 San Bernardino County Referral Totals

| | | | |
|--|-----|-----|-----|
| Inland Regional Center | 6 | 8 | 3 |
| Inland Temporary Homes | 62 | 71 | 58 |
| Inland Valley Council of Churches | 304 | 336 | 462 |
| Inland Valley Recovery Services | 10 | 8 | 15 |
| Inland Valleys Justice Center | 4 | 10 | 18 |
| Jericho Outreach, Inc. | 4 | 8 | 6 |
| Job Corps | 2 | 7 | 12 |
| Josephine Knopf Senior Center | 1 | 0 | 4 |
| Kaiser Permanente Medical Center | 3 | 4 | 0 |
| Kids Come First Community Clinic | 3 | 4 | 5 |
| Kids Turf Day Care Center | 7 | 7 | 10 |
| La Salle Medical Associates | 3 | 15 | 23 |
| La Vista | 3 | 0 | 7 |
| Legal Aid Society of San Bernardino | 31 | 46 | 56 |
| Libreria del Pueblo, Inc. | 11 | 12 | 13 |
| Loma Linda Marriage & Family Therapy Clinic | 6 | 5 | 10 |
| Loma Linda University Medical Center | 1 | 1 | 1 |
| Loma Linda University Psychology Department | 2 | 0 | 0 |
| Loveland Jubilee Pantry | 93 | 117 | 86 |
| Loving Hearts International | 46 | 90 | 75 |
| Lucerne Valley Counseling and Barstow Counseling | 2 | 0 | 4 |
| Lucerne Valley Domestic Violence Outreach | 3 | 1 | 0 |
| Lutheran Social Services of Southern California | 2 | 6 | 8 |
| Lutheran Social Services of the Southwest | 1 | 0 | 0 |
| Luvlee's Residential Care Transitional Housing | 4 | 4 | 5 |
| Making a Difference Support Services | 1 | 7 | 1 |
| Mary's Mercy Center, Inc. | 145 | 199 | 150 |
| Medical Board of California | 1 | 0 | 0 |
| Mental Health Systems, Inc. | 5 | 2 | 6 |
| Mercy House | 121 | 129 | 182 |
| Merrill Community Services, Inc. | 2 | 1 | 1 |
| Mexican Consulate General | 1 | 0 | 0 |
| Morongo Basin Unity Home, Inc. | 1 | 2 | 4 |
| Morongo Unified School District | 1 | 0 | 0 |
| Moses House Ministries | 45 | 67 | 54 |
| Mountain Community Hospital | 2 | 1 | 2 |
| Mountain View Child Care, Inc. | 1 | 3 | 1 |
| Mountain View Community Church | 40 | 4 | 5 |
| Narcotics Anonymous | 3 | 2 | 3 |
| National Alliance for Hispanic Health | 2 | 2 | 0 |
| National Community Renaissance | 45 | 81 | 131 |
| National Domestic Violence Hotline | 6 | 2 | 3 |
| National Health Information Center | 2 | 3 | 2 |
| National Legal Studies Institute & Legal Center | 2 | 2 | 2 |
| National Runaway Switchboard | 2 | 3 | 0 |
| National Suicide Prevention Lifeline | 3 | 1 | 3 |
| Neighborhood Housing Services of the Inland Empire, Inc. | 4 | 9 | 17 |
| New Hope Christian Fellowship | 1 | 1 | 2 |
| New Hope Village, Inc. | 1 | 1 | 2 |
| Northtown Housing Development Corp. | 17 | 14 | 44 |
| Oldtimers Foundation | 11 | 11 | 18 |
| Omnitrans | 1 | 10 | 5 |
| OPARC | 1 | 1 | 0 |
| Operation Provider | 8 | 10 | 9 |
| Option House, Inc. | 15 | 18 | 15 |
| Our Lady of Hope | 79 | 97 | 59 |
| Our Lady of Mt. Carmel Church | 8 | 0 | 1 |
| Our Lady of the Desert | 43 | 72 | 72 |
| Overeaters Anonymous | 1 | 0 | 0 |
| Pacific Clinics | 1 | 0 | 2 |
| Pacific Lifeline | 30 | 16 | 26 |
| Para Los Niños | 50 | 45 | 82 |

2-1-1 San Bernardino County Referral Totals

| | | | |
|---|-----|-----|-----|
| Partnership for Prescription Assistance | 8 | 7 | 11 |
| People's Choice, Inc. | 5 | 2 | 2 |
| Planned Parenthood of Orange and San Bernardino Counties | 7 | 7 | 11 |
| Pomona Valley Workshop | 2 | 1 | 2 |
| Prison to Peace Outreach | 4 | 0 | 5 |
| Project Cuidar-SB | 2 | 5 | 6 |
| Project Sister Sexual Assault Crisis and Prevention Services | 2 | 0 | 0 |
| Provisional Accelerated Learning (PAL) Center | 2 | 9 | 7 |
| Public Health Service Bureau | 1 | 1 | 0 |
| Rancho Cucamonga Public Library | 1 | 1 | 5 |
| Reach Out Morongo Basin | 4 | 10 | 4 |
| Reach Out West End | 1 | 5 | 0 |
| REACH-St. Catherine of Siena | 14 | 31 | 14 |
| Rebuilding Mountain Hearts & Lives | 6 | 0 | 0 |
| Redlands Day Nursery | 1 | 2 | 2 |
| Rim Family Services, Inc. | 1 | 0 | 0 |
| Rolling Start, Inc. | 5 | 8 | 7 |
| Rose of Sharon Life Center | 12 | 19 | 14 |
| Running Springs Assembly of God | 6 | 3 | 0 |
| Rx Help For Californians | 9 | 6 | 6 |
| Salvation Army - Ontario | 205 | 218 | 304 |
| Salvation Army - Pomona | 1 | 8 | 4 |
| Salvation Army - Redlands | 64 | 99 | 56 |
| Salvation Army - San Bernardino | 162 | 160 | 141 |
| Salvation Army Service Extension | 6 | 9 | 13 |
| Salvation Army-Victor Valley | 312 | 391 | 479 |
| San Antonio Community Hospital | 2 | 4 | 1 |
| San Bernardino City Unified School District | 2 | 2 | 1 |
| San Bernardino County Animal Care & Control | 3 | 2 | 1 |
| San Bernardino County Auditor-Controller/Recorder | 4 | 0 | 5 |
| San Bernardino County Department of Aging and Adult Services | 32 | 50 | 60 |
| San Bernardino County Department of Behavioral Health | 51 | 65 | 70 |
| San Bernardino County Department of Child Support Services | 1 | 4 | 14 |
| San Bernardino County Department of Childrens Services | 5 | 16 | 10 |
| San Bernardino County Department of Community Development and Housing | 4 | 2 | 3 |
| San Bernardino County Department of Probation | 3 | 0 | 1 |
| San Bernardino County Department of Public Health | 39 | 44 | 46 |
| San Bernardino County Department of Veterans Affairs | 3 | 0 | 1 |
| San Bernardino County District Attorney | 3 | 2 | 6 |
| San Bernardino County Housing Authority | 49 | 90 | 132 |
| San Bernardino County Library | 3 | 1 | 1 |
| San Bernardino County Office Of The Assessor | 2 | 0 | 0 |
| San Bernardino County Preschool Services Department | 3 | 1 | 1 |
| San Bernardino County Sheriff's Department | 4 | 9 | 3 |
| San Bernardino County Superintendent of Schools KidsNCare | 12 | 27 | 38 |
| San Bernardino County Transitional Assistance Department | 77 | 116 | 112 |
| San Bernardino County Workforce Development Department | 3 | 1 | 6 |
| San Bernardino Sexual Assault Services, Inc | 3 | 2 | 3 |
| Santa Claus Incorporated | 37 | 0 | 1 |
| Set Free Christian Fellowship | 79 | 5 | 2 |
| Shepherd's Closet | 3 | 1 | 2 |
| Social Action Community Health System (SACHS) | 20 | 26 | 37 |
| Social Security Administration | 5 | 8 | 8 |
| Somebody Cares Southland | 1 | 0 | 0 |
| Southern California Edison | 3 | 7 | 6 |
| Southern California Gas Company | 8 | 0 | 1 |
| Southwest Gas Company | 1 | 2 | 6 |
| St. Bernardine Medical Center | 2 | 3 | 0 |
| St. John of God Health Care Services | 216 | 302 | 361 |
| St. John's Community Success Center | 10 | 19 | 17 |
| St. Mary Medical Center | 1 | 2 | 2 |
| Superior Court of California, County of San Bernardino | 9 | 19 | 16 |

2-1-1 San Bernardino County Referral Totals

| | | | |
|---|-----|-----|-----|
| Team of Advocates for Special Kids | 2 | 4 | 3 |
| Teen Line | 3 | 1 | 2 |
| The Agape House | 12 | 11 | 10 |
| The Community Counseling Center | 8 | 14 | 15 |
| The Restorative Justice Center of The Inland Empire | 2 | 2 | 0 |
| The Unforgettables Foundation | 4 | 1 | 5 |
| The Way Station | 4 | 1 | 2 |
| Time For Change Foundation | 32 | 26 | 22 |
| Touched Ones United Creating Hope, Inc. | 1 | 2 | 4 |
| Town of Apple Valley Fire Protection District | 1 | 0 | 1 |
| Toys for Tots | 43 | 1 | 0 |
| Travelers Aid of the Inland Empire | 1 | 3 | 2 |
| Tri-City Mental Health Center | 2 | 0 | 0 |
| Tri-County Dental Society | 12 | 16 | 34 |
| United States Environmental Protection Agency | 1 | 0 | 0 |
| United Way - Inland Empire United Way | 9 | 3 | 5 |
| United Way - Mojave Valley United Fund, Inc. | 1 | 0 | 0 |
| Valley Star Children and Family Services | 1 | 1 | 2 |
| Victims of Crime Resource Center | 6 | 1 | 2 |
| Victor Valley Community Dental Service | 7 | 17 | 22 |
| Victor Valley Community Hospital | 1 | 0 | 1 |
| Victor Valley Domestic Violence | 6 | 6 | 9 |
| Victor Valley Rescue Mission | 12 | 0 | 0 |
| Victor Valley Transit Authority | 2 | 7 | 8 |
| Villa de Ninos | 3 | 3 | 2 |
| Vision of Hope Foundation | 12 | 8 | 5 |
| Visiting Nurse Association of the Inland Counties | 1 | 1 | 0 |
| Vista Guidance Centers | 14 | 15 | 22 |
| Volunteers of America | 3 | 8 | 4 |
| Way World Outreach Ministry | 16 | 0 | 1 |
| West End Family Counseling | 8 | 6 | 6 |
| Westside Community Services Center | 175 | 157 | 227 |
| YMCA - Pomona Valley | 1 | 0 | 1 |
| YMCA - West End | 2 | 0 | 5 |
| Young Visionaries Youth Leadership Academy | 14 | 1 | 3 |
| Yucaipa Christian Church | 4 | 2 | 2 |
| Yucaipa Valley Welfare, Inc | 3 | 5 | 4 |

Report: Queue Group Performance by Day of Week

Site: Inland Empire United Way 211

Date range: 11/1/2007 - 11/30/2007 12:00 AM - 12:00 AM

Device: 005 - All SB QG's

Created on: 12/14/2007

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 | 201 | 174 | 12 | 22 | 5 | 1 | 1 | 174 | 0 | 0 | 0 | 0:00:27 | 0:01:06 | 0:01:00 | 9:08:13 | 0:03:09 | 10.9 | 96.0 | 86.6 |
| Monday | 1208 | 1044 | 32 | 101 | 63 | 38 | 1 | 1044 | 0 | 0 | 0 | 0:00:37 | 0:01:41 | 0:01:09 | 57:49:15 | 0:03:19 | 8.4 | 94.1 | 86.4 |
| Tuesday | 1134 | 983 | 26 | 89 | 62 | 27 | 2 | 982 | 1 | 0 | 0 | 0:00:38 | 0:01:34 | 0:01:20 | 60:12:48 | 0:03:40 | 7.8 | 93.2 | 86.7 |
| Wednesday | 1048 | 909 | 32 | 83 | 56 | 23 | 0 | 909 | 0 | 0 | 0 | 0:00:38 | 0:01:38 | 0:01:25 | 58:05:14 | 0:03:50 | 7.9 | 93.4 | 86.7 |
| Thursday | 1216 | 1148 | 34 | 45 | 23 | 30 | 3 | 1148 | 0 | 0 | 0 | 0:00:18 | 0:01:30 | 0:01:34 | 62:46:00 | 0:03:16 | 3.7 | 98.1 | 94.4 |
| Friday | 1054 | 948 | 35 | 67 | 39 | 23 | 1 | 948 | 0 | 0 | 0 | 0:00:30 | 0:01:38 | 0:01:27 | 50:37:01 | 0:03:12 | 6.4 | 94.6 | 89.9 |
| Saturday | 276 | 226 | 15 | 43 | 7 | 6 | 4 | 226 | 0 | 0 | 0 | 0:00:22 | 0:02:23 | 0:01:06 | 14:34:21 | 0:03:52 | 15.6 | 93.8 | 81.9 |
| Total | 6137 | 5432 | 186 | 450 | 255 | 148 | 12 | 5431 | 1 | 0 | 0 | 0:00:32 | 0:01:40 | 0:01:20 | 313:12:52 | 0:03:28 | 7.3 | 94.8 | 88.5 |

2-1-1 San Bernardino Callback Survey Responses

September - November 2007

Total of 378 Respondents

| | | | |
|---|---------------|----------------------|-----------------------|
| Were the referral(s) you received accurate? | | | |
| YES 96% | NO 2% | UNDECIDED 2% | NO RESPONSE 0% |
| Did you contact the referral agency (ies)? | | | |
| YES 89% | NO 8% | UNDECIDED 3% | NO RESPONSE 0% |
| If yes, did you get the help you needed? | | | |
| YES 47% | NO 38% | UNDECIDED 14% | NO RESPONSE 1% |
| Was the information you received from United Way 2-1-1 useful? | | | |
| YES 86% | NO 7% | UNDECIDED 7% | NO RESPONSE 0% |
| Will you call United Way 2-1-1 in the future? | | | |
| YES 86% | NO 5% | UNDECIDED 9% | NO RESPONSE 0% |
| Are you a registered voter? | | | |
| YES 56% | NO 37% | UNDECIDED 2% | NO RESPONSE 6% |