



November 2008
2-1-1 San Bernardino County Statistical Update

2-1-1 San Bernardino County Statistical Update for November 2008



Monthly Report

This is the monthly report for 2-1-1 San Bernardino County. The January report, covering October - December, will be a more in-depth quarterly report.

2-1-1 News Items

Annual Updates

We will be sending out the annual update forms, including all current information for agencies to correct, add to, and sign off on. Non-profit agencies that return their information within the designated period will receive a discount on the 2009 Blue Book Directory.

2-1-1 Advisory Committee Meeting

The next meeting of the 2-1-1 Advisory Committee will be held at 9am at the 2-1-1 Call Center in Rancho Cucamonga on the 29th of January 2009.

Brief 2-1-1 Call Center Monthly Data Analysis

Calls to 2-1-1 decreased in November, typical for this time of year, with holidays. Callers with children increased from 42% to 46% and the children tended to be older, holding the First 5 callers to just under 25%. The percentage of callers age 21 to 39 has increased, more of them are female, and people calling on their own behalf increased from 93% to 95%.

The percentage of callers on unemployment and social security has increased both by 1% and the percentage of callers on TANF (temporary aid to needy families) increased by 3% in November. 20% of callers now indicate a dependency on public transportation, up from 17%.

There were 255 calls from people looking for Holiday Programs. Many of these calls occurred on the day before Thanksgiving, when most programs were already at their limit. Likewise, calls from people wishing to donate were up dramatically.

The Freeway Complex Fires, which threatened Chino Hills, generated 65 calls from people looking for the latest status including evacuation and shelter information and another 8 calls from people wishing to donate to the fire survivors. This was also the first time that 2-1-1 received information directly from a city emergency services. The City of Chino Hills, wishing to make sure their residents had a quick and easy way to obtain critical information, began including 2-1-1 in their event updates.

Until next month, have a terrific Holiday Season!

Thanks to 2-1-1 funding partners:

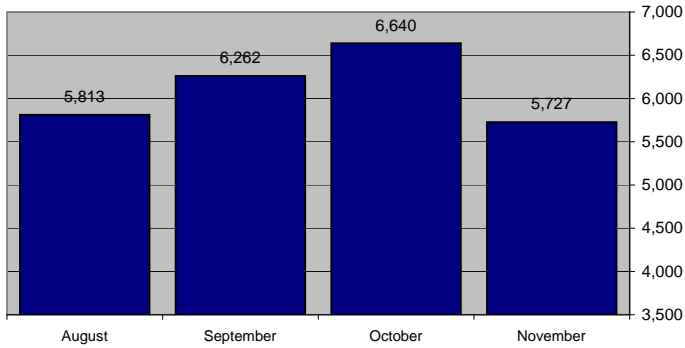


Other support from:

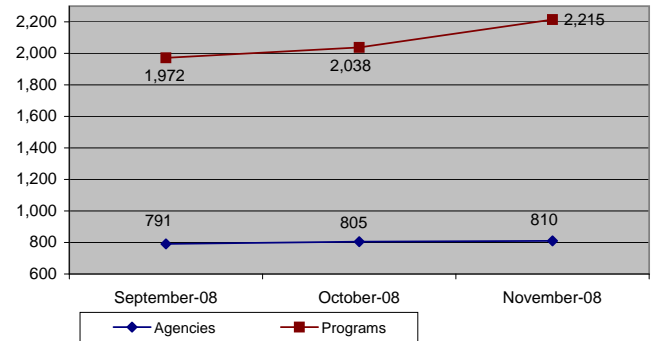
2-1-1 San Bernardino County

November 2008 Data Analysis

Total number of documented calls



2-1-1 database totals



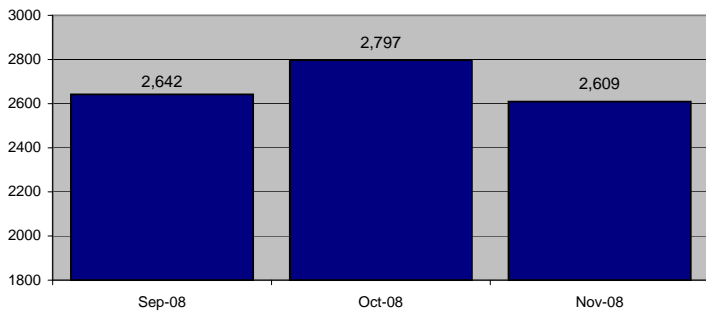
Total number of documented calls**

Month	Total number of documented calls**
November	5,727
October	6,640
September	6,262
August	5,813

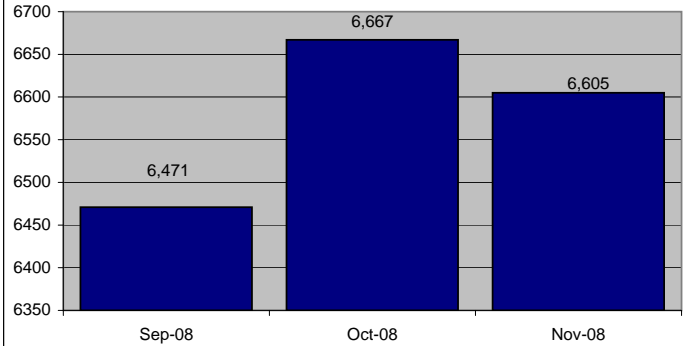
** No longer includes hangups, wrong numbers, internal, etc.

Agencies	Database totals	Programs
810	Nov-08	2,215
805	Oct-08	2,038
791	Sep-08	1,972

Total # of callers with children in the households



Total number of children involved



Call totals per # of children in household:

	Nov-08	Oct-08	Sep-08
0 or unknown	3,118	3841	3620
1	683	832	737
2	805	900	860
3	558	567	541
4	328	293	266
5	136	123	152
6	66	46	54
7	21	23	19
8	7	8	10
9	3	4	0
More than 9	2	1	3
Total	2609	2797	2642

Total Number of Children

Month	Total Number of Children
Nov-08	6605
Oct-08	6667
Sep-08	6471
Percentage of callers w/children	46%

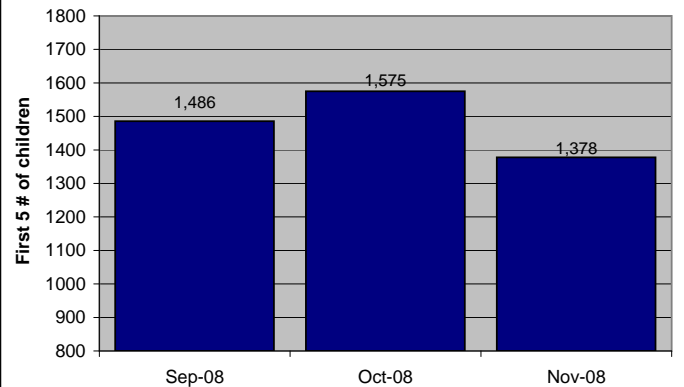
First 5 Calls

Total # First 5 Children represented	2260
Total number of calls this month	5727
Total # of First 5 Calls	1378
Percentage of F5 calls	24%

Call totals per # of children under 6:

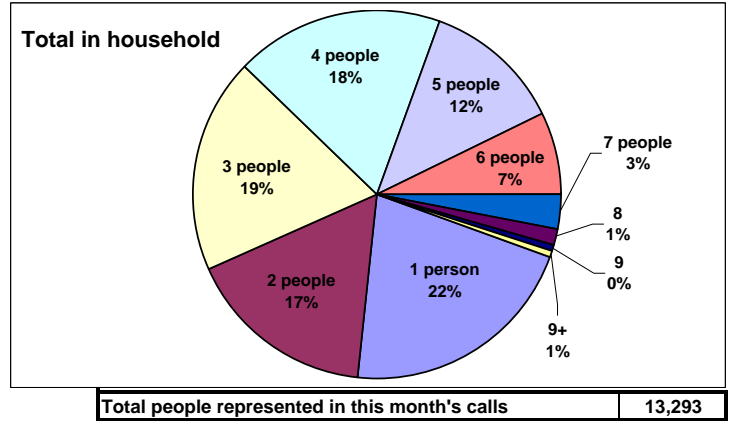
	Nov-08	Oct-08	Sep-08
0 or unknown	4,349	5119	4776
1	745	930	868
2	431	451	426
3	169	141	139
4	25	39	37
5	3	11	15
6	4	2	1
7	1	1	0
8	0	0	0
9	0	0	0
More than 9	0	0	0
Total F5 Calls	1378	1575	1486

Total number of children under 6

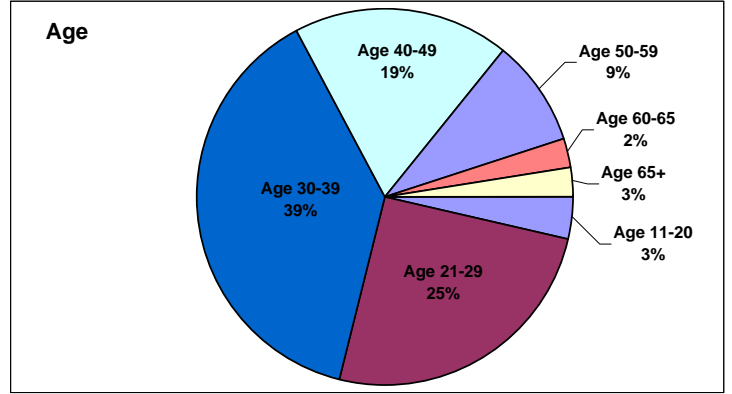


2-1-1 San Bernardino County

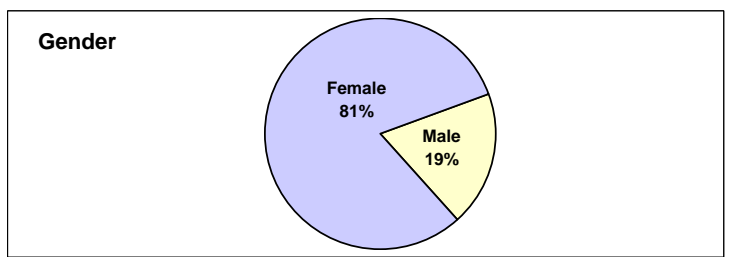
Total # in household:			
	Nov-08	Oct-08	Sep-08
Unknown	1,711	2239	2032
1	844	938	913
2	677	801	822
3	757	864	811
4	736	798	756
5	492	494	467
6	289	280	242
7	122	125	121
8	59	63	57
9	14	16	20
9+	26	22	20
Total	4016	4401	4229



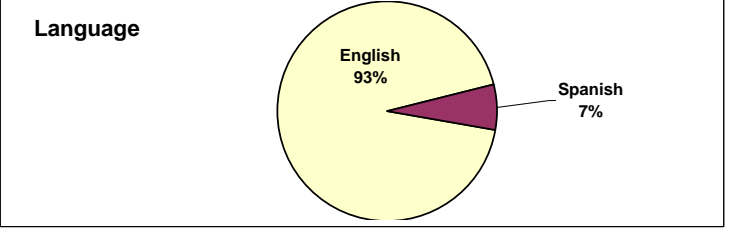
Age:			
	Nov-08	Oct-08	Sep-08
Age 0-3	3	11	8
Age 4-5	3	3	4
Age 6-10	6	19	14
Age 11-20	136	171	140
Age 21-29	994	1037	949
Age 30-39	1498	1709	1660
Age 40-49	733	815	843
Age 50-59	361	376	385
Age 60-65	89	110	104
Age 65+	103	112	111
Total	3926	4363	4218



Gender			
	Nov-08	Oct-08	Sep-08
Male	1060	1426	1284
Female	4559	5097	4738
Other	4	6	25
Transgender	3	1	1
Unknown	101	109	85
Total	5626	6530	6048

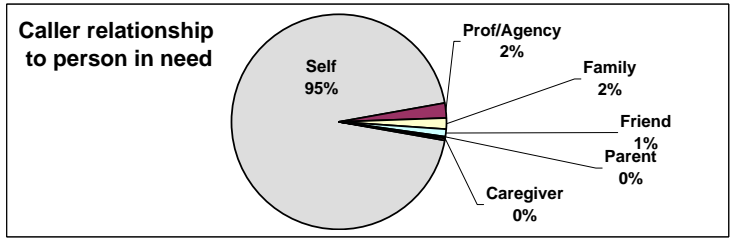


Language			
	Nov-08	Oct-08	Sep-08
English	5349	6122	5837
Spanish	378	517	424
Japanese	0	1	1
Total	5727	6640	6262

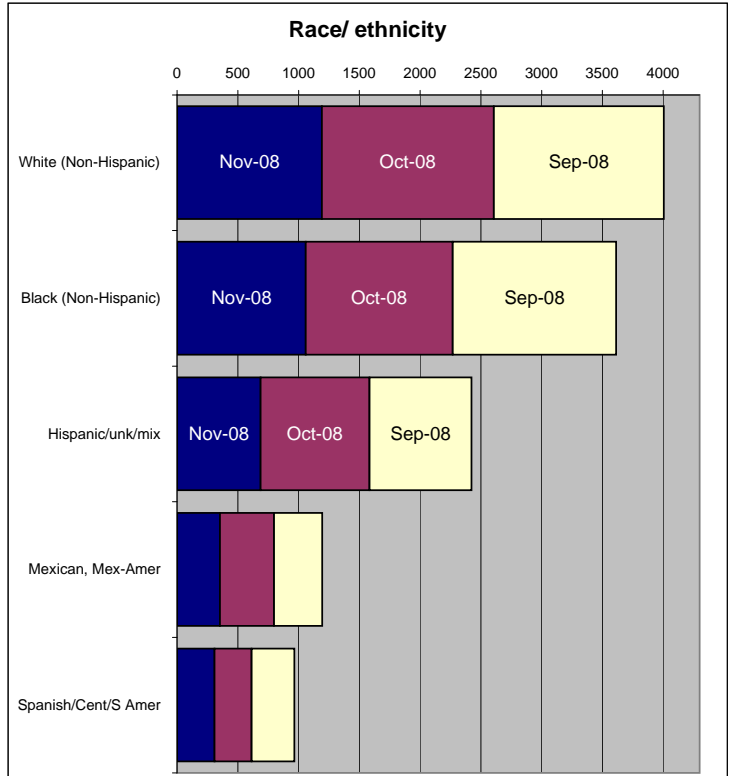


2-1-1 San Bernardino County

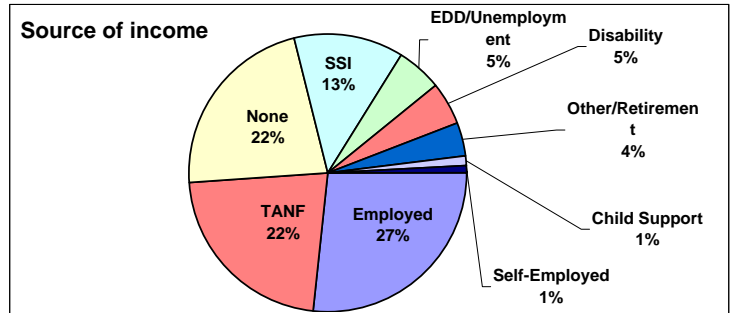
Caller relationship to person in need:			
	Nov-08	Oct-08	Sep-08
Self	5407	6158	5838
Prof/Agency	128	188	166
Family	100	141	145
Friend	60	98	81
Parent	21	42	27
Caregiver	11	13	5



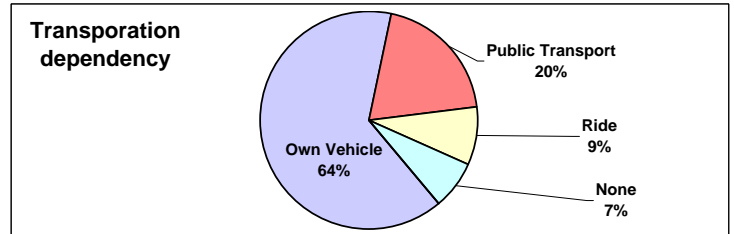
Race/ ethnicity			
	Nov-08	Oct-08	Sep-08
White (Non-Hispanic)	1192	1415	1399
Black (Non-Hispanic)	1058	1211	1345
Hispanic/unk/mix	687	897	840
Mexican, Mex-Amer	353	445	397
Spanish/Cent/S Amer	308	306	353
Declined to answer	55	17	4
Other	18	6	3
Asian-Indian	14	24	18
Vietnamese	14	16	18
Asia/unk/mix	10	13	14
Samoan	5	7	8
Multi-race	4	3	3
Hawaiian	4	0	4
Pacific Islander/unk/mix	3	2	11
Filipino	3	1	2
Chinese	2	1	2
Native American	2	0	6
Cuban	2	0	1
Laotian	1	2	2
Korean	1	2	0
Japanese	1	1	1
Cambodian	0	2	1
Puerto Rican	0	1	1
Unknown	1990	2268	1829
Total Known	3737	4372	4433



Source of income:			
	Nov-08	Oct-08	Sep-08
Employed	994	1132	1020
TANF	842	802	833
None	832	1068	997
SSI	479	512	626
EDD/Unemployment	190	181	155
Disability	187	202	197
Other/Retirement	150	199	149
Child Support	45	37	48
Self-Employed	28	39	34
	3747		

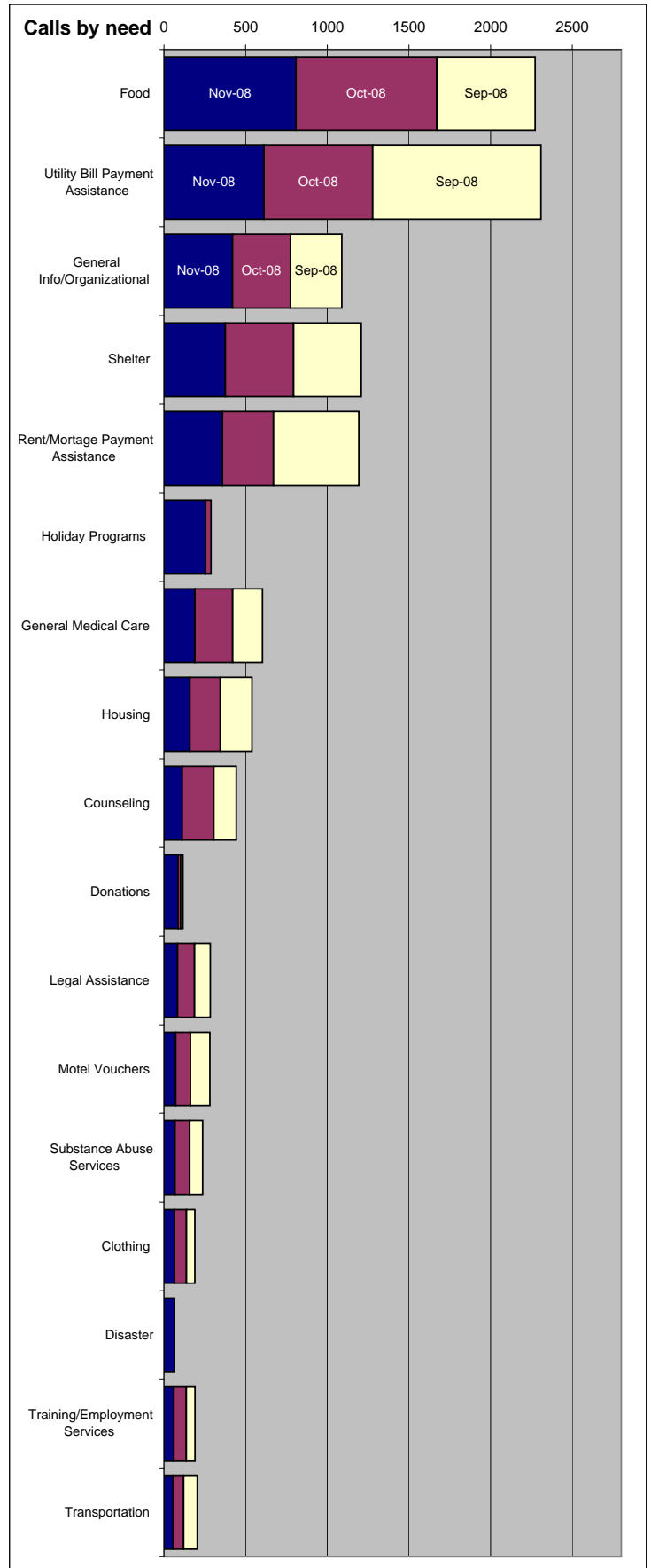


Transportation dependency:			
	Nov-08	Oct-08	Sep-08
Own Vehicle	2409	2750	2573
Public Transportation	736	662	737
Ride	319	390	365
None	262	302	338
Transportation Voucher	5	0	3
Taxi	0	0	1



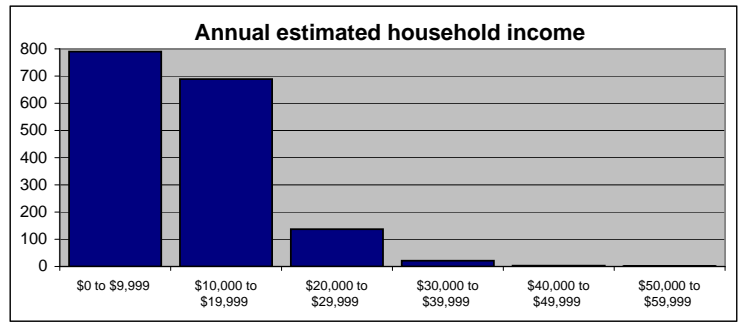
2-1-1 San Bernardino County

Calls by need:			
Need	Nov-08	Oct-08	Sep-08
Food	809	861	603
Utility Bill Payment Assistance	613	665	1031
General Info/Organizational	420	355	315
Shelter	376	418	415
Rent/Mortgage Payment Assistance	358	313	523
Holiday Programs	255	34	0
General Medical Care	189	232	183
Housing	159	186	195
Counseling	112	193	138
Donations	86	16	15
Legal Assistance	83	104	98
Motel Vouchers	72	90	120
Substance Abuse Services	68	90	80
Clothing	65	73	52
Disaster	65	0	0
Training/Employment Services	61	76	54
Transportation	56	65	84
Diapers	52	82	81
Consumer Complaints/Assistance	51	63	86
Income Maintenance Programs	39	65	59
Dental Health	38	74	47
Child Care	37	37	44
Household Items	36	29	35
Elder/Senior Services	35	46	54
Law Enforcement	29	36	18
Medi-Cal/Medicare	29	28	18
Unemployment/EDD	23	34	30
Temporary Financial Aid	21	28	16
Mental Health Care Facilities	21	25	13
Parenting Education	19	27	27
General Info/Mental Health Care	18	23	20
Anger Management	17	29	28
Courts/Probation System	17	25	33
Baby Formula	17	24	13
Tenant/Landlord Rights	17	17	11
Support Groups	14	19	16
Residential Drug Treatment	14	8	13
Environmental Protection/Maintenance	13	12	11
Bus Passes/Gas Vouchers	11	21	22
Child Abuse	11	7	4
Immunizations	10	17	12
Educational Programs	9	17	8
Disability Issues	9	8	5
Public Safety	9	4	0
Burial/Funeral Assistance	8	15	9
Domestic Violence	8	2	5
Disaster donation	8	0	0
Emergency Medical Care	6	12	16
Social Security	6	11	7
Animal Services	5	8	11
Sober Living	5	7	7
Disability Benefits	4	2	1
Adoption/Foster Care	4	1	3
Elder Abuse	4	1	1
Credit Counseling	3	4	4
Tutoring Services	3	1	4
Developmental Assessment	3	1	2
School District	2	17	7
Licenses and Certificates	2	6	6
School Readiness Programs	2	5	6
Library Services	2	3	2
Parks & Recreation Services	2	2	4
Restraining Orders	2	1	0
Mentoring Programs	2	0	0
Immigration/Citizenship	1	7	6
Tax Assistance	1	3	1
Paternity/Drug Testing	1	1	1

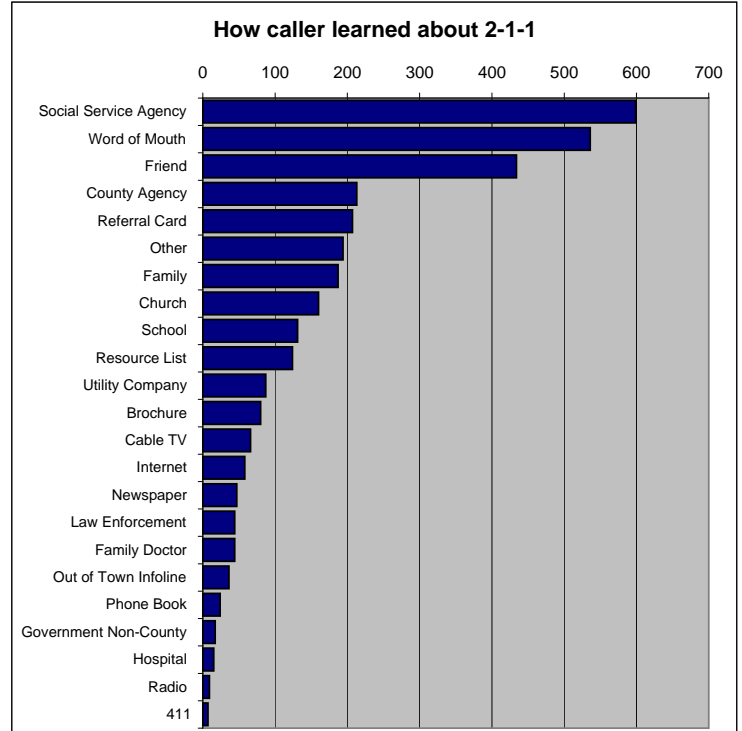


2-1-1 San Bernardino County

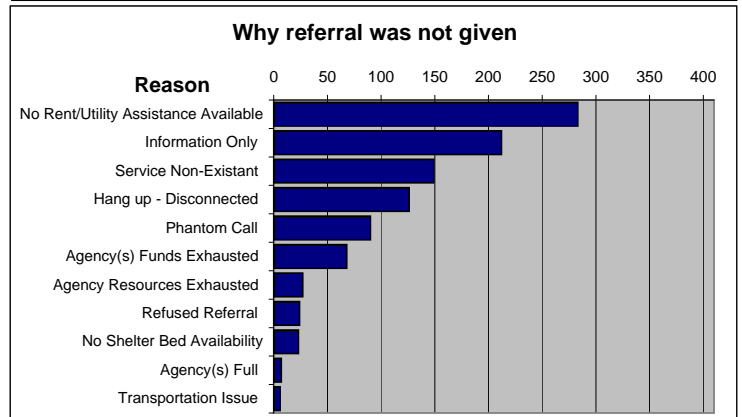
Annual estimated household income			
	Nov-08	Oct-08	Sep-08
Declined to state	4085	4778	4365
\$0 to \$9,999	790	719	965
\$10,000 to \$19,999	689	754	651
\$20,000 to \$29,999	137	301	222
\$30,000 to \$39,999	21	59	50
\$40,000 to \$49,999	3	19	6
\$50,000 to \$59,999	1	9	3
\$60,000 to \$69,999	1	1	1
\$70,000 to \$79,999	0	0	0
\$80,000 +	0	0	0



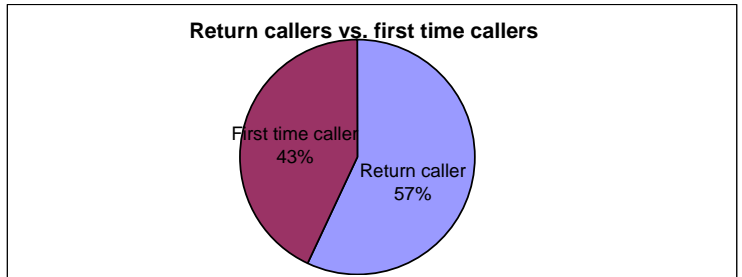
How caller learned about 2-1-1			
	Nov-08	Oct-08	Sep-08
Social Service Agency	599	695	569
Word of Mouth	536	549	499
Friend	434	486	391
County Agency	213	271	242
Referral Card	207	227	243
Other	194	273	261
Family	187	245	127
Church	160	149	69
School	131	124	113
Resource List	124	125	115
Utility Company	87	97	92
Brochure	80	80	35
Cable TV	66	98	33
Internet	58	47	28
Newspaper	47	25	7
Law Enforcement	44	41	33
Family Doctor	44	25	12
Out of Town Infoline	36	49	31
Phone Book	24	20	19
Government Non-County	17	11	6
Hospital	15	22	10
Radio	9	16	6
411	7	4	7
Out of Town Crisis Line	4	6	4
HR	3	8	8
Chronic Caller	2	2	2
Magazine	1	0	0



Why referral not given			
Reason	Nov-08	Oct-08	Sep-08
No Rent/Utility Assistance Available	283	238	0
Information Only	212	282	243
Service Non-Existant	149	223	284
Hang up - Disconnected	126	159	188
Phantom Call	90	80	163
Agency(s) Funds Exhausted	68	406	345
Agency Resources Exhausted	27	44	29
Refused Referral	24	26	20
No Shelter Bed Availability	23	19	0
Agency(s) Full	7	12	4
Transportation Issue	6	10	13
Returned Call	4	5	4
Wrong Number	0	169	184
Transferred 211 Call	0	109	100
Employee Calling In	0	30	33
Non-I&R Call	0	0	10



Return callers vs. first time callers			
	Nov-08	Oct-08	Sep-08
Return caller	3259	3922	4072
First time caller	2468	2718	2190



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

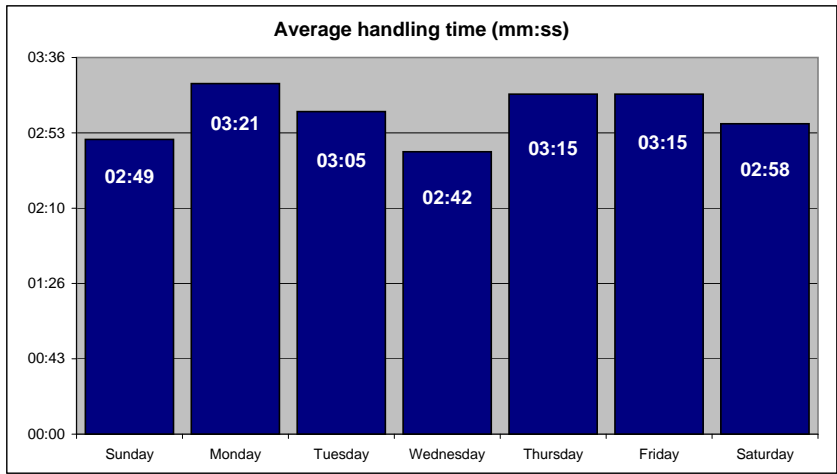
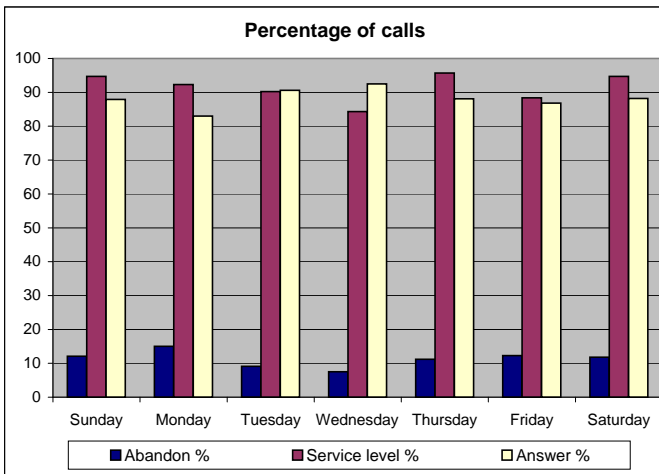
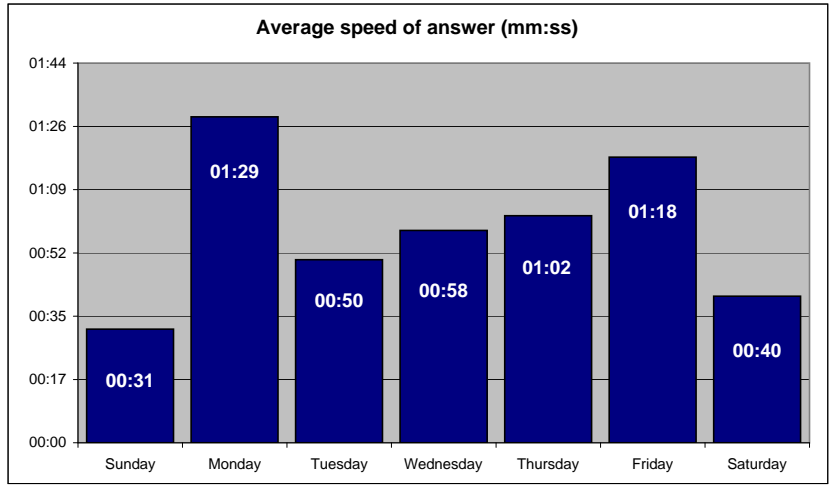
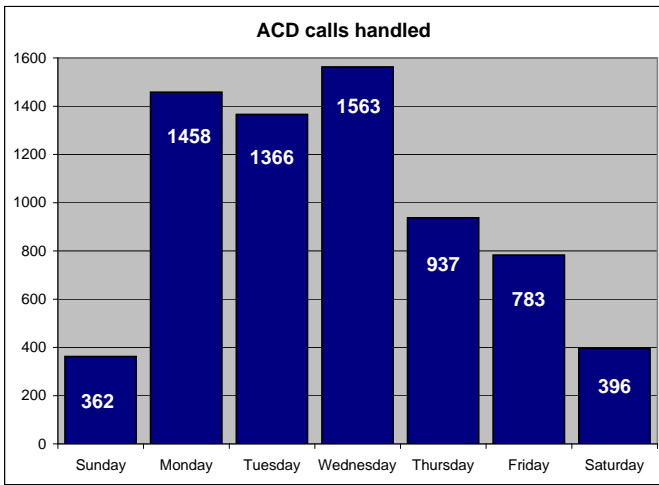
Device: 005 - All SB QG's

Date range: 11/1/2008 - 11/30/2008 12:00 AM - 12:00 AM

Created on: 12/9/2008

Created by: gmadden

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls queued	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
Sunday	412	362	41	50	0	1	0	361	1	0	0	0:00:31	0:01:47	0:00:00	17:00:54	0:02:49	12.1	94.7	87.9
Monday	1756	1458	73	263	35	18	0	1411	47	0	0	0:01:29	0:02:16	0:02:16	81:33:20	0:03:21	15.0	92.3	83.0
Tuesday	1507	1366	47	137	4	24	0	1344	22	0	0	0:00:50	0:02:05	0:02:23	70:14:18	0:03:05	9.1	90.2	90.6
Wednesday	1690	1563	79	126	1	21	0	1511	52	0	0	0:00:58	0:01:52	0:03:09	70:25:42	0:02:42	7.5	84.3	92.5
Thursday	1064	937	37	119	8	17	0	932	5	0	0	0:01:02	0:02:03	0:02:41	50:47:18	0:03:15	11.2	95.7	88.1
Friday	902	783	37	111	8	13	0	765	18	0	0	0:01:18	0:03:02	0:02:18	42:26:23	0:03:15	12.3	88.4	86.8
Saturday	449	396	28	53	0	2	0	392	4	0	0	0:00:40	0:01:45	0:00:00	19:40:13	0:02:58	11.8	94.7	88.2
Total	7780	6865	342	859	56	96	0	6716	149	0	0	0:01:04	0:02:12	0:02:22	352:08:08	0:03:05	11.0	90.4	88.2



City/Town	Needs - November 2008	Total
Adelanto	Food	19
	Utility Bill Payment Assistance	18
	Rent/Mortgage Payment Assistance	9
	General Medical Care	5
	Training/Employment Services	5
	General Information Services/Organizational	3
	Shelter	3
	Clothing	3
	Holiday Programs	2
	Counseling	2
	Donations	2
	Diapers	2
	Consumer Complaints/Assistance	2
	Legal Assistance	1
	Substance Abuse Services	1
	Income Maintenance Programs	1
	Transportation	1
	Dental Health	1
	Child Care	1
	Volunteer Opportunities	1
Parenting Education	1	
Baby Formula	1	
Support Groups	1	
Adoption/Foster Care	1	
Adelanto Total		86
Alta Loma	Rent/Mortgage Payment Assistance	6
	Food	3
	General Medical Care	3
	General Information Services/Organizational	2
	Holiday Programs	2
	Utility Bill Payment Assistance	1
	Donations	1
	Substance Abuse Services	1
	Elder/Senior Services	1
Mental Health Care Facilities	1	
Alta Loma Total		21
Apple Valley	Utility Bill Payment Assistance	50
	Food	46
	Rent/Mortgage Payment Assistance	13
	Holiday Programs	13
	General Information Services/Organizational	13
	Shelter	11
	General Medical Care	11
	Housing	10
	Clothing	8
	Unemployment/EDD	5
	Training/Employment Services	5
	Legal Assistance	5
	Anger Management	5
	Donations	4
	Counseling	4
	Diapers	3
	Support Groups	2
	Substance Abuse Services	2
	Law Enforcement	2
	Income Maintenance Programs	2
Elder/Senior Services	2	

	Dental Health	2
	Volunteer Opportunities	1
	Transportation	1
	Restraining Orders	1
	Residential Drug Treatment	1
	Public Safety	1
	Motel Vouchers	1
	Medi-Cal/Medicare	1
	Immunizations	1
	General Information Services/Mental Health Care	1
	Elder Abuse	1
	Domestic Violence	1
	Dissability Benefits	1
	Disability Issues	1
	Courts/Probation System	1
	Consumer Complaints/Assistance	1
	Child Care	1
Apple Valley Total		234
Barstow	Utility Bill Payment Assistance	12
	Shelter	7
	Food	6
	Rent/Mortgage Payment Assistance	5
	General Medical Care	5
	Counseling	5
	General Information Services/Organizational	2
	Substance Abuse Services	2
	Transportation	2
	Clothing	1
	Holiday Programs	1
	Legal Assistance	1
	Child Care	1
	Housing	1
	Elder/Senior Services	1
	Medi-Cal/Medicare	1
	Mental Health Care Facilities	1
	Anger Management	1
Barstow Total		55
Big Bear City	Utility Bill Payment Assistance	3
	Rent/Mortgage Payment Assistance	3
	General Information Services/Organizational	2
	Food	1
	Shelter	1
	Legal Assistance	1
	Child Care	1
Big Bear City Total		12
Big Bear Lake	Food	1
	Utility Bill Payment Assistance	1
	Rent/Mortgage Payment Assistance	1
	General Medical Care	1
	Shelter	1
	Holiday Programs	1
	Counseling	2
	Legal Assistance	1
	Housing	2
	Elder/Senior Services	1
	Law Enforcement	1
	Tenant/Landlord Rights	1
Big Bear Lake Total		14

Bloomington	Food	13
	Counseling	3
	Shelter	2
	Clothing	2
	Substance Abuse Services	2
	Household Items	2
	Utility Bill Payment Assistance	1
	General Medical Care	1
	Holiday Programs	1
	Donations	1
	Diapers	1
	Support Groups	1
	Unemployment/EDD	1
	Temporary Financial Aid	1
	Environmental Protection/Maintenance	1
Mentoring Programs	1	
Bloomington Total		34
Chino	Utility Bill Payment Assistance	13
	Shelter	9
	Food	8
	General Information Services/Organizational	7
	Holiday Programs	7
	General Medical Care	6
	Dental Health	4
	Disaster	4
	Donations	3
	Rent/Mortgage Payment Assistance	2
	Training/Employment Services	2
	Counseling	2
	Legal Assistance	2
	Substance Abuse Services	2
	Transportation	2
	Housing	2
	Disaster donation	2
	Clothing	1
	Parenting Education	1
	Baby Formula	1
	Medi-Cal/Medicare	1
	Mental Health Care Facilities	1
	Residential Drug Treatment	1
	Disaster	1
	Immunizations	1
	Public Safety	1
	Developmental Assessment	1
Tutoring Services	1	
School District	1	
School Readiness Programs	1	
Chino Total		90
Chino Hills	Disaster	11
	Food	4
	Utility Bill Payment Assistance	3
	Training/Employment Services	2
	Rent/Mortgage Payment Assistance	1
	Shelter	1
	Holiday Programs	1
	Donations	1
	Volunteer Opportunities	1
	Medi-Cal/Medicare	1

	Unemployment/EDD	1
	Temporary Financial Aid	1
	Environmental Protection/Maintenance	1
	Disaster	1
	School District	1
Chino Hills Total		31
Colton	Utility Bill Payment Assistance	13
	Food	12
	Rent/Mortgage Payment Assistance	9
	Shelter	9
	General Information Services/Organizational	7
	General Medical Care	6
	Holiday Programs	6
	Legal Assistance	3
	Income Maintenance Programs	3
	Medi-Cal/Medicare	3
	Counseling	2
	Donations	2
	Diapers	2
	Substance Abuse Services	2
	Child Care	2
	Parenting Education	2
	Housing	2
	Consumer Complaints/Assistance	1
	Baby Formula	1
	Disaster	1
	Law Enforcement	1
	Tenant/Landlord Rights	1
	Disability Issues	1
	Disability Benefits	1
	Tutoring Services	1
Colton Total		93
Crestline	Food	4
	Utility Bill Payment Assistance	3
	Rent/Mortgage Payment Assistance	3
	General Information Services/Organizational	3
	Training/Employment Services	2
	Substance Abuse Services	2
	Clothing	1
	Holiday Programs	1
	Burial/Funeral Assistance	1
Crestline Total		20
Fontana	Food	62
	General Information Services/Organizational	22
	Shelter	21
	Holiday Programs	21
	Rent/Mortgage Payment Assistance	18
	Utility Bill Payment Assistance	17
	General Medical Care	14
	Housing	14
	Counseling	10
	Substance Abuse Services	9
	Legal Assistance	6
	Dental Health	5
	Consumer Complaints/Assistance	4
	Parenting Education	4
	Motel Vouchers	4
	Law Enforcement	4

	Training/Employment Services	3
	Donations	3
	Diapers	3
	Income Maintenance Programs	3
	Transportation	3
	Child Care	3
	Support Groups	3
	Immunizations	3
	Educational Programs	3
	Clothing	2
	Baby Formula	2
	Household Items	2
	Unemployment/EDD	2
	Residential Drug Treatment	2
	Temporary Financial Aid	2
	Child Abuse	2
	Emergency Medical Care	2
	Volunteer Opportunities	1
	Mental Health Care Facilities	1
	General Information Services/Mental Health Care	1
	Anger Management	1
	Tenant/Landlord Rights	1
	Courts/Probation System	1
	Environmental Protection/Maintenance	1
	Burial/Funeral Assistance	1
	Sober Living	1
Fontana Total		287
Forest Falls	Rent/Mortgage Payment Assistance	2
Forest Falls Total		2
Grand Terrace	Utility Bill Payment Assistance	1
	Rent/Mortgage Payment Assistance	1
	General Medical Care	1
	General Information Services/Organizational	2
	Shelter	2
	Counseling	1
	Child Care	1
	Housing	1
	Motel Vouchers	1
Grand Terrace Total		11
Helendale	Food	1
	Utility Bill Payment Assistance	1
	Shelter	1
	Disaster	1
	Elder/Senior Services	1
Helendale Total		5
Hesperia	Food	45
	Utility Bill Payment Assistance	37
	Rent/Mortgage Payment Assistance	16
	Shelter	15
	Holiday Programs	10
	General Medical Care	7
	Training/Employment Services	7
	General Information Services/Organizational	6
	Clothing	6
	Counseling	6
	Diapers	5
	Housing	4
	Household Items	4

	Consumer Complaints/Assistance	3
	Income Maintenance Programs	2
	Motel Vouchers	2
	Elder/Senior Services	2
	Unemployment/EDD	2
	Anger Management	2
	Disaster donation	2
	Burial/Funeral Assistance	2
	Donations	1
	Legal Assistance	1
	Substance Abuse Services	1
	Dental Health	1
	Child Care	1
	Volunteer Opportunities	1
	Baby Formula	1
	Support Groups	1
	Residential Drug Treatment	1
	Environmental Protection/Maintenance	1
	Child Abuse	1
	Disaster	1
	Emergency Medical Care	1
	Social Security	1
	Sober Living	1
	Domestic Violence	1
Hesperia Total		201
Highland	Food	26
	Utility Bill Payment Assistance	13
	Holiday Programs	11
	Rent/Mortgage Payment Assistance	6
	General Information Services/Organizational	5
	Shelter	4
	Donations	3
	Consumer Complaints/Assistance	3
	Clothing	2
	Counseling	2
	Substance Abuse Services	2
	Housing	2
	Household Items	2
	General Medical Care	1
	Training/Employment Services	1
	Dental Health	1
	Child Care	1
	Volunteer Opportunities	1
	Motel Vouchers	1
	Elder/Senior Services	1
	Tenant/Landlord Rights	1
	Temporary Financial Aid	1
	Disability Issues	1
	Social Security	1
Highland Total		92
Hinkley	Food	1
Hinkley Total		1
Joshua Tree	Food	3
	General Information Services/Organizational	1
	Clothing	1
	Donations	1
	Mental Health Care Facilities	1
	General Information Services/Mental Health Care	1

	Environmental Protection/Maintenance	1
Joshua Tree Total		9
Lake Arrowhead	Food	1
	Utility Bill Payment Assistance	1
	Counseling	1
	Environmental Protection/Maintenance	1
Lake Arrowhead Total		4
Loma Linda	Rent/Mortgage Payment Assistance	5
	General Medical Care	3
	General Information Services/Organizational	3
	Utility Bill Payment Assistance	2
	Shelter	2
	Transportation	2
	Mental Health Care Facilities	2
	General Information Services/Mental Health Care	2
	Food	1
	Training/Employment Services	1
	Holiday Programs	1
	Consumer Complaints/Assistance	1
	Child Care	1
	Housing	1
	Motel Vouchers	1
	Disability Issues	1
	Emergency Medical Care	1
Loma Linda Total		30
Lucerne Valley	Food	5
	Utility Bill Payment Assistance	2
	Rent/Mortgage Payment Assistance	1
Lucerne Valley Total		8
Mentone	Food	1
	Utility Bill Payment Assistance	1
	Shelter	1
	Holiday Programs	1
	Diapers	1
	Consumer Complaints/Assistance	1
	Income Maintenance Programs	1
Housing	1	
Mentone Total		8
Montclair	Food	9
	Utility Bill Payment Assistance	5
	General Information Services/Organizational	4
	General Medical Care	3
	Counseling	3
	Income Maintenance Programs	2
	Rent/Mortgage Payment Assistance	1
	Shelter	1
	Holiday Programs	1
	Donations	1
	Volunteer Opportunities	1
	Support Groups	1
	Housing	1
Tenant/Landlord Rights	1	
Montclair Total		34
Mountains	Utility Bill Payment Assistance	3
	Courts/Probation System	1
Mountains Total		4
Needles	Utility Bill Payment Assistance	1
	General Information Services/Organizational	1

Needles Total		2
Ontario	Food	61
	Shelter	33
	Utility Bill Payment Assistance	32
	Holiday Programs	26
	Rent/Mortgage Payment Assistance	24
	General Information Services/Organizational	18
	Motel Vouchers	16
	General Medical Care	14
	Counseling	8
	Dental Health	7
	Housing	7
	Donations	6
	Consumer Complaints/Assistance	6
	Clothing	5
	Legal Assistance	5
	Substance Abuse Services	5
	Child Care	5
	Diapers	4
	Transportation	4
	Income Maintenance Programs	3
	Household Items	3
	Courts/Probation System	3
	Training/Employment Services	2
	Support Groups	2
	Medi-Cal/Medicare	2
	Residential Drug Treatment	2
	Temporary Financial Aid	2
	Parenting Education	1
	Baby Formula	1
	Unemployment/EDD	1
	Mental Health Care Facilities	1
	General Information Services/Mental Health Care	1
	Anger Management	1
Immunizations	1	
Public Safety	1	
Social Security	1	
Animal Services	1	
Paternity/Drug Testing	1	
Ontario Total		316
Oro Grande	Food	2
	Rent/Mortgage Payment Assistance	1
	Motel Vouchers	1
Oro Grande Total		4
Outside County	General Information Services/Organizational	89
	Shelter	10
	Rent/Mortgage Payment Assistance	6
	Food	5
	Holiday Programs	5
	Consumer Complaints/Assistance	5
	Utility Bill Payment Assistance	4
	Counseling	3
	Housing	3
	Substance Abuse Services	2
	Income Maintenance Programs	2
	Transportation	2
	Child Care	2
	Parenting Education	2

	Motel Vouchers	2
	Disaster	2
	Courts/Probation System	2
	General Medical Care	1
	Donations	1
	Diapers	1
	Legal Assistance	1
	Volunteer Opportunities	1
	Elder/Senior Services	1
	Tenant/Landlord Rights	1
	Disaster	1
	Immunizations	1
	Social Security	1
	Animal Services	1
Outside County Total		157
Outside Of California	Food	1
	General Information Services/Organizational	2
	Shelter	3
	Dental Health	1
Outside Of California Total		7
Phelan	Utility Bill Payment Assistance	6
	Food	4
	Rent/Mortgage Payment Assistance	3
	General Medical Care	1
	General Information Services/Organizational	1
	Holiday Programs	1
	Counseling	1
	Donations	1
	Substance Abuse Services	1
	Volunteer Opportunities	1
Phelan Total		20
Pinon Hills	Utility Bill Payment Assistance	1
	Rent/Mortgage Payment Assistance	2
	General Information Services/Organizational	1
	Transportation	1
Pinon Hills Total		5
Pomona (City)	General Information Services/Organizational	11
	Shelter	4
	Food	2
	Utility Bill Payment Assistance	2
	General Medical Care	1
	Donations	1
	Diapers	1
	Consumer Complaints/Assistance	1
	Legal Assistance	1
	Income Maintenance Programs	1
	Housing	1
	General Information Services/Mental Health Care	1
Animal Services	1	
Pomona (City) Total		28
Rancho Cucamonga	Food	20
	Utility Bill Payment Assistance	19
	Shelter	15
	Rent/Mortgage Payment Assistance	11
	General Medical Care	6
	Motel Vouchers	6
	General Information Services/Organizational	5
	Holiday Programs	4

	Clothing	3
	Donations	3
	Diapers	3
	Legal Assistance	3
	Child Care	3
	Volunteer Opportunities	3
	Housing	3
	Counseling	2
	Substance Abuse Services	2
	Residential Drug Treatment	2
	Training/Employment Services	1
	Consumer Complaints/Assistance	1
	Income Maintenance Programs	1
	Dental Health	1
	Support Groups	1
	Disaster	1
	Elder/Senior Services	1
	Law Enforcement	1
	Medi-Cal/Medicare	1
	Unemployment/EDD	1
	Mental Health Care Facilities	1
	General Information Services/Mental Health Care	1
	Anger Management	1
	Courts/Probation System	1
	Environmental Protection/Maintenance	1
	Disability Issues	1
	Disaster donation	1
	Educational Programs	1
	Sober Living	1
	Developmental Assessment	1
	Tutoring Services	1
	Library Services	1
	Restraining Orders	1
	Immigration/Citizenship	1
Rancho Cucamonga Total		137
Redlands	Food	15
	Utility Bill Payment Assistance	7
	General Information Services/Organizational	7
	Shelter	7
	Rent/Mortgage Payment Assistance	6
	General Medical Care	6
	Holiday Programs	6
	Law Enforcement	3
	Donations	2
	Substance Abuse Services	2
	Housing	2
	Courts/Probation System	2
	Counseling	1
	Legal Assistance	1
	Income Maintenance Programs	1
	Dental Health	1
	Volunteer Opportunities	1
	Motel Vouchers	1
	Medi-Cal/Medicare	1
	General Information Services/Mental Health Care	1
	Anger Management	1
	Temporary Financial Aid	1
	Public Safety	1

	Domestic Violence	1
Redlands Total		77
Rialto	Food	46
	Utility Bill Payment Assistance	20
	Rent/Mortgage Payment Assistance	20
	Holiday Programs	13
	General Information Services/Organizational	12
	General Medical Care	7
	Housing	7
	Shelter	6
	Counseling	6
	Legal Assistance	4
	Donations	3
	Consumer Complaints/Assistance	3
	Substance Abuse Services	3
	Training/Employment Services	2
	Clothing	2
	Dental Health	2
	Baby Formula	2
	Medi-Cal/Medicare	2
	Income Maintenance Programs	1
	Transportation	1
	Household Items	1
	Elder/Senior Services	1
	Mental Health Care Facilities	1
	General Information Services/Mental Health Care	1
	Tenant/Landlord Rights	1
	Courts/Probation System	1
	Temporary Financial Aid	1
Environmental Protection/Maintenance	1	
Bus Passes/Gas Vouchers	1	
Immunizations	1	
Disability Issues	1	
Animal Services	1	
Rialto Total		174
Running Springs	Food	3
	Utility Bill Payment Assistance	2
	General Information Services/Organizational	1
	Shelter	1
	Holiday Programs	1
	Law Enforcement	1
Running Springs Total		9
San Bernardino (City)	Food	139
	Utility Bill Payment Assistance	112
	General Information Services/Organizational	84
	Rent/Mortgage Payment Assistance	70
	Holiday Programs	67
	Shelter	58
	Housing	32
	General Medical Care	25
	Counseling	21
	Donations	17
	Clothing	16
	Diapers	16
	Substance Abuse Services	14
	Legal Assistance	12
	Motel Vouchers	11
	Transportation	9

	Elder/Senior Services	9
	Law Enforcement	8
	Consumer Complaints/Assistance	7
	Child Care	7
	General Information Services/Mental Health Care	7
	Income Maintenance Programs	6
	Parenting Education	6
	Baby Formula	6
	Household Items	6
	Bus Passes/Gas Vouchers	6
	Training/Employment Services	5
	Dental Health	5
	Unemployment/EDD	5
	Tenant/Landlord Rights	5
	Anger Management	4
	Courts/Probation System	4
	Environmental Protection/Maintenance	4
	Volunteer Opportunities	3
	Disaster	3
	Mental Health Care Facilities	3
	Child Abuse	3
	Medi-Cal/Medicare	2
	Temporary Financial Aid	2
	Public Safety	2
	Educational Programs	2
	Sober Living	2
	Dissability Benefits	2
	Parks & Recreation Services	2
	Adoption/Foster Care	1
	Disability Issues	1
	Disaster donation	1
	Burial/Funeral Assistance	1
	Elder Abuse	1
	Credit Counseling	1
	Developmental Assessment	1
	Library Services	1
	School Readiness Programs	1
San Bernardino (City) Total		838
Skyforest	General Information Services/Organizational	1
Skyforest Total		1
Twenty-Nine Palms	Food	6
	Utility Bill Payment Assistance	3
	Shelter	2
	Rent/Mortgage Payment Assistance	1
	General Medical Care	1
	Dental Health	1
	Support Groups	1
	Housing	1
	Household Items	1
	Law Enforcement	1
	Mental Health Care Facilities	1
	Temporary Financial Aid	1
	Elder Abuse	1
	Emancipation Services	1
Twenty-Nine Palms Total		22
Unincorporated Areas	Legal Assistance	1
Unincorporated Areas Total		1
Unknown/Not Applicable	Food	3

	General Information Services/Organizational	1
	Legal Assistance	1
	Disaster	1
	Household Items	1
	Residential Drug Treatment	1
Unknown/Not Applicable Total		8
Upland	Food	29
	Shelter	22
	Utility Bill Payment Assistance	10
	Rent/Mortgage Payment Assistance	8
	General Information Services/Organizational	7
	Housing	6
	Donations	4
	General Medical Care	3
	Legal Assistance	3
	Income Maintenance Programs	3
	Holiday Programs	2
	Diapers	2
	Child Care	2
	Motel Vouchers	2
	Household Items	2
	Elder/Senior Services	2
	Law Enforcement	2
	Public Safety	2
	Consumer Complaints/Assistance	1
	Substance Abuse Services	1
	Transportation	1
	Volunteer Opportunities	1
	Medi-Cal/Medicare	1
	Mental Health Care Facilities	1
	Anger Management	1
	Bus Passes/Gas Vouchers	1
	Emergency Medical Care	1
	Domestic Violence	1
	Credit Counseling	1
	Veterans Benefits	1
Upland Total		123
Victorville	Food	95
	Utility Bill Payment Assistance	77
	Rent/Mortgage Payment Assistance	41
	Shelter	36
	General Information Services/Organizational	30
	Holiday Programs	30
	General Medical Care	21
	Legal Assistance	14
	Clothing	8
	Donations	8
	Diapers	8
	Housing	8
	Counseling	7
	Motel Vouchers	7
	Transportation	6
	Household Items	6
	Elder/Senior Services	6
	Medi-Cal/Medicare	6
	Substance Abuse Services	5
	Training/Employment Services	4
	Income Maintenance Programs	4

	Unemployment/EDD	4
	Dental Health	3
	Law Enforcement	3
	Tenant/Landlord Rights	3
	Residential Drug Treatment	3
	Bus Passes/Gas Vouchers	3
	Consumer Complaints/Assistance	2
	Parenting Education	2
	Baby Formula	2
	Burial/Funeral Assistance	2
	Child Care	1
	Support Groups	1
	Adoption/Foster Care	1
	Disaster	1
	Mental Health Care Facilities	1
	General Information Services/Mental Health Care	1
	Temporary Financial Aid	1
	Environmental Protection/Maintenance	1
	Child Abuse	1
	Immunizations	1
	Public Safety	1
	Educational Programs	1
	Emergency Medical Care	1
	Credit Counseling	1
	Tax Assistance	1
Victorville Total		469
Wrightwood	Immunizations	1
Wrightwood Total		1
Yucaipa	Food	10
	General Information Services/Organizational	5
	General Medical Care	4
	Utility Bill Payment Assistance	3
	Counseling	3
	Rent/Mortgage Payment Assistance	2
	Shelter	2
	Holiday Programs	2
	Household Items	2
	Disability Issues	2
	Clothing	1
	Donations	1
	Legal Assistance	1
	Substance Abuse Services	1
	Housing	1
	Motel Vouchers	1
	Unemployment/EDD	1
	Tenant/Landlord Rights	1
	Residential Drug Treatment	1
Yucaipa Total		44
Yucca Valley	Utility Bill Payment Assistance	10
	Rent/Mortgage Payment Assistance	4
	Food	3
	General Information Services/Organizational	2
	General Medical Care	1
	Training/Employment Services	1
	Donations	1
	Substance Abuse Services	1
	Income Maintenance Programs	1
	Child Care	1

	Housing	1
	Medi-Cal/Medicare	1
	Mental Health Care Facilities	1
	Animal Services	1
Yucca Valley Total		29
	Housing	1
	Income Maintenance Programs	1
	Legal Assistance	1
	Mental Health Care Facilities	1
	Paternity/Drug Testing	1
	School District	1
	Shelter	1
	Training/Employment Services	1
Yucaipa Total		48
Yucca Valley	Food	3
	Rent/Mortgage Payment Assistance	3
	Utility Bill Payment Assistance	3
	Consumer Complaints/Assistance	1
	Diapers	1
	General Medical Care	1
	Housing	1
	Motel Vouchers	1
	Shelter	1
Yucca Valley Total		15
Unknown/Not Given	General Information Services/Organizational	105
	Utility Bill Payment Assistance	98
	Food	74
	Shelter	74
	Rent/Mortgage Payment Assistance	44
	Counseling	23
	General Medical Care	19
	Housing	17
	Legal Assistance	16
	Motel Vouchers	13
	Clothing	9
	Consumer Complaints/Assistance	7
	Dental Health	7
	Diapers	7
	Baby Formula	6
	Bus Passes/Gas Vouchers	6
	Law Enforcement	6
	Substance Abuse Services	6
	Child Care	5
	Courts/Probation System	5
	Immunizations	5
	Temporary Financial Aid	5
	Household Items	4
	Parenting Education	4
	School District	4
	Transportation	4
	Mental Health Care Facilities	3
	Anger Management	2
	Elder/Senior Services	2
	Environmental Protection/Maintenance	2
	Income Maintenance Programs	2
	Residential Drug Treatment	2
	Support Groups	2
	Volunteer Opportunities	2

Animal Services	1
Burial/Funeral Assistance	1
Credit Counseling	1
Donations	1
Emergency Medical Care	1
Holiday Programs	1
Immigration/Citizenship	1
Medi-Cal/Medicare	1
Social Security	1
Tax Assistance	1
Tenant/Landlord Rights	1
Training/Employment Services	1
Unemployment/EDD	1
Unknown/Not Given Total	603
Grand Total	4705

Referrals from 2-1-1 San Bernardino County for October 2008

Agency Name	Program Name	Referrals
2-1-1 Los Angeles County	2-1-1 Information and Referral	112
2-1-1 National	2-1-1 Search	6
2-1-1 Orange County	2-1-1 Information and Referral	20
2-1-1 San Diego County	2-1-1 Information and Referral	4
2-1-1 San Francisco County	2-1-1 Information and Referral	1
2-1-1 Santa Barbara County	2-1-1 Information and Referral	2
2-1-1 Ventura County	2-1-1 Information and Referral	2
A Special Place Childrens Museum	Museum	1
Abundant Living Family Church	Outreach Center	57
Adelanto Community Resource Center	Holiday Baskets	20
Adelanto Community Resource Center	Emergency Food	19
Adelanto Community Resource Center	Clothing	3
Adelanto Senior Center	Hot Meals	1
Adventist Community Team Services	Meals on Wheels	2
Adventist Community Team Services	ACTS Transit	1
Aegis Medical Systems, Inc.	Methodone Replacement Therapy	2
AIDS/HIV Nightline	AIDS/HIV/HEP C Nightline	1
AL-ANON Family Groups and ALATEEN	Inland Empire of California Al-Anon and Alateen	1
Alcoholics Anonymous	Alcoholics Anonymous	6
Aletheian Christian Foundation	Basic Needs	72
Alternate Avenues Women's Resource Center	Bridges Parenting Support Program	1
American Lung Association	Asthma Programs	1
American Red Cross - Claremont Chapter	Health and Safety Training	1
American Red Cross - Inland Empire Chapter	Health and Safety	2
American Red Cross - Inland Empire Chapter	Disaster Recovery Service	1
American Red Cross - West Valley Division	Disaster Recovery Services	1
American Red Cross - West Valley Division	Military Members and Families	1
Angel Flight West	Air Transportation Services	1
Annual Credit Report Request	Annual Credit Report	1
Apple Valley Fire Protection District	CPR and First -Aid Classes	3
Apple Valley Senior Center	Senior Center	1
Arrowhead Regional Medical Center	Hospital Services	5
Arrowhead Regional Medical Center	Medically Indigent Adult Health Care (MIA)	3
Arrowhead Regional Medical Center	Outpatient Care Center	1
Asian-American Educational & Cultural Center, Inc.	English as a Second Language	1
Associated Clinical Therapists, Inc.	Associated Clinical Therapist, Inc.	7
Barstow Community Hospital	Hospital Services	1
Barstow Humane Society	Animal Care	1
Barstow Senior Center	Senior Services	1
Barstow Unified School District	California School Age Families Education	1
Benevolent Animal Rescue Committee	Benevolent Animal Rescue Committee	1
Better Business Bureau	Complaint Department	4
Bienestar Human Services	Community Service	2
Bienestar Human Services	Individual Support	2
Bienestar Human Services	Drug Prevention Outreach	1
Bienestar Human Services	HIV Counseling & Testing	1
Bilingual Family Counseling Service, Inc.	Safe and Stable Families	6
Blindness Support Services	Blindness Support Services	1
Blood Bank of San Bernardino and Riverside Counties	Blood Donation Program	1
Bloomington Senior Center	Senior Center	1
Boys & Girls Club of Fontana	Recreation Activities	1
Boys & Girls Club of San Bernardino/Rialto	Power Hour	1
Boys Republic	Residential Treatment	1
Boys Town National Hotline	National Hotline	12
California Coalition for Youth	Youth Crisis Line	5
California Department of Aging	California Care Network	1
California Department of Fair Employment and Housing	Fair Employment and Housing	1
California Department of Motor Vehicles	DMV Services	4
California Department of Transportation	Caltrans	4
California Highway Patrol	Freeway Patrol Service	1
California Public Utilities Commision	LifeLine Telephone Service	3
California State University San Bernardino	General Counseling	6
California Youth Crisis Line	Crisis Hotline	2
Call for Life Pregnancy Help Center	Crisis Pregnancy Center	13
Caring for the Hills	Thanksgiving Baskets	9
Caring for the Hills	Christmas Toys	8
Caring for the Hills	Emergency Food Boxes	6
Caring for the Hills	Christmas Baskets	3

Referrals from 2-1-1 San Bernardino County for October 2008

Caring for the Hills	Food Pantry	1
Carpenters House	ACTS 29 Food Ministry	45
Casa Colina Centers for Rehabilitation	Adult Day Health Care	1
Casa de San Bernardino	Youth Substance Abuse Outpatient Program	5
Catholic Charities - Brother Miguel Center	Emergency Food Distribution	2
Catholic Charities - Brother Miguel Center	Utility Assistance	2
Catholic Charities of San Bernardino/Riverside	Utility Assistance	295
Catholic Charities of San Bernardino/Riverside	Rent/Mortgage Assistance	232
Catholic Charities of San Bernardino/Riverside	Food Assistance	123
Catholic Charities of San Bernardino/Riverside	Christmas Toys	84
Catholic Charities of San Bernardino/Riverside	Clothes/Household Items	58
Catholic Charities of San Bernardino/Riverside	Christmas Baskets	27
Catholic Charities of San Bernardino/Riverside	Thanksgiving Dinner	19
Catholic Charities of San Bernardino/Riverside	Transportation Assistance	19
Catholic Charities of San Bernardino/Riverside	Individual/Family Counseling	9
Catholic Charities of San Bernardino/Riverside	Funeral Referral	6
Catholic Charities of San Bernardino/Riverside	Prescription Service	5
Catholic Charities of San Bernardino/Riverside	Advocacy and Referrals	4
Catholic Charities of San Bernardino/Riverside	Housing and Support Services	4
Catholic Charities of San Bernardino/Riverside	Parent Education Services	4
Catholic Charities of San Bernardino/Riverside	Christmas Dinner	2
Catholic Charities of San Bernardino/Riverside	Clothing Referrals	2
Catholic Charities of San Bernardino/Riverside	Refugee & Immigration Services	1
Catholic Charities of San Bernardino/Riverside	Thanksgiving Baskets	1
Cedar House Rehabilitation Center	Detoxification	10
Cedar House Rehabilitation Center	Residential Treatment	3
Cedar House Rehabilitation Center	Outpatient Therapy / Counseling Program	2
Cedar House Rehabilitation Center	Women with Children Program	1
Central City Lutheran Mission	The H Street Clinic	36
Central City Lutheran Mission	Food Giveaway	31
Central City Lutheran Mission	Cold Weather Only- Shelter Program	14
Central City Lutheran Mission	Kinship Family Center	3
Central City Lutheran Mission	Transitional Housing for HIV Affected	2
Chaffey Joint Union High School District	Chaffey Adult School	1
Childrens Fund	Childrens Fund	1
Chino Branch Library	Storytime and Crafts	1
Chino Hills Counseling	Chino Hills Counseling	1
Chino Neighborhood House	Emergency Food	13
Chino Neighborhood House	Household Item Distribution	6
Chino Neighborhood House	Clothing Distribution	5
Chino Neighborhood House	Christmas Toys	4
Chino Valley Medical Center	Hospital Services	1
Chino Valley TYKES	Family Resource Center	2
Chino Valley Unified School District	Public Education	1
Chino Valley YMCA	Preschool	1
Christian Counseling Service of the East Valley	General Counseling	3
Circle of Hope - God's Kitchen	Overnight Emergency Shelter	30
Circle of Hope - God's Kitchen	Transitional Living Program	6
Circle of Hope - God's Kitchen	Thanksgiving Dinner	2
City of Chino	Chino Human Services Programs	1
City of Colton	Colton - State Pre-School Program	2
City of Colton	Colton - Childcare Program	1
City of Fontana	Community Services	2
City of Fontana Police Department	Fontana Police Department	4
City of Grand Terrace	Community Services	1
City of Montclair	Medical Clinic-Evening	16
City of Montclair	Food Distribution	7
City of Montclair	Health Service Alliance	4
City of Rancho Cucamonga	Community Services	1
City of Rancho Cucamonga Fire Department	Fire and Rescue	1
City of Rialto Police Department	Rialto Police	1
City of San Bernardino	City Hall	3
City of San Bernardino	Senior Companion Program	1
City of San Bernardino Fire Department	Hazardous Materials	1
Clear View Treatment Center	Substance Abuse Recovery	4
Community Action Partnership of San Bernardino County	Energy, Education and Environmental Services Department	437
Community Action Partnership of San Bernardino County	Family Development	172
Community Action Partnership of San Bernardino County	Food Bank	13
Community Action Partnership of San Bernardino County	Inland Empire Individual Development Accounts (IEIDA)	1

Referrals from 2-1-1 San Bernardino County for October 2008

Community Health Systems, Inc.	Medical, Dental, and Optometry	37
Community Hospital of San Bernardino	Crisis Intervention	46
Community Hospital of San Bernardino	Behavioral Health Services	7
Community Hospital of San Bernardino	Hospital	3
Community Hospital of San Bernardino	Community Education Classes	1
Contra Costa Crisis Center	Crisis Lines	1
Contra Costa Crisis Center	Grief Counseling	1
Crosslight Family Ministries / Fortress Christian Center	Outreach	30
Cucamonga School District	Public Education	1
Delmann Heights Community Center	U.S.D.A. Commodity	10
Delmann Heights Community Center	Salvaged Bread Program	1
Denti-Cal Referral Line	Hotline	3
Department of Rehabilitation Inland Empire District	Vocational Rehabilitation	4
Depression and Bipolar Support Alliance	Information, Referrals and Advocacy	2
Desert Manna Ministries	Emergency Shelter	13
Desert Manna Ministries	Electric Assistance Fund (EAF)	11
Desert Manna Ministries	Thanksgiving Baskets	8
Desert Manna Ministries	Christmas Baskets	6
Desert Manna Ministries	Food	4
Desert Manna Ministries	Transportation Assistance	3
Desert Manna Ministries	Cold Weather Shelter	2
Desert Sanctuary, Inc.	Catholic Charities Grants Case Management	18
Desert Sanctuary, Inc.	Cedar Chest Thrift Shop	5
Desert Sanctuary, Inc.	Bright Beginnings Child Care	2
Desert Sanctuary, Inc.	Haley House Domestic Violence Shelter	2
Desert Sanctuary, Inc.	Domestic Violence Outreach/Community Resource Center	1
Desert Valley Hospital	Hospital Services	1
Dorothy Inghram Branch Library	Library Services	1
Dorothy Inghram Branch Library	Storytime and Crafts	1
DOVES of Big Bear Valley, Inc.	Emergency Food and Clothing	3
DOVES of Big Bear Valley, Inc.	Domestic Violence Shelter	1
Drug Alternative Program	DAP	1
East Valley Community Health Center, Inc.	General Medical Services	18
Echos Of Faith World Outreach Ministries	Thanksgiving Meals	16
Echos Of Faith World Outreach Ministries	Operation Fresh Start	11
Echos Of Faith World Outreach Ministries	Christmas Toys	2
Employment Development Department	Placement Services for Job Seekers	53
Employment Development Department	Employment Information	32
Employment Development Department	Bonding	18
Employment Development Department	Unemployment Insurance	7
Employment Development Department	State Disability Insurance	2
Employment Development Department	Training	2
Employment Development Department	Workforce Investment Act (WIA)	2
Employment Development Department	Paid Family Leave	1
Faiths Hope Foundation	Medical Expense Assistance	1
Faiths Hope Foundation	Necessity Assistance	1
Families and Friends of Murder Victims	Support Group	1
Family Service Agency of San Bernardino	Individual, Family & Group Therapy	12
Family Service Agency of San Bernardino	Domestic Violence Program	7
Family Service Agency of San Bernardino	Utility Assistance Fund (EAF & GAF)	5
Family Service Agency of San Bernardino	Outpatient Mental Health Treatment	4
Family Service Agency of San Bernardino	Crestline Food and Clothing Bank	3
Family Service Association of Redlands	Family Support	16
Family Service Association of Redlands	Home Again	10
Family Service Association of Redlands	Cold Weather Vouchers	7
Family Service Association of Redlands	Disaster Recovery Services	4
First 5 Commission of San Bernardino County	First 5 Commission of San Bernardino County	3
First Chance/Y-CHOW, Inc.	Sober Living	6
Fontana Unified School District	Adult Education	2
Foothill AIDS Project	Case Management	1
Foothill Family Shelter	Food Pantry	41
Foothill Family Shelter	Foothill Family Shelter	22
Foster Youth Services	YES Center	2
Frazer Community Center	Hot Meals	53
Frazer Community Center	Shelters	25
Frazer Community Center	Medical Treatment	20
Frazer Community Center	Cold Weather Shelter	3
Gay-Straight Alliance Network	Gay-Straight Alliance	1
George White Senior Center	Senior Center	1

Referrals from 2-1-1 San Bernardino County for October 2008

Gift Ministries	Gift Ministries - The Clothes Closet	13
Goodwill Southern California	Goodwill WORKs	11
Goodwill Southern California	Retail Stores and Used Goods	6
Goodwill Southern California	Career Resource Center	1
Grand Terrace Senior Center	Senior Center	1
Greater American Care Centers, Inc.	Safety and Wellness Program	1
Habitat For Humanity, San Bernardino Area, Inc.	Habitat For Humanity	2
Hands On Inland Empire	Alternative Sentencing	6
Hands On Inland Empire	Volunteer Opportunities	1
Hannahs House	Foster Care & Adoptions	2
Healthy Families	Health Care Coverage	1
Hernandez Community Center	Nutrition Services	3
Hernandez Community Center	Senior Center	1
Hi-Desert Medical Center	Hospital Services	1
High Desert Child Adolescent and Family Services Center	Individual and Group Counseling	11
High Desert Child Adolescent and Family Services Center	Anger Management	5
High Desert Child Adolescent and Family Services Center	Co-Parenting	5
High Desert Child Adolescent and Family Services Center	Parenting Classes	3
High Desert Child Adolescent and Family Services Center	Delayed Entry of Judgement	2
High Desert Child Adolescent and Family Services Center	Outpatient Substance Abuse Treatment	2
High Desert Child Adolescent and Family Services Center	Drug Testing	1
High Desert Domestic Violence Program, Inc.	Domestic Violence Program Services	6
High Desert Homeless Services, Inc	Shelter	56
High Desert New Beginnings, Inc.	Home Instruction for Parents with Preschool Youths	1
High Desert Relative Caregivers	Relative Caregivers	2
High Desert Transitional Living Connection	Christmas Meal and Festivities	16
High Desert Transitional Living Connection	Thanksgiving Baskets	13
Higher Ground Christian Intervention Program	Higher Ground Christian Intervention Program	2
His Hands Ministry	Clothing Bank	3
His Hands Ministry	Food Bank	1
Hootman Senior Center	Senior Luncheon	1
House of Ruth, Inc.	Emergency Shelter	7
House of Ruth, Inc.	Counseling	2
House of Ruth, Inc.	Emergency Hotline	1
House of Ruth, Inc.	Transitional Living	1
Housing Authority of the County of San Bernardino	Section 8 Program	39
Housing Authority of the County of San Bernardino	Public Housing	14
Housing Authority of the County of San Bernardino	Family Unification Program	12
Housing Authority of the County of San Bernardino	Shelter Plus Care Program	5
Housing Authority of the County of San Bernardino	Senior Housing	2
Housing Authority of the County of San Bernardino	Housing Opportunities for People With AIDS (HOPWA)	1
Housing Authority of the County of San Bernardino	Mainstream Program	1
Housing Authority of the County of San Bernardino	Tenant Based Assistance Program (TBA)	1
Humanitarian International Services Group	Eyes for You	1
Inland Agency	Community Tool Box	32
Inland AIDS Project	Case Management	1
Inland AIDS Project	HIV Testing	1
Inland AIDS Project	Mental and Behavioral Health Treatment	1
Inland Caregivers Resource Center	Education and Training	1
Inland Empire Health Plan	Healthy Kids	4
Inland Empire United Way	Hands On Inland Empire	2
Inland Empire United Way	KidSmart Initiative	1
Inland Fair Housing and Mediation Board	Inland Fair Housing and Mediation	26
Inland Fair Housing and Mediation Board	Education and Outreach	3
Inland Hospice Association	Children/Youth Bereavement Group	1
Inland Hospice Association	Hospice Care	1
Inland Regional Center	Inland Regional Center	2
Inland Temporary Homes	Shelter & Transitional Housing	14
Inland Valley Hope Partners	Food Security Program	53
Inland Valley Hope Partners	Rent Payment Assistance	43
Inland Valley Hope Partners	Utility Assistance	42
Inland Valley Hope Partners	Shelter/Housing Program	17
Inland Valley Hope Partners	Pomona Valley Certified Farmers' Market	1
Inland Valley Justice Center	Dispute Resolution	2
Inland Valley Recovery Services	Inland Valley Recovery Services	18
Internal Revenue Service	Internal Revenue Service	1
Jericho Outreach, Inc.	Living Facilities	5
Jericho Outreach, Inc.	Residential/Outpatient Services	3
Job Corps	Job Training	4

Referrals from 2-1-1 San Bernardino County for October 2008

Kaiser Permanente Medical Center	Hospital Services	1
Kaiser Permanente Medical Center	Prepared Childbirth	1
Kids Come First Community Clinic	Kids Come First	4
Kids Turf Day Care Center	Day Care	1
La Leche League, International	Breastfeeding Support and Information	1
La Salle Medical Associates	Health Clinic	13
La Salle Medical Associates	Healthy Families Enrollment	5
La Salle Medical Associates	Pediatric Medicine	3
La Vista	La Vista Housing	2
Legal Aid Society of San Bernardino	Legal Aid Clinic	42
Libreria del Pueblo, Inc.	Legal Clinic	3
Loma Linda Diabetes Support Group	Winning With Diabetes	2
Loma Linda Marriage & Family Therapy Clinic	Loma Linda Marriage & Family Therapy Clinic	4
Loma Linda University Medical Center	Hospital Services	2
Loveland Jubilee Pantry	Jubilee Pantry	99
Lucerne Valley Domestic Violence Outreach	Batterer's Intervention Program- Court Ordered	1
Lupus Support Network, Inc.	Autoimmune Diseases Support Group	1
Lutheran Social Services of Southern California	Sexual Abuse Treatment	2
Lutheran Social Services of Southern California	Early and Periodic Screening, Diagnostic & Treatment Program/Mental	1
Lutheran Social Services of Southern California	Food Bank and Bread Program	1
Lutheran Social Services of Southern California	Promotion of Safe & Stable Families	1
Marys Mercy Center, Inc.	Christmas Gifts	86
Marys Mercy Center, Inc.	Mary's Table	72
Marys Mercy Center, Inc.	Marys Children Program	37
Marys Mercy Center, Inc.	Thanksgiving Meals	33
Marys Mercy Center, Inc.	St. Martin de Porres Emergency Food Bag Program	29
Marys Mercy Center, Inc.	Christmas Meals	11
Marys Mercy Center, Inc.	Saint Joseph Clothes Closet	8
Marys Mercy Center, Inc.	Veronica's Home of Mercy	8
Meals On Wheels - Rancho Cucamonga	Meals On Wheels	2
Meals On Wheels- Redlands, Inc	Meals On Wheels	1
Mercy House	Walk-In Center	69
Mercy House	Assisi House	13
Mercy House	Guadalupe Residence	2
Mimis House Transitional Housing	Mimis House	13
Mojave Basin Youth Corps, Inc.	Youthbuild	2
Montclair Senior Center	Handy Helper	2
Morongo Basin Unity Home, Inc.	Substance Abuse Program	1
Moses House Ministries	The Boutique	30
Moses House Ministries	Crossings	1
Mothers Against Drunk Driving	Mothers Against Drunk Driving	1
Mountain View Child Care, Inc.	Kidship-Preschool and Pediatric Day Health	1
Mountain View Community Church	Food Pantry	36
Mountain View Community Church	Substance Abuse Meetings	2
Mustard Seed Tutorial Center	Story Time	1
Narcotics Anonymous	Narcotics Anonymous Support Group	6
National Center for Victims of Crime	Help Line	2
National Community Renaissance	Affordable Housing	50
National Domestic Violence Hotline	Domestic Violence Hotline	1
National Health Information Center	Health Information Clearinghouse	2
National Organization for Victim Assistance	Hotline	1
National Suicide Prevention Lifeline	Suicide Hotline	5
National Suicide Prevention Lifeline	Suicide Prevention Lifeline	1
NCNW Bethune Center	GED Preparation	1
Neighborhood Housing Services of the Inland Empire, Inc.	Foreclosure Prevention	2
Neighborhood Housing Services of the Inland Empire, Inc.	Home Buyer Education & Financial Fitness	1
Neighborhood Housing Services of the Inland Empire, Inc.	Homebuyer Orientation	1
Neighborhood Partnership Housing Services, Inc.	Foreclosure Counseling	4
New Directions	Therapeutic Community	1
New Hope Christian Fellowship	Lifeline	7
New Hope Village, Inc.	New Hope Village	2
Nicholson Community Center	Community Center	1
Norman F. Feldheim Central Library	Storytime and Crafts	1
Northtown Housing Development Corp.	ESL Classes	1
Office of Emergency Services	The Great Southern California ShakeOut	5
Office of the Attorney General	Registry of Charitable Trusts	1
Olive Branch Counseling Center	Anger Management	8
Olive Branch Counseling Center	Parenting Classes	2
Olive Branch Counseling Center	Drug Testing	1

Referrals from 2-1-1 San Bernardino County for October 2008

Olive Branch Counseling Center	Relationship Counseling	1
Omnitrans	Access Service	4
Omnitrans	OmniLink Service	2
Omnitrans	Omnitrans	2
Ontario/Montclair YMCA	ChildCare	2
Operation Homefront, Inc.	Social Services for Military Families	3
Operation Provider	Electric and Gas Assistance Fund (EAF & GAF)	5
Operation Provider	Basic Need Assistance	1
Option House, Inc.	Domestic Violence Shelter Services	4
Option House, Inc.	Community Education	3
Our Lady of Hope	Food Pantry	70
Our Lady of Hope	Thanksgiving Baskets	59
Our Lady of Hope	Government Commodities Food Program	46
Our Lady of Hope	Christmas Baskets	4
Our Lady of Hope	Hot Meal Ministry	3
Our Lady of the Desert	Food Pantry	78
Pacific Clinics	Child & Family Services	2
Pacific Lifeline	Transitional Shelter	1
PAL Humane Society	Humane Society	1
Para Los Niños	Para Los Niños Family Resource Center	32
Parents, Families & Friends of Lesbians & Gays	Support and Information	1
Partnership for Prescription Assistance	Prescription Assistance	3
Patient Advocate Foundation	Advocacy	1
Planned Parenthood of Orange and San Bernardino Counties	Contraceptive Clinics	4
Planned Parenthood of Orange and San Bernardino Counties	HIV/AIDS Testing and Counseling	1
Planned Parenthood of Orange and San Bernardino Counties	Pregnancy Testing, Counseling, and Referral	1
Planned Parenthood of Orange and San Bernardino Counties	Prenatal Services	1
Point of Grace Christian Fellowship	Thanksgiving Meals	6
Pomona Unified School District	Pomona Unified Resource and Referral	2
Prison to Peace Outreach	Job Search Assistance	1
Project Cuidar-SB	Child Enrichment Groups & Parenting Classes	2
Protection and Advocacy	Disability Rights	1
Provisional Accelerated Learning (PAL) Center	Comprehensive Child Care	1
Public Health Service Bureau	AIDS Drug Assistance Program	1
Putting Kids First	Co-Parenting Course	1
Rancho Cucamonga Family Resource Center	Thanksgiving Baskets	26
Rancho Cucamonga Family Resource Center	Emergency Food	18
Rancho Cucamonga Family Resource Center	Clothes Closet	3
Rancho Cucamonga Senior Center	Senior Center	1
REACH-St. Catherine of Siena	Food Assistance	16
Redlands Community Hospital	Family Clinic	3
Redlands Community Hospital	Hospital Services	1
Redlands Family YMCA	Legal Aid	2
Redlands Police Department Recreation Bureau	Redlands Police Department	3
Rialto Senior Center	Home Delivered Meals	1
Rialto Senior Center	Nutrition Services	1
Rialto Senior Center	Senior Center	1
Rim Family Services, Inc.	Outpatient Drug and Alcohol Treatment	1
Rolling Start, Inc.	Housing	2
Rolling Start, Inc.	Information and Referral	1
Rose of Sharon Life Center	The Life Center	17
Running Springs Assembly of God	Food for Life	2
Rx Help For Californians	Prescription Assistance	4
Salvation Army - Ontario	Motel Vouchers	27
Salvation Army - Ontario	Emergency Rental/Mortgage Assistance	24
Salvation Army - Ontario	Emergency Food Box	21
Salvation Army - Ontario	Christmas Toys	15
Salvation Army - Ontario	Thanksgiving Dinner	12
Salvation Army - Ontario	Christmas Baskets	11
Salvation Army - Ontario	ESL Class	1
Salvation Army - Redlands	Electric and Gas Assistance Fund (EAF & GAF)	14
Salvation Army - Redlands	Christmas Baskets	3
Salvation Army - Redlands	Disaster Recovery Services	1
Salvation Army - San Bernardino	Food Program	81
Salvation Army - San Bernardino	Shelter Program	80
Salvation Army - San Bernardino	Thanksgiving Meals	11
Salvation Army - San Bernardino	Christmas Meals	7
Salvation Army Service Extension	Disaster Recovery Services	2
Salvation Army-Victor Valley	Utility Assistance	116

Referrals from 2-1-1 San Bernardino County for October 2008

Salvation Army-Victor Valley	Food Assistance	84
Salvation Army-Victor Valley	Christmas Baskets	29
Salvation Army-Victor Valley	Christmas Toys	27
Salvation Army-Victor Valley	Thanksgiving Meals	19
Salvation Army-Victor Valley	Motel Vouchers	15
Salvation Army-Victor Valley	Clothing for Interviews	11
Samaritan Counseling Center	Counseling	2
San Antonio Community Hospital	Hospital Services	1
San Bernardino County Animal Care & Control	Animal Services	1
San Bernardino County Auditor-Controller/Recorder	Recorder/Clerk	4
San Bernardino County Childrens Network	Child Abuse Planning Prevention Committee	1
San Bernardino County Department of Aging and Adult Services	In Home Supportive Services	20
San Bernardino County Department of Aging and Adult Services	Senior Information and Assistance Program	8
San Bernardino County Department of Aging and Adult Services	Multipurpose Senior Services Program	6
San Bernardino County Department of Aging and Adult Services	Adult Protective Services	5
San Bernardino County Department of Aging and Adult Services	Senior Nutrition Services	3
San Bernardino County Department of Aging and Adult Services	Family Caregiver Support Program	2
San Bernardino County Department of Aging and Adult Services	Long-Term Care Ombudsman Program	2
San Bernardino County Department of Behavioral Health	Children's Crisis Response Team	19
San Bernardino County Department of Behavioral Health	Alcohol and Drug Services	17
San Bernardino County Department of Behavioral Health	The Access Unit	15
San Bernardino County Department of Behavioral Health	Outpatient Services	14
San Bernardino County Department of Behavioral Health	Transitional Age Youth One Stop Center	4
San Bernardino County Department of Behavioral Health	Homeless Program	2
San Bernardino County Department of Behavioral Health	AB2034 Homeless Program	1
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	Housing Program	1
San Bernardino County Department of Behavioral Health	Jail Mental Health Services	1
San Bernardino County Department of Behavioral Health	Juvenile Evaluation and Treatment Services	1
San Bernardino County Department of Child Support Services	Child Support Services	3
San Bernardino County Department of Childrens Services	Child Protective Hotline	11
San Bernardino County Department of Childrens Services	Children Protective Services	1
San Bernardino County Department of Childrens Services	Foster Care	1
San Bernardino County Department of Community Development and H	Senior Home Repair Program	1
San Bernardino County Department of Community Development and H	Single Family Home Improvement Loan Program	1
San Bernardino County Department of Probation	Probation	2
San Bernardino County Department of Public Health	Women Infants and Children (WIC)	33
San Bernardino County Department of Public Health	Immunizations	13
San Bernardino County Department of Public Health	AIDS Program	9
San Bernardino County Department of Public Health	DBH-CalWorks	7
San Bernardino County Department of Public Health	Reproductive Health Centers	6
San Bernardino County Department of Public Health	Hotline for Food-Nutrition Program	5
San Bernardino County Department of Public Health	Tuberculosis Control Program	5
San Bernardino County Department of Public Health	Traffic S.A.F.E. Program	4
San Bernardino County Department of Public Health	Black Infant Health Project	3
San Bernardino County Department of Public Health	Alcohol and Drug Abuse Prevention Program	1
San Bernardino County Department of Public Health	Health Promotion and Education	1
San Bernardino County District Attorney	General Information	7
San Bernardino County Land Use Services Department	Code Enforcement Division	4
San Bernardino County Preschool Services Department	Head Start	3
San Bernardino County Preschool Services Department	Support Services	1
San Bernardino County Public Authority	In-Home Supportive Services Registry	1
San Bernardino County Registrar of Voters	Voting Information	19
San Bernardino County Sheriffs Department	Detention Facilities	1
San Bernardino County Sheriffs Department	Law Enforcement	1
San Bernardino County Superintendent of Schools	Child Care Referral Services	14
San Bernardino County Superintendent of Schools	KidsNCare Child Care Subsidized Payment Program	9
San Bernardino County Superintendent of Schools	KidsNCare Resource and Referral Training Unit	2
San Bernardino County Transitional Assistance Department	Food Stamp Program	72
San Bernardino County Transitional Assistance Department	CalWORKs Program	49
San Bernardino County Transitional Assistance Department	Medi-Cal Program	43
San Bernardino County Transitional Assistance Department	Disaster Food Stamp Program	25
San Bernardino County Transitional Assistance Department	Child Care Programs	6
San Bernardino County Transitional Assistance Department	The General Relief Program	3
San Bernardino County Transitional Assistance Department	C4Yourself	1
San Bernardino County Transitional Assistance Department	Foster Care Program	1
San Bernardino County Transitional Assistance Department	Health Care Options	1
San Bernardino County Transitional Assistance Department	Refugee Resettlement Program	1

Referrals from 2-1-1 San Bernardino County for October 2008

San Bernardino Police Department	Police Department	10
San Bernardino Senior Center	Senior Center	1
San Bernardino Sexual Assault Services, Inc	Sexual Assault Program	3
Second Harvest Food Bank	Agency Food Distribution	2
SEIU United Long Term Care Workers Union	Home Care Registry	2
Senior Center	Senior Excursions	1
Senior Companion Program	Senior Companion Program	1
Set Free Christian Fellowship	Thanksgiving Meals	12
Set Free Christian Fellowship	Food Ministry	4
Set Free Christian Fellowship	Food Assistance	1
Set Free Christian Fellowship	Thanksgiving Baskets	1
Social Action Community Health System	Primary Health Care	6
Social Action Community Health System	Behavioral, Therapeutic and Dental Health Care	5
Social Security Administration	Social Security	17
Southern California Edison	California Alternate Rates for Energy	3
Southern California Edison	Medical Baseline Program	1
Southern California Gas Company	CARE	1
Southwest Family Counseling	Counseling Services	1
Southwest Gas Company	Low-Income Energy Efficiency Weatherization Program	3
St. Bernardine Medical Center	Health Education Classes	2
St. John of God Health Care Services	Assistance Services	131
St. John of God Health Care Services	Electric Assistance Fund (EAF)	118
St. John of God Health Care Services	Food Assistance	78
St. John of God Health Care Services	Detox Center	13
St. John of God Health Care Services	Sober Living Homes	4
St. John of God Health Care Services	Residential Substance Abuse Treatment	2
St. John of God Health Care Services	Residential Rehabilitation for Parents with Young Children	1
St. John's Community Success Center	Standing Community Services	8
St. John's Community Success Center	Family Services	1
St. Mary Medical Center	Hospital Services	1
Superior Court of California, County of San Bernardino	Family Court	7
Superior Court of California, County of San Bernardino	Civil Court/ Unlawful Detainer	5
Superior Court of California, County of San Bernardino	Traffic Court	4
Superior Court of California, County of San Bernardino	Juvenile Court	3
Superior Court of California, County of San Bernardino	Small Claims Court	2
Superior Court of California, County of San Bernardino	Criminal Court	1
Superior Court of California, County of San Bernardino	Probate Court	1
Team of Advocates for Special Kids	Parent Training and Information Center	1
Teen Challenge of Southern California	Residential Substance Abuse Program	1
The 29 Palms Community Food Pantry & Outreach Ministries, Inc	Community Food Pantry	9
The Agape House	New Life Program	9
The Community Counseling Center	General Counseling	1
The David & Margaret Youth and Family Services	Community Based Education	2
The Gate Church of the High Desert	Holiday Toys	3
The Gate Church of the High Desert	Christmas Dinner	1
The Restorative Justice Center of The Inland Empire	Face-To Face Inmate Release Program	3
The Restorative Justice Center of The Inland Empire	Mediation Services	1
The Sober Living Network	Internet Information and Referral Service	8
The Unforgettables Foundation	Burial Assistance	4
The Way Station	Food Assistance	9
The Way Station	Christmas Baskets	2
The Way Station	Christmas Toys	1
Time For Change Foundation	Sweet Dreams House	13
Training With Pay	Feed the Children of the Desert	1
Travelers Aid of the Inland Empire	Emergency Transportation and Referral Service	7
Tri-County Dental Society	Free Dental Work for Children	4
Tri-County Dental Society	Dental Care Information and Referral	3
U.S. Citizenship and Immigration Services	Citizenship and Immigration Services	1
U.S. Department of Housing and Urban Development	Hope for Homeowners	8
U.S. Department of Housing and Urban Development	HUD	3
United States Consulate General	US Consulate	1
Upland Public Library	Library Services	1
Valley Fellowship- Seventh Day Adventist Church	Thanksgiving Baskets	17
Valley Fellowship- Seventh Day Adventist Church	Community Services	6
Victims of Crime Resource Center	Resource Center	2
Victor Valley Community Dental Service	Dental Service Program	4
Victor Valley Community Hospital	Hospital Services	3
Victor Valley Domestic Violence	Domestic Violence Shelter	2
Victor Valley Rescue Mission	Food Services & Clothing	78

Referrals from 2-1-1 San Bernardino County for October 2008

Victor Valley Rescue Mission	Recovery Program	7
Victor Valley Transit Authority	Direct Access/Dial-A-Ride	8
Victor Valley Transit Authority	Victor Valley Transit Authority	2
Visiting Nurse Association of the Inland Counties	Hospice	1
Vista Guidance Centers	Christmas Toys	54
Vista Guidance Centers	Mental Health Services	9
Vista Guidance Centers	Thanksgiving Meals	9
Vista Guidance Centers	Adolescent Anger Management	6
Vista Guidance Centers	Adult Anger Management Services	6
Vista Guidance Centers	Domestic Violence (Batterers Treatment Program)	4
Vista Guidance Centers	Adult Outpatient Substance Abuse Treatment	2
Vista Guidance Centers	Recovery Center	2
Vista Guidance Centers	Adolescent Outpatient Substance Abuse Treatment	1
Vista Guidance Centers	Christmas Meals	1
Vista Guidance Centers	Parenting Classes	1
Volunteer Center of Riverside County	2-1-1 Riverside County	145
Volunteer Income Tax Assistance (VITA)	Earned Income Tax Credit (EITC)	1
Volunteermatch	VolunteerMatch	1
Volunteers of America	Family Resource Center	1
We Tip	Crime Hotline	3
West End Family Counseling	Mental Health and Counseling Services	1
Westside Community Service Center	Rent Payment Assistance	149
Westside Community Service Center	Food Distributions	35
Westside Community Service Center	Employment Assistance	2
Westside Community Service Center	Senior Nutrition	2
Young Visionaries Youth Leadership Academy	Thanksgiving Baskets	33
Young Visionaries Youth Leadership Academy	Nitro2Go Christmas Festival Toy Giveaway	24
Young Visionaries Youth Leadership Academy	Forward Focus Leadership Program	1
Young Visionaries Youth Leadership Academy	Mentoring Program	1
Young Visionaries Youth Leadership Academy	Youth Advocacy Training Program	1
Yucaipa Christian Church	Manna Food Cupboard	11
Yucaipa Valley Welfare, Inc	Food Program	4
Yucaipa Valley Welfare, Inc	Medical Equipment Loans	4