

November 2009  
**2-1-1 San Bernardino County Statistical Update**

## 2-1-1 San Bernardino County Monthly Report - November 2009



United Ways serving  
San Bernardino County



### 2-1-1 News Items

#### **Your Copy of the 2009 Blue Book Directory is still available !!**

You can now order your copy(ies) online and pay with a credit card:

[http://www.211sb.com/211BlueBookDirectory\\_Purchase.html](http://www.211sb.com/211BlueBookDirectory_Purchase.html)

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

Federal funding for 2-1-1 is close - 54 Senate and 174 House co-sponsors now!! Please lend your voice. Call the Congressional Switchboard at 202-224-3121 and help make 2-1-1 sustainable.

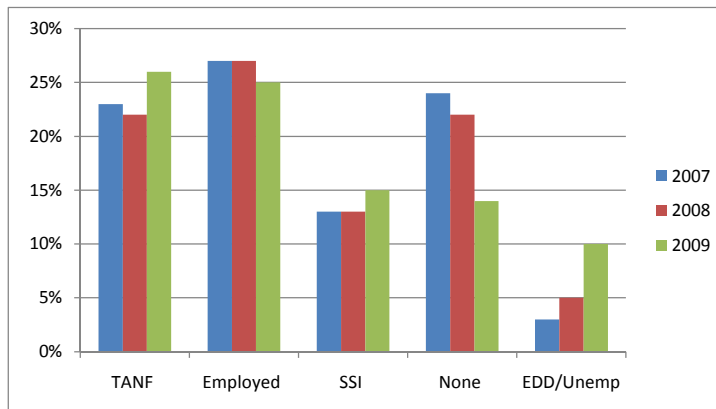
#### **2-1-1 Advisory Committee Meeting**

The next meeting of the 2-1-1 Advisory Committee will be held at 9:00am at the 2-1-1 Call Center in Rancho Cucamonga on January 28th and occurs regularly on the 4th Thursday of every other month.

Some 15,000 people live in households where members called 2-1-1 San Bernardino County in November, up from 13,700 in October. This includes 7,000 children, 2200 of whom are under 6 years old.

Two categories of needs had huge jumps in November and require further explanation. First, "Community Groups/Services" jumped from 48 to 570. This need category includes municipal services and Holiday Meals and similar programs. Secondly, "Disaster (Incident)" includes all calls regarding H1N1, for symptoms, vaccination sites and other information. San Bernardino Department of Public Health maintains an H1N1 informational webpage and an Information Line accessible by calling (800) 782-4264 or (909) 387-6280, (909) 387-6359 TDD.

Two years ago, in November of 2007, the rate of unemployed 2-1-1 callers (willing to give employment information) was 3% with another 24% indicating that they had no income. This November just past, only 14% of callers indicate having no income and the rate of unemployed callers has more than tripled to 10% as shown the following chart.



Every day we hear from callers, many of whom are dialing 2-1-1 for the first time, stories like this, "I have worked hard all my life and have never had to ask anyone for help. But I have no idea what to do. I'm about to lose my house. My unemployment is about to run out. I've sent out hundreds of resumes but can't find work. Doesn't anyone care what happens to me and my family?"

Additionally, many of the callers who are fully employed are not making ends meet with their current income. Many 2 income families are now 1 income, and many income earners have taken cuts in pay or are furloughed, which amounts to the same thing. More than 30% of callers to 2-1-1 are looking for cash aid to keep their utilities on or make their rent payment.

Yes, we care, but the available resources are absolutely dwarfed by the need.

It's not difficult to see how the Inland Areas have been hit much harder than other parts of the country, even without considering the impact of the crash of the local construction industry. The Self-Sufficiency Standard, developed by Dr. Diana Pearce, is much more accurate in its portrayal of a county's economic status than the Federal Poverty Level, which is based on an out-dated half-century old measure assuming that food is 1/3 of a family's budget. Even before the current economic crisis, San Bernardino County showed that 35.8% of the population was living below the self-sufficiency standard, and Riverside was marked at 33.6%.

One exciting development we are looking forward to is the inclusion of San Bernardino County datasets and local 2-1-1 data in the rollout of [healthycity.org](http://healthycity.org), scheduled for February 2010. California Endowment is largely responsible for the funding to move this resource statewide. The ability to overlay community resources (from the 2-1-1 database) onto a GIS mapping plus your choice of a vast array of demographic, health and other datasets should be tremendously beneficial for community planning and grant writing. This tool allows the user to locate potential community partners easily. You can visit the site at <http://healthycity.org>. Stay tuned for more information.

Until next month's quarterly report, Thank you and be healthy!

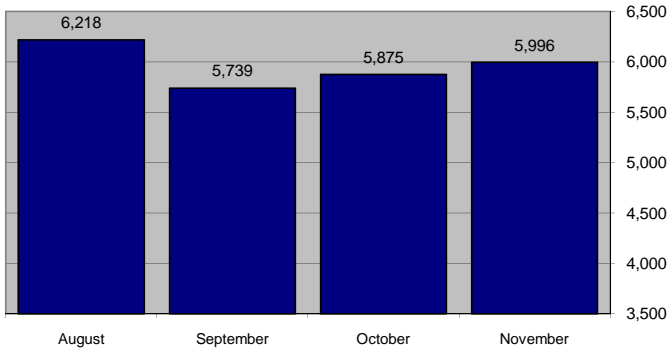
Gary Madden, Director  
2-1-1 San Bernardino County



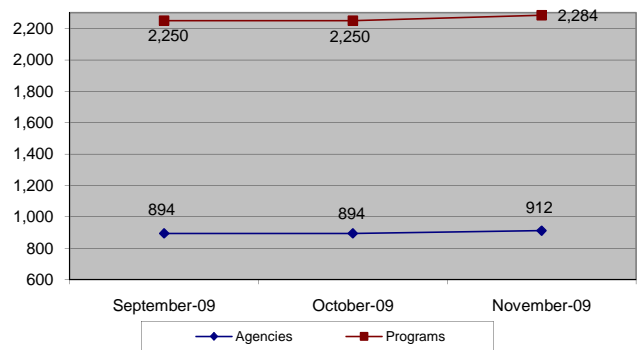
## 2-1-1 San Bernardino County

### November 2009 Data Analysis

**Total number of documented calls**



**2-1-1 database totals**



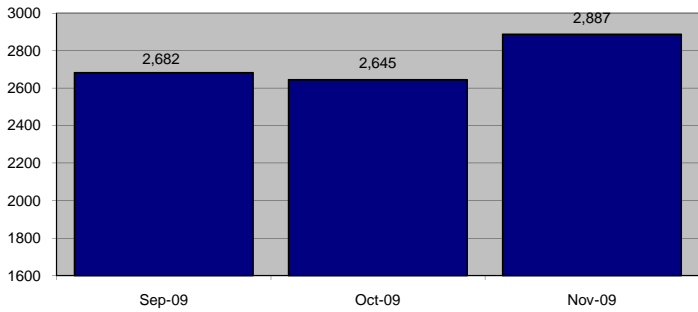
**Total number of documented calls\*\***

Month	Total number of documented calls**
November	5,996
October	5,875
September	5,739
August	6,218

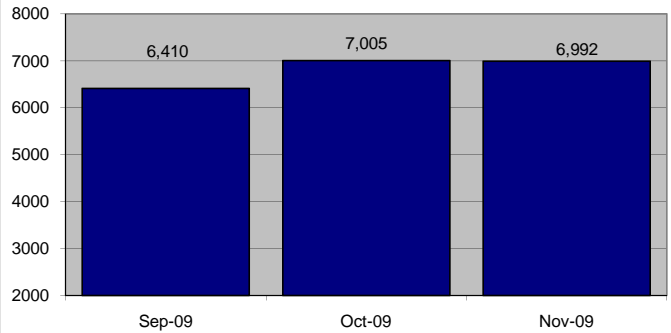
\*\* Does not include hangups, wrong numbers, internal, etc.

Agencies	Database totals	Programs
912	Nov-09	2,284
894	Oct-09	2,250
894	Sep-09	2,250

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



**Total number of children involved**



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

	Nov-09	Oct-09	Sep-09
0 or unknown	3,109	3,230	3,045
1	770	778	818
2	978	903	852
3	626	533	549
4	300	273	288
5	144	95	115
6	37	36	38
7	18	20	18
8	7	6	3
9	6	1	1
More than 9	1	0	0
<b>Total</b>	<b>2,887</b>	<b>2,645</b>	<b>2,682</b>

**Total Number of Children**

Month	Total Number of Children
Nov-09	6,992
Oct-09	7,005
Sep-09	6,410

**Percentage of callers w/children 48%**

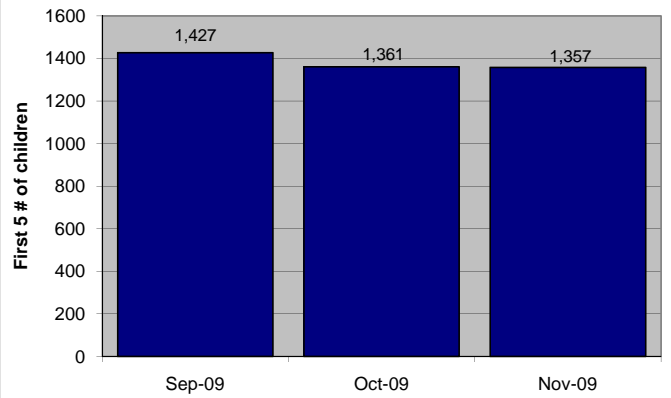
**First 5 Calls**

<b>Total # First 5 Children represented</b>	<b>2189</b>
Total number of calls this month	5996
<b>Total # of First 5 Calls</b>	<b>1357</b>
<b>Percentage of F5 calls</b>	<b>23%</b>

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

	Nov-09	Oct-09	Sep-09
0 or unknown	4,639	4,514	4,300
1	748	757	796
2	442	449	461
3	122	107	132
4	36	35	28
5	7	8	8
6	2	5	2
7	0	0	0
8	0	0	0
9	0	0	0
More than 9	0	0	0
<b>Total F5 Calls</b>	<b>1,357</b>	<b>1,361</b>	<b>1,427</b>

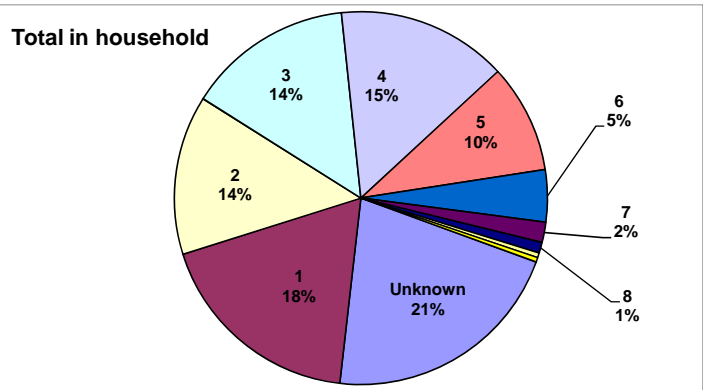
**Total number of children under 6**



## 2-1-1 San Bernardino County

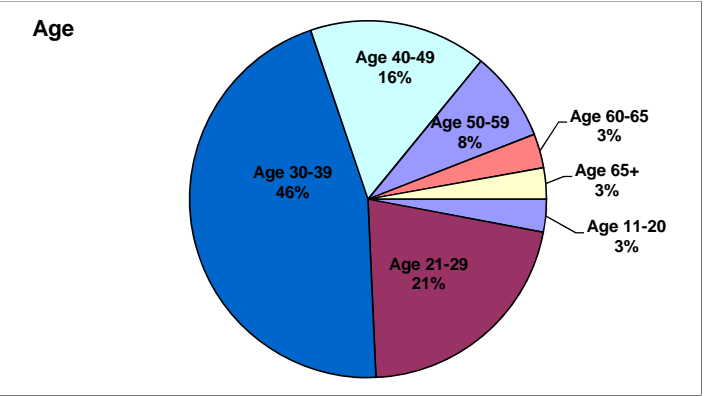
Total # in household:			
	Nov-09	Oct-09	Sep-09
Unknown	1274	1277	1129
1	1099	1259	1347
2	828	882	840
3	862	804	813
4	888	748	677
5	565	469	472
6	271	244	263
7	105	98	104
8	56	62	49
9	25	12	18
9+	23	20	15
<b>Total</b>	<b>4722</b>	<b>4598</b>	<b>4598</b>

NA  
23%  
18%  
18%  
19%  
12%  
6%  
2%  
1%  
1%  
0%

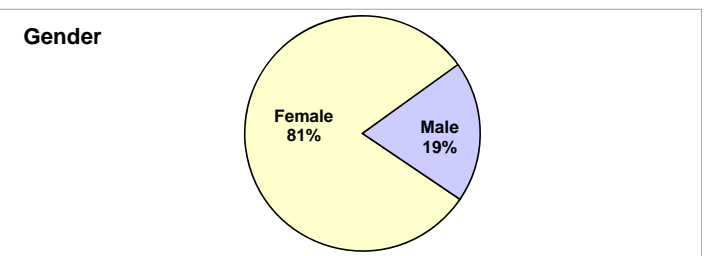


**Total people represented in this month's calls** **14,959**

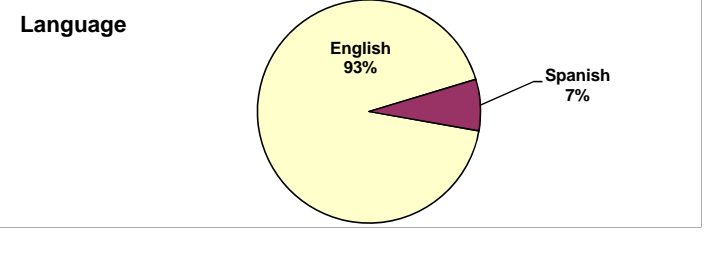
Age:			
	Nov-09	Oct-09	Sep-09
Age 0-3	17	3	9
Age 4-5	8	16	3
Age 6-10	21	126	14
Age 11-20	127	126	141
Age 21-29	908	936	904
Age 30-39	1936	1731	1781
Age 40-49	686	700	820
Age 50-59	348	378	365
Age 60-65	132	142	109
Age 65+	120	138	113
<b>Total</b>	<b>4303</b>	<b>4296</b>	<b>4259</b>



Gender			
	Nov-09	Oct-09	Sep-09
Female	4814	4633	4599
Male	1157	1204	1113
Unknown	1	30	21
Other	3	8	5
Transgender	5	0	1
<b>Total</b>	<b>5980</b>	<b>5875</b>	<b>5739</b>

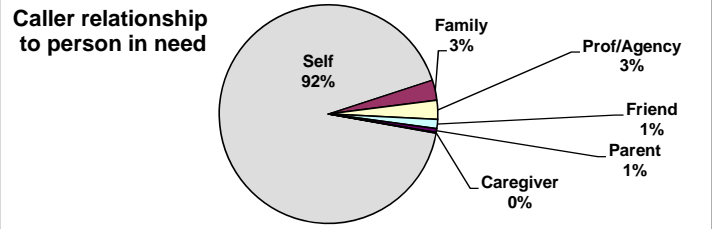


Language			
	Nov-09	Oct-09	Sep-09
English	5548	5447	5341
Spanish	446	426	382
Acholi	1	1	2
Korean	1	0	0
Vietnamese	0	1	0
Albanian	0	0	1
Farsi	0	0	1

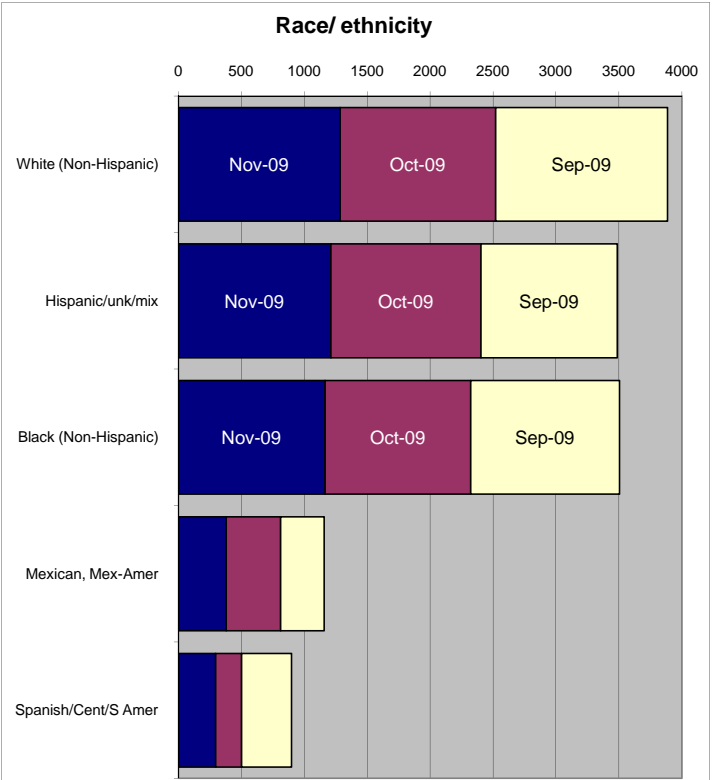


## 2-1-1 San Bernardino County

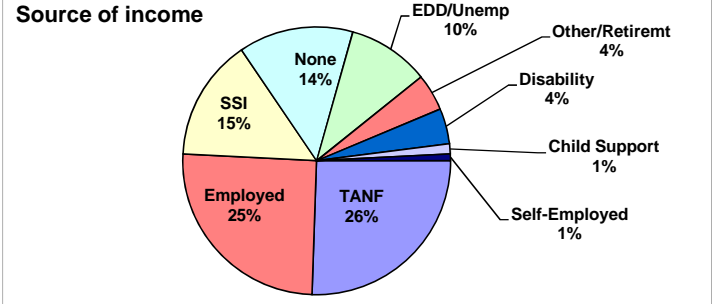
Caller relationship to person in need:			
	Nov-09	Oct-09	Sep-09
Self	5528	5357	5265
Family	179	197	136
Prof/Agency	168	187	172
Friend	81	98	105
Parent	35	27	32
Caregiver	5	9	17



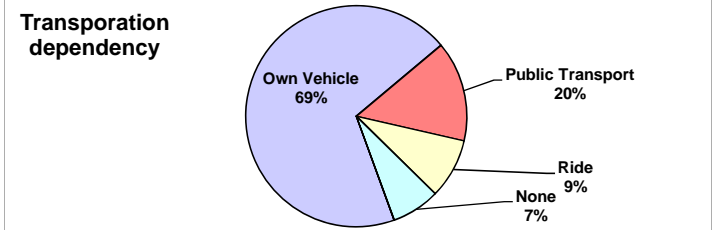
Race/ ethnicity				
	Nov-09	Oct-09	Sep-09	
White (Non-Hispanic)	1283	1236	1366	29%
Hispanic/unk/mix	1209	1194	1084	27%
Black (Non-Hispanic)	1164	1158	1181	26%
Mexican, Mex-Amer	378	432	346	8%
Spanish/Cent/S Amer	295	205	398	7%
Declined to answer	32	53	37	1%
Asia/unk/mix	28	18	18	
Asian-Indian	25	17	11	
Other	13	11	12	
Chinese	5	7	4	
Multi-race	4	12	4	
Filipino	3	6	3	
Native American	2	2	2	
Puerto Rican	2	2	0	
Vietnamese	2	1	1	
Hawaiian	2	0	0	
Korean	1	0	1	
Cuban	1	0	0	
Samoan	0	4	0	
Pacific Islander/unk/mix	0	2	1	
Japanese	0	1	1	
Cambodian	0	1	0	
Laotian	0	0	2	
Unknown	1547	1513	1267	
<b>Total Known</b>	<b>4449</b>	<b>4362</b>	<b>4472</b>	



Source of income:			
	Nov-09	Oct-09	Sep-09
TANF	997	863	1007
Employed	986	942	816
SSI	574	603	548
None	540	749	664
EDD/Unemp	385	375	422
Other/Retirement	174	180	165
Disability	166	175	190
Child Support	48	26	40
Self-Employed	32	39	53



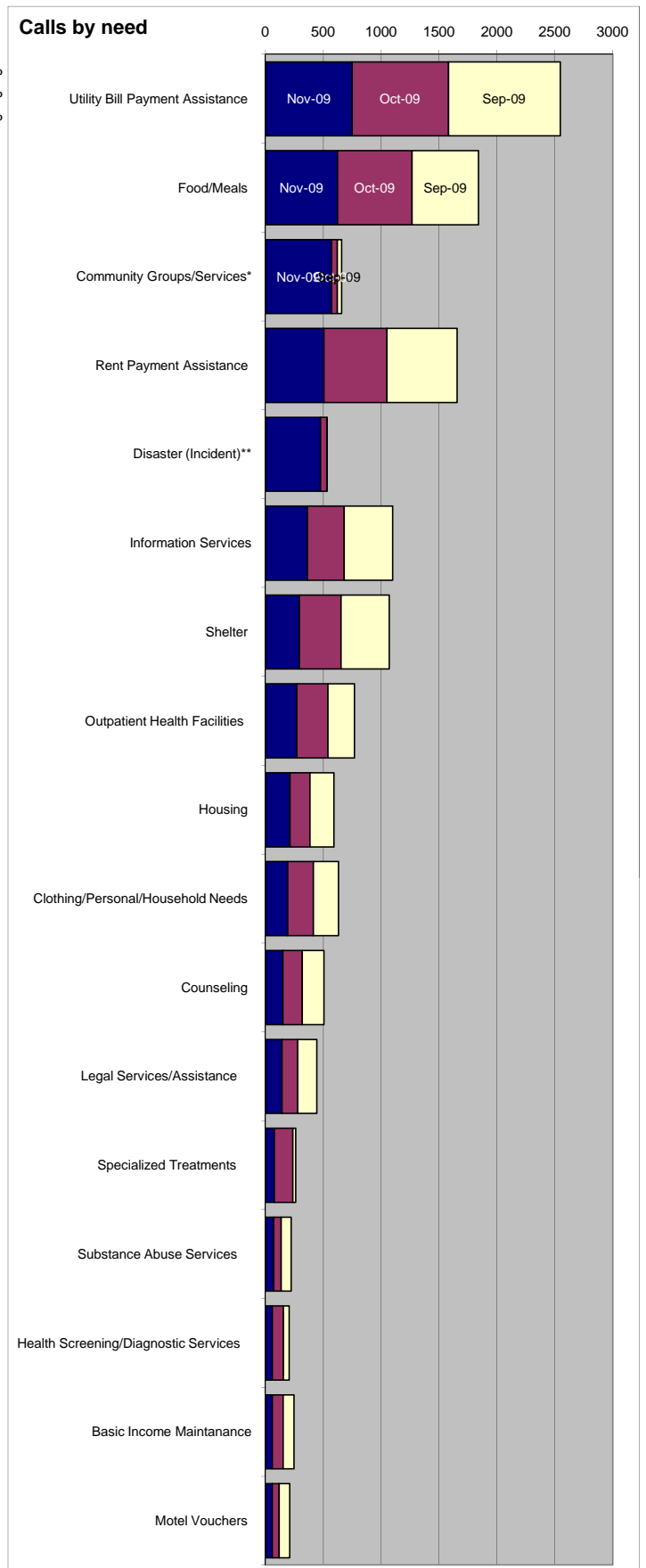
Transportation dependency:			
	Nov-09	Oct-09	Sep-09
Own Vehicle	2627	2480	2349
Public Transportation	555	531	621
Ride	332	375	345
None	267	362	329
Taxi	1	1	1
Transportation Voucher	0	2	2



## 2-1-1 San Bernardino County

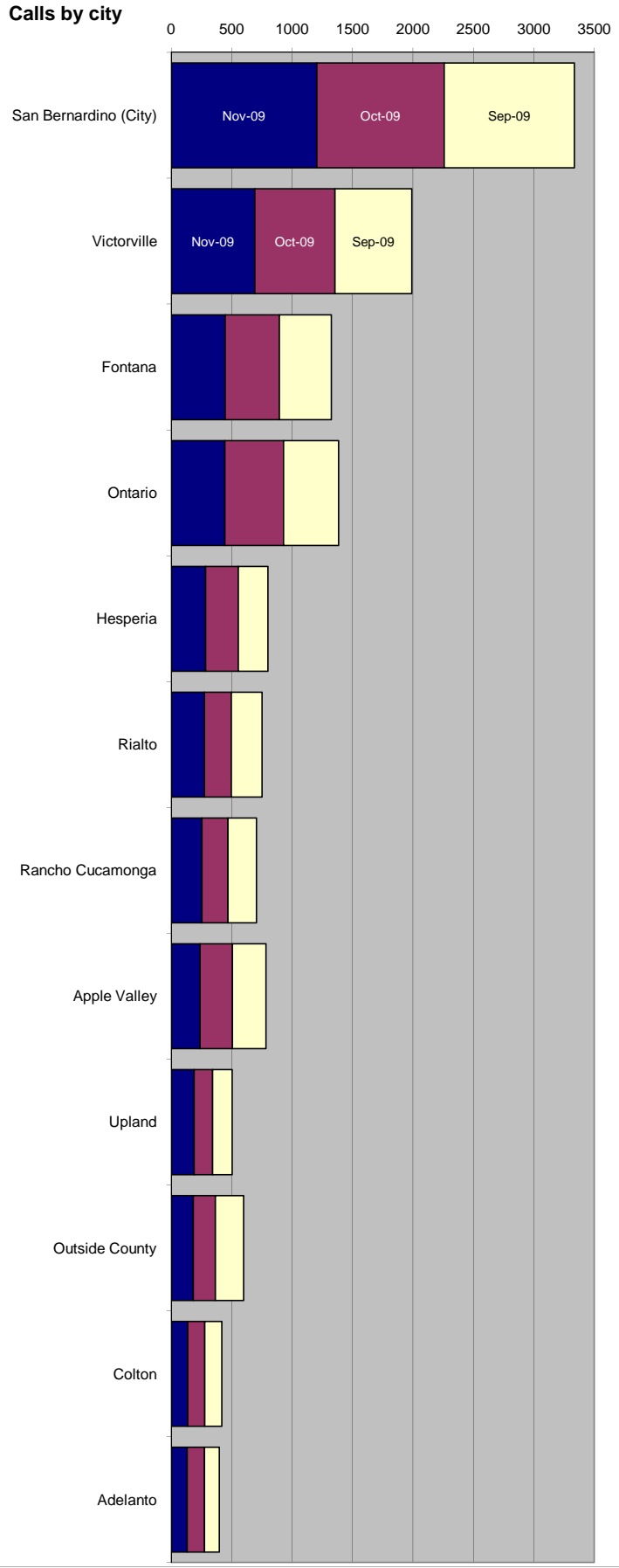
Calls by need:			
Need	Nov-09	Oct-09	Sep-09
Utility Bill Payment Assistance	747	832	966
Food/Meals	621	644	575
Community Groups/Services*	570	48	37
Rent Payment Assistance	503	544	606
Disaster (Incident)**	473	56	2
Information Services	360	319	418
Shelter	292	358	417
Outpatient Health Facilities	269	269	229
Housing	211	171	208
Clothing/Personal/Household Needs	189	222	219
Counseling	149	166	187
Legal Services/Assistance	141	136	164
Specialized Treatments	75	160	25
Substance Abuse Services	69	64	87
Health Screening/Diagnostic Services	58	95	50
Basic Income Maintanance	58	93	94
Motel Vouchers	58	59	91
Transportation	55	93	91
Nutrition Public Assistance Programs	52	62	78
Family Based Srvcs/Mentoring	41	40	17
Employment	39	80	59
Consumer Assistance/Protection	38	55	53
Health Supportive Services	34	112	54
Medical Public Assistance Programs	31	29	38
Donations	31	18	9
Courts/Correctional System	30	35	48
Law Enforcement	28	30	44
Household Related Public Asst	27	31	33
Day Care	25	39	31
Volunteer Opportunities	20	11	28
Crime Reporting/Prevention	19	13	16
Social Insurance Programs	19	13	8
Mental Health Care Facilities	17	30	32
Outpatient Mental Health Care	16	26	26
Mortgage Payment Assistance	15	14	12
Parenting Education	14	22	19
Support Groups	14	19	10
Disability Issues/Services	13	19	15
Org. Development and Mgmt Services	13	18	17
Public Health Information	12	51	3
Death Certification/Burial Arrangements	12	18	13
Animal Services	12	8	22
Public Safety/Emergency Services	11	63	24
Environmental Protection/Improvement	11	32	12
Social Develop. and Enrichment	11	15	11
Special Education	11	14	20
Emergency Medical Care	10	20	16
Consumer Regulations	10	10	6
Inpatient Health Facilities	10	8	11
Mortgage Foreclosure Information	10	7	7
Immigration/Citizenship	8	12	18
Formal Education	7	11	9
Psychiatric/Mental Health Support	7	11	7
Early Education	7	10	11
Rehabilitation/Habilitative Services	4	1	3
Labor Standards/Practices	4	1	0
Disaster Services	4	0	3
Tutoring/Homework Assistance	3	4	5
Parks & Recreation Services	3	2	4
Crime Victim Support	3	1	0
Adoption/Foster Care	2	4	4
Protective Services	1	6	5
Public Works	1	2	0
Safety Equipment	0	2	2
Bad Weather Shelters	0	1	1
Credit Counseling	0	0	4

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



## 2-1-1 San Bernardino County

Calls per city/town			
City	Nov-09	Oct-09	Sep-09
San Bernardino (City)	1203	1054	1077
Victorville	690	663	636
Fontana	445	449	430
Ontario	443	484	457
Hesperia	283	270	246
Rialto	273	222	255
Rancho Cucamonga	254	214	236
Apple Valley	236	268	279
Upland	188	154	160
Outside County	181	184	233
Colton	135	141	142
Adelanto	131	142	124
Chino Hills	124	44	29
Redlands	121	111	138
Highland	99	81	82
Chino	95	95	99
Yucaipa	79	66	96
Barstow	62	108	75
Montclair	58	64	65
Bloomington	53	49	55
Loma Linda	36	36	41
Yucca Valley	33	53	38
Crestline	32	26	16
Twenty-Nine Palms	25	40	51
Joshua Tree	24	14	9
Alta Loma	17	24	17
Phelan	15	23	25
Mentone	15	15	21
Big Bear City	15	15	10
Lucerne Valley	15	14	17
Grand Terrace	12	10	14
Running Springs	9	10	22
Unknown/Not Applicable	9	9	2
Lake Arrowhead	8	7	5
Big Bear Lake	7	13	9
Helendale	7	5	1
Needles	5	6	3
Forest Falls	5	1	2
Wrightwood	3	8	7
Oro Grande	3	1	5
Blue Jay	2	1	0
Newberry Springs	2	0	2
Yermo	2	0	1
Outside Of California	1	5	3
Pinon Hills	1	4	6
Lytle Creek	1	2	1
Skyforest	1	1	2
Devore	1	1	1
Hinkley	1	1	0
Rimforest	0	2	0
Etiwanda	0	1	1
Morongo	0	0	4
Big River	0	0	1
Calimesa	0	0	1
Daggett	0	0	1
Cedar Glen	0	0	0
La Verne	0	0	0
Trona	0	0	0





## 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**

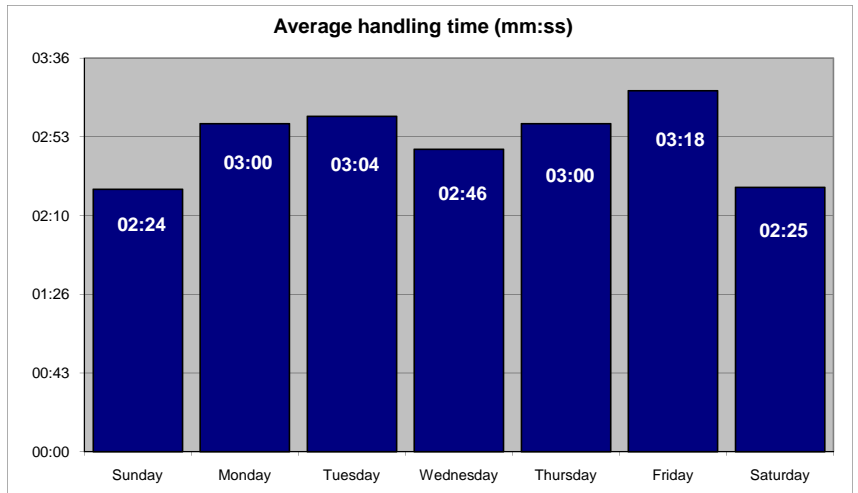
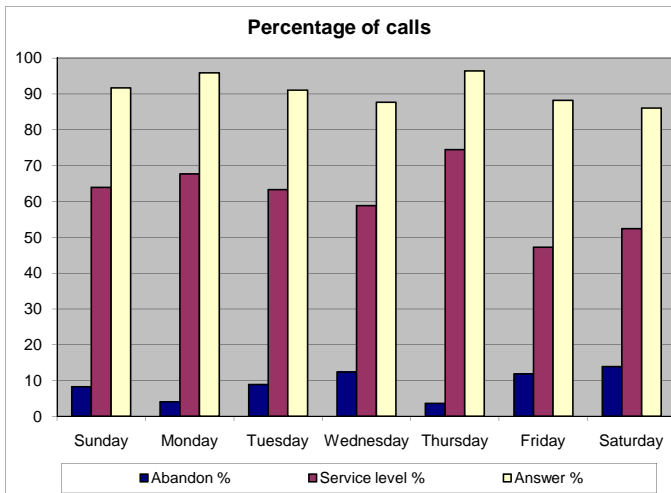
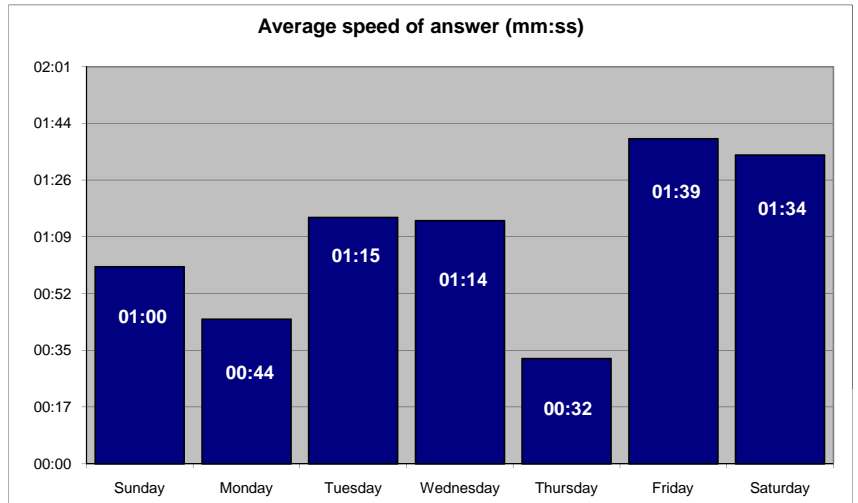
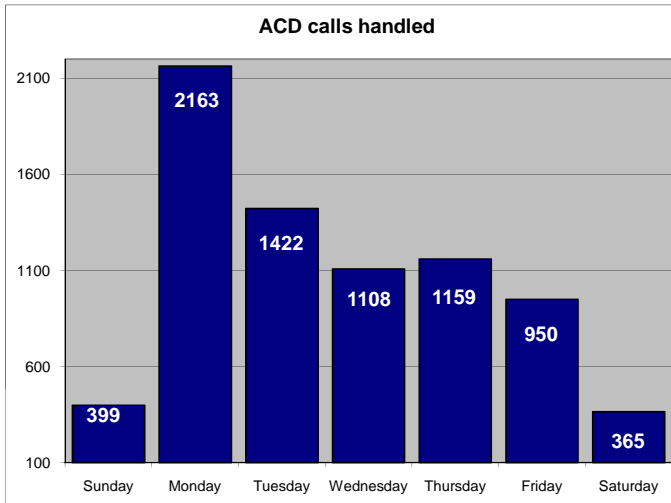
**Device: 005 - All SB QG's**

**Date range: 11/1/2009 - 11/30/2009 12:00 AM - 12:00 AM**

**Created on: 12/1/2009**

**Created by: gmadden**

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requeued	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
<b>Sunday</b>	435	399	18	36	0	3	0	397	2	0	0	0:01:00	0:02:35	0:00:00	15:58:29	0:02:24	8.3	63.9	91.7
<b>Monday</b>	2255	2163	53	92	0	13	0	2158	5	0	0	0:00:44	0:02:07	0:00:00	108:30:27	0:03:00	4.1	67.6	95.9
<b>Tuesday</b>	1561	1422	40	139	0	6	0	1418	4	0	0	0:01:15	0:04:47	0:00:00	73:01:07	0:03:04	8.9	63.3	91.1
<b>Wednesday</b>	1264	1108	49	156	0	8	0	1098	10	0	0	0:01:14	0:04:48	0:00:00	51:22:18	0:02:46	12.3	58.9	87.7
<b>Thursday</b>	1202	1159	32	43	0	8	0	1151	8	0	0	0:00:32	0:02:16	0:00:00	57:58:53	0:03:00	3.6	74.5	96.4
<b>Friday</b>	1077	950	41	127	0	7	0	947	3	0	0	0:01:39	0:03:12	0:00:00	52:23:07	0:03:18	11.8	47.2	88.2
<b>Saturday</b>	424	365	19	59	0	5	0	362	3	0	0	0:01:34	0:03:05	0:00:00	14:42:54	0:02:25	13.9	52.4	86.1
<b>Total</b>	<b>8218</b>	<b>7566</b>	<b>252</b>	<b>652</b>	<b>0</b>	<b>50</b>	<b>0</b>	<b>7531</b>	<b>35</b>	<b>0</b>	<b>0</b>	<b>0:01:03</b>	<b>0:03:40</b>	<b>0:00:00</b>	<b>373:57:15</b>	<b>0:02:58</b>	<b>7.9</b>	<b>62.8</b>	<b>92.1</b>



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

City/Town - Needs	Total
<b>Adelanto</b>	<b>131</b>
Clothing/Personal/Household Needs	7
Community Groups/Services	18
Consumer Assistance/Protection	1
Disability Issues/Services	2
Disaster (Incident)	2
Donations	2
Early Education	1
Employment	1
Environmental Protection/Improvement	1
Family Based Services/Mentoring	1
Food/Meals	15
Health Screening/Diagnostic Services	1
Household Related Public Assistance Programs	1
Housing	1
Information Services	2
Legal Services/Assistance	4
Medical Public Assistance Programs	1
Nutrition Related Public Assistance Programs	4
Outpatient Health Facilities	5
Parenting Education	1
Public Safety/Emergency Services	1
Rent Payment Assistance	20
Shelter	1
Social Development and Enrichment	1
Substance Abuse Services	1
Transportation	2
Utilities	33
Volunteer Opportunities	1
<b>Alta Loma</b>	<b>16</b>
Basic Income Maintenance	1
Community Groups/Services	1
Disaster (Incident)	3
Health Supportive Services	1
Legal Services/Assistance	3
Outpatient Health Facilities	2
Rent Payment Assistance	1
Specialized Treatments	1
Support Groups	1
Utilities	1
Volunteer Opportunities	1
<b>Apple Valley</b>	<b>231</b>
Animal Services	1
Basic Income Maintenance	1
Clothing/Personal/Household Needs	12
Community Groups/Services	20
Consumer Assistance/Protection	3
Counseling	8
Disability Issues/Services	1
Disaster (Incident)	17
Donations	3
Early Education	2
Emergency Medical Care	1
Employment	5
Food/Meals	14
Health Screening/Diagnostic Services	4
Health Supportive Services	1

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

City/Town - Needs	Total
Housing	3
Information Services	15
Inpatient Health Facilities	1
Labor Standards/Practices	1
Law Enforcement	1
Legal Services/Assistance	5
Medical Public Assistance Programs	2
Mental Health Care Facilities	2
Mortgage Payment Assistance	2
Motel Vouchers	1
Nutrition Related Public Assistance Programs	2
Outpatient Health Facilities	16
Outpatient Mental Health Care	2
Parenting Education	3
Parks & Recreation Services	1
Psychiatric/Mental Health Support Services	1
Rent Payment Assistance	19
Shelter	9
Social Development and Enrichment	2
Social Insurance Programs	1
Specialized Treatments	2
Substance Abuse Services	1
Support Groups	1
Transportation	6
Utilities	38
Volunteer Opportunities	1
<b>Barstow</b>	<b>62</b>
Clothing/Personal/Household Needs	7
Community Groups/Services	4
Consumer Assistance/Protection	2
Consumer Regulations	1
Crime Reporting/Prevention	1
Disaster (Incident)	3
Family Based Services/Mentoring	1
Food/Meals	4
Housing	4
Information Services	4
Medical Public Assistance Programs	1
Mental Health Care Facilities	1
Motel Vouchers	1
Outpatient Health Facilities	3
Rehabilitation/Habilitative Services	1
Rent Payment Assistance	7
Shelter	3
Substance Abuse Services	2
Transportation	1
Utilities	11
<b>Big Bear City</b>	<b>16</b>
Community Groups/Services	3
Day Care	1
Disaster (Incident)	3
Family Based Services/Mentoring	1
Food/Meals	3
Information Services	1
Rent Payment Assistance	2
Social Insurance Programs	1
Utilities	1

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

City/Town - Needs	Total
<b>Big Bear Lake</b>	<b>4</b>
Disaster (Incident)	1
Outpatient Mental Health Care	1
Social Insurance Programs	1
Utilities	1
<b>Bloomington</b>	<b>51</b>
Animal Services	1
Basic Income Maintenance	2
Clothing/Personal/Household Needs	1
Community Groups/Services	5
Counseling	7
Day Care	2
Death Certification/Burial Arrangements	1
Disaster (Incident)	4
Employment	1
Food/Meals	10
Formal Education	1
Health Supportive Services	1
Housing	1
Information Services	2
Legal Services/Assistance	1
Outpatient Health Facilities	3
Public Health Information	1
Rent Payment Assistance	4
Shelter	1
Specialized Treatments	1
Volunteer Opportunities	1
<b>Blue Jay</b>	<b>2</b>
Food/Meals	1
Information Services	1
<b>Chino</b>	<b>126</b>
Basic Income Maintenance	1
Clothing/Personal/Household Needs	3
Community Groups/Services	10
Counseling	4
Day Care	1
Disaster (Incident)	22
Employment	2
Food/Meals	9
Health Supportive Services	1
Household Related Public Assistance Programs	2
Housing	6
Information Services	7
Law Enforcement	1
Legal Services/Assistance	3
Motel Vouchers	5
Nutrition Related Public Assistance Programs	1
Outpatient Health Facilities	12
Parenting Education	1
Psychiatric/Mental Health Support Services	1
Rent Payment Assistance	6
Shelter	7
Special Education	1
Specialized Treatments	6
Transportation	1
Utilities	12
Volunteer Opportunities	1

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

City/Town - Needs	Total
<b>Chino Hills</b>	<b>61</b>
Basic Income Maintenance	2
Community Groups/Services	2
Disaster (Incident)	23
Family Based Services/Mentoring	2
Food/Meals	3
Health Supportive Services	3
Household Related Public Assistance Programs	1
Housing	2
Information Services	2
Legal Services/Assistance	1
Medical Public Assistance Programs	1
Nutrition Related Public Assistance Programs	1
Outpatient Health Facilities	7
Rehabilitation/Habilitative Services	1
Rent Payment Assistance	2
Specialized Treatments	6
Utilities	1
Volunteer Opportunities	1
<b>Claremont</b>	<b>2</b>
Housing	1
Information Services	1
<b>Colton</b>	<b>142</b>
Basic Income Maintenance	1
Clothing/Personal/Household Needs	6
Community Groups/Services	16
Consumer Assistance/Protection	1
Counseling	5
Courts/Correctional System	2
Crime Reporting/Prevention	3
Day Care	2
Disaster (Incident)	10
Employment	1
Family Based Services/Mentoring	1
Food/Meals	27
Health Screening/Diagnostic Services	1
Household Related Public Assistance Programs	1
Housing	7
Information Services	6
Legal Services/Assistance	2
Motel Vouchers	1
Nutrition Related Public Assistance Programs	2
Outpatient Health Facilities	9
Parenting Education	2
Public Health Information	1
Public Safety/Emergency Services	1
Rent Payment Assistance	10
Shelter	2
Specialized Treatments	2
Substance Abuse Services	1
Support Groups	1
Transportation	2
Utilities	16
<b>Crestline</b>	<b>29</b>
Basic Income Maintenance	1
Clothing/Personal/Household Needs	2
Community Groups/Services	2

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

City/Town - Needs	Total
Disaster (Incident)	4
Disaster Services	1
Food/Meals	5
Health Supportive Services	1
Household Related Public Assistance Programs	1
Information Services	1
Outpatient Health Facilities	1
Rent Payment Assistance	2
Shelter	1
Specialized Treatments	1
Substance Abuse Services	1
Transportation	1
Utilities	4
<b>Devore</b>	<b>1</b>
Information Services	1
<b>Fontana</b>	<b>439</b>
Animal Services	1
Basic Income Maintenance	4
Clothing/Personal/Household Needs	9
Community Groups/Services	45
Consumer Assistance/Protection	2
Consumer Regulations	1
Counseling	12
Courts/Correctional System	2
Crime Reporting/Prevention	1
Death Certification/Burial Arrangements	1
Disability Issues/Services	2
Disaster (Incident)	60
Emergency Medical Care	1
Employment	1
Environmental Protection/Improvement	1
Family Based Services/Mentoring	4
Food/Meals	59
Formal Education	1
Health Screening/Diagnostic Services	6
Health Supportive Services	4
Household Related Public Assistance Programs	2
Housing	14
Immigration/Naturalization Legal Services	1
Information Services	17
Labor Standards/Practices	1
Law Enforcement	4
Legal Services/Assistance	10
Medical Public Assistance Programs	3
Mortgage Foreclosure Information	2
Motel Vouchers	3
Nutrition Related Public Assistance Programs	4
Outpatient Health Facilities	27
Outpatient Mental Health Care	2
Parenting Education	3
Parks & Recreation Services	1
Protective Services	1
Public Health Information	1
Rent Payment Assistance	24
Shelter	30
Social Insurance Programs	4
Specialized Treatments	6

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

City/Town - Needs	Total
Substance Abuse Services	5
Support Groups	3
Transportation	5
Tutoring/Homework Assistance	1
Utilities	46
Volunteer Opportunities	2
<b>Forest Falls</b>	<b>3</b>
Food/Meals	2
Nutrition Related Public Assistance Programs	1
<b>Grand Terrace</b>	<b>11</b>
Community Groups/Services	3
Consumer Regulations	1
Food/Meals	3
Legal Services/Assistance	1
Outpatient Health Facilities	1
Rent Payment Assistance	1
Utilities	1
<b>Helendale</b>	<b>7</b>
Clothing/Personal/Household Needs	1
Environmental Protection/Improvement	1
Food/Meals	1
Housing	1
Medical Public Assistance Programs	1
Transportation	1
Utilities	1
<b>Hesperia</b>	<b>276</b>
Basic Income Maintenance	2
Clothing/Personal/Household Needs	6
Community Groups/Services	28
Counseling	9
Courts/Correctional System	3
Crime Reporting/Prevention	1
Crime Victim Support	1
Disability Issues/Services	2
Disaster (Incident)	16
Donations	2
Employment	2
Environmental Protection/Improvement	1
Family Based Services/Mentoring	4
Food/Meals	35
Health Screening/Diagnostic Services	3
Health Supportive Services	1
Housing	6
Immigration/Naturalization Legal Services	2
Information Services	6
Inpatient Health Facilities	1
Labor Standards/Practices	1
Law Enforcement	2
Legal Services/Assistance	7
Medical Public Assistance Programs	1
Mental Health Care Facilities	1
Mortgage Payment Assistance	1
Nutrition Related Public Assistance Programs	3
Organizational Development and Management Services	1
Outpatient Health Facilities	12
Outpatient Mental Health Care	1
Public Health Information	1

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

City/Town - Needs	Total
Public Safety/Emergency Services	1
Rent Payment Assistance	34
Shelter	4
Social Insurance Programs	1
Specialized Treatments	4
Substance Abuse Services	7
Transportation	1
Utilities	61
Volunteer Opportunities	1
<b>Highland</b>	<b>94</b>
Clothing/Personal/Household Needs	9
Community Groups/Services	13
Day Care	1
Disaster (Incident)	5
Donations	1
Emergency Medical Care	1
Employment	1
Family Based Services/Mentoring	3
Food/Meals	17
Health Screening/Diagnostic Services	1
Health Supportive Services	1
Housing	4
Law Enforcement	1
Motel Vouchers	2
Nutrition Related Public Assistance Programs	1
Outpatient Health Facilities	3
Rent Payment Assistance	9
Shelter	8
Specialized Treatments	3
Substance Abuse Services	2
Utilities	8
<b>Hinkley</b>	<b>1</b>
Shelter	1
<b>Joshua Tree</b>	<b>18</b>
Clothing/Personal/Household Needs	1
Community Groups/Services	1
Donations	1
Family Based Services/Mentoring	1
Food/Meals	1
Housing	1
Information Services	2
Legal Services/Assistance	1
Outpatient Health Facilities	2
Rent Payment Assistance	2
Substance Abuse Services	1
Transportation	1
Utilities	3
<b>Lake Arrowhead</b>	<b>7</b>
Counseling	1
Disaster (Incident)	1
Employment	1
Food/Meals	1
Medical Public Assistance Programs	1
Public Health Information	1
Rent Payment Assistance	1
<b>Loma Linda</b>	<b>33</b>
Basic Income Maintenance	2

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

City/Town - Needs	Total
Clothing/Personal/Household Needs	3
Community Groups/Services	1
Counseling	2
Disaster (Incident)	3
Emergency Medical Care	1
Food/Meals	3
Formal Education	1
Health Screening/Diagnostic Services	1
Health Supportive Services	1
Information Services	2
Legal Services/Assistance	3
Motel Vouchers	1
Organizational Development and Management Services	1
Outpatient Health Facilities	1
Rent Payment Assistance	1
Shelter	3
Utilities	3
<b>Lucerne Valley</b>	<b>18</b>
Animal Services	1
Community Groups/Services	2
Disaster (Incident)	2
Food/Meals	1
Health Screening/Diagnostic Services	1
Information Services	1
Medical Public Assistance Programs	2
Mental Health Care Facilities	1
Mortgage Payment Assistance	1
Nutrition Related Public Assistance Programs	1
Outpatient Health Facilities	1
Rent Payment Assistance	1
Shelter	1
Transportation	1
Utilities	1
<b>Lytle Creek</b>	<b>1</b>
Food/Meals	1
<b>Mentone</b>	<b>15</b>
Community Groups/Services	1
Disaster (Incident)	1
Family Based Services/Mentoring	1
Food/Meals	3
Legal Services/Assistance	1
Outpatient Health Facilities	1
Psychiatric/Mental Health Support Services	1
Rent Payment Assistance	4
Specialized Treatments	1
Utilities	1
<b>Montclair</b>	<b>54</b>
Animal Services	1
Clothing/Personal/Household Needs	5
Community Groups/Services	4
Consumer Assistance/Protection	1
Counseling	1
Disaster (Incident)	3
Food/Meals	7
Health Screening/Diagnostic Services	1
Housing	3
Information Services	2

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

City/Town - Needs	Total
Law Enforcement	2
Legal Services/Assistance	4
Mortgage Payment Assistance	2
Motel Vouchers	1
Outpatient Health Facilities	3
Psychiatric/Mental Health Support Services	1
Public Health Information	1
Rent Payment Assistance	2
Shelter	3
Specialized Treatments	1
Substance Abuse Services	1
Utilities	4
Volunteer Opportunities	1
<b>Needles</b>	<b>2</b>
Rent Payment Assistance	2
<b>Newberry Springs</b>	<b>1</b>
Information Services	1
<b>Ontario</b>	<b>427</b>
Animal Services	1
Basic Income Maintenance	2
Clothing/Personal/Household Needs	14
Community Groups/Services	33
Consumer Assistance/Protection	5
Counseling	12
Courts/Correctional System	3
Crime Reporting/Prevention	1
Day Care	4
Disability Issues/Services	3
Disaster (Incident)	54
Disaster Services	1
Donations	3
Employment	3
Family Based Services/Mentoring	1
Food/Meals	49
Health Screening/Diagnostic Services	7
Health Supportive Services	2
Household Related Public Assistance Programs	1
Housing	20
Immigration/Naturalization Legal Services	1
Information Services	11
Inpatient Health Facilities	3
Law Enforcement	1
Legal Services/Assistance	17
Medical Public Assistance Programs	1
Mental Health Care Facilities	3
Mortgage Payment Assistance	1
Motel Vouchers	6
Nutrition Related Public Assistance Programs	3
Outpatient Health Facilities	25
Outpatient Mental Health Care	2
Public Health Information	1
Rent Payment Assistance	43
Shelter	13
Social Insurance Programs	1
Special Education	2
Specialized Treatments	4
Substance Abuse Services	5

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

City/Town - Needs	Total
Support Groups	2
Transportation	4
Utilities	56
Volunteer Opportunities	3
<b>Oro Grande</b>	<b>2</b>
Utilities	2
<b>Outside County</b>	<b>98</b>
Basic Income Maintenance	2
Community Groups/Services	5
Consumer Assistance/Protection	1
Counseling	4
Courts/Correctional System	1
Day Care	1
Disaster (Incident)	4
Emergency Medical Care	2
Employment	1
Family Based Services/Mentoring	1
Food/Meals	8
Health Screening/Diagnostic Services	2
Housing	7
Information Services	30
Legal Services/Assistance	4
Medical Public Assistance Programs	1
Organizational Development and Management Services	1
Outpatient Health Facilities	2
Outpatient Mental Health Care	1
Parenting Education	1
Rent Payment Assistance	2
Shelter	5
Special Education	2
Specialized Treatments	1
Substance Abuse Services	2
Support Groups	1
Tutoring/Homework Assistance	1
Utilities	5
<b>Outside Of California</b>	<b>1</b>
Information Services	1
<b>Phelan</b>	<b>14</b>
Clothing/Personal/Household Needs	2
Disaster (Incident)	4
Food/Meals	3
Specialized Treatments	1
Utilities	4
<b>Pinon Hills</b>	<b>1</b>
Food/Meals	1
<b>Pomona (City)</b>	<b>53</b>
Clothing/Personal/Household Needs	1
Community Groups/Services	5
Consumer Assistance/Protection	2
Consumer Regulations	1
Disaster (Incident)	8
Food/Meals	2
Health Screening/Diagnostic Services	1
Household Related Public Assistance Programs	1
Housing	1
Information Services	14
Legal Services/Assistance	2

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

City/Town - Needs	Total
Mental Health Care Facilities	1
Motel Vouchers	1
Nutrition Related Public Assistance Programs	2
Outpatient Health Facilities	4
Public Safety/Emergency Services	1
Rent Payment Assistance	2
Shelter	2
Specialized Treatments	1
Substance Abuse Services	1
<b>Rancho Cucamonga</b>	<b>248</b>
Basic Income Maintanance	1
Clothing/Personal/Household Needs	9
Community Groups/Services	17
Consumer Assistance/Protection	2
Counseling	4
Courts/Correctional System	1
Crime Reporting/Prevention	1
Day Care	2
Death Certification/Burial Arrangements	2
Disaster (Incident)	34
Disaster Services	1
Donations	3
Employment	2
Family Based Services/Mentoring	2
Food/Meals	33
Health Screening/Diagnostic Services	1
Health Supportive Services	2
Housing	11
Information Services	6
Inpatient Health Facilities	1
Legal Services/Assistance	9
Medical Public Assistance Programs	3
Mental Health Care Facilities	1
Mortgage Payment Assistance	1
Motel Vouchers	4
Nutrition Related Public Assistance Programs	2
Outpatient Health Facilities	21
Public Health Information	1
Public Safety/Emergency Services	1
Rent Payment Assistance	24
Shelter	10
Social Development and Enrichment	1
Social Insurance Programs	1
Specialized Treatments	4
Substance Abuse Services	4
Utilities	25
Volunteer Opportunities	1
<b>Redlands</b>	<b>115</b>
Basic Income Maintanance	3
Clothing/Personal/Household Needs	2
Community Groups/Services	12
Consumer Assistance/Protection	1
Consumer Regulations	1
Counseling	6
Day Care	2
Disaster (Incident)	6
Family Based Services/Mentoring	1

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

City/Town - Needs	Total
Food/Meals	17
Health Screening/Diagnostic Services	3
Health Supportive Services	1
Housing	2
Immigration/Naturalization Legal Services	1
Information Services	1
Legal Services/Assistance	4
Medical Public Assistance Programs	1
Mental Health Care Facilities	1
Mortgage Foreclosure Information	1
Motel Vouchers	3
Nutrition Related Public Assistance Programs	3
Outpatient Health Facilities	4
Public Safety/Emergency Services	1
Rent Payment Assistance	12
Shelter	11
Special Education	1
Transportation	2
Utilities	12
<b>Rialto</b>	<b>271</b>
Animal Services	1
Basic Income Maintenance	7
Clothing/Personal/Household Needs	9
Community Groups/Services	38
Consumer Assistance/Protection	1
Counseling	10
Courts/Correctional System	2
Crime Reporting/Prevention	1
Crime Victim Support	1
Day Care	1
Disaster (Incident)	19
Donations	2
Early Education	1
Employment	5
Environmental Protection/Improvement	1
Family Based Services/Mentoring	3
Food/Meals	39
Health Screening/Diagnostic Services	2
Health Supportive Services	1
Housing	10
Information Services	8
Inpatient Health Facilities	1
Law Enforcement	2
Legal Services/Assistance	10
Medical Public Assistance Programs	1
Mortgage Payment Assistance	1
Nutrition Related Public Assistance Programs	5
Organizational Development and Management Services	1
Outpatient Health Facilities	10
Parenting Education	2
Psychiatric/Mental Health Support Services	1
Public Health Information	2
Public Safety/Emergency Services	1
Rent Payment Assistance	14
Shelter	16
Social Development and Enrichment	1
Social Insurance Programs	2

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

City/Town - Needs	Total
Specialized Treatments	4
Substance Abuse Services	6
Support Groups	2
Utilities	27
<b>Running Springs</b>	<b>8</b>
Disaster (Incident)	1
Food/Meals	2
Health Supportive Services	1
Information Services	1
Rent Payment Assistance	1
Utilities	2
<b>San Bernardino (City)</b>	<b>1147</b>
Adoption/Foster Services	2
Animal Services	4
Basic Income Maintenance	10
Clothing/Personal/Household Needs	53
Community Groups/Services	146
Consumer Assistance/Protection	4
Consumer Regulations	3
Counseling	25
Courts/Correctional System	8
Crime Reporting/Prevention	5
Day Care	6
Death Certification/Burial Arrangements	4
Disability Issues/Services	2
Disaster (Incident)	49
Donations	8
Early Education	2
Emergency Medical Care	1
Employment	9
Environmental Protection/Improvement	1
Family Based Services/Mentoring	8
Food/Meals	119
Formal Education	2
Health Screening/Diagnostic Services	7
Health Supportive Services	4
Household Related Public Assistance Programs	8
Housing	83
Immigration/Naturalization Legal Services	3
Information Services	70
Inpatient Health Facilities	2
Labor Standards/Practices	1
Law Enforcement	8
Legal Services/Assistance	25
Medical Public Assistance Programs	6
Mental Health Care Facilities	3
Mortgage Foreclosure Information	4
Mortgage Payment Assistance	2
Motel Vouchers	15
Nutrition Related Public Assistance Programs	5
Organizational Development and Management Services	2
Outpatient Health Facilities	29
Outpatient Mental Health Care	3
Parenting Education	1
Parks & Recreation Services	1
Psychiatric/Mental Health Support Services	1
Public Health Information	1

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

City/Town - Needs	Total
Public Safety/Emergency Services	2
Rehabilitation/Habilitative Services	1
Rent Payment Assistance	119
Shelter	80
Social Development and Enrichment	5
Social Insurance Programs	3
Special Education	2
Specialized Treatments	10
Substance Abuse Services	11
Support Groups	1
Transportation	14
Tutoring/Homework Assistance	1
Utilities	137
Volunteer Opportunities	6
<b>Skyforest</b>	<b>1</b>
Community Groups/Services	1
<b>Twenty-Nine Palms</b>	<b>24</b>
Clothing/Personal/Household Needs	2
Community Groups/Services	3
Consumer Assistance/Protection	1
Counseling	2
Courts/Correctional System	1
Crime Victim Support	1
Disaster (Incident)	1
Food/Meals	3
Health Supportive Services	1
Information Services	3
Outpatient Health Facilities	1
Outpatient Mental Health Care	1
Specialized Treatments	1
Support Groups	1
Utilities	2
<b>Unknown/Not Applicable</b>	<b>6</b>
Food/Meals	2
Information Services	3
Utilities	1
<b>Upland</b>	<b>182</b>
Basic Income Maintenance	4
Clothing/Personal/Household Needs	5
Community Groups/Services	19
Consumer Assistance/Protection	1
Counseling	4
Crime Reporting/Prevention	1
Disability Issues/Services	1
Disaster (Incident)	27
Employment	1
Family Based Services/Mentoring	1
Food/Meals	18
Health Screening/Diagnostic Services	5
Health Supportive Services	3
Household Related Public Assistance Programs	2
Housing	4
Information Services	9
Legal Services/Assistance	2
Motel Vouchers	4
Nutrition Related Public Assistance Programs	3
Outpatient Health Facilities	10

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

City/Town - Needs	Total
Outpatient Mental Health Care	1
Public Works	1
Rent Payment Assistance	18
Shelter	14
Substance Abuse Services	3
Transportation	3
Utilities	18
<b>Victorville</b>	<b>675</b>
Animal Services	1
Basic Income Maintenance	6
Clothing/Personal/Household Needs	14
Community Groups/Services	70
Consumer Assistance/Protection	7
Consumer Regulations	1
Counseling	24
Courts/Correctional System	3
Crime Reporting/Prevention	2
Death Certification/Burial Arrangements	3
Disaster (Incident)	43
Disaster Services	1
Donations	1
Early Education	1
Emergency Medical Care	1
Employment	3
Environmental Protection/Improvement	4
Family Based Services/Mentoring	5
Food/Meals	71
Formal Education	2
Health Screening/Diagnostic Services	5
Health Supportive Services	3
Household Related Public Assistance Programs	3
Housing	11
Information Services	29
Law Enforcement	4
Legal Services/Assistance	10
Medical Public Assistance Programs	1
Mental Health Care Facilities	2
Mortgage Foreclosure Information	2
Mortgage Payment Assistance	1
Motel Vouchers	6
Nutrition Related Public Assistance Programs	6
Organizational Development and Management Services	4
Outpatient Health Facilities	35
Outpatient Mental Health Care	2
Psychiatric/Mental Health Support Services	1
Public Safety/Emergency Services	2
Rent Payment Assistance	81
Shelter	27
Social Development and Enrichment	1
Social Insurance Programs	2
Special Education	3
Specialized Treatments	8
Substance Abuse Services	5
Transportation	6
Utilities	152
<b>Wrightwood</b>	<b>3</b>
Rent Payment Assistance	1

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

<b>City/Town - Needs</b>	<b>Total</b>
Utilities	2
<b>Yermo</b>	<b>2</b>
Health Screening/Diagnostic Services	1
Utilities	1
<b>Yucaipa</b>	<b>78</b>
Basic Income Maintenance	1
Clothing/Personal/Household Needs	2
Community Groups/Services	5
Counseling	1
Disaster (Incident)	11
Donations	1
Food/Meals	10
Health Screening/Diagnostic Services	1
Housing	2
Information Services	3
Legal Services/Assistance	3
Mental Health Care Facilities	1
Motel Vouchers	2
Nutrition Related Public Assistance Programs	1
Outpatient Health Facilities	7
Rehabilitation/Habilitative Services	1
Rent Payment Assistance	10
Shelter	3
Social Insurance Programs	1
Specialized Treatments	1
Substance Abuse Services	3
Transportation	1
Utilities	7
<b>Yucca Valley</b>	<b>28</b>
Community Groups/Services	2
Consumer Assistance/Protection	1
Disaster (Incident)	9
Food/Meals	2
Health Screening/Diagnostic Services	1
Household Related Public Assistance Programs	2
Housing	1
Information Services	2
Legal Services/Assistance	1
Motel Vouchers	1
Outpatient Health Facilities	1
Specialized Treatments	1
Support Groups	1
Transportation	1
Utilities	2
<b>(blank)</b>	<b>370</b>
Basic Income Maintenance	5
Clothing/Personal/Household Needs	4
Community Groups/Services	35
Consumer Assistance/Protection	2
Consumer Regulations	1
Counseling	8
Courts/Correctional System	4
Crime Reporting/Prevention	2
Day Care	2
Death Certification/Burial Arrangements	1
Disaster (Incident)	20
Donations	4

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

City/Town - Needs	Total
Emergency Medical Care	2
Environmental Protection/Improvement	1
Food/Meals	17
Health Screening/Diagnostic Services	3
Health Supportive Services	1
Household Related Public Assistance Programs	2
Housing	5
Information Services	95
Inpatient Health Facilities	1
Law Enforcement	2
Legal Services/Assistance	8
Medical Public Assistance Programs	4
Mortgage Foreclosure Information	1
Mortgage Payment Assistance	3
Motel Vouchers	1
Nutrition Related Public Assistance Programs	2
Organizational Development and Management Services	3
Outpatient Health Facilities	11
Public Health Information	1
Rent Payment Assistance	22
Shelter	37
Social Insurance Programs	1
Specialized Treatments	5
Substance Abuse Services	7
Transportation	2
Utilities	45
<b>Grand Total</b>	<b>5608</b>

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

<b>Agency Name</b>	<b>Program Name</b>	<b>Referrals</b>
2-1-1 Kern County		2
2-1-1 Kern County	2-1-1 Information and Referral	3
2-1-1 Los Angeles County		32
2-1-1 Los Angeles County	2-1-1 Information and Referral	125
2-1-1 National		1
2-1-1 National	2-1-1 Search	4
2-1-1 Orange County		5
2-1-1 Orange County	2-1-1 Information and Referral	15
2-1-1 Sacramento County		1
2-1-1 San Bernardino County	2-1-1 Information and Referral	4
2-1-1 San Diego County	2-1-1 Information and Referral	9
A New Day Dawning Ministries	Clothing	4
A New Day Dawning Ministries	USDA Food Giveaway	32
A Special Place		1
AARP - State California Office	Tax Aide	1
Abundant Living Family Church		1
Abundant Living Family Church	Angel Food Ministry	4
Abundant Living Family Church	Outreach Center	62
Adelanto Detention Center	Detention Center	1
Adelanto Senior Center	Senior Luncheon	1
Adventist Community Team Services	Emergency Food Assistance	11
Adventist Community Team Services	Meals on Wheels	2
Aegis Medical Systems, Inc.	Methadone Replacement Therapy	5
Alannah Foster Family Agency and Homes	Group Homes/Foster Homes	1
Alcoholics Anonymous		1
Alcoholics Anonymous	Alcoholics Anonymous	12
Alliance Human Services Foster Family	Foster Care Placement Services	1
Alliance Human Services Foster Family	Foster Parent Recruiting and Training Services	1
Alternate Avenues Womens Resource Center	Bridges Parenting Support Program	1
American Civil Liberties Union Of Southern California	Civil Liberties and Legal Issues	1
American Immigrant Lawyers Association	Immigration Lawyer Referral Service (ILRS)	1
American Red Cross - Claremont Chapter	Health and Safety Training	1
American Red Cross - High Desert Chapter		1
American Red Cross - High Desert Chapter	Health and Safety Training	4
American Red Cross - Inland Empire Chapter		1
American Red Cross - Inland Empire Chapter	Disaster Recovery Service	1
American Red Cross - Inland Empire Chapter	Health and Safety	3
American Social Health Association	CDC National STD and AIDS Hotlines	1
Apple Valley Fire Protection District	CPR and First -Aid Classes	1
Apple Valley Fire Protection District	Friends of Animals During Disasters	2
Apple Valley Newton T. Bass Branch Library	Adult Literacy Program	2
Appointed Time Centers	Support Services	1
Arrowhead Regional Medical Center		5
Arrowhead Regional Medical Center	Hospital Services	10
Arrowhead Regional Medical Center	Medically Indigent Adult Health Care (MIA)	6
Arrowhead United Way	Arrowhead United Way	1
Asante Family Agency, Inc.		1
Asante Family Agency, Inc.	Counseling, Training and Visitation Center	14
Asian-American Educational and Cultural Center, Inc.	English As A Second Language	1
Asian-American Educational and Cultural Center, Inc.	Traffic Safety Awareness	4
Assistance League of San Bernardino	Childrens Dental Center	1
Assistance League of the Foothill Communities	San Antonio Community Hospital Dental Center	1
Associated Clinical Therapists, Inc.		1
Associated Clinical Therapists, Inc.	Counseling Services	13
Association of Community Organizations for Reform Now (ACORN)	ACORN Foreclosure Prevention Program	4
Barstow Counseling Center	Counseling Services	3
Benevolent Animal Rescue Committee	Animal Rescue Committee	1
Better Business Bureau	Complaint Department	8
Bienestar Human Services	Community Service	2
Bienestar Human Services	HIV Counseling & Testing	1
Big Bear Lake Branch Library	Library Services	1
Big Brothers Big Sisters of Greater Los Angeles and the Inland Empire	Community Based Mentoring	2
Bilingual Family Counseling Service, Inc.	Substance Abuse Treatment	1
Bilingual Family Counseling Service, Inc.	Support Group	2
Blessing Center		2
Blessing Center	Clothes Closet	3
Blessing Center	Cold Weather Shelter	8
Blessing Center	Joseph Storehouse	17
Blessing Center	Thanksgiving Baskets	9
Bloomington Branch Library	Storytime and Crafts	1
Blythe Emergency Food Pantry	Thanksgiving Baskets	1
Boys & Girls Club of Fontana		1

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

Boys & Girls Club of Fontana	Homework and Tutoring	3
Boys & Girls Club of Redlands	Homework and Tutoring	1
Boys & Girls Club of San Bernardino	USDA Food Giveaway	10
Boys Town National Hotline		1
Boys Town National Hotline	National Hotline	4
Braille Institute of America, Inc.	Mobile Solutions	1
California Advocates for Nursing Home Reform	Senior Consumer Rights Advocacy	1
California Coalition for Youth		1
California Department of Public Health Services		2
California Department of Public Health Services	H1N1 Hotline	3
California Department of Corrections	Parole and Community Services Division	5
California Department of Developmental Services	Information and Referral	3
California Department of Fair Employment and Housing	Fair Employment and Housing	1
California Department of Forestry and Fire Protection	Fire and Rescue	1
California Department of Industrial Relations	Labor Standards Enforcement	3
California Department of Insurance	Consumer Services	1
California Department of Motor Vehicles	DMV Services	3
California Department of Social Services		1
California Highway Patrol	Amber Alert	1
California Highway Patrol	Freeway Patrol Service	3
California Indian Legal Services	Legal Services	1
California Public Utilities Commission	California Telephone Access Program (CTAP)	1
California Public Utilities Commission	LifeLine Telephone Service	4
California Senior Legal Hotline	Legal Hotline	1
California Smokers Helpline	Smoking Cessation Program	1
California State University San Bernardino	First Five Early Intervention	1
California State University San Bernardino	General Counseling	10
California Student Aid Commission	Cal Grants	1
Call for Life Pregnancy Help Center	Crisis Pregnancy Center	8
Cancer Information Service of California	Cancer Information Service	1
CancerCare	Financial Assistance	1
Canyon Ridge Hospital	Access Center	3
Canyon Ridge Hospital	Hospital Services	2
Caring for the Hills	Emergency Food Boxes	9
Caring for the Hills	Food Pantry	7
Carolyn Owens Community Center	Batterers Treatment	3
Carolyn Owens Community Center	Counseling Services	2
Carolyn Owens Community Center	Substance Abuse	1
Carpenters House		2
Carpenters House	ACTS 29 Food Ministry	58
Casa Colina Centers for Rehabilitation	Acute Rehabilitation	1
Casa Ramona Senior Center	Senior Center	2
Catholic Charities - Brother Miguel Center	Counseling Services	4
Catholic Charities of San Bernardino/Riverside		6
Catholic Charities of San Bernardino/Riverside	Advocacy and Referrals	8
Catholic Charities of San Bernardino/Riverside	Anger Management Classes	5
Catholic Charities of San Bernardino/Riverside	Case Management	1
Catholic Charities of San Bernardino/Riverside	Christmas Dinner	9
Catholic Charities of San Bernardino/Riverside	Christmas Toys	11
Catholic Charities of San Bernardino/Riverside	Clothes/Household Items	32
Catholic Charities of San Bernardino/Riverside	Clothing Referrals	1
Catholic Charities of San Bernardino/Riverside	Fire Recovery Information	1
Catholic Charities of San Bernardino/Riverside	Food Assistance	62
Catholic Charities of San Bernardino/Riverside	Funeral Referral	8
Catholic Charities of San Bernardino/Riverside	Housing and Support Services	3
Catholic Charities of San Bernardino/Riverside	Housing Prevention and Rapid Re-Housing Program (HPRP)	24
Catholic Charities of San Bernardino/Riverside	Individual/Family Counseling	11
Catholic Charities of San Bernardino/Riverside	Parenting Classes	6
Catholic Charities of San Bernardino/Riverside	Prescription Service	16
Catholic Charities of San Bernardino/Riverside	Refugee & Immigration Services	3
Catholic Charities of San Bernardino/Riverside	Rent/Mortgage Assistance	12
Catholic Charities of San Bernardino/Riverside	Thanksgiving Dinner	30
Catholic Charities of San Bernardino/Riverside	Transportation Assistance	17
Catholic Charities of San Bernardino/Riverside	Utility Assistance	14
Cedar House Rehabilitation Center	Detoxification	10
Cedar House Rehabilitation Center	Outpatient Therapy and Counseling Program	2
Cedar House Rehabilitation Center	Residential Treatment	4
Center for Individual Development	Merri-Mixers	1
Center for Individual Development	Sunshine Club	1
Center for Nonprofit Management	Nonprofit Development Program	1
Central City Lutheran Mission		6
Central City Lutheran Mission	Cold Weather Shelter	32
Central City Lutheran Mission	Food Giveaway	31

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

Central City Lutheran Mission	Kinship Family Center	2
Central City Lutheran Mission	Soup Kitchen	3
Central City Lutheran Mission	The H Street Clinic	24
Central City Lutheran Mission	Transitional Housing for HIV Affected	3
Central Detention Center	Detention Center	1
Chaffey Joint Union High School District	Public School	1
Child Advocates of San Bernardino County; A CASA Organization	Child Advocates of San Bernardino County	1
Childrens Fund	Childrens Fund	2
Chino Branch Library	Storytime and Crafts	1
Chino Hills Counseling	Chino Hills Counseling	9
Chino Neighborhood House	Clothing Distribution	4
Chino Neighborhood House	Emergency Food	22
Chino Neighborhood House	Household Item Distribution	1
Chino Senior Center	Arts and Crafts Class	1
Chino Senior Center	Senior Transportation	1
Chino Valley Medical Center	Hospital Services	1
Chino Valley TYKES	Family Resource Center	1
Chino Valley YMCA	School Age Care	1
Christian Counseling Service of the East Valley	General Counseling	4
Christian Counseling Service of the East Valley	Parent Child Interaction Therapy	1
Christian Reformed World Relief Committee	Disaster Response	1
Chronic Fatigue and Immune Dysfunction Association of America	Community Services	1
Church of the Nazarene	Clothing Program	11
Circle of Hope - Gods Kitchen	Overnight Emergency Shelter	8
Circle of Hope - Gods Kitchen	Transitional Living Program	10
City of Big Bear Lake	Hazardous Materials Management	1
City of Hesperia	City Hall	1
City of Hesperia	Community Services	1
City of Hope Medical Center	Hospital Services	1
City of Montclair	Food Distribution	7
City of Montclair	Health Service Alliance	4
City of Montclair	Medical Clinic-Evening	14
City of Montclair	Senior Citizens Program	1
City of Montclair Fire Department	Code Enforcement	1
City of Ontario	City Hall	1
City of Rancho Cucamonga		1
City of Rancho Cucamonga	City Hall	1
City of Rialto	City Hall	3
City of Rialto	Senior Center	1
City of San Bernardino	City Clerks Office	3
City of San Bernardino	City Hall	3
City of San Bernardino	Senior Companion Program	1
City of Upland	City Hall	1
City of Upland	Recreation & Community Services Division	1
City of Victorville	City Hall	2
City of Victorville	Community Services	2
City of Victorville	Senior Home Repair Program	1
Clear View Treatment Center	Substance Abuse Recovery	1
Colton Public Library	Advance to Literacy	1
Colton-Redlands-Yucaipa ROP	Sharewear	2
Community Action Partnership of San Bernardino County		4
Community Action Partnership of San Bernardino County	Energy, Education and Environmental Services Department	226
Community Action Partnership of San Bernardino County	Family Development	117
Community Action Partnership of San Bernardino County	Food Bank	21
Community Assistance Program	Community Assistance Program	1
Community Health Action Network	Parent Resource Center	19
Community Health Systems, Inc.		3
Community Health Systems, Inc.	Dental Clinic	39
Community Health Systems, Inc.	Medical Clinic	18
Community Health Systems, Inc.	Optometry Services	15
Community Hospital of San Bernardino		2
Community Hospital of San Bernardino	Behavioral Health Services	15
Community Hospital of San Bernardino	Crisis Intervention	44
Community Hospital of San Bernardino	Hospital	2
Community Senior Services CSS	Respite Care	1
Contra Costa Crisis Center	Crisis Lines	1
CRC Health Corporation	Drug Addiction Services	11
Crosslight Family Ministries / Fortress Christian Center	Outreach	22
De Anza Community and Teen Center	ESL Classes	1
Delmann Heights Community Center		1
Delmann Heights Community Center	Salvaged Bread Program	4
Delmann Heights Community Center	Senior Center	3
Delmann Heights Community Center	USDA Food Giveaway	15

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

Denti-Cal Referral Line	Hotline	1
Department of Rehabilitation Inland Empire District	Counselor Teacher for the Blind	1
Depression and Bipolar Support Alliance	Information, Referrals and Advocacy	5
Desert Communities United Way	Desert Communities United Way	1
Desert Manna Ministries		2
Desert Manna Ministries	Christmas Baskets	4
Desert Manna Ministries	Clothes Closet	1
Desert Manna Ministries	Electric Assistance Fund (EAF)	27
Desert Manna Ministries	Emergency Shelter	4
Desert Manna Ministries	Food Program	3
Desert Manna Ministries	Soup Kitchen	1
Desert Manna Ministries	Thanksgiving Baskets	14
Desert Sanctuary, Inc.		2
Desert Sanctuary, Inc.	Catholic Charities Grants Case Management	8
Desert Sanctuary, Inc.	Cedar Chest Thrift Shop	3
Desert Sanctuary, Inc.	Haley House Domestic Violence Shelter	4
Desert Valley Hospital	Hospital Services	1
Disability Rights Legal Center		1
Disability Rights Legal Center	Disability Rights	3
Don Day Community Center	Teen After School Program	3
DOVES of Big Bear Valley, Inc.	Domestic Violence Shelter	2
Drug Alternative Program	DAP	2
East Valley Community Health Center, Inc.	General Medical Services	16
Echos Of Faith World Outreach Ministries		1
Echos Of Faith World Outreach Ministries	Operation Fresh Start	18
Echos Of Faith World Outreach Ministries	Thanksgiving Meals	4
El Sol Neighborhood Educational Center		1
El Sol Neighborhood Educational Center	Community Outreach	2
Employment Development Department		1
Employment Development Department	State Disability Insurance	7
Employment Development Department	Unemployment Insurance	12
EyeCare America		1
EyeCare America	Seniors Eye Care Program	2
Fairplex Child Development Center	Child Development Center	2
Faith Lutheran Church	Community Food Pantry	1
Faiths Hope Foundation	Medical Expense Assistance	1
Family Service Agency of San Bernardino		2
Family Service Agency of San Bernardino	Crestline Food and Clothing Bank	6
Family Service Agency of San Bernardino	Disaster Recovery Services	2
Family Service Agency of San Bernardino	Domestic Violence Program	5
Family Service Agency of San Bernardino	Individual, Family and Group Therapy	17
Family Service Agency of San Bernardino	Mental Health and Case Management	1
Family Service Agency of San Bernardino	Outpatient Mental Health Treatment	2
Family Service Agency of San Bernardino	Utility Assistance Fund (EAF & GAF)	3
Family Service Association of Redlands		3
Family Service Association of Redlands	Cold Weather Vouchers	12
Family Service Association of Redlands	Disaster Recovery Services	5
Family Service Association of Redlands	Family Support	19
Family Service Association of Redlands	Home Again	10
Family Service Association of Redlands	Rental Assistance	19
Family Solutions		1
Family Solutions	Health Services	4
Family Solutions	School - Based Services	1
Federal Emergency Management Agency FEMA	Financial Assistance	2
Fifth Street Senior Center	Senior Nutrition Lunch Program	1
First 5 Commission of San Bernardino County		2
First 5 Commission of San Bernardino County	First 5 Commission of San Bernardino County	8
First Chance/Y-CHOW, Inc.	Sober Living	3
First Presbyterian Church	USDA Food Giveaway	24
Fontana Lewis Library & Technology Center	Adult Literacy Program	1
Fontana Native American Center, Inc.	American Indian Cultural and Social Services	1
Fontana Police Department	Fontana Police	2
Fontana Unified School District		1
Foothill Family Shelter		3
Foothill Family Shelter	Basic Needs	46
Foothill Family Shelter	Big Steps for Little Feet	1
Foothill Family Shelter	Foothill Family Shelter	16
Foster Youth Services	YES Center	1
Frazee Community Center	Hot Meals	29
Frazee Community Center	Medical Treatment	6
Frazee Community Center	Shelters	15
Frazee Community Center	Thanksgiving Meals	15
Gift Ministries	Gift Ministries - The Clothes Closet	10

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

Glen Helen Rehabilitation Center	Rehabilitation Center	2
Good Steward Day Care	Child Care Service	2
Goodwill Southern California	Career Resource Center	11
Goodwill Southern California	Retail Stores and Used Goods	2
Greater Cornerstone Church	Community Dinner	4
Greater Cornerstone Church	USDA Food Giveaway	10
Group Home Support Services	Counseling Services	1
Group Home Support Services	Parenting Classes	3
Group Home Support Services	Substance Abuse Counseling	1
H1N1 Information		22
H1N1 Information	H1N1 Information For Callers	457
Habitat For Humanity, San Bernardino Area, Inc.	Habitat For Humanity	2
Hand to Hand Outreach	Transportation	6
Hands On Inland Empire		1
Hands On Inland Empire	Alternative Sentencing	16
Hands On Inland Empire	Volunteer Opportunities	7
Health Careers Foundation	Scholarship and Loan Program	1
Healthy Families		1
Healthy Families	Health Care Coverage	2
Hesperia Senior Center	Hesperia Senior Club	1
High Desert Child Adolescent and Family Services Center	Anger Management	6
High Desert Child Adolescent and Family Services Center	Co-Parenting	1
High Desert Child Adolescent and Family Services Center	Delayed Entry of Judgement	1
High Desert Child Adolescent and Family Services Center	Individual and Group Counseling	17
High Desert Child Adolescent and Family Services Center	Parenting Classes	3
High Desert Domestic Violence Program, Inc.		2
High Desert Domestic Violence Program, Inc.	Domestic Violence Program Services	8
High Desert Homeless Services, Inc	Shelter	39
High Desert Transitional Living Connection		1
High Desert Transitional Living Connection	Christmas Toys	61
High Desert Transitional Living Connection	Thanksgiving Baskets	25
High Desert Youth Center	Safety and Wellness Program	4
Higher Ground Christian Intervention Program	Higher Ground Christian Intervention Program	3
Highland Senior Center	Senior Nutrition Lunch Program	1
Home of Neighborly Senior Center	USDA Food Giveaway	1
House of Ruth, Inc.		1
House of Ruth, Inc.	Emergency Hotline	2
House of Ruth, Inc.	Emergency Shelter	15
House of Ruth, Inc.	Temporary Restraining Order Clinic	1
House of Ruth, Inc.	Transitional Living	2
Housing Authority of the County of San Bernardino	Family Unification Program	12
Housing Authority of the County of San Bernardino	Mainstream Program	4
Housing Authority of the County of San Bernardino	Public Housing	18
Housing Authority of the County of San Bernardino	Section 8 Program	25
Housing Authority of the County of San Bernardino	Senior Housing	4
Housing Authority of the County of San Bernardino	Tenant Based Assistance Program (TBA)	2
Humanitarian International Services Group	Eyes for You	4
Immaculate Conception	Soup Kitchen	2
Impression Healthcare Services	Behavioral Health Counseling	3
Inland Agency	Community Tool Box	14
Inland Agency	HICAP	2
Inland AIDS Project	Case Management	1
Inland AIDS Project	Mental and Behavioral Health Treatment	1
Inland Behavioral and Health Services, Inc.	PC1000 Drug Diversion Program	1
Inland Behavioral and Health Services, Inc.	Westside Counseling Center	5
Inland Caregivers Resource Center	Respite Care	1
Inland Counties Legal Services, Inc	Housing Law Services Center	1
Inland Counties Legal Services, Inc	Legal Assistance	44
Inland Empire Economic Recovery Corporation (IEERC)		5
Inland Empire Economic Recovery Corporation (IEERC)	Home Foreclosure Prevention Seminars/Workshops	14
Inland Empire Health Plan		3
Inland Empire Health Plan	Bike Helmet Program	1
Inland Empire Health Plan	Healthy Kids	1
Inland Empire Latino Lawyers Association		1
Inland Empire Latino Lawyers Association	Legal Assistance and Counseling	24
Inland Empire United Way	2-1-1 San Bernardino County	1
Inland Fair Housing and Mediation Board		2
Inland Fair Housing and Mediation Board	Education and Outreach	1
Inland Fair Housing and Mediation Board	Inland Fair Housing and Mediation	26
Inland Family Community Health Center		2
Inland Family Community Health Center	Dental Services	32
Inland Family Community Health Center	Medical Services	29
Inland Family Community Health Center	OB/GYN Services	2

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

Inland Regional Center	Inland Regional Center	3
Inland Temporary Homes		19
Inland Temporary Homes	Family Literacy Program	1
Inland Temporary Homes	Homeless Prevention and Rapid Re-Housing Program (HPRP)	103
Inland Temporary Homes	Shelter & Transitional Housing	16
Inland Valley Hope Partners	Food Security Program	39
Inland Valley Hope Partners	Pomona Valley Certified Farmers' Market	1
Inland Valley Hope Partners	Rent Payment Assistance	4
Inland Valley Hope Partners	Utility Assistance	37
Inland Valley Humane Society and S.P.C.A	Animal Care & Control	1
Inland Valley Justice Center	Dispute Resolution	2
Inland Valley Recovery Services	Inland Valley Recovery Services	13
Internal Revenue Service	Internal Revenue Service	2
Jericho Outreach, Inc.	Living Facilities	3
Jericho Outreach, Inc.	Residential/Outpatient Services	4
Job Corps	Job Training	2
Josephine Knopf Senior Center	Senior and DisabledTransportation	1
Kids Come First Community Clinic	Healthy Families Application Assistance	3
Kids Come First Community Clinic	Kids Come First	6
Kids Turf Day Care Center	Day Care	2
Kids Wish Network	Funeral Assistance	1
La Vista		1
La Vista	La Vista Housing	3
LaSalle Medical Associates		1
LaSalle Medical Associates	Health Clinic	43
LaSalle Medical Associates	Healthy Families Enrollment	2
LaSalle Medical Associates	Pediatric Medicine	1
LaSalle Medical Associates	Well Women Exam	1
Legal Aid Society of San Bernardino		2
Legal Aid Society of San Bernardino	Legal Aid Clinic	43
Leukemia & Lymphoma Society	Patient Services	1
Libreria del Pueblo, Inc.		1
Libreria del Pueblo, Inc.	Citizenship, English and Computer Classes	1
Libreria del Pueblo, Inc.	Immigration Services	5
Libreria del Pueblo, Inc.	Legal Clinic	5
Lifeway Church Ministries	Clothes Closet	1
Lifeway Church Ministries	Food Pantry	3
Lighthouse Inner Change Sober Living		1
Lighthouse Inner Change Sober Living	Sober Living	2
Loma Linda Marriage & Family Therapy Clinic		1
Loma Linda Marriage & Family Therapy Clinic	Marriage and Family Therapy	16
Loma Linda University Medical Center	Hospital Services	1
Loma Linda University Medical Center	School of Dentistry	2
Loma Linda University Psychology Department	Psychological Services Clinic	3
Loveland Jubilee Pantry	Jubilee Pantry	58
Lucerne Valley Domestic Violence Outreach	Batterers Intervention Program	1
Lucerne Valley Domestic Violence Outreach	Counseling	1
Lucerne Valley Unified School District		1
Luque Senior Center	Thanksgiving Meals	1
Lutheran Social Services of Southern California	In Home Family Support Services	1
Making a Difference Association	Giving Center	11
Managed Pharmacy Care	Freedom of Choice	1
Mary Vagle Nature Center	Urban Ecology Program	1
Marys Mercy Center, Inc.		5
Marys Mercy Center, Inc.	Christmas Gifts	183
Marys Mercy Center, Inc.	Christmas Meals	1
Marys Mercy Center, Inc.	Marys Children Program	27
Marys Mercy Center, Inc.	Marys Table	51
Marys Mercy Center, Inc.	Saint Joseph Clothes Closet	10
Marys Mercy Center, Inc.	Showers	1
Marys Mercy Center, Inc.	St. Martin de Porres Emergency Food Bag Program	36
Marys Mercy Center, Inc.	Thanksgiving Meals	21
Marys Mercy Center, Inc.	Veronicas Home of Mercy	5
Meals on Wheels - Ontario		1
Meals On Wheels- Redlands, Inc	Home Delivered Meals	2
Mental Health Systems, Inc.	Drug Abuse Counseling for Federal Probationers	1
Mental Health Systems, Inc.	DUI Program	1
Mental Health Systems, Inc.	Support Services	2
Mercy House	Assisi House	4
Mercy House	Guadalupe Residence	1
Mercy House	Thanksgiving Dinner	4
Mercy House	Walk-In Center	36
Metrolink	Metrolink Travel Information	3

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

Mexican Consulate General	Consular Services	2
Mimis House	Transitional Housing	11
Modest Needs	Self-Sufficiency Grants	1
Montclair Branch Library	Early Literacy Program	1
Montclair Police Department	Police Department	2
Montclair Senior Center	Handy Helper	1
Montclair Senior Center	Senior Transportation	1
Morongo Basin Mental Health Services Association	Family Resources	1
Morongo Basin Mental Health Services Association	Residential Drug and Alcohol Treatment	3
Morongo Basin Unity Home, Inc.	Domestic Violence- Emergency Shelter	1
Morongo Basin Unity Home, Inc.	Legal Advocacy and Court Support	1
Morongo Basin Unity Home, Inc.	Transitional Housing	1
Morongo Valley Community Services District		1
Morongo Valley Community Services District	USDA Food Giveaway	1
Moses House Ministries		1
Moses House Ministries	Crossings	2
Moses House Ministries	The Boutique	15
Mountain View Community Church	Food Pantry	33
Mountain View Community Church	Substance Abuse Meetings	3
Mountain View School District	Public Education	1
Narcotics Anonymous	Narcotics Anonymous Support Group	10
National Center for Victims of Crime		1
National Center for Victims of Crime	Help Line	3
National Community Renaissance	Affordable Housing	56
National Domestic Violence Hotline	Domestic Violence Hotline	5
National Health Information Center	Health Information Clearinghouse	1
National Organization for Rare Disorders	Networking	1
National Organization for Women	NOW	1
National Organization of Social Security Claimants Representatives		1
National Suicide Prevention Lifeline	Suicide Hotline	7
National Suicide Prevention Lifeline	Suicide Prevention Lifeline	2
NeedyMeds	Prescription Drug Program	1
Neighborhood Housing Services of the Inland Empire, Inc.		1
Neighborhood Housing Services of the Inland Empire, Inc.	Foreclosure Prevention	10
Neighborhood Partnership Housing Services, Inc.		1
Neighborhood Partnership Housing Services, Inc.	Foreclosure Counseling	3
New Directions	Therapeutic Community	1
New Hope Christian Fellowship	Lifeline	9
New Hope Village, Inc.		1
New Hope Village, Inc.	New Hope Village	3
New House, Inc.	Substance Abuse Treatment Program / Clean and Sober Moms	1
Northtown Housing Development Corp.	Government Food Commodities	4
Office of the Attorney General	Bureau of Medi-Cal Fraud	3
Oldtimers Foundation	Home maintenance and Conservation	3
Oldtimers Foundation	Housing	1
Oldtimers Foundation	Nutrition	4
Olive Branch Counseling Center		1
Olive Branch Counseling Center	Anger Management	11
Olive Branch Counseling Center	Parenting Classes	3
Olive Branch Counseling Center	Relationship Counseling	6
Omnitrans	Access Service	12
Omnitrans	Omnitrans	1
Ontario Police Department	Police Department	1
Ontario Senior Center	Senior Excursions	1
Ontario/Montclair YMCA	Afterschool Program	1
Ontario/Montclair YMCA	Silver Stars Transportation	1
OPARC		1
OPARC	Diversified Industries	1
Operation Homefront, Inc.	Military Christmas Assistance	1
Operation Provider		1
Operation Provider	Basic Need Assistance	4
Operation Provider	Electric and Gas Assistance Fund (EAF & GAF)	5
Operation Safehouse	Transitional Living Program	2
Option House, Inc.		2
Option House, Inc.	Domestic Violence Shelter Services	14
Our Lady of Hope		9
Our Lady of Hope	Soup Kitchen	4
Our Lady of Hope	USDA Food Distribution	30
Our Lady of the Desert		3
Our Lady of the Desert	Food Pantry	44
Pacific Lifeline	Transitional Shelter	9
Para Los Niños		3
Para Los Niños	Family Resource Center	38

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

Parents Without Partners	Parents Without Partners Community Group	1
Parents, Families & Friends of Lesbians & Gays	Support and Information	1
Partnership for Prescription Assistance		2
Partnership for Prescription Assistance	Prescription Assistance	5
Patient Advocate Foundation	Advocacy	1
Patton State Hospital	Hospital Services	3
People Against Childhood Trauma	Court Ordered Therapy	1
People Against Childhood Trauma	Parents United	1
People Against Childhood Trauma	Supervised Visitation	1
Perris Hill Park Senior Center	Senior Center	2
Planned Parenthood of Orange and San Bernardino Counties		1
Planned Parenthood of Orange and San Bernardino Counties	Contraceptive Clinics	7
Planned Parenthood of Orange and San Bernardino Counties	Pregnancy Testing, Counseling, and Referral	4
Point of Grace Christian Fellowship		3
Point of Grace Christian Fellowship	Christmas Baskets	8
Point of Grace Christian Fellowship	Christmas Toys/Gifts	9
Point of Grace Christian Fellowship	Thanksgiving Baskets	9
Pomona Valley Christian Center	Thanksgiving Meal	2
Pomona Valley Workshop		1
Pomona Valley Workshop	Supported Employment Services	1
Pregnancy Resource Center		2
Pregnancy Resource Center	Pregnancy Resources	1
Pregnancy Support Centers, Inc.	Choices Clinic	4
Priscillas Helping Hands, Inc.		1
Priscillas Helping Hands, Inc.	Clothes Closet	10
Priscillas Helping Hands, Inc.	Soup Kitchen	3
Project Cuidar-SB	Child Enrichment Groups and Parenting Classes	3
Protection and Advocacy	Disability Rights	4
Provisional Accelerated Learning (PAL) Center	Comprehensive Child Care	1
Rader Program	Eating Disorders	1
Rancho Cucamonga Family Resource Center		2
Rancho Cucamonga Family Resource Center	Clothes Closet	5
Rancho Cucamonga Family Resource Center	Emergency Food	27
Rancho Cucamonga Family Resource Center	Family Resource Center	1
Rancho Cucamonga Family Resource Center	Good Healing/Good Grief	1
Rancho Cucamonga Family Resource Center	Thanksgiving Baskets	6
Rancho Cucamonga Senior Center	Senior Center	1
REACH	REACH	25
Reach Out Morongo Basin	Transportation	1
Redlands Community Hospital	Family Clinic	2
Redlands Community Hospital	Hospital Services	2
Redlands Community Senior Center	Senior Nutrition Lunch Program	1
Redlands Day Nursery	Child Care	1
Redlands Family YMCA	Legal Aid	3
Redlands Police Department Recreation Bureau	Redlands Police Department	1
Redlands Unified School District	Elementary School	1
Redlands Unified School District	High School Diploma and G.E.D.	1
Restoration House of Refuge, Inc.	Transitional Housing	8
Rialto Police Department	Rialto Police	3
Rialto Unified School District	Health Clinic	1
Rim Family Services, Inc.	Family Therapy	2
Rock Church & World Outreach Center		2
Rock Church & World Outreach Center	USDA Food Giveaway	35
Rolling Start, Inc.		1
Rolling Start, Inc.	Housing	2
Rolling Start, Inc.	Independent Living Skills	1
Rolling Start, Inc.	Information and Referral	4
Rolling Start, Inc.	Personal Assistance	1
Rolling Start, Inc.	Support Groups / Workshop	2
Rose of Sharon Life Center	The Life Center	18
Rudy C. Hernandez Community Center	Senior Nutrition Lunch Program	1
Running Springs Assembly of God	Food for Life	1
Rx Help For Californians		2
Rx Help For Californians	Prescription Assistance	9
Salvation Army - Ontario		5
Salvation Army - Ontario	Christmas Baskets	38
Salvation Army - Ontario	Christmas Toys	20
Salvation Army - Ontario	Emergency Food Box	33
Salvation Army - Ontario	Emergency Rental/Mortgage Assistance	7
Salvation Army - Ontario	Motel Vouchers	5
Salvation Army - Ontario	Thanksgiving Dinner	6
Salvation Army - Redlands	Christmas Baskets	4
Salvation Army - Redlands	Christmas Meals	2

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

Salvation Army - Redlands	Electric and Gas Assistance Fund (EAF & GAF)	26
Salvation Army - Redlands	Thanksgiving Meals	5
Salvation Army - San Bernardino		6
Salvation Army - San Bernardino	Christmas Meals	4
Salvation Army - San Bernardino	Christmas Toys	20
Salvation Army - San Bernardino	Cold Weather Shelter	16
Salvation Army - San Bernardino	Disaster Recovery Services	1
Salvation Army - San Bernardino	Shelter Program	116
Salvation Army - San Bernardino	Soup Kitchen	6
Salvation Army - San Bernardino	Thanksgiving Meals	30
Salvation Army - San Bernardino	USDA Food Giveaway	52
Salvation Army Service Extension	Utility Assistance	5
Salvation Army-Victor Valley		8
Salvation Army-Victor Valley	Christmas Baskets	7
Salvation Army-Victor Valley	Food Assistance	46
Salvation Army-Victor Valley	Motel Vouchers	3
Salvation Army-Victor Valley	Thanksgiving Meals	17
Salvation Army-Victor Valley	Utility Assistance	120
Samaritan Counseling Center	Counseling	13
San Antonio Community Hospital	Healthy Beginnings Prenatal Program	3
San Antonio Community Hospital	Hospital Services	1
San Antonio Community Hospital	Urgent Care	1
San Bernardino City Unified School District	Public Education	1
San Bernardino County Animal Care & Control		4
San Bernardino County Auditor-Controller/Recorder		1
San Bernardino County Auditor-Controller/Recorder	County Assessor	1
San Bernardino County Auditor-Controller/Recorder	Recorder/Clerk	5
San Bernardino County Department of Aging and Adult Services		4
San Bernardino County Department of Aging and Adult Services	Adult Protective Services	9
San Bernardino County Department of Aging and Adult Services	Family Caregiver Support Program	8
San Bernardino County Department of Aging and Adult Services	In Home Supportive Services	37
San Bernardino County Department of Aging and Adult Services	Linkages Program	1
San Bernardino County Department of Aging and Adult Services	Long-Term Care Ombudsman Program	1
San Bernardino County Department of Aging and Adult Services	Multipurpose Senior Services Program	4
San Bernardino County Department of Aging and Adult Services	Senior Information and Assistance Program	10
San Bernardino County Department of Aging and Adult Services	Senior Nutrition Services	4
San Bernardino County Department of Aging and Adult Services	Senior Training and Employment Program	3
San Bernardino County Department of Behavioral Health		2
San Bernardino County Department of Behavioral Health	AB2034 Homeless Program	1
San Bernardino County Department of Behavioral Health	Agewise Program	1
San Bernardino County Department of Behavioral Health	Alcohol and Drug Services	11
San Bernardino County Department of Behavioral Health	Behavioral Health Resource Center Central Triage Services (After Hou	1
San Bernardino County Department of Behavioral Health	Centralized Children's Intensive Case Management Services	1
San Bernardino County Department of Behavioral Health	Community Crisis Response Team	10
San Bernardino County Department of Behavioral Health	Housing Program	1
San Bernardino County Department of Behavioral Health	Juvenile Evaluation and Treatment Services	2
San Bernardino County Department of Behavioral Health	Outpatient Services	31
San Bernardino County Department of Behavioral Health	The Access Unit	8
San Bernardino County Department of Behavioral Health	Transitional Age Youth One Stop Center	6
San Bernardino County Department of Child Support Services	Child Support Services	18
San Bernardino County Department of Children and Family Services		1
San Bernardino County Department of Children and Family Services	Adoption Assistance Program	1
San Bernardino County Department of Children and Family Services	Child Protective Hotline	10
San Bernardino County Department of Children and Family Services	Children Protective Services	1
San Bernardino County Department of Children and Family Services	Foster Care	1
San Bernardino County Department of Probation		1
San Bernardino County Department of Probation	Probation	4
San Bernardino County Department of Public Health		11
San Bernardino County Department of Public Health	AIDS Program	3
San Bernardino County Department of Public Health	Black Infant Health Project	3
San Bernardino County Department of Public Health	California Children Services	1
San Bernardino County Department of Public Health	Flu Shots	48
San Bernardino County Department of Public Health	Health Promotion and Education	4
San Bernardino County Department of Public Health	Immunizations	74
San Bernardino County Department of Public Health	Maternal Health Program	1
San Bernardino County Department of Public Health	Prenatal Clinic	3
San Bernardino County Department of Public Health	Reproductive Health Centers	8
San Bernardino County Department of Public Health	Traffic S.A.F.E. Program	10
San Bernardino County Department of Public Health	Vector Control	1
San Bernardino County Department of Public Health	Women Infants and Children (WIC)	26
San Bernardino County Department of Veterans Affairs		1
San Bernardino County Department of Veterans Affairs	VA Medical Center	1
San Bernardino County District Attorney	General Information	1

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

San Bernardino County District Attorney	Victim Services Unit	1
San Bernardino County Land Use Services Department	Code Enforcement Division	2
San Bernardino County Museum	The Museum	1
San Bernardino County Office Of Homeless Services	Homeless Partnership	1
San Bernardino County Preschool Services Department	Head Start	3
San Bernardino County Preschool Services Department	Support Services	3
San Bernardino County Public Authority	In-Home Supportive Services Registry	4
San Bernardino County Public Defender	Public Defender	2
San Bernardino County Registrar of Voters	Voting Information	1
San Bernardino County Sheriffs Department		2
San Bernardino County Sheriffs Department	Detention Facilities	3
San Bernardino County Sheriffs Department	Juvenile Intervention Program JIP	1
San Bernardino County Sheriffs Department	Law Enforcement	12
San Bernardino County Superintendent of Schools	Desert Mountain SELPA Children's Center	1
San Bernardino County Superintendent of Schools	KidsNCare Child Care Referral Services	6
San Bernardino County Superintendent of Schools	KidsNCare Subsidized Child Care	8
San Bernardino County Transitional Assistance Department		1
San Bernardino County Transitional Assistance Department	CalWORKs Program	54
San Bernardino County Transitional Assistance Department	Cash Aid Program for Immigrants	4
San Bernardino County Transitional Assistance Department	Child Care Programs	3
San Bernardino County Transitional Assistance Department	Disaster Food Stamp Program	5
San Bernardino County Transitional Assistance Department	Food Stamp Program	105
San Bernardino County Transitional Assistance Department	Health Care Options	1
San Bernardino County Transitional Assistance Department	Medi-Cal Program	34
San Bernardino County Transitional Assistance Department	The General Relief Program	3
San Bernardino County Workforce Development Department	Employment Resource Center	32
San Bernardino Family YMCA	Afterschool Program	1
San Bernardino Police Department	Police Department	7
San Bernardino Senior Center	Senior Center	1
San Bernardino Sexual Assault Services, Inc	Sexual Assault Program	2
Save the Babies	Miracles in Recovery	1
Second Harvest Food Bank	Agency Food Distribution	1
Senior Companion Program	Senior Companion Program	2
Set Free Christian Fellowship		2
Set Free Christian Fellowship	Food Assistance	5
Set Free Christian Fellowship	Food Ministry	7
Set Free Christian Fellowship	Thanksgiving Baskets	43
Set Free Christian Fellowship	Thanksgiving Meals	11
Share, Inc.	Emergency Food	1
Share, Inc.	Food Program	1
Share, Inc.	Thanksgiving Meal	2
Social Action Community Health System		4
Social Action Community Health System	Behavioral, Therapeutic and Dental Health Care	7
Social Action Community Health System	Good to Grow: Total Toddler Check-up	1
Social Action Community Health System	Primary Health Care	1
Social Security Administration		1
Social Security Administration	Social Security	19
Southern California Edison		4
Southern California Edison	California Alternate Rates for Energy	2
Southern California Edison	Community Energy Partnership-Home Energy Efficiency Tune-Ups	1
Southern California Edison	Level Pay Plan	1
Southern California Gas Company		2
Southern California Gas Company	CARE	2
Southern California Gas Company	Direct Assistance Program	1
Southern California Gas Company	Gas Assistance Fund (GAF)	1
Southern California Gas Company	Level Pay Plan	1
Southwest Gas Company		1
Southwest Gas Company	California Alternate Rates for Energy	2
Southwest Gas Company	Low-Income Energy Efficiency Weatherization Program	5
Special Little Angels, Inc.	Little Angels	2
Special Little Angels, Inc.	Special Angels Transitional Shelter	2
Springboard	Consumer Credit Counseling	1
St. John of God Health Care Services		5
St. John of God Health Care Services	Assistance Services	218
St. John of God Health Care Services	Detox Center	9
St. John of God Health Care Services	Food Assistance	39
St. John of God Health Care Services	Residential Substance Abuse Treatment	5
St. John of God Health Care Services	Sober Living Homes	2
St. Johns Community Success Center	Standing Community Services	6
St. Johns Community Success Center	Youth Outreach	2
St. Mary Medical Center	Hospital Services	2
State Bar of California	Attorney Information and Referral Service	3
Sunflower Community Services, Inc.		1

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

Sunflower Community Services, Inc.	Transitional Housing	9
Superior Court of California County of San Bernardino	Civil Court/ Unlawful Detainer	5
Superior Court of California County of San Bernardino	Criminal Court	1
Superior Court of California County of San Bernardino	Family Court	15
Superior Court of California County of San Bernardino	Traffic Court	5
Team of Advocates for Special Kids		1
Teen Challenge of Southern California		1
Teen Challenge of Southern California	Residential Substance Abuse Program	2
Telecare High Desert Crisis Walk-In Center		1
Telecare High Desert Crisis Walk-In Center	Crisis Walk-In Center	4
The 29 Palms Community Food Pantry & Outreach Ministries, Inc	Community Food Pantry	5
The Agape House	New Life Program	6
The Community Counseling Center	General Counseling	8
The Lords Table		1
The Lords Table	Soup Kitchen	10
The Lords Table	Thanksgiving Meal	10
The Lords Table	USDA Food Giveaway	9
The Sober Living Network		2
The Sober Living Network	Internet Information and Referral Service	6
The Unforgettables Foundation		1
The Unforgettables Foundation	Burial Assistance	5
The Way Station	Food Assistance	4
The Way Station	Thanksgiving Food Boxes	3
The White House Healing Center, Inc.		1
The White House Healing Center, Inc.	Transitional Housing	30
Time For Change Foundation	Sweet Dreams House	22
Touched Ones United Creating Hope, Inc.	Backpack Ministries	2
Town of Apple Valley	Clean Up and Recycle Program	1
Town of Apple Valley	Parks and Recreation	1
Town of Apple Valley	Town Hall	1
Toys for Tots		20
Toys for Tots	Christmas Toys	133
Travelers Aid of the Inland Empire		1
Travelers Aid of the Inland Empire	Emergency Transportation and Referral Service	3
Travelers Aid of the Inland Empire	Emergency Travel Services	3
Tri-City Mental Health Center	Adult Outpatient Services	1
Tri-County Dental Society	Free Dental Work for Children	14
U.S. Citizenship and Immigration Services	Citizenship and Immigration Services	1
U.S. Department of Commerce		1
U.S. Department of Commerce	Digital TV Coupon Program	1
U.S. Department of Housing and Urban Development	Hope for Homeowners	1
U.S. Department of Housing and Urban Development	HUD	4
Uncommon Good	Clinic to College	1
United States Department of Education	Federal Student Aid (FSA)	1
United States Department of Labor	OSHA	1
Upland Animal Shelter		1
Upland Animal Shelter	Spay/Neuter Voucher	1
Upland Church of Christ	Food Pantry	17
USC Norris Comprehensive Cancer Center		1
USC Norris Comprehensive Cancer Center	Cancer Treatment Services	1
Valley Fellowship - Seventh Day Adventist Church		11
Valley Fellowship - Seventh Day Adventist Church	Community Services	14
Valley Fellowship - Seventh Day Adventist Church	Thanksgiving Baskets	15
Valley Star Children and Family Services		1
Valley Star Children and Family Services	Mental Health Services	2
Victims of Crime Resource Center		1
Victims of Crime Resource Center	Resource Center	2
Victor Valley Community Dental Service	Dental Service Program	28
Victor Valley Community Hospital	Hospital Services	1
Victor Valley Community Services Council	Alternative Sentencing Program	3
Victor Valley Community Services Council	Senior Needs	2
Victor Valley Community Services Council	Volunteer Center	3
Victor Valley Domestic Violence		3
Victor Valley Domestic Violence	Domestic Violence Shelter	4
Victor Valley Rescue Mission		5
Victor Valley Rescue Mission	Christmas Toys/Gifts	29
Victor Valley Rescue Mission	Clothes Closet	4
Victor Valley Rescue Mission	Food Pantry	62
Victor Valley Rescue Mission	Recovery Program	1
Victor Valley Rescue Mission	Soup Kitchen	4
Victor Valley Rescue Mission	Thanksgiving Meal	3
Victor Valley Transit Authority	Direct Access	3
Victor Valley Transit Authority	Victor Valley Transit Authority	3

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

Victorville Senior Citizens Club	Senior Center	1
Vocational Improvement Program, Inc.	Direct Placement	2
Volunteer Center of Riverside County		18
Volunteer Center of Riverside County	2-1-1 Riverside County	92
Volunteers of America Southwest	Early Head Start	1
Volunteers of America Southwest	Family Resource Center	1
Volunteers of America Southwest	Half- Day Preschool	1
Way World Outreach Ministry	Soup Kitchen	1
Way World Outreach Ministry	USDA Food Giveaway	19
West End Family Counseling	Mental Health and Counseling Services	12
West End Family Counseling	School-Based Counseling	1
West Valley Detention Center	Detention Center	1
Westside Community Service Center	Employment Assistance	1
Westside Community Service Center	Food Distributions	16
Westside Community Service Center	Senior Nutrition Program	4
Westside Community Service Center	Westside Clothes Closet	4
WeTip	Crime Reporting Hotline	4
Whitney Young Family Health Clinic		1
Whitney Young Family Health Clinic	Dental Services	40
Whitney Young Family Health Clinic	Medical Services	28
Young Visionaries Youth Leadership Academy		11
Young Visionaries Youth Leadership Academy	After School Tutoring	1
Young Visionaries Youth Leadership Academy	C.U.T.T. Center - Career, University, Technology Training	1
Young Visionaries Youth Leadership Academy	Mentoring Program	3
Young Visionaries Youth Leadership Academy	Nitro2Go Christmas Festival Toy Giveaway	33
Young Visionaries Youth Leadership Academy	Thanksgiving Baskets	8
Young Visionaries Youth Leadership Academy	Youth Employment Development Program	1
Yucaipa Christian Church	Manna Food Cupboard	12
Yucaipa Valley Welfare, Inc	Clothing Program	2
Yucaipa Valley Welfare, Inc	Food Program	7