

November 2010

2-1-1 San Bernardino County Statistical Update

2-1-1 San Bernardino County Monthly Report - November 2010



United Ways serving
San Bernardino County



2-1-1 News Items

The 2011 Blue Book Directory will be available as a pdf !!

If you are interested in receiving the 2-1-1 Directory as a pdf, email
Dflores@ieuw.org - our goal is to have it available early year

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 on January 27 and normally occurs regularly on the 4th Thursday of every other month.

Top 10 Needs from Top 9 Cities

	Apple Valley	Fontana	Hesperia	Ontario	Rancho Cucamonga	Rialto	San Bernardino	Upland	Victorville	Grand Total
Utilities	33%	14%	33%	15%	18%	18%	17%	16%	36%	22%
Rent Payment Assistance	12%	14%	12%	14%	16%	18%	18%	20%	14%	16%
Food/Meals	14%	17%	15%	16%	14%	17%	15%	14%	12%	15%
Shelter	6%	11%	6%	12%	13%	10%	11%	13%	8%	10%
Information Services	8%	9%	7%	10%	9%	7%	11%	10%	7%	9%
Housing	5%	8%	5%	7%	7%	7%	8%	7%	5%	7%
Outpatient Health Facilities	7%	9%	6%	8%	10%	6%	5%	8%	6%	7%
Clothing/Personal/Household Needs	5%	6%	6%	6%	4%	7%	8%	4%	5%	6%
Counseling	5%	5%	5%	7%	5%	4%	3%	5%	4%	4%
Legal Services/Assistance	5%	5%	5%	5%	5%	6%	4%	4%	4%	4%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Note the differences. For the 3 high desert areas, Apple Valley, Hesperia and Victorville, requests for utility assistance account for one-third or more of the requests for assistance. This is much higher than from the 6 valley cities.

Rialto, San Bernardino and Upland show the highest percentages for Rent Assistance, with Upland at the top.

Fontana, Ontario and Rialto have greater need for food, with Victorville as the lowest.

Apple Valley, Hesperia and Victorville, the high desert cities show far lower need for shelter and housing than the valley cities. However, keep in mind that the requests for shelter everywhere in the county vastly exceed the resources, even in the high desert.

A lot of generosity and outreach occurs in December. I believe we need to expand the practice to full-time and to all within our sphere of influence. Then we need to couple it with local buying, selling and sharing, caring what happens to our neighbors and our neighboring communities, breaking down barriers, helping and working together, building trust and resiliency. We are all in the same boat together, despite any appearances to the contrary. And the water is rising.

Happy Holidays!

Thank You and Be Well!

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



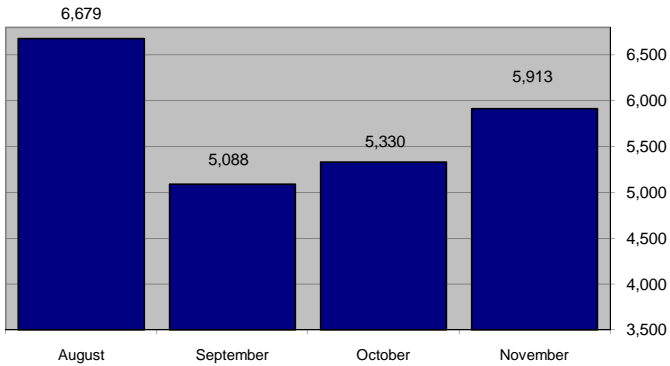
United Ways serving
San Bernardino County



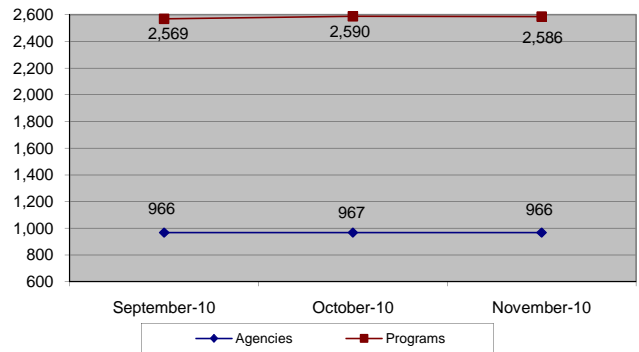
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November 2010 Data Analysis

Total number of documented calls



2-1-1 database totals



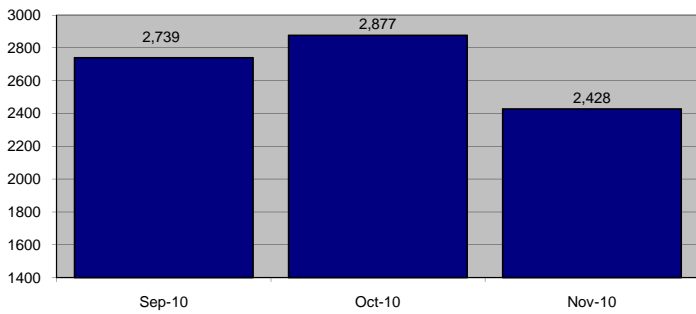
Total number of documented calls**

Month	Total number of documented calls**
November	5,913
October	5,330
September	5,088
August	6,679

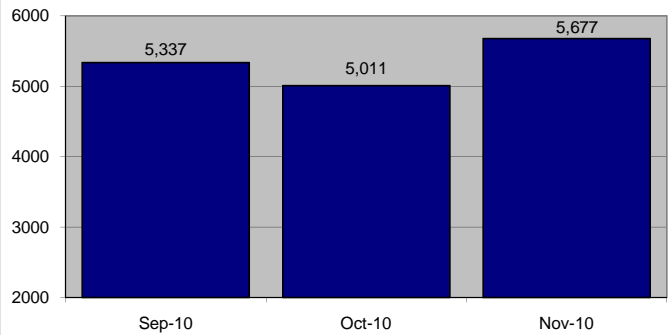
** Does not include hangups, wrong numbers, internal, etc.

Agencies	Database totals	Programs
966	Nov-10	2,586
967	Oct-10	2,590
966	Sep-10	2,569

Total # of callers with children in the households



Total number of children involved



Call totals per # of children in household:

	Nov-10	Oct-10	Sep-10
0 or unknown	2,902	3,802	3,610
1	746	891	873
2	791	899	810
3	474	564	585
4	242	307	275
5	120	137	130
6	39	55	41
7	6	11	17
8	7	9	6
9	3	2	1
More than 9	0	2	1
Total	2,428	2,877	2,739

Total Number of Children

Month	Total Number of Children
Nov-10	5,677
Oct-10	5,011
Sep-10	5,337

Percentage of callers w/children **46%**

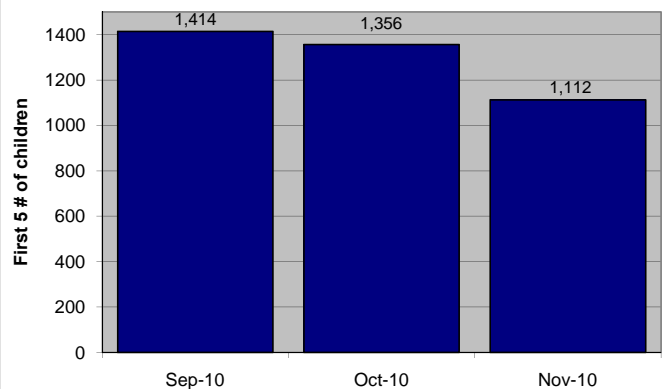
First 5 Calls

Total # First 5 Children represented	1,769
Total number of calls this month	5,913
Total # of First 5 Calls	1,112
Percentage of F5 calls	19%

Call totals per # of children under 6:

	Nov-10	Oct-10	Sep-10
0 or unknown	4,218	5,322	4,935
1	640	765	793
2	323	415	433
3	118	135	133
4	26	33	48
5	5	8	4
6	0	0	1
7	0	0	2
8	0	0	0
9	0	0	0
More than 9	0	0	0
Total F5 Calls	1,112	1,356	1,414

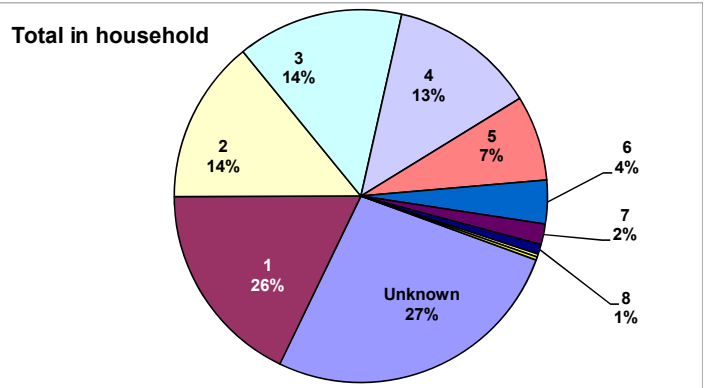
Total number of children under 6



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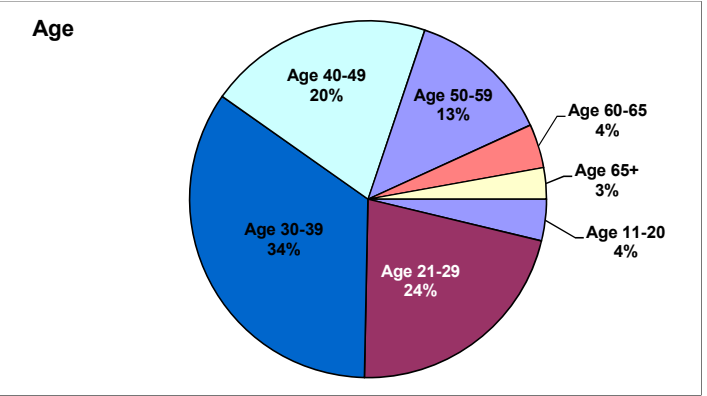
Total # in household:			
	Nov-10	Oct-10	Sep-10
Unknown	1418	1915	1762
1	949	1266	1144
2	753	962	936
3	769	859	871
4	677	729	699
5	394	473	490
6	201	270	252
7	96	118	104
8	45	45	55
9	14	22	20
9+	14	20	16
Total	3912	4764	4587

NA
24%
19%
20%
17%
10%
5%
2%
1%
0%
0%

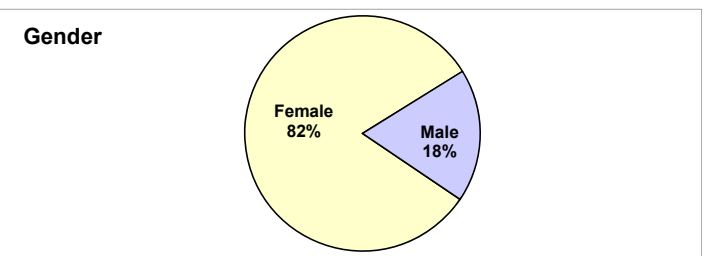


Total people represented in this month's calls **11,930**

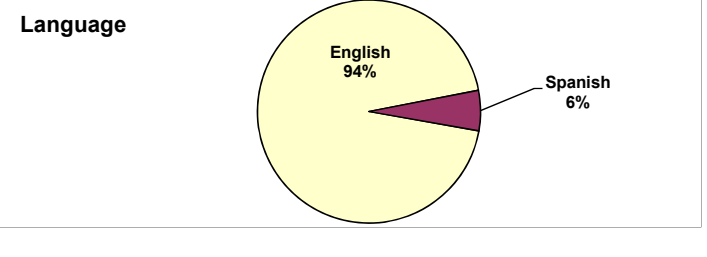
Age:			
	Nov-10	Oct-10	Sep-10
Age 0-3	5	12	10
Age 4-5	5	8	5
Age 6-10	7	10	11
Age 11-20	123	124	131
Age 21-29	706	927	1017
Age 30-39	1128	1493	1348
Age 40-49	667	878	823
Age 50-59	427	571	557
Age 60-65	130	191	174
Age 65+	93	146	145
Total	3291	4360	4221



Gender			
	Nov-10	Oct-10	Sep-10
Female	4126	3844	5007
Male	923	963	1383
Unknown	0	3	10
Other	8	0	1
Transgender	0	0	0
Total	5057	4810	6401

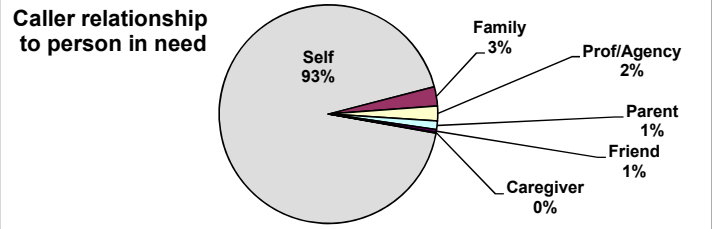


Language			
	Nov-10	Oct-10	Sep-10
English	5018	4758	6300
Spanish	312	330	378
Acholi	0	0	0
Czech	0	0	0
Vietnamese	0	0	1
Total	5330	5088	6679

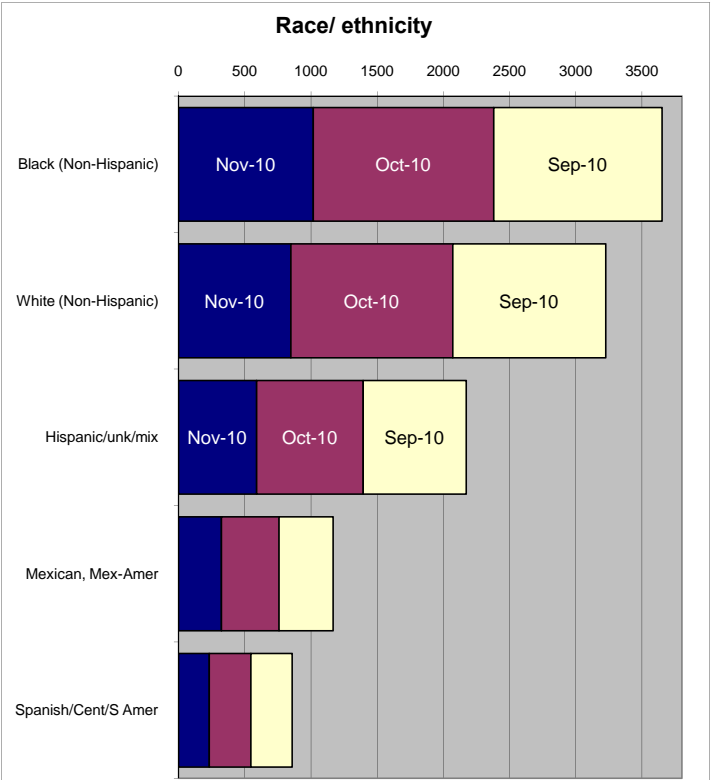


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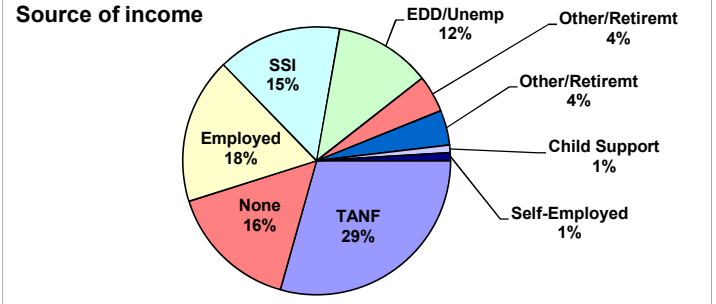
Caller relationship to person in need:			
	Nov-10	Oct-10	Sep-10
Self	4967	4763	6204
Family	151	130	195
Prof/Agency	117	103	155
Parent	69	17	33
Friend	21	66	90
Caregiver	5	9	2



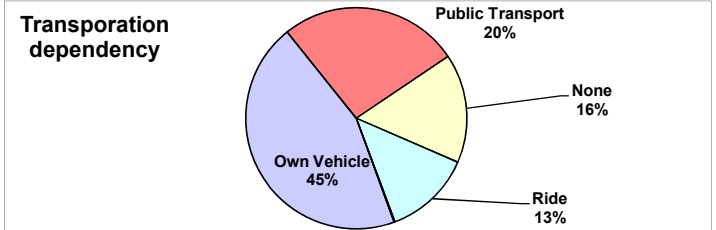
Race/ ethnicity				
	Nov-10	Oct-10	Sep-10	
Black (Non-Hispanic)	1016	1362	1271	33%
White (Non-Hispanic)	847	1222	1156	28%
Hispanic/unk/mix	588	805	778	19%
Mexican, Mex-Amer	323	434	410	10%
Spanish/Cent/S Amer	232	313	313	8%
Multi-race	18	15	35	1%
Other	14	7	14	
Asia/unk/mix	12	12	11	
Filipino	6	2	8	
Native American	5	5	7	
Pacific Islander/unk/mix	5	5	5	
Asian-Indian	3	5	11	
Chinese	2	1	1	
Samoan	2	0	1	
Puerto Rican	1	0	4	
Vietnamese	1	0	1	
Cuban	1	0	0	
Korean	1	0	0	
Cambodian	0	2	0	
Hawaiian	0	1	1	
Japanese	0	1	0	
Laotian	0	1	0	
Hawaiian	0	0	1	
Unknown	2836	1137	1060	
Total Known	3077	4193	4028	



Source of income:			
	Nov-10	Oct-10	Sep-10
TANF	973	1229	1065
None	521	749	935
Employed	584	724	712
SSI	498	697	590
EDD/Unemp	386	403	350
Disability	148	199	215
Other/Retiremt	139	141	239
Child Support	31	46	50
Self-Employed	32	34	38



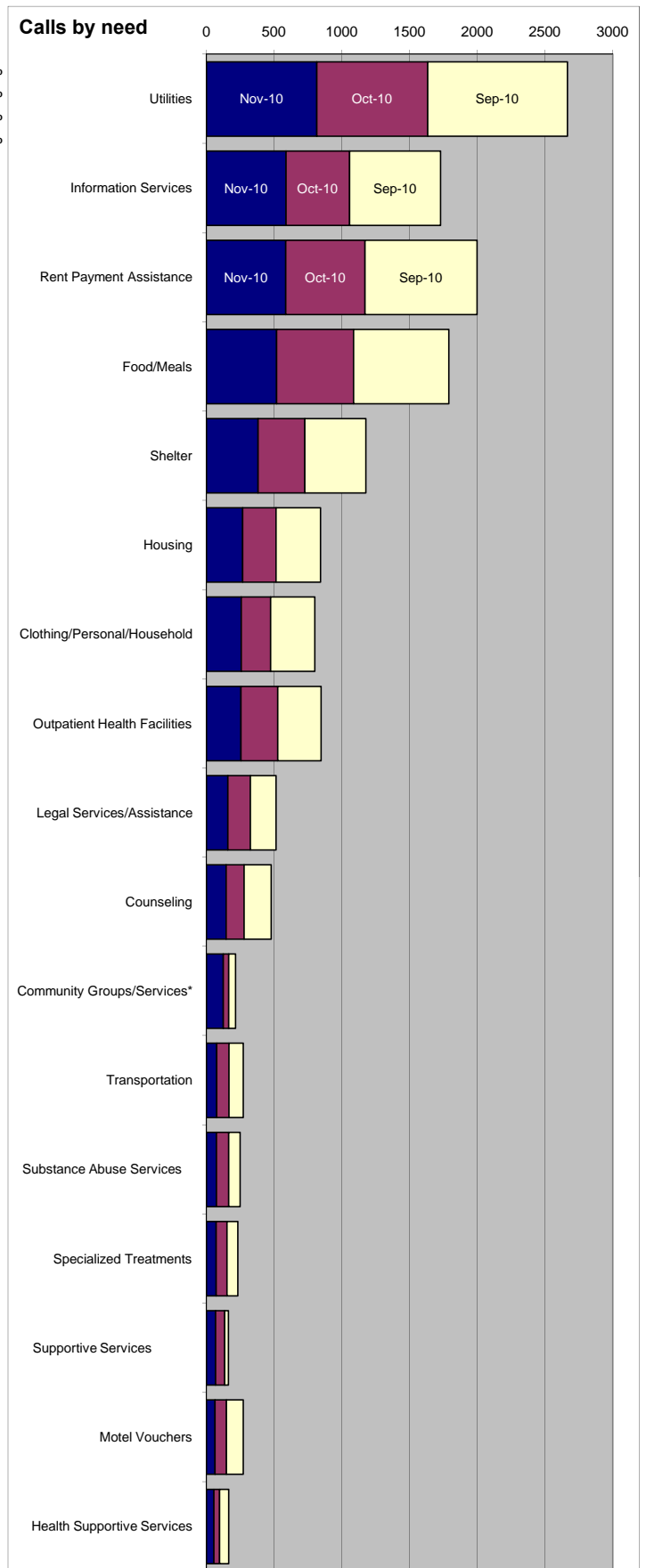
Transportation dependency:			
	Nov-10	Oct-10	Sep-10
Own Vehicle	1324	1376	2092
Public Transportation	778	658	863
None	471	482	655
Ride	379	386	459
Taxi	3	1	2
Transportation Voucher	1	1	1



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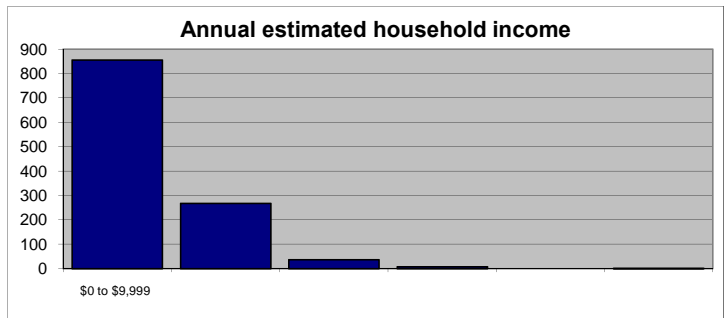
Calls by need:			
Need	Nov-10	Oct-10	Sep-10
Utilities	815	819	1030
Information Services	587	470	671
Rent Payment Assistance	585	586	826
Food/Meals	517	569	703
Shelter	380	346	451
Housing	267	247	327
Clothing/Personal/Household	256	217	326
Outpatient Health Facilities	254	271	321
Legal Services/Assistance	157	167	190
Counseling	144	133	201
Community Groups/Services*	123	40	51
Transportation	76	89	107
Substance Abuse Services	74	89	84
Specialized Treatments	72	79	81
Supportive Services	67	68	26
Motel Vouchers	63	84	124
Health Supportive Services	55	42	67
Employment	48	73	63
Day Care	48	37	53
Income Maintenance	45	47	73
Nutrition Public Assist. Prgms	45	30	56
Donations	38	8	8
Family Based Svcs/Mentoring	35	45	36
Consumer Assistance/Protection	30	48	56
Health Screening/Diagnostic Services	27	29	15
Psychiatric/Mental Health Support	27	16	37
Law Enforcement	25	22	45
Courts/Correctional System	24	18	29
Mental Health Care Facilities	23	25	28
Parenting Education	23	20	20
Medical Public Assistance Programs	22	19	28
Outpatient Mental Health Care	21	22	37
Mortgage Payment Assistance	20	13	16
Special Education	18	12	17
Disability Issues/Services	18	11	21
Death Certification/Burial Arrangements	15	10	9
Animal Services	14	21	27
Early Education	14	19	30
Social Insurance Programs	14	6	11
Volunteer Opportunities	12	17	10
Environmental Protection/Improvement	12	16	13
Crime Victim Support	10	7	16
Inpatient Health Facilities	9	11	14
Immigration/Naturalization Legal Services	9	7	7
Crime Reporting/Prevention	9	5	26
Safety Equipment	8	6	9
Social Develop. and Enrichment	8	4	13
Emergency Medical Care	7	7	10
Formal Education	6	7	7
Consumer Regulations	6	7	5
Public Safety/Emergency Services	5	11	15
Household Related Public Asst	5	3	6
Support Groups	4	12	14
Tutoring/Homework Assistance	4	7	4
Public Health Information	4	2	8
Protective Services	4	2	7
Credit Counseling	4	2	2
Org. Development and Mgmt Services	3	8	15
Rehabilitation/Habilitative Services	3	4	5
Parks & Recreation Services	2	2	6
Mortgage Foreclosure Information	1	3	3
Adoption/Foster Services	1	1	5
Suicide Calls/Lethality Assessment	1	1	4
Public Works	0	1	1
Arts and Culture	0	0	1
Bad Weather Shelters	0	0	1

Note: * Includes Holiday Meals

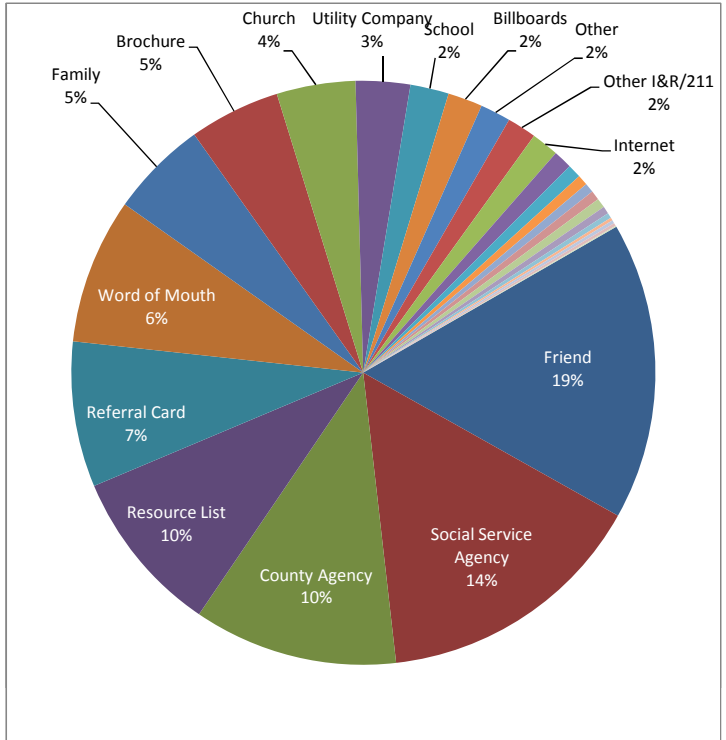


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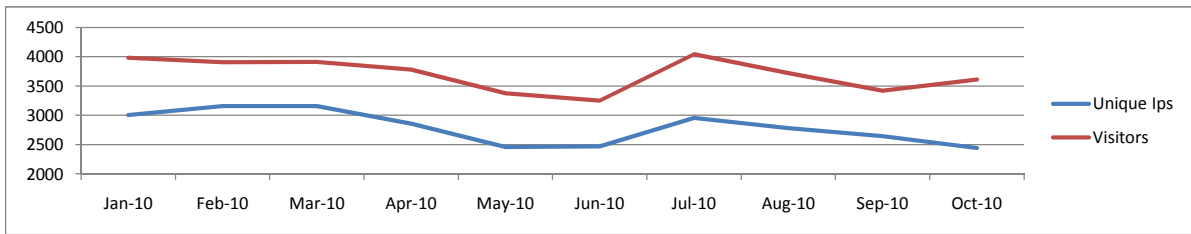
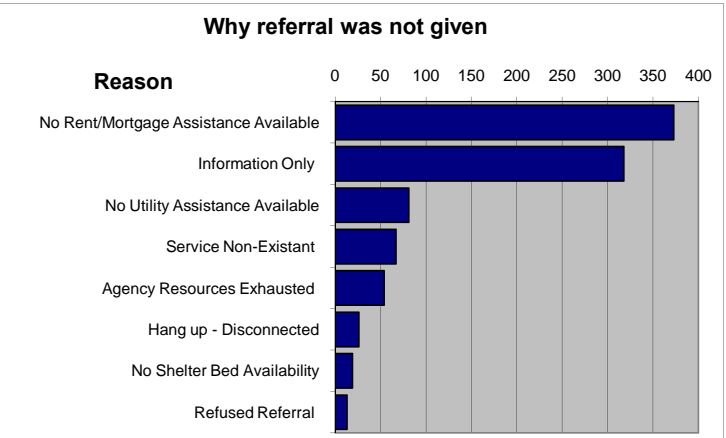
Annual estimated household income			
	Nov-10	Oct-10	Sep-10
Declined to state/Unknown	4162	3995	5083
\$0 to \$9,999	856	820	1160
\$10,000 to \$19,999	267	241	386
\$20,000 to \$29,999	36	24	38
\$30,000 to \$39,999	8	5	8
\$40,000 to \$49,999	0	1	1
\$50,000 to \$59,999	1	1	1
\$60,000 to \$69,999	0	0	0
\$70,000 to \$79,999	0	0	1
\$80,000 +	0	0	1



How caller learned about 2-1-1			
	Nov-10	Oct-10	Sep-10
Friend	284	271	343
Social Service Agency	260	255	410
Resource List	195	178	314
County Agency	158	142	175
Referral Card	139	128	153
Word of Mouth	139	77	165
Family	93	91	114
Brochure	87	141	109
Church	75	74	102
Utility Company	52	25	41
School	37	46	77
Billboards	33	27	15
Other	29	25	47
Other I&R/211	28	35	32
Internet	26	30	42
Law Enforcement	18	13	24
Government Non-County	13	10	15
EDD (Unemployment Letter)	10	11	16
Phone Book	9	14	26
Television	9	5	10
Newspaper	9	4	5
Doctor's Office/Clinic	7	13	15
Radio	5	7	3
Hospital	3	8	9
Human Resources	3	5	6
Crisis Line	3	1	4
411	1	3	1
Chronic Caller/Abusive Caller	0	1	3
Get Connected/CETF Flyer	0	0	1
Return Caller (not incl. in chart)	3605	3447	4399



Why referral not given			
Reason	Nov-10	Oct-10	Sep-10
No Rent/Mortgage Assistance Available	373	280	289
Information Only	318	287	388
No Utility Assistance Available	81	42	64
Service Non-Existant	67	75	92
Agency Resources Exhausted	54	54	50
Hang up - Disconnected	26	12	32
No Shelter Bed Availability	19	13	20
Refused Referral	13	8	17
Interdepartmental Transfer	13	4	34
Agency/Organization Calling	6	2	7
Services To Expensive	3	1	2
Chronic Caller/Abusive Caller	2		
Caller Doesn't Qualify	1	3	2
Wrong Number	0	5	3



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

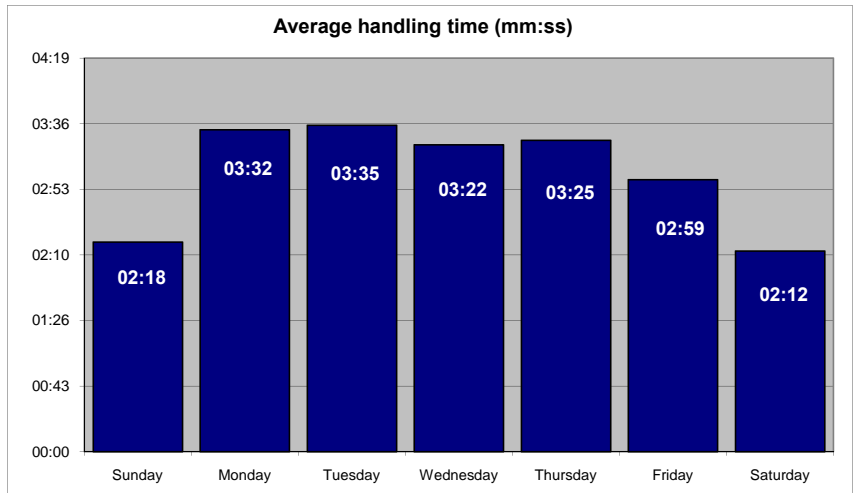
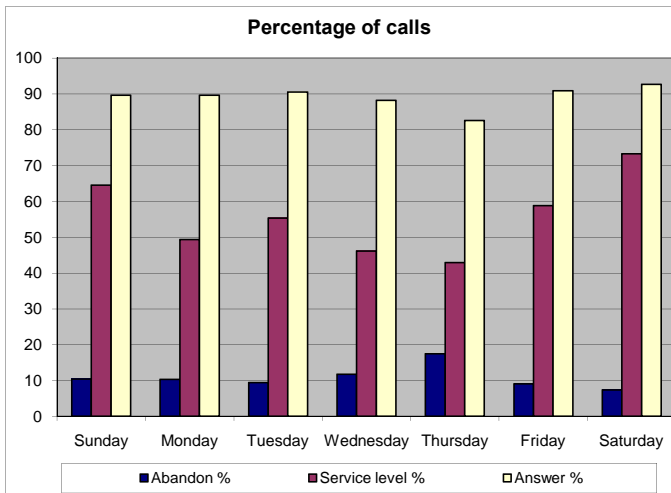
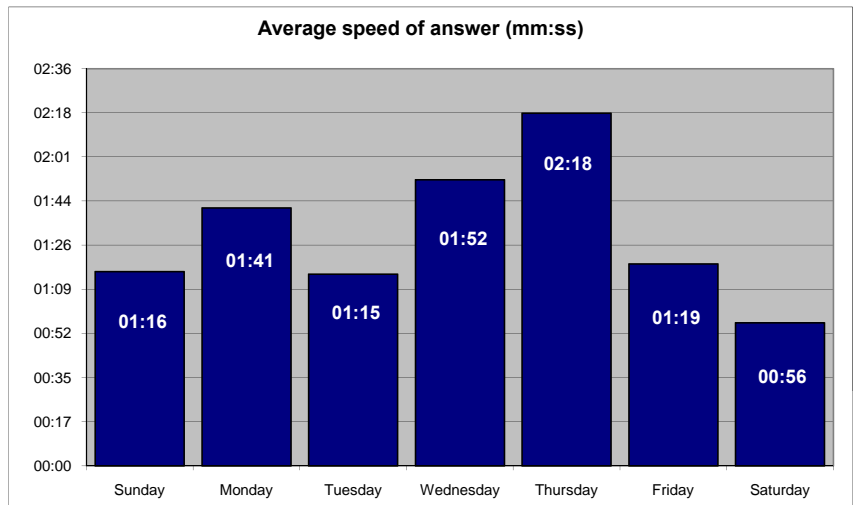
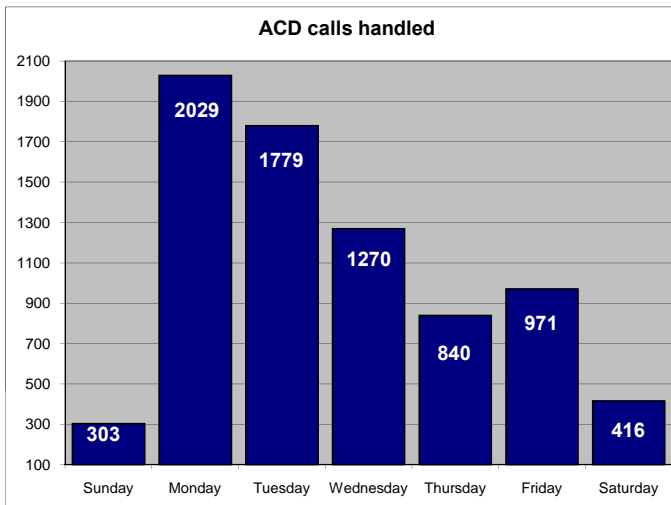
Device: 005 - All SB QG's

Date range: 11/1/2010 - 11/30/2010 12:00 AM - 12:00 AM

Created on: 12/15/2010

Created by: gmaden

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requeued	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
Sunday	338	303	16	35	0	5	0	301	2	0	0	0:01:16	0:02:58	0:00:00	11:38:42	0:02:18	10.4	64.5	89.6
Monday	2263	2029	50	234	0	31	0	2023	6	0	0	0:01:41	0:03:10	0:00:00	119:49:18	0:03:32	10.3	49.3	89.7
Tuesday	1964	1779	34	185	0	34	0	1777	2	0	0	0:01:15	0:02:38	0:00:00	106:40:31	0:03:35	9.4	55.3	90.6
Wednesday	1439	1270	39	169	0	18	0	1262	8	0	0	0:01:52	0:03:24	0:00:00	71:15:49	0:03:22	11.7	46.1	88.3
Thursday	1017	840	30	177	0	20	0	834	6	0	0	0:02:18	0:03:54	0:00:00	47:56:30	0:03:25	17.4	42.9	82.6
Friday	1068	971	21	97	0	14	0	970	1	0	0	0:01:19	0:03:47	0:00:00	48:27:15	0:02:59	9.1	58.8	90.9
Saturday	449	416	18	33	0	6	0	410	6	0	0	0:00:56	0:03:14	0:00:00	15:21:07	0:02:12	7.3	73.3	92.7
Total	8538	7608	208	930	0	128	0	7577	31	0	0	0:01:35	0:03:18	0:00:00	421:09:12	0:03:19	10.9	52.4	89.1



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

City/Town - Needs	Total
Adelanto	163
Adoption/Foster Services	1
Clothing/Personal/Household Needs	7
Community Groups/Services	2
Consumer Assistance/Protection	1
Counseling	2
Courts/Correctional System	1
Day Care	1
Disability Issues/Services	1
Donations	3
Emergency Medical Care	1
Employment	1
Family Based Services/Mentoring	1
Food/Meals	18
Health Screening/Diagnostic Services	1
Housing	4
Information Services	8
Legal Services/Assistance	1
Motel Vouchers	2
Nutrition Related Public Assistance Programs	1
Outpatient Health Facilities	10
Outpatient Mental Health Care	3
Rent Payment Assistance	27
Shelter	4
Special Education	1
Specialized Treatments	1
Supportive Services	4
Transportation	2
Tutoring/Homework Assistance	1
Utilities	53
Alta Loma	10
Food/Meals	1
Information Services	2
Outpatient Health Facilities	1
Psychiatric/Mental Health Support Services	1
Rent Payment Assistance	1
Utilities	4
Apple Valley	268
Animal Services	2
Clothing/Personal/Household Needs	14
Community Groups/Services	10
Consumer Assistance/Protection	1
Counseling	9
Day Care	2
Disability Issues/Services	1
Donations	2
Employment	5
Environmental Protection/Improvement	1
Family Based Services/Mentoring	4
Food/Meals	18
Formal Education	2
Health Screening/Diagnostic Services	2
Health Supportive Services	3
Housing	10
Immigration/Naturalization Legal Services	2
Income Maintenance	1
Information Services	17

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

City/Town - Needs	Total
Inpatient Health Facilities	1
Legal Services/Assistance	11
Mental Health Care Facilities	3
Mortgage Payment Assistance	1
Motel Vouchers	2
Nutrition Related Public Assistance Programs	1
Outpatient Health Facilities	9
Outpatient Mental Health Care	2
Parenting Education	3
Psychiatric/Mental Health Support Services	2
Public Safety/Emergency Services	1
Rent Payment Assistance	21
Safety Equipment	1
Shelter	22
Special Education	3
Specialized Treatments	4
Substance Abuse Services	4
Supportive Services	9
Transportation	3
Utilities	59
Barstow	76
Clothing/Personal/Household Needs	2
Consumer Assistance/Protection	1
Counseling	4
Death Certification/Burial Arrangements	1
Family Based Services/Mentoring	1
Food/Meals	3
Formal Education	2
Health Supportive Services	2
Housing	2
Information Services	8
Legal Services/Assistance	4
Motel Vouchers	1
Nutrition Related Public Assistance Programs	2
Outpatient Health Facilities	3
Outpatient Mental Health Care	1
Parks & Recreation Services	1
Rent Payment Assistance	10
Shelter	3
Specialized Treatments	3
Substance Abuse Services	2
Transportation	3
Utilities	17
Big Bear City	14
Clothing/Personal/Household Needs	1
Crime Victim Support	1
Employment	1
Food/Meals	1
Housing	1
Information Services	2
Law Enforcement	2
Legal Services/Assistance	1
Nutrition Related Public Assistance Programs	1
Outpatient Health Facilities	1
Substance Abuse Services	1
Volunteer Opportunities	1

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

City/Town - Needs	Total
Big Bear Lake	9
Counseling	2
Food/Meals	1
Health Supportive Services	1
Housing	1
Inpatient Health Facilities	1
Rent Payment Assistance	1
Substance Abuse Services	1
Utilities	1
Bloomington	31
Clothing/Personal/Household Needs	2
Community Groups/Services	1
Counseling	1
Food/Meals	9
Health Supportive Services	1
Housing	1
Legal Services/Assistance	3
Motel Vouchers	1
Nutrition Related Public Assistance Programs	1
Outpatient Health Facilities	2
Rent Payment Assistance	3
Shelter	2
Utilities	4
Chino	82
Clothing/Personal/Household Needs	3
Consumer Assistance/Protection	2
Counseling	4
Donations	1
Employment	1
Food/Meals	13
Housing	1
Immigration/Naturalization Legal Services	1
Income Maintenance	1
Information Services	6
Legal Services/Assistance	4
Motel Vouchers	1
Outpatient Health Facilities	7
Parenting Education	2
Rent Payment Assistance	8
Shelter	5
Specialized Treatments	2
Substance Abuse Services	2
Supportive Services	3
Utilities	15
Chino Hills	30
Animal Services	1
Community Groups/Services	1
Counseling	1
Employment	2
Food/Meals	2
Housing	1
Information Services	4
Medical Public Assistance Programs	1
Outpatient Health Facilities	2
Rent Payment Assistance	4
Shelter	2

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

City/Town - Needs	Total
Special Education	1
Specialized Treatments	2
Substance Abuse Services	2
Utilities	4
Colton	140
Animal Services	1
Clothing/Personal/Household Needs	13
Community Groups/Services	3
Consumer Assistance/Protection	1
Consumer Regulations	1
Counseling	4
Courts/Correctional System	1
Day Care	1
Early Education	1
Food/Meals	16
Health Screening/Diagnostic Services	1
Health Supportive Services	1
Housing	10
Income Maintenance	1
Information Services	6
Law Enforcement	1
Legal Services/Assistance	2
Medical Public Assistance Programs	1
Mortgage Payment Assistance	1
Nutrition Related Public Assistance Programs	2
Outpatient Health Facilities	4
Parenting Education	1
Rent Payment Assistance	23
Shelter	11
Specialized Treatments	2
Substance Abuse Services	1
Supportive Services	3
Transportation	3
Utilities	24
Crestline	25
Counseling	1
Day Care	1
Food/Meals	2
Health Supportive Services	1
Housing	2
Information Services	2
Mental Health Care Facilities	1
Nutrition Related Public Assistance Programs	1
Rent Payment Assistance	4
Shelter	1
Substance Abuse Services	1
Supportive Services	1
Utilities	7
Fontana	368
Animal Services	3
Clothing/Personal/Household Needs	23
Community Groups/Services	7
Counseling	9
Courts/Correctional System	1
Crime Reporting/Prevention	1
Crime Victim Support	1

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

City/Town - Needs	Total
Day Care	7
Death Certification/Burial Arrangements	3
Disability Issues/Services	1
Donations	2
Early Education	3
Employment	7
Family Based Services/Mentoring	1
Food/Meals	46
Formal Education	1
Health Screening/Diagnostic Services	1
Health Supportive Services	8
Household Related Public Assistance Programs	1
Housing	29
Immigration/Naturalization Legal Services	2
Income Maintenance	4
Information Services	17
Legal Services/Assistance	11
Medical Public Assistance Programs	2
Mental Health Care Facilities	4
Mortgage Payment Assistance	3
Motel Vouchers	1
Nutrition Related Public Assistance Programs	4
Outpatient Health Facilities	23
Outpatient Mental Health Care	2
Parenting Education	5
Parks & Recreation Services	1
Psychiatric/Mental Health Support Services	1
Rent Payment Assistance	31
Safety Equipment	1
Shelter	37
Social Insurance Programs	1
Special Education	1
Specialized Treatments	8
Substance Abuse Services	7
Supportive Services	2
Transportation	5
Utilities	39
Volunteer Opportunities	1
Forest Falls	2
Legal Services/Assistance	1
Substance Abuse Services	1
Grand Terrace	11
Clothing/Personal/Household Needs	1
Community Groups/Services	1
Information Services	2
Legal Services/Assistance	1
Motel Vouchers	1
Outpatient Health Facilities	2
Substance Abuse Services	1
Transportation	1
Utilities	1
Helendale	4
Counseling	1
Information Services	1
Law Enforcement	1
Shelter	1

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

City/Town - Needs	Total
Hesperia	201
Clothing/Personal/Household Needs	12
Community Groups/Services	6
Consumer Assistance/Protection	1
Counseling	7
Day Care	1
Death Certification/Burial Arrangements	1
Donations	1
Early Education	2
Employment	1
Family Based Services/Mentoring	3
Food/Meals	21
Health Supportive Services	5
Housing	7
Immigration/Naturalization Legal Services	1
Income Maintenance	3
Information Services	14
Legal Services/Assistance	12
Medical Public Assistance Programs	1
Mental Health Care Facilities	1
Motel Vouchers	2
Nutrition Related Public Assistance Programs	1
Outpatient Health Facilities	7
Protective Services	1
Public Health Information	1
Rent Payment Assistance	18
Shelter	10
Specialized Treatments	4
Substance Abuse Services	4
Supportive Services	4
Transportation	4
Utilities	45
Highland	105
Clothing/Personal/Household Needs	8
Community Groups/Services	3
Counseling	1
Donations	1
Employment	4
Family Based Services/Mentoring	3
Food/Meals	19
Health Supportive Services	1
Housing	6
Income Maintenance	1
Information Services	9
Mortgage Payment Assistance	1
Motel Vouchers	2
Nutrition Related Public Assistance Programs	3
Outpatient Health Facilities	6
Protective Services	1
Rent Payment Assistance	9
Shelter	5
Specialized Treatments	1
Substance Abuse Services	2
Supportive Services	1
Transportation	2
Utilities	15

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

City/Town - Needs	Total
Volunteer Opportunities	1
Joshua Tree	9
Counseling	1
Food/Meals	1
Housing	1
Income Maintenance	1
Psychiatric/Mental Health Support Services	1
Rent Payment Assistance	1
Shelter	1
Utilities	2
Lake Arrowhead	9
Food/Meals	1
Housing	1
Outpatient Health Facilities	2
Rent Payment Assistance	1
Shelter	1
Specialized Treatments	1
Utilities	2
Loma Linda	34
Clothing/Personal/Household Needs	1
Consumer Assistance/Protection	1
Day Care	1
Disability Issues/Services	1
Employment	2
Food/Meals	1
Health Screening/Diagnostic Services	1
Housing	1
Information Services	3
Medical Public Assistance Programs	1
Outpatient Health Facilities	2
Rent Payment Assistance	7
Shelter	3
Substance Abuse Services	1
Supportive Services	1
Transportation	1
Utilities	6
Lucerne Valley	21
Family Based Services/Mentoring	1
Food/Meals	5
Health Supportive Services	1
Housing	1
Income Maintenance	1
Legal Services/Assistance	1
Mental Health Care Facilities	1
Motel Vouchers	1
Rent Payment Assistance	1
Shelter	1
Social Development and Enrichment	1
Specialized Treatments	1
Supportive Services	1
Transportation	3
Utilities	1
Lytle Creek	3
Food/Meals	1
Legal Services/Assistance	1
Utilities	1

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

City/Town - Needs	Total
Mentone	21
Clothing/Personal/Household Needs	1
Crime Reporting/Prevention	1
Environmental Protection/Improvement	1
Food/Meals	5
Health Screening/Diagnostic Services	1
Information Services	1
Law Enforcement	1
Mortgage Payment Assistance	1
Outpatient Health Facilities	1
Psychiatric/Mental Health Support Services	1
Rent Payment Assistance	1
Supportive Services	2
Transportation	1
Utilities	3
Montclair	55
Clothing/Personal/Household Needs	1
Community Groups/Services	1
Consumer Assistance/Protection	1
Counseling	4
Crime Victim Support	1
Disability Issues/Services	1
Family Based Services/Mentoring	1
Food/Meals	5
Health Screening/Diagnostic Services	2
Housing	4
Information Services	5
Legal Services/Assistance	1
Motel Vouchers	1
Rent Payment Assistance	7
Shelter	6
Substance Abuse Services	1
Utilities	12
Volunteer Opportunities	1
Needles	1
Utilities	1
Newberry Springs	1
Food/Meals	1
Ontario	373
Animal Services	1
Clothing/Personal/Household Needs	15
Community Groups/Services	6
Consumer Assistance/Protection	1
Consumer Regulations	1
Counseling	17
Courts/Correctional System	2
Credit Counseling	1
Crime Reporting/Prevention	1
Crime Victim Support	2
Day Care	7
Disability Issues/Services	2
Donations	4
Early Education	3
Emergency Medical Care	1
Employment	5
Family Based Services/Mentoring	3

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

City/Town - Needs	Total
Food/Meals	43
Health Screening/Diagnostic Services	4
Health Supportive Services	3
Household Related Public Assistance Programs	1
Housing	17
Immigration/Naturalization Legal Services	1
Income Maintenance	2
Information Services	25
Inpatient Health Facilities	2
Law Enforcement	1
Legal Services/Assistance	15
Medical Public Assistance Programs	2
Mental Health Care Facilities	1
Mortgage Payment Assistance	3
Motel Vouchers	17
Nutrition Related Public Assistance Programs	2
Outpatient Health Facilities	30
Protective Services	1
Psychiatric/Mental Health Support Services	2
Public Health Information	1
Rent Payment Assistance	30
Shelter	37
Social Insurance Programs	1
Special Education	2
Specialized Treatments	6
Substance Abuse Services	5
Support Groups	1
Supportive Services	4
Transportation	1
Utilities	40
Volunteer Opportunities	1
Outside County	166
Community Groups/Services	1
Consumer Assistance/Protection	2
Counseling	2
Courts/Correctional System	3
Crime Victim Support	1
Early Education	1
Employment	1
Family Based Services/Mentoring	1
Food/Meals	6
Health Supportive Services	4
Housing	7
Income Maintenance	2
Information Services	76
Law Enforcement	3
Legal Services/Assistance	7
Medical Public Assistance Programs	5
Nutrition Related Public Assistance Programs	1
Outpatient Health Facilities	8
Protective Services	1
Psychiatric/Mental Health Support Services	1
Rent Payment Assistance	14
Shelter	9
Substance Abuse Services	3
Utilities	7

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

City/Town - Needs	Total
Outside Of California	5
Consumer Assistance/Protection	1
Information Services	1
Rent Payment Assistance	1
Shelter	1
Tutoring/Homework Assistance	1
Phelan	26
Clothing/Personal/Household Needs	2
Community Groups/Services	1
Counseling	2
Credit Counseling	1
Day Care	1
Death Certification/Burial Arrangements	1
Employment	1
Family Based Services/Mentoring	1
Food/Meals	4
Housing	2
Legal Services/Assistance	1
Mental Health Care Facilities	1
Outpatient Health Facilities	1
Rent Payment Assistance	2
Shelter	3
Specialized Treatments	1
Substance Abuse Services	1
Pinon Hills	5
Clothing/Personal/Household Needs	2
Food/Meals	1
Transportation	1
Utilities	1
Pomona (City)	37
Clothing/Personal/Household Needs	1
Community Groups/Services	1
Counseling	2
Food/Meals	1
Housing	3
Information Services	13
Legal Services/Assistance	1
Mortgage Foreclosure Information	1
Motel Vouchers	2
Outpatient Health Facilities	1
Rehabilitation/Habilitative Services	1
Rent Payment Assistance	6
Shelter	3
Specialized Treatments	1
Pomona Valley	1
Shelter	1
Rancho Cucamonga	219
Animal Services	1
Clothing/Personal/Household Needs	4
Community Groups/Services	2
Counseling	4
Crime Victim Support	1
Day Care	1
Disability Issues/Services	2
Early Education	1
Employment	1

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

City/Town - Needs	Total
Food/Meals	20
Health Screening/Diagnostic Services	3
Health Supportive Services	1
Housing	15
Income Maintenance	2
Information Services	18
Law Enforcement	1
Legal Services/Assistance	8
Medical Public Assistance Programs	4
Mental Health Care Facilities	2
Mortgage Payment Assistance	1
Motel Vouchers	2
Nutrition Related Public Assistance Programs	5
Outpatient Health Facilities	14
Outpatient Mental Health Care	3
Parenting Education	2
Psychiatric/Mental Health Support Services	1
Rent Payment Assistance	21
Shelter	20
Social Development and Enrichment	1
Social Insurance Programs	1
Special Education	2
Specialized Treatments	3
Substance Abuse Services	7
Support Groups	1
Supportive Services	3
Transportation	5
Utilities	36
Redlands	130
Clothing/Personal/Household Needs	6
Community Groups/Services	4
Consumer Assistance/Protection	1
Counseling	6
Day Care	2
Death Certification/Burial Arrangements	1
Disability Issues/Services	1
Disaster Services	1
Emergency Medical Care	1
Employment	2
Environmental Protection/Improvement	1
Food/Meals	12
Health Supportive Services	4
Housing	3
Information Services	7
Legal Services/Assistance	5
Mental Health Care Facilities	1
Mortgage Payment Assistance	2
Motel Vouchers	2
Nutrition Related Public Assistance Programs	1
Outpatient Health Facilities	12
Outpatient Mental Health Care	1
Parenting Education	2
Psychiatric/Mental Health Support Services	1
Public Safety/Emergency Services	1
Rent Payment Assistance	15
Shelter	8
Special Education	1

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

City/Town - Needs	Total
Specialized Treatments	2
Supportive Services	3
Transportation	2
Utilities	19
Rialto	220
Clothing/Personal/Household Needs	13
Community Groups/Services	4
Consumer Assistance/Protection	3
Counseling	5
Courts/Correctional System	2
Day Care	2
Death Certification/Burial Arrangements	1
Donations	1
Early Education	1
Employment	2
Environmental Protection/Improvement	1
Family Based Services/Mentoring	1
Food/Meals	27
Health Screening/Diagnostic Services	1
Health Supportive Services	1
Housing	14
Income Maintenance	2
Information Services	10
Law Enforcement	3
Legal Services/Assistance	6
Medical Public Assistance Programs	1
Mortgage Payment Assistance	2
Motel Vouchers	2
Organizational Development and Management Services	1
Outpatient Health Facilities	4
Outpatient Mental Health Care	2
Parenting Education	2
Psychiatric/Mental Health Support Services	2
Rent Payment Assistance	35
Shelter	17
Social Insurance Programs	1
Special Education	2
Specialized Treatments	3
Substance Abuse Services	2
Support Groups	1
Supportive Services	2
Transportation	4
Utilities	37
Running Springs	13
Clothing/Personal/Household Needs	1
Consumer Assistance/Protection	1
Disability Issues/Services	1
Food/Meals	2
Health Supportive Services	1
Information Services	1
Shelter	1
Social Development and Enrichment	1
Social Insurance Programs	1
Substance Abuse Services	1
Utilities	2
San Bernardino (City)	1175

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

City/Town - Needs	Total
Animal Services	3
Clothing/Personal/Household Needs	83
Community Groups/Services	29
Consumer Assistance/Protection	8
Consumer Regulations	4
Counseling	25
Courts/Correctional System	7
Crime Reporting/Prevention	5
Crime Victim Support	2
Day Care	6
Death Certification/Burial Arrangements	2
Disability Issues/Services	2
Donations	14
Emergency Medical Care	1
Employment	7
Environmental Protection/Improvement	5
Family Based Services/Mentoring	11
Food/Meals	137
Health Screening/Diagnostic Services	4
Health Supportive Services	3
Household Related Public Assistance Programs	3
Housing	78
Immigration/Naturalization Legal Services	2
Income Maintenance	11
Information Services	99
Inpatient Health Facilities	2
Law Enforcement	7
Legal Services/Assistance	34
Medical Public Assistance Programs	1
Mental Health Care Facilities	1
Mortgage Payment Assistance	1
Motel Vouchers	13
Nutrition Related Public Assistance Programs	9
Organizational Development and Management Services	1
Outpatient Health Facilities	47
Outpatient Mental Health Care	3
Parenting Education	5
Psychiatric/Mental Health Support Services	4
Public Health Information	1
Public Safety/Emergency Services	2
Rent Payment Assistance	177
Safety Equipment	5
Shelter	100
Social Development and Enrichment	3
Social Insurance Programs	5
Special Education	4
Specialized Treatments	16
Substance Abuse Services	11
Supportive Services	9
Transportation	16
Tutoring/Homework Assistance	1
Utilities	143
Volunteer Opportunities	3
Skyforest	3
Clothing/Personal/Household Needs	1
Housing	1
Information Services	1

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

City/Town - Needs	Total
Twenty-Nine Palms	24
Animal Services	1
Clothing/Personal/Household Needs	2
Environmental Protection/Improvement	1
Food/Meals	4
Health Screening/Diagnostic Services	1
Health Supportive Services	1
Income Maintenance	1
Mental Health Care Facilities	1
Mortgage Payment Assistance	1
Nutrition Related Public Assistance Programs	1
Outpatient Health Facilities	4
Rent Payment Assistance	1
Shelter	1
Transportation	2
Utilities	2
Unknown/Not Applicable	13
Community Groups/Services	1
Counseling	3
Information Services	7
Shelter	1
Utilities	1
Upland	138
Clothing/Personal/Household Needs	2
Community Groups/Services	4
Consumer Assistance/Protection	1
Counseling	6
Day Care	4
Death Certification/Burial Arrangements	1
Disability Issues/Services	1
Donations	1
Employment	2
Family Based Services/Mentoring	1
Food/Meals	13
Health Screening/Diagnostic Services	1
Housing	6
Information Services	6
Legal Services/Assistance	4
Medical Public Assistance Programs	1
Mortgage Payment Assistance	1
Motel Vouchers	3
Nutrition Related Public Assistance Programs	1
Outpatient Health Facilities	12
Outpatient Mental Health Care	1
Psychiatric/Mental Health Support Services	2
Rehabilitation/Habilitative Services	1
Rent Payment Assistance	18
Shelter	15
Specialized Treatments	4
Supportive Services	3
Transportation	3
Utilities	20
Victorville	548
Clothing/Personal/Household Needs	29
Community Groups/Services	19
Consumer Assistance/Protection	1

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

City/Town - Needs	Total
Counseling	17
Courts/Correctional System	2
Credit Counseling	1
Day Care	6
Death Certification/Burial Arrangements	3
Disability Issues/Services	2
Donations	7
Early Education	1
Emergency Medical Care	3
Employment	2
Family Based Services/Mentoring	2
Food/Meals	43
Formal Education	1
Health Screening/Diagnostic Services	3
Health Supportive Services	8
Housing	17
Income Maintenance	7
Information Services	24
Inpatient Health Facilities	1
Law Enforcement	5
Legal Services/Assistance	15
Medical Public Assistance Programs	1
Mental Health Care Facilities	5
Mortgage Payment Assistance	1
Motel Vouchers	4
Nutrition Related Public Assistance Programs	4
Outpatient Health Facilities	30
Outpatient Mental Health Care	2
Psychiatric/Mental Health Support Services	8
Public Health Information	1
Rehabilitation/Habilitative Services	1
Rent Payment Assistance	61
Safety Equipment	1
Shelter	28
Social Development and Enrichment	1
Social Insurance Programs	2
Special Education	1
Specialized Treatments	3
Substance Abuse Services	8
Suicide Calls/Lethality Assessment	1
Support Groups	1
Supportive Services	8
Transportation	7
Tutoring/Homework Assistance	1
Utilities	148
Volunteer Opportunities	1
Wrightwood	1
Community Groups/Services	1
Yermo	3
Information Services	1
Rent Payment Assistance	1
Specialized Treatments	1
Yucaipa	63
Clothing/Personal/Household Needs	2
Community Groups/Services	2
Counseling	2

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

City/Town - Needs	Total
Day Care	1
Donations	1
Environmental Protection/Improvement	1
Food/Meals	6
Health Screening/Diagnostic Services	1
Housing	3
Income Maintenance	1
Information Services	7
Legal Services/Assistance	4
Medical Public Assistance Programs	1
Motel Vouchers	1
Outpatient Health Facilities	5
Public Safety/Emergency Services	1
Rent Payment Assistance	5
Shelter	5
Social Development and Enrichment	1
Social Insurance Programs	2
Specialized Treatments	1
Supportive Services	2
Transportation	2
Utilities	6
Yucca Valley	30
Animal Services	1
Clothing/Personal/Household Needs	2
Consumer Assistance/Protection	1
Death Certification/Burial Arrangements	1
Early Education	1
Environmental Protection/Improvement	1
Food/Meals	3
Housing	3
Income Maintenance	3
Information Services	1
Nutrition Related Public Assistance Programs	1
Outpatient Health Facilities	2
Outpatient Mental Health Care	1
Parenting Education	1
Rent Payment Assistance	1
Shelter	1
Specialized Treatments	1
Supportive Services	1
Utilities	4
(blank)	338
Clothing/Personal/Household Needs	2
Community Groups/Services	13
Consumer Assistance/Protection	1
Counseling	2
Courts/Correctional System	5
Credit Counseling	1
Crime Reporting/Prevention	1
Crime Victim Support	1
Day Care	4
Disability Issues/Services	2
Employment	1
Food/Meals	5
Health Supportive Services	5
Housing	15

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

City/Town - Needs	Total
Income Maintenance	1
Information Services	183
Inpatient Health Facilities	2
Legal Services/Assistance	3
Mental Health Care Facilities	1
Mortgage Payment Assistance	1
Motel Vouchers	2
Nutrition Related Public Assistance Programs	3
Organizational Development and Management Services	1
Outpatient Health Facilities	2
Rent Payment Assistance	19
Shelter	14
Specialized Treatments	1
Substance Abuse Services	5
Supportive Services	1
Transportation	5
Utilities	33
Volunteer Opportunities	3
Grand Total	5224

Referrals from 2-1-1 San Bernardino County

211 Referrals: November 2010

Month	November
Row Labels	Referral Totals
1-800-FREE411	49
Directory Assistance	49
2-1-1 Kern County	1
(No Program Selected)	1
2-1-1 Los Angeles County	181
2-1-1 Information and Referral	174
(No Program Selected)	7
2-1-1 National	9
2-1-1 Search	4
(No Program Selected)	5
2-1-1 Orange County	20
2-1-1 Information and Referral	20
2-1-1 Sacramento County	1
2-1-1 Information and Referral	1
2-1-1 San Bernardino County	6
2-1-1 San Bernardino County-2-1-1 Information and Referral	5
(No Program Selected)	1
2-1-1 San Diego County	4
2-1-1 Information and Referral	4
2-1-1 Santa Barbara County	1
2-1-1 Information and Referral	1
AARP - State California Office	1
Tax Aide	1
Abundant Living Family Church	77
Angel Food Ministry	5
Counseling Services	11
Outreach Center	59
(No Program Selected)	2
ACT Family Counseling Services	3
Parenting Bridge Program	3
Adelanto Branch Library	1
Basic Computer Classes	1
Adelanto Senior Center	1
Senior Luncheon	1
Adventist Community Team Services	6
Emergency Food Assistance	5
Meals on Wheels	1
Aegis Medical Systems, Inc.	4
Methadone Replacement Therapy	4
AIDS Healthcare Foundation	1
AIDS Program	1
AL-ANON Family Groups and ALATEEN	1
Inland Empire of California Al-Anon and Alateen	1
Alcoholics Anonymous	8
Alcoholics Anonymous	8
Alliance Human Services Foster Family	2
Foster Parent Recruiting and Training Services	2
Alternate Avenues Womens Resource Center	5
Early Pregnancy Care	4
Bridges Parenting Support Program	1

Referrals from 2-1-1 San Bernardino County

American Association of Poison Control Centers	1
Poison Control	1
American Cancer Society	2
Education and Support	2
American Immigrant Lawyers Association	1
Immigration Lawyer Referral Service (ILRS)	1
American Pregnancy Association	1
Pregnancy Helpline	1
American Red Cross - Claremont Chapter	1
Health and Safety Training	1
American Red Cross - High Desert Chapter	2
Disaster and Emergency Relief	1
(No Program Selected)	1
Annual Credit Report Request	1
(No Program Selected)	1
Apple Valley Fire Protection District	1
CPR and First -Aid Classes	1
Arrowhead Regional Medical Center	33
Hospital Services	11
Medically Indigent Adult Health Care (MIA)	14
Womens Health Services	2
(No Program Selected)	4
Family and Elder Care Center	1
Mobile Medical Clinic	1
Asante Family Agency, Inc.	31
Counseling, Training and Visitation Center	31
Asian-American Educational and Cultural Center, Inc.	6
Traffic Safety Awareness	5
Homework After School Program	1
Assistance League of the Foothill Communities	2
Operation School Bell	1
San Antonio Community Hospital Dental Center	1
Associated Clinical Therapists, Inc.	21
Counseling Services	19
(No Program Selected)	2
Autism Research Institute	1
Autism Information and Referrals	1
Baptist Dude Ranch for the Elderly	37
Home Delivered Meals	3
(No Program Selected)	5
Christmas Baskets	12
Thanksgiving Baskets	17
Barstow Counseling Center	3
Counseling Services	3
Barstow Employment Specialized Training Opportunities	1
Community Employment Services	1
Barstow Senior Citizens Center	1
Meals on Wheels	1
Barstow Unified School District	1
Adult Evening High School	1
Beauty for Ashes Womens Center	2
Aftercare Program	2
Bethany Christian Services	1
Foster Home Placement	1
Better Business Bureau	2

Referrals from 2-1-1 San Bernardino County

Complaint Department	1
(No Program Selected)	1
Bienestar Human Services	2
Drug Prevention Outreach	2
Bilingual Family Counseling Service, Inc.	10
Preserving Safe and Stable Families	4
Substance Abuse Treatment	1
Support Group	4
Deferred Entry Judgement (DEJ)	1
Blindness Support Services	2
Support Services	1
Orientation Mobility Travel Training	1
Boys & Girls Club of San Bernardino	1
USDA Food Distribution	1
Boys Town National Hotline	7
National Hotline	7
Braille Institute of America, Inc.	3
Mobile Solutions	1
Youth and Career Services	2
C.A.S.T.L.E	3
Parenting Skill Classes	3
California Coalition for Youth	1
Youth Crisis Line	1
California Dental Association Foundation	1
Dental Care Complaints	1
California Department of Public Health Services	1
Cancer Detection	1
California Department of Aging	4
California Care Network	3
(No Program Selected)	1
California Department of Consumer Affairs	1
(No Program Selected)	1
California Department of Corrections	2
California Department of Corrections-Parole and Community Services Division	1
(No Program Selected)	1
California Department of Industrial Relations	1
Labor Standards Enforcement	1
California Department of Insurance	1
Low Cost Auto Insurance	1
California Department of Motor Vehicles	4
DMV Services	4
California Department of Social Services	6
Welfare Fraud Hotline	6
California Department of Transportation	2
Caltrans	2
California Franchise Tax Board	2
(No Program Selected)	1
Tax Information	1
California Highway Patrol	4
Freeway Patrol Service	3
TELL-CHP	1
California Public Utilities Commission	12
LifeLine Telephone Service	9
(No Program Selected)	3
California Secretary of State	1

Referrals from 2-1-1 San Bernardino County

(No Program Selected)	1
California State University San Bernardino	16
Counseling Services	13
First Five Early Intervention	3
California Student Aid Commission	1
Cal Grants	1
California Youth Crisis Line	2
Crisis Hotline	2
Call for Life Pregnancy Help Center	15
Crisis Pregnancy Center	15
Cancer Information Service of California	1
Cancer Information Service	1
CancerCare	1
Financial Assistance	1
Canyon Ridge Hospital	3
Hospital Services	2
(No Program Selected)	1
CareConnect USA	3
Discount Prescription Assistance	1
Mortgage Assistance Helpline	1
Identity Theft Recovery	1
Caring for the Hills	12
Emergency Food Boxes	5
Food Pantry	6
Senior Meal Delivery	1
Carolyn Owens Community Center	3
Counseling Services	1
Substance Abuse	2
Carpenters House	31
ACTS 29 Food Ministry	30
(No Program Selected)	1
Casa Colina Centers for Rehabilitation	1
ASAP Activities	1
Casa de San Bernardino	5
Youth Substance Abuse Outpatient Program	5
Casa Ramona Senior Center	1
Senior Center	1
Catholic Charities - Brother Miguel Center	5
Counseling Services	5
Catholic Charities of San Bernardino/Riverside	554
Advocacy and Referrals	4
Anger Management Classes	6
Case Management	3
Christmas Toys	95
Clothes/Household Items	59
Food Assistance	145
Funeral Referral	14
Housing and Support Services	3
Individual/Family Counseling	14
Parenting Classes	8
Prescription Service	13
Refugee & Immigration Services	3
Rent/Mortgage Assistance	17
Transportation Assistance	30
Utility Assistance	22

Referrals from 2-1-1 San Bernardino County

(No Program Selected)	5
Clothing Referrals	2
Christmas Baskets	15
Christmas Dinner	2
Thanksgiving Baskets	81
Thanksgiving Dinner	10
Food Voucher	3
Cedar House Rehabilitation Center	35
Detoxification	16
Outpatient Therapy and Counseling Program	5
Residential Treatment	10
Women with Children Program	2
(No Program Selected)	2
Center for Disease Control and Prevention	1
(No Program Selected)	1
Center on Deafness Inland Empire	1
(No Program Selected)	1
Centers for Medicare and Medicaid Services	5
(No Program Selected)	3
Nursing Home Compare	2
Central City Lutheran Mission	92
Cold Weather Shelter	52
Food Giveaway	13
Kinship Family Center	3
Soup Kitchen	1
The H Street Clinic	15
(No Program Selected)	7
After School Tutoring	1
Central Detention Center	2
Detention Center	2
Chaffey Joint Union High School District	3
(No Program Selected)	2
Public School	1
Child Advocates of San Bernardino County; A CASA Organization	1
Child Advocates	1
Childrens Fund	3
(No Program Selected)	1
Childrens Fund	2
Chino Hills Counseling	8
Chino Hills Counseling	8
Chino Neighborhood House	28
Christmas Toys	4
Clothes Closet	7
Emergency Food	15
Household Item Distribution	2
Chino Senior Center	1
Senior Nutrition Lunch Program	1
Chino Valley Independent Fire District	1
CPR Instruction	1
Chino Valley Medical Center	1
Hospital Services	1
Chino Valley YMCA	1
Preschool	1
Christian and Missionary Alliance Church	10
USDA Food Distribution	10

Referrals from 2-1-1 San Bernardino County

Christian Counseling Service of the East Valley	5
Counseling Services	3
(No Program Selected)	1
Opening Doors for Families of Preschoolers	1
Christian Development Center	12
Clothing Giveaway Campaign	3
Parenting Classes/Support Groups	2
USDA Food Distribution	7
Church of the Nazarene	69
Clothes Closet	29
Food Pantry	38
(No Program Selected)	2
Circle of Hope - Gods Kitchen	21
Overnight Emergency Shelter	15
Transitional Living Program	4
Thanksgiving Dinner	2
City of Barstow	2
City Clerks Office	2
City of Chino	1
Chino Human Services Programs	1
City of Chino Hills	1
Civic Center	1
City of Colton	7
City Hall	1
Christmas Baskets	2
Sierra Vista State Pre-School Program	1
Thanksgiving Dinner	2
Holiday Donations	1
City of Fontana	4
City Hall	3
Community Services and Recreation	1
City of Highland	1
Home Improvement Program	1
City of Hope Medical Center	1
Hospital Services	1
City of Loma Linda	1
City Hall	1
City of Montclair	35
Health Service Alliance	6
USDA Food Distribution	6
Montclair Medical Clinic	23
City of Ontario	2
City Hall	1
Cares Program	1
City of Ontario Fire Department	3
Fire and Rescue	1
CPR and First-Aid Classes	2
City of Rancho Cucamonga	2
City Hall	2
City of Rialto	1
City Hall	1
City of Running Springs Fire Department	1
Fire and Rescue	1
City of San Bernardino	6
City Hall	4

Referrals from 2-1-1 San Bernardino County

City Clerks Office	1
Senior Companion Program	1
City of Upland	1
City Hall	1
City of Victorville	9
City Hall	6
Community Services	2
Senior Home Repair Program	1
Co-Dependents Anonymous, Inc.	1
Co-Dependent Support Groups	1
Colton Police Department	1
Police Department	1
Colton-Redlands-Yucaipa ROP	1
CRY- ROP Career Guidance Services	1
Community Action Partnership of San Bernardino County	776
Energy, Education and Environmental Services Department (HEAP)	594
Family Development	154
Food Bank	11
(No Program Selected)	15
Thanksgiving Dinner	2
Community Assistance Program	2
Community Assistance Program	2
Community Health Action Network	36
Parent Resource Center	36
Community Health Systems, Inc.	97
Dental Clinic	34
Medical Clinic	36
Optometry Services	26
(No Program Selected)	1
Community Hospital of San Bernardino	83
Behavioral Health Services	13
Charity Bill Assistance	1
Hospital	1
(No Program Selected)	2
Family Resources	65
Breastfeeding Clinic	1
Community Senior Services CSS	1
Get About	1
Congressional Hispanic Caucus Institute	1
CHCI Scholarship	1
County of San Bernardino Public Works	1
(No Program Selected)	1
CRC Health Corporation	1
Drug Addiction Services	1
Crosslight Family Ministries / Fortress Christian Center	28
Outreach	28
David and Margaret Youth and Family Services	2
Foster Family and Adoption Services	1
Residential Treatment	1
Delmann Heights Community Center	3
Senior Center	1
Salvaged Bread Program	2
Denti-Cal Referral Line	1
Hotline	1
Department of Rehabilitation Inland Empire District	5

Referrals from 2-1-1 San Bernardino County

Vocational Rehabilitation	5
Desert Manna Ministries	41
Christmas Meals	1
Electric Assistance Fund (EAF)	10
Emergency Shelter	10
Food Program	6
Transportation Assistance	3
(No Program Selected)	1
Christmas Baskets	5
Thanksgiving Baskets	5
Desert Sanctuary, Inc.	27
Catholic Charities Grants Case Management	15
Cedar Chest Thrift Shop	3
Domestic Violence Outreach/Community Resource Center	2
Haley House Domestic Violence Shelter	4
(No Program Selected)	3
Disability Rights Legal Center	1
Disability Rights	1
Dorothy Inghram Branch Library	1
Storytime and Crafts	1
Douglass and Associates Supervised Visitation Agency	2
Supervised Visitation	2
DOVES of Big Bear Valley, Inc.	3
Domestic Violence Counseling Services	2
(No Program Selected)	1
Drug Alternative Program	2
DAP	2
East Valley Community Health Center, Inc.	25
General Medical Services	25
Easter Seals Southern California	4
Child Development Center	3
Stroke Support Group	1
Echos Of Faith World Outreach Ministries	76
Christmas Toys	49
Operation Fresh Start	16
Thanksgiving Meals	11
El Sol Neighborhood Educational Center	2
Community Outreach	2
Employment Development Department	12
State Disability Insurance	7
Unemployment Insurance	5
Fairplex Child Development Center	1
Child Development Center	1
Faith Lutheran Church	1
Community Food Pantry	1
Faiths Hope Foundation	3
Medical Expense Assistance	3
Families and Friends of Murder Victims	1
Support Group	1
Family Service Agency of San Bernardino	42
Crestline Food and Clothing Bank	5
Domestic Violence Program	15
Individual, Family and Group Therapy	17
Outpatient Mental Health Treatment	2
USDA Food Distribution	2

Referrals from 2-1-1 San Bernardino County

Utility Assistance Fund (EAF & GAF)	1
Family Service Association of Redlands	31
Family Support	18
Home Again	8
Rental Assistance	1
(No Program Selected)	2
Cold Weather Vouchers	2
Farmers Market	1
Farmers Market	1
Federal Citizen Information Center	1
(No Program Selected)	1
Fifth Street Senior Center	2
Senior Nutrition Lunch Program	1
(No Program Selected)	1
First 5 Commission of San Bernardino County	4
First 5 Commission of San Bernardino County	2
(No Program Selected)	2
First Chance/Y-CHOW, Inc.	2
Sober Living	2
First Presbyterian Church	6
USDA Food Distribution	6
Fontana Lewis Library & Technology Center	3
Basic Computer Classes	2
Library Services	1
Fontana Native American Center, Inc.	1
American Indian Cultural and Social Services	1
Fontana Police Department	3
Fontana Police	3
Fontana Unified School District	1
(No Program Selected)	1
Foothill Family Shelter	95
Big Steps for Little Feet	1
Foothill Family Shelter	35
Harolds Help Desk	55
(No Program Selected)	4
Frazer Community Center	51
Christmas Meals	13
Hot Meals	6
Medical Treatment	3
Shelters	21
(No Program Selected)	1
Thanksgiving Meals	7
Gang Reduction Intervention Team	17
Upward Bound	13
Intervention Team	3
Job Placement and Career Molding	1
George Gibson Senior Center	6
USDA Food Distribution	6
George White Senior Center	2
Senior Center	2
Gift Ministries	11
Clothes Closet	11
Glen Helen Rehabilitation Center	2
Rehabilitation Center	2
Good Steward Day Care	1

Referrals from 2-1-1 San Bernardino County

Child Care Service	1
Goodwill Southern California	28
Career Resource Center	13
Retail Stores and Used Goods	15
Grand Terrace Branch Library	1
Storytime and Crafts	1
Greater Cornerstone Church	3
Community Meal	1
USDA Food Distribution	2
Group Home Support Services	27
Counseling Services	16
Parenting Classes	9
Substance Abuse Counseling	2
Habitat For Humanity, San Bernardino Area, Inc.	1
Habitat For Humanity	1
Hands On Inland Empire	16
Alternative Sentencing	13
Volunteer Opportunities	3
Hannahs House	3
Foster Care & Adoptions	3
Healthy Families	3
Health Care Coverage	3
Hearts & Lives	6
Information and Referral	6
Help The People Foundation	4
Anger Management	3
Substance Abuse Counseling	1
Helping Hands Pantry	110
Food Distribution	99
(No Program Selected)	11
HelpPro	1
Counseling Referrals	1
Hesperia Branch Library	1
Basic Computer Classes	1
Hesperia Unified School District	3
Public Education	3
High Desert Child Adolescent and Family Services Center	32
Anger Management	7
Co-Parenting	1
Counseling Services	13
Drug Testing	1
Outpatient Substance Abuse Treatment	2
Parenting Classes	5
(No Program Selected)	1
Supervised Visitation	1
Day Reporting Center	1
High Desert Domestic Violence Program, Inc.	7
Domestic Violence Program Services	7
High Desert Homeless Services, Inc	59
Shelter	56
(No Program Selected)	3
High Desert New Beginnings, Inc.	1
(No Program Selected)	1
High Desert Pregnancy Clinic	1
Family Resource Center	1

Referrals from 2-1-1 San Bernardino County

High Desert Relative Caregivers	1
Relative Caregivers	1
High Desert Resource Network	1
Training	1
High Desert Transitional Living Connection	89
Christmas Toys	29
Food Pantry	31
Job Search	3
USDA Food Distribution	5
(No Program Selected)	7
Computer Class	1
Thanksgiving Baskets	13
High Desert Youth Center	4
Safety and Wellness Program	4
Higher Ground Christian Intervention	1
Intervention Program	1
Highland Family YMCA	1
(No Program Selected)	1
Highland Sam J. Racadio Library and Environmental Learning Center	2
Basic Computer Classes	2
Highland Senior Center	1
Senior Nutrition Lunch Program	1
Home of Neighborly Service	5
Food Distribution	4
USDA Food Giveaway	1
Homeownership Preservation Foundation	3
The Homeowners HOPE Hotline	3
House of Hope House of Faith, Inc.	2
Sober Living Homes	1
Residential Treatment Center	1
House of Ruth, Inc.	23
Counseling Services	7
Emergency Hotline	5
Emergency Shelter	8
Temporary Restraining Order Clinic	3
Housing Authority of the County of San Bernardino	87
Family Unification Program	12
Mainstream Program	3
Public Housing	16
Section 8 Program	43
Senior Housing	3
Shelter Plus Care Program	3
Tenant Based Assistance Program (TBA)	1
(No Program Selected)	4
Housing Opportunities for People With AIDS (HOPWA)	1
Fraud Reporting	1
Humane Society of San Bernardino Valley	3
Veterinarian Clinic	3
Humanitarian International Services Group	4
Eyes for You	4
Hutton Community Center	12
USDA Food Distribution	11
Thanksgiving Meals	1
IE511	1
Ride Sharing	1

Referrals from 2-1-1 San Bernardino County

Immaculate Conception	3
Soup Kitchen	3
Impression Healthcare Services	7
Behavioral Health Counseling	7
Inland Agency	17
Community Tool Box	16
HICAP	1
Inland AIDS Project	2
Case Management	1
Education and Prevention	1
Inland Behavioral and Health Services, Inc.	8
CalWORKs Program	1
PC1000 Drug Diversion Program	2
Westside Counseling Center	5
Inland Caregivers Resource Center	3
(No Program Selected)	1
Supplemental Services	1
Respite Care	1
Inland Counties Legal Services, Inc	74
Legal Assistance	69
(No Program Selected)	4
Housing Law Services Center	1
Inland Empire Economic Recovery Corporation (IEERC)	1
Home Foreclosure Prevention Seminars/Workshops	1
Inland Empire Health Plan	6
Healthy Kids	4
(No Program Selected)	2
Inland Empire Latino Lawyers Association	8
Legal Assistance and Counseling	7
(No Program Selected)	1
Inland Empire United Way	2
Hands On Inland Empire	2
Inland Fair Housing and Mediation Board	45
Inland Fair Housing and Mediation	43
(No Program Selected)	2
Inland Family Community Health Center	83
Dental Services	46
Family Pact	1
Immunizations	1
Medical Services	29
(No Program Selected)	6
Inland Regional Center	2
(No Program Selected)	1
Family Resource Library	1
Inland Temporary Homes	129
Family Literacy Program	1
Homeless Prevention and Rapid Re-Housing Program (HPRP)	114
Shelter & Transitional Housing	10
(No Program Selected)	4
Inland Valley Hope Partners	80
Food Security Program	51
Rent Payment Assistance	3
Shelter/Housing Program	12
Utility Assistance	4
(No Program Selected)	1

Referrals from 2-1-1 San Bernardino County

Thanksgiving Meal	9
Inland Valley Humane Society and S.P.C.A	1
Veterinary Care Center	1
Inland Valley Recovery Services	23
Domestic violence Intervention	2
Drug and Alcohol Recovery Services	17
Mental Health Services	4
Internal Revenue Service	1
Internal Revenue Service	1
International Hearing Society	3
Helpline	3
Internet Service Providers	181
arcZip	41
AT&T	1
Comcast	6
DSL Extreme	62
Juno (Dial-up)	1
NetZero (Dial-up)	2
PeoplePC (Dial-up)	4
SoCal Free Net (Dial-up)	1
Basic ISP (Dial-up)	1
Copper.net	59
Propel (Dial-up)	1
Verizon	2
Job Corps	3
Job Training	3
Josephine Knopf Senior Center	2
Senior Lunch and Movie Program	1
Department of Aging and Senior Services Visitation	1
Joshua Tree Community Center	1
USDA Food Distribution	1
Kaiser Permanente Medical Center	1
(No Program Selected)	1
Kids Come First Community Clinic	8
Kids Come First	8
Kids Turf Day Care Center	4
Day Care	4
La Leche League, International	2
Breastfeeding Support and Information	2
LaSalle Medical Associates	32
Health Clinic	31
Well Women Exam	1
Law Library for San Bernardino	1
Law Library	1
Legal Aid Society of San Bernardino	34
Legal Aid Clinic	34
Libreria del Pueblo, Inc.	5
Citizenship and English Classes	1
Computer Classes	2
Immigration Services	1
Legal Clinic	1
Life Changing Ministry	1
Caregiver and Mentor Training	1
LifeStream	2
Blood Donation Program	1

Referrals from 2-1-1 San Bernardino County

(No Program Selected)	1
Lifeway Church Ministries	16
Clothes Closet	2
Food Pantry	14
Lighthouse Inner Change Sober Living	4
Sober Living	4
Loma Linda Branch Library	1
Homework Buddies	1
Loma Linda Diabetes Support Group	1
Winning With Diabetes	1
Loma Linda Marriage & Family Therapy Clinic	12
Marriage and Family Therapy	12
Loma Linda University Medical Center	4
Hospital Services	2
(No Program Selected)	1
Mommy and Me Breastfeeding Clinic	1
Loma Linda University Psychology Department	3
Psychological Services Clinic	3
Loveland Jubilee Pantry	92
Food Pantry	92
Lucerne Valley Domestic Violence Outreach	2
Batterers Intervention Program	2
Luque Community Center	3
USDA Food Distribution	3
Lutheran Social Services of Southern California	5
52 Week Parenting / Child Abuser / Anger Management/Batterer's Intervention	2
Food Bank and Bread Program	2
Sexual Abuse Treatment	1
Making a Difference Association	1
Giving Center	1
March of Dimes	1
Education and Community Services	1
Marys Mercy Center, Inc.	263
Christmas Meals	1
Marys Children Program	28
Marys Table	17
Saint Joseph Clothes Closet	12
Showers	3
St. Martin de Porres Emergency Food Bag Program	17
Veronicas Home of Mercy	5
(No Program Selected)	6
Thanksgiving Meals	12
Christmas Gifts	162
Meals On Wheels - Upland	1
Meals on Wheels	1
Mental Health Systems, Inc.	4
Substance Abuse Prevention Project	1
Support Services	1
Therapeutic Behavioral Services	1
(No Program Selected)	1
Mercy House	83
Assisi House	3
Guadalupe Residence	3
Walk-In Center	76
(No Program Selected)	1

Referrals from 2-1-1 San Bernardino County

Metrolink	1
Metrolink Travel Information	1
Mexican Consulate	3
Consular Services	3
Military OneSource	1
(No Program Selected)	1
Mimis House	27
Transitional Housing	27
Modest Needs	1
Self-Sufficiency Grants	1
Mojave Basin Youth Corps, Inc.	2
Mojave Basin YouthBuild	2
Montclair Police Department	1
Police Department	1
Morongo Basin Mental Health Services Association	6
General Mental Health	2
Recovery Center	2
Residential Drug and Alcohol Treatment	1
Early Periodic Screening, Diagnosis and Treatment	1
Morongo Basin Unity Home, Inc.	2
Domestic Violence- Emergency Shelter	1
Transitional Housing	1
Moses House Ministries	20
Case Management	2
The Boutique	18
Mothers Against Drunk Driving	1
Mothers Against Drunk Driving	1
Mountain Community Hospital	2
Hospital Services	1
Rural Health Clinic	1
Mountain View Community Church	79
Electric Assistance Fund (EAF)	41
Food Pantry	30
Substance Abuse Meetings	2
(No Program Selected)	6
Mustard Seed Tutorial Center	1
(No Program Selected)	1
Narcotics Anonymous	2
Narcotics Anonymous Support Group	2
National Alliance for Hispanic Health	2
Su Familia: The National Hispanic Family Health Helpline	2
National Community Renaissance	158
Affordable Housing	153
(No Program Selected)	5
National Domestic Violence Hotline	3
Domestic Violence Hotline	3
National Institute of Neurological Disorders and Stroke	1
(No Program Selected)	1
National Institute On Drug Abuse	1
Drug Abuse Information and Referrals	1
National Suicide Prevention Lifeline	9
Suicide Hotline	9
National Veterans Foundation	1
Veterans Hotline	1
NeedyMeds	1

Referrals from 2-1-1 San Bernardino County

Prescription Drug Program	1
Neighborhood Housing Services of the Inland Empire, Inc.	4
Foreclosure Prevention	3
Down Payment Assistance	1
Neighborhood Partnership Housing Services, Inc.	3
Foreclosure Counseling	2
Home Ownership	1
New Directions	2
Therapeutic Community	2
New Hope Village, Inc.	1
New Hope Village	1
New House, Inc.	1
Substance Abuse Treatment Program / Clean and Sober Moms	1
Northtown Housing Development Corp.	11
Computer Classes	1
Food Assistance	6
USDA Food Distribution	2
(No Program Selected)	1
School Community Service	1
Oldtimers Foundation	13
Home maintenance and Conservation	8
Housing	1
Transportation Services	3
(No Program Selected)	1
Olive Branch Counseling Center	22
Anger Management and Domestic Violence	7
Couple Counseling	2
Drug Testing	2
General Counseling	8
Parenting Classes	3
Omnitrans	11
Access Service	8
OmniLink Service	1
Omnitrans	1
(No Program Selected)	1
Ontario City Library	1
Basic Computer Classes	1
Ontario Senior Center	2
STARS	2
Ontario/Montclair YMCA	2
Afterschool Program	1
Matrix	1
Ontario-Montclair School District	1
Public Education	1
Operation Provider	6
Electric and Gas Assistance Fund (EAF & GAF)	1
Basic Need Assistance	5
Operation Safehouse	7
Operation Safehouse Shelter	6
Transitional Living Program	1
Option House, Inc.	22
Community Education	3
Domestic Violence Shelter Services	13
Women Support Groups	1
(No Program Selected)	5

Referrals from 2-1-1 San Bernardino County

Our Lady of Hope	49
Soup Kitchen	2
USDA Food Distribution (No Program Selected)	30 4
Christmas Baskets	1
Thanksgiving Baskets	12
Our Lady of the Desert	122
Food Pantry (No Program Selected)	42 10
Thanksgiving Baskets	70
Pacific Clinics	1
Child and Family Services	1
Pacific Lifeline	19
Transitional Shelter	19
PAL Humane Society	2
Humane Society	2
Para Los Niños	79
Family Resource Center	75
General Counseling (No Program Selected)	2 2
Parents, Families & Friends of Lesbians & Gays	1
Support and Information	1
Partnership for Prescription Assistance	8
Prescription Assistance (No Program Selected)	5 3
Patton State Hospital	1
Hospital Services	1
Paul Villasenor Branch Library	1
Library Services	1
Planned Parenthood of Orange and San Bernardino Counties	11
Contraceptive Clinics	5
Pregnancy Testing, Counseling, and Referral	6
Point of Grace Christian Fellowship	29
Christmas Baskets	8
Thanksgiving Baskets	7
Christmas Toys/Gifts	14
Pomona Valley Hospital Medical Center	2
Central Avenue Urgent Care Center	2
Pomona Valley Workshop	1
Anthesis Autism Services	1
Pregnancy Resource Center	2
Pregnancy Resources (No Program Selected)	1 1
Pregnancy Support Centers, Inc.	1
(No Program Selected)	1
Priscillas Helping Hands, Inc.	21
Clothes Closet	17
Promiseland Educational Child Care Center	4
Project Cuidar	7
Child Enrichment Groups and Parenting Classes	7
Project Sister Family Services	1
Counseling Services	1
Provisional Accelerated Learning (PAL) Center	4
Comprehensive Child Care	3
WIA Youth Program	1

Referrals from 2-1-1 San Bernardino County

Rancho Cucamonga & Fontana Family YMCA	1
CPR & First Aid Training	1
Rancho Cucamonga Family Resource Center	18
Clothes Closet	6
Family Resource Center	2
(No Program Selected)	1
Thanksgiving Baskets	9
REACH	17
REACH	17
ReachOut	1
Drug Diversion (DEJ - PC1000 Classes)	1
Redlands Community Hospital	5
Family Clinic	4
Perinatal Services	1
Redlands Community Senior Center	2
Senior Nutrition Lunch Program	1
Legal Services	1
Redlands Police Department Recreation Bureau	3
Youth Coalition Teen Committee	1
Redlands Senior Transportation	2
Restoration House of Refuge, Inc.	28
Transitional Housing	28
Rialto Police Department	3
Rialto Police	3
Rialto Unified School District	3
Health Clinic	1
Public Education	1
(No Program Selected)	1
Rim Family Services, Inc.	1
Prevention Programs	1
Rock Church & World Outreach Center	19
USDA Food Distribution	17
(No Program Selected)	1
LifeLine Ministry	1
Rolling Start, Inc.	10
Assistive Technology	1
Housing	4
Special Needs Information and Referral	2
Support Groups / Workshop	1
Independent Living Skills	1
Computer Literacy Classes	1
Ronald McDonald House	1
Ronald McDonald House	1
Rose of Sharon Life Center	24
The Life Center	24
Ruben Campos Community Center	1
Homework Helpers	1
Rudy C. Hernandez Community Center	3
Senior Nutrition Lunch Program	1
USDA Food Distribution	1
Community Center	1
Running Springs Assembly of God	1
Food for Life	1
Rx Help For Californians	9
Prescription Assistance	8

Referrals from 2-1-1 San Bernardino County

(No Program Selected)	1
Salvation Army - Ontario	82
Christmas Toys	11
Community Meal	2
Emergency Food Box	21
Emergency Rental/Mortgage Assistance	4
Homework Assistance	1
Motel Vouchers	17
USDA Food Distribution	2
(No Program Selected)	2
Christmas Baskets	12
Thanksgiving Dinner	10
Salvation Army - Redlands	38
Christmas Meals	1
Christmas Toys	5
Electric and Gas Assistance Fund (EAF & GAF)	21
(No Program Selected)	1
Christmas Baskets	3
Thanksgiving Meals	7
Salvation Army - San Bernardino	205
Christmas Meals	2
Christmas Toys	19
Cold Weather Shelter	5
Shelter Program	67
Soup Kitchen	4
USDA Food Giveaway	44
Women Shelter	49
(No Program Selected)	6
Thanksgiving Meals	9
Salvation Army - Victor Valley	301
Christmas Toys	24
Food Assistance	48
Motel Vouchers	7
Utility Assistance	182
(No Program Selected)	10
Christmas Baskets	13
Thanksgiving Meals	17
Salvation Army Service Extension	7
Utility Assistance	7
Samaritan Counseling Center	1
Counseling Services	1
Samaritans Helping Hand	384
Community Assistance	47
Food Assistance	33
Utility Assistance	296
(No Program Selected)	8
San Antonio Community Hospital	7
Charity Bill Assistance	1
Hospital Services	2
(No Program Selected)	1
Educational Suite	1
Womens Breast and Imaging Center	2
San Bernardino City Unified School District	7
Family Resource Center	1
USDA Food Distribution	4

Referrals from 2-1-1 San Bernardino County

(No Program Selected)	2
San Bernardino County Animal Care & Control	11
Animal abuse and neglect	1
Animal Services	4
(No Program Selected)	6
San Bernardino County Auditor-Controller/Recorder	10
Recorder/Clerk	10
San Bernardino County Bar Association	15
Attorney Referral Service	14
(No Program Selected)	1
San Bernardino County Coroners Office	1
Coroner Services	1
San Bernardino County Department of Aging and Adult Services	71
Adult Protective Services	12
Family Caregiver Support Program	3
In Home Supportive Services	28
Multipurpose Senior Services Program	3
Senior Information and Assistance Program	12
Senior Nutrition Services	3
(No Program Selected)	7
Long-Term Care Ombudsman Program	3
San Bernardino County Department of Behavioral Health	112
AB2034 Homeless Program	1
Alcohol and Drug Services	15
Centralized Children's Intensive Case Management Services	1
Clubhouse	1
Community Crisis Response Team	19
Homeless Program	1
Juvenile Evaluation and Treatment Services	3
Outpatient Services	43
The Access Unit	15
Transitional Age Youth One Stop Center (TAY)	6
(No Program Selected)	4
Behavioral Health Resource Center Central Triage Services (After Hours Walk-In)	2
Jail Mental Health Services	1
San Bernardino County Department of Child Support Services	15
Child Support Services	15
San Bernardino County Department of Children and Family Services	24
Adoption Assistance Program	1
Child Protective Hotline	15
Foster Care	5
(No Program Selected)	2
Children Protective Services	1
San Bernardino County Department of Community Development and Housing	6
Senior Home Repair Program	3
Single Family Home Improvement Loan Program	1
(No Program Selected)	1
American Dream Downpayment Initiative	1
San Bernardino County Department of Public Health	88
AIDS Program	2
Alcohol and Drug Abuse Prevention Program	3
Child Health and Disability Prevention	1
Health Promotion and Education	4
Immunizations	14
Prenatal Clinic	1

Referrals from 2-1-1 San Bernardino County

Reproductive Health Centers	6
Traffic S.A.F.E. Program	8
Tuberculosis Control Program	3
Vector Control	7
Women Infants and Children (WIC)	25
(No Program Selected)	4
Flu Shots	8
Maternal Health Program	1
Epidemiology	1
San Bernardino County Department of Veterans Affairs	7
VA Medical Center	3
Vocational Rehabilitation	1
Veterans Claims Assistance	1
Veterans Pensions	2
San Bernardino County District Attorney	3
General Information	1
Victim Services Unit	2
San Bernardino County General Information Line	1
General Information	1
San Bernardino County Land Use Services Department	11
Code Enforcement Division	11
San Bernardino County Library	2
Library Services	2
San Bernardino County Office Of The Assessor	1
Change of Ownership	1
San Bernardino County Preschool Services Department	15
Head Start	9
Support Services	5
(No Program Selected)	1
San Bernardino County Public Authority	12
In-Home Supportive Services Registry	12
San Bernardino County Public Defender	4
Anger Management/Victim Awareness	1
Public Defender	3
San Bernardino County Registrar of Voters	5
(No Program Selected)	1
Voting Information	4
San Bernardino County Sheriffs Department	21
Detention Facilities	6
Juvenile Intervention Program (JIP)	5
Law Enforcement	8
(No Program Selected)	1
Victim Information and Notification Everyday	1
San Bernardino County Superintendent of Schools	15
KidsNCare Child Care Referral Services	4
KidsNCare Resource and Referral Training Unit	1
KidsNCare Subsidized Child Care	10
San Bernardino County Transitional Assistance Department	287
C4Yourself	11
CalWORKs Program	21
Child Care Programs	4
Medi-Cal Program	34
The General Relief Program	9
(No Program Selected)	3
Refugee Resettlement Program	1

Referrals from 2-1-1 San Bernardino County

CalFresh (Food Stamp Program)	204
San Bernardino County Workforce Development Department	39
Job Assistance	39
San Bernardino Employment and Training Agency	1
SBETA One Stop Career Center	1
San Bernardino Police Department	7
Police Department (No Program Selected)	6 1
San Bernardino Senior Center	2
Senior Center	2
San Bernardino Sexual Assault Services, Inc	2
Sexual Assault Program	2
San Bernardino Westside Christian Center Church	1
Westside Kinship Support Services	1
Scherer Senior Center	4
USDA Food Distribution	4
Senior Companion Program	3
Senior Companion Program	3
Senior Corps	1
Foster Grandparents	1
Set Free Christian Fellowship	45
Food Assistance	6
Food Ministry	7
Transitional Living Program	2
Thanksgiving Baskets	30
Share, Inc.	44
Emergency Assistance	22
Food Assistance	13
Food Program	7
Salvaged Bread Program	2
Social Action Community Health System	25
Mental Health Services	2
Primary Health Care (No Program Selected)	6 1
Dental Care	15
HIV/AIDS Care	1
Social Security Administration	25
Social Security	25
Solomons Ujamaa Center	1
Parenting Education	1
South Coast Community Services, Inc.	1
Wraparound Program	1
Southern California Edison	4
California Alternate Rates for Energy (No Program Selected)	3 1
Southern California Gas Company	7
Gas Assistance Fund (GAF) (No Program Selected)	3 2
Direct Assistance Program	2
Southwest Gas Company	10
California Alternate Rates for Energy Low-Income Energy Efficiency Weatherization Program	1 9
Special Little Angels, Inc.	2
Little Angels Special Angels Transitional Shelter	1 1

Referrals from 2-1-1 San Bernardino County

Springboard	3
Consumer Credit Counseling	3
St. Bernardine Medical Center	3
Cancer Treatment Services	2
Hospital Services	1
St. John of God Health Care Services	19
Detox Center	9
Residential Substance Abuse Treatment	3
Sober Living Homes	2
(No Program Selected)	2
Residential Rehabilitation for Parents with Young Children	3
St. Johns Community Success Center	8
Standing Community Services	8
St. Mary Medical Center	1
Hospital Services	1
Starkey Hearing Foundation	2
Hear Now	2
State Bar of California	1
Attorney Information and Referral Service	1
Sunflower Community Services, Inc.	21
Transitional Housing	21
Superior Court of California County of San Bernardino	25
Civil Court/ Unlawful Detainer	2
Criminal Court	2
Drug Court	2
Family Court	8
Probate Court	2
Small Claims Court	1
Traffic Court	6
(No Program Selected)	2
Teen Challenge of Southern California	6
Drug Education and Prevention Outreach	1
Mens Residential Substance Abuse Program	3
Residential Substance Abuse Program	2
Teen Line	1
Teen Line Hotline	1
Telecare High Desert Crisis Walk-In Center	5
Crisis Walk-In Center	4
(No Program Selected)	1
The Blessing Center	43
Clothes Closet	4
Cold Weather Shelter	2
Joseph Storehouse	30
(No Program Selected)	1
Thanksgiving Baskets	6
The Community Counseling Center	12
Counseling Services	12
The Lords Table	18
Soup Kitchen	7
USDA Food Giveaway	3
Thanksgiving Meal	8
The Restorative Justice Center of The Inland Empire	2
Face-To Face Inmate Release Program	1
Mediation Services	1
The Sober Living Network	11

Referrals from 2-1-1 San Bernardino County

Internet Information and Referral Service	10
(No Program Selected)	1
The Stephan Center	1
The Stephan Center	1
The Trevor Project	1
Trevor Helpline	1
The Unforgettables Foundation	5
Burial Assistance	5
The Way Station	1
Food Assistance	1
The White House Healing Center, Inc.	29
Transitional Housing	28
(No Program Selected)	1
Time For Change Foundation	38
Drug and Alcohol Outpatient Services	2
Sweet Dreams House	35
(No Program Selected)	1
Town of Apple Valley	1
CPR Instruction	1
Toys for Tots	169
Christmas Toys	158
(No Program Selected)	11
Travelers Aid of the Inland Empire	10
Emergency Transportation and Referral Service	9
(No Program Selected)	1
Tri-City Mental Health Center	1
Adult Outpatient Services	1
Tri-County Dental Society	11
Free Dental Work for Children	10
Dental Care Information and Referral	1
U.S. Citizenship and Immigration Services	4
Citizenship and Immigration Services	3
(No Program Selected)	1
U.S. Department of Housing and Urban Development	17
Hope for Homeowners	1
HUD	16
Upland Animal Shelter	1
Education and Volunteering	1
Upland Church of Christ	11
Food Pantry	11
Upland Public Library	1
Computer Skills	1
Valley Fellowship - Seventh Day Adventist Church	41
Community Services	6
Thanksgiving Baskets	35
Valley Star Children and Family Services	4
Mental Health Services	3
(No Program Selected)	1
Victor Elementary School District	3
Public Education	2
(No Program Selected)	1
Victor Valley Community Dental Service	33
Dental Service Program	32
(No Program Selected)	1
Victor Valley Community Hospital	3

Referrals from 2-1-1 San Bernardino County

Charity Bill Assistance	1
Hospital Services	1
(No Program Selected)	1
Victor Valley Community Services Council	3
Volunteer Center	2
Alternative Sentencing Program	1
Victor Valley Domestic Violence	3
Domestic Violence Shelter	1
(No Program Selected)	1
Domestic Violence Peer Support Group	1
Victor Valley Rescue Mission	169
Clothes Closet	12
Food Pantry	85
Life Recovery Program	2
Soup Kitchen	2
Christmas Toys/Gifts	54
Thanksgiving Meal	14
Victor Valley Transit Authority	11
Direct Access	6
Victor Valley Transit Authority	4
(No Program Selected)	1
Victorville City Library	1
Library Services	1
Villa de Ninos	1
Preschool	1
Visiting Nurse Association Of The Inland Counties	1
Therapy Services	1
Vocational Improvement Program, Inc.	3
Direct Placement	1
PVSA Services	1
Work Activity Program	1
Volunteer Center of Riverside County	144
2-1-1 Riverside County	144
Volunteers of America Southwest	3
Early Head Start	1
Parenting Skill Classes	2
Way World Outreach Ministry	125
USDA Food Giveaway	26
(No Program Selected)	1
Thanksgiving Meals	4
Christmas Food Giveaway	94
West End Family Counseling	10
Department of Behavioral Health Outpatient Services	9
SART	1
West Inland Empire Cocaine Anonymous	1
Cocaine Anonymous	1
West Valley Detention Center	2
Detention Center	2
Westside Community Service Center	30
Clothes Closet	11
Food Distributions	17
Senior Nutrition Program	2
WeTip	1
Crime Reporting Hotline	1
Whitney Young Family Health Clinic	62

Referrals from 2-1-1 San Bernardino County

Dental Services	30
Medical Services	23
(No Program Selected)	9
Womens Breast Cancer Resource Center	1
Cancer Mammogram and Ultasounds	1
Young Visionaries Youth Leadership Academy	63
C.U.T.T. Center - Career, University, Technology Training	2
Community Outreach	1
Mentoring Program	2
Youth Violence Prevention Program	2
After School Tutoring	2
Thanksgiving Baskets	39
Nitro2Go Christmas Festival Toy Giveaway	15
Yucaipa Christian Church	19
Manna Food Cupboard	19
Yucaipa Valley Welfare, Inc	12
Clothes Closet	2
Food Program	8
(No Program Selected)	2
Grand Total	9149

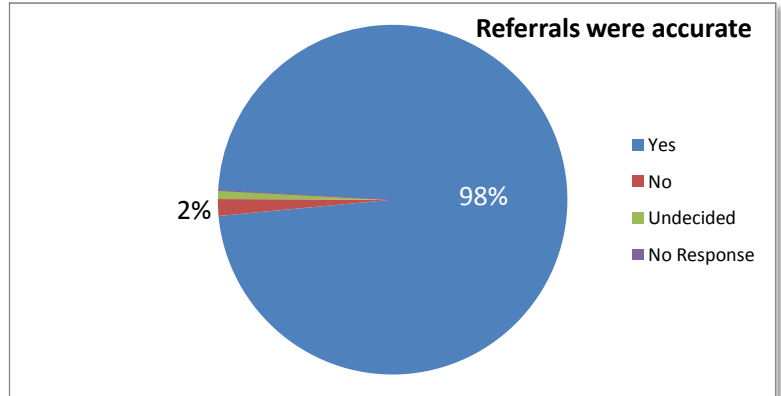
2-1-1 San Bernardino County Report

Callback Survey Responses

October - November 2010

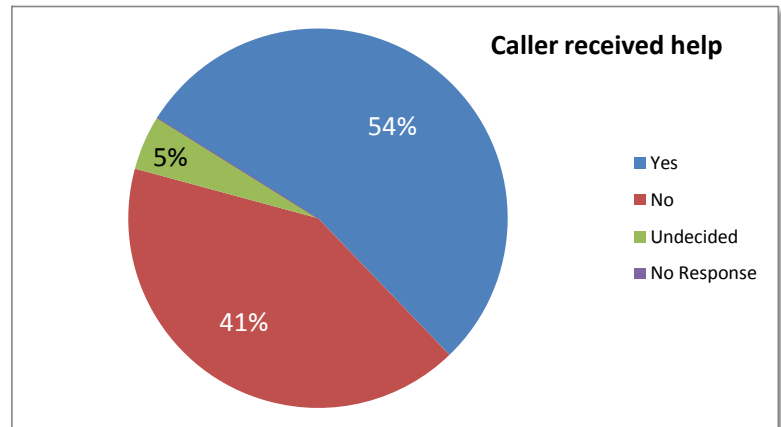
Total of 129 Respondents

Were the referrals you received accurate?	
Yes	98%
No	2%
Undecided	1%
No Response	0%



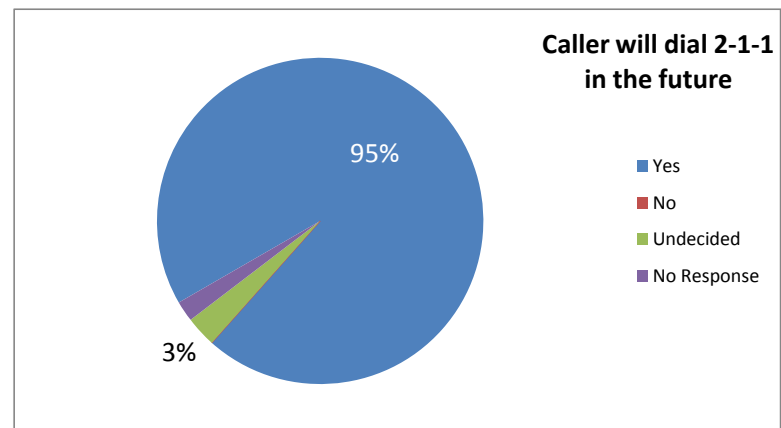
Did you contact the referral agency (ies)?	
Yes	96%
No	4%
Undecided	0%
No Response	0%

If yes, did you get the help you needed?	
Yes	54%
No	41%
Undecided	5%
No Response	0%



Was the information useful?	
Yes	90%
No	5%
Undecided	4%
No Response	1%

Will you call 2-1-1 in the future?	
Yes	95%
No	0%
Undecided	3%
No Response	2%



Are you a registered voter?	
Yes	50%
No	32%
Undecided	5%
No Response	13%