

211 San Bernardino County Call Statistics

Call Count By Answer Summary			
October 2007			
# of children in household:			
	Oct-07	Sep-07	Aug-07
0	2885	1582	2130
1	555	561	690
2	666	729	714
3	522	604	560
4	292	323	352
5	119	150	146
6	55	40	36
7	14	29	12
8	6	13	11
9	2	6	6
More than 9	0	2	6
Total	2231	2457	2533

October 2007 Analysis	
Net totals	
Total # of October Calls **	5200
(Total # of September Calls)	3539
(Total # of August Calls)	4012
211 Database as of October 15, 2007	
Agencies = 633	
Programs = 1575	
Keywords used = 1228	

Total # of children for Month	5730
Total # of previous month- Calls w/children	2231
Percentage of callers w/children	43%

# of children under 6:			
	Oct-07	Sep-07	Aug-07
0	3775	2502	3164
1	733	830	843
2	424	511	487
3	141	162	127
4	38	26	34
5	3	7	6
6	1	1	2
7	1	0	0
8	0	0	0
9	0	0	0
9+	0	0	0
Total F5 Calls	1341	1537	1499

** No longer includes hangups, wrong numbers, etc.
Also, does not include most disaster related calls (Fire

First 5 Calls	
Total # First 5 Children represented	2184
Total # of October Calls **	5200
Total # of First 5 Calls	1341
Percentage of F5 calls	26%

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

Known Consumers Age - Percentages	
0-9 Years	0%
10-19 Years	5%
20-29 Years	26%
30-39 Years	32%
40-49 Years	20%
50-59 Years	10%
60-65 Years	3%
Older than 65	3%
Unknown	1%

Gender of Consumer			
	Oct-07	Sep-07	Aug-07
Male	1266	751	931
Female	3792	3245	3604
Other	8	10	20
Transgender	1	0	2
Unknown	49	33	106
Total	5067	4006	4557

Caller Gender Percentages	
Male	24%
Female	73%
Other	0%
Transgender	0%
% of Female callers from total known	75%

211 San Bernardino County Call Statistics

How did you hear about us			
	Oct-07	Sep-07	Aug-07
Social Service Agency	675	717	870
Word of Mouth	447	382	480
Referral Card	384	464	642
Friend	339	373	331
Utility Company	176	167	133
Resource List	172	184	114
County Agency	153	95	80
Other	136	282	207
School	125	212	202
Church	73	65	86
Newspaper	66	30	29
Law Enforcement	38	40	74
Cable TV	28	36	44
Phone Book	25	27	39
Out of Town Infoline	21	10	26
Hospital	12	13	8
Radio	12	6	13
HR	11	14	9
Family Doctor	10	10	21
Brochure	9	8	9
Internet	7	26	29
Government Non-County	7	12	21
Magazine	5	2	3
411	2	4	7
Out of Town Crisis Line	1	1	0

23%
15%
13%
12%
6%
6%
5%
5%
4%
2%
2%
1%
1%
1%
1%
0%
0%
0%
0%
0%
0%
0%
0%
0%
0%

Race/Ethnicity			
	Oct-07	Sep-07	Aug-07
White (Non-Hispanic)	941	790	970
Black (Non-Hispanic)	842	950	1023
Hispanic/unk/mix	718	960	1047
Spanish/Cent/S Amer	349	244	212
Mexican, Mex-Amer	266	280	253
Other	22	24	20
Multi-race	16	13	10
Asian-Indian	10	6	10
Samoan	10	4	19
Cambodian	8	8	10
Vietnamese	7	8	15
Native American	7	8	14
Pacific Islander/unk/mix	7	6	2
Filipino	6	4	1
Asia/unk/mix	5	10	3
Declined to answer	2	5	6
Hawaiian	2	0	3
Chinese	2	0	0
Japanese	2	0	0
Puerto Rican	1	3	4
Korean	1	3	2
Cuban	1	1	0
Laotian	1	0	0
Guamanian	0	0	0
Unknown	1974	212	388
Total Known	3226	3327	3624

Race/Ethnicity Percentages	
White (Non-Hispanic)	29%
Black (Non-Hispanic)	26%
Hispanic/unk/mix	22%
Spanish/Cent/S Amer	11%
Mexican, Mex-Amer	8%
Other	1%
Multi-race	0%
Asian-Indian	0%
Samoan	0%
Cambodian	0%
Vietnamese	0%
Native American	0%
Pacific Islander/unk/mix	0%
Filipino	0%
Asia/unk/mix	0%
Declined to answer	0%
Hawaiian	0%
Chinese	0%
Japanese	0%
Puerto Rican	0%
Korean	0%
Cuban	0%
Laotian	0%
Guamanian	0%
Unknown	1974

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Why referral not given			
Reason	Oct-07	Sep-07	Aug-07
Information only	794	186	174
Hang up - Disconnected	70	60	124
Service non-existent	61	22	65
Resources exhausted	37	36	35
Wrong number	33	66	184
Agency(s) funds exhausted	13	11	13
Refused referral	11	14	17
Non-I&R call	8	9	30
Phantom call	3	14	57
Transferred 211 call	3	11	21
Transportation issue	1	2	3
Esperanza Firefighter Assistance Fund	1	0	1
Returned call	1	0	1
Agency(s) full	0	0	2

Calls by need:				
	Oct-07	Sep-07	Aug-07	
Utilities	825	923	810	23%
Food	477	487	484	13%
Rent Assistance	457	564	578	13%
Shelter	290	282	325	8%
General Information Services	246	146	219	7%
Housing	167	230	215	5%
General Medical Care	163	151	157	5%
Clothing	96	83	126	3%
Counseling	87	100	108	2%
Training/Employment Services	84	126	160	2%
Transportation	61	52	65	2%
Diapers	58	34	50	2%
Legal Assistance	57	63	80	2%
Child Care	48	60	61	1%
Motel Vouchers	41	72	123	1%
Dental Health	38	72	91	1%
Substance Abuse Services	30	45	38	1%
Household Furniture/Linens	26	20	38	1%
Mental Health Care Facilities	24	26	22	1%
Tenant/Landlord Rights	24	11	17	1%
Parenting Education	22	24	28	1%
Anger Management	18	20	19	1%
Law Enforcement	16	5	8	0%
Sober Living	15	13	14	0%
Income Maintenance Programs	14	8	17	0%
Support Groups	13	18	34	0%
Residential Drug Treatment	13	10	21	0%
Educational Programs	12	8	13	0%
Emergency Medical Care	12	3	8	0%
Adoption/Foster Care	11	3	7	0%
Medi-Cal/Medicare	11	2	13	0%
Environmental Protection/Maintenance	10	4	14	0%
Temporary Financial Aid	9	12	12	0%
Baby Formula	9	9	7	0%
Volunteer Opportunities	9	7	13	0%
Courts/Probation System	9	6	5	0%
General Information Services	9	5	9	0%
Consumer Complaints/Assistance	8	12	9	0%
Donations	8	3	9	0%
Bus & Gas Vouchers	7	12	16	0%
Unemployment/State Disability	7	4	7	0%

211 San Bernardino County Call Statistics

Immunizations	7	2	15	0%
Labor Board/Fair Employment	5	2	4	0%
Immigration/Citizenship	4	1	4	0%
Social Security	3	5	2	0%
Animal Services	3	2	4	0%
Parks & Recreation Services	3	0	5	0%
Burial/Funeral	2	10	3	0%
Domestic Violence	2	3	11	0%
Licenses and Certificates	2	2	7	0%
School Readiness	2	2	2	0%
Developmental Assessment	2	2	0	0%
Paternity/Drug Testing	2	1	0	0%
Library Services	2	0	3	0%
Mentoring Programs	1	4	7	0%
Tutoring	1	4	2	0%
After School Programs	1	4	2	0%
Restraining Orders	1	3	5	0%
Credit Counseling	1	2	3	0%
Child Passenger Safety/Seats	1	0	1	0%
Tax Assistance	1	0	1	0%
Emancipation Services	1	0	0	0%
Social Security	0	2	4	0%
Child Abuse	0	2	3	0%
Business License	0	2	2	0%
Elder Abuse	0	0	2	0%
Counseling	0	0	0	0%
Homeless Student Transportation	0	0	0	0%
Safely Surrender Baby	0	0	0	0%
Veterans Benefits	0	0	0	0%

3588

Calls per City				
	Oct-07	Sep-07	Aug-07	
Adelanto	78	59	55	3%
Alta Loma	28	25	22	1%
Apple Valley	138	140	108	5%
Barstow	44	58	44	2%
Big Bear City	3	4	4	0%
Big Bear Lake	10	2	1	0%
Big River	0	2	0	0%
Bloomington	25	22	17	1%
Blue Jay	2	2	0	0%
Calimesa	3	0	0	0%
Cedar Glen	2	4	0	0%
Chino	41	57	37	2%
Chino Hills	14	12	4	1%
Claremont	1	2	0	0%
Colton	61	40	51	2%
Crestline	12	5	2	0%
Daggett	1	2	0	0%
Fontana	246	268	262	10%
Fort Irwin	9	7	12	0%
Grand Terrace	8	9	14	0%
Helendale	9	6	3	0%
Hesperia	112	153	112	4%
Highland	48	67	59	2%
Hinkley	3	2	0	0%
Joshua Tree	2	10	4	0%
La Verne	0	1	1	0%
Lake Arrowhead	27	3	3	1%
Landers	1	4	1	0%
Loma Linda	13	4	6	1%
Lucerne Valley	14	11	2	1%

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Lytle Creek	1	0	0	0%
Mentone	8	2	8	0%
Montclair	33	27	25	1%
Morongo	1	0	0	0%
Needles	1	3	1	0%
Newberry Springs	2	0	0	0%
Ontario	159	267	170	6%
Oro Grande	2	0	0	0%
Phelan	13	13	11	1%
Pinon Hills	2	1	1	0%
Pomona (City)	10	24	24	0%
Rancho Cucamonga	102	127	94	4%
Redlands	51	54	42	2%
Rialto	140	131	115	5%
Running Springs	17	5	2	1%
San Bernardino (City)	581	616	562	23%
Trona	1	2	3	0%
Twenty-Nine Palms	15	9	7	1%
Unincorporated Areas	50	46	33	2%
Upland	79	105	81	3%
Victorville	280	272	224	11%
Yermo	0	0	2	0%
Yucaipa	37	23	20	1%
Yucca Valley	9	15	8	0%

Is this your first time calling 211?				
No	1955	2349	2233	48%
Yes	2084	2314	1542	52%

Annual Estimated Income?				
	Oct-07	Sep-07	Aug-07	
Declined to state	1419	1957	0	
\$0 to \$9,999	551	842	0	
\$10,000 to \$19,999	570	894	0	
\$20,000 to \$29,999	131	243	0	
\$30,000 to \$39,999	32	58	0	
\$40,000 to \$49,999	13	10	0	
\$50,000 to \$59,999	3	10	0	
\$60,000 to \$69,999	3	3	0	
\$70,000 to \$79,999	3	0	0	
\$80,000 +	1	1	0	

2-1-1 San Bernardino Callback Survey Responses

Total of 60 Repondents

Total of 60 Repondents

Were the referral(s) you received accurate?							
YES	97%	NO	3%	UNDECIDED	0%	NO RESPONSE	0%
Did you contact the referral agency (ies)?							
YES	90%	NO	8%	UNDECIDED	2%	NO RESPONSE	0%
If yes, did you get the help you needed?							
YES	55%	NO	23%	UNDECIDED	18%	NO RESPONSE	3%

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Was the information you received from United Way 2-1-1 useful?							
YES	93%	NO	5%	UNDECIDED	2%	NO RESPONSE	0%
Will you call United Way 2-1-1 in the future?							
YES	93%	NO	5%	UNDECIDED	2%	NO RESPONSE	0%
Are you a registered voter?							
YES	44%	NO	44%	UNDECIDED	0%	NO RESPONSE	12%

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