



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

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



Monthly Report

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

2-1-1 News Items

2-1-1 Training

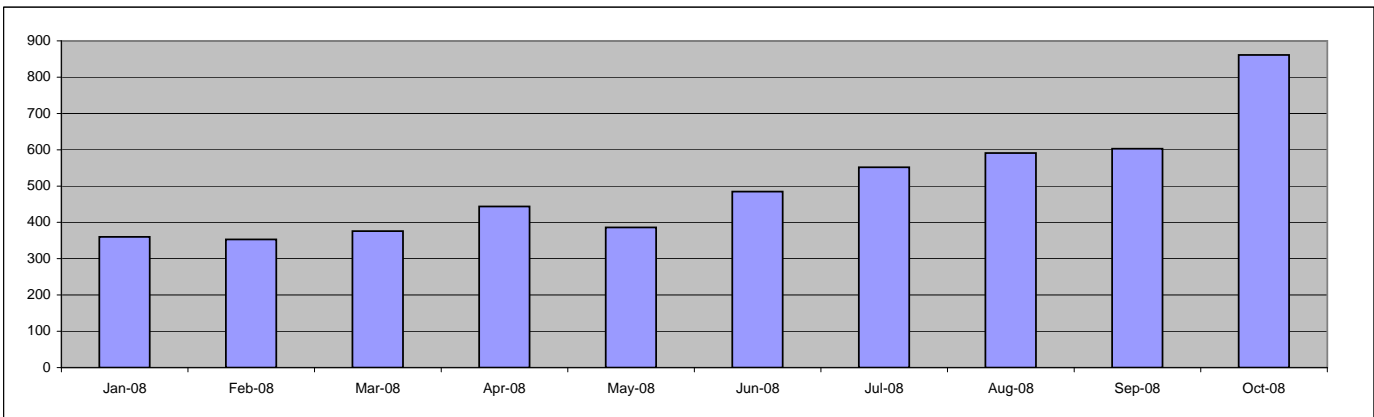
90-minute 2-1-1 Training sessions are currently scheduled for November 24, at 2pm and November 25, at 9am. Contact Nancy at 909-980-2857 x246 or nmaiden@ieuw.org. Make sure your staff know how to utilize 2-1-1 to improve their efficiency in daily tasks.

Brief 2-1-1 Call Center Monthly Data Analysis

Calls to 2-1-1 increased by 6% from September to October, yet requests for rent, mortgage and utility payment assistance decreased by 35%, thanks to the County Human Services department, which provided funding for 2 new web pages, one that indicates which agencies, if any, have funding for rent, mortgage and utility payment assistance, and one that shows emergency shelter bed availability. Extracted live directly from the 2-1-1 database, the information is presented in near real-time for County authorized personnel, dramatically increasing efficiency, and eliminating hundreds of futile referrals.

Food Food Food

With the requests for cash aid diminished, as explained above, food stands out as a desperate need countywide. The following graph shows the increase of calls for food from the beginning of this year through October.



Unmet Needs

In October we were able to document 238 calls from people seeking rent, mortgage or utility assistance for whom there was no help available. This represents a first in San Bernardino County, providing documentation countywide as to the extent of an unmet need. One of the mandates functions of 2-1-1 is to identify gaps in service. Assessing the extent of a need is the first step to procuring funding to solve the underlying problem.

Have a happy, safe Thanksgiving!

Thanks to 2-1-1 funding partners:

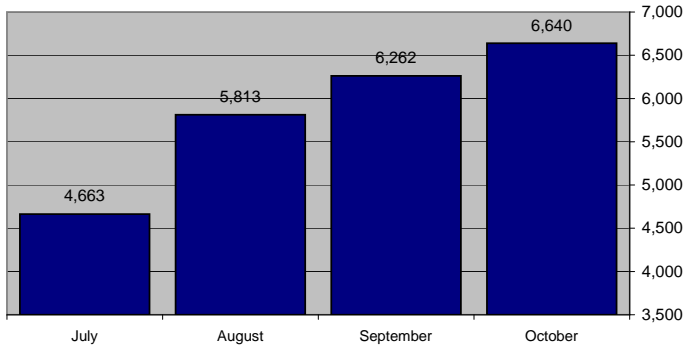


Other support from:

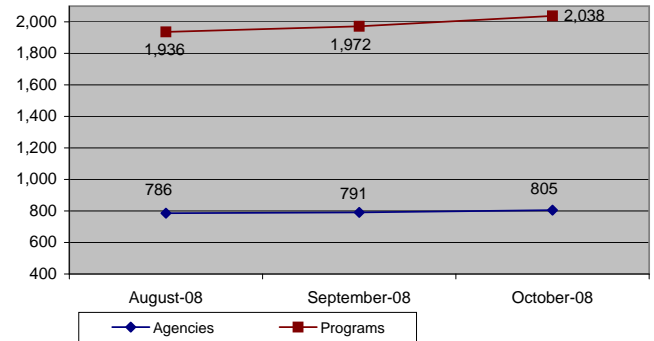
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October 2008 Data Analysis

Total number of documented calls



2-1-1 database totals



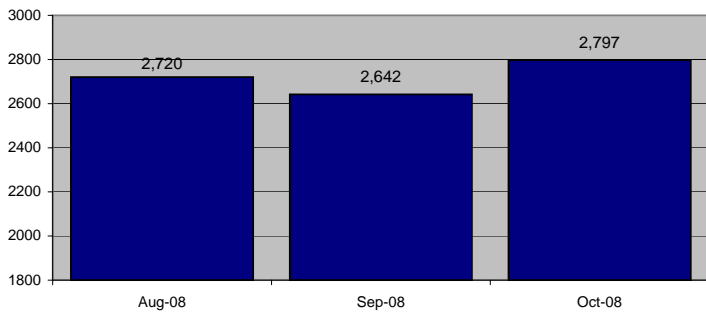
Total number of documented calls**

Month	Total number of documented calls**
October	6,640
September	6,262
August	5,813
July	4,663

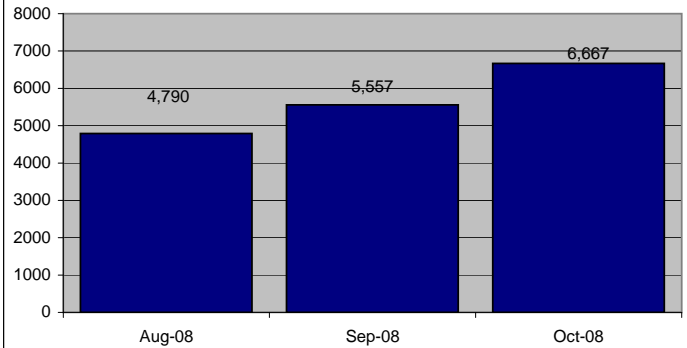
** No longer includes hangups, wrong numbers, internal, etc.

Agencies	Database totals	Programs
805	Oct-08	2,038
791	Sep-08	1,972
786	Aug-08	1,936

Total # of callers with children in the households



Total number of children involved



Call totals per # of children in household:

	Oct-08	Sep-08	Aug-08
0 or unknown	3841	3620	3093
1	832	737	756
2	900	860	869
3	567	541	562
4	293	266	300
5	123	152	147
6	46	54	63
7	23	19	15
8	8	10	5
9	4	0	1
More than 9	1	3	2
Total	2797	2642	2720

Total Number of Children

Month	Total Number of Children
Oct-08	6667
Sep-08	5557
Aug-08	4790

Percentage of callers w/children

42%

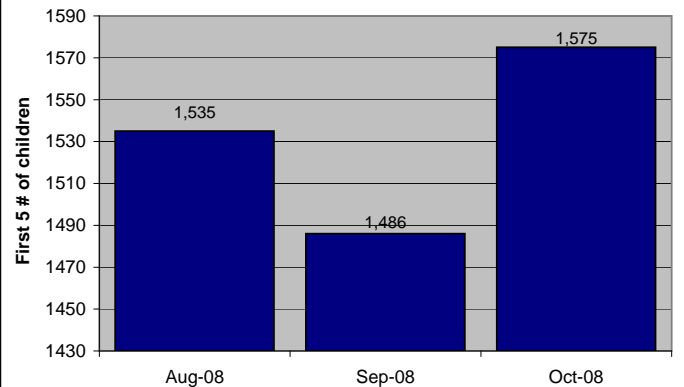
First 5 Calls

Total # First 5 Children represented	2485
Total number of calls this month	6640
Total # of First 5 Calls	1575
Percentage of F5 calls	24%

Call totals per # of children under 6:

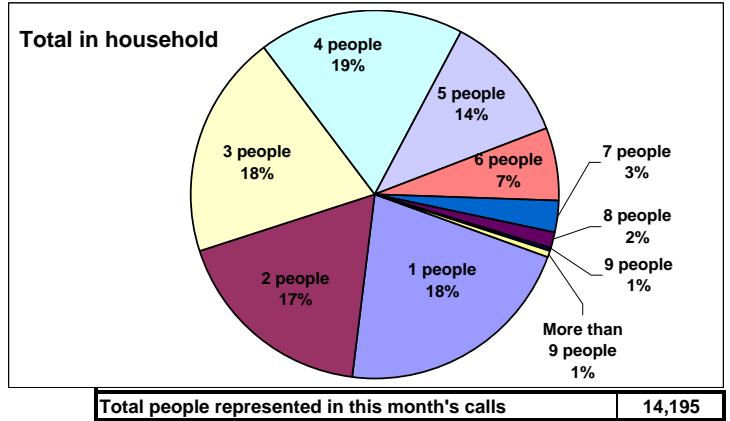
	Oct-08	Sep-08	Aug-08
0 or unknown	5119	4776	4277
1	930	868	850
2	451	426	462
3	141	139	175
4	39	37	34
5	11	15	13
6	2	1	1
7	1	0	0
8	0	0	0
9	0	0	0
More than 9	0	0	0
Total F5 Calls	1575	1486	1535

Total number of children under 6

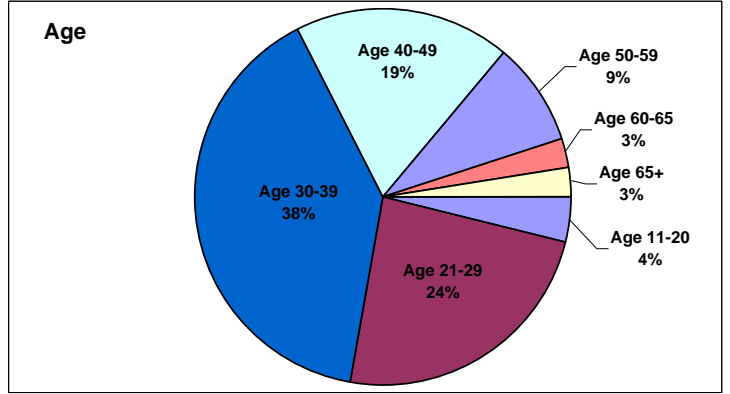


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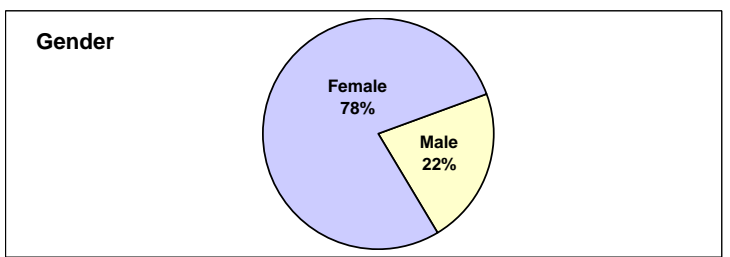
Total # in household:			
	Oct-08	Sep-08	Aug-08
Unknown	2239	2032	1401
1	938	913	1042
2	801	822	822
3	864	811	828
4	798	756	762
5	494	467	486
6	280	242	249
7	125	121	130
8	63	57	55
9	16	20	18
9+	22	20	20
Total	4401	4229	4412



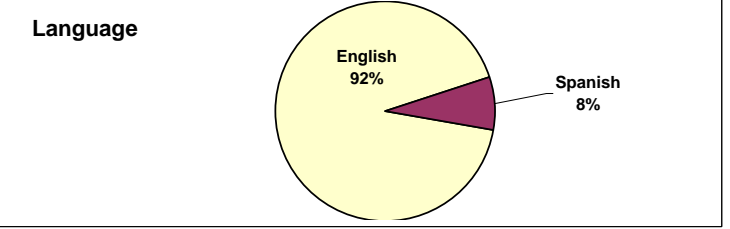
Age:			
	Oct-08	Sep-08	Aug-08
Age 0-3	11	8	8
Age 4-5	3	4	13
Age 6-10	19	14	13
Age 11-20	171	140	185
Age 21-29	1037	949	1008
Age 30-39	1709	1660	1799
Age 40-49	815	843	802
Age 50-59	376	385	352
Age 60-65	110	104	133
Age 65+	112	111	86
Total	4363	4218	4399



Gender			
	Oct-08	Sep-08	Aug-08
Male	1426	1284	1163
Female	5097	4738	4547
Other	6	25	17
Transgender	1	1	1
Unknown	109	85	85
Total	6530	6048	5728

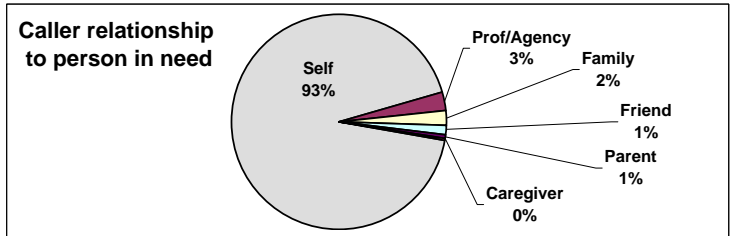


Language			
	Oct-08	Sep-08	Aug-08
English	6122	5837	5411
Spanish	517	424	400
Japanese	1	1	2
	0	0	0
	0	0	0
	0	0	0

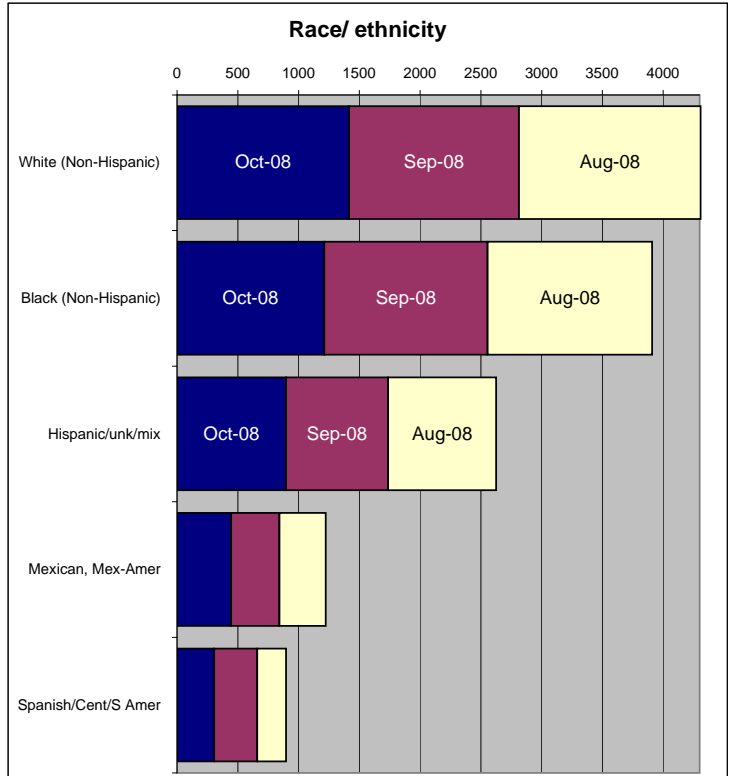


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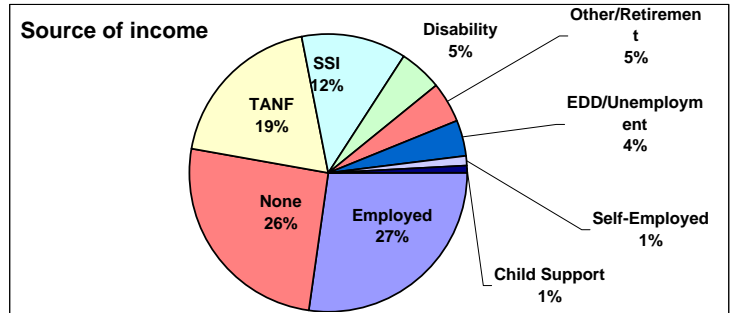
Caller relationship to person in need:			
	Oct-08	Sep-08	Aug-08
Self	6158	5838	5357
Prof/Agency	188	166	173
Family	141	145	151
Friend	98	81	108
Parent	42	27	15
Caregiver	13	5	9



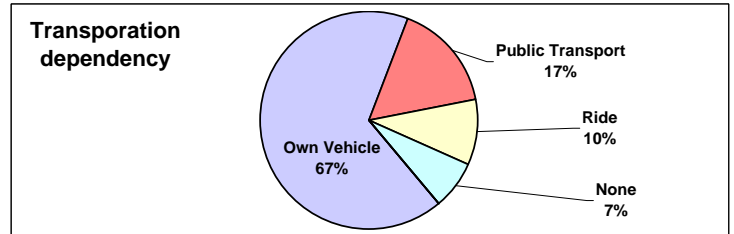
Race/ ethnicity			
	Oct-08	Sep-08	Aug-08
White (Non-Hispanic)	1415	1399	1495
Black (Non-Hispanic)	1211	1345	1354
Hispanic/unk/mix	897	840	889
Mexican, Mex-Amer	445	397	382
Spanish/Cent/S Amer	306	353	239
Asian-Indian	24	18	22
Declined to answer	17	4	25
Vietnamese	16	18	25
Asia/unk/mix	13	14	13
Samoan	7	8	8
Other	6	3	12
Multi-race	3	3	2
Pacific Islander/unk/mix	2	11	4
Laotian	2	2	8
Cambodian	2	1	1
Korean	2	0	0
Chinese	1	2	4
Filipino	1	2	2
Puerto Rican	1	1	1
Japanese	1	1	0
Native American	0	6	1
Hawaiian	0	4	13
Cuban	0	1	0
Unknown	2268	1829	1313
Total Known	4372	4433	4500



Source of income:			
	Oct-08	Sep-08	Aug-08
Employed	1132	1020	1130
None	1068	997	1152
TANF	802	833	838
SSI	512	626	591
Disability	202	197	165
Other/Retirement	199	149	153
EDD/Unemployment	181	155	151
Self-Employed	39	34	45
Child Support	37	48	54
	4172		

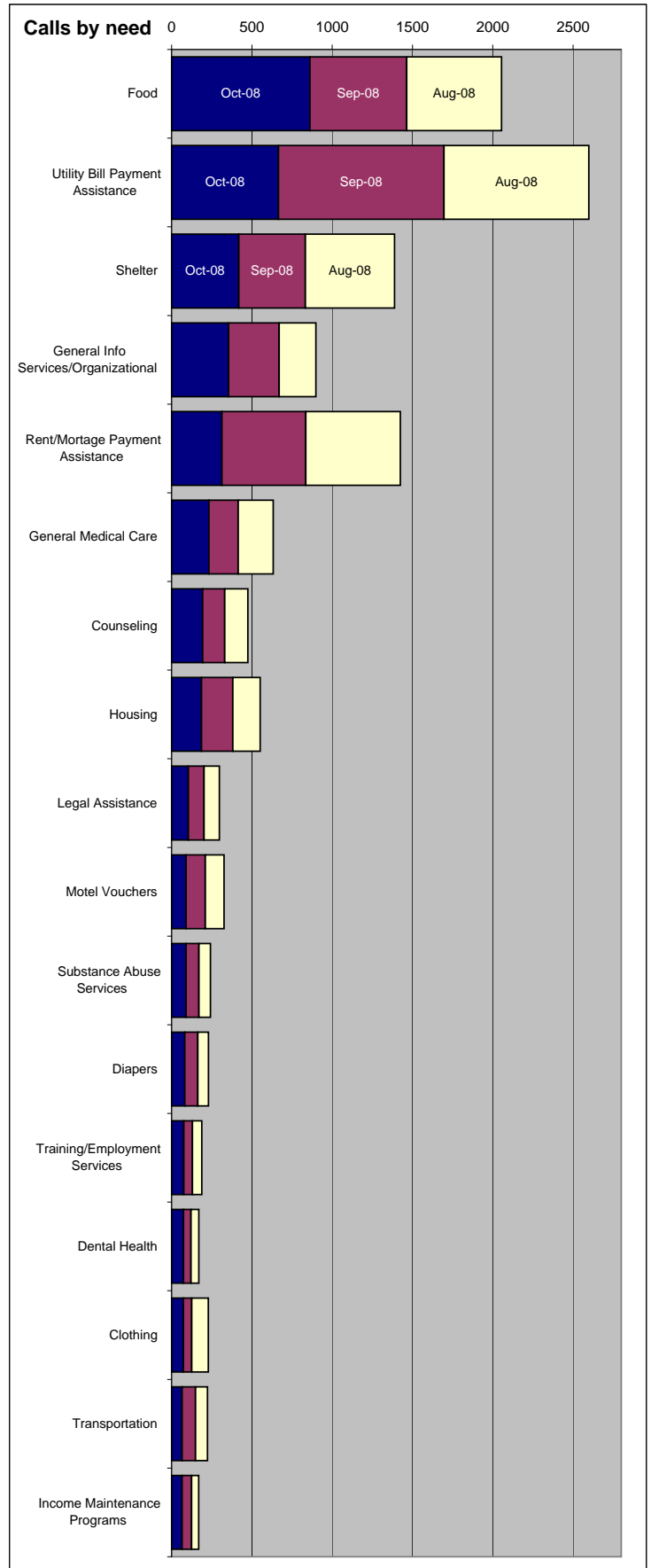


Transportation dependency:			
	Oct-08	Sep-08	Aug-08
Own Vehicle	2750	2573	2687
Public Transportation	662	737	648
Ride	390	365	402
None	302	338	489
Transportation Voucher	0	3	4
Taxi	0	1	2



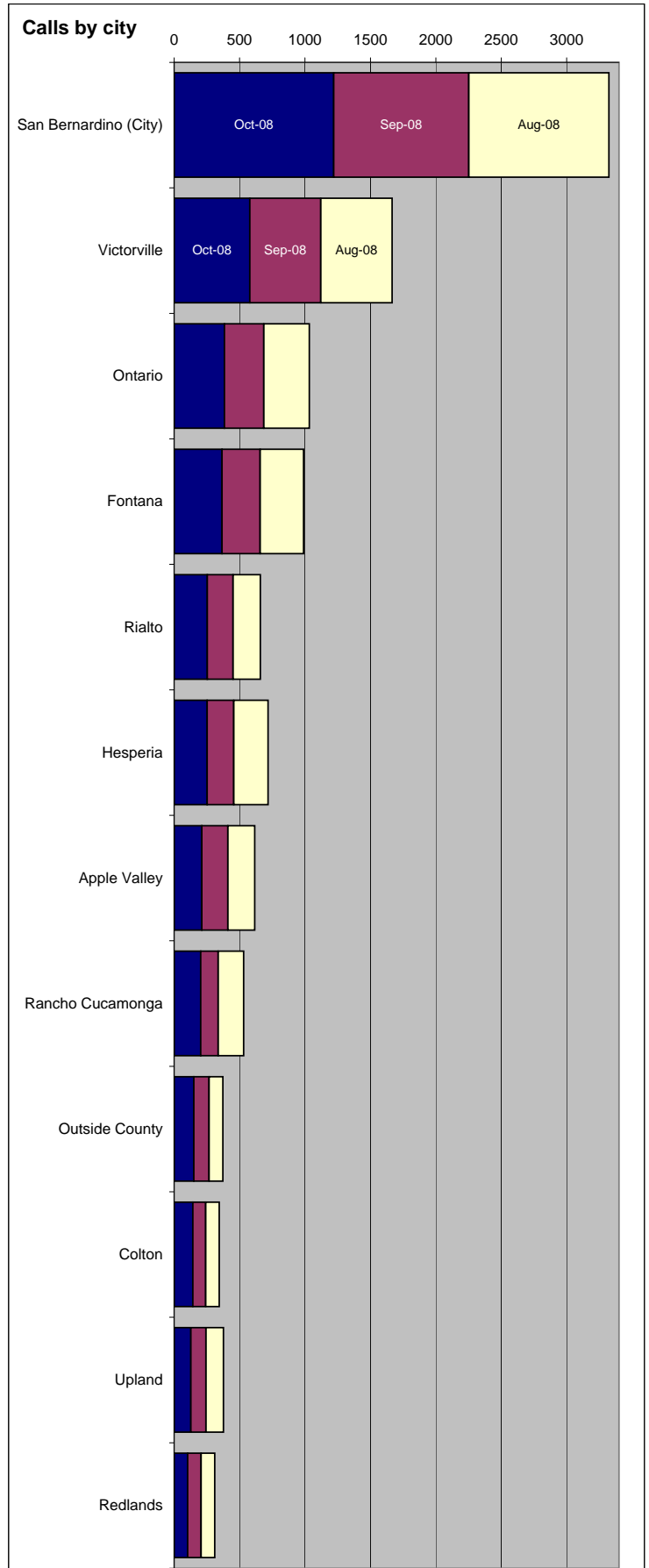
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Calls by need:			
Need	Oct-08	Sep-08	Aug-08
Food	861	603	591
Utility Bill Payment Assistance	665	1031	903
Shelter	418	415	556
General Info Services/Organizational	355	315	229
Rent/Mortgage Payment Assistance	313	523	589
General Medical Care	232	183	219
Counseling	193	138	145
Housing	186	195	171
Legal Assistance	104	98	96
Motel Vouchers	90	120	117
Substance Abuse Services	90	80	73
Diapers	82	81	67
Training/Employment Services	76	54	59
Dental Health	74	47	49
Clothing	73	52	104
Transportation	65	84	75
Income Maintenance Programs	65	59	45
Consumer Complaints/Assistance	63	86	112
Elder/Senior Services	46	54	37
Child Care	37	44	51
Law Enforcement	36	18	28
Unemployment/EDD	34	30	36
Holiday Programs	34	0	0
Household Items	29	35	49
Anger Management	29	28	16
Medi-Cal/Medicare	28	18	19
Temporary Financial Aid	28	16	23
Parenting Education	27	27	36
Courts/Probation System	25	33	29
Mental Health Care Facilities	25	13	18
Baby Formula	24	13	20
General Information/Mental Health Care	23	20	17
Bus Passes/Gas Vouchers	21	22	21
Support Groups	19	16	22
Immunizations	17	12	18
Volunteer Opportunities	17	11	21
Tenant/Landlord Rights	17	11	16
Educational Programs	17	8	11
School District	17	7	11
Donations	16	15	16
Burial/Funeral Assistance	15	9	10
Emergency Medical Care	12	16	7
Environmental Protection/Maintenance	12	11	16
Social Security	11	7	9
Residential Drug Treatment	8	13	16
Animal Services	8	11	17
Disability Issues	8	5	2
Sober Living	7	7	8
Immigration/Citizenship	7	6	3
Child Abuse	7	4	3
Licenses and Certificates	6	6	8
School Readiness Programs	5	6	17
Credit Counseling	4	4	3
Public Safety	4	0	0
Library Services	3	2	2
Tax Assistance	3	1	2
Domestic Violence	2	5	6
Parks & Recreation Services	2	4	1
Labor Board/Fair Employment	2	3	3
Dissability Benefits	2	1	1
Tutoring Services	1	4	5
Adoption/Foster Care	1	3	1
Developmental Assessment	1	2	0
Elder Abuse	1	1	2
Paternity/Drug Testing	1	1	1
Restraining Orders	1	0	0
Child Passenger Safety/Seats	0	14	11



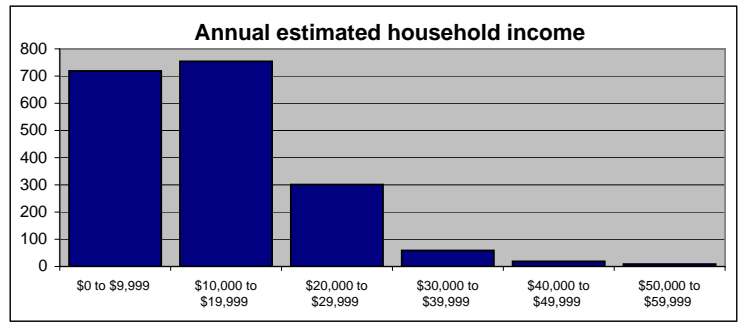
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Calls per city			
	Oct-08	Sep-08	Aug-08
San Bernardino (City)	1220	1032	1072
Victorville	578	543	546
Ontario	384	301	349
Fontana	366	291	333
Rialto	253	197	210
Hesperia	252	204	263
Apple Valley	211	200	206
Rancho Cucamonga	203	134	195
Outside County	150	117	106
Colton	143	98	104
Upland	128	115	135
Redlands	103	103	105
Adelanto	98	102	80
Chino	96	79	80
Highland	77	73	78
Barstow	73	82	66
Yucaipa	55	35	32
Montclair	51	51	52
Bloomington	47	39	28
Pomona (City)	35	22	21
Loma Linda	32	28	36
Twenty-Nine Palms	25	23	30
Chino Hills	22	22	30
Crestline	21	7	14
Yucca Valley	20	26	28
Lucerne Valley	19	12	19
Grand Terrace	19	7	8
Alta Loma	15	14	11
Phelan	14	12	17
Mentone	14	1	6
Outside Of California	13	12	9
Big Bear Lake	12	8	6
Lake Arrowhead	12	6	4
Running Springs	12	4	7
Helendale	9	7	6
Needles	9	2	3
Pinon Hills	9	0	10
Big Bear City	7	15	17
Joshua Tree	7	13	6
Unknown	7	0	0
Oro Grande	4	8	3
Blue Jay	3	0	2
Wrightwood	2	1	2
Skyforest	2	1	1
Yermo	2	1	1
Lytle Creek	1	1	2
Forest Falls	1	1	1
Daggett	1	1	0
Unincorporated Areas	1	0	1
Devore	1	0	0
Morongo	1	0	0
Newberry Springs	1	0	0
Rimforest	1	0	0
Etiwanda	0	2	1
Claremont	0	0	1
Mountains	0	0	1

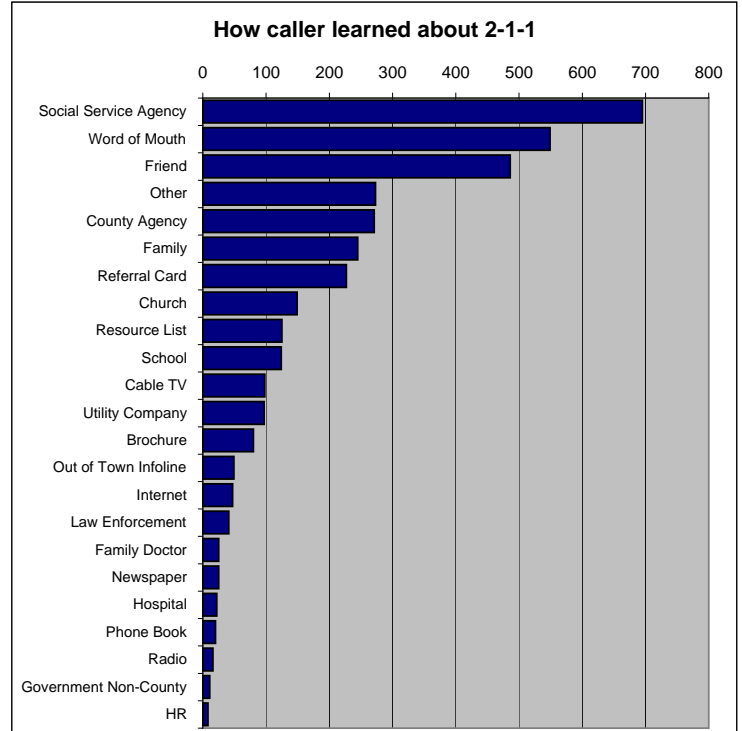


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Annual estimated household income			
	Oct-08	Sep-08	Aug-08
Declined to state	4778	4365	3659
\$0 to \$9,999	719	965	1342
\$10,000 to \$19,999	754	651	549
\$20,000 to \$29,999	301	222	216
\$30,000 to \$39,999	59	50	37
\$40,000 to \$49,999	19	6	7
\$50,000 to \$59,999	9	3	2
\$60,000 to \$69,999	1	1	1
\$70,000 to \$79,999	0	0	0
\$80,000 +	0	0	0



How caller learned about 2-1-1			
	Oct-08	Sep-08	Aug-08
Social Service Agency	695	569	624
Word of Mouth	549	499	484
Friend	486	391	518
Other	273	261	315
County Agency	271	242	281
Family	245	127	188
Referral Card	227	243	226
Church	149	69	58
Resource List	125	115	109
School	124	113	133
Cable TV	98	33	34
Utility Company	97	92	76
Brochure	80	35	60
Out of Town Infoline	49	31	59
Internet	47	28	38
Law Enforcement	41	33	44
Family Doctor	25	12	29
Newspaper	25	7	13
Hospital	22	10	13
Phone Book	20	19	20
Radio	16	6	10
Government Non-County	11	6	17
HR	8	8	6
Out of Town Crisis Line	6	4	8
411	4	7	14
Chronic Caller	2	2	4
Magazine	0	0	0



Why referral not given			
Reason	Oct-08	Sep-08	Aug-08
Agency(s) Funds Exhausted	406	345	171
Information Only	282	243	157
No Rent/Utility Assistance Available	238	0	0
Service Non-Existant	223	284	246
Wrong Number	169	184	136
Hang up - Disconnected	159	188	110
Transferred 211 Call	109	100	75
Phantom Call	80	163	71
Agency Resources Exhausted	44	29	53
Employee Calling In	30	33	26
Refused Referral	26	20	20
No Shelter Bed Availability	19	0	0
Agency(s) Full	12	4	6
Transportation Issue	10	13	6
Returned Call	5	4	3
Non-I&R Call	0	10	11



Return callers vs. first time callers			
	Oct-08	Sep-08	Aug-08
Return caller	3922	4072	3215
First time caller	2718	2190	2598



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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

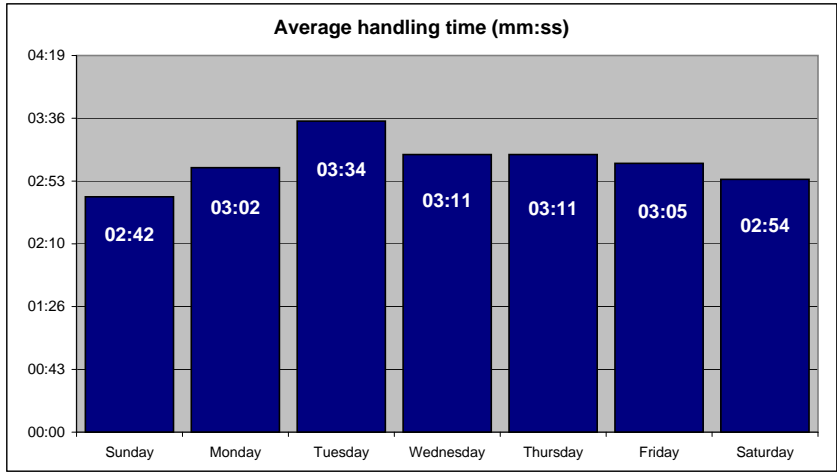
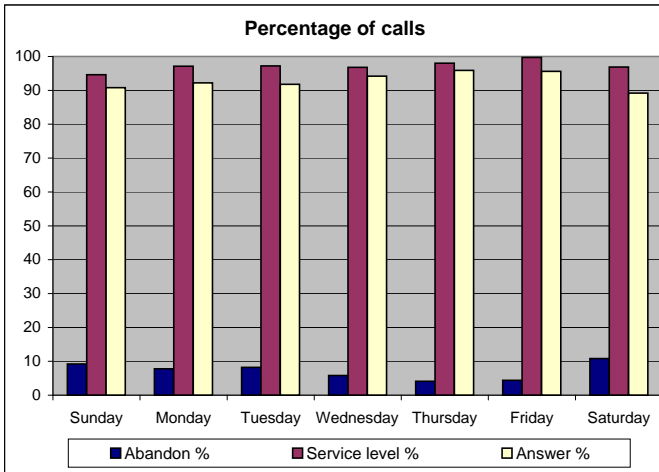
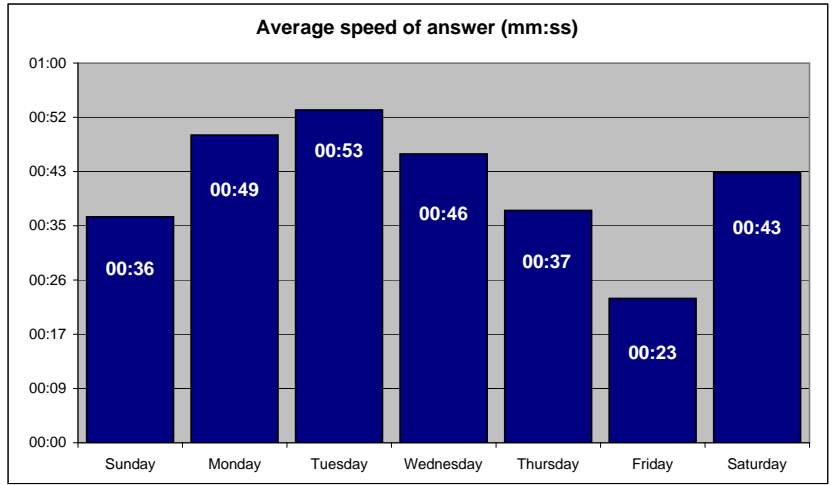
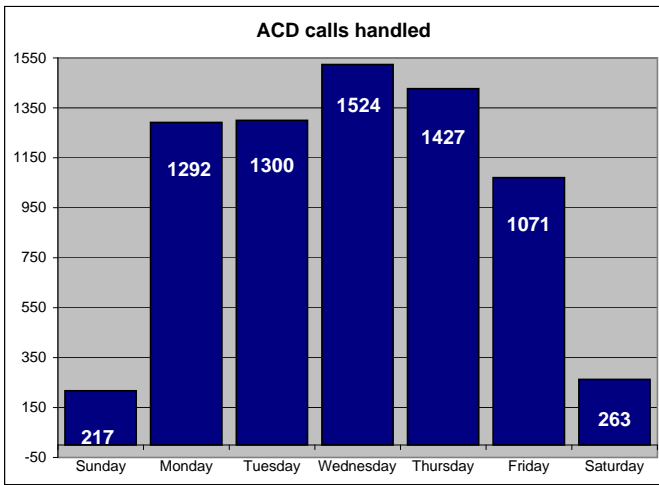
Date range: 10/1/2008 - 10/31/2008 12:00 AM - 12:00 AM

Created on: 11/3/2008

Created by: gmadden

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requested	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
Sunday	239	217	16	22	0	7	0	217	0	0	0	0:00:36	0:03:14	0:00:00	9:48:18	0:02:42	9.2	94.6	90.8
Monday	1401	1292	55	109	0	27	1	1285	7	0	0	0:00:49	0:02:12	0:00:00	65:29:32	0:03:02	7.8	97.1	92.2
Tuesday	1416	1300	48	116	0	32	1	1294	6	0	0	0:00:53	0:02:06	0:00:00	77:27:39	0:03:34	8.2	97.2	91.8
Wednesday	1618	1524	37	94	0	31	0	1513	11	0	0	0:00:46	0:02:31	0:00:00	81:10:31	0:03:11	5.8	96.8	94.2
Thursday	1488	1427	52	61	0	37	1	1419	8	0	0	0:00:37	0:02:28	0:00:00	75:53:40	0:03:11	4.1	98.0	95.9
Friday	1120	1071	25	49	0	30	2	1069	2	0	0	0:00:23	0:01:34	0:00:00	55:15:29	0:03:05	4.4	99.7	95.6
Saturday	295	263	10	32	0	2	1	263	0	0	0	0:00:43	0:02:25	0:00:00	12:43:28	0:02:54	10.8	96.9	89.2

Total	7577	7094	243	483	0	166	6	7060	34	0	0	0:00:43	0:02:16	0:00:00	377:48:37	0:03:12	6.4	97.5	93.6
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City/Town	Needs - October 2008	Total
Adelanto	Food	21
	Utility Bill Payment Assistance	21
	Counseling	5
	Clothing	4
	Rent/Mortgage Payment Assistance	4
	Shelter	4
	General Medical Care	3
	Legal Assistance	3
	Burial/Funeral Assistance	2
	Dental Health	2
	General Information Services/Organizational	2
	Household Items	2
	Income Maintenance Programs	2
	Temporary Financial Aid	2
	Elder/Senior Services	1
	Housing	1
	Immunizations	1
	Library Services	1
	Motel Vouchers	1
	Substance Abuse Services	1
Unemployment/EDD	1	
Adelanto Total		84
Alta Loma	Utility Bill Payment Assistance	5
	Rent/Mortgage Payment Assistance	2
	General Medical Care	2
	Legal Assistance	1
	General Information Services/Organizational	1
	Food	1
	Consumer Complaints/Assistance	1
Alta Loma Total		13
Apple Valley	Utility Bill Payment Assistance	41
	Food	26
	Rent/Mortgage Payment Assistance	14
	General Information Services/Organizational	11
	General Medical Care	8
	Shelter	5
	Housing	5
	Counseling	5
	Unemployment/EDD	4
	Transportation	4
	Training/Employment Services	4
	Substance Abuse Services	4
	Parenting Education	3
	Legal Assistance	3
	Courts/Probation System	3
	Clothing	3
	Anger Management	3
	Social Security	2
	Mental Health Care Facilities	2
	Income Maintenance Programs	2
	Immunizations	2
	Environmental Protection/Maintenance	2
	Elder/Senior Services	2
	Diapers	2
	Baby Formula	2
	School Readiness Programs	1
	School District	1

	Licenses and Certificates	1
	Immigration/Citizenship	1
	Household Items	1
	Holiday Programs	1
	General Information Services/Mental Health Care	1
	Educational Programs	1
	Donations	1
	Dental Health	1
	Bus Passes/Gas Vouchers	1
Apple Valley Total		173
Barstow	Utility Bill Payment Assistance	13
	Food	8
	General Information Services/Organizational	5
	Shelter	5
	Housing	4
	Counseling	3
	Household Items	3
	Legal Assistance	3
	Consumer Complaints/Assistance	2
	Elder/Senior Services	2
	General Medical Care	2
	Rent/Mortgage Payment Assistance	2
	Substance Abuse Services	2
	Transportation	2
	Bus Passes/Gas Vouchers	1
	Child Abuse	1
	Clothing	1
	Courts/Probation System	1
	Domestic Violence	1
	Educational Programs	1
	Labor Board/Fair Employment	1
	Law Enforcement	1
	Mental Health Care Facilities	1
	Support Groups	1
Barstow Total		66
Big Bear City	Food	3
	Dental Health	1
	General Medical Care	1
	Rent/Mortgage Payment Assistance	1
Big Bear City Total		6
Big Bear Lake	Food	3
	General Medical Care	2
	Utility Bill Payment Assistance	2
	Counseling	1
	General Information Services/Mental Health Care	1
	General Information Services/Organizational	1
Big Bear Lake Total		10
Bloomington	Food	9
	Utility Bill Payment Assistance	5
	General Information Services/Organizational	4
	Shelter	4
	General Medical Care	3
	Training/Employment Services	3
	Clothing	2
	Consumer Complaints/Assistance	2
	Mental Health Care Facilities	2
	Child Care	1
	Dental Health	1

	Diapers	1
	Housing	1
	Legal Assistance	1
	Licenses and Certificates	1
	Medi-Cal/Medicare	1
	Rent/Mortgage Payment Assistance	1
	Temporary Financial Aid	1
	Tenant/Landlord Rights	1
	Unemployment/EDD	1
Bloomington Total		45
Blue Jay	Medi-Cal/Medicare	1
	Unemployment/EDD	1
Blue Jay Total		2
Chino	Food	14
	Utility Bill Payment Assistance	13
	General Information Services/Organizational	7
	General Medical Care	7
	Counseling	6
	Rent/Mortgage Payment Assistance	6
	Shelter	6
	Housing	4
	Substance Abuse Services	4
	Dental Health	3
	Holiday Programs	2
	Parenting Education	2
	Child Care	1
	Diapers	1
	Elder/Senior Services	1
	Emergency Medical Care	1
	Income Maintenance Programs	1
	Law Enforcement	1
	Legal Assistance	1
	Motel Vouchers	1
	Transportation	1
	Volunteer Opportunities	1
Chino Total		84
Chino Hills	Law Enforcement	2
	Shelter	2
	Utility Bill Payment Assistance	2
	Burial/Funeral Assistance	1
	Clothing	1
	Consumer Complaints/Assistance	1
	Elder/Senior Services	1
	Food	1
	General Information Services/Mental Health Care	1
	General Medical Care	1
	Legal Assistance	1
	Medi-Cal/Medicare	1
	Motel Vouchers	1
	Parenting Education	1
	Rent/Mortgage Payment Assistance	1
	School Readiness Programs	1
	Transportation	1
Chino Hills Total		20
Colton	Food	35
	Utility Bill Payment Assistance	23
	General Medical Care	7
	Income Maintenance Programs	6

	Shelter	6
	Diapers	5
	General Information Services/Organizational	5
	Rent/Mortgage Payment Assistance	5
	Substance Abuse Services	5
	Dental Health	4
	Unemployment/EDD	4
	Counseling	3
	Law Enforcement	3
	Legal Assistance	3
	Emergency Medical Care	2
	Housing	2
	Support Groups	2
	Tenant/Landlord Rights	2
	Transportation	2
	Elder/Senior Services	1
	Holiday Programs	1
	Mental Health Care Facilities	1
	Motel Vouchers	1
	School District	1
	Sober Living	1
	Temporary Financial Aid	1
	Training/Employment Services	1
Colton Total		132
Crestline	Utility Bill Payment Assistance	7
	Food	3
	Child Care	1
	Consumer Complaints/Assistance	1
	Credit Counseling	1
	Dental Health	1
	Diapers	1
	General Information Services/Organizational	1
	General Medical Care	1
	Immunizations	1
	Income Maintenance Programs	1
	Rent/Mortgage Payment Assistance	1
	Substance Abuse Services	1
Crestline Total		21
Daggett	General Information Services/Organizational	1
Daggett Total		1
Fontana	Food	81
	Utility Bill Payment Assistance	36
	Shelter	22
	Counseling	19
	General Medical Care	19
	Rent/Mortgage Payment Assistance	17
	General Information Services/Organizational	14
	Housing	14
	Legal Assistance	10
	Training/Employment Services	8
	Clothing	6
	Income Maintenance Programs	6
	Child Care	5
	Consumer Complaints/Assistance	5
	Dental Health	5
	Law Enforcement	5
	Parenting Education	5
	Temporary Financial Aid	5

	Anger Management	4
	Diapers	4
	Motel Vouchers	4
	Volunteer Opportunities	4
	Tenant/Landlord Rights	3
	Unemployment/EDD	3
	Baby Formula	2
	Educational Programs	2
	Elder/Senior Services	2
	Holiday Programs	2
	Immigration/Citizenship	2
	Library Services	2
	Mental Health Care Facilities	2
	Residential Drug Treatment	2
	Sober Living	2
	Substance Abuse Services	2
	Support Groups	2
	Burial/Funeral Assistance	1
	Bus Passes/Gas Vouchers	1
	Courts/Probation System	1
	Disability Issues	1
	Dissability Benefits	1
	Environmental Protection/Maintenance	1
	Household Items	1
	Medi-Cal/Medicare	1
	Public Safety	1
	Tax Assistance	1
Fontana Total		336
Grand Terrace	Food	3
	Shelter	3
	Rent/Mortgage Payment Assistance	2
	Utility Bill Payment Assistance	2
	Anger Management	1
	Counseling	1
	General Medical Care	1
	Law Enforcement	1
	Substance Abuse Services	1
	Training/Employment Services	1
Grand Terrace Total		16
Helendale	Utility Bill Payment Assistance	3
	Child Abuse	2
	Clothing	1
	Dental Health	1
	Rent/Mortgage Payment Assistance	1
	Transportation	1
Helendale Total		9
Hesperia	Food	49
	Utility Bill Payment Assistance	43
	Rent/Mortgage Payment Assistance	15
	Shelter	14
	General Medical Care	12
	Housing	8
	Counseling	7
	General Information Services/Organizational	7
	Substance Abuse Services	7
	Training/Employment Services	7
	Clothing	5
	Dental Health	5

	Diapers	5
	Unemployment/EDD	5
	Consumer Complaints/Assistance	4
	Legal Assistance	3
	Anger Management	2
	Holiday Programs	2
	Household Items	2
	Medi-Cal/Medicare	2
	Motel Vouchers	2
	Parenting Education	2
	Transportation	2
	Baby Formula	1
	Child Care	1
	Disability Issues	1
	Immunizations	1
	Income Maintenance Programs	1
	Law Enforcement	1
	Mental Health Care Facilities	1
	Social Security	1
	Temporary Financial Aid	1
	Tenant/Landlord Rights	1
Hesperia Total		220
Highland	Food	17
	Utility Bill Payment Assistance	10
	General Information Services/Organizational	6
	Substance Abuse Services	5
	Counseling	4
	Rent/Mortgage Payment Assistance	4
	General Medical Care	3
	Housing	3
	Shelter	3
	Consumer Complaints/Assistance	2
	Dental Health	2
	Transportation	2
	Child Abuse	1
	Clothing	1
	Diapers	1
	Donations	1
	General Information Services/Mental Health Care	1
	Holiday Programs	1
	Household Items	1
	Law Enforcement	1
	Mental Health Care Facilities	1
	Residential Drug Treatment	1
	Support Groups	1
	Training/Employment Services	1
Highland Total		73
Joshua Tree	Anger Management	1
	General Medical Care	1
	Rent/Mortgage Payment Assistance	1
	Unemployment/EDD	1
	Utility Bill Payment Assistance	1
Joshua Tree Total		5
Lake Arrowhead	Rent/Mortgage Payment Assistance	3
	Food	2
	General Information Services/Organizational	2
	Counseling	1
	General Medical Care	1

	Temporary Financial Aid	1
Lake Arrowhead Total		10
Loma Linda	Rent/Mortgage Payment Assistance	6
	Shelter	6
	Food	3
	Motel Vouchers	2
	Utility Bill Payment Assistance	2
	Counseling	1
	Courts/Probation System	1
	Diapers	1
	Housing	1
	Law Enforcement	1
	Temporary Financial Aid	1
Transportation	1	
Loma Linda Total		26
Lucerne Valley	Food	9
	Housing	2
	Utility Bill Payment Assistance	2
	Child Abuse	1
	Motel Vouchers	1
	Rent/Mortgage Payment Assistance	1
	Shelter	1
	Support Groups	1
	Transportation	1
Lucerne Valley Total		19
Lytle Creek	Dental Health	1
Lytle Creek Total		1
Mentone	Utility Bill Payment Assistance	3
	Counseling	2
	General Information Services/Mental Health Care	2
	Rent/Mortgage Payment Assistance	2
	Shelter	2
	Child Care	1
	Dental Health	1
	General Medical Care	1
	Support Groups	1
Mentone Total		15
Montclair	Food	8
	Shelter	7
	General Medical Care	6
	Utility Bill Payment Assistance	5
	General Information Services/Organizational	4
	Counseling	3
	Elder/Senior Services	2
	Rent/Mortgage Payment Assistance	2
	Child Care	1
	Clothing	1
	Consumer Complaints/Assistance	1
	Emergency Medical Care	1
	Immigration/Citizenship	1
	Labor Board/Fair Employment	1
	Mental Health Care Facilities	1
	School Readiness Programs	1
	Substance Abuse Services	1
	Tenant/Landlord Rights	1
	Training/Employment Services	1
Montclair Total		48
Morongo	Food	1

Morongo Total		1
Needles	Utility Bill Payment Assistance	5
	General Medical Care	1
	Legal Assistance	1
	Shelter	1
Needles Total		8
Newberry Springs	Utility Bill Payment Assistance	1
Newberry Springs Total		1
Ontario	Food	59
	Shelter	42
	Utility Bill Payment Assistance	29
	General Medical Care	22
	Motel Vouchers	19
	Counseling	18
	Rent/Mortgage Payment Assistance	17
	Substance Abuse Services	12
	Housing	10
	Legal Assistance	9
	General Information Services/Organizational	6
	Holiday Programs	6
	Training/Employment Services	6
	Child Care	5
	Clothing	5
	Dental Health	5
	Elder/Senior Services	5
	Household Items	4
	Income Maintenance Programs	4
	Educational Programs	3
	Immunizations	3
	School District	3
	Temporary Financial Aid	3
	Unemployment/EDD	3
	Animal Services	2
	Burial/Funeral Assistance	2
	Consumer Complaints/Assistance	2
	Diapers	2
	Donations	2
	General Information Services/Mental Health Care	2
	Parenting Education	2
	Transportation	2
	Anger Management	1
	Baby Formula	1
	Bus Passes/Gas Vouchers	1
	Disability Issues	1
	Environmental Protection/Maintenance	1
	Law Enforcement	1
	Medi-Cal/Medicare	1
	Public Safety	1
Residential Drug Treatment	1	
Restraining Orders	1	
School Readiness Programs	1	
Sober Living	1	
Tenant/Landlord Rights	1	
Volunteer Opportunities	1	
Ontario Total		328
Oro Grande	Dental Health	1
	General Information Services/Organizational	1
	Utility Bill Payment Assistance	1

Oro Grande Total		3
Outside County	General Information Services/Organizational	46
	Housing	10
	Shelter	10
	Utility Bill Payment Assistance	10
	Counseling	4
	Courts/Probation System	4
	Food	4
	General Medical Care	3
	Motel Vouchers	3
	Rent/Mortgage Payment Assistance	3
	Child Care	2
	Clothing	2
	General Information Services/Mental Health Care	2
	Income Maintenance Programs	2
	Adoption/Foster Care	1
	Consumer Complaints/Assistance	1
	Dental Health	1
	Donations	1
	Elder/Senior Services	1
	Holiday Programs	1
	Social Security	1
Substance Abuse Services	1	
Support Groups	1	
Temporary Financial Aid	1	
Training/Employment Services	1	
Unemployment/EDD	1	
Outside County Total		117
Outside Of California	Shelter	4
	Rent/Mortgage Payment Assistance	2
	Counseling	1
	Food	1
	General Information Services/Organizational	1
	Housing	1
	Income Maintenance Programs	1
Legal Assistance	1	
Outside Of California Total		12
Phelan	Food	8
	Counseling	1
	Environmental Protection/Maintenance	1
	General Medical Care	1
	Holiday Programs	1
	Law Enforcement	1
	Rent/Mortgage Payment Assistance	1
Sober Living	1	
Phelan Total		15
Pinon Hills	Utility Bill Payment Assistance	2
	Clothing	1
	Food	1
	General Medical Care	1
	Holiday Programs	1
	Housing	1
Rent/Mortgage Payment Assistance	1	
Pinon Hills Total		8
Pomona (City)	General Information Services/Organizational	10
	Shelter	6
	Food	5
	Counseling	3

	Utility Bill Payment Assistance	3
	Housing	2
	Rent/Mortgage Payment Assistance	2
	Baby Formula	1
	Dental Health	1
	General Medical Care	1
	Holiday Programs	1
	Substance Abuse Services	1
Pomona (Clty) Total		36
Rancho Cucamonga	Shelter	24
	Food	22
	Utility Bill Payment Assistance	15
	General Medical Care	13
	Rent/Mortgage Payment Assistance	13
	General Information Services/Organizational	9
	Housing	6
	Counseling	5
	Consumer Complaints/Assistance	4
	Income Maintenance Programs	4
	Legal Assistance	4
	Substance Abuse Services	4
	Training/Employment Services	4
	Courts/Probation System	3
	Dental Health	3
	Elder/Senior Services	3
	Medi-Cal/Medicare	3
	Motel Vouchers	3
	Mental Health Care Facilities	2
	Social Security	2
	Volunteer Opportunities	2
	Baby Formula	1
	Bus Passes/Gas Vouchers	1
	Child Care	1
	Clothing	1
	Diapers	1
	Disability Issues	1
	Donations	1
	Educational Programs	1
	Emergency Medical Care	1
	General Information Services/Mental Health Care	1
	Holiday Programs	1
	Parenting Education	1
	Parks & Recreation Services	1
	Residential Drug Treatment	1
	School District	1
	School Readiness Programs	1
	Tenant/Landlord Rights	1
	Transportation	1
Rancho Cucamonga Total		166
Redlands	Utility Bill Payment Assistance	13
	Shelter	11
	Food	9
	Transportation	7
	General Information Services/Organizational	5
	Housing	5
	Rent/Mortgage Payment Assistance	5
	Diapers	4
	General Medical Care	3

	Legal Assistance	3
	Training/Employment Services	3
	Anger Management	2
	Consumer Complaints/Assistance	2
	Counseling	2
	Income Maintenance Programs	2
	Parenting Education	2
	Support Groups	2
	Baby Formula	1
	Courts/Probation System	1
	Dental Health	1
	Developmental Assessment	1
	Elder/Senior Services	1
	General Information Services/Mental Health Care	1
	Medi-Cal/Medicare	1
	Motel Vouchers	1
	Parks & Recreation Services	1
	Public Safety	1
	Sober Living	1
	Substance Abuse Services	1
Redlands Total		92
Rialto	Food	53
	Utility Bill Payment Assistance	39
	General Information Services/Organizational	15
	General Medical Care	13
	Shelter	13
	Housing	12
	Rent/Mortgage Payment Assistance	12
	Counseling	9
	Income Maintenance Programs	9
	Diapers	6
	Elder/Senior Services	6
	Dental Health	5
	Motel Vouchers	4
	Clothing	3
	Emergency Medical Care	3
	Household Items	3
	Legal Assistance	3
	Medi-Cal/Medicare	3
	Animal Services	2
	Child Care	2
	Environmental Protection/Maintenance	2
	Training/Employment Services	2
	Transportation	2
	Volunteer Opportunities	2
	Baby Formula	1
	Burial/Funeral Assistance	1
	Consumer Complaints/Assistance	1
	General Information Services/Mental Health Care	1
	Law Enforcement	1
	Mental Health Care Facilities	1
	Parenting Education	1
	School District	1
	Substance Abuse Services	1
	Support Groups	1
	Tax Assistance	1
	Tenant/Landlord Rights	1
	Tutoring Services	1

Rialto Total		236
Rimforest	Dissability Benefits	1
Rimforest Total		1
Running Springs	Utility Bill Payment Assistance	3
	Clothing	1
	Dental Health	1
	Food	1
	General Medical Care	1
	Immunizations	1
	Support Groups	1
Running Springs Total		9
San Bernardino (City)	Food	188
	Shelter	98
	Utility Bill Payment Assistance	92
	Rent/Mortgage Payment Assistance	66
	General Information Services/Organizational	59
	Housing	45
	General Medical Care	39
	Counseling	31
	Diapers	28
	Legal Assistance	22
	Training/Employment Services	20
	Consumer Complaints/Assistance	17
	Clothing	16
	Motel Vouchers	16
	Substance Abuse Services	16
	Transportation	16
	Income Maintenance Programs	12
	Law Enforcement	10
	Anger Management	9
	Dental Health	9
	Elder/Senior Services	8
	Donations	7
	Holiday Programs	7
	Medi-Cal/Medicare	7
	Unemployment/EDD	7
	Baby Formula	6
	Child Care	6
	General Information Services/Mental Health Care	6
	Burial/Funeral Assistance	5
	Household Items	5
	Bus Passes/Gas Vouchers	4
	Courts/Probation System	4
	Disability Issues	4
	Educational Programs	4
	Temporary Financial Aid	4
	Tenant/Landlord Rights	4
	Mental Health Care Facilities	3
	Parenting Education	3
	School District	3
	Social Security	3
	Support Groups	3
	Volunteer Opportunities	3
	Animal Services	2
	Child Abuse	2
	Environmental Protection/Maintenance	2
	Immunizations	2
	Credit Counseling	1

	Domestic Violence	1
	Emergency Medical Care	1
	Immigration/Citizenship	1
	Licenses and Certificates	1
	Public Safety	1
	Residential Drug Treatment	1
	Sober Living	1
San Bernardino (City) Total		931
Skyforest	General Information Services/Organizational	1
Skyforest Total		1
Twenty-Nine Palms	Food	5
	General Medical Care	3
	Bus Passes/Gas Vouchers	2
	General Information Services/Organizational	2
	Housing	2
	Rent/Mortgage Payment Assistance	2
	Shelter	2
	Counseling	1
	Courts/Probation System	1
	Elder/Senior Services	1
	Household Items	1
	Transportation	1
	Utility Bill Payment Assistance	1
Twenty-Nine Palms Total		24
Unknown/Not Applicable	Counseling	1
	Food	1
	School District	1
	Shelter	1
Unknown/Not Applicable Total		4
Upland	Food	27
	Utility Bill Payment Assistance	16
	Shelter	15
	Counseling	9
	Rent/Mortgage Payment Assistance	8
	Housing	7
	Motel Vouchers	5
	Consumer Complaints/Assistance	4
	General Information Services/Organizational	3
	Legal Assistance	3
	Child Care	2
	Dental Health	2
	General Information Services/Mental Health Care	2
	General Medical Care	2
	Income Maintenance Programs	2
	Training/Employment Services	2
	Anger Management	1
	Diapers	1
	Holiday Programs	1
	Household Items	1
	Medi-Cal/Medicare	1
	School District	1
	Temporary Financial Aid	1
	Volunteer Opportunities	1
Upland Total		117
Victorville	Food	97
	Utility Bill Payment Assistance	90
	Rent/Mortgage Payment Assistance	40
	Shelter	25

	General Medical Care	22
	Housing	21
	General Information Services/Organizational	20
	Counseling	19
	Substance Abuse Services	13
	Transportation	13
	Diapers	11
	Legal Assistance	11
	Motel Vouchers	10
	Training/Employment Services	10
	Clothing	9
	Dental Health	9
	Income Maintenance Programs	7
	Consumer Complaints/Assistance	5
	Elder/Senior Services	5
	Holiday Programs	5
	Medi-Cal/Medicare	5
	Mental Health Care Facilities	4
	Anger Management	3
	Bus Passes/Gas Vouchers	3
	Educational Programs	3
	Licenses and Certificates	3
	Baby Formula	2
	Burial/Funeral Assistance	2
	Child Care	2
	Donations	2
	Emergency Medical Care	2
	General Information Services/Mental Health Care	2
	Temporary Financial Aid	2
	Unemployment/EDD	2
	Animal Services	1
	Courts/Probation System	1
	Credit Counseling	1
	Environmental Protection/Maintenance	1
	Household Items	1
	Immigration/Citizenship	1
	Immunizations	1
	Law Enforcement	1
	Parenting Education	1
	Social Security	1
	Support Groups	1
	Tenant/Landlord Rights	1
	Volunteer Opportunities	1
Victorville Total		492
Yermo	Counseling	1
	Legal Assistance	1
Yermo Total		2
Yucaipa	Food	6
	General Medical Care	6
	Utility Bill Payment Assistance	5
	Counseling	4
	Rent/Mortgage Payment Assistance	3
	Educational Programs	2
	Elder/Senior Services	2
	Motel Vouchers	2
	Substance Abuse Services	2
	Transportation	2
	Bus Passes/Gas Vouchers	1

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

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

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

Agency Name	Program Name	Referrals
2-1-1 Central Valley	2-1-1 Information and Referral	2
2-1-1 Kern County	Information and Referral	4
2-1-1 Los Angeles County	2-1-1 Information and Referral	130
2-1-1 National	2-1-1 Search	7
2-1-1 Orange County	2-1-1 Information and Referral	16
2-1-1 Sacramento County	2-1-1 Information & Referral	1
2-1-1 San Bernardino County	211 Information and Referral	1
2-1-1 San Diego County	2-1-1 Information and Referral	5
2-1-1 San Francisco County	2-1-1 Information and Referral	1
2-1-1 Santa Barbara County	2-1-1 Information and Referral	2
2-1-1 Stanislaus County	2-1-1 Information and Referral	1
2-1-1 Ventura County	2-1-1 Information and Referral	1
AARP - State California Office	Tax Aide	2
Abundant Living Family Church	Outreach Center	80
Adelanto Branch Library	Basic Computer Classes	1
Adelanto Community Resource Center	Clothing	8
Adelanto Community Resource Center	Emergency Food	25
Adelanto Community Resource Center	Holiday Baskets	1
Adelanto Senior Center	Hot Meals	4
Adventist Community Team Services	Emergency Food Assistance	2
Aegis Medical Systems, Inc.	Methodone Replacement Therapy	6
Alannah Foster Family Agency and Homes	Early Intervention Assessment and Treatment Program	1
AL-ANON Family Groups and ALATEEN	Inland Empire of California Al-Anon and Alateen	1
Alcoholics Anonymous	Alcoholics Anonymous	10
Aletheian Christian Foundation	Basic Needs	92
Aletheian Christian Foundation	Thanksgiving Baskets	2
Alternate Avenues Women's Resource Center	Bridges Parenting Support Program	2
American Association of Poison Control Centers	Poison Control	1
American Cancer Society	Education and Support	1
American Heart Association	Public Education and Public Advocacy	1
American Immigrant Lawyers Association	Immigration Lawyer Referral Service (ILRS)	1
American Red Cross - Claremont Chapter	Disaster Response and Relief	1
American Red Cross - Claremont Chapter	Military Members and Families	1
American Red Cross - High Desert Chapter	Health and Safety Training	2
American Red Cross - Inland Empire Chapter	Disaster Recovery Service	3
American Red Cross - Morongo Basin	Disaster Emergency Services	1
American Red Cross - West Valley Division	Disaster Recovery Services	2
American Red Cross - West Valley Division	Health and Safety Training	1
American Red Cross - West Valley Division	Military Members and Families	1
Anti-Defamation League	Anti-Defamation League	1
Apple Valley Fire Protection District	CPR and First -Aid Classes	1
Apple Valley Unified School District	Public Education	1
Arrowhead Regional Medical Center	Hospital Services	3
Arrowhead Regional Medical Center	Medically Indigent Adult Health Care (MIA)	1
Asian-American Educational & Cultural Center, Inc.	Traffic Safety Awareness	2
Assistance League of San Bernardino	Dr. Earl R. Crane Children's Dental Center	1
Associated Clinical Therapists, Inc.	Associated Clinical Therapist, Inc.	14
Barstow Counseling Center	Counseling Services	3
Barstow Senior Center	Senior Services	1
Benevolent Animal Rescue Committee	Benevolent Animal Rescue Committee	1
Better Business Bureau	Complaint Department	3
Bienestar Human Services	Community Service	1
Bienestar Human Services	Drug Prevention Outreach	1
Bienestar Human Services	LGBT Peer Counseling	1
Bienestar Human Services	Syringe Exchange/Skills Building Workshops	1
Bilingual Family Counseling Service, Inc.	Deferred Entry Judgement (DEJ)	1
Bilingual Family Counseling Service, Inc.	Safe and Stable Families	28
Bilingual Family Counseling Service, Inc.	Substance Abuse Treatment	2
Blood Bank of San Bernardino and Riverside Counties	Blood Donation Program	1
Boys & Girls Club of San Bernardino/Rialto	Power Hour	1
Boys Town National Hotline	National Hotline	4
Building a Generation	East Valley Bridges to Success	1
Building a Generation	Family Resource Center	1
C.A.S.T.L.E	Classes	2
California Attorney General	Bureau of Medi-Cal Fraud	1
California Attorney General	Regulatory Services	1
California Coalition for Youth	Youth Crisis Line	4
California Conservation Corps	Training and Education Program	1

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

California Courts Self-Help Center	Self-Help Center	1
California Department of Aging	California Care Network	1
California Department of Consumer Affairs	Pharmacy Board	1
California Department of Corrections	Parole and Community Services Division	1
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	Division of Apprenticeship Standards	1
California Department of Industrial Relations	Labor Standards Enforcement	2
California Department of Motor Vehicles	DMV Services	2
California Department of Transportation	Caltrans	3
California Franchise Tax Board	Tax Information	1
California Public Utilities Commission	LifeLine Telephone Service	6
California State University San Bernardino	General Counseling	17
California Youth Crisis Line	Crisis Hotline	2
Call for Life Pregnancy Help Center	Crisis Pregnancy Center	16
Cancer Care	Cancer Information	1
Cancer Information Service of California	Cancer Information Service	2
Caring for the Hills	Emergency Food Boxes	11
Carpenters House	ACTS 29 Food Ministry	89
Cars 4 Causes	Nationwide Car Donations	3
Casa de San Bernardino	Youth Substance Abuse Outpatient Program	4
Catholic Charities - Brother Miguel Center	Emergency Food Distribution	7
Catholic Charities - Brother Miguel Center	Housing and homeless prevention	2
Catholic Charities - Brother Miguel Center	Utility Assistance	6
Catholic Charities of San Bernardino/Riverside	Advocacy and Referrals	8
Catholic Charities of San Bernardino/Riverside	Case Management	2
Catholic Charities of San Bernardino/Riverside	Christmas Toys	10
Catholic Charities of San Bernardino/Riverside	Clothes/Household Items	63
Catholic Charities of San Bernardino/Riverside	Clothing Referrals	3
Catholic Charities of San Bernardino/Riverside	Disaster Recovery Services	1
Catholic Charities of San Bernardino/Riverside	Electric and Gas Assistance Fund (EAF & GAF)	3
Catholic Charities of San Bernardino/Riverside	Food Assistance	154
Catholic Charities of San Bernardino/Riverside	Funeral Referral	12
Catholic Charities of San Bernardino/Riverside	Housing and Support Services	5
Catholic Charities of San Bernardino/Riverside	Individual/Family Counseling	18
Catholic Charities of San Bernardino/Riverside	Parent Education Services	4
Catholic Charities of San Bernardino/Riverside	Prescription Service	6
Catholic Charities of San Bernardino/Riverside	Refugee & Immigration Services	2
Catholic Charities of San Bernardino/Riverside	Rent/Mortgage Assistance	164
Catholic Charities of San Bernardino/Riverside	Thanksgiving Baskets	7
Catholic Charities of San Bernardino/Riverside	Transportation Assistance	37
Catholic Charities of San Bernardino/Riverside	Utility Assistance	332
Cedar House Rehabilitation Center	Detoxification	13
Cedar House Rehabilitation Center	Outpatient Therapy / Counseling Program	6
Cedar House Rehabilitation Center	Residential Treatment	3
Cedar House Rehabilitation Center	Women with Children Program	1
Center for Individual Development	Sunshine Club	1
Centers for Medicare and Medicaid Services	Home Health Compare	1
Central City Lutheran Mission	Cold Weather Only- Shelter Program	1
Central City Lutheran Mission	Food Giveaway	56
Central City Lutheran Mission	Kinship Family Center	6
Central City Lutheran Mission	The H Street Clinic	48
Central City Lutheran Mission	Transitional Housing for HIV Affected	3
Chaffey Joint Union High School District	Chaffey Adult School	1
Childhelp USA	National Child Abuse Hotline	1
Childrens Fund	Childrens Fund	2
Chino Hills Counseling	Chino Hills Counseling	9
Chino Neighborhood House	Clothing Distribution	7
Chino Neighborhood House	Emergency Food	15
Chino Neighborhood House	Household Item Distribution	5
Chino Valley TYKES	Family Resource Center	1
Chino Valley YMCA	Preschool	1
Christian Counseling Service of the East Valley	General Counseling	2
Christian Counseling Service of the East Valley	Parent Child Interaction Therapy	2
Circle of Hope - God's Kitchen	Overnight Emergency Shelter	45
Circle of Hope - God's Kitchen	Transitional Living Program	11
City of Chino	Chino Human Services Programs	1
City of Chino	Senior Center	1
City of Colton	Colton - Childcare Program	1

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

City of Colton Police Department	Police Department	3
City of Fontana	City Hall	1
City of Fontana	Community Services	1
City of Fontana Police Department	Fontana Police Department	4
City of Fontana Police Department	Volunteer Program	1
City of Hesperia	Community Services	2
City of Montclair	Food Distribution	20
City of Montclair	Health Service Alliance	8
City of Montclair	Meals on Wheels	1
City of Montclair	Medical Clinic-Evening	20
City of Montclair	Senior Services	1
City of Ontario	DeAnza Community and Teen Center	2
City of Ontario	Senior Center	2
City of Ontario Fire Department	Household Hazardous Waste Collection Facility	1
City of Rancho Cucamonga	City Hall	1
City of Rancho Cucamonga	Rancho Cucamonga Family Resource Center	1
City of Rancho Cucamonga Fire Department	Fire and Rescue	1
City of Redlands	Community Services	1
City of Rialto Police Department	Rialto Police	1
City of San Bernardino	City Hall	3
City of San Bernardino	Community Services	1
City of San Bernardino	Senior Companion Program	3
City of San Bernardino Fire Department	Fire and Rescue	1
City of Victorville	Community Services	3
Clean Water Lead Testing Inc.	Test Kits	1
Clear View Treatment Center	Substance Abuse Recovery	1
Colton-Redlands-Yucaipa ROP	Career Guidance Services	1
Community Action Partnership of San Bernardino County	Energy, Education and Environmental Services Department	375
Community Action Partnership of San Bernardino County	Family Development	142
Community Action Partnership of San Bernardino County	Food Bank	42
Community Assistance Program	Community Assistance Program	2
Community Health Systems, Inc.	Medical, Dental, and Optometry	43
Community Hospital of San Bernardino	Behavioral Health Services	6
Community Hospital of San Bernardino	Crisis Intervention	71
Community Hospital of San Bernardino	Hospital	4
Community Senior Services CSS	The Enrichment Center Adult Day Program	1
Contra Costa Crisis Center	Crisis Lines	6
Contra Costa Crisis Center	Grief Counseling	1
Crime Scene Steri-Clean, LLC	Crime Scene Steri-Clean	1
Crosslight Family Ministries / Fortress Christian Center	Outreach	30
Cucamonga School District	Public Education	1
Dash The Other Place	Dash the Other Place	1
Delmann Heights Community Center	Salvaged Bread Program	7
Delmann Heights Community Center	U.S.D.A. Commodity	37
Denti-Cal Referral Line	Hotline	1
Department of Managed Health Care	California HMO Help Center/ Complaints	1
Department of Rehabilitation Inland Empire District	Counselor Teacher for the Blind	1
Department of Rehabilitation Inland Empire District	Vocational Rehabilitation	1
Depression and Bipolar Support Alliance	Information, Referrals and Advocacy	1
Desert Manna Ministries	Electric Assistance Fund (EAF)	21
Desert Manna Ministries	Emergency Shelter	9
Desert Manna Ministries	Food	6
Desert Manna Ministries	Thanksgiving Baskets	1
Desert Manna Ministries	Transportation Assistance	3
Desert Sanctuary, Inc.	Catholic Charities Grants Case Management	31
Desert Sanctuary, Inc.	Cedar Chest Thrift Shop	4
Desert Sanctuary, Inc.	Domestic Violence Outreach/Community Resource Center	2
Desert Sanctuary, Inc.	Haley House Domestic Violence Shelter	5
Disability Rights Legal Center	Disability Rights	1
Donate Life California	Registry Information	1
DOVES of Big Bear Valley, Inc.	Domestic Violence Shelter	1
DOVES of Big Bear Valley, Inc.	Emergency Food and Clothing	1
Down Syndrome Association	Support Group	1
Drug Alternative Program	DAP	1
East Valley Community Health Center, Inc.	General Medical Services	16
Easter Seals Southern California	Child Development Center	1
Ecclesia Christian Fellowship	Thanksgiving Baskets	5
Ecclesia Christian Fellowship	Thanksgiving Meal	1
Echos Of Faith World Outreach Ministries	Christmas Toys	3

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

Echos Of Faith World Outreach Ministries	Operation Fresh Start	15
El Sol Neighborhood Educational Center	Community Outreach	2
Employment Development Department	Bonding	26
Employment Development Department	Employment Information	28
Employment Development Department	Paid Family Leave	1
Employment Development Department	Placement Services for Job Seekers	56
Employment Development Department	State Disability Insurance	6
Employment Development Department	Training	4
Employment Development Department	Unemployment Insurance	5
Employment Development Department	Workforce Investment Act (WIA)	3
Equal Employment Opportunity Commission	Employment Discrimination Assistance	1
EyeCare America	Seniors Eye Care Program	2
Faith Community Church	Holiday Toys	1
Faiths Hope Foundation	Medical Expense Assistance	1
Families and Friends of Murder Victims	Support Group	2
Family Advocate Services	Advocate Services	5
Family Service Agency of San Bernardino	Crestline Food and Clothing Bank	5
Family Service Agency of San Bernardino	Domestic Violence Program	11
Family Service Agency of San Bernardino	Individual, Family & Group Therapy	22
Family Service Agency of San Bernardino	Outpatient Mental Health Treatment	3
Family Service Agency of San Bernardino	Utility Assistance Fund (EAF & GAF)	6
Family Service Association of Redlands	Cold Weather Vouchers	12
Family Service Association of Redlands	Disaster Recovery Services	4
Family Service Association of Redlands	Family Support	34
Family Service Association of Redlands	Home Again	12
Family Solutions	Early Childhood Programs	1
Federal Citizen Information Center	Citizen Information Center	2
Federal Emergency Management Agency FEMA	Financial Assistance	1
First 5 Commission of San Bernardino County	First 5 Commission of San Bernardino County	5
First Chance/Y-CHOW, Inc.	Sober Living	3
Fontana Lewis Library & Technology Center	Library Services	1
Fontana Rehabilitation Workshop, Inc.	Occupational Skills Training	2
Foothill Family Shelter	Big Steps for Little Feet	2
Foothill Family Shelter	Food Pantry	59
Foothill Family Shelter	Foothill Family Shelter	45
Foothill Family Shelter	Harold Cares About Your Future	1
Frazee Community Center	Cold Weather Shelter	5
Frazee Community Center	Holiday Baskets	7
Frazee Community Center	Hot Meals	75
Frazee Community Center	Medical Treatment	24
Frazee Community Center	Shelters	40
Friends Outside	Creative Conflict Resolutions	2
G.A.P. Food Bank	G.A.P. Food Bank	8
Gamblers Anonymous	Gamblers Anonymous	1
Gay-Straight Alliance Network	Gay-Straight Alliance	1
George White Senior Center	Senior Center	1
Gift Ministries	Gift Ministries - The Clothes Closet	15
Goodwill Southern California	Goodwill WORKs	18
Goodwill Southern California	Retail Stores and Used Goods	4
Greater American Care Centers, Inc.	Safety and Wellness Program	1
Hands On Inland Empire	Alternative Sentencing	9
Hands On Inland Empire	Volunteer Opportunities	1
Healthy Families	Health Care Coverage	2
Hernandez Community Center	Nutrition Services	3
Hi-Desert Medical Center	Hospital Services	1
High Desert Child Adolescent and Family Services Center	Anger Management	7
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	20
High Desert Child Adolescent and Family Services Center	Outpatient Substance Abuse Treatment	3
High Desert Child Adolescent and Family Services Center	Parenting Classes	6
High Desert Domestic Violence Program, Inc.	Domestic Violence Program Services	7
High Desert Homeless Services, Inc	Shelter	51
Higher Ground Christian Intervention Program	Higher Ground Christian Intervention Program	5
His Hands Ministry	Food Bank	12
Hootman Senior Center	Senior Luncheon	2
House of Ruth, Inc.	Counseling	3
House of Ruth, Inc.	Emergency Hotline	3
House of Ruth, Inc.	Emergency Shelter	11

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

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	16
Housing Authority of the County of San Bernardino	Housing Opportunities for People With AIDS (HOPWA)	1
Housing Authority of the County of San Bernardino	Mainstream Program	2
Housing Authority of the County of San Bernardino	Public Housing	28
Housing Authority of the County of San Bernardino	Section 8 Program	42
Housing Authority of the County of San Bernardino	Senior Housing	2
Housing Authority of the County of San Bernardino	Shelter Plus Care Program	6
Housing Authority of the County of San Bernardino	Tenant Based Assistance Program (TBA)	5
Humanitarian International Services Group	Eyes for You	1
Inland Agency	Community Tool Box	62
Inland Agency	Desert Sierra Partnership	2
Inland Agency	HICAP	1
Inland AIDS Project	Mental and Behavioral Health Treatment	1
Inland Caregivers Resource Center	Counseling	1
Inland Caregivers Resource Center	Legal/Financial Consultation	1
Inland Caregivers Resource Center	Supplemental Services	1
Inland Empire Health Plan	Healthy Kids	7
Inland Empire United Way	211 San Bernardino County	1
Inland Fair Housing and Mediation Board	Education and Outreach	3
Inland Fair Housing and Mediation Board	Inland Fair Housing and Mediation	33
Inland Fair Housing and Mediation Board	Senior Services	1
Inland Hospice Association	Adult Bereavement	1
Inland Hospice Association	Bereavement Classes	2
Inland Hospice Association	Children/Youth Bereavement Group	2
Inland Regional Center	Inland Regional Center	3
Inland Temporary Homes	Shelter & Transitional Housing	19
Inland Valley Hope Partners	Food Security Program	45
Inland Valley Hope Partners	Rent Payment Assistance	34
Inland Valley Hope Partners	Shelter/Housing Program	20
Inland Valley Hope Partners	Thanksgiving Meal	1
Inland Valley Hope Partners	Utility Assistance	51
Inland Valley Humane Society and S.P.C.A	Animal Adoption	1
Inland Valley Humane Society and S.P.C.A	Animal Care & Control	1
Inland Valley Justice Center	Dispute Resolution	3
Inland Valley Recovery Services	Inland Valley Recovery Services	14
Internal Revenue Service	Internal Revenue Service	1
International Hearing Society	Helpline	1
Japanese American Citizens League	Japanese American Citizens League	1
Jericho Outreach, Inc.	Living Facilities	3
Jericho Outreach, Inc.	Residential/Outpatient Services	3
Job Corps	Job Training	9
Josephine Knopf Senior Center	Senior Center	1
Kaiser Permanente Medical Center	Community Health Education	1
Kids Come First Community Clinic	Kids Come First	6
Kids Turf Day Care Center	Day Care	4
La Salle Medical Associates	Health Clinic	16
La Salle Medical Associates	Healthy Families Enrollment	5
La Salle Medical Associates	Pediatric Medicine	3
La Salle Medical Associates	Well Women Exam	2
Law Library for San Bernardino	Law Library	1
Legal Aid Society of San Bernardino	Legal Aid Clinic	57
Libreria del Pueblo, Inc.	Citizenship, English and Computer Classes	1
Libreria del Pueblo, Inc.	Immigration Services	4
Libreria del Pueblo, Inc.	Legal Clinic	9
Loma Linda Marriage & Family Therapy Clinic	Loma Linda Marriage & Family Therapy Clinic	10
Loma Linda University Medical Center	Hospital Services	1
Loveland Jubilee Pantry	Jubilee Pantry	161
Lutheran Social Services of Southern California	52 Week Parenting / Child Abuser / Anger Management/Batterer's Intervention	3
Lutheran Social Services of Southern California	Food Bank and Bread Program	3
Lutheran Social Services of Southern California	Promotion of Safe & Stable Families	2
Lutheran Social Services of Southern California	Sexual Abuse Treatment	1
Marygold Senior Center	Senior Center	1
Marys Mercy Center, Inc.	Christmas Gifts	5
Marys Mercy Center, Inc.	Christmas Meal	1
Marys Mercy Center, Inc.	Marys Children Program	65
Marys Mercy Center, Inc.	Mary's Table	53

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

Marys Mercy Center, Inc.	Medical Clinic	4
Marys Mercy Center, Inc.	Saint Joseph Clothes Closet	20
Marys Mercy Center, Inc.	Showers	1
Marys Mercy Center, Inc.	St. Martin de Porres Emergency Food Bag Program	72
Marys Mercy Center, Inc.	Thanksgiving Meals	2
Marys Mercy Center, Inc.	Veronica's Home of Mercy	15
Meals on Wheels - Ontario	Meals on Wheels	1
Meals On Wheels - Upland	Meals On Wheels	2
Meals On Wheels- Redlands, Inc	Meals On Wheels	2
Mercy House	Assisi House	27
Mercy House	Guadalupe Residence	3
Mercy House	Walk-In Center	70
Merrill Community Services, Inc.	Alcohol and Drug Services	3
Mimis House Transitional Housing	Mimis House	8
Modest Needs	Independent Living Grants	2
Modest Needs	Self-Sufficiency Grants	1
Morongo Basin Unity Home, Inc.	24-Hour Crisis Line	1
Morongo Basin Unity Home, Inc.	Domestic Violence- Emergency Shelter	1
Morongo Basin Unity Home, Inc.	Transitional Housing	1
Moses House Ministries	Case Management	3
Moses House Ministries	The Boutique	32
Mothers Against Drunk Driving	Mothers Against Drunk Driving	1
Mountain Community Hospital	Rural Health Clinic	1
Mountain View Community Church	Food Pantry	67
Narcotics Anonymous	Narcotics Anonymous Support Group	19
National Association of Social Workers	Counseling and Psychotherapy Referral	1
National Center for Victims of Crime	Help Line	3
National Community Renaissance	Affordable Housing	62
National Domestic Violence Hotline	Domestic Violence Hotline	4
National Organization for Rare Disorders	Networking	1
National Runaway Switchboard	Runaway Switchboard	1
National Suicide Prevention Lifeline	Suicide Hotline	5
National Suicide Prevention Lifeline	Suicide Prevention Lifeline	2
Neighborhood Housing Services of the Inland Empire, Inc.	Foreclosure Prevention	9
Neighborhood Housing Services of the Inland Empire, Inc.	Home Buyer Education & Financial Fitness	2
Neighborhood Housing Services of the Inland Empire, Inc.	Home Maintenance Education	1
Neighborhood Housing Services of the Inland Empire, Inc.	Homebuyer Orientation	1
Neighborhood Partnership Housing Services, Inc.	Foreclosure Counseling	1
New Hope Christian Fellowship	Lifeline	7
New Hope Village, Inc.	New Hope Village	3
Northtown Housing Development Corp.	Government Food Commodities	3
Office of Assemblymember Nell Soto	Constituent Services	1
Olive Branch Counseling Center	Anger Management	15
Olive Branch Counseling Center	Parenting Classes	6
Olive Branch Counseling Center	Relationship Counseling	4
Omnitrans	Access Service	9
Omnitrans	OmniLink Service	1
Omnitrans	Omnitrans	6
Ontario/Montclair YMCA	Matrix	1
Ontario-Montclair School District	Public Education	1
OPARC	Diversified Industries	1
Operation Breakthrough	Adult Intensive Outpatient	1
Operation Homefront, Inc.	Social Services for Military Families	1
Operation Provider	Basic Need Assistance	4
Operation Provider	Electric and Gas Assistance Fund (EAF & GAF)	2
Option House, Inc.	Community Education	1
Option House, Inc.	Domestic Violence Shelter Services	11
Our Lady of Hope	Food Pantry	91
Our Lady of Hope	Government Commodities Food Program	87
Our Lady of Hope	Hot Meal Ministry	2
Our Lady of Hope	Thanksgiving Baskets	1
Our Lady of the Desert	Food Pantry	97
Our Lady of the Desert	Thanksgiving Baskets	2
Overeaters Anonymous	Support Group	1
OWL Older Womens League	Benefits Quicklink	1
Pacific Clinics	Child & Family Services	1
Pacific Lifeline	Transitional Shelter	1
PAL Humane Society	Humane Society	1
Para Los Niños	Para Los Niños Family Resource Center	37

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

Para Los Niños	Parenting Classes	3
Partnership for Prescription Assistance	Prescription Assistance	4
Planned Parenthood of Orange and San Bernardino Counties	Contraceptive Clinics	5
Planned Parenthood of Orange and San Bernardino Counties	HIV/AIDS Testing and Counseling	1
Planned Parenthood of Orange and San Bernardino Counties	Pregnancy Testing, Counseling, and Referral	1
Planned Parenthood of Orange and San Bernardino Counties	Prenatal Services	1
Pomona Valley Hospital Medical Center	Central Avenue Urgent Care Center	1
Pomona Valley Workshop	Anthesis Autism Services	1
Pregnancy Resource Center	Pregnancy Resources	4
Prison to Peace Outreach	Basic Needs	1
Prison to Peace Outreach	Individual Counseling	1
Prison to Peace Outreach	Job Search Assistance	3
Project Cuidar-SB	Child Enrichment Groups & Parenting Classes	3
Project Sister Family Services	Crisis Intervention	1
Project Sister Family Services	Support groups	1
Protection and Advocacy	Disability Rights	3
Provisional Accelerated Learning (PAL) Center	Comprehensive Child Care	2
Putting Kids First	Co-Parenting Course	2
Rancho Cucamonga & Fontana Family YMCA	Preschool	2
Rancho Cucamonga Family Resource Center	Clothes Closet	1
Rancho Cucamonga Family Resource Center	Emergency Food	5
Rancho Cucamonga Family Resource Center	Good Healing/Good Grief	1
Rancho Cucamonga Family Resource Center	Thanksgiving Baskets	14
REACH-St. Catherine of Siena	Food Assistance	25
Redlands Community Hospital	Family Clinic	2
Redlands Community Senior Center	County Nutrition Site	1
Redlands Day Nursery	Child Care	2
Redlands Police Department Recreation Bureau	Redlands Police Department	1
Redlands Unified School District	High School Diploma and G.E.D.	1
Rialto Senior Center	Nutrition Services	1
Rialto Senior Center	Senior Center	3
Rialto Unified School District	California School Age Families Education	1
Rialto Unified School District	Public Education	1
Rim Family Services, Inc.	Court Ordered Program	1
Rolling Start, Inc.	Assistive Technology	1
Rolling Start, Inc.	Housing	1
Rolling Start, Inc.	Information and Referral	1
Rolling Start, Inc.	Support Groups / Workshop	3
Rose of Sharon Life Center	The Life Center	24
Running Springs Assembly of God	Food for Life	2
Rx Help For Californians	Prescription Assistance	7
Salvation Army - Ontario	Christmas Baskets	26
Salvation Army - Ontario	Christmas Toys	4
Salvation Army - Ontario	Emergency Food Box	23
Salvation Army - Ontario	Emergency Rental/Mortgage Assistance	27
Salvation Army - Ontario	ESL Class	1
Salvation Army - Ontario	Motel Vouchers	23
Salvation Army - Ontario	Thanksgiving Dinner	5
Salvation Army - Redlands	Electric and Gas Assistance Fund (EAF & GAF)	21
Salvation Army - San Bernardino	Disaster Recovery Services	1
Salvation Army - San Bernardino	Food Program	98
Salvation Army - San Bernardino	Shelter Program	53
Salvation Army - San Bernardino	Thanksgiving Dinner	3
Salvation Army Service Extension	Disaster Recovery Services	3
Salvation Army-Victor Valley	Christmas Baskets	11
Salvation Army-Victor Valley	Clothing for Interviews	9
Salvation Army-Victor Valley	Food Assistance	96
Salvation Army-Victor Valley	Motel Vouchers	16
Salvation Army-Victor Valley	Thanksgiving Dinner	2
Salvation Army-Victor Valley	Utility Assistance	147
Samaritan Counseling Center	Behavior Education and Management Services	1
Samaritan Counseling Center	Counseling	15
San Antonio Community Hospital	Flu Shots	2
San Antonio Community Hospital	Hospital Services	1
San Bernardino City Unified School District	Public Education	3
San Bernardino County Animal Care & Control	Animal Services	1
San Bernardino County Auditor-Controller/Recorder	County Assessor	2
San Bernardino County Auditor-Controller/Recorder	Recorder/Clerk	3
San Bernardino County Childrens Network	Child Abuse Planning Prevention Committee	1

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

San Bernardino County Department of Aging and Adult Services	Adult Protective Services	11
San Bernardino County Department of Aging and Adult Services	In Home Supportive Services	20
San Bernardino County Department of Aging and Adult Services	Linkages Program	4
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	7
San Bernardino County Department of Aging and Adult Services	Senior Information and Assistance Program	2
San Bernardino County Department of Aging and Adult Services	Senior Nutrition Services	2
San Bernardino County Department of Aging and Adult Services	Senior Training and Employment Program	1
San Bernardino County Department of Behavioral Health	AB2034 Homeless Program	3
San Bernardino County Department of Behavioral Health	Agewise Program	1
San Bernardino County Department of Behavioral Health	Alcohol and Drug Services	27
San Bernardino County Department of Behavioral Health	Behavioral Health Resource Center Central Triage Services (After Hours Walk-In)	4
San Bernardino County Department of Behavioral Health	Centralized Children's Intensive Case Management Services	2
San Bernardino County Department of Behavioral Health	Children's Crisis Response Team	21
San Bernardino County Department of Behavioral Health	Clubhouse	1
San Bernardino County Department of Behavioral Health	Homeless Program	1
San Bernardino County Department of Behavioral Health	Housing Program	2
San Bernardino County Department of Behavioral Health	Juvenile Evaluation and Treatment Services	1
San Bernardino County Department of Behavioral Health	Outpatient Services	27
San Bernardino County Department of Behavioral Health	The Access Unit	10
San Bernardino County Department of Behavioral Health	Transitional Age Youth One Stop Center	3
San Bernardino County Department of Child Support Services	Child Support Services	3
San Bernardino County Department of Childrens Services	Adoption Assistance Program	1
San Bernardino County Department of Childrens Services	Child Protective Hotline	4
San Bernardino County Department of Childrens Services	Foster Care	1
San Bernardino County Department of Community Development and Housing	Senior Home Repair Program	3
San Bernardino County Department of Probation	Probation	2
San Bernardino County Department of Public Health	AIDS Program	5
San Bernardino County Department of Public Health	DBH-CalWorks	6
San Bernardino County Department of Public Health	Health Promotion and Education	1
San Bernardino County Department of Public Health	Hotline for Food-Nutrition Program	16
San Bernardino County Department of Public Health	Immunizations	13
San Bernardino County Department of Public Health	Maternal Health Program	3
San Bernardino County Department of Public Health	Prenatal Clinic	2
San Bernardino County Department of Public Health	Reproductive Health	5
San Bernardino County Department of Public Health	Smile in Style	1
San Bernardino County Department of Public Health	Traffic S.A.F.E. Program	9
San Bernardino County Department of Public Health	Tuberculosis Control Program	2
San Bernardino County Department of Public Health	Women Infants and Children (WIC)	42
San Bernardino County Department of Veterans Affairs	Health Care	1
San Bernardino County Department of Veterans Affairs	Veterans' Homes	1
San Bernardino County District Attorney	General Information	2
San Bernardino County District Attorney	Victim Services Unit	5
San Bernardino County Fire Department	Fire and Rescue	1
San Bernardino County Land Use Services Department	Code Enforcement Division	3
San Bernardino County Preschool Services Department	Head Start	7
San Bernardino County Preschool Services Department	Support Services	3
San Bernardino County Public Authority	In-Home Supportive Services Registry	3
San Bernardino County Public Defender	Public Defender	1
San Bernardino County Registrar of Voters	Voting Information	15
San Bernardino County Sheriffs Department	Detention Facilities	10
San Bernardino County Sheriffs Department	Juvenile Intervention Program JIP	1
San Bernardino County Sheriffs Department	Law Enforcement	14
San Bernardino County Sheriffs Department	Victim Information and Notification Everyday	1
San Bernardino County Superintendent of Schools	Child Care Referral Services	15
San Bernardino County Superintendent of Schools	KidsNCare Child Care Food Program	1
San Bernardino County Superintendent of Schools	KidsNCare Child Care Subsidized Payment Program	10
San Bernardino County Superintendent of Schools	KidsNCare Resource and Referral Training Unit	2
San Bernardino County Transitional Assistance Department	C4Yourself	6
San Bernardino County Transitional Assistance Department	CalWORKs Program	86
San Bernardino County Transitional Assistance Department	Cash Aid Program for Immigrants	8
San Bernardino County Transitional Assistance Department	Child Care Programs	3
San Bernardino County Transitional Assistance Department	Disaster Food Stamp Program	38
San Bernardino County Transitional Assistance Department	Food Stamp Program	62
San Bernardino County Transitional Assistance Department	Medi-Cal Program	74
San Bernardino County Transitional Assistance Department	The General Relief Program	3
San Bernardino Police Department	Police Department	5

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

San Bernardino Sexual Assault Services, Inc	Sexual Assault Program	6
Senior Companion Program	Senior Companion Program	1
Set Free Christian Fellowship	Food Assistance	1
Set Free Christian Fellowship	Food Ministry	3
Set Free Christian Fellowship	Thanksgiving Baskets	2
Set Free Christian Fellowship	Thanksgiving Meal	1
Social Action Community Health System	Behavioral, Therapeutic and Dental Health Care	8
Social Action Community Health System	Good to Grow: Total Toddler Check-up	1
Social Action Community Health System	Primary Health Care	7
Social Security Administration	Social Security	13
Southern California Edison	California Alternate Rates for Energy	1
Southern California Edison	Community Energy Partnership-Home Energy Efficiency Tune-Ups	1
Southern California Edison	Energy Management Assistance Program	1
Southern California Gas Company	CARE	1
Southwest Family Counseling	Counseling Services	1
Southwest Gas Company	Deferred Payment Program	1
Southwest Gas Company	Low-Income Energy Efficiency Weatherization Program	1
St. Bernardine Medical Center	Health Education Classes	2
St. Bernardine Medical Center	Hospital Services	3
St. John of God Health Care Services	Assistance Services	134
St. John of God Health Care Services	Community Recovery Center	3
St. John of God Health Care Services	Detox Center	9
St. John of God Health Care Services	Electric Assistance Fund (EAF)	122
St. John of God Health Care Services	Food Assistance	101
St. John of God Health Care Services	Residential Rehabilitation for Parents with Young Children	1
St. John of God Health Care Services	Residential Substance Abuse Treatment	9
St. John of God Health Care Services	Sober Living Homes	6
St. John's Community Success Center	Standing Community Services	9
START Pediatric Neurodevelopmental Assessment and Treatment Center	START Center	2
Superior Court of California, County of San Bernardino	Civil Court/ Unlawful Detainer	5
Superior Court of California, County of San Bernardino	Criminal Court	2
Superior Court of California, County of San Bernardino	Family Court	12
Superior Court of California, County of San Bernardino	Juvenile Court	2
Superior Court of California, County of San Bernardino	Juvenile Traffic and Minor Offenses	1
Superior Court of California, County of San Bernardino	Small Claims Court	2
Superior Court of California, County of San Bernardino	Traffic Court	3
Team of Advocates for Special Kids	Parent Training and Information Center	1
Teen Challenge of Southern California	Residential Substance Abuse Program	2
Teen Line	Teen Line	2
Telecare High Desert Crisis Walk-In Center	Crisis Walk-In Center	3
Telecare High Desert Crisis Walk-In Center	Project Life	4
The 29 Palms Community Food Pantry & Outreach Ministries, Inc	Community Food Pantry	7
The Agape House	New Life Program	15
The Community Counseling Center	General Counseling	1
The David & Margaret Youth and Family Services	Community Based Education	1
The Sober Living Network	Internet Information and Referral Service	4
The Unforgettables Foundation	Burial Assistance	5
The Way Station	Food Assistance	5
Time For Change Foundation	Drug and Alcohol Outpatient Services	2
Time For Change Foundation	Sweet Dreams House	25
Time For Change Foundation	Workshops	2
Touched Ones United Creating Hope, Inc.	Backpack Ministries	2
Training With Pay	Feed the Children of the Desert	2
Travelers Aid of the Inland Empire	Emergency Transportation and Referral Service	10
Travelers Aid of the Inland Empire	Information and Referral at Ontario International Airport	2
Tri-City Mental Health Center	Adult Outpatient Services	2
Tri-County Dental Society	Dental Care Information and Referral	3
Tri-County Dental Society	Free Dental Work for Children	12
Twentynine Palms Senior Center	Nutrition and Transportation	1
U.S. Citizenship and Immigration Services	Citizenship and Immigration Services	2
U.S. Department of Housing and Urban Development	Hope for Homeowners	5
U.S. Department of Housing and Urban Development	HUD	5
United States Consulate General	US Consulate	1
Upland Animal Shelter	Helping Out Pets Everyday	1
Upland Unified School District	Public Education	2
Valley Fellowship- Seventh Day Adventist Church	Community Services	16
Valley Star Children and Family Services	Mental Health Services	2

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

Victims of Crime Resource Center	Resource Center	6
Victor Valley Community Dental Service	Dental Service Program	17
Victor Valley Community Hospital	Hospital Services	2
Victor Valley Domestic Violence	Domestic Violence Shelter	4
Victor Valley Domestic Violence	Referral Services for a "A Better Way"	2
Victor Valley Rescue Mission	Food Services & Clothing	83
Victor Valley Rescue Mission	Recovery Program	1
Victor Valley Transit Authority	Direct Access/Dial-A-Ride	7
Victor Valley Transit Authority	Victor Valley Transit Authority	2
Victorville Senior Citizens Club	Senior Center	1
Villa de Ninos	Preschool	1
Vista Guidance Centers	Adolescent Anger Management	3
Vista Guidance Centers	Adult Anger Management Services	10
Vista Guidance Centers	Adult Outpatient Substance Abuse Treatment	2
Vista Guidance Centers	DEJ Program (PC1000)	2
Vista Guidance Centers	Domestic Violence (Batterers Treatment Program)	3
Vista Guidance Centers	Mental Health Homeless Services	2
Vista Guidance Centers	Mental Health Services	12
Vista Guidance Centers	Parenting Classes	13
Vocational Improvement Program, Inc.	Direct Placement	2
Vocational Improvement Program, Inc.	Supported Employment Program	2
Volunteer Center of Riverside County	2-1-1 Riverside County	96
Volunteer Income Tax Assistance (VITA)	VITA	1
Volunteers of America	Family Resource Center	6
We Tip	Crime Hotline	6
West End Family Counseling	Mental Health and Counseling Services	10
West Inland Empire Cocaine Anonymous	Cocaine Anonymous	1
Westside Community Service Center	Employment Assistance	3
Westside Community Service Center	Food Distributions	60
Westside Community Service Center	Rent Payment Assistance	106
Westside Community Service Center	Senior Nutrition	2
YMCA of Pomona Valley	School Age Care	1
Young Visionaries Youth Leadership Academy	Thanksgiving Meal	1
Young Visionaries Youth Leadership Academy	Youth Advocacy Training Program	1
Yucaipa Christian Church	Manna Food Cupboard	5
Yucaipa Valley Welfare, Inc	Food Program	4
Yucaipa-Calimesa Joint Unified School District	California School Age Families Education	1