

October 2009
2-1-1 San Bernardino County Statistical Update

2-1-1 San Bernardino County Monthly Report - October 2009



United Ways serving
San Bernardino County



2-1-1 News Items

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Please help pass the Calling For 2-1-1 Act !!

Federal funding for 2-1-1 is close - 54 Senate and 154 House co-sponsors now. Please lend your voice. Call the Congressional Switchboard at 202-224-3121 and help make 2-1-1 sustainable.

2-1-1 Advisory Committee Meeting

The next meeting of the 2-1-1 Advisory Committee will be held at 9:00am at the 2-1-1 Call Center in Rancho Cucamonga on Monday, the 30th of November, 2009.

For the month of October, which is typical of calls to 2-1-1, there are many requests for which we have no good referrals. Some are versions of cash aid such as help making a car payment, 50 calls were requesting shelter or motel vouchers, mostly for single men, some with prison records. 20 calls were requests for help paying a water bill. Almost 300 callers were people looking for help paying their utility bill or for rent payment assistance when the agencies providing these services had indicated a lack of such funds. One caller wanted a low or no-cost tattoo removal service!

The percentage of Latino/Hispanic callers is up for October, driven in part by Spanish speaking radio stations telling callers to dial 2-1-1 for H1N1 information. Television stations also reported that 2-1-1 has the latest information on where to get vaccinated or get flu information. All total, 2-1-1 gave out 387 referrals in October for either H1N1 specific information, or for general flu or immunizations.

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

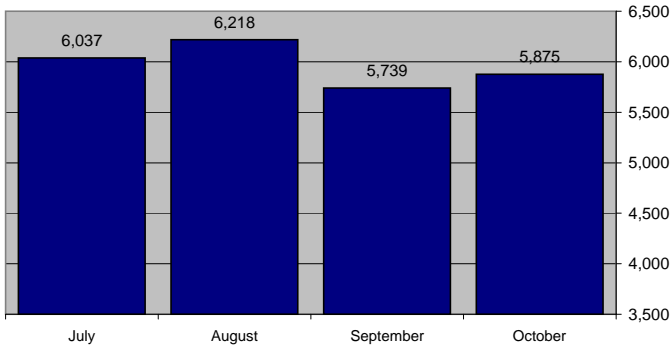
Gary Madden, Director
2-1-1 San Bernardino County



2-1-1 San Bernardino County

October 2009 Data Analysis

Total number of documented calls

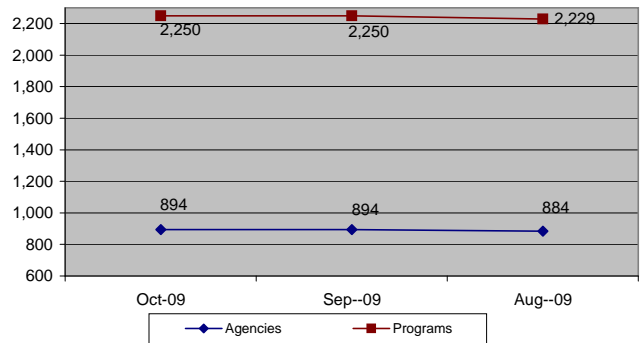


Total number of documented calls**

October	5,875
September	5,739
August	6,218
July	6,037

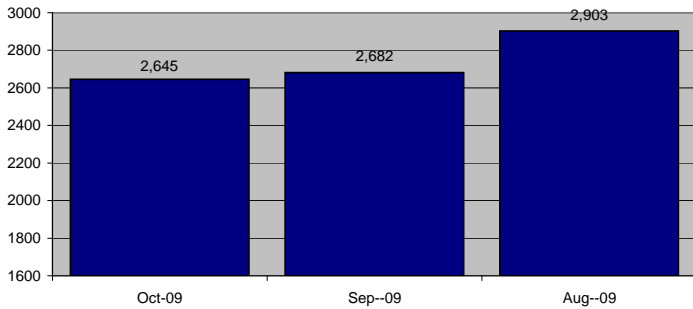
** Does not include hangups, wrong numbers, internal, etc.

2-1-1 database totals

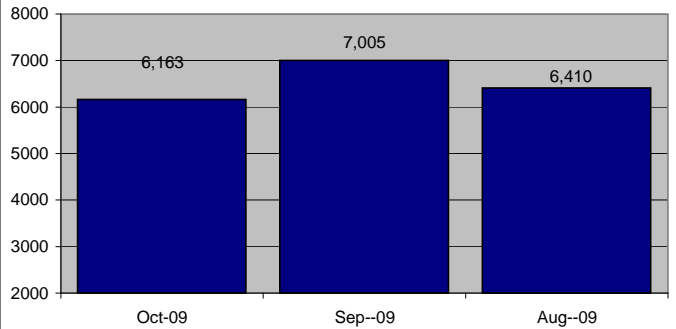


Agencies	Database totals	Programs
894	Oct-09	2,250
894	Sep-09	2,250
884	Aug-09	2,229

Total # of callers with children in the households



Total number of children involved



Call totals per # of children in household:

	Oct-09	Sep-09	Aug-09
0 or unknown	3,230	3,045	3,315
1	778	818	805
2	903	852	945
3	533	549	644
4	273	288	313
5	95	115	111
6	36	38	51
7	20	18	17
8	6	3	11
9	1	1	2
More than 9	0	0	4
Total	2,645	2,682	2,903

Total Number of Children

Oct-09	6163
Sep-09	7005
Aug-09	6410
Percentage of callers w/children	45%

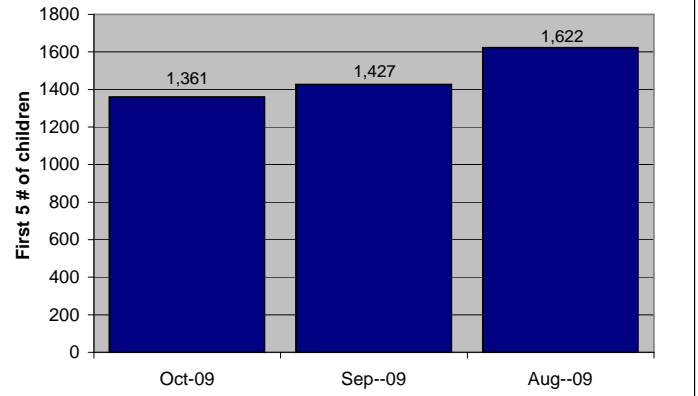
First 5 Calls

Total # First 5 Children represented	2186
Total number of calls this month	5875
Total # of First 5 Calls	1361
Percentage of F5 calls	23%

Call totals per # of children under 6:

	Oct-09	Sep-09	Aug-09
0 or unknown	4514	4300	4637
1	757	796	932
2	449	461	481
3	107	132	161
4	35	28	36
5	8	8	11
6	5	2	1
7	0	0	0
8	0	0	0
9	0	0	0
More than 9	0	0	0
Total F5 Calls	1361	1427	1622

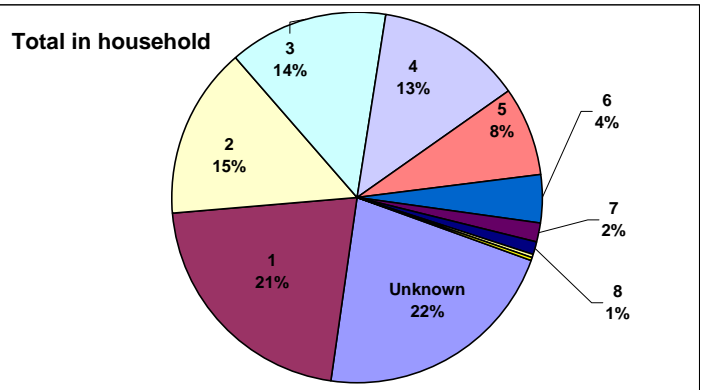
Total number of children under 6



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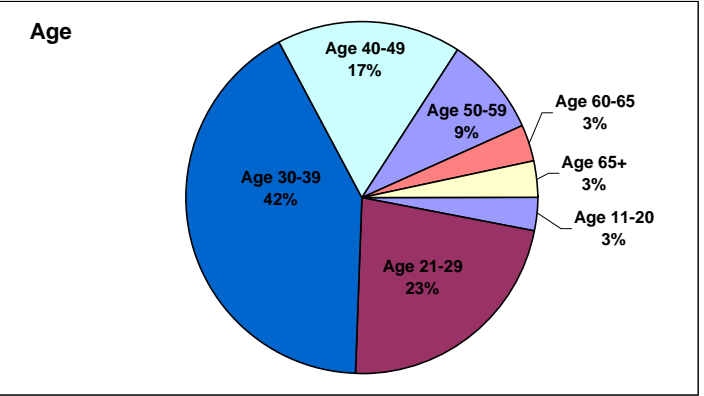
Total # in household:			
	Oct-09	Sep-09	Aug-09
Unknown	1277	1129	1203
1	1259	1347	1373
2	882	840	974
3	804	813	874
4	748	677	811
5	469	472	502
6	244	263	267
7	98	104	106
8	62	49	47
9	12	18	32
9+	20	15	29
Total	4598	4598	5015

NA
27%
19%
17%
16%
10%
5%
2%
1%
0%
0%

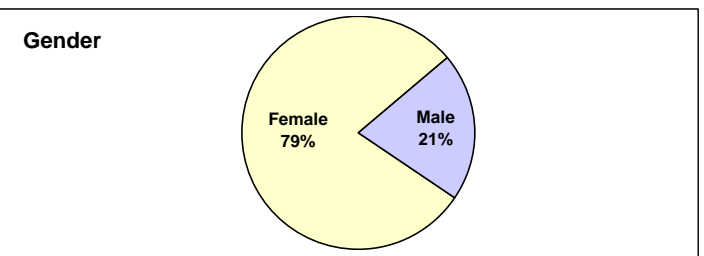


Total people represented in this month's calls	13,706
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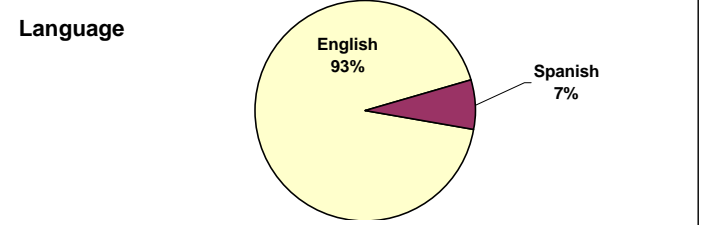
Age:			
	Oct-09	Sep-09	Aug-09
Age 0-3	3	9	8
Age 4-5	16	3	7
Age 6-10	126	14	10
Age 11-20	126	141	143
Age 21-29	936	904	938
Age 30-39	1731	1781	1879
Age 40-49	700	820	910
Age 50-59	378	365	376
Age 60-65	142	109	132
Age 65+	138	113	126
Total	4296	4259	4529



Gender			
	Oct-09	Sep-09	Aug-09
Female	4633	4599	4987
Male	1204	1113	1219
Unknown	30	21	8
Other	8	5	3
Transgender	0	1	0
Total	5875	5739	6217

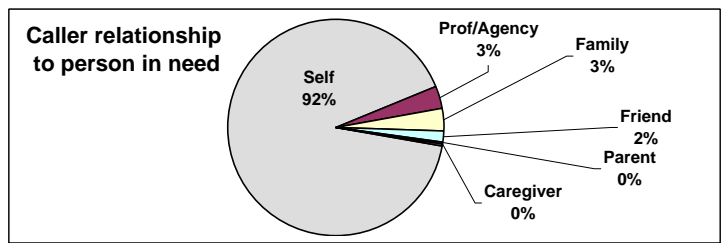


Language			
	Oct-09	Sep-09	Aug-09
English	5447	5341	5750
Spanish	426	382	466
Acholi	1	2	1
Vietnamese	1	0	0
Filipino	0	0	1
Albanian	0	1	0
Farsi	0	1	0

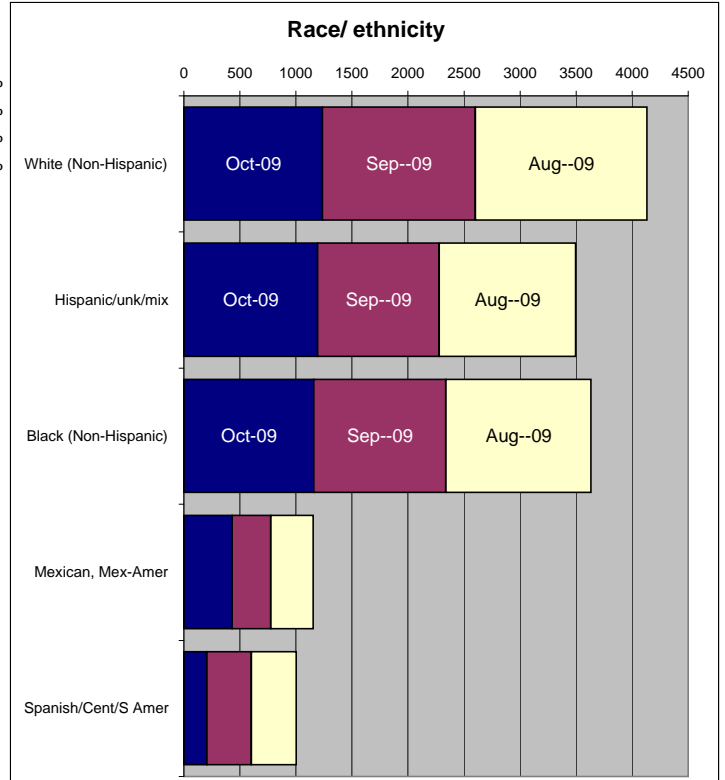


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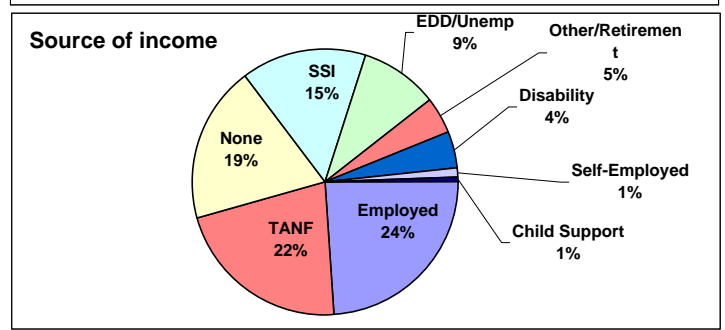
Caller relationship to person in need:			
	Oct-09	Sep-09	Aug-09
Self	5357	5265	5751
Prof/Agency	187	172	155
Family	197	136	176
Friend	98	105	101
Parent	27	32	27
Caregiver	9	17	8



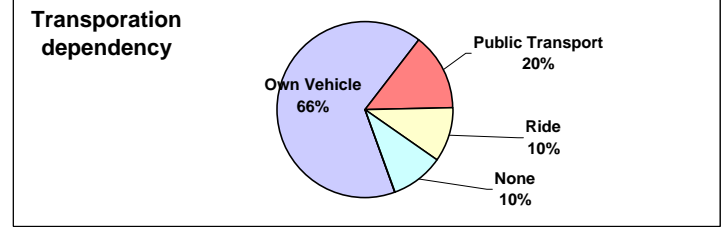
Race/ ethnicity				
	Oct-09	Sep-09	Aug-09	
White (Non-Hispanic)	1236	1366	1532	28%
Hispanic/unk/mix	1194	1084	1221	27%
Black (Non-Hispanic)	1158	1181	1296	27%
Mexican, Mex-Amer	432	346	379	10%
Spanish/Cent/S Amer	205	398	403	5%
Declined to answer	53	37	42	1%
Asia/unk/mix	18	18	20	
Asian-Indian	17	11	11	
Multi-race	12	4	2	
Other	11	12	18	
Chinese	7	4	4	
Filipino	6	3	4	
Samoan	4	0	1	
Puerto Rican	2	0	0	
Pacific Islander/unk/mix	2	1	5	
Native American	2	2	2	
Vietnamese	1	1	1	
Japanese	1	1	1	
Cambodian	1	0	0	
Laotian	0	2	1	
Korean	0	1	0	
Hawaiian	0	0	0	
Cuban	0	0	0	
Unknown	1513	1267	1275	
Total Known	4362	4472	4943	



Source of income:			
	Oct-09	Sep-09	Aug-09
Employed	942	816	884
TANF	863	1007	1207
None	749	664	751
SSI	603	548	593
EDD/Unemp	375	422	407
Other/Retirement	180	165	150
Disability	175	190	226
Self-Employed	39	53	49
Child Support	26	40	29

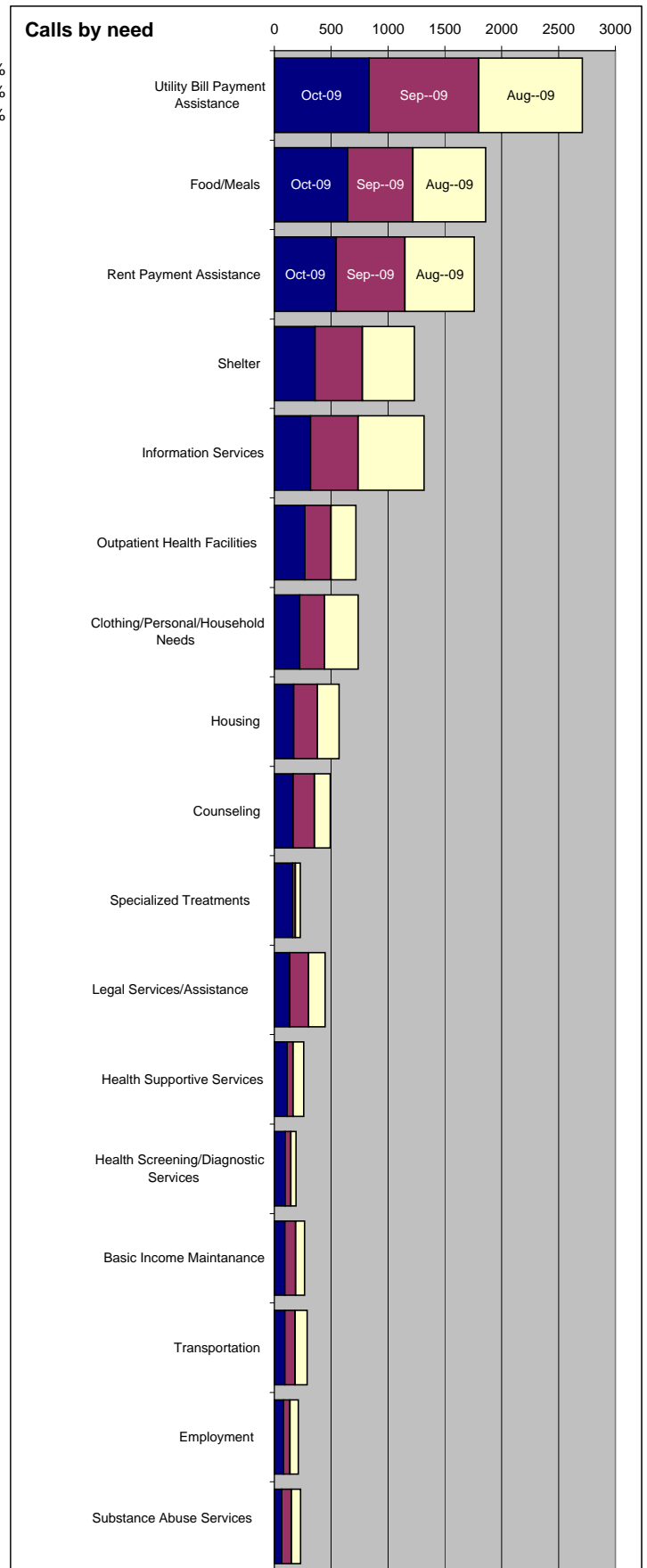


Transportation dependency:			
	Oct-09	Sep-09	Aug-09
Own Vehicle	2480	2349	2442
Public Transportation	531	621	780
Ride	375	345	417
None	362	329	308
Transportation Voucher	2	2	6
Taxi	1	1	3



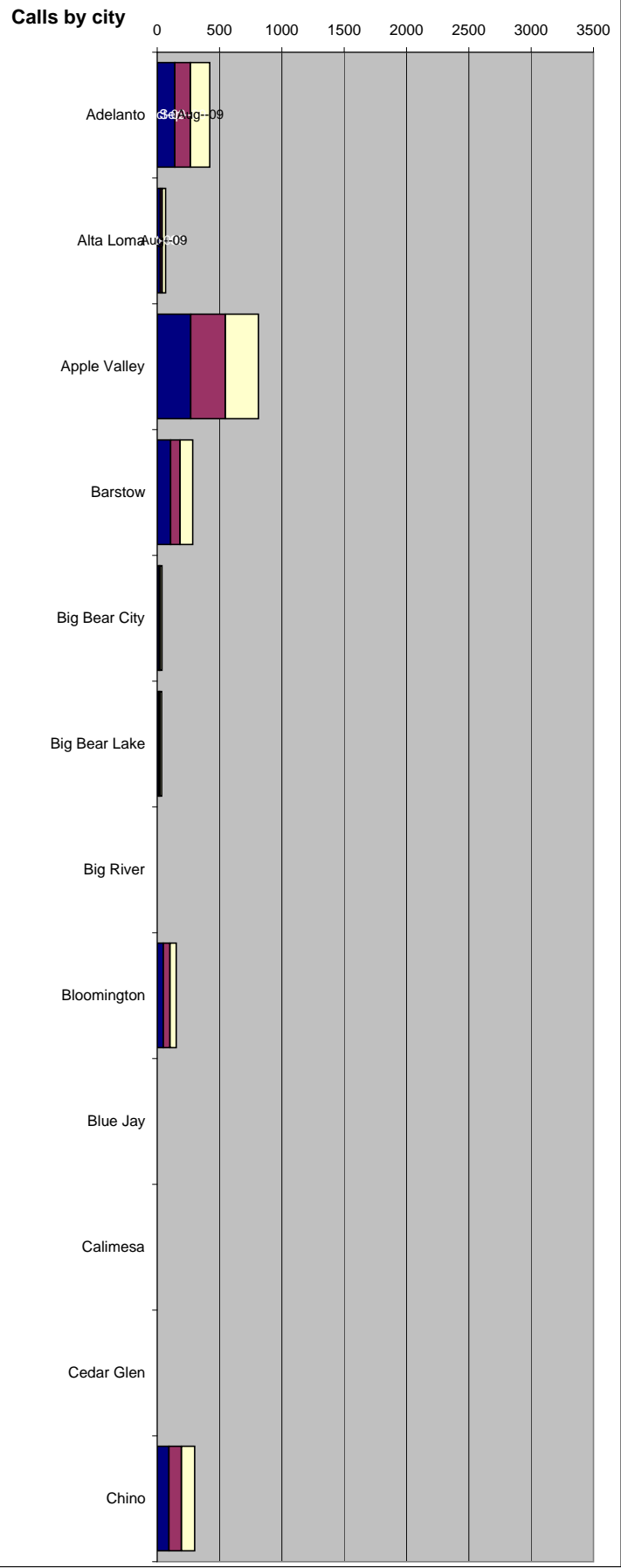
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Calls by need:			
Need	Oct-09	Sep-09	Aug-09
Utility Bill Payment Assistance	832	966	914
Food/Meals	644	575	643
Rent Payment Assistance	544	606	611
Shelter	358	417	459
Information Services	319	418	582
Outpatient Health Facilities	269	229	222
Clothing/Personal/Household Needs	222	219	298
Housing	171	208	194
Counseling	166	187	140
Specialized Treatments	160	25	46
Legal Services/Assistance	136	164	148
Health Supportive Services	112	54	95
Health Screening/Diagnostic Services	95	50	49
Basic Income Maintanance	93	94	82
Transportation	93	91	108
Employment	80	59	74
Substance Abuse Services	64	87	83
Public Safety/Emergency Services	63	24	20
Nutrition Public Assistance Programs	62	78	74
Motel Vouchers	59	91	130
Disaster (Incident)	56	2	1
Consumer Assistance/Protection	55	53	62
Public Health Information	51	3	5
Community Groups/Services	48	37	43
Family Based Srvc/Mentoring	40	17	12
Day Care	39	31	33
Courts/Probation System	35	48	51
Environmental Protection/Improvement	32	12	6
Household Related Public Asst	31	33	22
Law Enforcement	30	44	37
Mental Health Care Facilities	30	32	0
Medical Public Assistance Programs	29	38	38
Outpatient Mental Health Care	26	26	34
Parenting Education	22	19	17
Emergency Medical Care	20	16	13
Disability Issues/Services	19	15	9
Support Groups	19	10	23
Org. Development and Mgmt Services	18	17	17
Death Certification/Burial Arrangements	18	13	15
Donations	18	9	12
Social Develop. and Enrichment	15	11	19
Special Education	14	20	7
Mortgage Payment Assistance	14	12	15
Crime Reporting/Prevention	13	16	17
Social Insurance Programs	13	8	13
Immigration/Citizenship	12	18	12
Volunteer Opportunities	11	28	34
Formal Education	11	9	14
Psychiatric/Mental Health Support	11	7	8
Early Education	10	11	32
Consumer Regulations	10	6	4
Animal Services	8	22	15
Inpatient Health Facilities	8	11	9
Mortgage Foreclosure Information	7	7	20
Protective Services	6	5	9
Tutoring/Homework Assistance	4	5	5
Adoption/Foster Care	4	4	2
Parks & Recreation Services	2	4	10
Safety Equipment	2	2	5
Public Works	2	0	0
Rehabilitation/Habilitative Services	1	3	0
Bad Weather Shelters	1	1	1
Crime Victim Support	1	0	0
Labor Standards/Practices	1	0	0
Credit Counseling	0	4	3
Disaster Services	0	3	3



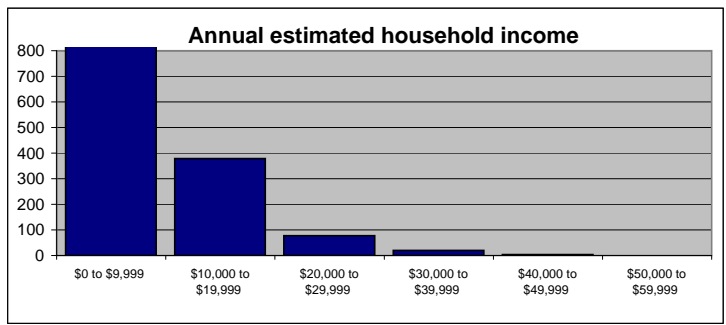
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Calls per city/town			
City	Oct-09	Sep-09	Aug-09
Adelanto	142	124	158
Alta Loma	24	17	29
Apple Valley	268	279	267
Barstow	108	75	103
Big Bear City	15	10	16
Big Bear Lake	13	9	16
Big River	0	1	1
Bloomington	49	55	51
Blue Jay	1	0	0
Calimesa	0	1	1
Cedar Glen	0	0	0
Chino	95	99	109
Chino Hills	44	29	25
Colton	141	142	131
Crestline	26	16	22
Daggett	0	1	1
Devore	1	1	2
Etiwanda	1	1	0
Fontana	449	430	450
Forest Falls	1	2	3
Grand Terrace	10	14	14
Helendale	5	1	6
Hesperia	270	246	235
Highland	81	82	102
Hinkley	1	0	0
Joshua Tree	14	9	21
La Verne	0	0	0
Lake Arrowhead	7	5	10
Loma Linda	36	41	43
Lucerne Valley	14	17	26
Lytle Creek	2	1	2
Mentone	15	21	15
Montclair	64	65	78
Morongo	0	4	0
Needles	6	3	1
Newberry Springs	0	2	2
Ontario	484	457	541
Oro Grande	1	5	5
Outside County	184	233	144
Outside Of California	5	3	3
Phelan	23	25	22
Pinon Hills	4	6	5
Rancho Cucamonga	214	236	267
Redlands	111	138	156
Rialto	222	255	262
Rimforest	2	0	0
Running Springs	10	22	6
San Bernardino (City)	1054	1077	1097
Skyforest	1	2	2
Trona	0	0	0
Twenty-Nine Palms	40	51	28
Unknown/Not Applicable	9	2	11
Upland	154	160	188
Victorville	663	636	666
Wrightwood	8	7	3
Yermo	0	1	0
Yucaipa	66	96	79
Yucca Valley	53	38	34

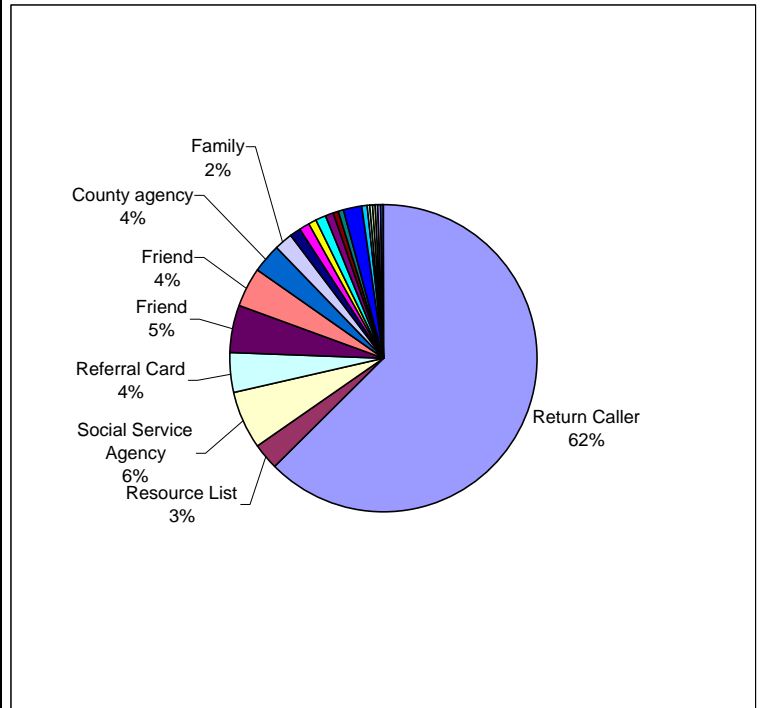


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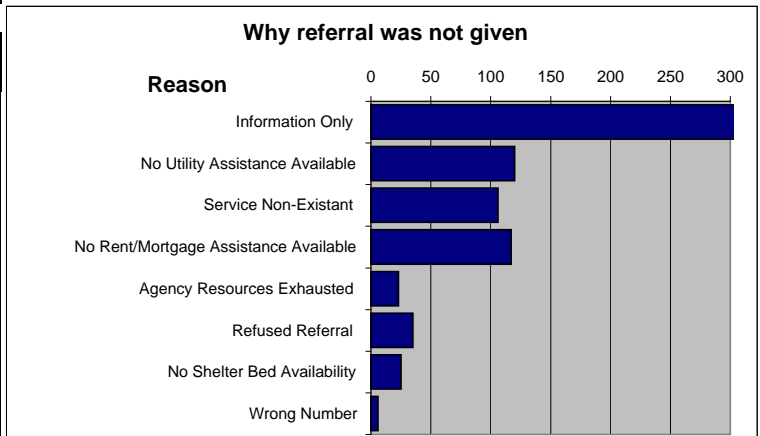
Annual estimated household income			
	Oct-09	Sep-09	Aug-09
Declined to state/Unknown	4157	4485	4850
\$0 to \$9,999	1236	793	1002
\$10,000 to \$19,999	379	312	483
\$20,000 to \$29,999	77	112	89
\$30,000 to \$39,999	20	18	22
\$40,000 to \$49,999	4	6	9
\$50,000 to \$59,999	0	1	3
\$60,000 to \$69,999	0	0	1
\$70,000 to \$79,999	1	0	0
\$80,000 +	1	0	0



How caller learned about 2-1-1			
	Oct-09	Sep-09	Aug-09
Return Caller	3663	3349	3727
Resource List	168	447	467
Social Service Agency	369	421	478
Referral Card	235	320	290
Friend	295	236	279
Word of Mouth	239	218	228
County Agency	179	197	189
Family	115	70	99
School	67	65	55
Brochure	77	63	61
Utility Company	46	54	51
Church	62	52	36
Other I&R or 2-1-1	49	36	53
Internet	36	32	40
Phone Book	31	32	0
Television	114	24	24
Other	30	21	32
Newspaper	17	16	11
Law Enforcement	15	15	21
Radio	9	15	10
Doctor's Office/Clinic	16	14	11
Government Non-County	14	9	7
Human Resources	3	7	1
411	2	4	6
Hospital	15	4	5
Billboards	6	4	1
Chronic Caller/Abusive Caller	2	2	1
It's Your Call (KCVR)	0	0	2
President Obama's Stimulus Plan	0	0	0



Why referral not given			
Reason	Oct-09	Sep-09	Aug-09
Information Only	318	278	232
No Utility Assistance Available	120	153	107
Service Non-Existant	106	96	94
No Rent/Mortgage Assistance Available	117	86	154
Agency Resources Exhausted	23	77	56
Refused Referral	35	42	44
No Shelter Bed Availability	25	27	52
Wrong Number	6	18	33
Hang up - Disconnected	81	13	20



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

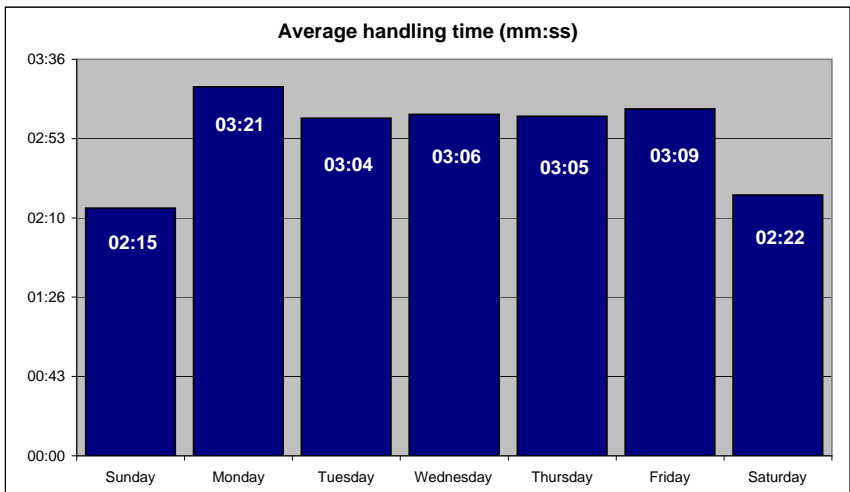
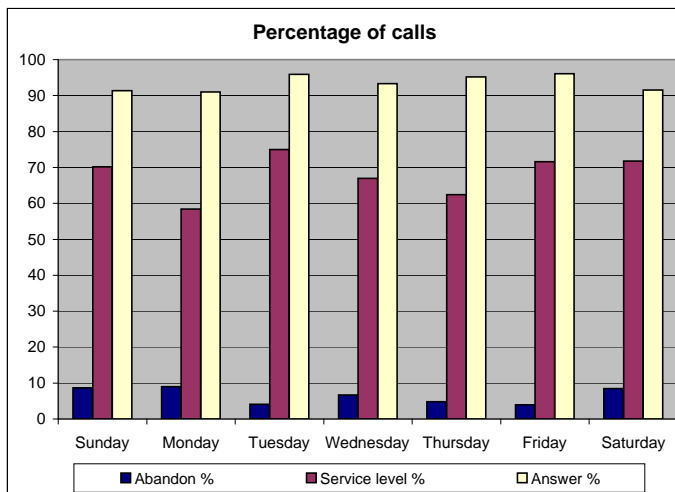
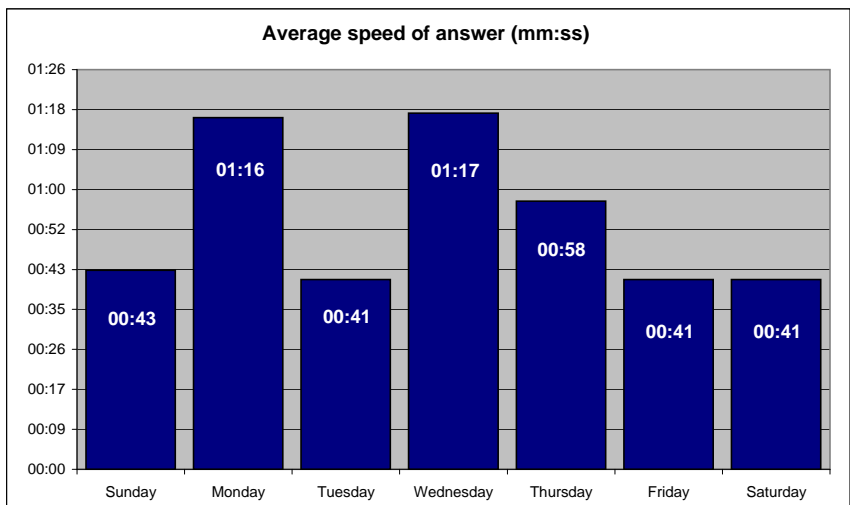
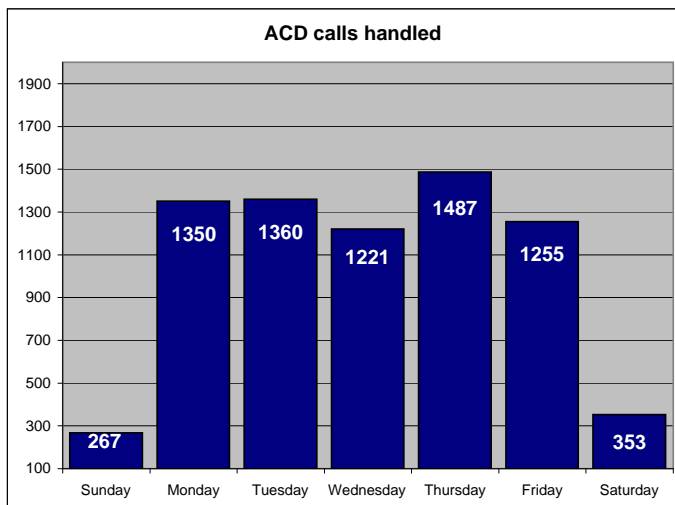
Date range: 10/1/2009 - 10/31/2009 12:00 AM - 12:00 AM

Created on: 11/16/2009

Created by: gmadden

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls queued	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
Sunday	292	267	13	25	0	3	0	263	4	0	0	0:00:43	0:02:51	0:00:00	10:04:11	0:02:15	8.6	70.2	91.4
Monday	1483	1350	24	133	0	7	0	1344	6	0	0	0:01:16	0:03:14	0:00:00	75:35:14	0:03:21	9.0	58.4	91.0
Tuesday	1418	1360	36	58	0	17	0	1352	8	0	0	0:00:41	0:03:42	0:00:00	69:48:32	0:03:04	4.1	75.0	95.9
Wednesday	1309	1221	45	88	0	10	0	1216	5	0	0	0:01:17	0:03:41	0:00:00	63:21:31	0:03:06	6.7	67.0	93.3
Thursday	1562	1487	35	75	0	8	0	1459	28	0	0	0:00:58	0:02:16	0:00:00	76:46:35	0:03:05	4.8	62.4	95.2
Friday	1306	1255	55	51	0	10	0	1246	9	0	0	0:00:41	0:02:18	0:00:00	66:12:34	0:03:09	3.9	71.6	96.1
Saturday	386	353	26	33	0	1	0	350	3	0	0	0:00:41	0:03:34	0:00:00	13:56:05	0:02:22	8.5	71.8	91.5

Total	Jan-20	Jan-19	Jul-00	Dec-00	Jan-00	Feb-00	Jan-00	Nov-18	Mar-00	Jan-00	Jan-00	0:00:29	0:02:02	0:00:00	346:23:20	0:02:59	4.6	78.6	95.4
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2-1-1 Monthly Report - Needs Per City/Town

City/Town	Need	Total
7. City Calling From:	Needs	Total
Adelanto	Utilities	41
	Rent Payment Assistance	20
	Food/Meals	19
	Clothing/Personal/Household Needs	9
	Outpatient Health Facilities	8
	Housing	6
	Courts/Correctional System	4
	Information Services	4
	Family Based Services/Mentoring	3
	Specialized Treatments	3
	Employment	3
	Transportation	2
	Disaster (Incident)	2
	Counseling	2
	Shelter	2
	Legal Services/Assistance	2
	Social Insurance Programs	1
	Law Enforcement	1
	Basic Income Maintanance	1
	Medical Public Assistance Programs	1
	Household Related Public Assistance Programs	1
Health Supportive Services	1	
Special Education	1	
Public Safety/Emergency Services	1	
Environmental Protection/Improvement	1	
Crime Reporting/Prevention	1	
Emergency Medical Care	1	
Safety Equipment	1	
Adelanto Total		142
Alta Loma	Utilities	4
	Food/Meals	3
	Health Screening/Diagnostic Services	2
	Shelter	1
	Community Groups/Services	1
	Support Groups	1
	Mortgage Foreclosure Information	1
	Employment	1
	Nutrition Related Public Assistance Programs	1
	Outpatient Health Facilities	1
	Health Supportive Services	1
	Specialized Treatments	1
	Housing	1
	Consumer Assistance/Protection	1
	Transportation	1
	Information Services	1
Mental Health Care Facilities	1	
Alta Loma Total		23
Apple Valley	Utilities	61
	Food/Meals	32
	Rent Payment Assistance	22
	Shelter	15
	Legal Services/Assistance	14
	Clothing/Personal/Household Needs	12
	Outpatient Health Facilities	11
	Information Services	10
Counseling	9	

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

City/Town	Need	Total
	Special Education	1
	Emergency Medical Care	1
	Substance Abuse Services	1
	Outpatient Health Facilities	1
	Immigration/Naturalization Legal Services	1
	Courts/Correctional System	1
	Consumer Regulations	1
	Medical Public Assistance Programs	1
Barstow Total		108
Big Bear City	Utilities	3
	Food/Meals	3
	Nutrition Related Public Assistance Programs	1
	Rent Payment Assistance	1
	Outpatient Health Facilities	1
	Shelter	1
	Early Education	1
	Clothing/Personal/Household Needs	1
	Basic Income Maintenance	1
	Health Supportive Services	1
Big Bear City Total		14
Big Bear Lake	Rent Payment Assistance	3
	Shelter	2
	Food/Meals	2
	Outpatient Health Facilities	1
	Inpatient Health Facilities	1
	Substance Abuse Services	1
	Public Health Information	1
	Protective Services	1
Big Bear Lake Total		12
Bloomington	Food/Meals	10
	Legal Services/Assistance	4
	Specialized Treatments	4
	Information Services	3
	Clothing/Personal/Household Needs	3
	Employment	2
	Shelter	2
	Mental Health Care Facilities	2
	Outpatient Health Facilities	2
	Health Screening/Diagnostic Services	2
	Utilities	2
	Rent Payment Assistance	1
	Consumer Assistance/Protection	1
	Mortgage Foreclosure Information	1
	Health Supportive Services	1
	Public Health Information	1
	Community Groups/Services	1
	Immigration/Naturalization Legal Services	1
	Counseling	1
	Household Related Public Assistance Programs	1
	Basic Income Maintenance	1
	Housing	1
Bloomington Total		47
Blue Jay	Inpatient Health Facilities	1
Blue Jay Total		1
Chino	Food/Meals	11
	Rent Payment Assistance	10
	Utilities	10

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

City/Town	Need	Total
	Shelter	6
	Housing	5
	Health Supportive Services	5
	Information Services	5
	Employment	4
	Nutrition Related Public Assistance Programs	3
	Clothing/Personal/Household Needs	3
	Basic Income Maintenance	3
	Specialized Treatments	2
	Public Safety/Emergency Services	2
	Outpatient Health Facilities	2
	Transportation	2
	Consumer Assistance/Protection	2
	Family Based Services/Mentoring	2
	Emergency Medical Care	2
	Health Screening/Diagnostic Services	2
	Motel Vouchers	2
	Mental Health Care Facilities	1
	Psychiatric/Mental Health Support Services	1
	Support Groups	1
	Medical Public Assistance Programs	1
	Counseling	1
	Environmental Protection/Improvement	1
	Legal Services/Assistance	1
Chino Total		90
Chino Hills	Health Supportive Services	5
	Outpatient Health Facilities	3
	Specialized Treatments	3
	Public Safety/Emergency Services	3
	Counseling	3
	Substance Abuse Services	3
	Utilities	3
	Food/Meals	2
	Disaster (Incident)	2
	Shelter	2
	Family Based Services/Mentoring	2
	Information Services	2
	Public Health Information	2
	Basic Income Maintenance	2
	Health Screening/Diagnostic Services	1
	Emergency Medical Care	1
	Day Care	1
	Environmental Protection/Improvement	1
	Support Groups	1
	Rent Payment Assistance	1
	Consumer Assistance/Protection	1
	Housing	1
Chino Hills Total		45
Colton	Food/Meals	25
	Utilities	22
	Rent Payment Assistance	17
	Clothing/Personal/Household Needs	8
	Shelter	6
	Specialized Treatments	6
	Legal Services/Assistance	6
	Outpatient Health Facilities	5
	Health Screening/Diagnostic Services	4

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

City/Town	Need	Total
	Employment	3
	Basic Income Maintenance	3
	Mortgage Payment Assistance	3
	Nutrition Related Public Assistance Programs	3
	Information Services	3
	Social Development and Enrichment	2
	Transportation	2
	Counseling	2
	Disaster (Incident)	2
	Courts/Correctional System	2
	Public Health Information	2
	Emergency Medical Care	2
	Family Based Services/Mentoring	1
	Support Groups	1
	Law Enforcement	1
	Motel Vouchers	1
	Medical Public Assistance Programs	1
	Donations	1
	Crime Reporting/Prevention	1
	Health Supportive Services	1
	Substance Abuse Services	1
	Housing	1
	Disability Issues/Services	1
	Public Safety/Emergency Services	1
	Household Related Public Assistance Programs	1
	Consumer Assistance/Protection	1
Colton Total		142
Crestline	Utilities	5
	Disaster (Incident)	4
	Outpatient Health Facilities	3
	Legal Services/Assistance	2
	Rent Payment Assistance	2
	Basic Income Maintenance	2
	Health Supportive Services	2
	Health Screening/Diagnostic Services	1
	Day Care	1
	Social Insurance Programs	1
	Clothing/Personal/Household Needs	1
	Information Services	1
	Environmental Protection/Improvement	1
Crestline Total		26
Devore	Legal Services/Assistance	1
Devore Total		1
Fontana	Food/Meals	64
	Utilities	48
	Rent Payment Assistance	44
	Shelter	24
	Outpatient Health Facilities	21
	Specialized Treatments	17
	Clothing/Personal/Household Needs	16
	Information Services	15
	Housing	15
	Health Supportive Services	15
	Health Screening/Diagnostic Services	14
	Counseling	14
	Nutrition Related Public Assistance Programs	13
	Public Health Information	11

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

City/Town	Need	Total
	Employment	10
	Public Safety/Emergency Services	8
	Legal Services/Assistance	8
	Disaster (Incident)	8
	Basic Income Maintenance	6
	Donations	5
	Transportation	5
	Community Groups/Services	4
	Psychiatric/Mental Health Support Services	4
	Family Based Services/Mentoring	4
	Motel Vouchers	4
	Day Care	4
	Special Education	3
	Emergency Medical Care	3
	Environmental Protection/Improvement	3
	Law Enforcement	3
	Social Development and Enrichment	2
	Mental Health Care Facilities	2
	Social Insurance Programs	2
	Parenting Education	2
	Consumer Assistance/Protection	2
	Household Related Public Assistance Programs	2
	Medical Public Assistance Programs	2
	Crime Reporting/Prevention	1
	Mortgage Foreclosure Information	1
	Volunteer Opportunities	1
	Outpatient Mental Health Care	1
	Substance Abuse Services	1
	Animal Services	1
	Public Works	1
	Courts/Correctional System	1
	Early Education	1
	Adoption/Foster Services	1
Fontana Total		437
Forest Falls	Rent Payment Assistance	1
Forest Falls Total		1
Grand Terrace	Basic Income Maintenance	2
	Utilities	2
	Outpatient Health Facilities	2
	Rent Payment Assistance	1
	Disability Issues/Services	1
	Specialized Treatments	1
	Counseling	1
	Health Supportive Services	1
	Psychiatric/Mental Health Support Services	1
Grand Terrace Total		12
Helendale	Utilities	3
	Outpatient Health Facilities	1
	Shelter	1
Helendale Total		5
Hesperia	Utilities	56
	Rent Payment Assistance	41
	Food/Meals	41
	Outpatient Health Facilities	13
	Counseling	13
	Shelter	10
	Information Services	10

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

City/Town	Need	Total
	Law Enforcement	1
	Basic Income Maintenance	1
	Medical Public Assistance Programs	1
	Volunteer Opportunities	1
	Household Related Public Assistance Programs	1
	Housing	1
Highland Total		79
Hinkley	Food/Meals	1
Hinkley Total		1
Joshua Tree	Utilities	4
	Counseling	3
	Rent Payment Assistance	2
	Environmental Protection/Improvement	1
	Organizational Development and Management Services	1
	Consumer Assistance/Protection	1
	Shelter	1
	Family Based Services/Mentoring	1
	Health Supportive Services	1
Joshua Tree Total		15
Lake Arrowhead	Outpatient Health Facilities	1
	Counseling	1
	Shelter	1
	Health Supportive Services	1
	Organizational Development and Management Services	1
Lake Arrowhead Total		5
Loma Linda	Rent Payment Assistance	9
	Information Services	3
	Clothing/Personal/Household Needs	2
	Food/Meals	2
	Transportation	2
	Employment	2
	Health Supportive Services	2
	Motel Vouchers	1
	Disability Issues/Services	1
	Nutrition Related Public Assistance Programs	1
	Outpatient Health Facilities	1
	Mortgage Payment Assistance	1
	Shelter	1
	Basic Income Maintenance	1
	Day Care	1
	Legal Services/Assistance	1
Loma Linda Total		31
Lucerne Valley	Utilities	5
	Rent Payment Assistance	2
	Food/Meals	2
	Information Services	2
	Clothing/Personal/Household Needs	1
	Shelter	1
	Medical Public Assistance Programs	1
	Health Screening/Diagnostic Services	1
Lucerne Valley Total		15
Lytle Creek	Rent Payment Assistance	1
Lytle Creek Total		1
Mentone	Food/Meals	5
	Rent Payment Assistance	3
	Utilities	3
	Outpatient Health Facilities	1

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

City/Town	Need	Total
	Clothing/Personal/Household Needs	1
	Psychiatric/Mental Health Support Services	1
	Shelter	1
	Housing	1
	Basic Income Maintenance	1
	Labor Standards/Practices	1
	Medical Public Assistance Programs	1
Mentone Total		19
Montclair	Food/Meals	11
	Utilities	7
	Rent Payment Assistance	6
	Shelter	6
	Outpatient Health Facilities	5
	Counseling	3
	Day Care	2
	Health Supportive Services	2
	Consumer Assistance/Protection	2
	Environmental Protection/Improvement	2
	Housing	2
	Public Health Information	1
	Support Groups	1
	Formal Education	1
	Medical Public Assistance Programs	1
	Clothing/Personal/Household Needs	1
	Mental Health Care Facilities	1
	Disability Issues/Services	1
	Motel Vouchers	1
	Specialized Treatments	1
	Nutrition Related Public Assistance Programs	1
	Donations	1
	Courts/Correctional System	1
	Parenting Education	1
Montclair Total		61
Needles	Transportation	1
	Consumer Assistance/Protection	1
	Utilities	1
	Food/Meals	1
	Legal Services/Assistance	1
Needles Total		5
Ontario	Utilities	64
	Food/Meals	56
	Rent Payment Assistance	49
	Shelter	31
	Outpatient Health Facilities	25
	Specialized Treatments	23
	Clothing/Personal/Household Needs	18
	Housing	18
	Motel Vouchers	18
	Information Services	13
	Counseling	12
	Public Safety/Emergency Services	11
	Employment	9
	Basic Income Maintenance	9
	Public Health Information	8
	Health Screening/Diagnostic Services	8
	Disaster (Incident)	7
	Transportation	7

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

City/Town	Need	Total
	Substance Abuse Services	7
	Legal Services/Assistance	7
	Consumer Assistance/Protection	6
	Day Care	6
	Nutrition Related Public Assistance Programs	5
	Parenting Education	4
	Health Supportive Services	3
	Household Related Public Assistance Programs	3
	Early Education	2
	Immigration/Naturalization Legal Services	2
	Environmental Protection/Improvement	2
	Family Based Services/Mentoring	2
	Courts/Correctional System	2
	Medical Public Assistance Programs	2
	Community Groups/Services	2
	Animal Services	2
	Support Groups	2
	Inpatient Health Facilities	2
	Death Certification/Burial Arrangements	2
	Outpatient Mental Health Care	1
	Protective Services	1
	Donations	1
	Social Development and Enrichment	1
	Crime Reporting/Prevention	1
	Special Education	1
	Mental Health Care Facilities	1
	Mortgage Payment Assistance	1
Ontario Total		457
Oro Grande	Health Supportive Services	1
Oro Grande Total		1
Outside County	Information Services	26
	Outpatient Health Facilities	14
	Counseling	12
	Specialized Treatments	10
	Shelter	10
	Housing	7
	Legal Services/Assistance	5
	Rent Payment Assistance	5
	Health Screening/Diagnostic Services	5
	Utilities	5
	Law Enforcement	4
	Motel Vouchers	4
	Food/Meals	4
	Courts/Correctional System	4
	Public Health Information	4
	Basic Income Maintenance	4
	Consumer Regulations	3
	Consumer Assistance/Protection	3
	Transportation	2
	Community Groups/Services	2
	Public Safety/Emergency Services	2
	Clothing/Personal/Household Needs	2
	Crime Reporting/Prevention	1
	Psychiatric/Mental Health Support Services	1
	Parenting Education	1
	Day Care	1
	Family Based Services/Mentoring	1

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

City/Town	Need	Total
	Substance Abuse Services	1
	Mortgage Payment Assistance	1
	Death Certification/Burial Arrangements	1
	Health Supportive Services	1
	Organizational Development and Management Services	1
	Support Groups	1
	Environmental Protection/Improvement	1
	Household Related Public Assistance Programs	1
	Outpatient Mental Health Care	1
	Adoption/Foster Services	1
Outside County Total		152
Outside Of California	Information Services	3
Outside Of California Total		3
Phelan	Food/Meals	8
	Utilities	3
	Specialized Treatments	3
	Shelter	2
	Transportation	2
	Environmental Protection/Improvement	1
	Law Enforcement	1
	Health Screening/Diagnostic Services	1
	Courts/Correctional System	1
	Health Supportive Services	1
Phelan Total		23
Pinon Hills	Utilities	2
	Food/Meals	1
	Information Services	1
Pinon Hills Total		4
Rancho Cucamonga	Utilities	25
	Rent Payment Assistance	23
	Food/Meals	23
	Shelter	12
	Outpatient Health Facilities	10
	Information Services	10
	Housing	9
	Nutrition Related Public Assistance Programs	8
	Health Supportive Services	6
	Public Safety/Emergency Services	6
	Specialized Treatments	6
	Counseling	6
	Day Care	5
	Health Screening/Diagnostic Services	5
	Clothing/Personal/Household Needs	5
	Legal Services/Assistance	5
	Substance Abuse Services	4
	Disaster (Incident)	3
	Employment	3
	Organizational Development and Management Services	2
	Basic Income Maintenance	2
	Social Development and Enrichment	2
	Medical Public Assistance Programs	2
	Public Health Information	2
	Mental Health Care Facilities	2
	Consumer Assistance/Protection	2
	Donations	1
	Environmental Protection/Improvement	1
	Community Groups/Services	1

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

City/Town	Need	Total
	Motel Vouchers	1
	Family Based Services/Mentoring	1
	Protective Services	1
	Psychiatric/Mental Health Support Services	1
	Courts/Correctional System	1
	Transportation	1
	Household Related Public Assistance Programs	1
	Crime Reporting/Prevention	1
	Parenting Education	1
	Parks & Recreation Services	1
Rancho Cucamonga Total		201
Redlands	Food/Meals	16
	Utilities	13
	Rent Payment Assistance	11
	Counseling	6
	Shelter	5
	Outpatient Health Facilities	5
	Health Supportive Services	5
	Housing	5
	Parenting Education	4
	Clothing/Personal/Household Needs	3
	Legal Services/Assistance	3
	Family Based Services/Mentoring	3
	Health Screening/Diagnostic Services	3
	Information Services	3
	Transportation	2
	Specialized Treatments	2
	Disaster (Incident)	2
	Household Related Public Assistance Programs	2
	Substance Abuse Services	2
	Basic Income Maintenance	2
	Public Health Information	2
	Day Care	2
	Environmental Protection/Improvement	1
	Employment	1
	Disability Issues/Services	1
	Special Education	1
	Volunteer Opportunities	1
	Consumer Assistance/Protection	1
	Motel Vouchers	1
Redlands Total		108
Rialto	Utilities	44
	Food/Meals	30
	Shelter	15
	Clothing/Personal/Household Needs	15
	Rent Payment Assistance	14
	Information Services	13
	Outpatient Health Facilities	12
	Specialized Treatments	10
	Housing	10
	Counseling	7
	Transportation	6
	Community Groups/Services	5
	Legal Services/Assistance	5
	Health Screening/Diagnostic Services	3
	Health Supportive Services	3
	Employment	3

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

City/Town	Need	Total
	Public Health Information	3
	Public Safety/Emergency Services	3
	Basic Income Maintenance	3
	Consumer Assistance/Protection	2
	Substance Abuse Services	2
	Mortgage Payment Assistance	2
	Household Related Public Assistance Programs	2
	Environmental Protection/Improvement	1
	Death Certification/Burial Arrangements	1
	Day Care	1
	Social Development and Enrichment	1
	Mental Health Care Facilities	1
	Motel Vouchers	1
	Disability Issues/Services	1
	Nutrition Related Public Assistance Programs	1
	Volunteer Opportunities	1
	Family Based Services/Mentoring	1
	Law Enforcement	1
	Crime Victim Support	1
	Immigration/Naturalization Legal Services	1
Rialto Total		225
Rimforest	Rehabilitation/Habilitative Services	1
	Outpatient Health Facilities	1
Rimforest Total		2
Running Springs	Rent Payment Assistance	2
	Information Services	1
	Utilities	1
	Family Based Services/Mentoring	1
	Outpatient Health Facilities	1
	Food/Meals	1
	Basic Income Maintenance	1
	Health Screening/Diagnostic Services	1
Running Springs Total		9
San Bernardino (City)	Food/Meals	143
	Utilities	127
	Rent Payment Assistance	119
	Clothing/Personal/Household Needs	63
	Shelter	60
	Outpatient Health Facilities	58
	Information Services	55
	Housing	36
	Counseling	26
	Specialized Treatments	24
	Legal Services/Assistance	23
	Transportation	21
	Substance Abuse Services	18
	Basic Income Maintenance	17
	Health Screening/Diagnostic Services	16
	Employment	15
	Disaster (Incident)	12
	Community Groups/Services	11
	Public Safety/Emergency Services	10
	Consumer Assistance/Protection	10
	Health Supportive Services	10
	Public Health Information	9
	Motel Vouchers	9
	Family Based Services/Mentoring	8

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

City/Town	Need	Total
	Courts/Correctional System	8
	Nutrition Related Public Assistance Programs	8
	Household Related Public Assistance Programs	7
	Day Care	6
	Environmental Protection/Improvement	6
	Law Enforcement	6
	Crime Reporting/Prevention	5
	Social Insurance Programs	5
	Organizational Development and Management Services	4
	Support Groups	4
	Outpatient Mental Health Care	4
	Mental Health Care Facilities	4
	Donations	4
	Disability Issues/Services	3
	Emergency Medical Care	3
	Formal Education	2
	Special Education	2
	Mortgage Payment Assistance	2
	Parenting Education	2
	Death Certification/Burial Arrangements	2
	Inpatient Health Facilities	2
	Social Development and Enrichment	1
	Animal Services	1
	Protective Services	1
	Psychiatric/Mental Health Support Services	1
	Tutoring/Homework Assistance	1
	Mortgage Foreclosure Information	1
	Volunteer Opportunities	1
	Early Education	1
	Consumer Regulations	1
San Bernardino (City) Total		998
Skyforest	Transportation	1
Skyforest Total		1
Twenty-Nine Palms	Health Supportive Services	5
	Employment	2
	Clothing/Personal/Household Needs	2
	Information Services	2
	Food/Meals	2
	Public Health Information	2
	Rent Payment Assistance	2
	Shelter	2
	Housing	2
	Utilities	2
	Mortgage Payment Assistance	1
	Immigration/Naturalization Legal Services	1
	Specialized Treatments	1
	Motel Vouchers	1
	Special Education	1
	Outpatient Mental Health Care	1
	Disaster (Incident)	1
	Law Enforcement	1
	Legal Services/Assistance	1
Twenty-Nine Palms Total		32
Unknown/Not Applicable	Shelter	3
	Legal Services/Assistance	2
	Utilities	1
	Substance Abuse Services	1

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

City/Town	Need	Total
	Housing	1
	Information Services	1
Unknown/Not Applicable Total		9
Upland	Shelter	19
	Utilities	15
	Rent Payment Assistance	15
	Food/Meals	14
	Outpatient Health Facilities	11
	Counseling	8
	Clothing/Personal/Household Needs	7
	Information Services	7
	Specialized Treatments	6
	Legal Services/Assistance	6
	Nutrition Related Public Assistance Programs	4
	Motel Vouchers	4
	Housing	4
	Transportation	3
	Disaster (Incident)	2
	Substance Abuse Services	2
	Health Supportive Services	2
	Social Insurance Programs	2
	Employment	2
	Immigration/Naturalization Legal Services	2
	Death Certification/Burial Arrangements	1
	Basic Income Maintanance	1
	Community Groups/Services	1
	Formal Education	1
	Courts/Correctional System	1
	Outpatient Mental Health Care	1
	Animal Services	1
	Parenting Education	1
	Emergency Medical Care	1
	Public Safety/Emergency Services	1
	Volunteer Opportunities	1
	Health Screening/Diagnostic Services	1
	Day Care	1
Upland Total		148
Victorville	Utilities	149
	Food/Meals	65
	Rent Payment Assistance	61
	Shelter	51
	Information Services	35
	Outpatient Health Facilities	22
	Clothing/Personal/Household Needs	21
	Counseling	19
	Legal Services/Assistance	15
	Transportation	14
	Housing	12
	Specialized Treatments	12
	Health Supportive Services	9
	Basic Income Maintanance	8
	Employment	8
	Public Safety/Emergency Services	7
	Health Screening/Diagnostic Services	7
	Outpatient Mental Health Care	6
	Substance Abuse Services	6
	Family Based Services/Mentoring	6

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

City/Town	Need	Total
	Nutrition Related Public Assistance Programs	6
	Disability Issues/Services	4
	Law Enforcement	4
	Motel Vouchers	4
	Social Development and Enrichment	4
	Medical Public Assistance Programs	4
	Formal Education	3
	Support Groups	3
	Disaster (Incident)	3
	Mental Health Care Facilities	3
	Day Care	3
	Special Education	2
	Consumer Assistance/Protection	2
	Household Related Public Assistance Programs	2
	Community Groups/Services	2
	Emergency Medical Care	2
	Tutoring/Homework Assistance	2
	Environmental Protection/Improvement	2
	Volunteer Opportunities	2
	Organizational Development and Management Services	2
	Protective Services	2
	Adoption/Foster Services	1
	Consumer Regulations	1
	Public Health Information	1
	Mortgage Foreclosure Information	1
	Parenting Education	1
	Death Certification/Burial Arrangements	1
	Early Education	1
	Bad Weather Shelters	1
	Mortgage Payment Assistance	1
	Donations	1
	Immigration/Naturalization Legal Services	1
Victorville Total		605
Wrightwood	Food/Meals	2
	Outpatient Health Facilities	1
	Day Care	1
	Transportation	1
	Counseling	1
	Health Supportive Services	1
Wrightwood Total		7
Yucaipa	Rent Payment Assistance	11
	Food/Meals	11
	Outpatient Health Facilities	8
	Utilities	7
	Environmental Protection/Improvement	3
	Shelter	3
	Specialized Treatments	3
	Basic Income Maintenance	2
	Substance Abuse Services	2
	Health Screening/Diagnostic Services	2
	Information Services	2
	Employment	1
	Public Safety/Emergency Services	1
	Emergency Medical Care	1
	Counseling	1
	Consumer Assistance/Protection	1
	Legal Services/Assistance	1

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

City/Town	Need	Total
	Social Insurance Programs	1
	Community Groups/Services	1
	Clothing/Personal/Household Needs	1
	Parks & Recreation Services	1
	Health Supportive Services	1
	Housing	1
Yucaipa Total		66
Yucca Valley	Utilities Rent Payment Assistance Food/Meals Information Services Housing Immigration/Naturalization Legal Services Specialized Treatments Outpatient Health Facilities Motel Vouchers Animal Services Outpatient Mental Health Care Counseling Shelter Basic Income Maintenance Psychiatric/Mental Health Support Services Health Screening/Diagnostic Services Early Education Health Supportive Services Clothing/Personal/Household Needs Community Groups/Services Substance Abuse Services Legal Services/Assistance Family Based Services/Mentoring Mental Health Care Facilities	10 6 4 3 3 3 2 2 2 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1
Yucca Valley Total		54
(blank)	Information Services Shelter Utilities Rent Payment Assistance Food/Meals Outpatient Health Facilities Legal Services/Assistance Community Groups/Services Housing Specialized Treatments Substance Abuse Services Basic Income Maintenance Death Certification/Burial Arrangements Counseling Clothing/Personal/Household Needs Consumer Assistance/Protection Law Enforcement Disaster (Incident) Outpatient Mental Health Care Consumer Regulations Health Supportive Services Transportation Household Related Public Assistance Programs Mental Health Care Facilities Medical Public Assistance Programs	81 54 42 21 16 12 10 10 10 9 8 8 7 7 7 6 5 5 4 4 4 4 4 4 3 3

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

City/Town	Need	Total
	Courts/Correctional System	3
	Organizational Development and Management Services	3
	Emergency Medical Care	3
	Parenting Education	3
	Mortgage Payment Assistance	2
	Environmental Protection/Improvement	2
	Donations	2
	Disability Issues/Services	2
	Health Screening/Diagnostic Services	2
	Inpatient Health Facilities	2
	Safety Equipment	1
	Support Groups	1
	Crime Reporting/Prevention	1
	Social Insurance Programs	1
	Formal Education	1
	Special Education	1
	Volunteer Opportunities	1
	Motel Vouchers	1
	Nutrition Related Public Assistance Programs	1
(blank) Total		377
Grand Total		5359

Referrals from 2-1-1 San Bernardino County

Agency Name	Program Name	Referrals
2-1-1 Central Valley	2-1-1 Information and Referral	1
2-1-1 Kern County	2-1-1 Information and Referral	2
2-1-1 Los Angeles County		28
2-1-1 Los Angeles County	2-1-1 Information and Referral	116
2-1-1 National		4
2-1-1 National	2-1-1 Search	7
2-1-1 Orange County		2
2-1-1 Orange County	2-1-1 Information and Referral	14
2-1-1 Sacramento County	2-1-1 Information and Referral	1
2-1-1 San Diego County		1
2-1-1 San Diego County	2-1-1 Information and Referral	7
A is 4 Adoption	A is 4 Adoption	1
A New Day Dawning Ministries	Clothing	6
A Special Place	Support Group	1
Abundant Living Family Church	Angel Food Ministry	15
Abundant Living Family Church	Outreach Center	54
Adelanto Community Resource Center		1
Adelanto Community Resource Center	Christmas Baskets	1
Adelanto Community Resource Center	Clothing	4
Adelanto Community Resource Center	Emergency Food	14
Adelanto Detention Center	Detention Center	2
Adelanto Senior Center	Home Delivered Meals	1
Adventist Community Team Services		1
Adventist Community Team Services	Emergency Food Assistance	7
Adventist Community Team Services	Meals on Wheels	2
Aegis Medical Systems, Inc.	Methadone Replacement Therapy	6
AIDS Healthcare Foundation	AIDS Program	1
Alannah Foster Family Agency and Homes	Early Intervention Assessment and Treatment Program	1
Alannah Foster Family Agency and Homes	Group Homes/Foster Homes	1
AL-ANON Family Groups and ALATEEN	Inland Empire of California Al-Anon and Alateen	3
Alcoholics Anonymous	Alcoholics Anonymous	5
Alliance Human Services Foster Family	Foster Parent Recruiting and Training Services	1
Alternate Avenues Womens Resource Center	Bridges Parenting Support Program	1
Alternate Avenues Womens Resource Center	Reality Check Abstinence Program	1
Alzheimers Association	Direct Assistance	1
American Cancer Society	Education and Support	3
American Civil Liberties Union Of Southern California	Civil Liberties and Legal Issues	3
American Heart Association	Public Education and Public Advocacy	1
American Red Cross - High Desert Chapter	Disaster and Emergency Relief	3
American Red Cross - High Desert Chapter	Disaster Preparedness Education	3
American Red Cross - High Desert Chapter	Health and Safety Training	4
American Red Cross - Inland Empire Chapter	Health and Safety	1
American Red Cross - Morongo Basin	Disaster Emergency Services	1
American Social Health Association	CDC Public Response Service	1
American Youth Soccer Organization Region 65	Youth Soccer	1
Apple Valley Fire Protection District	CPR and First -Aid Classes	4
Apple Valley Fire Protection District	Fire and Rescue	1
Apple Valley Fire Protection District	Friends of Animals During Disasters	1
Apple Valley Newton T. Bass Branch Library		1
Apple Valley Newton T. Bass Branch Library	Adult Literacy Program	1
Apple Valley Unified School District	Public Education	1
Appointed Time Centers	Support Services	1
Arrowhead Regional Medical Center		9
Arrowhead Regional Medical Center	Family and Elder Care Center	3
Arrowhead Regional Medical Center	First 5 Dental Program	1
Arrowhead Regional Medical Center	Health and Safety Fair	5
Arrowhead Regional Medical Center	Hospital Services	8
Arrowhead Regional Medical Center	Medically Indigent Adult Health Care (MIA)	6
Arrowhead United Way	Arrowhead United Way	1
Asante Family Agency, Inc.	Counseling, Training and Visitation Center	18
Asian-American Educational and Cultural Center, Inc.	Citizenship Classes	1
Asian-American Educational and Cultural Center, Inc.	Traffic Safety Awareness	3
Assistance League of San Bernardino	Childrens Dental Center	3
Assistance League of the Foothill Communities	Operation School Bell	1
Assistance League of the Foothill Communities	San Antonio Community Hospital Dental Center	1
Associated Clinical Therapists, Inc.	Counseling Services	17
Association of Community Organizations for Reform Now (ACORN)		1
Association of Community Organizations for Reform Now (ACORN)	ACORN Foreclosure Prevention Program	6
Barstow Branch Library	English Improvement Classes	1
Barstow Branch Library	Library Services	1
Barstow Community Hospital	Bonding Baby Express	1
Barstow Community Hospital	Hospital Services	1

Referrals from 2-1-1 San Bernardino County

Barstow Counseling Center	Counseling Services	3
Barstow Senior Citizens Center		1
Barstow Senior Citizens Center	Meals On Wheels	3
Barstow Senior Citizens Center	Senior Services	1
Better Business Bureau	Complaint Department	3
Bienestar Human Services		1
Bienestar Human Services	HIV Counseling & Testing	2
Bienestar Human Services	HIV Outreach	1
Bienestar Human Services	Individual Support	2
Bienestar Human Services	LGBT Peer Counseling	2
Bienestar Human Services	Syringe Exchange/Skills Building Workshops	1
Bilateral Safety Corridor Coalition	Human Trafficking Hotlines	1
Bilingual Family Counseling Service, Inc.	Safe and Stable Families	4
Bilingual Family Counseling Service, Inc.	Substance Abuse Treatment	1
Bilingual Family Counseling Service, Inc.	Support Group	2
Blessing Center	Clothes Closet	1
Blessing Center	Emergency Shelter	2
Blessing Center	Joseph Storehouse	4
Board of Equalization	Board of Equalization	1
Boys & Girls Club of Fontana	Homework and Tutoring	2
Boys & Girls Club of Redlands	Homework and Tutoring	1
Boys & Girls Club of San Bernardino	Reading For Success	2
Boys & Girls Club of San Bernardino	USDA Food Giveaway	15
Boys & Girls Club of the Victor Valley	Core Programs	1
Boys Town National Hotline	National Hotline	9
Building a Generation		1
C.A.S.T.L.E		1
California Coalition for Youth	Youth Crisis Line	2
California Department of Public Health Services		2
California Department of Public Health Services	H1N1 Hotline	26
California Department of Consumer Affairs	Bureau of Home Furnishing and Thermal Insulation	1
California Department of Consumer Affairs	Consumer Information Center	1
California Department of Corrections	Parole and Community Services Division	1
California Department of Fair Employment and Housing	Fair Employment and Housing	4
California Department of Industrial Relations	Division of Apprenticeship Standards	1
California Department of Industrial Relations	Labor Standards Enforcement	1
California Department of Motor Vehicles		1
California Department of Motor Vehicles	DMV Services	6
California Department of Social Services	Child Care Licensing	1
California Highway Patrol	Freeway Patrol Service	3
California Public Utilities Commission	California Telephone Access Program (CTAP)	1
California Public Utilities Commission	LifeLine Telephone Service	8
California Senior Legal Hotline	Legal Hotline	1
California State University San Bernardino	General Counseling	18
California Youth Crisis Line		1
California Youth Crisis Line	Crisis Hotline	5
Call for Life Pregnancy Help Center	Crisis Pregnancy Center	7
Cancer Information Service of California	Cancer Information Service	1
Canine Companions for Independence	Canine Companions for Independence	1
Canine Support Teams, Inc.	Puppy Raiser	1
Canyon Ridge Hospital	Access Center	1
Canyon Ridge Hospital	Hospital Services	6
Caring for the Hills	Emergency Food Boxes	12
Caring for the Hills	Food Pantry	2
Carolyn Owens Community Center	Batterers Treatment	3
Carolyn Owens Community Center	Counseling Services	2
Carolyn Owens Community Center	Substance Abuse	1
Carpenters House		1
Carpenters House	ACTS 29 Food Ministry	59
Casa Colina Centers for Rehabilitation	Acute Rehabilitation	1
Casa de San Bernardino	Youth Substance Abuse Outpatient Program	2
Catholic Charities - Brother Miguel Center	Counseling Services	7
Catholic Charities of San Bernardino/Riverside		19
Catholic Charities of San Bernardino/Riverside	Advocacy and Referrals	6
Catholic Charities of San Bernardino/Riverside	Anger Management Classes	3
Catholic Charities of San Bernardino/Riverside	Christmas Toys	1
Catholic Charities of San Bernardino/Riverside	Clothes/Household Items	48
Catholic Charities of San Bernardino/Riverside	Food Assistance	48
Catholic Charities of San Bernardino/Riverside	Funeral Referral	8
Catholic Charities of San Bernardino/Riverside	Housing and Support Services	6
Catholic Charities of San Bernardino/Riverside	Individual/Family Counseling	15
Catholic Charities of San Bernardino/Riverside	Parenting Classes	10
Catholic Charities of San Bernardino/Riverside	Prescription Service	9

Referrals from 2-1-1 San Bernardino County

Catholic Charities of San Bernardino/Riverside	Refugee & Immigration Services	2
Catholic Charities of San Bernardino/Riverside	Rent/Mortgage Assistance	26
Catholic Charities of San Bernardino/Riverside	Transportation Assistance	26
Catholic Charities of San Bernardino/Riverside	Utility Assistance	49
Cedar House Rehabilitation Center		1
Cedar House Rehabilitation Center	Detoxification	14
Cedar House Rehabilitation Center	Outpatient Therapy and Counseling Program	4
Cedar House Rehabilitation Center	Residential Treatment	5
Cedar House Rehabilitation Center	Women with Children Program	1
Center for Individual Development	Teen Club	1
Center for Nonprofit Management	Nonprofit Development Program	2
Center on Deafness Inland Empire	Family Planning	2
Center on Deafness Inland Empire	General Services	1
Central City Lutheran Mission		2
Central City Lutheran Mission	Cold Weather Shelter	15
Central City Lutheran Mission	Food Giveaway	29
Central City Lutheran Mission	Kinship Family Center	8
Central City Lutheran Mission	Soup Kitchen	3
Central City Lutheran Mission	The H Street Clinic	27
Central City Lutheran Mission	Transitional Housing for HIV Affected	3
Chaffey Joint Union High School District	Chaffey Adult School	1
Childrens Fund	Childrens Fund	3
Chino Hills Counseling	Chino Hills Counseling	7
Chino Neighborhood House		1
Chino Neighborhood House	Clothing Distribution	5
Chino Neighborhood House	Emergency Food	12
Chino Neighborhood House	Household Item Distribution	1
Chino Senior Center		1
Chino Senior Center	Case Management	1
Chino Senior Center	Meals On Wheels	2
Chino Valley Medical Center	Hospital Services	1
Chino Valley TYKES	Family Resource Center	1
Chino Valley YMCA	School Age Care	2
Christian Counseling Service of the East Valley	General Counseling	7
Christian Counseling Service of the East Valley	Parent Child Interaction Therapy	1
Circle of Hope - Gods Kitchen	Overnight Emergency Shelter	19
Circle of Hope - Gods Kitchen	Transitional Living Program	7
City of Adelanto	City Hall	1
City of Chino	City Hall	2
City of Chino Hills	Community Services	1
City of Colton	City Hall	2
City of Fontana		1
City of Fontana	City Hall	6
City of Hesperia		1
City of Hesperia	City Hall	6
City of Hesperia	Community Services	2
City of Montclair	City Hall	1
City of Montclair	Food Distribution	6
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 Citizens Program	1
City of Ontario		2
City of Ontario	City Hall	2
City of Ontario	Senior Center	2
City of Ontario Fire Department	CPR and First-Aid Classes	1
City of Rancho Cucamonga	City Hall	2
City of Rancho Cucamonga	Community Services	1
City of Rancho Cucamonga Fire Department	Fire and Rescue	1
City of Redlands		2
City of Rialto	City Hall	3
City of Rialto	Senior Center	2
City of San Bernardino	City Hall	7
City of San Bernardino	Senior Companion Program	3
City of San Bernardino Fire Department	Fire and Rescue	1
City of Upland	City Hall	1
City of Victorville		2
City of Victorville	City Hall	4
City of Victorville	Community Services	1
City of Victorville Fire Department	Fire and Rescue	1
City of Yucaipa	Community Center/Gymnasium	1
City of Yucaipa	Teen Center	1
City of Yucaipa Scherer Senior Center	Senior Center	1

Referrals from 2-1-1 San Bernardino County

Clean Earth Recycling	Electronic Waste Disposal	1
Colton-Redlands-Yucaipa ROP	Sharewear	1
Community Action Partnership of San Bernardino County		37
Community Action Partnership of San Bernardino County	Cooling Center	3
Community Action Partnership of San Bernardino County	Energy, Education and Environmental Services Department	362
Community Action Partnership of San Bernardino County	Family Development	217
Community Action Partnership of San Bernardino County	Food Bank	26
Community Action Partnership of San Bernardino County	Inland Empire Individual Development Accounts (IEIDA)	1
Community Health Action Network	Parent Resource Center	29
Community Health Systems, Inc.		1
Community Health Systems, Inc.	Dental Clinic	29
Community Health Systems, Inc.	Medical Clinic	24
Community Health Systems, Inc.	Optometry Services	7
Community Hospital of San Bernardino		1
Community Hospital of San Bernardino	Behavioral Health Services	8
Community Hospital of San Bernardino	Community Education Classes	1
Community Hospital of San Bernardino	Crisis Intervention	69
Community Hospital of San Bernardino	Hospital	4
Community Senior Services CSS	Get About	2
Community Senior Services CSS	Senior Companion Service	1
Community Senior Services CSS	The Enrichment Center Adult Day Program	2
CRC Health Corporation	Drug Addiction Services	7
Crosslight Family Ministries / Fortress Christian Center		1
Crosslight Family Ministries / Fortress Christian Center	Outreach	23
Delmann Heights Community Center	Salvaged Bread Program	2
Delmann Heights Community Center	USDA Food Giveaway	19
Denti-Cal Referral Line	Hotline	2
Department of Managed Health Care		1
Department of Rehabilitation Inland Empire District	Vocational Rehabilitation	2
Depression and Bipolar Support Alliance	Information, Referrals and Advocacy	1
Desert Communities United Way	Desert Communities United Way	2
Desert Manna Ministries		3
Desert Manna Ministries	Clothes Closet	2
Desert Manna Ministries	Cold Weather Shelter	3
Desert Manna Ministries	Electric Assistance Fund (EAF)	18
Desert Manna Ministries	Emergency Shelter	10
Desert Manna Ministries	Food Program	7
Desert Manna Ministries	Thanksgiving Baskets	1
Desert Manna Ministries	Transportation Assistance	6
Desert Sanctuary, Inc.		1
Desert Sanctuary, Inc.	Catholic Charities Grants Case Management	33
Desert Sanctuary, Inc.	Cedar Chest Thrift Shop	3
Desert Sanctuary, Inc.	Haley House Domestic Violence Shelter	1
Desert Valley Hospital	Hospital Services	1
Disability Rights Legal Center	Disability Rights	1
DOVES of Big Bear Valley, Inc.	Domestic Violence Shelter	1
DOVES of Big Bear Valley, Inc.	Womens and Men Support Groups	1
East Valley Community Health Center, Inc.		1
East Valley Community Health Center, Inc.	General Medical Services	21
Easter Seals Southern California	Child Development Center	2
Echos Of Faith World Outreach Ministries	Operation Fresh Start	19
Employment Development Department		2
Employment Development Department	Bonding	3
Employment Development Department	State Disability Insurance	6
Employment Development Department	Unemployment Insurance	17
Epilepsy Foundation	Information and Advocacy Support Services	1
Equal Employment Opportunity Commission	Employment Discrimination Assistance	3
EyeCare America	Seniors Eye Care Program	2
Faith Lutheran Church	Community Food Pantry	1
Faiths Hope Foundation	Medical Expense Assistance	4
Faiths Hope Foundation	Necessity Assistance	1
Family Service Agency of San Bernardino		1
Family Service Agency of San Bernardino	Crestline Food and Clothing Bank	4
Family Service Agency of San Bernardino	Disaster Recovery Services	1
Family Service Agency of San Bernardino	Domestic Violence Program	13
Family Service Agency of San Bernardino	Individual, Family and Group Therapy	14
Family Service Agency of San Bernardino	Utility Assistance Fund (EAF & GAF)	2
Family Service Association of Redlands		8
Family Service Association of Redlands	Cold Weather Vouchers	8
Family Service Association of Redlands	Disaster Recovery Services	4
Family Service Association of Redlands	Family Support	35
Family Service Association of Redlands	Home Again	12
Family Service Association of Redlands	Rental Assistance	113

Referrals from 2-1-1 San Bernardino County

Family Solutions		1
Family Solutions	Health Services	1
Federal Citizen Information Center	Citizen Information Center	1
Federal Emergency Management Agency FEMA		1
First 5 Commission of San Bernardino County		1
First 5 Commission of San Bernardino County	First 5 Commission of San Bernardino County	1
First Chance/Y-CHOW, Inc.	Client Services Coordination	1
First Chance/Y-CHOW, Inc.	Sober Living	7
First Presbyterian Church		1
First Presbyterian Church	USDA Food Giveaway	22
Fontana Lewis Library & Technology Center	Adult Literacy Program	2
Fontana Native American Center, Inc.	American Indian Cultural and Social Services	1
Fontana Police Department	Fontana Police	3
Fontana Rehabilitation Workshop, Inc.	Occupational Skills Training	1
Food and Drug Administration		1
Food and Drug Administration	Law Enforcement	1
Foothill AIDS Project	Prevention Education and Outreach	1
Foothill Family Shelter	Basic Needs	55
Foothill Family Shelter	Big Steps for Little Feet	1
Foothill Family Shelter	Foothill Family Shelter	25
Foothill Family Shelter	Harold Cares About Your Future	2
Foothill Family Shelter	Shelter Court	1
Frazee Community Center	Hot Meals	29
Frazee Community Center	Medical Treatment	4
Frazee Community Center	Shelters	24
Friends Outside		3
Friends Outside	Prison Representative Program	2
G.A.P. Food Bank	G.A.P. Food Bank	10
Gamblers Anonymous	Gamblers Anonymous	1
Gay and Lesbian Alliance Against Defamation	GLAAD Media Outreach	1
George White Senior Center	Senior Center	1
Gift Ministries	Gift Ministries - The Clothes Closet	2
Good Steward Day Care	Child Care Service	4
Goodwill Southern California		1
Goodwill Southern California	Career Resource Center	17
Goodwill Southern California	Retail Stores and Used Goods	3
Greater Cornerstone Church	Community Dinner	2
Greater Cornerstone Church	USDA Food Giveaway	9
H1N1 Information		5
H1N1 Information	H1N1 Information For Callers	40
Habitat For Humanity, San Bernardino Area, Inc.		2
Habitat For Humanity, San Bernardino Area, Inc.	Habitat For Humanity	2
Hand to Hand Outreach	Transportation	5
Hands On Inland Empire		2
Hands On Inland Empire	Alternative Sentencing	13
Hands On Inland Empire	Volunteer Opportunities	1
Hannahs House	Foster Care & Adoptions	1
Healthy Families		1
Healthy Families	Health Care Coverage	5
Heritage Neighborhood Center		1
Hesperia Branch Library	Adult Literacy Program	1
Hesperia Senior Center	Hesperia Senior Club	2
High Desert Child Adolescent and Family Services Center		1
High Desert Child Adolescent and Family Services Center	Anger Management	4
High Desert Child Adolescent and Family Services Center	Co-Parenting	1
High Desert Child Adolescent and Family Services Center	Individual and Group Counseling	27
High Desert Child Adolescent and Family Services Center	Outpatient Substance Abuse Treatment	1
High Desert Child Adolescent and Family Services Center	Parenting Classes	5
High Desert Child Adolescent and Family Services Center	Supervised Visitation	2
High Desert Domestic Violence Program, Inc.	Domestic Violence Program Services	8
High Desert Homeless Services, Inc		3
High Desert Homeless Services, Inc	Shelter	78
High Desert Pregnancy Clinic	Family Resource Center	3
High Desert Pregnancy Clinic	Pregnancy Testing	1
High Desert Relative Caregivers	Relative Caregivers	2
High Desert Transitional Living Connection	Christmas Toys	4
High Desert Youth Center	Safety and Wellness Program	4
Highland Sam J. Racadio Library and Environmental Learning Center		1
Home of Neighborly Senior Center	Salvage Food Giveaway	1
Home of Neighborly Senior Center	USDA Food Giveaway	1
Homeownership Preservation Foundation		1
Homeownership Preservation Foundation	The Homeowner's HOPE Hotline	5
House of Ruth, Inc.		1

Referrals from 2-1-1 San Bernardino County

House of Ruth, Inc.	Counseling	3
House of Ruth, Inc.	Emergency Shelter	12
House of Ruth, Inc.	Temporary Restraining Order Clinic	1
House of Ruth, Inc.	Transitional Living	2
Housing Authority of the County of San Bernardino		1
Housing Authority of the County of San Bernardino	Family Unification Program	17
Housing Authority of the County of San Bernardino	Fraud Reporting	1
Housing Authority of the County of San Bernardino	Mainstream Program	5
Housing Authority of the County of San Bernardino	Public Housing	20
Housing Authority of the County of San Bernardino	Section 8 Program	34
Housing Authority of the County of San Bernardino	Senior Housing	4
Housing Authority of the County of San Bernardino	Tenant Based Assistance Program (TBA)	2
Housing Authority of the County of San Bernardino	Veterans Affairs Supportive Housing Program (VASH)	1
Humanitarian International Services Group	Eyes for You	2
Hutton Community Center	Senior Center	1
Impression Healthcare Services	Behavioral Health Counseling	9
Inland Agency	Challenges of Youth	1
Inland Agency	Community Tool Box	9
Inland Agency	HICAP	3
Inland AIDS Project	Education and Prevention	1
Inland AIDS Project	HIV Testing	1
Inland AIDS Project	Mental and Behavioral Health Treatment	3
Inland Behavioral and Health Services, Inc.	Westside Counseling Center	3
Inland Caregivers Resource Center	Counseling	1
Inland Caregivers Resource Center	Legal/Financial Consultation	1
Inland Caregivers Resource Center	Support Groups	1
Inland Counties Legal Services, Inc		2
Inland Counties Legal Services, Inc	Legal Assistance	45
Inland Empire Economic Recovery Corporation (IEERC)		1
Inland Empire Economic Recovery Corporation (IEERC)	Home Foreclosure Prevention Seminars/Workshops	7
Inland Empire Health Plan		1
Inland Empire Health Plan	Healthy Kids	3
Inland Empire Latino Lawyers Association	Legal Assistance and Counseling	19
Inland Empire Lighthouse for the Blind, Inc.	Lighthouse for the Blind School	1
Inland Empire United Way	2-1-1 San Bernardino County	1
Inland Empire United Way	Pathways	1
Inland Fair Housing and Mediation Board		2
Inland Fair Housing and Mediation Board	Inland Fair Housing and Mediation	26
Inland Fair Housing and Mediation Board	Senior Services	2
Inland Family Community Health Center	Dental Services	41
Inland Family Community Health Center	Medical Services	46
Inland Regional Center		1
Inland Regional Center	Inland Regional Center	4
Inland Temporary Homes	Shelter & Transitional Housing	8
Inland Valley Hope Partners		4
Inland Valley Hope Partners	Food Security Program	53
Inland Valley Hope Partners	Pomona Valley Certified Farmers' Market	1
Inland Valley Hope Partners	Rent Payment Assistance	8
Inland Valley Hope Partners	Shelter/Housing Program	4
Inland Valley Hope Partners	Utility Assistance	31
Inland Valley Humane Society and S.P.C.A	Animal Care & Control	2
Inland Valley Humane Society and S.P.C.A	Licensing Service	1
Inland Valley Justice Center	Dispute Resolution	2
Inland Valley Recovery Services	Inland Valley Recovery Services	6
Internal Revenue Service	Internal Revenue Service	2
Jericho Outreach, Inc.		1
Jericho Outreach, Inc.	Living Facilities	5
Jericho Outreach, Inc.	Residential/Outpatient Services	1
Josephine Knopf Senior Center	Senior and DisabledTransportation	1
Josephine Knopf Senior Center	Senior Center	1
Josephine Knopf Senior Center	Senior Lunch and Movie Program	2
Kids Come First Community Clinic	Healthy Families Application Assistance	1
Kids Come First Community Clinic	Kids Come First	7
Kids Turf Day Care Center	Day Care	4
LaSalle Medical Associates	Health Clinic	46
LaSalle Medical Associates	Healthy Families Enrollment	2
LaSalle Medical Associates	Pediatric Medicine	2
LaSalle Medical Associates	Well Women Exam	4
Law Library for San Bernardino	Law Library	1
Legal Aid Society of San Bernardino		3
Legal Aid Society of San Bernardino	Legal Aid Clinic	49
Libreria del Pueblo, Inc.	Citizenship, English and Computer Classes	1
Libreria del Pueblo, Inc.	Immigration Services	2

Referrals from 2-1-1 San Bernardino County

Libreria del Pueblo, Inc.	Legal Clinic	4
LifeStream	Blood Donation Program	4
Lighthouse Inner Change Sober Living	Sober Living	1
Loma Linda Branch Library		1
Loma Linda Marriage & Family Therapy Clinic	Marriage and Family Therapy	7
Loma Linda Senior Center	Senior Center	2
Loma Linda University Medical Center		2
Loma Linda University Medical Center	Hospital Services	1
Loma Linda University Medical Center	PossAbilities	1
Loma Linda University Psychology Department	Psychological Services Clinic	2
Loveland Jubilee Pantry		2
Loveland Jubilee Pantry	Jubilee Pantry	83
Loving Care In-Home Services, Inc.	In-Home Assistance / Respite Care	2
Lucerne Valley Domestic Violence Outreach	Counseling	2
Lutheran Social Services of Southern California		2
Lutheran Social Services of Southern California	Food Bank and Bread Program	2
Lutheran Social Services of Southern California	Promotion of Safe & Stable Families	1
Lutheran Social Services of Southern California	Sexual Abuse Treatment	4
Lytle Creek Community Center	Senior Luncheon	2
Making a Difference Association	Giving Center	4
Managed Pharmacy Care	Freedom of Choice	1
Mary Vagle Nature Center	Urban Ecology Program	1
Marygold Senior Center	Senior Center	1
Marys Mercy Center, Inc.		5
Marys Mercy Center, Inc.	Christmas Gifts	3
Marys Mercy Center, Inc.	Marys Children Program	38
Marys Mercy Center, Inc.	Marys Table	37
Marys Mercy Center, Inc.	Saint Joseph Clothes Closet	17
Marys Mercy Center, Inc.	Showers	2
Marys Mercy Center, Inc.	St. Martin de Porres Emergency Food Bag Program	35
Marys Mercy Center, Inc.	Veronicas Home of Mercy	11
Meals on Wheels - Ontario	Meals on Wheels	2
Meals On Wheels - Upland		1
Meals On Wheels- Redlands, Inc		1
Meals On Wheels- Redlands, Inc	Home Delivered Meals	2
Medical Board of California	Medical Board	2
Mental Health Systems, Inc.	AOD Case Mangement	1
Mental Health Systems, Inc.	Drug Abuse Counseling for Federal Probationers	3
Mental Health Systems, Inc.	DUI Program	1
Mental Health Systems, Inc.	FOTEP Vocational Services	1
Mental Health Systems, Inc.	Substance Abuse Prevention Project	4
Mental Health Systems, Inc.	Support Services	4
Mercy House		1
Mercy House	Assisi House	5
Mercy House	Guadalupe Residence	5
Mercy House	Walk-In Center	60
Mexican Consulate General		1
Mexican Consulate General	Consular Services	7
Mimis House		3
Mimis House	Transitional Housing	21
Mojave Basin Youth Corps, Inc.	Mojave Basin YouthBuild	1
Mojave Valley Volunteer Hospice, Inc.	Elder Haven Day Care Center	1
Montclair Police Department	Police Department	1
Morongo Basin Mental Health Services Association	Calworks	1
Morongo Basin Mental Health Services Association	Child Abuse Prevention, Intervention and Treatment	1
Morongo Basin Mental Health Services Association	Crisis Walk-in Center	2
Morongo Basin Mental Health Services Association	Family Resources	1
Morongo Basin Mental Health Services Association	General Mental Health	1
Morongo Basin Mental Health Services Association	Residential Drug and Alcohol Treatment	1
Moses House Ministries	The Boutique	29
Mountain Community Hospital	Hospital Services	1
Mountain Community Hospital	Rural Health Clinic	1
Mountain View Community Church		1
Mountain View Community Church	Food Pantry	42
Narcotics Anonymous	Narcotics Anonymous Support Group	2
National Alliance on Mental Illness	Information and Referral	1
National Association of Social Workers	Counseling and Psychotherapy Referral	1
National Center for Victims of Crime	Help Line	1
National Community Renaissance		2
National Community Renaissance	Affordable Housing	83
National Domestic Violence Hotline	Domestic Violence Hotline	2
National Health Information Center	Health Information Clearinghouse	2
National Organization for Women	NOW	2

Referrals from 2-1-1 San Bernardino County

National Suicide Prevention Lifeline		1
National Suicide Prevention Lifeline	Suicide Hotline	13
National Suicide Prevention Lifeline	Suicide Prevention Lifeline	2
National Teen Dating Abuse Hotline	Hotline and On-line Chat	1
NeedyMeds		1
NeedyMeds	Prescription Drug Program	1
Neighborhood Housing Services of the Inland Empire, Inc.		1
Neighborhood Housing Services of the Inland Empire, Inc.	Foreclosure Prevention	6
Neighborhood Housing Services of the Inland Empire, Inc.	Home Buyer Education & Financial Fitness	1
Neighborhood Partnership Housing Services, Inc.	Foreclosure Counseling	2
Neighborhood Partnership Housing Services, Inc.	Home Ownership	2
New Directions	Therapeutic Community	2
New Hope Christian Fellowship	Lifeline	3
New Hope Village, Inc.		1
New Hope Village, Inc.	New Hope Village	1
New House, Inc.		1
New House, Inc.	Substance Abuse Treatment Program / Clean and Sober Moms	2
Norman F. Feldheim Central Library	Library Services	1
Northtown Housing Development Corp.	Government Food Commodities	5
Office of Emergency Services		1
Office of the Attorney General		3
Office of the Attorney General	Bureau of Medi-Cal Fraud	3
Oldtimers Foundation		3
Oldtimers Foundation	Home maintenance and Conservation	4
Oldtimers Foundation	Housing	1
Oldtimers Foundation	Nutrition	3
Oldtimers Foundation	Recreational Activities	1
Oldtimers Foundation	Transportation Services	6
Olive Branch Counseling Center		2
Olive Branch Counseling Center	Addictive Behavior	2
Olive Branch Counseling Center	Anger Management	6
Olive Branch Counseling Center	Parenting Classes	3
Olive Branch Counseling Center	Relationship Counseling	6
Olive Crest Foster & Adoption Agency	Foster & Adoption	1
Omnitrans		3
Omnitrans	Access Service	13
Omnitrans	Omnitrans	2
Ontario Police Department	Police Department	2
Ontario Senior Center	Social Services	1
Ontario/Montclair YMCA	Afterschool Program	1
Ontario/Montclair YMCA	Matrix	1
Ontario-Montclair School District		1
Ontario-Montclair School District	Public Education	1
Operation Provider	Basic Need Assistance	3
Operation Provider	Electric and Gas Assistance Fund (EAF & GAF)	3
Operation Safehouse	Operation Safehouse Shelter	4
Option House, Inc.		2
Option House, Inc.	Domestic Violence Shelter Services	12
Our Lady of Hope		5
Our Lady of Hope	Government Commodities	48
Our Lady of Hope	Salvage Food Giveaway	30
Our Lady of Hope	Soup Kitchen	3
Our Lady of the Desert		3
Our Lady of the Desert	Food Pantry	46
OWL Older Womens League	Benefits Quicklink	3
Pacific Clinics	Child and Family Services	2
Pacific Lifeline		1
Pacific Lifeline	Transitional Shelter	12
Para Los Niños		4
Para Los Niños	Family Resource Center	61
Para Los Niños	Parenting Classes	2
Partnership for Prescription Assistance		2
Partnership for Prescription Assistance	Prescription Assistance	10
Patient Advocate Foundation	Advocacy	1
Patton State Hospital	Hospital Services	2
People Against Childhood Trauma	Parents United	1
Planned Parenthood of Orange and San Bernardino Counties	Contraceptive Clinics	4
Planned Parenthood of Orange and San Bernardino Counties	HIV/AIDS Testing and Counseling	2
Planned Parenthood of Orange and San Bernardino Counties	Pregnancy Testing, Counseling, and Referral	5
Planned Parenthood of Orange and San Bernardino Counties	Sexually Transmitted Infections Treatment	2
Planned Parenthood of Orange and San Bernardino Counties	Sterilization Program	1
Pomona Valley Hospital Medical Center	Central Avenue Urgent Care Center	1
Pomona Valley Hospital Medical Center	Hospital Services	1

Referrals from 2-1-1 San Bernardino County

Pomona Valley Workshop	Adult Development Center	1
Pomona Valley Workshop	Anthesis Autism Services	2
Pomona Valley Workshop	Supported Employment Services	1
Pregnancy Resource Center		1
Pregnancy Resource Center	Pregnancy Resources	3
Pregnancy Support Centers, Inc.	Choices Clinic	1
Priscillas Helping Hands, Inc.		1
Priscillas Helping Hands, Inc.	Clothes Closet	16
Priscillas Helping Hands, Inc.	Soup Kitchen	13
Prison to Peace Outreach	Basic Needs	4
Project Cuidar-SB	Child Enrichment Groups and Parenting Classes	5
Project Inform	HIV Treatment Infoline	2
Project Sister Family Services	Crisis Intervention	3
Project Sister Family Services	Support Groups	1
Provisional Accelerated Learning (PAL) Center		1
Provisional Accelerated Learning (PAL) Center	Comprehensive Child Care	2
Provisional Accelerated Learning (PAL) Center	Operation Safe Harbor	1
Putting Kids First	Co-Parenting Course	1
Rader Program	Eating Disorders	2
Rancho Cucamonga & Fontana Family YMCA	CPR & First Aid Training	1
Rancho Cucamonga & Fontana Family YMCA	Swimming	1
Rancho Cucamonga Family Resource Center		2
Rancho Cucamonga Family Resource Center	Clothes Closet	1
Rancho Cucamonga Family Resource Center	Emergency Food	25
Rancho Cucamonga Family Resource Center	Family Resource Center	2
Rancho Cucamonga Family Resource Center	Thanksgiving Baskets	2
REACH	REACH	17
Reach Out Morongo Basin		1
Reach Out Morongo Basin	USDA Food Giveaway	1
Reach Out West End	Community Service Events	1
Reach Out West End	Mentoring Program	1
Redlands Community Hospital	Family Clinic	5
Redlands Community Senior Center	Senior Nutrition Lunch Program	1
Redlands Community Senior Center	Senior Transportation	1
Redlands Day Nursery	Child Care	1
Redlands Police Department Recreation Bureau	Kids World	1
Redlands Police Department Recreation Bureau	Redlands Police Department	3
Redlands Police Department Recreation Bureau	Youth Coalition Teen Committee	1
Redlands Unified School District	High School Diploma and G.E.D.	1
Restoration House of Refuge, Inc.	Transitional Housing	5
Rialto Police Department	Rialto Police	2
Rialto Senior Center	After School Program	1
Rialto Unified School District		1
Rialto Unified School District	Health Clinic	1
RISE Interpreting, Inc.	Sign Language Interpretation	1
Rock Church & World Outreach Center	USDA Food Giveaway	8
Rolling Start, Inc.	Assistive Technology	1
Rolling Start, Inc.	Deaf Services	1
Rolling Start, Inc.	Helpline	1
Rolling Start, Inc.	Housing	5
Rolling Start, Inc.	Independent Living Skills	1
Rolling Start, Inc.	Information and Referral	1
Rolling Start, Inc.	Support Groups / Workshop	2
Rose of Sharon Life Center	The Life Center	21
Rudy C. Hernandez Community Center	Food Distribution	1
Rudy C. Hernandez Community Center	Senior Nutrition Lunch Program	2
Running Springs Assembly of God	Food for Life	1
Rx Help For Californians		2
Rx Help For Californians	Prescription Assistance	15
Salvation Army - Ontario		4
Salvation Army - Ontario	Christmas Baskets	1
Salvation Army - Ontario	Disaster Recovery Services	1
Salvation Army - Ontario	Emergency Food Box	24
Salvation Army - Ontario	Emergency Rental/Mortgage Assistance	11
Salvation Army - Ontario	Motel Vouchers	8
Salvation Army - Redlands		5
Salvation Army - Redlands	Christmas Meals	1
Salvation Army - Redlands	Electric and Gas Assistance Fund (EAF & GAF)	31
Salvation Army - San Bernardino		4
Salvation Army - San Bernardino	Christmas Meals	2
Salvation Army - San Bernardino	Christmas Toys	3
Salvation Army - San Bernardino	Cold Weather Shelter	1
Salvation Army - San Bernardino	Disaster Recovery Services	1

Referrals from 2-1-1 San Bernardino County

Salvation Army - San Bernardino	Shelter Program	96
Salvation Army - San Bernardino	Soup Kitchen	4
Salvation Army - San Bernardino	Thanksgiving Meals	1
Salvation Army - San Bernardino	USDA Food Giveaway	46
Salvation Army Service Extension	Utility Assistance	9
Salvation Army-Victor Valley		14
Salvation Army-Victor Valley	Christmas Baskets	5
Salvation Army-Victor Valley	Food Assistance	71
Salvation Army-Victor Valley	Motel Vouchers	13
Salvation Army-Victor Valley	Thanksgiving Meals	3
Salvation Army-Victor Valley	Utility Assistance	147
Samaritan Counseling Center	BEAMS (Behavior Education and Management Services)	1
Samaritan Counseling Center	Counseling	15
San Antonio Community Hospital	Educational Suite	3
San Antonio Community Hospital	Urgent Care	2
San Bernardino City Unified School District		1
San Bernardino City Unified School District	Public Education	1
San Bernardino City Unified School District	State Preschool Program	2
San Bernardino County Animal Care & Control		3
San Bernardino County Animal Care & Control	Spay and Neuter Voucher Program	3
San Bernardino County Auditor-Controller/Recorder	Recorder/Clerk	3
San Bernardino County Department of Aging and Adult Services		1
San Bernardino County Department of Aging and Adult Services	Adult Protective Services	7
San Bernardino County Department of Aging and Adult Services	Family Caregiver Support Program	11
San Bernardino County Department of Aging and Adult Services	In Home Supportive Services	48
San Bernardino County Department of Aging and Adult Services	Linkages Program	1
San Bernardino County Department of Aging and Adult Services	Multipurpose Senior Services Program	6
San Bernardino County Department of Aging and Adult Services	Senior Information and Assistance Program	8
San Bernardino County Department of Aging and Adult Services	Senior Nutrition Services	4
San Bernardino County Department of Aging and Adult Services	Senior Training and Employment Program	2
San Bernardino County Department of Behavioral Health		2
San Bernardino County Department of Behavioral Health	AB2034 Homeless Program	4
San Bernardino County Department of Behavioral Health	Agewise Program	1
San Bernardino County Department of Behavioral Health	Alcohol and Drug Services	15
San Bernardino County Department of Behavioral Health	Behavioral Health Resource Center Central Triage Services (After Hou	5
San Bernardino County Department of Behavioral Health	Centralized Hospital Aftercare Services	2
San Bernardino County Department of Behavioral Health	Children's Crisis Response Team	19
San Bernardino County Department of Behavioral Health	Clubhouse	1
San Bernardino County Department of Behavioral Health	Housing Program	2
San Bernardino County Department of Behavioral Health	Outpatient Services	34
San Bernardino County Department of Behavioral Health	The Access Unit	12
San Bernardino County Department of Behavioral Health	Transitional Age Youth One Stop Center	5
San Bernardino County Department of Child Support Services		1
San Bernardino County Department of Child Support Services	Child Support Services	11
San Bernardino County Department of Children and Family Services		1
San Bernardino County Department of Children and Family Services	Child Protective Hotline	17
San Bernardino County Department of Children and Family Services	Foster Care	2
San Bernardino County Department of Community Development and Housing	Senior Home Repair Program	2
San Bernardino County Department of Probation	Probation	2
San Bernardino County Department of Public Health		11
San Bernardino County Department of Public Health	AIDS Program	5
San Bernardino County Department of Public Health	Alcohol and Drug Abuse Prevention Program	2
San Bernardino County Department of Public Health	Child Health and Disability Prevention	1
San Bernardino County Department of Public Health	Flu Shots	145
San Bernardino County Department of Public Health	Health Promotion and Education	5
San Bernardino County Department of Public Health	Immunizations	169
San Bernardino County Department of Public Health	Maternal Health Program	3
San Bernardino County Department of Public Health	Reproductive Health Centers	15
San Bernardino County Department of Public Health	Smile in Style	1
San Bernardino County Department of Public Health	Traffic S.A.F.E. Program	6
San Bernardino County Department of Public Health	Tuberculosis Control Program	3
San Bernardino County Department of Public Health	Vector Control	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	VA Medical Center	2
San Bernardino County District Attorney		1
San Bernardino County District Attorney	General Information	2
San Bernardino County District Attorney	Victim Services Unit	1
San Bernardino County Land Use Services Department	Code Enforcement Division	3
San Bernardino County Office Of Homeless Services	Homeless Partnership	2
San Bernardino County Preschool Services Department	Head Start	10
San Bernardino County Preschool Services Department	Support Services	6
San Bernardino County Public Authority	In-Home Supportive Services Registry	8

Referrals from 2-1-1 San Bernardino County

San Bernardino County Sheriffs Department		3
San Bernardino County Sheriffs Department	Detention Facilities	11
San Bernardino County Sheriffs Department	Law Enforcement	8
San Bernardino County Superintendent of Schools		1
San Bernardino County Superintendent of Schools	KidsNCare Child Care Food Program	1
San Bernardino County Superintendent of Schools	KidsNCare Child Care Referral Services	12
San Bernardino County Superintendent of Schools	KidsNCare Resource and Referral Training Unit	1
San Bernardino County Superintendent of Schools	KidsNCare Subsidized Child Care	13
San Bernardino County Transitional Assistance Department		5
San Bernardino County Transitional Assistance Department	C4Yourself	3
San Bernardino County Transitional Assistance Department	CalWORKs Program	70
San Bernardino County Transitional Assistance Department	Cash Aid Program for Immigrants	1
San Bernardino County Transitional Assistance Department	Disaster Food Stamp Program	3
San Bernardino County Transitional Assistance Department	Food Stamp Program	123
San Bernardino County Transitional Assistance Department	Health Care Options	3
San Bernardino County Transitional Assistance Department	Medi-Cal Program	44
San Bernardino County Transitional Assistance Department	Refugee Resettlement Program	8
San Bernardino County Transitional Assistance Department	The General Relief Program	10
San Bernardino County Workforce Development Department	Employment Resource Center	55
San Bernardino Police Department		1
San Bernardino Police Department	Police Department	8
San Bernardino Senior Center	Senior Center	2
San Bernardino Sexual Assault Services, Inc		1
San Bernardino Sexual Assault Services, Inc	Sexual Assault Program	5
SCHEU Family YMCA of Upland	Preschool & Afterschool	1
Senior Companion Program	Senior Companion Program	1
Set Free Christian Fellowship	Food Assistance	2
Set Free Christian Fellowship	Food Ministry	8
Set Free Christian Fellowship	Thanksgiving Baskets	5
Set Free Christian Fellowship	Thanksgiving Meals	1
Social Action Community Health System	Behavioral, Therapeutic and Dental Health Care	13
Social Action Community Health System	Primary Health Care	4
Social Security Administration		1
Social Security Administration	Social Security	21
Southern California Edison		1
Southern California Edison	California Alternate Rates for Energy	4
Southern California Edison	Energy Management Assistance Program	1
Southern California Edison	Level Pay Plan	3
Southern California Edison	Medical Baseline Program	1
Southern California Gas Company	CARE	3
Southern California Gas Company	Direct Assistance Program	3
Southwest Gas Company		2
Southwest Gas Company	California Alternate Rates for Energy	6
Southwest Gas Company	Low-Income Energy Efficiency Weatherization Program	3
Southwest Gas Company	Medical Baseline Program	1
Special Little Angels, Inc.	Little Angels	1
Special Little Angels, Inc.	Special Angels Transitional Shelter	1
Springboard	Consumer Credit Counseling	6
St. John of God Health Care Services		8
St. John of God Health Care Services	Assistance Services	211
St. John of God Health Care Services	Detox Center	6
St. John of God Health Care Services	Food Assistance	51
St. John of God Health Care Services	Residential Substance Abuse Treatment	1
St. John of God Health Care Services	Sober Living Homes	3
St. Johns Community Success Center		1
St. Johns Community Success Center	Standing Community Services	7
St. Johns Community Success Center	Youth Outreach	1
St. Mary Medical Center	Hospital Services	1
Starkey Hearing Foundation	Hearing Recycling Program	1
State Bar of California	Attorney Information and Referral Service	7
Sunflower Community Services, Inc.	Transitional Housing	1
Superior Court of California County of San Bernardino		1
Superior Court of California County of San Bernardino	Civil Court/ Unlawful Detainer	2
Superior Court of California County of San Bernardino	Criminal Court	2
Superior Court of California County of San Bernardino	Family Court	7
Superior Court of California County of San Bernardino	Juvenile Court	1
Superior Court of California County of San Bernardino	Small Claims Court	1
Superior Court of California County of San Bernardino	Traffic Court	1
Teen Challenge of Southern California	Drug Education and Prevention Outreach	1
Teen Challenge of Southern California	Teen Gang Intervention	1
Telecare High Desert Crisis Walk-In Center		2
Telecare High Desert Crisis Walk-In Center	Crisis Walk-In Center	16
The 29 Palms Community Food Pantry & Outreach Ministries, Inc	Community Food Pantry	3

Referrals from 2-1-1 San Bernardino County

The Agape House		1
The Agape House	New Life Program	9
The Community Counseling Center		1
The Community Counseling Center	General Counseling	9
The Sober Living Network	Internet Information and Referral Service	6
The Stephan Center	The Stephan Center	1
The Unforgettables Foundation	Burial Assistance	2
The Way Station	Christmas Baskets	1
The Way Station	Food Assistance	2
The White House Healing Center, Inc.		1
The White House Healing Center, Inc.	Transitional Housing	11
Time For Change Foundation	Sweet Dreams House	27
Time For Change Foundation	Workshops	1
Touched Ones United Creating Hope, Inc.	Backpack Ministries	3
Travelers Aid of the Inland Empire	Emergency Transportation and Referral Service	5
Travelers Aid of the Inland Empire	Emergency Travel Services	3
Tri-City Mental Health Center	Adult Outpatient Services	2
Tri-County Dental Society	Free Dental Work for Children	11
U.S. Citizenship and Immigration Services		1
U.S. Citizenship and Immigration Services	Citizenship and Immigration Services	2
U.S. Department of Commerce	Digital TV Coupon Program	1
U.S. Department of Housing and Urban Development		2
U.S. Department of Housing and Urban Development	Hope for Homeowners	3
U.S. Department of Housing and Urban Development	HUD	3
United States Consulate General	US Consulate	1
United States Department of Education	Federal Student Aid (FSA)	1
United States Department of Labor	Labor and Employment Law	3
United States Department of Labor	OSHA	1
United States Post Offices	Postal Services	1
Upland Animal Shelter	Animal Foster Care	1
Upland Church of Christ	Food Pantry	3
Upland Public Library	Adult Literacy Program	1
Valley Fellowship - Seventh Day Adventist Church		2
Valley Fellowship - Seventh Day Adventist Church	Community Services	13
Valley Fellowship - Seventh Day Adventist Church	Thanksgiving Baskets	1
Valley Star Children and Family Services		1
Valley Star Children and Family Services	Mental Health Services	4
Victims of Crime Resource Center		1
Victims of Crime Resource Center	Resource Center	1
Victor Valley Community Dental Service		1
Victor Valley Community Dental Service	Dental Service Program	25
Victor Valley Community Hospital	Hospital Services	1
Victor Valley Community Services Council	Alternative Sentencing Program	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		1
Victor Valley Rescue Mission	Food Services and Clothing	88
Victor Valley Transit Authority	Direct Access	2
Victor Valley Transit Authority	Victor Valley Transit Authority	3
Villa de Ninos	Preschool	1
Vocational Improvement Program, Inc.	Direct Placement	1
Vocational Improvement Program, Inc.	Supported Employment Program	1
Volunteer Center of Riverside County		14
Volunteer Center of Riverside County	2-1-1 Riverside County	113
Way World Outreach Ministry	USDA Food Giveaway	11
West End Family Counseling		1
West End Family Counseling	Mental Health and Counseling Services	8
West End Family Counseling	SART	3
West End Family Counseling	School-Based Counseling	1
West Inland Empire Cocaine Anonymous	Cocaine Anonymous	1
West Valley Detention Center		1
Westside Brighter Vision Foundation	Community Resource Referral	5
Westside Brighter Vision Foundation	Money Management Program	1
Westside Brighter Vision Foundation	Parenting Skills Classes	1
Westside Community Service Center		1
Westside Community Service Center	Employment Assistance	2
Westside Community Service Center	Food Distributions	21
Westside Community Service Center	Senior Nutrition Program	1
Westside Community Service Center	Westside Clothes Closet	8
WeTip	Crime Reporting Hotline	4
Whitney Young Family Health Clinic		1
Whitney Young Family Health Clinic	Dental Services	39
Whitney Young Family Health Clinic	Medical Services	33

Referrals from 2-1-1 San Bernardino County

Womens Breast Cancer Resource Center	Resource Center	1
Young Visionaries Youth Leadership Academy	H.O.T. Spot Program - Healthy Options for Teens	1
Young Visionaries Youth Leadership Academy	Thanksgiving Baskets	1
Yucaipa Christian Church	Manna Food Cupboard	12
Yucaipa Valley Welfare, Inc	Clothing Program	1
Yucaipa Valley Welfare, Inc	Food Program	9
Yucaipa Valley Welfare, Inc	Medical Equipment Loans	1
Yucca Valley Senior Center	Home Delivered Meals	1

2-1-1 San Bernardino County Report

Callback Survey Responses

October 2009

Total of 40 Respondents

Yes	86%
No	0%
Undecided	0%
No Response	14%

Did you contact the referral agency (ies)?	
Yes	83%
No	5%
Undecided	0%
No Response	12%

If yes, did you get the help you needed?	
Yes	45%
No	33%
Undecided	10%
No Response	13%

Was the information useful?	
Yes	85%
No	2%
Undecided	0%
No Response	12%

Will you call 2-1-1 in the future?	
Yes	83%
No	0%
Undecided	5%
No Response	12%

Are you a registered voter?	
Yes	41%
No	46%
Undecided	0%
No Response	12%

