

October 2010

2-1-1 San Bernardino County Statistical Update

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



United Ways serving
San Bernardino County



2-1-1 News Items

The 2010-2011 Blue Book Directory will be available as a pdf !!

If you are interested in receiving the 2-1-1 Directory as a pdf, email

Dflores@ieuw.org

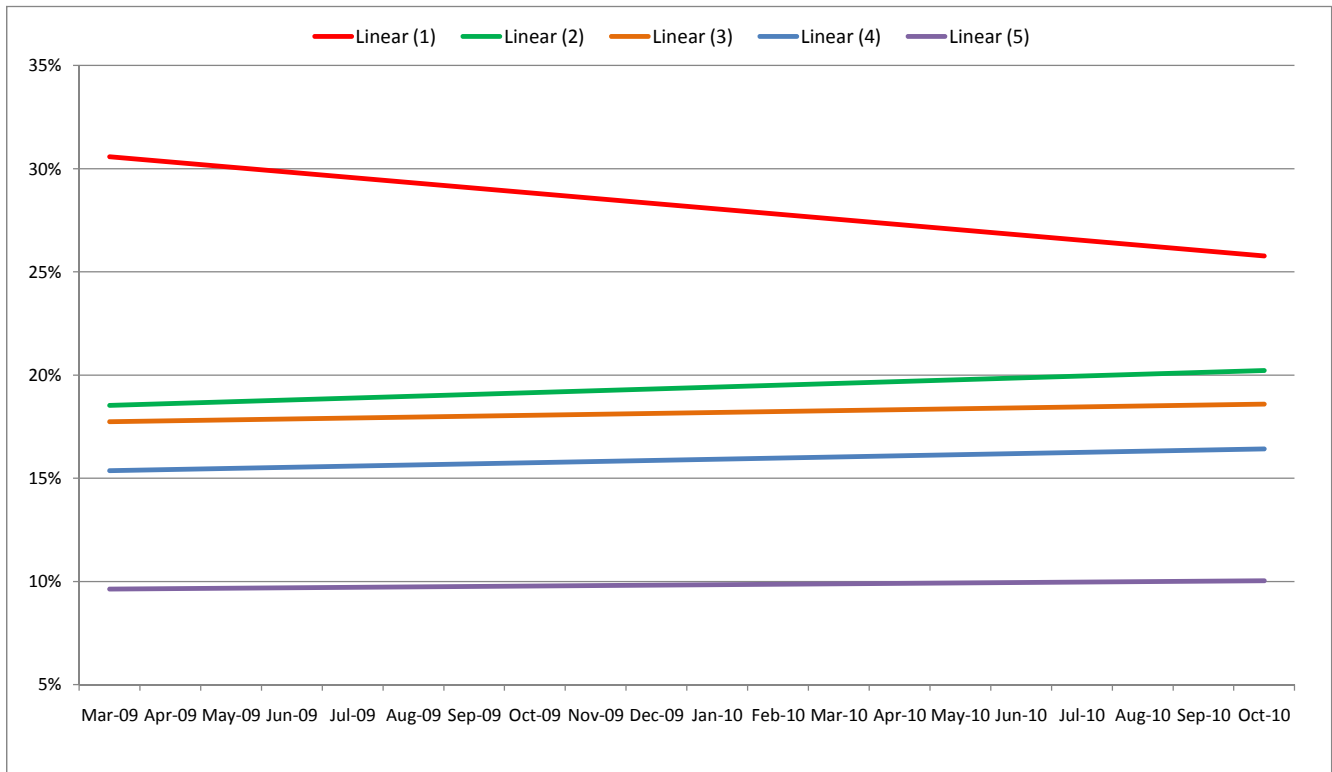
- our goal is to have it available by the end of the year

2-1-1 Advisory Committee Meeting

The next meeting of the 2-1-1 Advisory Committee will be held at 8:00am at the City of San Bernardino Mayor's Office on November 16 and normally occurs regularly on the 4th Thursday of every other month.

More families calling 2-1-1

About 75% of 2-1-1 callers choose to provide information about their family size and other demographic information. Over the past 20 months, the percentage of callers who indicate that they have no others living in their household has decreased from about 31% to 26%. Simultaneously, the percentage of callers indicating households of 2, 3, 4 and 5 has increased. The chart below shows the trendlines for households of 1-5 members. The red line shows the percentage of calls from lone individuals.



This trend is likely a true reflection of what the 2-1-1 staff tell me anecdotally, that more and more families are calling, facing homelessness, hunger, inadequate employment, and all the other associated problems that occur in a severe recession. The needs are great and sometimes the best we can do is ensure the callers do not go hungry by connecting them to the many food resources that do exist throughout the county.

Top Needs Comparison

It may be useful to look at a comparison of top needs of the various sized households. As you can see from the chart below, shelter is the greatest need shown in calls to 2-1-1 for lone individuals and utilities is primary for households of 2 or more. Food becomes the greatest need expressed when the household size reaches 5 people. Keep in mind that a higher percentage of lone individual callers are homeless than larger family units.

| 1 in Household | | 2 in Household | | 3 in Household | | 4 in Household | | 5 in Household | |
|----------------------|-----|-------------------------|-----|-------------------------|-----|-----------------------------------|-----|-----------------------------------|-----|
| Shelter | 18% | Utilities | 17% | Utilities | 22% | Utilities | 25% | Utilities | 26% |
| Information Services | 13% | Rent Payment Assistance | 14% | Rent Payment Assistance | 16% | Rent Payment Assistance | 15% | Food/Meals | 17% |
| Food/Meals | 11% | Food/Meals | 13% | Food/Meals | 13% | Food/Meals | 15% | Rent Payment Assistance | 16% |
| Utilities | 11% | Shelter | 10% | Information Services | 8% | Clothing/Personal/Household Needs | 7% | Clothing/Personal/Household Needs | 8% |

Other top needs that are in common among all 5 groups are Counseling, Housing, Information Services, Legal Services/Assistance, Motel Vouchers, Outpatient Health Facilities, and Specialized Treatments. Day care becomes a top 14 need when household size reaches 3. Specialized Treatments (like dental services) and Motel Vouchers are a top 14 needs among all of the households of 2 to 5 members.

Other notable data include Substance Abuse Services, which is the 8th top need of single individual households and doesn't show up at all within the top 14 of the 2-5 groups. And in household sizes of 5, Nutrition Assistance Programs (Cal-Fresh, formerly called 'Food Stamps') moves into the top 14 needs.

Race/Ethnicity's Role in 211 Caller's Household Size

Nearly half of the 4 and 5 member families calling 2-1-1 indicate their race/ethnicity as Hispanic. The majority of 2 member households are Black/African American. And the greatest number of callers who are lone individuals also self-identify as white. This third fact is in line with the results of local homeless counts (HUD's current definition, not McKinney-Vento) which indicate that most of the homeless in San Bernardino County are white (39.4% according to the 2009 Point-In-Time Homeless Count and Survey Report) and living as a lone individual.

| Race/Ethnicity | Household Size | | | | |
|------------------------|----------------|-----|-----|-----|-----|
| | 1 | 2 | 3 | 4 | 5 |
| Black/African American | 34% | 40% | 35% | 32% | 29% |
| Hispanic/Latino | 23% | 29% | 39% | 49% | 49% |
| White(non-hispanic) | 44% | 31% | 25% | 20% | 22% |

These numbers provide little comfort. The 2009 Point-In-Time count mentioned that more than 20% of homeless are children or youth. To bring this up to date, the Superintendent of Schools recently released the number of McKinney-Vento homeless children in the county, and the number is a staggering 22,658, up from 18,940 in 2009.

We are always looking for ways to improve the scope and effectiveness of the 2-1-1 system, to better serve the community and the non-profit network of providers. Your thoughts, comments, complaints and suggestions are always welcome.

Thank You and Be Well!

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



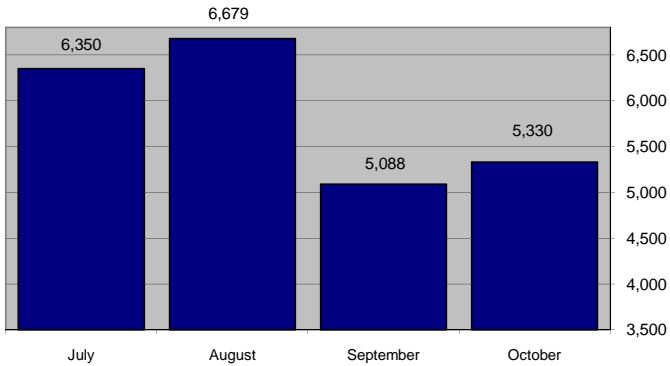
United Ways serving
San Bernardino County



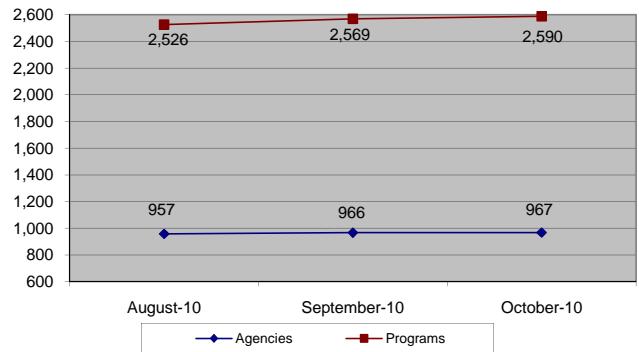
2-1-1 San Bernardino County

October 2010 Data Analysis

Total number of documented calls



2-1-1 database totals



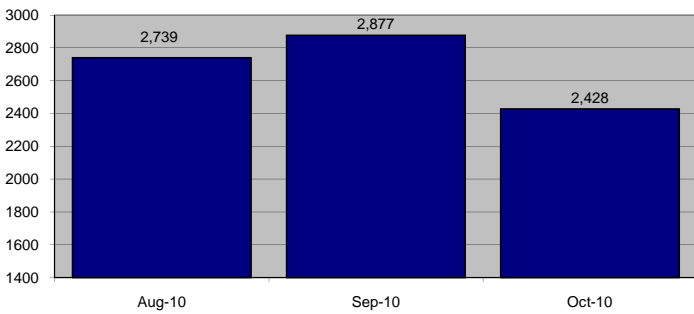
Total number of documented calls**

| | |
|------------------|--------------|
| October | 5,330 |
| September | 5,088 |
| August | 6,679 |
| July | 6,350 |

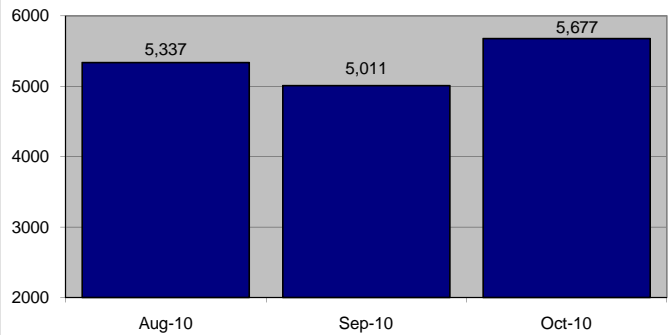
** Does not include hangups, wrong numbers, internal, etc.

| Agencies | Database totals | Programs |
|------------|-----------------|--------------|
| 967 | Oct-10 | 2,590 |
| 966 | Sep-10 | 2,569 |
| 957 | Aug-10 | 2,526 |

Total # of callers with children in the households



Total number of children involved



Call totals per # of children in household:

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

Total Number of Children

| | |
|---|--------------|
| Oct-10 | 5,677 |
| Sep-10 | 5,011 |
| Aug-10 | 5,337 |
| Percentage of callers w/children | 46% |

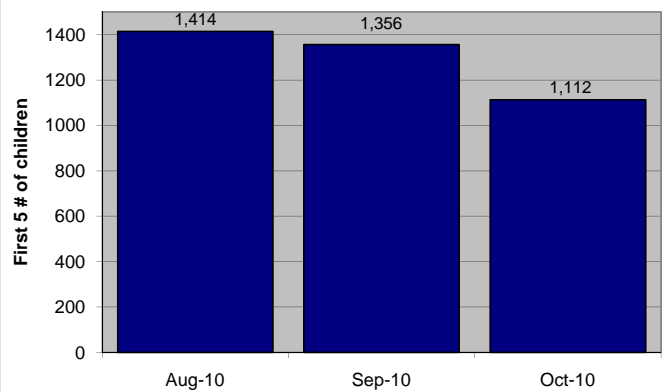
First 5 Calls

| | |
|---|--------------|
| Total # First 5 Children represented | 1,769 |
| Total number of calls this month | 5,330 |
| Total # of First 5 Calls | 1,112 |
| Percentage of F5 calls | 21% |

Call totals per # of children under 6:

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

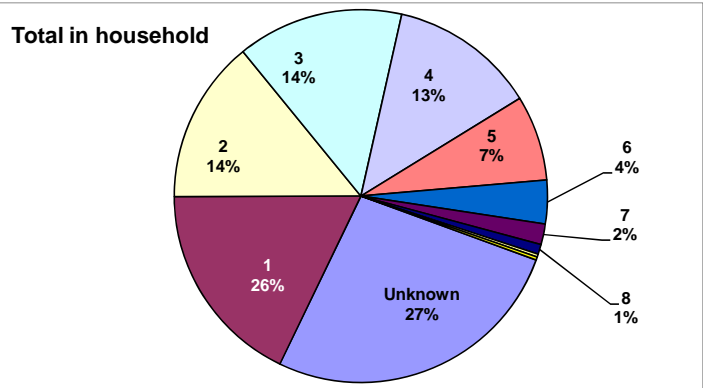
Total number of children under 6



2-1-1 San Bernardino County

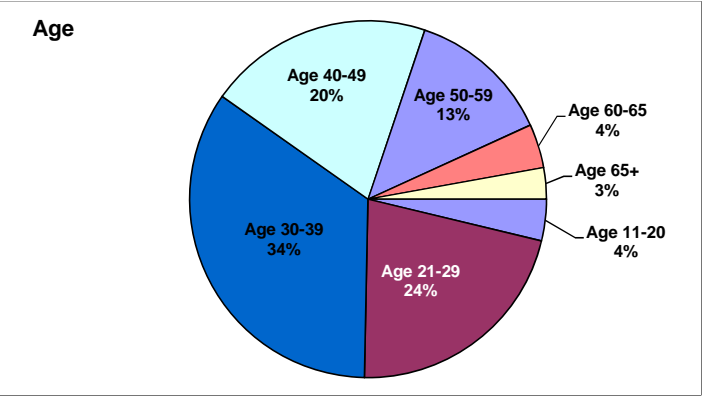
| Total # in household: | | | |
|-----------------------|-------------|-------------|-------------|
| | Oct-10 | Sep-10 | Aug-10 |
| Unknown | 1418 | 1915 | 1762 |
| 1 | 949 | 1266 | 1144 |
| 2 | 753 | 962 | 936 |
| 3 | 769 | 859 | 871 |
| 4 | 677 | 729 | 699 |
| 5 | 394 | 473 | 490 |
| 6 | 201 | 270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

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

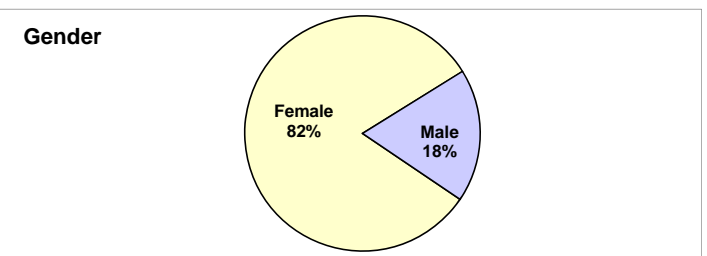


Total people represented in this month's calls **11,930**

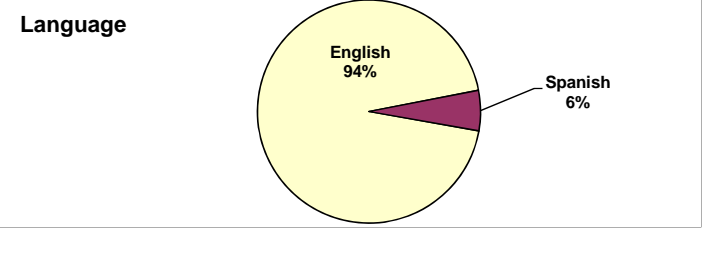
| Age: | | | |
|--------------|-------------|-------------|-------------|
| | Oct-10 | Sep-10 | Aug-10 |
| Age 0-3 | 5 | 12 | 10 |
| Age 4-5 | 5 | 8 | 5 |
| Age 6-10 | 7 | 10 | 11 |
| Age 11-20 | 123 | 124 | 131 |
| Age 21-29 | 706 | 927 | 1017 |
| Age 30-39 | 1128 | 1493 | 1348 |
| Age 40-49 | 667 |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



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

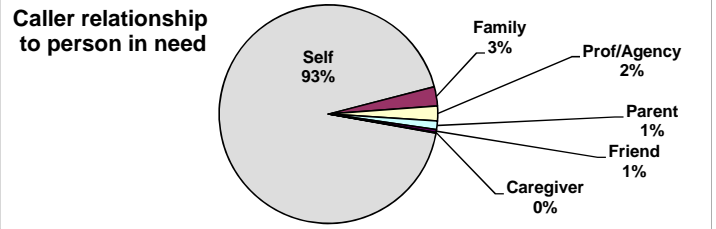


| Language | | | |
|------------|--------|--------|--------|
| | Oct-10 | Sep-10 | Aug-10 |
| English | 5018 | 4758 | 6300 |
| Spanish | 312 | 330 | 378 |
| Acholi | 0 | 0 | 0 |
| Czech | 0 | 0 | 0 |
| Vietnamese | 0 | 0 | 1 |

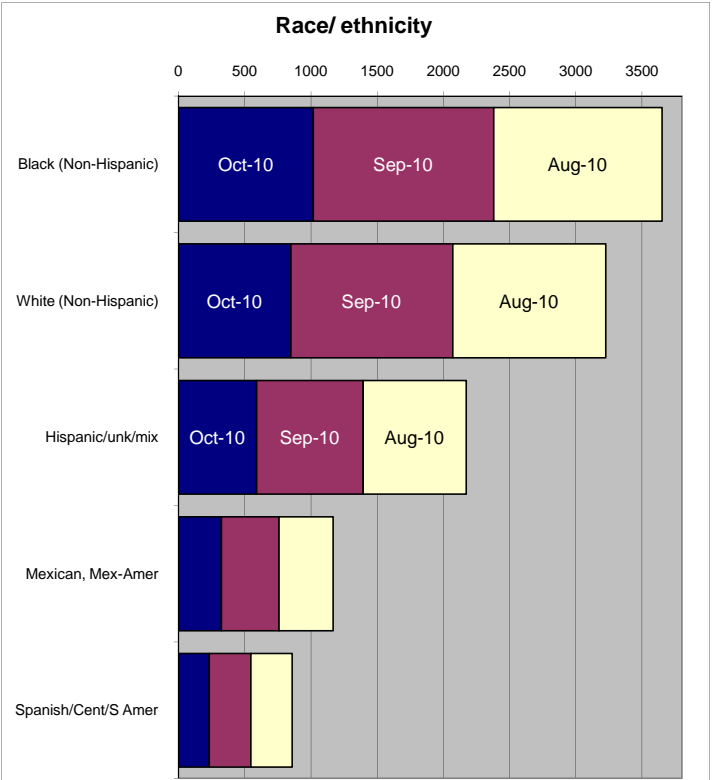


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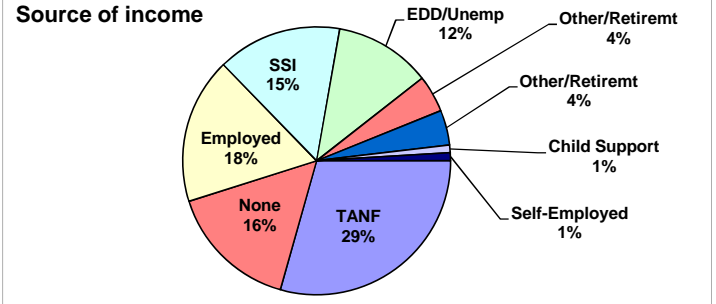
| Caller relationship to person in need: | | | |
|--|--------|--------|--------|
| | Oct-10 | Sep-10 | Aug-10 |
| Self | 4967 | 4763 | 6204 |
| Family | 151 | 130 | 195 |
| Prof/Agency | 117 | 103 | 155 |
| Parent | 69 | 17 | 33 |
| Friend | 21 | 66 | 90 |
| Caregiver | 5 | 9 | 2 |



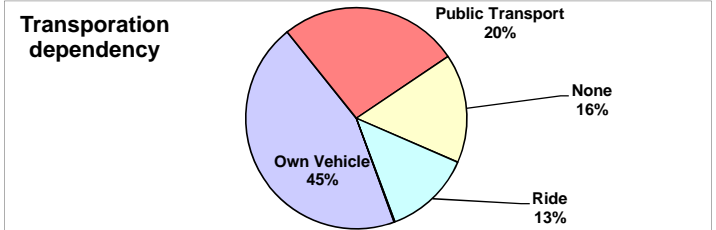
| Race/ ethnicity | | | | |
|--------------------------|-------------|-------------|-------------|-----|
| | Oct-10 | Sep-10 | Aug-10 | |
| Black (Non-Hispanic) | 1016 | 1362 | 1271 | 33% |
| White (Non-Hispanic) | 847 | 1222 | 1156 | 28% |
| Hispanic/unk/mix | 588 | 805 | 778 | 19% |
| Mexican, Mex-Amer | 323 | 434 | 410 | 10% |
| Spanish/Cent/S Amer | 232 | 313 | 313 | 8% |
| Multi-race | 18 | 15 | 35 | 1% |
| Other | 14 | 7 | 14 | |
| Asia/unk/mix | 12 | 12 | 11 | |
| Filipino | 6 | 2 | 8 | |
| Native American | 5 | 5 | 7 | |
| Pacific Islander/unk/mix | 5 | 5 | 5 | |
| Asian-Indian | 3 | 5 | 11 | |
| Chinese | 2 | 1 | 1 | |
| Samoan | 2 | 0 | 1 | |
| Puerto Rican | 1 | 0 | 4 | |
| Vietnamese | 1 | 0 | 1 | |
| Cuban | 1 | 0 | 0 | |
| Korean | 1 | 0 | 0 | |
| Cambodian | 0 | 2 | 0 | |
| Hawaiian | 0 | 1 | 1 | |
| Japanese | 0 | 1 | 0 | |
| Laotian | 0 | 1 | 0 | |
| Hawaiian | 0 | 0 | 1 | |
| Unknown | 2253 | 895 | 2651 | |
| Total Known | 3077 | 4193 | 4028 | |



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



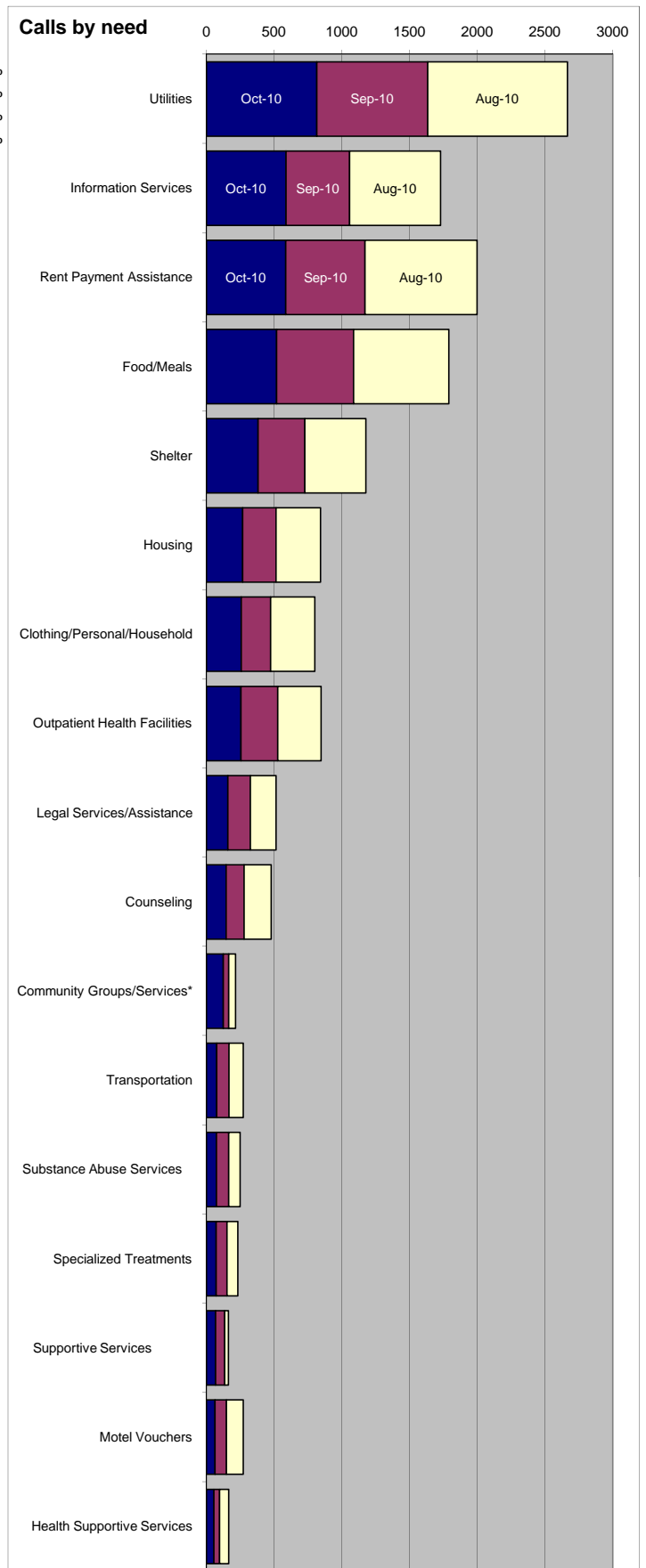
| Transportation dependency: | | | |
|----------------------------|--------|--------|--------|
| | Oct-10 | Sep-10 | Aug-10 |
| Own Vehicle | 1324 | 1376 | 2092 |
| Public Transportation | 778 | 658 | 863 |
| None | 471 | 482 | 655 |
| Ride | 379 | 386 | 459 |
| Taxi | 3 | 1 | 2 |
| Transportation Voucher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



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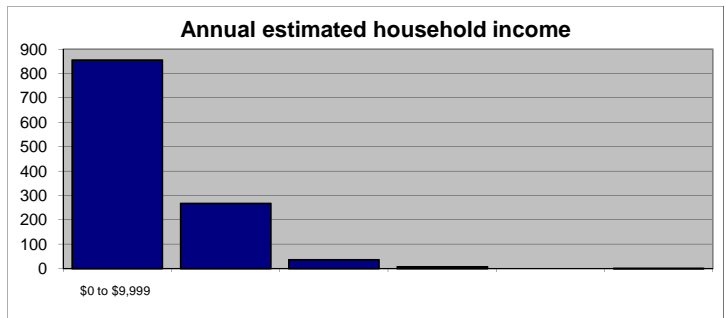
| Calls by need: | | | |
|---|--------|--------|--------|
| Need | Oct-10 | Sep-10 | Aug-10 |
| Utilities | 815 | 819 | 1030 |
| Information Services | 587 | 470 | 671 |
| Rent Payment Assistance | 585 | 586 | 826 |
| Food/Meals | 517 | 569 | 703 |
| Shelter | 380 | 346 | 451 |
| Housing | 267 | 247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

Note: * Includes Holiday Meals

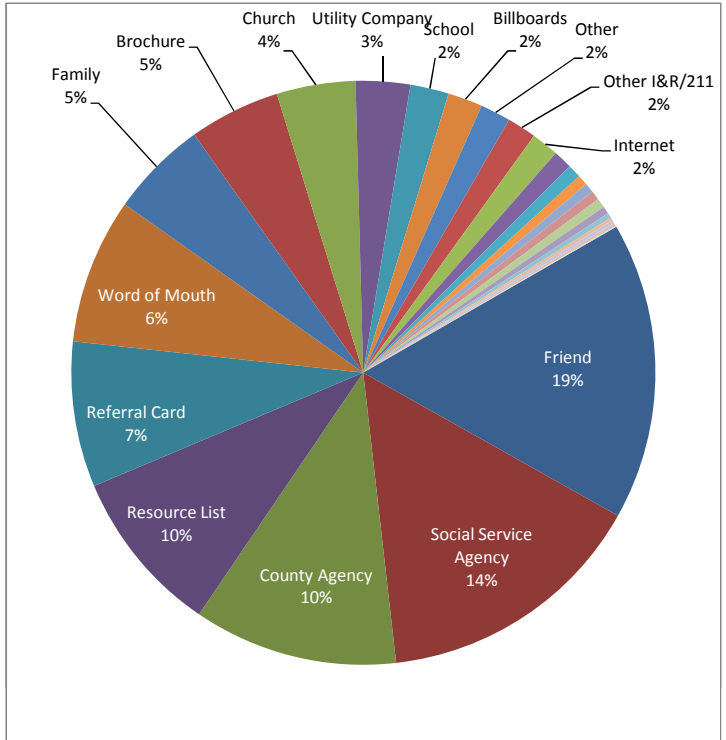


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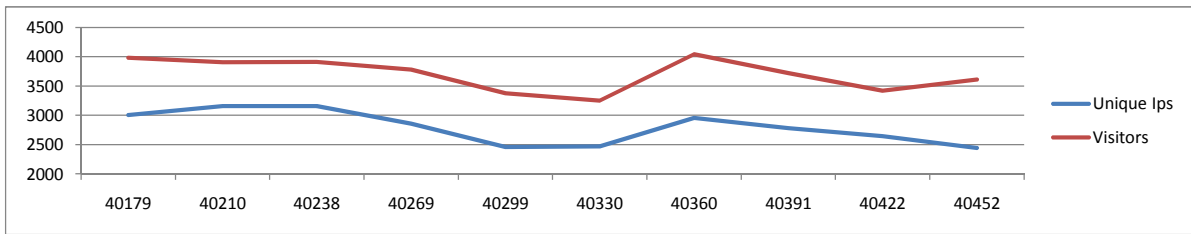
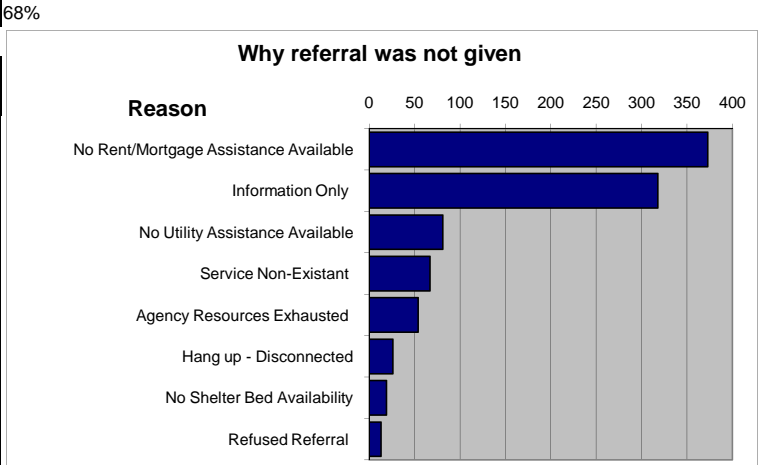
| Annual estimated household income | | | |
|-----------------------------------|--------|--------|--------|
| | Oct-10 | Sep-10 | Aug-10 |
| Declined to state/Unknown | 4162 | 3995 | 5083 |
| \$0 to \$9,999 | 856 | 820 | 1160 |
| \$10,000 to \$19,999 | 267 | 241 | 386 |
| \$20,000 to \$29,999 | 36 |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



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



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



2-1-1 San Bernardino County Monthly Report

Calls Handled Statistics

Report: Queue Group Performance by Day of Week

Site: Inland Empire United Way 2-1-1

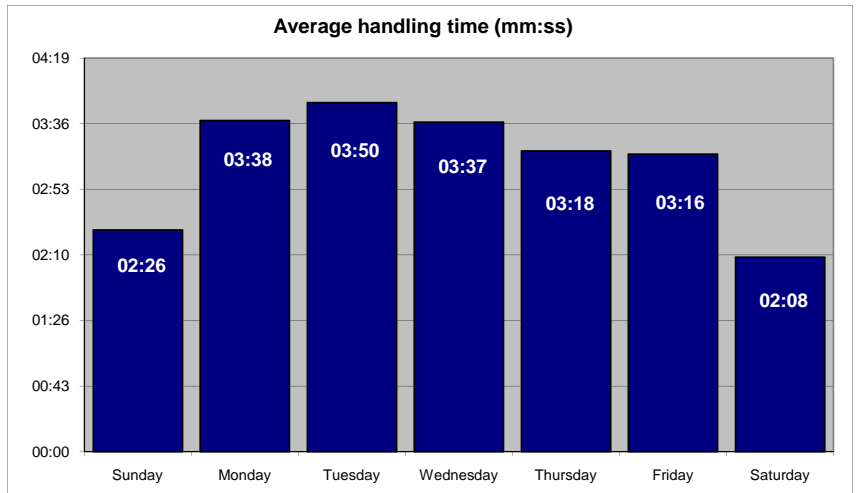
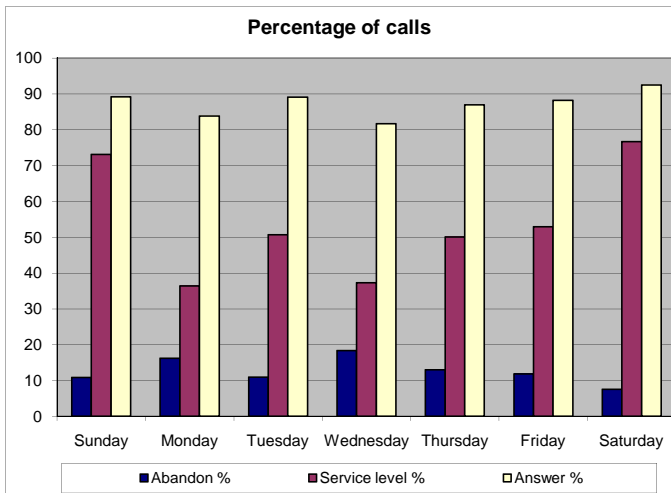
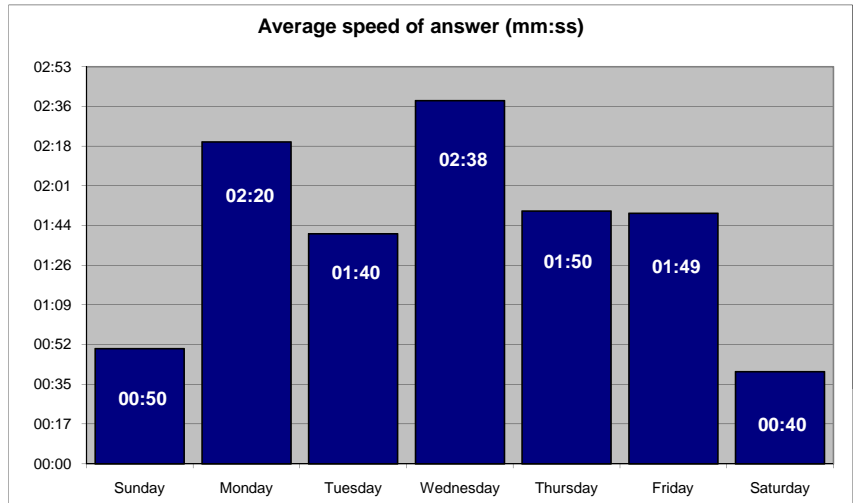
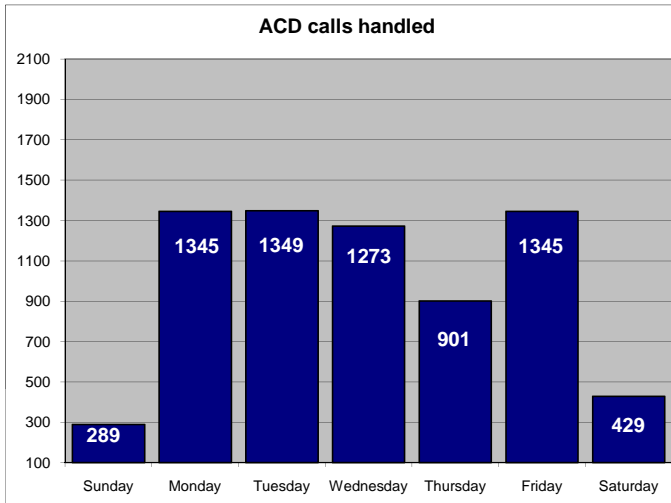
Device: 005 - All SB QG's

Date range: 10/1/2010 - 10/31/2010 12:00 AM - 12:00 AM

Created on: 11/2/20

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 | 324 | 289 | 20 | 35 | 0 | 3 | 0 | 284 | 5 | 0 | 0 | 0:00:50 | 0:04:24 | 0:00:00 | 11:43:23 | 0:02:26 | 10.8 | 73.1 | 89.2 |
| Monday | 1605 | 1345 | 39 | 260 | 0 | 26 | 0 | 1339 | 6 | 0 | 0 | 0:02:20 | 0:03:37 | 0:00:00 | 81:41:58 | 0:03:38 | 16.2 | 36.4 | 83.8 |
| Tuesday | 1514 | 1349 | 46 | 165 | 0 | 30 | 0 | 1345 | 4 | 0 | 0 | 0:01:40 | 0:03:22 | 0:00:00 | 86:33:00 | 0:03:50 | 10.9 | 50.7 | 89.1 |
| Wednesday | 1558 | 1273 | 55 | 285 | 0 | 17 | 0 | 1265 | 8 | 0 | 0 | 0:02:38 | 0:04:19 | 0:00:00 | 76:51:48 | 0:03:37 | 18.3 | 37.3 | 81.7 |
| Thursday | 1036 | 901 | 28 | 135 | 0 | 16 | 0 | 896 | 5 | 0 | 0 | 0:01:50 | 0:03:52 | 0:00:00 | 49:35:15 | 0:03:18 | 13.0 | 50.1 | 87.0 |
| Friday | 1525 | 1345 | 50 | 180 | 0 | 41 | 0 | 1331 | 14 | 0 | 0 | 0:01:49 | 0:03:35 | 0:00:00 | 73:22:03 | 0:03:16 | 11.8 | 52.9 | 88.2 |
| Saturday | 464 | 429 | 22 | 35 | 0 | 6 | 0 | 426 | 3 | 0 | 0 | 0:00:40 | 0:03:49 | 0:00:00 | 15:21:57 | 0:02:08 | 7.5 | 76.7 | 92.5 |
| Total | 8026 | 6931 | 260 | 1095 | 0 | 139 | 0 | 6886 | 45 | 0 | 0 | 0:01:56 | 0:03:50 | 0:00:00 | 395:09:24 | 0:03:25 | 13.6 | 48.0 | 86.4 |



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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Referrals from 2-1-1 San Bernardino County

211 Referrals: October 2010

| Month | |
|--|-----------------|
| Row Labels | Referral Totals |
| 1-800-FREE411 | 63 |
| Directory Assistance | 62 |
| (No Program Selected) | 1 |
| 2-1-1 Alameda County | 3 |
| 2-1-1 Information and Referral | 2 |
| (No Program Selected) | 1 |
| 2-1-1 Bay Area | 4 |
| 2-1-1 Information and Referral | 3 |
| (No Program Selected) | 1 |
| 2-1-1 Kern County | 9 |
| 2-1-1 Information and Referral | 8 |
| (No Program Selected) | 1 |
| 2-1-1 Los Angeles County | 888 |
| 2-1-1 Information and Referral | 850 |
| (No Program Selected) | 38 |
| 2-1-1 National | 37 |
| 2-1-1 Search | 21 |
| (No Program Selected) | 16 |
| 2-1-1 Orange County | 85 |
| 2-1-1 Information and Referral | 82 |
| (No Program Selected) | 3 |
| 2-1-1 Sacramento County | 3 |
| 2-1-1 Information and Referral | 3 |
| 2-1-1 San Bernardino County | 28 |
| 2-1-1 San Bernardino County-2-1-1 Information and Referral | 27 |
| (No Program Selected) | 1 |
| 2-1-1 San Diego County | 20 |
| 2-1-1 Information and Referral | 19 |
| (No Program Selected) | 1 |
| A is 4 Adoption | 2 |
| (No Program Selected) | 1 |
| A is 4 Adoption | 1 |
| A New Day Dawning Ministries | 11 |
| Clothes Closet | 9 |
| Community Services | 2 |
| Abundant Living Family Church | 359 |
| Angel Food Ministry | 33 |
| Counseling Services | 25 |
| Outreach Center | 297 |
| (No Program Selected) | 4 |
| ACT Family Counseling Services | 21 |
| Parenting Bridge Program | 21 |
| Adelanto Branch Library | 3 |
| Basic Computer Classes | 1 |
| Storytime and Crafts | 1 |
| Adult Literacy Program | 1 |
| Adelanto Community Resource Center | 53 |
| Clothes Closet | 21 |
| Emergency Food | 30 |
| (No Program Selected) | 2 |

Referrals from 2-1-1 San Bernardino County

| | |
|--|-----------|
| Adelanto Detention Center | 1 |
| Detention Center | 1 |
| Adelanto Senior Center | 7 |
| Home Delivered Meals | 1 |
| Senior Center | 3 |
| (No Program Selected) | 1 |
| Senior Luncheon | 2 |
| Adventist Community Team Services | 34 |
| ACTS Transit | 1 |
| Emergency Food Assistance | 23 |
| Meals on Wheels | 10 |
| Aegis Medical Systems, Inc. | 20 |
| Methadone Replacement Therapy | 20 |
| AIDS Healthcare Foundation | 3 |
| AIDS Program | 3 |
| AL-ANON Family Groups and ALATEEN | 12 |
| Inland Empire of California Al-Anon and Alateen | 10 |
| (No Program Selected) | 2 |
| Alcoholics Anonymous | 36 |
| Alcoholics Anonymous | 34 |
| (No Program Selected) | 2 |
| Alliance Human Services Foster Family | 4 |
| Foster Parent Recruiting and Training Services | 2 |
| Alliance Human Services Foster Family-Foster Parent Recruiting and Training Services | 1 |
| Alliance Human Services Foster Family-Foster Care Placement Services | 1 |
| Alternate Avenues Womens Resource Center | 11 |
| Early Pregnancy Care | 5 |
| Bridges Parenting Support Program | 6 |
| Alzheimers Association | 3 |
| Alzheimers Information and Referral | 2 |
| Information and Referral | 1 |
| American Association of Poison Control Centers | 6 |
| Poison Control | 6 |
| American Cancer Society | 7 |
| Education and Support | 6 |
| (No Program Selected) | 1 |
| American Heart Association | 6 |
| Public Education and Public Advocacy | 6 |
| American Red Cross - Claremont Chapter | 2 |
| Health and Safety Training | 2 |
| American Red Cross - High Desert Chapter | 11 |
| Disaster and Emergency Relief | 2 |
| Health and Safety Training | 5 |
| (No Program Selected) | 2 |
| Disaster Preparedness Education | 2 |
| American Red Cross - Inland Empire Chapter | 15 |
| Health and Safety | 9 |
| (No Program Selected) | 6 |
| Annual Credit Report Request | 10 |
| Annual Credit Report | 4 |
| (No Program Selected) | 1 |
| Fraud Victim Assistance | 5 |
| Anthony Munoz Community Center | 5 |
| Homework Helpers | 4 |
| (No Program Selected) | 1 |

Referrals from 2-1-1 San Bernardino County

| | |
|---|------------|
| Apple Valley Fire Protection District | 7 |
| CPR and First -Aid Classes | 6 |
| Fire and Rescue | 1 |
| Apple Valley Unified School District | 3 |
| Public Education | 1 |
| (No Program Selected) | 2 |
| Appointed Time Centers | 2 |
| Support Services | 2 |
| Arrowhead Regional Medical Center | 136 |
| Close to My Heart Lactation Clinic | 1 |
| First 5 Dental Program | 7 |
| Hospital Services | 36 |
| Medically Indigent Adult Health Care (MIA) | 67 |
| Womens Health Services | 2 |
| (No Program Selected) | 14 |
| Family and Elder Care Center | 8 |
| Mobile Medical Clinic | 1 |
| Arrowhead United Way | 5 |
| Arrowhead United Way | 5 |
| Asante Family Agency, Inc. | 114 |
| Counseling, Training and Visitation Center | 113 |
| (No Program Selected) | 1 |
| Asian-American Educational and Cultural Center, Inc. | 28 |
| Traffic Safety Awareness | 23 |
| (No Program Selected) | 1 |
| Healthy Seniors Program | 2 |
| Lead Hazard Control and Awareness | 1 |
| Homework After School Program | 1 |
| Assistance League of San Bernardino | 30 |
| Childrens Dental Center | 5 |
| Operation School Bell | 24 |
| (No Program Selected) | 1 |
| Assistance League of the Foothill Communities | 18 |
| Operation School Bell | 12 |
| San Antonio Community Hospital Dental Center | 5 |
| (No Program Selected) | 1 |
| Associated Clinical Therapists, Inc. | 102 |
| Counseling Services | 99 |
| (No Program Selected) | 3 |
| Autism Care and Treatment (ACT) | 1 |
| Funding and Support | 1 |
| Baptist Dude Ranch for the Elderly | 11 |
| Home Delivered Meals | 3 |
| Home Repairs | 1 |
| (No Program Selected) | 3 |
| Christmas Baskets | 2 |
| Thanksgiving Baskets | 2 |
| Barstow Community Hospital | 3 |
| Hospital Services | 3 |
| Barstow Counseling Center | 9 |
| Counseling Services | 9 |
| Barstow Humane Society | 5 |
| Animal Care | 5 |
| Barstow Senior Citizens Center | 10 |
| Congregate Meals | 1 |

Referrals from 2-1-1 San Bernardino County

| | |
|--|-----------|
| Meals on Wheels | 8 |
| Senior Services | 1 |
| Benevolent Animal Rescue Committee | 3 |
| Animal Rescue Committee | 3 |
| Better Business Bureau | 15 |
| Complaint Department (No Program Selected) | 14 1 |
| Bienestar Human Services | 6 |
| LGBT Peer Counseling | 3 |
| Drug Prevention Outreach | 1 |
| Syringe Exchange/Skills Building Workshops | 1 |
| HIV Counseling & Testing | 1 |
| Bilingual Family Counseling Service, Inc. | 36 |
| Preserving Safe and Stable Families | 17 |
| Substance Abuse Treatment | 7 |
| Support Group (No Program Selected) | 9 2 |
| Deferred Entry Judgement (DEJ) | 1 |
| Blindness Support Services | 4 |
| Support Services (No Program Selected) | 2 1 |
| Orientation Mobility Travel Training | 1 |
| Bloomington Branch Library | 3 |
| Basic Computer Class (No Program Selected) | 1 1 |
| Teen Crafts Program | 1 |
| Bloomington Senior Center | 2 |
| Senior Center | 2 |
| Boys & Girls Club of Fontana | 5 |
| Homework and Tutoring (No Program Selected) | 2 1 |
| Summer Day Camp | 2 |
| Boys & Girls Club of Redlands | 4 |
| Homework and Tutoring | 2 |
| Core Programs | 2 |
| Boys & Girls Club of San Bernardino | 14 |
| USDA Food Distribution | 4 |
| USDA Food Giveaway (No Program Selected) | 3 2 |
| Recreation Activities | 5 |
| Boys & Girls Club of the Hi Desert | 1 |
| Summer Meal Program | 1 |
| Boys Town National Hotline | 46 |
| National Hotline | 46 |
| Braille Institute of America, Inc. | 3 |
| Library Services | 1 |
| Mobile Solutions | 2 |
| C.A.S.T.L.E | 7 |
| Parenting Skill Classes | 7 |
| California Coalition for Youth | 8 |
| Youth Crisis Line | 8 |
| California Conservation Corps | 1 |
| Training and Education Program | 1 |
| California Dental Association Foundation | 1 |
| Dental Care Complaints | 1 |

Referrals from 2-1-1 San Bernardino County

| | |
|---|-----------|
| California Department of Aging | 4 |
| California Care Network | 4 |
| California Department of Consumer Affairs | 5 |
| (No Program Selected) | 2 |
| Bureau of Automotive Repair | 1 |
| Hearing Aid Dispensers Bureau | 1 |
| Bureau for Private Postsecondary and Vocational Education | 1 |
| California Department of Corrections | 6 |
| California Department of Corrections-Parole and Community Services Division | 6 |
| California Department of Forestry and Fire Protection | 2 |
| Fire and Rescue | 2 |
| California Department of Industrial Relations | 7 |
| Division of Apprenticeship Standards | 1 |
| Labor Standards Enforcement | 6 |
| California Department of Insurance | 6 |
| (No Program Selected) | 1 |
| Low Cost Auto Insurance | 5 |
| California Department of Motor Vehicles | 26 |
| DMV Services | 25 |
| (No Program Selected) | 1 |
| California Department of Social Services | 22 |
| Child Care Licensing | 10 |
| Welfare Fraud Hotline | 6 |
| California Department of Social Services-Child Care Licensing | 2 |
| California Department of Social Services-Welfare Fraud Hotline | 2 |
| Assistance Dog Special Allowance | 2 |
| California Highway Patrol | 13 |
| Freeway Patrol Service | 12 |
| Amber Alert | 1 |
| California Public Utilities Commission | 41 |
| California Relay Service (CRS) | 1 |
| LifeLine Telephone Service | 33 |
| (No Program Selected) | 4 |
| California Telephone Access Program (CTAP) | 2 |
| Telephone Company Complaints | 1 |
| California Senior Legal Hotline | 5 |
| Legal Hotline | 4 |
| (No Program Selected) | 1 |
| California Smokers Helpline | 2 |
| Smoking Cessation Program | 2 |
| California State University San Bernardino | 39 |
| Counseling Services | 26 |
| First Five Early Intervention | 9 |
| Center of Excellence for Children Zero to Five | 4 |
| California Student Aid Commission | 4 |
| Cal Grants | 4 |
| California Victim Compensation and Government Claims Board | 2 |
| Victim Compensation Program | 2 |
| California Youth Crisis Line | 9 |
| Crisis Hotline | 9 |
| Call for Life Pregnancy Help Center | 54 |
| Crisis Pregnancy Center | 54 |
| CancerCare | 5 |
| Financial Assistance | 5 |
| Canyon Ridge Hospital | 34 |

Referrals from 2-1-1 San Bernardino County

| | |
|---|-------------|
| Access Center | 21 |
| Hospital Services | 12 |
| (No Program Selected) | 1 |
| CareConnect USA | 23 |
| Bankruptcy Advice Helpline | 6 |
| Collector Complaint Enforcement Helpline | 1 |
| Discount Prescription Assistance | 3 |
| Mortgage Assistance Helpline | 6 |
| (No Program Selected) | 2 |
| Debt Counseling Helpline | 4 |
| Identity Theft Recovery | 1 |
| Caring for the Hills | 67 |
| Emergency Food Boxes | 28 |
| Food Pantry | 38 |
| (No Program Selected) | 1 |
| Carnegie Library | 2 |
| Library Services | 2 |
| Carolyn Owens Community Center | 13 |
| Counseling Services | 3 |
| Recreational Activities and Sports | 2 |
| Substance Abuse | 6 |
| Batterers Treatment | 2 |
| Carpenters House | 154 |
| ACTS 29 Food Ministry | 149 |
| (No Program Selected) | 5 |
| Casa de San Bernardino | 18 |
| Youth Substance Abuse Outpatient Program | 17 |
| (No Program Selected) | 1 |
| Catholic Charities - Brother Miguel Center | 13 |
| Counseling Services | 12 |
| (No Program Selected) | 1 |
| Catholic Charities of San Bernardino/Riverside | 1595 |
| Advocacy and Referrals | 32 |
| Anger Management Classes | 12 |
| Case Management | 6 |
| Christmas Toys | 19 |
| Clothes/Household Items | 273 |
| Food Assistance | 480 |
| Funeral Referral | 39 |
| Housing and Support Services | 15 |
| Individual/Family Counseling | 71 |
| Parenting Classes | 29 |
| Prescription Service | 54 |
| Refugee & Immigration Services | 15 |
| Rent/Mortgage Assistance | 186 |
| Transportation Assistance | 164 |
| Utility Assistance | 130 |
| (No Program Selected) | 28 |
| Clothing Referrals | 1 |
| Christmas Baskets | 4 |
| Christmas Dinner | 1 |
| Thanksgiving Baskets | 35 |
| Thanksgiving Dinner | 1 |
| Cedar House Rehabilitation Center | 143 |
| Detoxification | 55 |

Referrals from 2-1-1 San Bernardino County

| | |
|---|------------|
| Outpatient Therapy and Counseling Program | 12 |
| Residential Treatment | 56 |
| Women with Children Program | 11 |
| (No Program Selected) | 9 |
| Center for Nonprofit Management | 2 |
| Nonprofit Development Program | 2 |
| Center on Deafness Inland Empire | 1 |
| General Services | 1 |
| Centers for Medicare and Medicaid Services | 7 |
| Home Health Compare | 2 |
| (No Program Selected) | 3 |
| Nursing Home Compare | 2 |
| Central City Lutheran Mission | 216 |
| Cold Weather Shelter | 5 |
| Food Giveaway | 73 |
| Kinship Family Center | 10 |
| Soup Kitchen | 5 |
| The H Street Clinic | 110 |
| Transitional Housing for HIV Affected | 11 |
| (No Program Selected) | 1 |
| After School Tutoring | 1 |
| Chaffey Joint Union High School District | 6 |
| Chaffey Adult School | 5 |
| (No Program Selected) | 1 |
| Childhelp USA | 3 |
| Child Abuse Hotline | 2 |
| Merv Griffin Village | 1 |
| Childrens Network of San Bernardino County | 3 |
| Child Abuse Planning Prevention Committee | 3 |
| Chino Hills Counseling | 37 |
| Chino Hills Counseling | 37 |
| Chino Neighborhood House | 137 |
| Christmas Toys | 1 |
| Clothes Closet | 27 |
| Emergency Food | 88 |
| Household Item Distribution | 20 |
| (No Program Selected) | 1 |
| Chino Senior Center | 13 |
| Case Management | 1 |
| Meals on Wheels | 2 |
| Senior Nutrition Lunch Program | 5 |
| Legal Aid | 1 |
| Computer Class | 4 |
| Chino Valley Independent Fire District | 2 |
| CPR Instruction | 2 |
| Chino Valley TYKES | 1 |
| School Readiness | 1 |
| Chino Valley Unified School District | 4 |
| CARE Program for Homeless and Transitional Students | 3 |
| School Readiness and TYKES Family Resource Center | 1 |
| Chino Valley YMCA | 3 |
| Preschool | 1 |
| School Age Care | 1 |
| Swimming | 1 |
| Christian and Missionary Alliance Church | 132 |

Referrals from 2-1-1 San Bernardino County

| | |
|--|------------|
| USDA Food Distribution | 132 |
| Christian Counseling Service of the East Valley | 25 |
| Counseling Services | 21 |
| Parent Child Interaction Therapy | 2 |
| Proud Parenting | 2 |
| Christian Development Center | 61 |
| Clothing Giveaway Campaign | 15 |
| Parenting Classes/Support Groups | 11 |
| USDA Food Distribution | 35 |
| Church of the Nazarene | 195 |
| Clothes Closet | 107 |
| Food Pantry | 81 |
| (No Program Selected) | 7 |
| Circle of Hope - Gods Kitchen | 83 |
| Overnight Emergency Shelter | 56 |
| Transitional Living Program | 25 |
| (No Program Selected) | 1 |
| Christmas Dinner | 1 |
| City of Adelanto | 8 |
| City Hall | 7 |
| (No Program Selected) | 1 |
| City of Chino | 9 |
| Chino Human Services Programs | 5 |
| City Hall | 4 |
| City of Chino Hills | 3 |
| Civic Center | 2 |
| Community Services | 1 |
| City of Colton | 14 |
| City Hall | 6 |
| Community Services | 1 |
| Christmas Baskets | 3 |
| Sierra Vista State Pre-School Program | 1 |
| Thanksgiving Dinner | 2 |
| Holiday Donations | 1 |
| City of Fontana | 19 |
| City Hall | 15 |
| (No Program Selected) | 1 |
| Community Services and Recreation | 2 |
| Jessie Turner Health & Fitness Community Center | 1 |
| City of Hesperia | 21 |
| City Hall | 10 |
| Community Services | 6 |
| (No Program Selected) | 4 |
| Public Works | 1 |
| City of Highland | 10 |
| City Hall | 6 |
| Home Improvement Program | 4 |
| City of Hope Medical Center | 6 |
| Cancer Treatment Services | 4 |
| Diabetes Program | 2 |
| City of Loma Linda | 5 |
| City Hall | 4 |
| (No Program Selected) | 1 |
| City of Montclair | 152 |
| City Hall | 2 |

Referrals from 2-1-1 San Bernardino County

| | |
|--|-------------|
| Health Service Alliance | 24 |
| Meals on Wheels | 1 |
| Medical Clinic-Evening | 93 |
| Nutrition And Parent Education | 3 |
| Senior Transportation | 1 |
| USDA Food Distribution | 20 |
| (No Program Selected) | 2 |
| USDA Food Distribution | 5 |
| Senior Luncheon | 1 |
| City of Ontario | 13 |
| City Hall | 10 |
| (No Program Selected) | 1 |
| Cares Program | 2 |
| City of Redlands | 8 |
| City Hall | 4 |
| Community Services | 1 |
| (No Program Selected) | 1 |
| Licenses/Permits | 1 |
| Sharps Disposal | 1 |
| City of Rialto | 8 |
| City Hall | 6 |
| Senior Center | 1 |
| (No Program Selected) | 1 |
| City of San Bernardino | 48 |
| City Hall | 43 |
| (No Program Selected) | 1 |
| City Clerks Office | 4 |
| City of Upland | 18 |
| City Hall | 13 |
| Recreation & Community Services Division | 5 |
| City of Victorville | 48 |
| City Hall | 21 |
| Community Services | 16 |
| Senior Home Repair Program | 3 |
| Uturn Prevention Program | 1 |
| (No Program Selected) | 2 |
| Mortgage Assistance Program | 4 |
| U-Turn Prevention Program | 1 |
| Clean Water Lead Testing Inc. | 1 |
| Test Kits | 1 |
| Clear View Treatment Center | 17 |
| Substance Abuse Recovery | 17 |
| Colton Joint Unified School District | 5 |
| Public Education | 4 |
| (No Program Selected) | 1 |
| Colton Police Department | 4 |
| Police Department | 4 |
| Colton-Redlands-Yucaipa ROP | 8 |
| CRY-ROP Learning Center/Computer Lab | 3 |
| (No Program Selected) | 1 |
| CRY- ROP Career Guidance Services | 1 |
| CRY-ROP WIA/Operation MONEY | 3 |
| Community Action Partnership of San Bernardino County | 3839 |
| Energy, Education and Environmental Services Department (HEAP) | 1757 |
| Family Development | 1340 |

Referrals from 2-1-1 San Bernardino County

| | |
|---|------------|
| Food Bank | 76 |
| Individual Development Accounts (IDA) | 3 |
| (No Program Selected) | 54 |
| Energy, Education and Environmental Services Department | 608 |
| Thanksgiving Dinner | 1 |
| Community Health Action Network | 127 |
| Parent Resource Center | 127 |
| Community Health Systems, Inc. | 415 |
| Dental Clinic | 191 |
| Medical Clinic | 102 |
| Optometry Services | 118 |
| Teen Clinic | 1 |
| (No Program Selected) | 3 |
| Community Hospital of San Bernardino | 358 |
| Behavioral Health Services | 30 |
| Community Education Classes | 4 |
| Crisis Intervention | 166 |
| Hospital | 8 |
| (No Program Selected) | 11 |
| Family Resources | 139 |
| Community Senior Services CSS | 9 |
| Senior Helpline | 1 |
| Get About | 4 |
| Retired and Senior Volunteer | 2 |
| The Enrichment Center Adult Day Program | 2 |
| Congressional Hispanic Caucus Institute | 2 |
| CHCI Scholarship | 2 |
| Consumer Watchdog | 2 |
| Patient Rights Assistance | 2 |
| Contra Costa Crisis Center | 3 |
| Crisis Lines | 2 |
| Grief Counseling | 1 |
| County of San Bernadino Regional Parks | 4 |
| Campgrounds | 1 |
| Swimming | 2 |
| (No Program Selected) | 1 |
| County of San Bernardino Public Works | 2 |
| (No Program Selected) | 2 |
| Crosslight Family Ministries / Fortress Christian Center | 78 |
| Outreach | 75 |
| (No Program Selected) | 3 |
| Crystals Senior Services L.L.C | 9 |
| Advocacy Service | 7 |
| Personal Care Services | 2 |
| David and Margaret Youth and Family Services | 5 |
| Foster Family and Adoption Services | 2 |
| (No Program Selected) | 3 |
| De Anza Community and Teen Center | 3 |
| Computer Lab | 2 |
| (No Program Selected) | 1 |
| Delmann Heights Community Center | 32 |
| Head Start | 2 |
| Homework Helpers | 2 |
| Senior Center | 1 |
| Summer Lunch Program | 4 |

Referrals from 2-1-1 San Bernardino County

| | |
|--|------------|
| Swimming Pool | 2 |
| USDA Food Distribution | 9 |
| USDA Food Giveaway | 8 |
| Salvaged Bread Program | 4 |
| Dental Health for Life | 3 |
| Mobile Dental Hygiene Service | 3 |
| Denti-Cal Referral Line | 5 |
| Hotline | 4 |
| (No Program Selected) | 1 |
| Department of Managed Health Care | 1 |
| California HMO Help Center/ Complaints | 1 |
| Department of Rehabilitation Inland Empire District | 10 |
| Vocational Rehabilitation | 5 |
| (No Program Selected) | 1 |
| Counselor Teacher for the Blind | 4 |
| Depression and Bipolar Support Alliance | 4 |
| Information, Referrals and Advocacy | 4 |
| Desert Communities United Way | 1 |
| Desert Communities United Way | 1 |
| Desert Manna Ministries | 187 |
| Cold Weather Shelter | 2 |
| Electric Assistance Fund (EAF) | 75 |
| Emergency Shelter | 54 |
| Food Program | 18 |
| Soup Kitchen | 2 |
| Transportation Assistance | 14 |
| USDA Food Distribution | 2 |
| (No Program Selected) | 14 |
| Christmas Baskets | 1 |
| USDA Food Giveaway | 1 |
| Thanksgiving Baskets | 4 |
| Desert Sanctuary, Inc. | 116 |
| Catholic Charities Grants Case Management | 60 |
| Cedar Chest Thrift Shop | 13 |
| Domestic Violence Outreach/Community Resource Center | 5 |
| Haley House Domestic Violence Shelter | 22 |
| (No Program Selected) | 16 |
| Desert Valley Hospital | 10 |
| Charity Bill Assistance | 1 |
| Hospital Services | 8 |
| (No Program Selected) | 1 |
| Doctors Hospital | 4 |
| Charity Bill Assistance | 1 |
| Hospital Services | 3 |
| Don Day Community Center | 1 |
| Tiny Tots | 1 |
| Dorothy A. Quesada Community Center | 9 |
| Computer Lab | 2 |
| Homework Helpers | 3 |
| Summer Lunch Program | 3 |
| (No Program Selected) | 1 |
| Dorothy Inghram Branch Library | 1 |
| Storytime and Crafts | 1 |
| DOVES of Big Bear Valley, Inc. | 2 |
| Domestic Violence Counseling Services | 1 |

Referrals from 2-1-1 San Bernardino County

| | |
|--|------------|
| (No Program Selected) | 1 |
| Drug Alternative Program | 19 |
| DAP | 19 |
| East Valley Community Health Center, Inc. | 92 |
| General Medical Services | 90 |
| (No Program Selected) | 2 |
| Easter Seals Southern California | 7 |
| Child Development Center | 7 |
| Echos Of Faith World Outreach Ministries | 70 |
| Christmas Toys | 14 |
| Operation Fresh Start | 55 |
| (No Program Selected) | 1 |
| El Sol Neighborhood Educational Center | 4 |
| Community Outreach | 4 |
| Employment Development Department | 61 |
| Bonding | 8 |
| State Disability Insurance | 14 |
| Unemployment Insurance | 37 |
| (No Program Selected) | 2 |
| Environmental Protection Agency | 1 |
| (No Program Selected) | 1 |
| Fairplex Child Development Center | 5 |
| Child Development Center | 5 |
| Faith Lutheran Church | 14 |
| Community Food Pantry | 14 |
| Family Service Agency of San Bernardino | 186 |
| Crestline Food and Clothing Bank | 12 |
| Disaster Recovery Services | 1 |
| Domestic Violence Program | 44 |
| Individual, Family and Group Therapy | 86 |
| Outpatient Mental Health Treatment | 4 |
| USDA Food Distribution | 3 |
| Utility Assistance Fund (EAF & GAF) | 30 |
| (No Program Selected) | 5 |
| Mental Health and Case Management | 1 |
| Family Service Association of Redlands | 249 |
| Disaster Recovery Services | 9 |
| Family Support | 56 |
| Home Again | 69 |
| Rental Assistance | 89 |
| (No Program Selected) | 19 |
| Cold Weather Vouchers | 7 |
| Family Solutions | 11 |
| Health Services | 1 |
| School - Based Services | 2 |
| (No Program Selected) | 6 |
| Early Childhood Programs | 2 |
| Federal Bureau of Investigation | 2 |
| Investigations | 2 |
| Federal Emergency Management Agency FEMA | 1 |
| Housing Needs | 1 |
| Fifth Street Senior Center | 4 |
| Cooling Center | 2 |
| Senior Nutrition Lunch Program | 1 |
| Senior Companions | 1 |

Referrals from 2-1-1 San Bernardino County

| | |
|--|------------|
| First 5 Commission of San Bernardino County | 19 |
| First 5 Commission of San Bernardino County | 12 |
| (No Program Selected) | 7 |
| First Chance/Y-CHOW, Inc. | 17 |
| Sober Living | 17 |
| First Presbyterian Church | 43 |
| USDA Food Distribution | 25 |
| USDA Food Giveaway | 17 |
| (No Program Selected) | 1 |
| First Steps Child Development Center, Inc. | 13 |
| Affordable Child Care | 13 |
| Fontana Lewis Library & Technology Center | 6 |
| Basic Computer Classes | 4 |
| (No Program Selected) | 1 |
| Adult Literacy Program | 1 |
| Fontana Native American Center, Inc. | 4 |
| American Indian Cultural and Social Services | 4 |
| Fontana Police Department | 7 |
| Fontana Police | 7 |
| Fontana Unified School District | 8 |
| Public Education | 3 |
| (No Program Selected) | 3 |
| Adult Education | 2 |
| Foothill AIDS Project | 8 |
| Case Management | 4 |
| Prevention Education and Outreach | 1 |
| Housing Assistance Program | 2 |
| Mental Health and Substance Abuse Counseling | 1 |
| Foothill Family Shelter | 394 |
| Big Steps for Little Feet | 3 |
| Foothill Family Shelter | 108 |
| Harold Cares About Your Future | 3 |
| Harolds Help Desk | 176 |
| (No Program Selected) | 25 |
| Shelter Court | 2 |
| Foothill Family Shelter-Shelter Court | 1 |
| Foothill Family Shelter-Harold Cares About Your Future | 2 |
| Foothill Family Shelter-Big Steps for Little Feet | 1 |
| Harold's Help Desk | 73 |
| Frazer Community Center | 176 |
| Hot Meals | 23 |
| Medical Treatment | 21 |
| Shelters | 113 |
| (No Program Selected) | 11 |
| Christmas Baskets | 5 |
| Thanksgiving Meals | 3 |
| Gang Reduction Intervention Team | 43 |
| CPR Training | 2 |
| Upward Bound | 39 |
| Intervention Team | 1 |
| Job Placement and Career Molding | 1 |
| George Gibson Senior Center | 17 |
| Senior Center | 2 |
| USDA Food Distribution | 15 |
| Gift Ministries | 22 |

Referrals from 2-1-1 San Bernardino County

| | |
|--|------------|
| Clothes Closet | 22 |
| Good Steward Day Care | 9 |
| Child Care Service | 9 |
| Goodwill Southern California | 136 |
| Career Resource Center | 84 |
| Retail Stores and Used Goods (No Program Selected) | 50 2 |
| Greater Cornerstone Church | 28 |
| Community Meal | 9 |
| USDA Food Distribution | 19 |
| Group Home Support Services | 118 |
| Counseling Services | 73 |
| Parenting Classes | 25 |
| Substance Abuse Counseling (No Program Selected) | 18 2 |
| Habitat For Humanity, San Bernardino Area, Inc. | 3 |
| Habitat For Humanity (No Program Selected) | 2 1 |
| Hands On Inland Empire | 75 |
| Alternative Sentencing | 52 |
| Volunteer Opportunities | 23 |
| Hannahs House | 7 |
| Foster Care & Adoptions (No Program Selected) | 6 1 |
| Healthy Families | 18 |
| Health Care Coverage (No Program Selected) | 15 3 |
| Heartsent Adoptions, Inc. | 1 |
| Heartsent Adoptions | 1 |
| Help The People Foundation | 24 |
| Anger Management | 10 |
| Substance Abuse Counseling | 14 |
| Helping Hands Pantry | 418 |
| Food Distribution (No Program Selected) | 352 66 |
| Heritage Neighborhood Center | 2 |
| Computer Lab (No Program Selected) | 1 1 |
| Hesperia Branch Library | 7 |
| Basic Computer Classes | 4 |
| Cooling Center | 1 |
| Library Services | 2 |
| Hesperia Senior Center | 3 |
| Hesperia Senior Club (No Program Selected) | 2 1 |
| Hesperia Unified School District | 1 |
| Public Education | 1 |
| High Desert Child Adolescent and Family Services Center | 124 |
| Anger Management | 20 |
| Co-Parenting | 3 |
| Counseling Services | 72 |
| Drug Testing | 1 |
| Outpatient Substance Abuse Treatment | 5 |
| Parenting Classes (No Program Selected) | 12 2 |

Referrals from 2-1-1 San Bernardino County

| | |
|--|------------|
| Delayed Entry of Judgement | 6 |
| Supervised Visitation | 1 |
| Alcohol & Drug Prevention | 2 |
| High Desert Domestic Violence Program, Inc. | 49 |
| Domestic Violence Program Services | 40 |
| (No Program Selected) | 9 |
| High Desert Homeless Services, Inc | 297 |
| Shelter | 275 |
| (No Program Selected) | 22 |
| High Desert New Beginnings, Inc. | 1 |
| (No Program Selected) | 1 |
| High Desert Pregnancy Clinic | 10 |
| Family Resource Center | 10 |
| High Desert Relative Caregivers | 5 |
| Relative Caregivers | 4 |
| (No Program Selected) | 1 |
| High Desert Resource Network | 4 |
| Training | 4 |
| High Desert Transitional Living Connection | 185 |
| Christmas Toys | 4 |
| Food Pantry | 70 |
| Job Search | 11 |
| USDA Food Distribution | 38 |
| (No Program Selected) | 50 |
| Computer Class | 8 |
| Thanksgiving Baskets | 4 |
| High Desert Youth Center | 25 |
| Safety and Wellness Program | 23 |
| (No Program Selected) | 1 |
| Workforce Investment Act (WIA) Youth Programs | 1 |
| Higher Ground Christian Intervention | 12 |
| Higher Ground Christian Intervention Program | 7 |
| Intervention Program | 5 |
| Highland Family YMCA | 2 |
| Swimming | 1 |
| (No Program Selected) | 1 |
| Highland Sam J. Racadio Library and Environmental Learning Center | 3 |
| Basic Computer Classes | 1 |
| Cooling Center | 1 |
| (No Program Selected) | 1 |
| Highland Senior Center | 2 |
| Senior Transportation | 2 |
| Home of Neighborly Senior Center | 26 |
| Cooling Center | 1 |
| Food Distribution | 5 |
| Food Giveaway | 12 |
| Senior Nutrition Lunch Program | 2 |
| USDA Food Giveaway | 6 |
| Homeownership Preservation Foundation | 11 |
| The Homeowner's HOPE Hotline | 8 |
| (No Program Selected) | 1 |
| The Homeowners HOPE Hotline | 2 |
| House of Hope House of Faith, Inc. | 25 |
| Residential Treatment Center | 6 |
| Sober Living Homes | 7 |

Referrals from 2-1-1 San Bernardino County

| | |
|--|------------|
| (No Program Selected) | 1 |
| Residential Treatment Center | 11 |
| House of Ruth, Inc. | 93 |
| Counseling Services | 12 |
| Emergency Hotline | 25 |
| Emergency Shelter | 44 |
| Temporary Restraining Order Clinic | 3 |
| Transitional Living | 3 |
| (No Program Selected) | 6 |
| Housing Authority of the County of San Bernardino | 409 |
| Family Unification Program | 62 |
| Mainstream Program | 26 |
| Public Housing | 109 |
| Section 8 Program | 159 |
| Senior Housing | 10 |
| Shelter Plus Care Program | 8 |
| Tenant Based Assistance Program (TBA) | 11 |
| Veterans Affairs Supportive Housing Program (VASH) | 4 |
| (No Program Selected) | 15 |
| Housing Opportunities for People With AIDS (HOPWA) | 4 |
| Fraud Reporting | 1 |
| Howard M. Rowe Branch Library | 1 |
| Library Services | 1 |
| Humane Society of San Bernardino Valley | 19 |
| Cruelty Investigations | 3 |
| Veterinarian Clinic | 16 |
| Humanitarian International Services Group | 13 |
| Eyes for You | 13 |
| Hutton Community Center | 32 |
| Cooling Center | 1 |
| Senior Center | 2 |
| USDA Food Distribution | 26 |
| (No Program Selected) | 3 |
| IE511 | 5 |
| Ride Sharing | 5 |
| Immaculate Conception | 6 |
| Soup Kitchen | 6 |
| Impression Healthcare Services | 27 |
| Behavioral Health Counseling | 26 |
| (No Program Selected) | 1 |
| Inland Agency | 42 |
| Community Tool Box | 37 |
| Desert Sierra Partnership | 4 |
| Challenges of Youth | 1 |
| Inland Behavioral and Health Services, Inc. | 35 |
| PC1000 Drug Diversion Program | 8 |
| Westside Counseling Center | 25 |
| Youth Justice Center | 2 |
| Inland Caregivers Resource Center | 14 |
| Caregivers Information and Referral | 4 |
| Support Groups | 2 |
| Supplemental Services | 2 |
| Information and Referral | 1 |
| Education and Training | 1 |
| Respite Care | 2 |

Referrals from 2-1-1 San Bernardino County

| | |
|--|------------|
| Legal/Financial Consultation | 1 |
| Caregiver Retreats | 1 |
| Inland Counties Legal Services, Inc | 361 |
| Legal Assistance | 342 |
| (No Program Selected) | 19 |
| Inland Empire Economic Recovery Corporation (IEERC) | 2 |
| Home Foreclosure Prevention Seminars/Workshops | 2 |
| Inland Empire Health Plan | 32 |
| Healthy Kids | 20 |
| (No Program Selected) | 6 |
| Disability Program | 1 |
| Bike Helmet Program | 5 |
| Inland Empire Latino Lawyers Association | 73 |
| Legal Assistance and Counseling | 68 |
| (No Program Selected) | 5 |
| Inland Empire Lighthouse for the Blind, Inc. | 2 |
| Lighthouse for the Blind School | 2 |
| Inland Empire United Way | 10 |
| 2-1-1 San Bernardino County | 4 |
| Hands On Inland Empire | 4 |
| United Way Worldwide Disaster Fund | 1 |
| (No Program Selected) | 1 |
| Inland Empire Womens Business Center | 2 |
| Business Counseling | 1 |
| Mentoring | 1 |
| Inland Fair Housing and Mediation Board | 274 |
| Education and Outreach | 4 |
| Inland Fair Housing and Mediation | 253 |
| Senior Services | 9 |
| (No Program Selected) | 8 |
| Inland Family Community Health Center | 521 |
| Dental Services | 257 |
| Family Pact | 9 |
| Immunizations | 4 |
| Medical Services | 242 |
| (No Program Selected) | 9 |
| Inland Regional Center | 21 |
| Inland Regional Center | 17 |
| (No Program Selected) | 4 |
| Inland Temporary Homes | 495 |
| Family Literacy Program | 3 |
| Homeless Prevention and Rapid Re-Housing Program (HPRP) | 414 |
| Shelter & Transitional Housing | 53 |
| (No Program Selected) | 25 |
| Inland Valley Hope Partners | 402 |
| Food Security Program | 265 |
| Rent Payment Assistance | 17 |
| Shelter/Housing Program | 58 |
| Utility Assistance | 45 |
| (No Program Selected) | 16 |
| Farmers Market | 1 |
| Inland Valley Humane Society and S.P.C.A | 14 |
| Animal Care & Control | 6 |
| Veterinary Care Center | 7 |
| Licensing Service | 1 |

Referrals from 2-1-1 San Bernardino County

| | |
|--|------------|
| Inland Valley Justice Center | 5 |
| Dispute Resolution | 5 |
| Inland Valley Recovery Services | 64 |
| Domestic violence Intervention | 5 |
| Drug and Alcohol Recovery Services | 59 |
| Interface Children Family Services | 7 |
| 2-1-1 Ventura County | 6 |
| (No Program Selected) | 1 |
| Internal Revenue Service | 6 |
| Internal Revenue Service | 5 |
| (No Program Selected) | 1 |
| International Hearing Society | 5 |
| Helpline | 5 |
| Internet Service Providers | 304 |
| Dial-Up Internet Access | 47 |
| High Speed DSL | 135 |
| arcZip | 25 |
| AT&T | 1 |
| Comcast | 8 |
| Cooper.net | 38 |
| Dialup 4 Less (Dial-up) | 1 |
| DSL Extreme | 37 |
| Juno (Dial-up) | 3 |
| NetZero (Dial-up) | 2 |
| PeoplePC (Dial-up) | 6 |
| SoCal Free Net (Dial-up) | 1 |
| Job Corps | 11 |
| Job Training | 9 |
| (No Program Selected) | 2 |
| Josephine Knopf Senior Center | 6 |
| Senior Center | 4 |
| Senior and Disabled Transportation | 1 |
| Senior Lunch and Movie Program | 1 |
| Joshua Tree Community Center | 10 |
| USDA Food Distribution | 8 |
| Foster Parenting Training | 1 |
| Joshua Tree Preschool | 1 |
| Kaiser Permanente Medical Center | 2 |
| (No Program Selected) | 2 |
| Kids Come First Community Clinic | 52 |
| Healthy Families Application Assistance | 4 |
| Kids Come First | 45 |
| (No Program Selected) | 3 |
| Kids Turf Day Care Center | 12 |
| Day Care | 12 |
| La Vista | 6 |
| La Vista Housing | 6 |
| LaSalle Medical Associates | 191 |
| Health Clinic | 181 |
| Pediatric Medicine | 4 |
| Well Women Exam | 6 |
| Legal Aid Society of San Bernardino | 194 |
| Legal Aid Clinic | 185 |
| (No Program Selected) | 9 |
| Libreria del Pueblo, Inc. | 33 |

Referrals from 2-1-1 San Bernardino County

| | |
|---|------------|
| Citizenship and English Classes | 4 |
| Computer Classes | 9 |
| Immigration Services | 6 |
| Legal Clinic | 13 |
| (No Program Selected) | 1 |
| Life Changing Ministry | 2 |
| Caregiver and Mentor Training | 2 |
| LifeStream | 7 |
| Blood Donation Program | 7 |
| Lifeway Church Ministries | 55 |
| Clothes Closet | 3 |
| Food Pantry | 46 |
| Summer Lunch Program | 6 |
| Lighthouse Inner Change Sober Living | 19 |
| Sober Living | 18 |
| (No Program Selected) | 1 |
| Loma Linda Diabetes Support Group | 2 |
| Winning With Diabetes | 2 |
| Loma Linda Marriage & Family Therapy Clinic | 37 |
| Marriage and Family Therapy | 36 |
| (No Program Selected) | 1 |
| Loma Linda University Medical Center | 34 |
| Hospital Services | 6 |
| PossAbilities | 1 |
| School of Dentistry | 23 |
| (No Program Selected) | 2 |
| Shield Program | 2 |
| Loma Linda University Psychology Department | 21 |
| Psychological Services Clinic | 21 |
| Loveland Jubilee Pantry | 322 |
| Food Pantry | 309 |
| (No Program Selected) | 13 |
| Lucerne Valley Domestic Violence Outreach | 5 |
| Batterers Intervention Program | 4 |
| Counseling | 1 |
| Lutheran Social Services of Southern California | 24 |
| 52 Week Parenting / Child Abuser / Anger Management/Batterer's Intervention | 4 |
| Big Bear Crisis Response Line | 2 |
| Food Bank and Bread Program | 5 |
| Sexual Abuse Treatment | 8 |
| (No Program Selected) | 2 |
| Probation, Juvenile Anger Management, Substance Abuse | 3 |
| Making a Difference Association | 32 |
| Giving Center | 32 |
| Marygold Senior Center | 3 |
| Senior Center | 3 |
| Marys Mercy Center, Inc. | 485 |
| Marys Children Program | 167 |
| Marys Table | 150 |
| Saint Joseph Clothes Closet | 57 |
| Showers | 8 |
| St. Martin de Porres Emergency Food Bag Program | 25 |
| Veronicas Home of Mercy | 43 |
| (No Program Selected) | 6 |
| Christmas Gifts | 29 |

Referrals from 2-1-1 San Bernardino County

| | |
|---|------------|
| Meals on Wheels - Montclair | 3 |
| Home Delivered Meals | 3 |
| Meals on Wheels - Ontario | 7 |
| Meals on Wheels | 7 |
| Meals On Wheels - Upland | 4 |
| Meals on Wheels | 3 |
| (No Program Selected) | 1 |
| Meals On Wheels- Redlands | 13 |
| Home Delivered Meals | 10 |
| (No Program Selected) | 3 |
| Mental Health Systems, Inc. | 30 |
| DUI Program | 6 |
| Substance Abuse Prevention Project | 9 |
| Support Services | 2 |
| Therapeutic Behavioral Services | 5 |
| Drug Abuse Counseling for Federal Probationers | 4 |
| Court-Supervised Drug Treatment | 4 |
| Mercy House | 390 |
| Assisi House | 19 |
| Guadalupe Residence | 18 |
| Walk-In Center | 332 |
| (No Program Selected) | 21 |
| Metrolink | 2 |
| Metrolink Travel Information | 2 |
| Mexican Consulate | 7 |
| Consular Services | 6 |
| (No Program Selected) | 1 |
| Mimis House | 86 |
| Transitional Housing | 85 |
| (No Program Selected) | 1 |
| Modest Needs | 23 |
| Back-To-Work-Grants | 6 |
| Independent Living Grants | 2 |
| Self-Sufficiency Grants | 11 |
| (No Program Selected) | 2 |
| Bridge Grant | 2 |
| Mojave Basin Youth Corps, Inc. | 5 |
| Mojave Basin YouthBuild | 5 |
| Montclair Police Department | 3 |
| Police Department | 3 |
| Montclair Senior Center | 9 |
| Handy Helper | 2 |
| Senior Nutrition Program | 1 |
| USDA Food Distribution | 5 |
| (No Program Selected) | 1 |
| Morongo Basin Mental Health Services Association | 27 |
| Child Abuse Prevention, Intervention and Treatment | 4 |
| Crisis Walk-in Center | 1 |
| General Mental Health | 1 |
| Recovery Center | 5 |
| Residential Drug and Alcohol Treatment | 9 |
| (No Program Selected) | 1 |
| Outpatient Drug and Alcohol Treatment | 1 |
| Community Wholeness Enrichment (CWE) | 1 |
| Calworks | 2 |

Referrals from 2-1-1 San Bernardino County

| | |
|---|------------|
| Mental Health Clubhouse | 2 |
| Morongo Basin Unity Home, Inc. | 8 |
| Domestic Violence- Emergency Shelter | 3 |
| Transitional Housing | 1 |
| (No Program Selected) | 1 |
| 24-Hour Crisis Line | 3 |
| Morongo Unified School District | 1 |
| (No Program Selected) | 1 |
| Moses House Ministries | 107 |
| The Boutique | 103 |
| (No Program Selected) | 2 |
| Crossings | 2 |
| Mountain Community Hospital | 9 |
| Hospital Services | 2 |
| Rural Health Clinic | 7 |
| Mountain Special Needs | 1 |
| Mountain Special Needs | 1 |
| Mountain View Community Church | 179 |
| Electric Assistance Fund (EAF) | 32 |
| Food Pantry | 120 |
| Mountain View Preschool | 4 |
| Substance Abuse Meetings | 10 |
| (No Program Selected) | 13 |
| Music is the Key of Life | 2 |
| Community Family Orchestra | 2 |
| Mustard Seed Tutorial Center | 1 |
| Homework Assistance | 1 |
| Narcotics Anonymous | 30 |
| Narcotics Anonymous Support Group | 30 |
| National Association for the Advancement of Colored People | 2 |
| Discrimination Assistance | 2 |
| National Community Renaissance | 546 |
| Affordable Housing | 537 |
| (No Program Selected) | 9 |
| National Domestic Violence Hotline | 29 |
| Domestic Violence Hotline | 29 |
| National Organization for Women | 1 |
| NOW | 1 |
| National Organization of Social Security Claimants Representatives | 7 |
| NOSSCR | 6 |
| (No Program Selected) | 1 |
| National Runaway Switchboard | 1 |
| Runaway Switchboard | 1 |
| National Suicide Prevention Lifeline | 42 |
| Suicide Hotline | 40 |
| (No Program Selected) | 2 |
| NCNW Bethune Center | 6 |
| Computer Training | 3 |
| Youth Program | 2 |
| Adult Basic Education | 1 |
| NeedyMeds | 13 |
| Prescription Drug Program | 11 |
| (No Program Selected) | 2 |
| Neighborhood Housing Services of the Inland Empire, Inc. | 22 |
| Foreclosure Prevention | 16 |

Referrals from 2-1-1 San Bernardino County

| | |
|--|------------|
| (No Program Selected) | 1 |
| Home Ownership | 1 |
| Down Payment Assistance | 3 |
| Homebuyer Orientation | 1 |
| Neighborhood Partnership Housing Services, Inc. | 10 |
| Foreclosure Counseling | 8 |
| (No Program Selected) | 1 |
| Homebuyer Education Class | 1 |
| New Directions | 12 |
| Therapeutic Community | 11 |
| (No Program Selected) | 1 |
| New Hope Village, Inc. | 3 |
| (No Program Selected) | 1 |
| New Hope Village | 2 |
| New House, Inc. | 7 |
| Substance Abuse Treatment Program / Clean and Sober Moms | 7 |
| Nightlight Christian Adoptions | 1 |
| Adoption Services | 1 |
| Northtown Housing Development Corp. | 25 |
| Computer Classes | 1 |
| Food Assistance | 11 |
| Summer Lunch Program | 1 |
| USDA Food Distribution | 7 |
| Government Food Commodities | 4 |
| ESL Classes | 1 |
| Oldtimers Foundation | 61 |
| Classes | 6 |
| Home maintenance and Conservation | 20 |
| Housing | 2 |
| Nutrition | 3 |
| Transportation Services | 23 |
| (No Program Selected) | 2 |
| Senior Nutrition | 5 |
| Olive Branch Counseling Center | 102 |
| Addictive Behavior | 2 |
| Anger Management and Domestic Violence | 36 |
| Couple Counseling | 7 |
| Drug Testing | 2 |
| General Counseling | 34 |
| Parenting Classes | 15 |
| (No Program Selected) | 6 |
| Omnitrans | 67 |
| Access Service | 50 |
| OmniLink Service | 2 |
| Omnitrans | 13 |
| (No Program Selected) | 2 |
| One 2 One Mentors, Inc. | 3 |
| Mentoring | 2 |
| (No Program Selected) | 1 |
| Ontario City Library | 8 |
| Basic Computer Classes | 5 |
| Library Services | 1 |
| (No Program Selected) | 1 |
| Adult Literacy Program | 1 |
| Ontario Police Department | 16 |

Referrals from 2-1-1 San Bernardino County

| | |
|---|------------|
| Police Department | 15 |
| (No Program Selected) | 1 |
| Ontario Senior Center | 9 |
| Senior Fitness | 3 |
| Senior Nutrition Lunch Program | 2 |
| (No Program Selected) | 1 |
| Senior Excursions | 1 |
| Phone Assurance Line (P.A.L.) | 1 |
| Computer Literacy | 1 |
| Ontario/Montclair YMCA | 11 |
| Afterschool Program | 5 |
| Matrix | 3 |
| (No Program Selected) | 2 |
| Silver Stars Transportation | 1 |
| OPARC | 4 |
| Diversified Industries | 2 |
| Adult Development Centers and Senior Services | 1 |
| Summit Services | 1 |
| Operation Provider | 16 |
| Electric and Gas Assistance Fund (EAF & GAF) | 12 |
| (No Program Selected) | 2 |
| Basic Need Assistance | 2 |
| Operation Safehouse | 17 |
| Operation Safehouse Shelter | 13 |
| Transitional Living Program | 3 |
| (No Program Selected) | 1 |
| Option House, Inc. | 79 |
| Community Education | 9 |
| Domestic Violence Shelter Services | 51 |
| Women Support Groups | 3 |
| (No Program Selected) | 16 |
| Our Lady of Hope | 151 |
| Soup Kitchen | 2 |
| USDA Food Distribution | 134 |
| (No Program Selected) | 5 |
| Thanksgiving Baskets | 10 |
| Our Lady of the Desert | 179 |
| Food Pantry | 134 |
| (No Program Selected) | 15 |
| Thanksgiving Baskets | 30 |
| Pacific Clinics | 6 |
| Child and Family Services | 5 |
| Child Abuse Program | 1 |
| Pacific Lifeline | 60 |
| Transitional Shelter | 55 |
| (No Program Selected) | 5 |
| PAL Humane Society | 11 |
| Humane Society | 10 |
| (No Program Selected) | 1 |
| Para Los Niños | 312 |
| Family Resource Center | 270 |
| General Counseling | 9 |
| Parenting Classes | 11 |
| (No Program Selected) | 22 |
| Parents Without Partners | 2 |

Referrals from 2-1-1 San Bernardino County

| | |
|---|-----------|
| Parents Without Partners Community Group | 2 |
| Partnership for Prescription Assistance | 30 |
| Prescription Assistance | 22 |
| (No Program Selected) | 8 |
| Patton State Hospital | 10 |
| Cooling Center | 1 |
| Hospital Services | 9 |
| People Against Childhood Trauma | 6 |
| Court Ordered Therapy | 3 |
| Parents United | 3 |
| Planned Parenthood of Orange and San Bernardino Counties | 48 |
| Contraceptive Clinics | 21 |
| Pregnancy Testing, Counseling, and Referral | 20 |
| Sexually Transmitted Infections Treatment | 1 |
| (No Program Selected) | 5 |
| Sterilization Program | 1 |
| Pomona Valley Hospital Medical Center | 5 |
| Central Avenue Urgent Care Center | 3 |
| Charity Bill Assistance | 1 |
| Hospital Services | 1 |
| Pomona Valley Workshop | 8 |
| Anthesis Autism Services | 1 |
| Thrift Store | 3 |
| Supported Employment Services | 1 |
| Work Program | 1 |
| Adult Development Center | 2 |
| Pregnancy Resource Center | 3 |
| Pregnancy Resources | 3 |
| Pregnancy Support Centers, Inc. | 3 |
| Choices Clinic | 2 |
| (No Program Selected) | 1 |
| Priscillas Helping Hands, Inc. | 69 |
| Clothes Closet | 64 |
| (No Program Selected) | 3 |
| Project R.E.A.C.H. | 1 |
| Promiseland Educational Child Care Center | 1 |
| Project Cuidar | 20 |
| Child Enrichment Groups and Parenting Classes | 19 |
| (No Program Selected) | 1 |
| Project Sister Family Services | 6 |
| Accompaniment/Advocacy | 1 |
| Crisis Intervention | 2 |
| Support Groups | 2 |
| (No Program Selected) | 1 |
| Protection and Advocacy | 3 |
| Disability Rights | 3 |
| Provisional Accelerated Learning (PAL) Center | 10 |
| Comprehensive Child Care | 8 |
| PAL Charter School/ Operation Retain | 1 |
| WIA Youth Program | 1 |
| Public Health Service Bureau | 5 |
| AIDS Drug Assistance Program | 3 |
| (No Program Selected) | 2 |
| Putting Kids First | 2 |
| Co-Parenting Course | 2 |

Referrals from 2-1-1 San Bernardino County

| | |
|---|------------|
| Rancho Cucamonga & Fontana Family YMCA | 13 |
| CPR & First Aid Training | 2 |
| Preschool | 8 |
| School Age Care | 2 |
| Swimming | 1 |
| Rancho Cucamonga Family Resource Center | 25 |
| Clothes Closet | 12 |
| Family Resource Center | 3 |
| Good Healing/Good Grief | 8 |
| (No Program Selected) | 1 |
| Parents Night Out | 1 |
| Rape, Abuse and Incest National Network | 1 |
| National Sexual Assault Hotline | 1 |
| REACH | 72 |
| REACH | 72 |
| Reach Out Morongo Basin | 14 |
| Transportation | 4 |
| USDA Food Distribution | 8 |
| Yardwork | 1 |
| Minor Home Repairs | 1 |
| ReachOut | 3 |
| Mentoring Program | 3 |
| Redlands Community Hospital | 18 |
| Charity Bill Assistance | 1 |
| Family Clinic | 11 |
| Hospital Services | 6 |
| Redlands Community Senior Center | 3 |
| Cooling Center | 2 |
| Senior Nutrition Lunch Program | 1 |
| Redlands Day Nursery | 10 |
| Child Care | 10 |
| Redlands Family YMCA | 9 |
| Preschool | 1 |
| (No Program Selected) | 6 |
| Legal Aid | 1 |
| YMCA | 1 |
| Redlands Police Department Recreation Bureau | 9 |
| Enrichment Classes | 2 |
| Kids World | 1 |
| Redlands Police Department | 5 |
| Youth Coalition Teen Committee | 1 |
| Restoration House of Refuge, Inc. | 120 |
| Transitional Housing | 116 |
| (No Program Selected) | 4 |
| Rialto Branch Library | 2 |
| Basic Computer Classes | 2 |
| Rialto Senior Center | 2 |
| Cooling Center | 1 |
| Senior Center | 1 |
| Rialto Unified School District | 1 |
| Health Clinic | 1 |
| Rock Church & World Outreach Center | 86 |
| English as a Second Language | 2 |
| Literacy and GED Classes | 9 |
| USDA Food Distribution | 40 |

Referrals from 2-1-1 San Bernardino County

| | |
|--|------------|
| USDA Food Giveaway | 30 |
| (No Program Selected) | 5 |
| Rolling Start, Inc. | 76 |
| Assistive Technology | 6 |
| Helpline | 6 |
| Housing | 23 |
| Special Needs Information and Referral | 9 |
| Support Groups / Workshop | 9 |
| (No Program Selected) | 13 |
| Systems and Individual Advocacy | 3 |
| Independent Living Skills | 2 |
| Personal Assistance | 2 |
| Computer Literacy Classes | 3 |
| Rose of Sharon Life Center | 122 |
| The Life Center | 116 |
| (No Program Selected) | 6 |
| Rudy C. Hernandez Community Center | 6 |
| Cooling Center | 1 |
| Senior Nutrition Lunch Program | 1 |
| Swimming Pool | 1 |
| USDA Food Distribution | 2 |
| Community Center | 1 |
| Running Springs Assembly of God | 3 |
| Food for Life | 3 |
| Rx Help For Californians | 55 |
| Prescription Assistance | 52 |
| (No Program Selected) | 3 |
| Salvation Army - Ontario | 246 |
| Christmas Toys | 3 |
| Community Meal | 3 |
| Disaster Recovery Services | 2 |
| Emergency Food Box | 118 |
| Emergency Rental/Mortgage Assistance | 25 |
| Homework Assistance | 2 |
| Motel Vouchers | 47 |
| USDA Food Distribution | 15 |
| (No Program Selected) | 26 |
| Christmas Baskets | 5 |
| Salvation Army - Redlands | 115 |
| Christmas Meals | 1 |
| Christmas Toys | 1 |
| Electric and Gas Assistance Fund (EAF & GAF) | 101 |
| (No Program Selected) | 11 |
| Christmas Baskets | 1 |
| Salvation Army - San Bernardino | 894 |
| Christmas Meals | 2 |
| Christmas Toys | 17 |
| Cold Weather Shelter | 3 |
| Shelter Program | 267 |
| Soup Kitchen | 11 |
| USDA Food Giveaway | 169 |
| Women Shelter | 383 |
| (No Program Selected) | 38 |
| Thanksgiving Meals | 1 |
| Thanksgiving Baskets | 3 |

Referrals from 2-1-1 San Bernardino County

| | |
|---|-------------|
| Salvation Army Service Extension | 29 |
| Disaster Recovery Services | 2 |
| Utility Assistance | 25 |
| (No Program Selected) | 2 |
| Salvation Army-Victor Valley | 708 |
| Disaster Recovery Services | 2 |
| Food Assistance | 100 |
| Motel Vouchers | 56 |
| Utility Assistance | 524 |
| (No Program Selected) | 26 |
| Samaritan Counseling Center | 14 |
| BEAMS (Behavior Education and Management Services) | 2 |
| Counseling Services | 10 |
| Butterfly Club | 2 |
| Samaritans Helping Hand | 1706 |
| Community Assistance | 241 |
| Food Assistance | 105 |
| Utility Assistance | 1275 |
| (No Program Selected) | 85 |
| San Antonio Community Hospital | 16 |
| Hospital Services | 8 |
| (No Program Selected) | 1 |
| Urgent Care | 4 |
| Healthy Beginnings Prenatal Program | 1 |
| Educational Suite | 1 |
| Womens Breast and Imaging Center | 1 |
| San Bernardino City Unified School District | 38 |
| Adult School | 7 |
| Family Resource Center | 5 |
| Public Education | 5 |
| State Preschool Program | 6 |
| USDA Food Distribution | 3 |
| USDA Food Giveaway | 3 |
| (No Program Selected) | 6 |
| Child Development Program | 3 |
| San Bernardino County Animal Care & Control | 46 |
| Animal abuse and neglect | 4 |
| Animal Services | 7 |
| Dead Animal Pick-up | 8 |
| Spay and Neuter Voucher Program | 3 |
| (No Program Selected) | 24 |
| San Bernardino County Auditor-Controller/Recorder | 24 |
| Recorder/Clerk | 22 |
| (No Program Selected) | 2 |
| San Bernardino County Bar Association | 53 |
| Attorney Referral Service | 51 |
| San Bernadino County Bar Association | 2 |
| San Bernardino County Department of Aging and Adult Services | 353 |
| Adult Protective Services | 61 |
| Family Caregiver Support Program | 29 |
| In Home Supportive Services | 147 |
| Linkages Program | 5 |
| Multipurpose Senior Services Program | 8 |
| Senior Information and Assistance Program | 63 |
| Senior Nutrition Services | 9 |

Referrals from 2-1-1 San Bernardino County

| | |
|---|------------|
| (No Program Selected) | 26 |
| Long-Term Care Ombudsman Program | 3 |
| Senior Training and Employment Program | 2 |
| San Bernardino County Department of Behavioral Health | 499 |
| AB2034 Homeless Program | 6 |
| Agewise Program | 4 |
| Alcohol and Drug Services | 60 |
| Centralized Children's Intensive Case Management Services | 7 |
| Clubhouse | 3 |
| Community Crisis Response Team | 93 |
| Employment Services Program | 2 |
| Homeless Program | 6 |
| Juvenile Evaluation and Treatment Services | 3 |
| Outpatient Services | 189 |
| The Access Unit | 76 |
| Transitional Age Youth One Stop Center (TAY) | 27 |
| (No Program Selected) | 14 |
| Housing Program | 2 |
| Behavioral Health Resource Center Central Triage Services (After Hours Walk-In) | 5 |
| Centralized Hospital Aftercare Services | 1 |
| Conditional Release Program (CONREP) | 1 |
| San Bernardino County Department of Child Support Services | 54 |
| Child Support Services | 53 |
| (No Program Selected) | 1 |
| San Bernardino County Department of Children and Family Services | 89 |
| Adoption Assistance Program | 6 |
| Child Protective Hotline | 62 |
| Foster Care | 12 |
| (No Program Selected) | 9 |
| San Bernardino County Department of Community Development and Housing | 18 |
| Senior Home Repair Program | 7 |
| Single Family Home Improvement Loan Program | 5 |
| (No Program Selected) | 2 |
| American Dream Downpayment Initiative | 4 |
| San Bernardino County Department of Probation | 6 |
| Probation | 6 |
| San Bernardino County Department of Public Health | 404 |
| AIDS Program | 4 |
| Alcohol and Drug Abuse Prevention Program | 3 |
| Black Infant Health Project | 5 |
| California Children Services | 4 |
| Child Health and Disability Prevention | 6 |
| Health Promotion and Education | 16 |
| Immunizations | 72 |
| Mother Infant Support Team | 3 |
| Prenatal Clinic | 9 |
| Reproductive Health Centers | 21 |
| Traffic S.A.F.E. Program | 41 |
| Tuberculosis Control Program | 24 |
| Vector Control | 26 |
| Women Infants and Children (WIC) | 135 |
| (No Program Selected) | 15 |
| Flu Shots | 13 |
| Maternal Health Program | 2 |
| Comprehensive Prenatal Services Program | 1 |

Referrals from 2-1-1 San Bernardino County

| | |
|---|-------------|
| Epidemiology | 2 |
| Childhood Lead Poisoning Prevention | 2 |
| San Bernardino County Department of Veterans Affairs | 13 |
| VA Medical Center | 5 |
| (No Program Selected) | 5 |
| Veterans Claims Assistance | 2 |
| Veterans Homes | 1 |
| San Bernardino County District Attorney | 24 |
| General Information | 7 |
| Victim Services Unit | 15 |
| (No Program Selected) | 2 |
| San Bernardino County Land Use Services Department | 36 |
| Code Enforcement Division | 36 |
| San Bernardino County Library | 2 |
| Library Services | 1 |
| (No Program Selected) | 1 |
| San Bernardino County Office Of The Assessor | 4 |
| Change of Ownership | 4 |
| San Bernardino County Preschool Services Department | 91 |
| Head Start | 74 |
| Preschool | 2 |
| Support Services | 11 |
| (No Program Selected) | 4 |
| San Bernardino County Public Authority | 49 |
| In-Home Supportive Services Registry | 49 |
| San Bernardino County Public Defender | 10 |
| Anger Management/Victim Awareness | 3 |
| (No Program Selected) | 1 |
| Public Defender | 6 |
| San Bernardino County Sheriffs Department | 98 |
| Detention Facilities | 27 |
| Juvenile Intervention Program (JIP) | 11 |
| Law Enforcement | 55 |
| (No Program Selected) | 3 |
| Senior Volunteer Patrol (SVP) | 1 |
| Cal Pals | 1 |
| San Bernardino County Superintendent of Schools | 110 |
| Desert Mountain SELPA Childrens Center | 5 |
| KidsNCare Child Care Referral Services | 26 |
| KidsNCare Resource and Referral Training Unit | 6 |
| KidsNCare Subsidized Child Care | 68 |
| (No Program Selected) | 2 |
| Desert Mountain SELPA Children's Center | 1 |
| KidsNCare Child Care Food Program | 2 |
| San Bernardino County Transitional Assistance Department | 1119 |
| C4Yourself | 30 |
| CalWORKs Program | 183 |
| Cash Aid Program for Immigrants | 7 |
| Child Care Programs | 25 |
| Disaster Food Stamp Program | 30 |
| Food Stamp Program | 607 |
| Health Care Options | 3 |
| Medi-Cal Program | 168 |
| The General Relief Program | 46 |
| (No Program Selected) | 19 |

Referrals from 2-1-1 San Bernardino County

| | |
|---|------------|
| Volunteer Income Tax Assistance (VITA) | 1 |
| San Bernardino County Workforce Development Department | 229 |
| Job Assistance | 220 |
| (No Program Selected) | 9 |
| San Bernardino Family YMCA | 6 |
| Afterschool Program | 2 |
| Swimming | 1 |
| (No Program Selected) | 3 |
| San Bernardino Police Department | 24 |
| Police Department | 23 |
| (No Program Selected) | 1 |
| San Bernardino Senior Center | 1 |
| Cooling Center | 1 |
| San Bernardino Sexual Assault Services, Inc | 14 |
| Sexual Assault Program | 14 |
| San Bernardino Westside Christian Center Church | 4 |
| Westside Kinship Support Services | 4 |
| Scherer Senior Center | 15 |
| Senior Center | 1 |
| USDA Food Distribution | 13 |
| Senior Luncheon | 1 |
| SCHEU Family YMCA of Upland | 2 |
| Preschool & Afterschool | 2 |
| Second Harvest Food Bank | 3 |
| Agency Food Distribution | 3 |
| Senior and Disabled Fund of San Bernardino County | 17 |
| SAVES | 11 |
| (No Program Selected) | 4 |
| Transportation Reimbursement and Escort Program | 1 |
| Medic Alert Bracelets | 1 |
| Set Free Christian Fellowship | 71 |
| Food Assistance | 13 |
| Food Ministry | 19 |
| Transitional Living Program | 10 |
| (No Program Selected) | 4 |
| Thanksgiving Baskets | 25 |
| Share, Inc. | 163 |
| Emergency Assistance | 121 |
| Food Assistance | 32 |
| Food Program | 9 |
| (No Program Selected) | 1 |
| Social Action Community Health System | 106 |
| Behavioral, Therapeutic and Dental Health Care | 23 |
| Mental Health Services | 10 |
| Primary Health Care | 28 |
| (No Program Selected) | 12 |
| Good to Grow: Total Toddler Check-up | 1 |
| Dental Care | 32 |
| Social Security Administration | 97 |
| Social Security | 97 |
| Southern California Edison | 42 |
| California Alternate Rates for Energy | 2 |
| Community Energy Partnership-Home Energy Efficiency Tune-Ups | 3 |
| Energy Management Assistance Program | 4 |
| (No Program Selected) | 31 |

Referrals from 2-1-1 San Bernardino County

| | |
|--|-----------|
| Medical Baseline Program | 1 |
| Level Pay Plan | 1 |
| Southern California Gas Company | 18 |
| CARE | 2 |
| Gas Assistance Fund (GAF) | 9 |
| (No Program Selected) | 7 |
| Southwest Gas Company | 35 |
| California Alternate Rates for Energy | 2 |
| Deferred Payment Program | 1 |
| Low-Income Energy Efficiency Weatherization Program | 20 |
| (No Program Selected) | 12 |
| Special Little Angels, Inc. | 18 |
| Little Angels | 14 |
| Special Angels Elderly Residential Care | 2 |
| Special Angels Transitional Shelter | 2 |
| Springboard | 24 |
| Consumer Credit Counseling | 23 |
| (No Program Selected) | 1 |
| St. Bernardine Medical Center | 14 |
| Health Education Classes | 5 |
| Hospital Services | 6 |
| (No Program Selected) | 1 |
| Health Education Classses | 1 |
| Orthopedics | 1 |
| St. John of God Health Care Services | 76 |
| Community Recovery Center | 3 |
| Detox Center | 28 |
| Residential Substance Abuse Treatment | 22 |
| Sober Living Homes | 13 |
| (No Program Selected) | 6 |
| Residential Rehabilitation for Parents with Young Children | 4 |
| St. Johns Community Success Center | 27 |
| Standing Community Services | 25 |
| (No Program Selected) | 1 |
| Family Services | 1 |
| Starkey Hearing Foundation | 2 |
| Hear Now | 2 |
| State Bar of California | 7 |
| Attorney Information and Referral Service | 6 |
| Lawyer Complaints | 1 |
| Sunflower Community Services, Inc. | 67 |
| Transitional Housing | 65 |
| (No Program Selected) | 2 |
| Superior Court of California County of San Bernardino | 94 |
| Civil Court/ Unlawful Detainer | 6 |
| Criminal Court | 14 |
| Drug Court | 2 |
| Family Court | 28 |
| Juvenile Court | 3 |
| Probate Court | 8 |
| Small Claims Court | 12 |
| Traffic Court | 16 |
| (No Program Selected) | 5 |
| Team of Advocates for Special Kids | 3 |
| Parent Training and Information Center | 1 |

Referrals from 2-1-1 San Bernardino County

| | |
|--|------------|
| (No Program Selected) | 1 |
| Tech Center | 1 |
| Teen Challenge of Southern California | 19 |
| Drug Education and Prevention Outreach | 2 |
| Mens Residential Substance Abuse Program | 7 |
| Residential Substance Abuse Program | 5 |
| Teen Gang Intervention | 5 |
| Teen Line | 3 |
| Teen Line Hotline | 3 |
| Telecare High Desert Crisis Walk-In Center | 37 |
| Crisis Walk-in Center | 37 |
| The 29 Palms Community Food Pantry & Outreach Ministries, Inc | 22 |
| Community Food Pantry | 22 |
| The Blessing Center | 88 |
| Clothes Closet | 10 |
| Cold Weather Shelter | 2 |
| Joseph Storehouse | 72 |
| (No Program Selected) | 2 |
| Thanksgiving Baskets | 2 |
| The Community Counseling Center | 58 |
| Counseling Services | 58 |
| The Lords Table | 105 |
| Soup Kitchen | 66 |
| USDA Food Giveaway | 38 |
| Thanksgiving Meal | 1 |
| The Sober Living Network | 43 |
| Internet Information and Referral Service | 38 |
| (No Program Selected) | 5 |
| The Stephan Center | 2 |
| The Stephan Center | 2 |
| The Unforgettables Foundation | 25 |
| Burial Assistance | 23 |
| (No Program Selected) | 2 |
| The Way Station | 14 |
| Food Assistance | 12 |
| (No Program Selected) | 1 |
| Thanksgiving Food Boxes | 1 |
| The White House Healing Center, Inc. | 112 |
| Transitional Housing | 104 |
| (No Program Selected) | 8 |
| Time For Change Foundation | 91 |
| Drug and Alcohol Outpatient Services | 4 |
| Sweet Dreams House | 77 |
| (No Program Selected) | 8 |
| Workshops | 2 |
| Touched Ones United Creating Hope, Inc. | 25 |
| Backpack Ministries | 24 |
| (No Program Selected) | 1 |
| Town of Apple Valley | 11 |
| CPR Instruction | 5 |
| Parks and Recreation | 2 |
| Town Hall | 2 |
| Public Works | 1 |
| Special Apples | 1 |
| Travelers Aid of the Inland Empire | 59 |

Referrals from 2-1-1 San Bernardino County

| | |
|---|------------|
| Emergency Transportation and Referral Service | 57 |
| (No Program Selected) | 2 |
| Tri-City Mental Health Center | 9 |
| Adult Outpatient Services | 7 |
| Youth & Family Services | 2 |
| Tri-County Dental Society | 52 |
| Free Dental Work for Children | 48 |
| Dental Care Information and Referral | 4 |
| U.S. Citizenship and Immigration Services | 13 |
| Citizenship and Immigration Services | 11 |
| (No Program Selected) | 2 |
| U.S. Department of Housing and Urban Development | 132 |
| Hope for Homeowners | 6 |
| HUD | 124 |
| (No Program Selected) | 2 |
| United States Census Bureau | 1 |
| Census Data | 1 |
| United States Department of Labor | 19 |
| Labor and Employment Law | 17 |
| (No Program Selected) | 2 |
| United States Post Offices | 3 |
| Postal Services | 3 |
| Upland Animal Shelter | 3 |
| Spay/Neuter Voucher | 1 |
| Animal Foster Care | 1 |
| Education and Volunteering | 1 |
| Upland Church of Christ | 45 |
| Food Pantry | 43 |
| (No Program Selected) | 2 |
| Upland Unified School District | 1 |
| (No Program Selected) | 1 |
| Valley Fellowship - Seventh Day Adventist Church | 47 |
| Community Services | 38 |
| (No Program Selected) | 4 |
| Thanksgiving Baskets | 5 |
| Valley Star Children and Family Services | 15 |
| Mental Health Services | 13 |
| (No Program Selected) | 2 |
| Victor Community Support Services, Inc. | 1 |
| Community Support Services | 1 |
| Victor Elementary School District | 6 |
| Public Education | 5 |
| (No Program Selected) | 1 |
| Victor Valley Community Dental Service | 126 |
| Dental Service Program | 122 |
| (No Program Selected) | 4 |
| Victor Valley Community Hospital | 8 |
| Charity Bill Assistance | 1 |
| Hospital Services | 7 |
| Victor Valley Community Services Council | 10 |
| Volunteer Center | 6 |
| Senior Needs | 4 |
| Victor Valley Domestic Violence | 28 |
| Domestic Violence Shelter | 15 |
| Referral Services for a "A Better Way" | 5 |

Referrals from 2-1-1 San Bernardino County

| | |
|--|------------|
| Temporary Restraining Orders | 2 |
| (No Program Selected) | 3 |
| Domestic Violence Peer Support Group | 3 |
| Victor Valley Rescue Mission | 408 |
| Clothes Closet | 79 |
| Food Pantry | 295 |
| Life Recovery Program | 7 |
| Soup Kitchen | 18 |
| (No Program Selected) | 1 |
| Christmas Toys/Gifts | 8 |
| Victor Valley Transit Authority | 33 |
| Direct Access | 30 |
| Victor Valley Transit Authority | 2 |
| (No Program Selected) | 1 |
| Victor Valley Union High School District | 2 |
| Public Education | 1 |
| (No Program Selected) | 1 |
| Visiting Nurse Association and Hospice of Southern California | 5 |
| Hospice Care | 3 |
| (No Program Selected) | 1 |
| Home Health Care | 1 |
| Visiting Nurse Association Of The Inland Counties | 4 |
| Hospice | 2 |
| Therapy Services | 1 |
| Home Health Aide Services | 1 |
| Vocational Improvement Program, Inc. | 5 |
| Direct Placement | 2 |
| (No Program Selected) | 1 |
| PVSA Services | 1 |
| Supported Employment Program | 1 |
| Volunteer Center of Riverside County | 636 |
| 2-1-1 Riverside County | 613 |
| (No Program Selected) | 23 |
| Volunteers of America Southwest | 14 |
| Early Head Start | 4 |
| Parenting Skill Classes | 8 |
| (No Program Selected) | 1 |
| Half-Day Preschool | 1 |
| Way World Outreach Ministry | 92 |
| USDA Food Giveaway | 91 |
| (No Program Selected) | 1 |
| West End Family Counseling | 63 |
| Department of Behavioral Health Outpatient Services | 43 |
| Elder and Dependent Adult Outreach Program | 1 |
| Parenting Classes | 9 |
| (No Program Selected) | 7 |
| SART | 3 |
| West End YMCA | 8 |
| Nighttime Child Care | 8 |
| West Valley Detention Center | 14 |
| Detention Center | 14 |
| Westside Community Service Center | 98 |
| Clothes Closet | 29 |
| Employment Assistance | 13 |
| Food Distributions | 44 |

Referrals from 2-1-1 San Bernardino County

| | |
|---|------------|
| Senior Nutrition Program | 6 |
| (No Program Selected) | 6 |
| Westwind Community Center | 3 |
| Homework Helpers | 1 |
| Swimming Pool | 1 |
| (No Program Selected) | 1 |
| WeTip | 6 |
| Crime Reporting Hotline | 5 |
| (No Program Selected) | 1 |
| Whitney Young Family Health Clinic | 349 |
| Dental Services | 182 |
| Medical Services | 136 |
| (No Program Selected) | 31 |
| YMCA of Pomona Valley | 1 |
| Swimming | 1 |
| Young Visionaries Youth Leadership Academy | 49 |
| C.U.T.T. Center - Career, University, Technology Training | 7 |
| Community Outreach | 1 |
| Mentoring Program | 5 |
| Youth Violence Prevention Program | 12 |
| (No Program Selected) | 3 |
| After School Tutoring | 1 |
| Forward Focus Leadership Program | 4 |
| Thanksgiving Baskets | 10 |
| A.R.T.S. for Youth Program | 1 |
| H.O.T. Spot Program - Healthy Options for Teens | 1 |
| Nitro2Go Christmas Festival Toy Giveaway | 4 |
| Yucaipa Christian Church | 60 |
| Manna Food Cupboard | 59 |
| (No Program Selected) | 1 |
| Yucaipa Valley Welfare, Inc | 26 |
| Clothes Closet | 1 |
| Food Program | 25 |
| Yucca Valley Community Center | 4 |
| USDA Food Distribution | 4 |
| AARP - State California Office | 3 |
| Tax Aide | 3 |
| California Department of Transportation | 1 |
| Caltrans | 1 |
| Carter Branch Library | 1 |
| Storytime and Crafts | 1 |
| Casa Colina Centers for Rehabilitation | 4 |
| Acute Rehabilitation | 1 |
| Adult Day Health Care | 2 |
| ASAP Activities | 1 |
| Casa Ramona Senior Center | 2 |
| Senior Center | 2 |
| Central Detention Center | 3 |
| Detention Center | 2 |
| (No Program Selected) | 1 |
| Chino Valley Medical Center | 1 |
| Hospital Services | 1 |
| City of Barstow | 2 |
| Community Services | 1 |
| City Clerks Office | 1 |

Referrals from 2-1-1 San Bernardino County

| | |
|---|-----------|
| City of Ontario Fire Department | 2 |
| (No Program Selected) | 1 |
| CPR and First-Aid Classes | 1 |
| City of Rancho Cucamonga | 12 |
| City Hall | 11 |
| Community Services | 1 |
| City of San Bernardino Fire Department | 3 |
| Fire and Rescue | 3 |
| Disability Rights Legal Center | 2 |
| Disability Rights | 2 |
| Faiths Hope Foundation | 7 |
| Medical Expense Assistance | 3 |
| Necessity Assistance | 4 |
| Foster Youth Services | 1 |
| YES Center | 1 |
| George White Senior Center | 4 |
| Senior Center | 4 |
| H1N1 Information | 2 |
| (No Program Selected) | 1 |
| H1N1 Information For Callers | 1 |
| Hand to Hand Outreach | 16 |
| Transportation | 15 |
| (No Program Selected) | 1 |
| Hi-Desert Medical Center | 1 |
| Hospital Services | 1 |
| Hospice Education Institute | 1 |
| Hospice Education Institute | 1 |
| Inland AIDS Project | 7 |
| Case Management | 3 |
| HIV Testing | 3 |
| Education and Prevention | 1 |
| League of United Latin American Citizens | 1 |
| (No Program Selected) | 1 |
| Medical Board of California | 3 |
| Medical Board | 3 |
| Morongo Valley Community Services District | 4 |
| USDA Food Distribution | 2 |
| USDA Food Giveaway | 2 |
| Office of the Attorney General | 3 |
| (No Program Selected) | 1 |
| Bureau of Medi-Cal Fraud | 2 |
| Ontario-Montclair School District | 2 |
| Family Solutions Collaborative | 1 |
| School Readiness Program | 1 |
| Parents, Families & Friends of Lesbians & Gays | 1 |
| Support and Information | 1 |
| Patient Advocate Foundation | 1 |
| Advocacy | 1 |
| Perris Hill Park Senior Center | 1 |
| Cooling Center | 1 |
| Rader Program | 4 |
| Eating Disorders | 4 |
| Rialto Police Department | 5 |
| Rialto Police | 5 |
| San Bernardino County Coroners Office | 1 |

Referrals from 2-1-1 San Bernardino County

| | |
|--|----------|
| Coroner Services | 1 |
| San Bernardino County Fire Department | 1 |
| Fire and Rescue | 1 |
| SEIU United Long Term Care Workers Union | 3 |
| Home Care Registry | 3 |
| Sexaholics Anonymous of Southern California | 1 |
| Support Groups | 1 |
| St. Mary Medical Center | 7 |
| Hospital Services | 7 |
| The Trevor Project | 1 |
| Trevor Helpline | 1 |
| United States Department of Agriculture, Natural Resources Conservation Service | 2 |
| (No Program Selected) | 1 |
| Watershed Protection Program | 1 |
| Victims of Crime Resource Center | 4 |
| (No Program Selected) | 1 |
| Resource Center | 3 |
| Villa de Ninos | 1 |
| Preschool | 1 |
| Yucca Valley Senior Center | 1 |
| Senior Luncheon | 1 |
| 2-1-1 Santa Barbara County | 3 |
| 2-1-1 Information and Referral | 3 |
| Amyotrophic Lateral Sclerosis Association | 1 |
| Patient Services | 1 |
| Apple Valley Newton T. Bass Branch Library | 4 |
| Cooling Center | 2 |
| Library Services | 1 |
| Adult Literacy Program | 1 |
| Barstow Unified School District | 2 |
| Public Education | 1 |
| (No Program Selected) | 1 |
| Beauty for Ashes Womens Center | 1 |
| Aftercare Program | 1 |
| California Department of Fair Employment and Housing | 4 |
| Fair Employment and Housing | 4 |
| California Franchise Tax Board | 1 |
| Tax Information | 1 |
| Childrens Fund | 8 |
| (No Program Selected) | 5 |
| Childrens Fund | 3 |
| Chino Branch Library | 1 |
| Adult Literacy Classes | 1 |
| Community Assistance Program | 4 |
| Community Assistance Program | 4 |
| Families and Friends of Murder Victims | 1 |
| Support Group | 1 |
| Loma Linda Senior Center | 3 |
| Computer Classes | 1 |
| Senior Center | 1 |
| (No Program Selected) | 1 |
| National Center for Victims of Crime | 3 |
| Help Line | 3 |
| Rancho Cucamonga Library Services | 1 |
| Basic Computer Class | 1 |

Referrals from 2-1-1 San Bernardino County

| | |
|---|----------|
| San Bernardino County Office Of Homeless Services | 2 |
| Homeless Partnership | 2 |
| San Bernardino County Registrar of Voters | 1 |
| Voting Information | 1 |
| TOPS Club, Inc | 3 |
| TOPS Tools | 3 |
| Twentynine Palms Armed Services YMCA MCAGCC | 2 |
| Thrift Store | 2 |
| American Social Health Association | 2 |
| CDC National Immunization Information Hotline | 2 |
| Boys & Girls Club of Barstow | 2 |
| Core Programs | 2 |
| Cars 4 Causes | 1 |
| Nationwide Car Donations | 1 |
| Charity Cars | 4 |
| (No Program Selected) | 1 |
| Program Vehicles | 3 |
| Co-Dependents Anonymous, Inc. | 3 |
| Co-Dependent Support Groups | 3 |
| Glen Helen Rehabilitation Center | 5 |
| (No Program Selected) | 1 |
| Rehabilitation Center | 4 |
| Mountain View Child Care, Inc. | 5 |
| Kidship-Preschool and Pediatric Day Health | 5 |
| Nicholson Community Center | 1 |
| Homework Club | 1 |
| Norman F. Feldheym Central Library | 2 |
| Storytime and Crafts | 1 |
| Early Literacy Program | 1 |
| Riverside County Sheriffs Department | 1 |
| (No Program Selected) | 1 |
| Upland Public Library | 4 |
| Adult Literacy Program | 2 |
| Teen Activities | 1 |
| Computer Skills | 1 |
| West Inland Empire Cocaine Anonymous | 2 |
| Cocaine Anonymous | 2 |
| 2-1-1 Stanislaus County | 1 |
| (No Program Selected) | 1 |
| California ElderCare Referral Services, Inc. | 1 |
| (No Program Selected) | 1 |
| Camp Fire USA - Mt. San Antonio Council | 1 |
| I Can Do It | 1 |
| County of San Bernardino Animal Care and Control | 6 |
| delete | 6 |
| Douglass and Associates Supervised Visitation Agency | 2 |
| Supervised Visitation | 2 |
| Gamblers Anonymous | 2 |
| Gamblers Anonymous | 2 |
| Gay-Straight Alliance Network | 1 |
| Gay-Straight Alliance | 1 |
| Grand Terrace Branch Library | 1 |
| Cooling Center | 1 |
| Housing and Community Development, State of California | 2 |
| Housing Ombudsman | 2 |

Referrals from 2-1-1 San Bernardino County

| | |
|---|-----------|
| Inland Hospice Association | 2 |
| (No Program Selected) | 1 |
| Adult Bereavement | 1 |
| International Aid | 1 |
| Domestic and International Relief | 1 |
| National Organization for Rare Disorders | 2 |
| Advocacy | 2 |
| Overeaters Anonymous | 2 |
| Support Group | 2 |
| Rim Family Services, Inc. | 2 |
| Outpatient Drug and Alcohol Treatment | 1 |
| Prevention Programs | 1 |
| Save the Babies | 1 |
| Miracles in Recovery | 1 |
| The Center, Inc. | 1 |
| Online Support | 1 |
| 2010 Firework Information | 44 |
| (No Program Selected) | 14 |
| City of Fontana | 18 |
| City of Barstow | 4 |
| City of Upland | 8 |
| California Advocates for Nursing Home Reform | 1 |
| Senior Consumer Rights Advocacy Helpline | 1 |
| ChildSharing, Inc. | 1 |
| Co Parenting Classes | 1 |
| Compulsive Eaters Anonymous | 1 |
| Compulsive Eaters | 1 |
| County of San Bernardino Solid Waste Management Division | 1 |
| Disaster Services | 1 |
| Equal Employment Opportunity Commission | 1 |
| Employment Discrimination Assistance | 1 |
| Hearts & Lives | 5 |
| Information and Referral | 5 |
| Hootman Senior Center | 2 |
| Senior Luncheon | 2 |
| Locks of Love | 1 |
| Hairpieces | 1 |
| Loma Linda Branch Library | 2 |
| Basic Computer Skills | 2 |
| Lytle Creek Community Center | 4 |
| Summer Lunch Program | 2 |
| Community Center | 1 |
| Senior Luncheon | 1 |
| Southwest Family Counseling | 1 |
| Counseling Services | 1 |
| United States Department of Education | 1 |
| Federal Student Aid (FSA) | 1 |
| VolunteerMatch | 2 |
| (No Program Selected) | 1 |
| VolunteerMatch | 1 |
| 2-1-1 Fresno County | 2 |
| 2-1-1 Information and Referral | 2 |
| Alannah Foster Family Agency and Homes | 1 |
| Foster Homes | 1 |
| American Red Cross - Morongo Basin | 2 |

Referrals from 2-1-1 San Bernardino County

| | |
|--|----------|
| Health and Safety Training | 1 |
| Disaster Emergency Services | 1 |
| Bear Valley Community Hospital | 1 |
| M.O.M and DAD Family Education Resource Center | 1 |
| Boys & Girls Club of Pomona Valley | 1 |
| Recreation Activities | 1 |
| Building a Generation | 3 |
| Family Resource Center | 1 |
| (No Program Selected) | 2 |
| Child Advocates of San Bernardino County; A CASA Organization | 1 |
| Child Advocates | 1 |
| City of Yucaipa | 3 |
| City Hall | 1 |
| Community Center | 2 |
| Cucamonga School District | 1 |
| (No Program Selected) | 1 |
| Holy Family Catholic Church | 1 |
| Cooling Center | 1 |
| James L. Brulte Senior Center | 1 |
| Senior Services | 1 |
| Luque Community Center | 4 |
| USDA Food Distribution | 4 |
| Olive Crest Foster & Adoption Agency | 1 |
| Foster & Adoption | 1 |
| Phelan Memorial Library | 1 |
| Cooling Center | 1 |
| Ruben Campos Community Center | 3 |
| Summer Lunch Program | 2 |
| Swimming Pool | 1 |
| Salvation Army - Pomona | 1 |
| Electric and Gas Assistance Fund (EAF & GAF) | 1 |
| Snowline Joint Unified School District | 1 |
| Public Education | 1 |
| Victorville City Library | 5 |
| Cooling Center | 1 |
| Library Services | 3 |
| (No Program Selected) | 1 |
| Victorville Senior Citizens Club | 2 |
| Cooling Center | 1 |
| Senior Center | 1 |
| Wrightwood Branch Library | 1 |
| Cooling Center | 1 |
| *Family Solutions | 3 |
| School - Based Services | 1 |
| (No Program Selected) | 2 |
| 2-1-1 Santa Clara County | 1 |
| (No Program Selected) | 1 |
| American Dental Association | 2 |
| Dental Care Information and Referral | 2 |
| Cal Aero Preserve Academy Branch Library | 1 |
| Library Services | 1 |
| Dore Centers | 1 |
| Learning Difficulties and Attention Deficits | 1 |
| Families Anonymous, Inc | 1 |
| Families Anonymous-Yucaipa | 1 |

Referrals from 2-1-1 San Bernardino County

| | |
|---|--------------|
| International Obsessive Compulsive Disorder Foundation, Inc. | 1 |
| OCD Information and Referrals | 1 |
| Meals On Wheels - Claremont | 1 |
| Home Delivered Meals | 1 |
| Office of Assemblymember Norma J. Torres | 1 |
| Constituent Services | 1 |
| RSVP West Valley of San Bernardino County | 1 |
| Retired and Senior Volunteer Program | 1 |
| Salem Christian Homes, Inc. | 1 |
| Supported Living Services | 1 |
| Salvation Army - Victor Valley | 552 |
| Christmas Toys | 19 |
| Food Assistance | 88 |
| Motel Vouchers | 26 |
| Utility Assistance | 387 |
| (No Program Selected) | 16 |
| Christmas Baskets | 14 |
| Thanksgiving Meals | 1 |
| Christmas Bell Ringer | 1 |
| Shriners Hospitals for Children | 1 |
| Hospital | 1 |
| Solomons Ujamaa Center | 2 |
| Parental Education | 2 |
| U.S. Department of Health and Human Services | 1 |
| Health Care Options | 1 |
| Yucaipa-Calimesa Joint Unified School District | 1 |
| Public Education | 1 |
| Crestline Branch Library | 1 |
| Basic Computer Classes | 1 |
| Dogs for the Deaf, Inc. | 1 |
| (No Program Selected) | 1 |
| High Desert Academy of Applied Arts and Sciences | 1 |
| Academy of Applied Arts and Sciences | 1 |
| Music Changing Lives | 1 |
| Music and Art Changing Lives | 1 |
| National Health Information Center | 1 |
| Health Information Clearinghouse | 1 |
| National Multiple Sclerosis Society | 1 |
| Multiple Sclerosis Support Groups and Classes | 1 |
| Point of Grace Christian Fellowship | 4 |
| Thanksgiving Baskets | 1 |
| Christmas Toys/Gifts | 3 |
| Pomona Public Library | 1 |
| Computer Lab | 1 |
| Summit Payee Service, Inc. | 3 |
| (No Program Selected) | 1 |
| Representative Payee Services | 2 |
| Toys for Tots | 13 |
| Christmas Toys | 13 |
| USC Norris Comprehensive Cancer Center | 1 |
| Cancer Treatment Services | 1 |
| Womens Breast Cancer Resource Center | 1 |
| Pink Ribbon Program | 1 |
| Grand Total | 35088 |

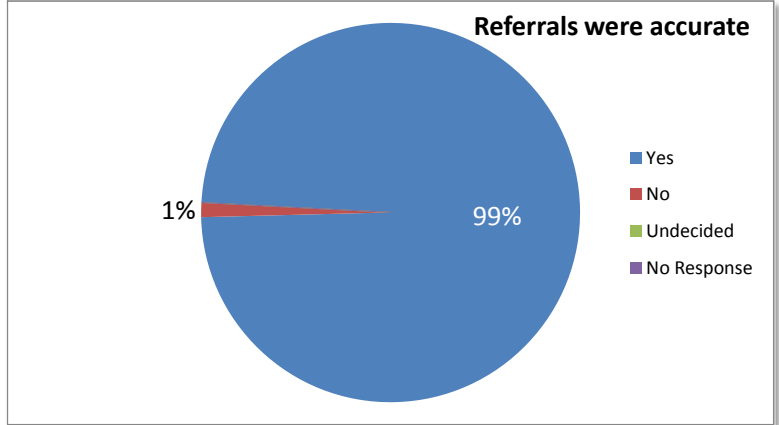
2-1-1 San Bernardino County Report

Callback Survey Responses

October 2010

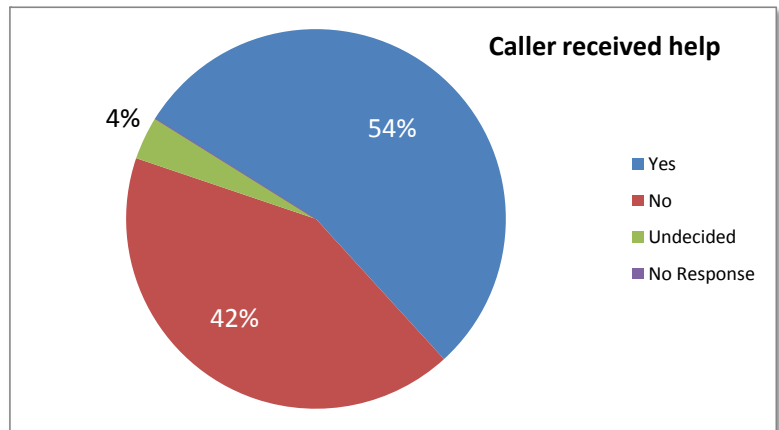
Total of 82 Respondents

| Were the referrals you received accurate? | |
|---|-----|
| Yes | 99% |
| No | 1% |
| Undecided | 0% |
| No Response | 0% |



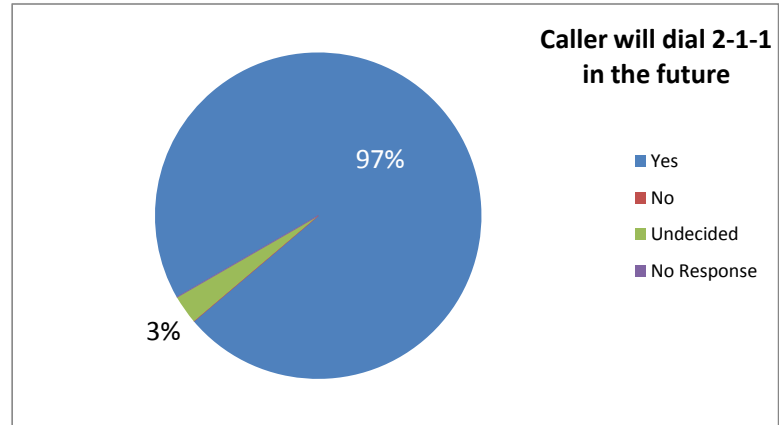
| Did you contact the referral agency (ies)? | |
|--|-----|
| Yes | 99% |
| | 80 |
| No | 1% |
| Undecided | 0% |
| No Response | 0% |

| If yes, did you get the help you needed? | |
|--|-----|
| Yes | 54% |
| No | 42% |
| Undecided | 4% |
| No Response | 0% |



| Was the information useful? | |
|-----------------------------|-----|
| Yes | 93% |
| No | 5% |
| Undecided | 3% |
| No Response | 0% |

| Will you call 2-1-1 in the future? | |
|------------------------------------|-----|
| Yes | 97% |
| No | 0% |
| Undecided | 3% |
| No Response | 0% |



| Are you a registered voter? | |
|-----------------------------|-----|
| Yes | 56% |
| No | 30% |
| Undecided | 5% |
| No Response | 10% |