

211 San Bernardino County Call Statistics

Call Count By Answer Summary				September 2007 Analysis	
September 2007				Net totals	
				Total # of September Calls	3539
# of children in household:				(Total # of August Calls)	
	Sep-07	Aug-07	Jul-07	(Total # of July Calls)	
0	1582	2130	1959	211 Database as of September 15, 2007 Agencies = 633 Programs = 1575 Keywords used = 1228	
1	561	690	452		
2	729	714	546		
3	604	560	446		
4	323	352	202		
5	150	146	98		
6	40	36	43		
7	29	12	17		
8	13	11	7		
9	6	6	4		
More than 9	2	6	1	Total # of previous month- Calls w/children	
Total	2457	2533	1816	Percentage of callers w/children	
# of children under 6:					
	Sep-07	Aug-07	Jul-07		
0	2502	3164	2731	First 5 Calls	
1	830	843	557		
2	511	487	352		
3	162	127	105		
4	26	34	24		
5	7	6	3		
6	1	2	3		
7	0	0	0		
8	0	0	0		
9	0	0	0		
9+	0	0	0	Total # of September Calls	
Total F5 Calls	1537	1499	1044	Total # of First 5 Calls	
				Percentage of F5 calls	
				43%	
Consumer's Age:					
	Sep-07	Aug-07	Jul-07	Known Consumers Age - Percentages	
0-10	34	18	26	0-9 Years	
11-20	214	158	199	10-19 Years	
20-29	978	805	720	20-29 Years	
30-39	1173	852	802	30-39 Years	
40-49	695	557	502	40-49 Years	
50-59	349	274	267	50-59 Years	
60-65	140	90	81	60-65 Years	
65+	104	109	89	Older than 65	
Unknown	-148	1149	705	Unknown	
Total	3687	2863	2686	-4%	
Gender of Consumer					
	Sep-07	Aug-07	Jul-07	Caller Gender Percentages	
Male	931	727	774	Male	
Female	3604	2923	2629	Female	
Other	20	4	8	Other	
Transgender	2	0	0	Transgender	
Unknown	106	120	133	% of Female callers from total known	
Total	4557	3654	3411	79%	

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How did you hear about us					
	Sep-07	Aug-07	Jul-07		
Social Service Agency	717	870	729	23%	
Referral Card	464	642	421	15%	
Word of Mouth	382	480	351	12%	
Friend	373	331	318	12%	
Other	282	207	129	9%	
School	212	202	85	7%	
Resource List	184	114	80	6%	
Utility Company	167	133	98	5%	
County Agency	95	80	141	3%	
Church	65	86	63	2%	
Law Enforcement	40	74	46	1%	
Cable TV	36	44	24	1%	
Newspaper	30	29	38	1%	
Phone Book	27	39	35	1%	
Internet	26	29	21	1%	
HR	14	9	4	0%	
Hospital	13	8	6	0%	
Government Non-County	12	21	17	0%	
Out of Town Infoline	10	26	7	0%	
Family Doctor	10	21	13	0%	
Brochure	8	9	2	0%	
Radio	6	13	8	0%	
411	4	7	4	0%	
Magazine	2	3	1	0%	
Out of Town Crisis Line	1	0	1	0%	
Race/Ethnicity					
	Sep-07	Aug-07	Jul-07		
Hispanic/unk/mix	960	1047	698	Race/Ethnicity Percentages	
Black (Non-Hispanic)	950	1023	787	Hispanic/unk/mix	29%
White (Non-Hispanic)	790	970	772	Black (Non-Hispanic)	29%
Mexican, Mex-Amer	280	253	219	White (Non-Hispanic)	24%
Spanish/Cent/S Amer	244	212	182	Mexican, Mex-Amer	8%
Other	24	20	33	Spanish/Cent/S Amer	7%
Multi-race	13	10	6	Other	1%
Asia/unk/mix	10	3	6	Multi-race	0%
Vietnamese	8	15	16	Asia/unk/mix	0%
Native American	8	14	9	Vietnamese	0%
Cambodian	8	10	8	Native American	0%
Asian-Indian	6	10	12	Cambodian	0%
Pacific Islander/unk/mix	6	2	8	Asian-Indian	0%
Declined to answer	5	6	4	Pacific Islander/unk/mix	0%
Samoan	4	19	20	Declined to answer	0%
Filipino	4	1	4	Samoan	0%
Puerto Rican	3	4	2	Filipino	0%
Korean	3	2	1	Puerto Rican	0%
Cuban	1	0	0	Korean	0%
Hawaiian	0	3	1	Cuban	0%
Chinese	0	0	0	Hawaiian	0%
Guamanian	0	0	0	Chinese	0%
Japanese	0	0	0	Guamanian	0%
Laotian	0	0	0	Japanese	0%
Unknown	212	388	603	Laotian	0%
Total Known	3327	3624	2788	Unknown	212

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Language				
	Sep-07	Aug-07	Jul-07	
English	3654	4226	3487	
Spanish	384	434	287	
Vietnamese	1	1	0	
Somali	0	2	0	Percentage Spanish Calls
Hungarian	0	0	1	6%
Total # in household:				
	Sep-07	Aug-07	Jul-07	# in Household Percentages
Unk	725	1007	951	Unknown
1	513	717	627	1
2	544	665	509	2
3	564	670	517	3
4	691	634	505	4
5	481	467	353	5
6	292	283	149	6
7	115	126	90	7
8	59	43	38	8
9	27	17	17	9
9+	28	34	19	9+
				September 2007
Total	3314	3656	2824	Total people represented
Relationship to person in need:				
	Sep-07	Aug-07	Jul-07	
Self	3701	4218	3382	92%
Family	121	165	132	3%
Professional/Agency	104	138	134	3%
Friend	59	88	93	1%
Parent	48	50	31	1%
Caregiver	6	4	3	0%
Source of income:				
	Sep-07	Aug-07	Jul-07	
Employed	1059	1106	838	32%
None	716	970	748	22%
TANF	646	667	478	20%
SSI	469	516	404	14%
Disability	174	179	138	5%
EDD/Unemployment	98	101	104	3%
Other/Retirement	53	19	0	2%
Self-Employed	51	55	35	2%
Child Support	43	35	39	1%
Transportation Dependency:				
	Sep-07	Aug-07	Jul-07	
Own Vehicle	1995	2072	1590	60%
Public Transportation	562	664	623	17%
Ride	528	600	362	16%
None	250	332	252	7%
Taxi	1	0	3	0%
Transportation Voucher	0	2	1	0%

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Why referral not given					
Reason	Sep-07	Aug-07	Jul-07		
Information only	186	174	202		
Wrong number	66	184	131		
Hang up - Disconnected	60	124	123		
Resources exhausted	36	35	37		
Service non-existent	22	65	81		
Phantom call	14	57	61		
Refused referral	14	17	17		
Transferred 211 call	11	21	18		
Agency(s) funds exhausted	11	13	4		
Non-I&R call	9	30	40		
Transportation issue	2	3	5		
Agency(s) full	0	2	2		
Returned call	0	1	3		
Esperanza Firefighter Assistance Fund	0	1	1		
Calls by need:					
	Sep-07	Aug-07	Jul-07		
Utilities	923	810	536	24%	
Rent Assistance	564	578	498	15%	
Food	487	484	294	13%	
Shelter	282	325	336	7%	
Housing	230	215	121	6%	
General Medical Care	151	157	112	4%	
General Information Services	146	219	542	4%	
Training/Employment Services	126	160	70	3%	
Counseling	100	108	88	3%	
Clothing	83	126	58	2%	
Motel Vouchers	72	123	83	2%	
Dental Health	72	91	56	2%	
Legal Assistance	63	80	52	2%	
Child Care	60	61	41	2%	
Transportation	52	65	66	1%	
Substance Abuse Services	45	38	34	1%	
Diapers	34	50	34	1%	
Mental Health Care Facilities	26	22	17	1%	
Parenting Education	24	28	20	1%	
Household Furniture/Linens	20	38	27	1%	
Anger Management	20	19	14	1%	
Support Groups	18	34	11	0%	
Sober Living	13	14	13	0%	
Bus & Gas Vouchers	12	16	21	0%	
Temporary Financial Aid	12	12	5	0%	
Consumer Complaints/Assistance	12	9	3	0%	
Tenant/Landlord Rights	11	17	9	0%	
Residential Drug Treatment	10	21	9	0%	
Burial/Funeral	10	3	5	0%	
Baby Formula	9	7	14	0%	
Income Maintenance Programs	8	17	3	0%	
Educational Programs	8	13	6	0%	
Volunteer Opportunities	7	13	10	0%	
Courts/Probation System	6	5	4	0%	
General Information Services	5	9	24	0%	
Law Enforcement	5	8	5	0%	
Social Security	5	2	0	0%	
Environmental Protection/Maintenance	4	14	10	0%	
Unemployment/State Disability	4	7	18	0%	
Mentoring Programs	4	7	3	0%	

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Tutoring	4	2	1	0%
After School Programs	4	2	1	0%
Domestic Violence	3	11	2	0%
Donations	3	9	10	0%
Emergency Medical Care	3	8	8	0%
Adoption/Foster Care	3	7	0	0%
Restraining Orders	3	5	0	0%
Immunizations	2	15	4	0%
Medi-Cal/Medicare	2	13	0	0%
Licenses and Certificates	2	7	4	0%
Animal Services	2	4	3	0%
Social Security	2	4	2	0%
Labor Board/Fair Employment	2	4	2	0%
Credit Counseling	2	3	0	0%
Child Abuse	2	3	0	0%
Business License	2	2	1	0%
School Readiness	2	2	0	0%
Developmental Assessment	2	0	0	0%
Immigration/Citizenship	1	4	1	0%
Paternity/Drug Testing	1	0	0	0%
Parks & Recreation Services	0	5	1	0%
Library Services	0	3	6	0%
Elder Abuse	0	2	0	0%
Tax Assistance	0	1	1	0%
Child Passenger Safety/Seats	0	1	0	0%
Emancipation Services	0	0	3	0%
	3790			

Calls per City				
	Sep-07	Aug-07	Jul-07	
Adelanto	59	55	44	2%
Alta Loma	25	22	12	1%
Apple Valley	140	108	85	5%
Barstow	58	44	32	2%
Big Bear City	4	4	2	0%
Big Bear Lake	2	1	2	0%
Big River	2	0	0	0%
Bloomington	22	17	5	1%
Blue Jay	2	0	0	0%
Calimesa	0	0	2	0%
Cedar Glen	4	0	0	0%
Chino	57	37	26	2%
Chino Hills	12	4	7	0%
Claremont	2	0	0	0%
Colton	40	51	32	1%
Crestline	5	2	2	0%
Daggett	2	0	0	0%
Fontana	268	262	142	10%
Forest Falls	0	0	1	0%
Fort Irwin	7	12	5	0%
Grand Terrace	9	14	10	0%
Helendale	6	3	1	0%
Hesperia	153	112	80	6%
Highland	67	59	32	2%
Hinkley	2	0	2	0%
Joshua Tree	10	4	3	0%
La Verne	1	1	0	0%
Lake Arrowhead	3	3	0	0%
Landers	4	1	0	0%
Loma Linda	4	6	6	0%
Lucerne Valley	11	2	1	0%
Mentone	2	8	5	0%
Montclair	27	25	17	1%

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Needles	3	1	2	0%
Newberry Springs	0	0	1	0%
Ontario	267	170	110	10%
Phelan	13	11	9	0%
Pinon Hills	1	1	2	0%
Pomona (City)	24	24	2	1%
Rancho Cucamonga	127	94	39	5%
Redlands	54	42	30	2%
Rialto	131	115	88	5%
Running Springs	5	2	1	0%
San Bernardino (City)	616	562	440	23%
Trona	2	3	1	0%
Twenty-Nine Palms	9	7	4	0%
Unincorporated Areas	46	33	22	2%
Upland	105	81	51	4%
Victorville	272	224	207	10%
Yermo	0	2	1	0%
Yucaipa	23	20	17	1%
Yucca Valley	15	8	6	1%
Is this your first time calling 211?				
No	1955	2349	2233	48%
Yes	2084	2314	1542	52%

September 2007

2-1-1 Needs Expressed Per City					
	Sep-07		Aug-07	Jul-07	
Adelanto	Bus & Gas Vouchers	1	Anger Management	1 Anger Management	2
	Clothing	4	Child Care	1 Burial/Funeral	1
	Food	4	Clothing	6 Clothing	2
	General Information Services	1	Counseling	1 Counseling	2
	Housing	2	Credit Counseling	2 Diapers	2
	Legal Assistance	1	Dental Health	3 Food	3
	Rent Assistance	8	Emergency Medical Care	1 General Information Services	2
	Training/Employment Services	5	Food	11 General Medical Care	1
	Tutoring	1	Housing	3 Household Furniture/Linens	1
	Utilities	34	Motel Vouchers	2 Housing	2
			Rent Assistance	7 Rent Assistance	10
			Shelter	3 Shelter	1
			Tax Assistance	1 Training/Employment Services	4
			Training/Employment Services	6 Utilities	15
			Transportation	1	
		Utilities	13		
Alta Loma	Burial/Funeral	2	Clothing	2 Counseling	2
	Food	3	Counseling	1 Donations	1
	General Information Services	1	Diapers	3 General Medical Care	3
	General Medical Care	2	Food	1 Rent Assistance	4
	Housing	3	General Medical Care	1 Utilities	2
	Rent Assistance	3	Mental Health Care Facilities		
	Substance Abuse Services	2	Motel Vouchers		
	Training/Employment Services	4	Parenting Education		
	Utilities	5	Rent Assistance		
			Shelter		
			Substance Abuse Services		
		Training/Employment Services			
		Utilities			
Apple Valley	Anger Management	1	Anger Management	1 Child Care	3
	Bus & Gas Vouchers	1	Bus & Gas Vouchers	2 Counseling	3
	Clothing	1	Child Care	2 Dental Health	1
	Counseling	7	Clothing	5 Diapers	1
	Dental Health	6	Counseling	7 Food	5
	Donations	1	Dental Health	4 General Information Services	10
	Food	21	Diapers	1 General Medical Care	3
	General Information Services	3	Emergency Medical Care	1 Housing	1
	General Medical Care	3	Food	13 Legal Assistance	3
	Housing	6	Housing	4 Rent Assistance	20
	Law Enforcement	1	Income Maintenance Programs	3 Shelter	5
	Legal Assistance	2	Motel Vouchers	2 Utilities	27
	Motel Vouchers	2	Parenting Education		
	Rent Assistance	34	Rent Assistance		
	Residential Drug Treatment	1	Shelter		
	Shelter	3	Social Security		
	Substance Abuse Services	2	Training/Employment Services		
	Training/Employment Services	3	Transportation		
Transportation	7	Utilities			
Utilities	52				
Barstow	Child Care	1	Clothing	2 Child Care	1
	Clothing	3	Diapers	1 Food	2
	Counseling	2	Food	6 General Information Services	6
	Dental Health	1	General Information Services	1 Motel Vouchers	2
	Food	11	General Medical Care	5 Rent Assistance	5
	General Information Services	1	Housing	4 Residential Drug Treatment	1
	General Medical Care	3	Rent Assistance	9 Shelter	1
	Legal Assistance	1	Shelter	4 Transportation	4
	Parenting Education	1	Training/Employment Services	1 Utilities	9
	Paternity/Drug Testing	1	Transportation		
	Rent Assistance	11	Utilities		
	Shelter	3			
	Substance Abuse Services	1			
	Training/Employment Services	3			
	Transportation	4			
Utilities	19				
Big Bear City	Housing	1	Utilities	4 General Medical Care	1
	Mental Health Care Facilities	1		Rent Assistance	1
	Rent Assistance	1			
	Utilities	1			
Big Bear Lake	Transportation	1	Shelter	1 General Information Services	1
	Utilities	1		General Medical Care	1
Big River	General Medical Care	1			
	Shelter	1			
Bloomington	Baby Formula	1	Child Care	1 Clothing	1
	Child Care	2	Clothing	1 Food	2
	Clothing	1	Counseling	1 Rent Assistance	1
	Food	1	Food	1 Shelter	1
	General Medical Care	6	General Information Services		
	Housing	3	Household Furniture/Linens		
	Motel Vouchers	1	Housing		

September 2007

2-1-1 Needs Expressed Per City			
	Sep-07	Aug-07	Jul-07
	Rent Assistance 3 Shelter 2 Training/Employment Services 1 Utilities 4	Legal Assistance 2 Parenting Education 1 Rent Assistance 4 Substance Abuse Services 1 Training/Employment Services 1 Utilities 1	
Blue Jay	Utilities 2		
Calimesa			General Information Services 1 Utilities 1
Cedar Glen	Diapers 3		
Chino	Child Care 4 Clothing 1 Counseling 3 Credit Counseling 1 Dental Health 1 Food 12 General Information Services 1 General Medical Care 1 Housing 4 Legal Assistance 2 Motel Vouchers 4 Rent Assistance 7 School Readiness 1 Shelter 6 Training/Employment Services 2 Transportation 2 Tutoring 1 Utilities 17	Clothing 2 Counseling 4 Food 2 General Information Services 1 General Medical Care 1 Housing 6 Income Maintenance Programs 2 Legal Assistance 1 Motel Vouchers 2 Rent Assistance 2 Residential Drug Treatment 1 Shelter 7 Support Groups 2 Utilities 5	Food 3 General Information Services 3 General Medical Care 2 Housing 1 Mental Health Care Facilities 1 Motel Vouchers 1 Rent Assistance 2 Residential Drug Treatment 1 Shelter 5 Transportation 2 Utilities 6
Chino Hills	Adoption/Foster Care 1 Diapers 1 Emergency Medical Care 1 Food 3 General Medical Care 1 Household Furniture/Linens 1 Housing 1 Rent Assistance 4 Substance Abuse Services 1 Utilities 5	Clothing 2 Counseling 1 Food 1	Burial/Funeral 1 Child Care 1 Food 3 General Information Services 2 Substance Abuse Services 2
Claremont	Food 2 General Medical Care 2		
Colton	Child Abuse 2 Clothing 1 Consumer Complaints/Assistance 3 Counseling 2 Dental Health 1 Diapers 1 Food 3 General Information Services 1 General Medical Care 3 Legal Assistance 2 Motel Vouchers 1 Rent Assistance 8 Shelter 2 Utilities 11	Child Care 2 Consumer Complaints/Assistance 2 Counseling 1 Courts/Probation System 2 Dental Health 1 Diapers 1 Food 6 General Information Services 2 Housing 2 Immigration/Citizenship 1 Legal Assistance 1 Licenses and Certificates 1 Medi-Cal/Medicare 2 Rent Assistance 9 Shelter 3 Support Groups 1 Training/Employment Services 1 Utilities 13	Bus & Gas Vouchers 1 Counseling 1 Dental Health 1 Diapers 2 Educational Programs 1 Food 5 General Information Services 3 Legal Assistance 1 Licenses and Certificates 1 Motel Vouchers 1 Rent Assistance 3 Shelter 1 Unemployment/State Disability 1 Utilities 10
Crestline	Rent Assistance 1 Shelter 2 Utilities 2	Motel Vouchers 1 Utilities 1	Educational Programs 1 Food 1
Daggett	Utilities 2		
	After School Programs 1 Anger Management 2 Baby Formula 1 Bus & Gas Vouchers 1 Child Care 5 Clothing 7 Consumer Complaints/Assistance 2 Counseling 11 Courts/Probation System 2 Dental Health 14 Diapers 1 Domestic Violence 1 Food 66 General Information Services 3 General Medical Care 19 Housing 18	Adoption/Foster Care 4 Anger Management 1 Animal Services 1 Baby Formula 2 Burial/Funeral 1 Bus & Gas Vouchers 2 Child Abuse 1 Child Care 7 Child Passenger Safety/Seats 1 Clothing 14 Counseling 5 Dental Health 16 Diapers 6 Domestic Violence 3 Educational Programs 1 Emergency Medical Care 2	Baby Formula 1 Child Care 4 Clothing 4 Counseling 6 Dental Health 3 Emergency Medical Care 1 Food 28 General Information Services 7 General Medical Care 5 Household Furniture/Linens 14 Housing 9 Immunizations 16 Law Enforcement 6 Legal Assistance 3 Motel Vouchers 1 Parenting Education 1

September 2007

2-1-1 Needs Expressed Per City						
	Sep-07	Aug-07	Jul-07			
Fontana	Income Maintenance Programs	3	Food	65	Rent Assistance	13
	Labor Board/Fair Employment	2	General Information Services	9	Shelter	11
	Law Enforcement	1	General Medical Care	14	Sober Living	1
	Legal Assistance	6	Household Furniture/Linens	2	Substance Abuse Services	1
	Medi-Cal/Medicare	1	Housing	6	Training/Employment Services	11
	Mental Health Care Facilities	1	Immigration/Citizenship	2	Transportation	1
	Motel Vouchers	2	Income Maintenance Programs	2	Tutoring	1
	Parenting Education	4	Labor Board/Fair Employment	1	Unemployment/State Disability	2
	Rent Assistance	36	Legal Assistance	7	Utilities	9
	Shelter	21	Library Services	1	Volunteer Opportunities	2
	Social Security	1	Medi-Cal/Medicare	2		
	Substance Abuse Services	1	Motel Vouchers	2		
	Temporary Financial Aid	6	Parenting Education	7		
	Training/Employment Services	26	Parks & Recreation Services	2		
	Transportation	1	Rent Assistance	24		
	Unemployment/State Disability	3	Residential Drug Treatment	3		
	Utilities	44	Shelter	10		
	Volunteer Opportunities	1	Sober Living	2		
			Social Security	1		
			Substance Abuse Services	2		
			Support Groups	6		
			Temporary Financial Aid	3		
			Tenant/Landlord Rights	2		
			Training/Employment Services	27		
			Tutoring	1		
			Unemployment/State Disability	3		
		Utilities	25			
		Volunteer Opportunities	1			
Forest Falls				Child Care	1	
Fort Irwin	Food	1	Food	2	General Information Services	1
	Paternity/Drug Testing	1	Housing	4	Residential Drug Treatment	1
	Rent Assistance	2	Shelter	1	Transportation	2
	Transportation	1	Training/Employment Services	1		
			Utilities	3		
Grand Terrace	After School Programs	2	Baby Formula	1	Food	1
	Food	1	Consumer Complaints/Assistance	1	General Information Services	3
	Legal Assistance	1	Counseling	1	Housing	1
	Shelter	3	Food	1	Rent Assistance	1
	Temporary Financial Aid	1	General Information Services	1	Utilities	4
	Utilities	1	Housing	1		
			Legal Assistance	1		
			Rent Assistance	1		
			Shelter	1		
			Sober Living	1		
		Utilities	4			
Helendale	Dental Health	1	General Information Services	1	Utilities	1
	Rent Assistance	2	Rent Assistance	1		
	Utilities	4	Utilities	1		
Hesperia	Anger Management	2	Anger Management	1	Anger Management	3
	Baby Formula	2	Baby Formula	1	Baby Formula	1
	Counseling	2	Bus & Gas Vouchers	1	Bus & Gas Vouchers	1
	Dental Health	2	Child Care	2	Clothing	1
	Diapers	3	Clothing	2	Counseling	2
	Educational Programs	1	Counseling	7	Dental Health	2
	Food	20	Dental Health	2	Diapers	3
	General Information Services	2	Diapers	1	Food	8
	General Medical Care	11	Emergency Medical Care	1	General Information Services	11
	Housing	7	Environmental Protection/Maintenance	1	General Medical Care	7
	Immigration/Citizenship	1	Food	13	Household Furniture/Linens	1
	Legal Assistance	1	General Information Services	8	Housing	3
	Motel Vouchers	2	General Medical Care	10	Mental Health Care Facilities	2
	Rent Assistance	31	Household Furniture/Linens	1	Motel Vouchers	1
	Shelter	6	Housing	7	Rent Assistance	6
	Substance Abuse Services	4	Income Maintenance Programs	1	Shelter	3
	Support Groups	1	Law Enforcement	1	Sober Living	2
	Tenant/Landlord Rights	4	Legal Assistance	1	Support Groups	2
	Training/Employment Services	5	Mental Health Care Facilities	2	Utilities	22
	Utilities	61	Rent Assistance	12		
	Volunteer Opportunities	1	Residential Drug Treatment	1		
			Restraining Orders	2		
		Shelter	1			
		Temporary Financial Aid	1			
		Training/Employment Services	5			
		Transportation	2			
		Utilities	32			
	Baby Formula	1	Clothing	4	Clothing	1
	Burial/Funeral	1	Counseling	4	Dental Health	1
	Child Care	1	Food	4	Environmental Protection/Maintenance	1
	Clothing	1	General Information Services	1	Food	3
	Diapers	1	General Medical Care	3	General Information Services	6
	Domestic Violence	1	Household Furniture/Linens	1	General Medical Care	2
	Food	4	Housing	3	Housing	1

September 2007

2-1-1 Needs Expressed Per City						
	Sep-07	Aug-07	Jul-07			
Highland	General Information Services	3	Parenting Education	2	Legal Assistance	1
	General Medical Care	3	Rent Assistance	14	Mental Health Care Facilities	1
	Housing	5	Shelter	5	Motel Vouchers	1
	Motel Vouchers	2	Training/Employment Services	1	Rent Assistance	7
	Parenting Education	1	Utilities	21	Residential Drug Treatment	1
	Rent Assistance	9		Shelter	3	
	Shelter	4		Utilities	5	
	Sober Living	1				
	Training/Employment Services	3				
	Transportation	2				
	Utilities	27				
Hinkley	Utilities	2		General Information Services	2	
Joshua Tree	Mental Health Care Facilities	1	General Information Services	1	Counseling	1
	Rent Assistance	1	Legal Assistance	1	General Information Services	2
	Substance Abuse Services	1	Mentoring Programs	2	Legal Assistance	2
	Utilities	9	Utilities	1		
La Verne	Food	1	Rent Assistance	1		
Lake Arrowhead	Donations	1	Donations	1		
	Housing	2	Legal Assistance	1		
	Utilities	1				
Landers	Food	1	Utilities	1		
	Income Maintenance Programs	1				
	Utilities	2				
Loma Linda	Housing	1	Counseling	1	Food	2
	Licenses and Certificates	1	General Medical Care	2	General Information Services	1
	Motel Vouchers	1	Rent Assistance	1	Rent Assistance	1
	Shelter	1	Shelter	1	Shelter	1
	Transportation	1	Utilities	1	Utilities	1
Lucerne Valley	Dental Health	3	Mental Health Care Facilities	1	Household Furniture/Linens	2
	Food	3	Utilities	1		
	General Medical Care	2				
	Motel Vouchers	1				
	Utilities	3				
Mentone	Housing	1	Housing	3	General Information Services	2
	Rent Assistance	1	Rent Assistance	1	Household Furniture/Linens	2
			Shelter	1	Shelter	1
			Utilities	4		
Montclair	Child Care	1	Emergency Medical Care	1	Food	2
	Counseling	1	Food	5	General Information Services	1
	Food	5	Housing	2	General Medical Care	2
	General Medical Care	2	Immunizations	4	Motel Vouchers	1
	Legal Assistance	3	Legal Assistance	1	Rent Assistance	3
	Motel Vouchers	1	Rent Assistance	6	Residential Drug Treatment	1
	Parenting Education	2	Shelter	1	Shelter	2
	Rent Assistance	7	Utilities	5	Substance Abuse Services	2
	Shelter	1		Utilities	2	
	Support Groups	3		Volunteer Opportunities	1	
	Utilities	6				
Needles	General Medical Care	1	Motel Vouchers	1	Utilities	2
	Shelter	1	Transportation	1		
	Utilities	1				
Newberry Springs				Food	1	
				General Information Services	1	
Ontario	Anger Management	2	Anger Management	3	Baby Formula	1
	Child Care	2	Baby Formula	1	Bus & Gas Vouchers	1
	Clothing	13	Child Care	2	Child Care	3
	Counseling	5	Clothing	6	Consumer Complaints/Assistance	1
	Dental Health	3	Consumer Complaints/Assistance	1	Counseling	4
	Educational Programs	1	Counseling	7	Dental Health	1
	Emergency Medical Care	1	Diapers	1	Diapers	2
	Food	56	Food	26	Food	13
	General Information Services	3	General Information Services	4	General Information Services	12
	General Medical Care	16	General Medical Care	8	General Medical Care	1
	Household Furniture/Linens	2	Household Furniture/Linens	2	Household Furniture/Linens	1
	Housing	17	Housing	12	Housing	3
	Legal Assistance	3	Immunizations	3	Legal Assistance	1
	Licenses and Certificates	1	Income Maintenance Programs	2	Motel Vouchers	5
	Medi-Cal/Medicare	1	Legal Assistance	4	Parenting Education	3
	Mental Health Care Facilities	2	Licenses and Certificates	1	Rent Assistance	14
	Mentoring Programs	3	Mental Health Care Facilities	2	Residential Drug Treatment	1
	Motel Vouchers	23	Motel Vouchers	18	Shelter	16
	Rent Assistance	40	Parenting Education	1	Sober Living	2
	Residential Drug Treatment	1	Rent Assistance	28	Substance Abuse Services	2
	Shelter	14	Residential Drug Treatment	4	Training/Employment Services	3
	Social Security	1	Shelter	9	Transportation	5
	Substance Abuse Services	2	Substance Abuse Services	1	Unemployment/State Disability	3

September 2007

2-1-1 Needs Expressed Per City						
	Sep-07	Aug-07	Jul-07			
	Tenant/Landlord Rights Training/Employment Services Transportation Utilities	3 15 1 57	Support Groups Training/Employment Services Transportation Unemployment/State Disability Utilities	1 6 1 1 31	Utilities	17
Phelan	Child Care Clothing Food Legal Assistance Mental Health Care Facilities Rent Assistance Utilities	1 1 1 2 1 4 2	General Information Services Housing Legal Assistance Rent Assistance Sober Living Temporary Financial Aid Training/Employment Services Utilities	1 1 1 2 1 2 1 2	Anger Management Emergency Medical Care Food General Information Services General Medical Care Legal Assistance Utilities	1 1 2 2 1 1 1
Pinon Hills	Rent Assistance	1	Rent Assistance	1	Support Groups Transportation	1 1
Pomona (City)	Child Care Food General Information Services General Medical Care Housing Residential Drug Treatment Shelter Utilities Volunteer Opportunities	1 4 1 1 1 1 9 3 3	Elder Abuse Food General Information Services General Medical Care Housing Legal Assistance Motel Vouchers Rent Assistance Shelter Temporary Financial Aid Tenant/Landlord Rights Utilities Volunteer Opportunities	2 1 3 2 1 1 2 3 3 1 2 3 1	Rent Assistance Shelter	1 1
Rancho Cucamonga	Anger Management Burial/Funeral Child Care Clothing Counseling Dental Health Food General Information Services General Medical Care Housing Legal Assistance Motel Vouchers Parenting Education Rent Assistance Shelter Sober Living Social Security Substance Abuse Services Support Groups Training/Employment Services Transportation Tutoring Utilities	2 5 2 2 3 3 14 3 4 10 3 5 1 27 5 1 2 2 2 7 2 2 1 19	Child Care Clothing Counseling Dental Health Diapers Domestic Violence Donations Food General Information Services General Medical Care Housing Income Maintenance Programs Medi-Cal/Medicare Mental Health Care Facilities Parenting Education Rent Assistance Shelter Sober Living School Readiness Shelter Substance Abuse Services Training/Employment Services Utilities	1 7 3 1 3 1 6 2 5 7 1 2 1 12 2 7 8 2 7 20	Clothing Counseling Dental Health Donations Food General Information Services General Medical Care Housing Law Enforcement Library Services Motel Vouchers Parenting Education Rent Assistance Shelter Transportation Utilities	1 2 3 1 3 4 3 2 1 1 1 1 1 1 6
Redlands	Baby Formula Clothing Counseling Dental Health Food General Information Services General Medical Care Housing Motel Vouchers Rent Assistance Shelter Substance Abuse Services Support Groups Training/Employment Services Transportation Utilities	2 1 7 1 6 1 3 1 6 9 2 2 6 1 7	Counseling Educational Programs Environmental Protection/Maintenance Food General Information Services Housing Motel Vouchers Parenting Education Rent Assistance Shelter Sober Living Support Groups Training/Employment Services Utilities Volunteer Opportunities	4 1 1 5 1 1 6 1 3 5 1 1 1 2 6 1	Child Care Counseling Dental Health Food General Information Services General Medical Care Household Furniture/Linens Housing Legal Assistance Rent Assistance Shelter Training/Employment Services Utilities	1 1 2 4 4 4 1 2 1 1 4 1 5
Rialto	Animal Services Burial/Funeral Child Care Clothing Counseling Dental Health Developmental Assessment Diapers Educational Programs Environmental Protection/Maintenance Food General Information Services General Medical Care Household Furniture/Linens Housing Income Maintenance Programs	2 1 1 1 4 2 1 4 1 2 25 1 3 1 10 1	Adoption/Foster Care Bus & Gas Vouchers Child Care Clothing Consumer Complaints/Assistance Courts/Probation System Dental Health Diapers Educational Programs Food General Information Services General Medical Care Housing Immunizations Labor Board/Fair Employment	1 1 7 7 1 1 1 3 2 23 10 7 6 1 1	Baby Formula Bus & Gas Vouchers Clothing Counseling Dental Health Diapers Educational Programs Emergency Medical Care Food General Information Services General Medical Care Household Furniture/Linens Housing Immigration/Citizenship Immunizations Motel Vouchers	1 2 5 1 6 1 1 1 12 1 2 3 1 1 1

September 2007

2-1-1 Needs Expressed Per City			
	Sep-07	Aug-07	Jul-07
	Legal Assistance 5 Rent Assistance 20 Shelter 14 Social Security 1 Substance Abuse Services 2 Temporary Financial Aid 1 Training/Employment Services 4 Utilities 41 Volunteer Opportunities 1	Legal Assistance 3 Licenses and Certificates 1 Motel Vouchers 1 Rent Assistance 16 Shelter 7 Social Security 1 Support Groups 1 Temporary Financial Aid 1 Training/Employment Services 1 Utilities 23	Parenting Education 1 Rent Assistance 15 Shelter 7 Tenant/Landlord Rights 1 Training/Employment Services 3 Utilities 11 Volunteer Opportunities 2
Running Springs	Food 1 Rent Assistance 1 School Readiness 1 Utilities 3	Food 1 General Medical Care 1 Utilities 1	Food 1
San Bernardino (City)	Adoption/Foster Care 2 Anger Management 1 Baby Formula 2 Burial/Funeral 2 Bus & Gas Vouchers 6 Child Care 15 Clothing 19 Consumer Complaints/Assistance 4 Counseling 16 Courts/Probation System 1 Credit Counseling 1 Dental Health 5 Diapers 10 Domestic Violence 1 Donations 1 Educational Programs 1 Food 94 General Information Services 9 General Medical Care 14 Household Furniture/Linens 7 Housing 54 Immunizations 2 Income Maintenance Programs 1 Law Enforcement 2 Legal Assistance 6 Mental Health Care Facilities 4 Mentoring Programs 1 Motel Vouchers 7 Parenting Education 5 Rent Assistance 104 Residential Drug Treatment 2 Restraining Orders 2 Shelter 50 Sober Living 2 Substance Abuse Services 4 Support Groups 1 Tenant/Landlord Rights 4 Training/Employment Services 17 Transportation 6 Utilities 176	After School Programs 1 Anger Management 2 Baby Formula 1 Burial/Funeral 1 Bus & Gas Vouchers 4 Child Abuse 1 Child Care 9 Clothing 13 Counseling 11 Dental Health 8 Diapers 5 Donations 1 Educational Programs 3 Environmental Protection/Maintenance 2 Food 70 General Information Services 16 General Medical Care 12 Household Furniture/Linens 8 Housing 18 Immigration/Citizenship 1 Immunizations 4 Income Maintenance Programs 2 Legal Assistance 2 Medi-Cal/Medicare 1 Mental Health Care Facilities 4 Mentoring Programs 2 Motel Vouchers 18 Residential Drug Treatment 99 Sober Living 2 Restraining Orders 1 Shelter 40 Sober Living 2 Substance Abuse Services 12 Support Groups 13 Temporary Financial Aid 1 Tenant/Landlord Rights 8 Training/Employment Services 11 Transportation 10 Unemployment/State Disability 1 Utilities 141 Volunteer Opportunities 2	After School Programs 1 Anger Management 1 Baby Formula 7 Burial/Funeral 2 Bus & Gas Vouchers 2 Business License 1 Child Care 1 Clothing 9 Consumer Complaints/Assistance 2 Counseling 8 Dental Health 5 Diapers 1 Educational Programs 1 Emergency Medical Care 3 Environmental Protection/Maintenance 2 Food 42 General Information Services 64 General Medical Care 15 Household Furniture/Linens 3 Housing 20 Immunizations 1 Labor Board/Fair Employment 4 Law Enforcement 2 Legal Assistance 5 Mental Health Care Facilities 1 Motel Vouchers 14 Rent Assistance 87 Residential Drug Treatment 2 Shelter 48 Sober Living 2 Support Groups 3 Temporary Financial Aid 1 Tenant/Landlord Rights 2 Training/Employment Services 6 Transportation 7 Unemployment/State Disability 9 Utilities 66 Volunteer Opportunities 1
Trona	Dental Health 2	Dental Health 3	Clothing 1
Twenty-Nine Palms	Household Furniture/Linens 1 Housing 1 Rent Assistance 1 Shelter 2 Utilities 3	Food 1 Household Furniture/Linens 1 Housing 1 Shelter 1 Sober Living 1 Utilities 2	General Medical Care 3 Utilities 1
Unincorporated Areas	Bus & Gas Vouchers 1 Child Care 1 Clothing 1 Dental Health 3 Diapers 3 Food 3 General Medical Care 1 Housing 1 Income Maintenance Programs 1 Legal Assistance 3 Mental Health Care Facilities 1 Paternity/Drug Testing 1 Rent Assistance 9 Shelter 1 Transportation 1 Utilities 12	Clothing 1 Dental Health 3 Food 2 General Information Services 2 Housing 5 Legal Assistance 1 Rent Assistance 4 Shelter 2 Sober Living 1 Temporary Financial Aid 2 Training/Employment Services 2 Utilities 7	Anger Management 1 Child Care 1 Clothing 1 Emergency Medical Care 1 Food 3 General Information Services 6 General Medical Care 1 Legal Assistance 2 Residential Drug Treatment 1 Support Groups 2 Transportation 3 Utilities 2
	Anger Management 2 Child Care 1 Clothing 1	After School Programs 1 Child Care 2 Clothing 1	Child Care 3 Diapers 1 Food 5

September 2007

2-1-1 Needs Expressed Per City							
	Sep-07	Aug-07	Jul-07				
Upland	Dental Health	1	Counseling	1	General Information Services	3	
	Diapers	1	Dental Health	1	General Medical Care	1	
	Food	10	Diapers	3	Housing	9	
	General Information Services	1	Food	7	Motel Vouchers	2	
	Household Furniture/Linens	1	General Information Services	2	Rent Assistance	6	
	Housing	11	Housing	6	Shelter	10	
	Income Maintenance Programs	1	Legal Assistance	5	Sober Living	1	
	Legal Assistance	3	Motel Vouchers	2	Substance Abuse Services	3	
	Mental Health Care Facilities	1	Parenting Education	1	Support Groups	2	
	Motel Vouchers	5	Rent Assistance	17	Training/Employment Services	3	
	Rent Assistance	35	Shelter	9	Transportation	8	
	Residential Drug Treatment	1	Substance Abuse Services	1	Utilities	7	
	Shelter	13	Training/Employment Services	3			
	Sober Living	2	Transportation	2			
	Substance Abuse Services	3	Utilities	23			
	Training/Employment Services	2					
	Transportation	1					
	Utilities	16					
	Victorville	After School Programs	1	Anger Management	1	Anger Management	1
		Anger Management	3	Child Abuse	1	Bus & Gas Vouchers	2
Bus & Gas Vouchers		2	Child Care	2	Clothing	2	
Child Care		4	Clothing	3	Counseling	7	
Clothing		11	Consumer Complaints/Assistance	1	Diapers	1	
Counseling		6	Counseling	1	Domestic Violence	1	
Dental Health		7	Dental Health	6	Donations	1	
Diapers		1	Diapers	4	Emancipation Services	2	
Educational Programs		1	Donations	1	Environmental Protection/Maintenance	1	
Food		35	Environmental Protection/Maintenance	2	Food	18	
General Information Services		5	Food	39	General Information Services	33	
General Medical Care		11	General Information Services	4	General Medical Care	10	
Housing		15	General Medical Care	14	Household Furniture/Linens	2	
Income Maintenance Programs		1	Housing	18	Housing	2	
Legal Assistance		3	Legal Assistance	5	Income Maintenance Programs	1	
Mental Health Care Facilities		6	Licenses and Certificates	1	Legal Assistance	1	
Motel Vouchers		3	Motel Vouchers	3	Library Services	1	
Parenting Education		1	Parenting Education	2	Mental Health Care Facilities	1	
Rent Assistance		48	Rent Assistance	27	Motel Vouchers	4	
Residential Drug Treatment		1	Restraining Orders	1	Parenting Education	1	
Shelter		9	Shelter	12	Parks & Recreation Services	1	
Substance Abuse Services		4	Substance Abuse Services	1	Rent Assistance	32	
Support Groups		5	Support Groups	3	Shelter	11	
Training/Employment Services		9	Training/Employment Services	7	Substance Abuse Services	2	
Transportation		5	Transportation	3	Temporary Financial Aid	1	
Unemployment/State Disability		1	Unemployment/State Disability	1	Training/Employment Services	9	
Utilities	98	Utilities	68	Transportation	7		
		Volunteer Opportunities	1	Utilities	65		
Yermo		Rent Assistance	2	Dental Health	1		
				Housing	1		
				Income Maintenance Programs	1		
Yucaipa	Business License	2	Business License	1	Animal Services	1	
	Clothing	1	Counseling	2	Bus & Gas Vouchers	1	
	Consumer Complaints/Assistance	1	Environmental Protection/Maintenance	1	Counseling	2	
	Counseling	2	Licenses and Certificates	1	General Information Services	2	
	Food	2	Medi-Cal/Medicare	2	Housing	1	
	General Medical Care	4	Motel Vouchers	1	Legal Assistance	1	
	Housing	6	Parenting Education	1	Mental Health Care Facilities	1	
	Parenting Education	1	Rent Assistance	3	Shelter	2	
	Rent Assistance	2	Residential Drug Treatment	1	Support Groups	1	
	Shelter	2	Sober Living	2	Temporary Financial Aid	1	
	Sober Living	1	Support Groups	1	Training/Employment Services	1	
	Substance Abuse Services	1	Utilities	6	Utilities	4	
	Temporary Financial Aid	1					
	Utilities	1					
Yucca Valley	Diapers	1	General Information Services	2	Child Care	1	
	General Information Services	1	Shelter	2	General Information Services	1	
	Mental Health Care Facilities	3	Training/Employment Services	1	General Medical Care	1	
	Residential Drug Treatment	1	Transportation	1	Income Maintenance Programs	1	
	Sober Living	1	Utilities	1	Rent Assistance	1	
	Substance Abuse Services	1			Utilities	1	
	Training/Employment Services	2					
	Transportation	1					
	Utilities	3					

2-1-1 San Bernardino County Referral Totals

Agency Name	Sep-07	Aug-07	Jul-07
211 Los Angeles	87	91	74
211 Orange	5	7	14
211 Riverside	44	43	60
211 San Diego	1	1	5
Adventist Community Team Services	1	2	6
AL-ANON Family Groups and ALATEEN	1	0	0
Alcoholics Anonymous	5	14	5
Aletheian Christian Foundation	266	222	80
Alternate Avenues Women's Resource Center	2	5	4
American Lung Association	1	0	0
American Red Cross - Claremont Chapter	1	1	1
American Red Cross - Inland Empire	2	5	1
Apple Valley Unified School District	1	0	1
Arrowhead Regional Medical Center	26	39	47
Asian-American Educational & Cultural Center, Inc.	2	2	1
Assistance League of San Bernardino	13	36	32
Barstow Community Hospital	2	5	0
Barstow Senior Citizens Center	2	1	1
Barstow Unified School District	3	2	0
Bienestar Human Services	6	15	5
Bilingual Family Counseling Service, Inc.	52	58	53
Blindness Support Services	2	0	0
Blood Bank of San Bernardino and Riverside Counties	1	1	1
Boys & Girls Club of Redlands	1	0	0
Boys & Girls Club of San Bernardino/Rialto	1	1	2
Bread of Life Mission Ministry	1	0	0
Building a Generation	11	9	1
California Attorney General	2	3	1
California Department of Consumer Affairs	3	8	1
California Department of Fair Employment and Housing	2	4	1
California Department of Labor	2	5	2
California Department of Motor Vehicles	3	2	3
California Department of Rehabilitation	27	28	26
California Developmental Disabilities Board, Area XII	1	1	0
California Smokers' Helpline	1	0	0
California State University San Bernardino	21	24	38
California Victim Compensation and Government Claims Board	2	2	1
Call for Life Pregnancy Help Center	8	10	11
Cancer Care	5	1	1
Cancer Information Service of California	4	1	0
Caring for the Hills	8	9	6
Carpenter's House	109	185	113
Cars 4 Causes	1	1	1
Casa Colina Centers for Rehabilitation	8	2	0
Casa de San Bernardino	3	3	2
Catholic Charities - Pomona Service Center	158	136	95
Catholic Charities of San Bernardino/Riverside	1359	1384	937
Cedar House Rehabilitation Center	20	21	16
Center for Individual Development	1	2	0
Center on Deafness Inland Empire	2	0	2
Central City Lutheran Mission	43	39	33
Chaffey Joint Union High School District	4	4	2
Child Advocates of San Bernardino County	1	1	0
Child Find of America	1	1	0
Children's Network of San Bernardino County	1	0	0
Chino Neighborhood House	17	17	6
Chino Valley Unified School District	1	2	0
Chino Valley TYKES	3	1	1
Christian Counseling Service of the East Valley	11	12	13
Church of the Valley	124	136	93

2-1-1 San Bernardino County Referral Totals

Circle of Hope	62	90	56
City of Chino	4	3	3
City of Colton	4	8	6
City of Fontana	3	10	4
City of Fontana Police Department	2	1	2
City of Hesperia	1	1	0
City of Hope Medical Center	1	0	0
City of Montclair- Human Services Division	48	25	10
City of Ontario-Senior Center	7	2	3
City of Rancho Cucamonga	1	1	0
City of San Bernardino	3	6	12
City of Victorville	1	4	6
Clear View Treatment Center	10	3	2
Colton Public Library	1	1	0
Colton-Redlands-Yucaipa ROP	4	9	4
Community Action Partnership of San Bernardino County (CAPSBC)	948	1016	886
Community Assistance Program	116	120	53
Community Health Systems, Inc.	52	73	47
Community Hospital of San Bernardino	69	78	44
Cooling Centers	7	3	2
CRC Health Corporation	9	22	22
Crosslight/El Faro Family Ministries	17	44	8
Denti-Cal Referral Line	2	17	21
Depression and Bipolar Support Alliance	3	1	2
Desert Manna Ministries	77	104	91
Desert Sanctuary, Inc.	50	41	60
Desert Valley Hospital	2	0	0
DOVES of Big Bear Valley, Inc.	1	2	3
Drug Alternative Program	2	5	0
East Valley Community Health Center, Inc.	14	10	5
El Sol Neighborhood Educational Center	2	1	0
Employment Development Department	127	178	115
Equal Employment Opportunity Commission	3	2	2
EyeCare America	2	1	2
Faith Lutheran Church	1	2	2
Family Service Agency of San Bernardino	64	68	34
Family Service Association of Redlands	86	292	229
Family Solutions	3	3	2
Federal Student Aid Information Center	1	0	1
First 5 Commission of San Bernardino County	12	4	6
First Chance/Y-CHOW, Inc.	13	18	10
First Steps Child Development Center, Inc.	2	0	1
Fontana Unified School District	2	5	1
Foothill Family Shelter	58	65	91
Frazee Community Center	167	172	140
Friends Outside	3	6	1
G.A.P. Food Bank	115	84	51
Gamblers Anonymous	1	1	0
Gay-Straight Alliance Network	3	0	0
Gift Ministries	26	47	18
Goodwill Southern California	27	43	38
Gospel Shelter for Women	26	28	29
Habitat For Humanity, San Bernardino Area, Inc.	1	6	3
Healthy Families	6	16	6
Helpline Information and Referral of Kern County	1	0	0
Hesperia Unified School District	1	0	3
Hi-Desert Medical Center	3	3	0
High Desert Child Adolescent & Family Services Center	4	0	2
High Desert Domestic Violence Program, Inc.	4	6	15
High Desert Homeless Services, Inc	27	31	37
His Hands Ministry	70	50	34
House of Ruth, Inc.	25	31	36

2-1-1 San Bernardino County Referral Totals

Housing and Urban Development Department	9	5	7
Inland Agency	3	5	1
Inland AIDS Project	3	5	1
Inland Caregivers Resource Center	6	3	8
Inland Empire Health Plan	11	8	4
Inland Empire Women's Business Center	2	1	0
Inland Fair Housing and Mediation Board	42	45	53
Inland Regional Center	3	2	3
Inland Temporary Homes	58	76	77
Inland Valley Council of Churches	459	395	280
Inland Valley Recovery Services	14	20	11
Inland Valleys Justice Center	18	19	10
Jericho Outreach, Inc.	6	19	11
Job Corps	11	15	13
Josephine Knopf Senior Center	4	4	2
Joslyn Senior Center	1	1	0
Kids Come First Community Clinic	5	9	1
Kids Turf Day Care Center	10	12	11
La Salle Medical Associates	23	36	23
La Vista	6	2	0
League of Latin American Citizens	1	0	0
Legal Aid Society of San Bernardino	56	63	53
Leukemia and Lymphoma Society	2	0	0
Libreria del Pueblo, Inc.	13	27	5
Loma Linda Marriage & Family Therapy Clinic	10	13	11
Loma Linda University Medical Center	1	2	0
Loveland Jubilee Pantry	84	134	95
Loving Hearts International	76	85	71
Lucerne Valley Counseling and Barstow Counseling	4	3	0
Lutheran Social Services of Southern California	8	4	2
Luvlee's Residential Care Transitional Housing	5	17	26
Making a Difference Support Services	1	0	1
Mary's Mercy Center, Inc.	148	143	149
Meals on Wheels - Ontario, Inc.	3	0	1
Mental Health Systems, Inc.	6	9	6
Mercy House	181	208	191
Merrill Community Services, Inc.	1	0	0
Mojave Basin Youth Corps, Inc.	1	0	0
Morongo Basin Unity Home, Inc.	4	5	2
Moses House Ministries	55	57	57
Mountain View Child Care, Inc.	1	1	1
Mountain View Family Development	5	8	9
Mountains Community Hospital	2	2	0
Narcotics Anonymous	3	2	4
National Association of Social Workers	2	1	0
National Center for Victims of Crime	1	1	2
National Community Renaissance	128	94	73
National Domestic Violence Hotline	3	4	2
National Health Information Center	2	0	0
National Legal Studies Institute & Legal Center	2	7	4
National Organization for Rare Disorders	3	0	0
National Suicide Prevention Lifeline	3	1	5
NCNW Bethune Center	1	1	1
Neighborhood Housing Services of the Inland Empire, Inc.	17	7	6
Neighborhood Partnership Housing Services, Inc.	1	1	2
New Hope Christian Fellowship	2	1	1
New Hope Village, Inc.	2	3	4
Northtown Housing Development Corp.	41	34	46
Oldtimers Foundation	18	26	20
Omnitrans	5	7	13
Operation Homefront	2	3	1
Operation Phoenix	2	2	0

2-1-1 San Bernardino County Referral Totals

Operation Provider	9	12	8
Option House, Inc.	15	27	21
Our Lady of Hope Catholic Community, Inc.	59	77	79
Our Lady of Mt. Carmel Church	1	2	0
Our Lady of the Desert	72	62	38
Pacific Clinics	2	0	0
Pacific Lifeline	26	37	68
Para Los Niños	82	82	79
Parents, Families & Friends of Lesbians & Gays	4	2	0
Partnership for Prescription Assistance	11	13	8
People's Choice, Inc.	2	5	9
Planned Parenthood of Orange and San Bernardino Counties	11	11	11
Pomona Valley Workshop	2	3	4
Prison to Peace Outreach	5	4	2
Project Cuidar-SB	6	6	0
Provisional Accelerated Learning (PAL) Center	7	7	4
Rancho Cucamonga Public Library	5	0	2
Reach Out Morongo Basin	4	3	5
REACH-St. Catherine of Siena	14	27	24
Redlands Day Nursery	2	0	1
Redlands Police Department Recreation Bureau	1	3	5
Redlands Unified School District	3	0	2
Rialto Unified School District	1	0	0
Rolling Start, Inc.	7	26	9
Rose of Sharon Life Center	14	14	9
Rx Help For Californians	6	5	6
Salvation Army - Ontario	304	311	358
Salvation Army - Pomona	4	10	3
Salvation Army - Redlands	56	51	26
Salvation Army - San Bernardino	141	212	178
Salvation Army Service Extension	13	5	7
Salvation Army-Victor Valley	476	370	364
San Antonio Community Hospital	1	0	1
San Bernardino City Unified School District	1	0	3
San Bernardino County Animal Care & Control	1	3	4
San Bernardino County Auditor-Controller/Recorder	5	6	3
San Bernardino County Department of Aging and Adult Services	60	80	73
San Bernardino County Department of Behavioral Health	71	72	63
San Bernardino County Department of Child Support Services	13	17	7
San Bernardino County Department of Childrens Services	10	16	11
San Bernardino County Department of Community Development and Housing	3	6	4
San Bernardino County Department of Probation	1	2	2
San Bernardino County Department of Public Health	45	76	44
San Bernardino County Department of Veterans Affairs	1	1	3
San Bernardino County District Attorney	6	14	10
San Bernardino County Housing Authority	129	132	99
San Bernardino County Library	1	0	2
San Bernardino County Preschool Services Department	1	1	0
San Bernardino County Public Authority	4	1	1
San Bernardino County Sheriff's Department	3	5	7
San Bernardino County Superintendent of Schools KidsNCare	37	32	35
San Bernardino County Transitional Assistance Department	109	130	101
San Bernardino County Workforce Development Department	6	2	4
San Bernardino Sexual Assault Services, Inc	3	3	7
Santa Claus Incorporated	1	0	0
Second Harvest Food Bank	2	0	0
Set Free Christian Fellowship	2	1	1
Shepherd's Closet	2	2	2
Social Action Community Health System (SACHS)	37	61	53
Social Security Administration	8	6	8
Southern California Edison	7	15	6
Southern California Gas Company	1	10	5

2-1-1 San Bernardino County Referral Totals

Southwest Gas Company	6	16	6
St. John of God Health Care Services	357	284	261
St. John's Community Success Center	17	17	14
St. Mary Medical Center	2	5	1
Superior Court of California, County of San Bernardino	16	15	16
Team of Advocates for Special Kids	3	0	2
Teen Line	2	0	3
The Agape House	10	10	14
The Community Counseling Center	15	17	23
The Unforgettables Foundation	5	2	1
The Way Station	2	2	2
Time For Change Foundation	22	9	0
Touched Ones United Creating Hope, Inc.	4	5	5
Toughlove Southern California	4	2	0
Town of Apple Valley Fire Protection District	1	2	0
Travelers Aid of the Inland Empire	2	4	1
Tri-County Dental Society	34	36	28
United States Department of Agriculture, Farm Service Agency, San Bernardino County	1	0	0
United Way - Inland Empire United Way	5	12	6
Valley Fellowship- Seventh Day Adventist Church	2	7	9
Valley Star Children and Family Services	2	2	1
Victims of Crime Resource Center	2	1	3
Victor Valley Community Dental Service	22	23	9
Victor Valley Community Hospital	1	2	0
Victor Valley Community Services Council	2	4	3
Victor Valley Domestic Violence	9	11	10
Victor Valley Transit Authority	8	4	0
Victoville Senior Citizens Club, Inc.	3	1	0
Villa de Ninos	2	3	4
Vision of Hope Foundation	5	4	15
Vista Guidance Centers	23	36	19
Vocational Improvement Program, Inc.	6	3	6
Volunteers of America	3	7	6
Way World Outreach Ministry	1	1	0
West End Family Counseling	6	6	7
Westside Community Services Center	226	273	290
YMCA - Pomona Valley	1	1	0
YMCA - West End	5	6	6
Young Visionaries Youth Leadership Academy	3	3	8
Yucaipa Christian Church	2	0	0
Yucaipa Valley Welfare, Inc	4	0	3

Report: Queue Group Performance by Day of Week

Site: Inland Empire United Way 211

Date range: 9/30/2007 - 10/6/2007 12:00 AM - 12:00 AM

Device: 001 - Queue Group 1

Created on: 10/12/2007

Created by: gmadden

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requeued	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
Sunday	62	56	6	2	4	0	0	56	0	0	0	0:00:24	0:00:17	0:01:23	2:51:37	0:03:03	3.2	96.8	90.3
Monday	249	241	5	7	1	2	0	241	0	0	0	0:00:11	0:00:20	0:01:00	16:00:33	0:03:59	2.8	100.0	96.8
Tuesday	233	220	5	5	8	3	0	219	1	0	0	0:00:12	0:00:42	0:01:07	14:52:10	0:04:03	2.1	99.6	94.4
Wednesday	216	206	4	10	0	6	1	206	0	0	0	0:00:12	0:00:59	0:00:00	14:23:19	0:04:11	4.6	100.0	95.4
Thursday	218	201	12	12	5	7	0	200	1	0	0	0:00:13	0:01:01	0:01:01	10:54:35	0:03:15	5.5	100.0	92.2
Friday	167	165	9	2	0	6	1	165	0	0	0	0:00:12	0:00:23	0:00:00	9:34:10	0:03:28	1.2	99.4	98.8
Saturday	64	57	4	5	2	0	0	57	0	0	0	0:00:17	0:00:43	0:01:03	5:18:04	0:05:34	7.8	98.4	89.1
Total	1209	1146	45	43	20	24	2	1144	2	0	0	0:00:13	0:00:46	0:01:08	73:54:28	0:03:52	3.6	99.6	94.8

2-1-1 San Bernardino Callback Survey Responses

September 2007

Total of 154 Respondents

Were the referral(s) you received accurate?							
YES	97%	NO	3%	UNDECIDED	1%	NO RESPONSE	0%
	149		4		1		0
Did you contact the referral agency (ies)?							
YES	90%	NO	8%	UNDECIDED	2%	NO RESPONSE	0%
	140		12		3		0
If yes, did you get the help you needed?							
YES	48%	NO	42%	UNDECIDED	9%	NO RESPONSE	1%
	74		64		14		2
Was the information you received from United Way 2-1-1 useful?							
YES	85%	NO	8%	UNDECIDED	7%	NO RESPONSE	0%
	132		12		11		0
Will you call United Way 2-1-1 in the future?							
YES	88%	NO	6%	UNDECIDED	6%	NO RESPONSE	0%
	136		9		10		0
Are you a registered voter?							
YES	57%	NO	39%	UNDECIDED	1%	NO RESPONSE	3%
	86		60		1		5