



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

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



Monthly Report

This is the quarterly report for 2-1-1 San Bernardino County. The next quarterly report will be issued in January, covering October - December. Monthly reports will be issued in November and December, as usual. This month's report is short because our efforts were invested in the gaps analysis report unveiled at the anniversary forum. See News Items.

2-1-1 News Items

2nd Anniversary Forum

The 2-1-1 Second Anniversary Forum and Open House held at the 2-1-1 Call Center in Rancho Cucamonga on September 30 was a high success. The last 20 months of 2-1-1 data was analyzed to identify gaps in service and make a few recommendations. It is available for download at the following link.

<http://www.ieuw.org/211Reports/2-1-1%20San%20Bernardino%20County%20Second%20Anniversary%20Report.pdf>

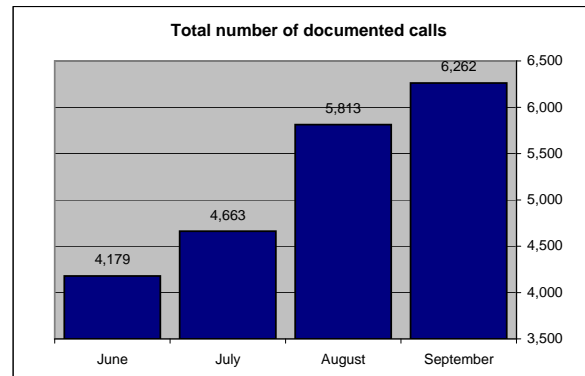
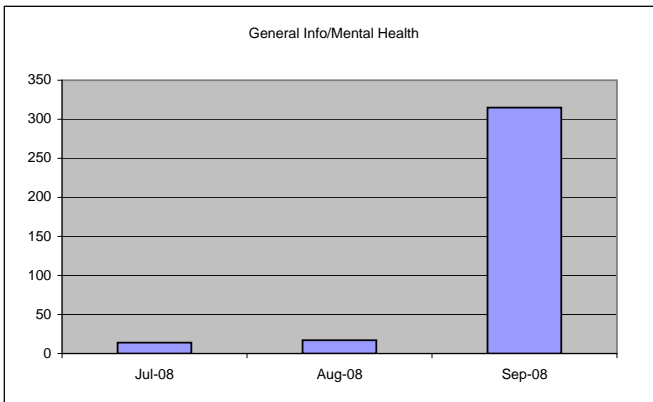
2-1-1 Training

90-minute 2-1-1 Training sessions are currently scheduled for October 29, November 24 and November 25. Contact Nancy at 909-980-2857 x246 or nmaiden@ieuw.org. Make sure your staff know how to utilize 2-1-1 to improve their efficiency in daily tasks.

Brief 2-1-1 Call Center Monthly Data Analysis

These are extraordinary times, economically, and 2-1-1 is a reliable snapshot indicator of how these conditions are affecting our local communities. The picture is not pretty.

Requests for food continue to be high, 13% of total needs in September, up from 12% in August, while requests for utility payment assistance has soared higher, 22% of total needs in September, up from 19% in August.



The chart above shows the increase to calls to 2-1-1 over the last 4 months. *No marketing campaign is underway.*

Perhaps the most startling change in September is the number of calls from people asking about mental health services. Recent events at Porter Ranch should indicate that we respond to these requests seriously and quickly.

Until next month, Thank You and be safe!

Thanks to 2-1-1 funding partners:

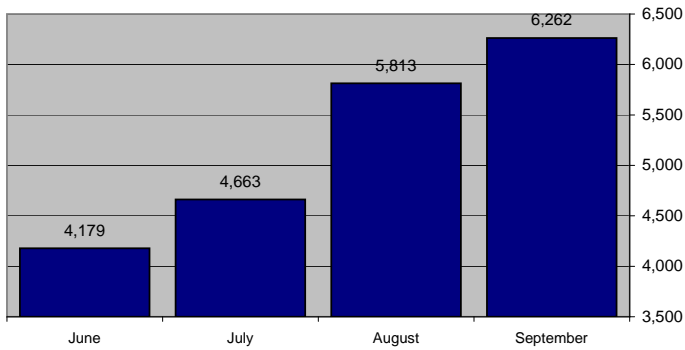


Other support from:

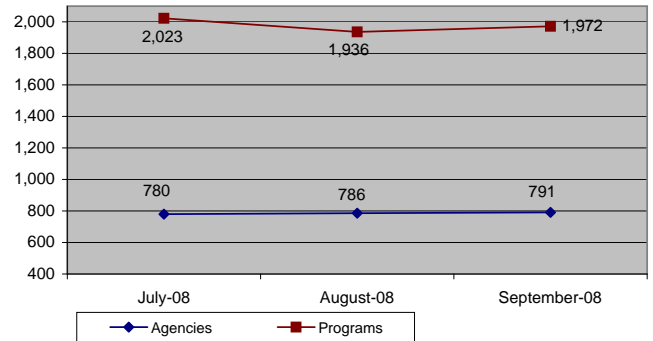
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September 2008 Data Analysis

Total number of documented calls



2-1-1 database totals



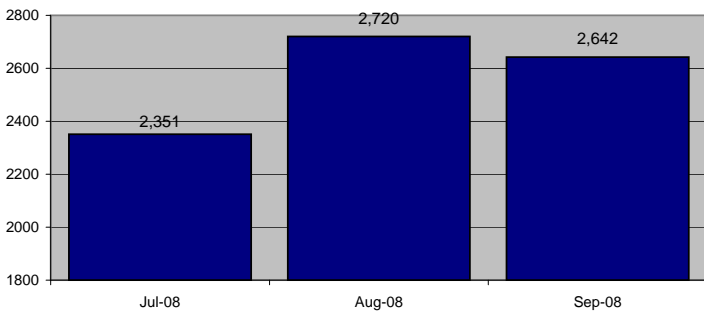
Total number of documented calls**

Month	Total number of documented calls**
September	6,262
August	5,813
July	4,663
June	4,179

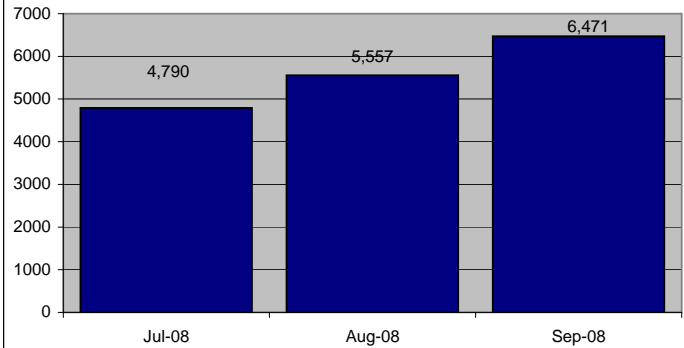
** No longer includes hangups, wrong numbers, internal, etc.

Agencies	Database totals	Programs
791	Sep-08	1,972
786	Aug-08	1,936
780	Jul-08	2,023

Total # of callers with children in the households



Total number of children involved



Call totals per # of children in household:

	Sep-08	Aug-08	Jul-08
0 or unknown	3620	3093	2312
1	737	756	674
2	860	869	755
3	541	562	506
4	266	300	253
5	152	147	96
6	54	63	45
7	19	15	14
8	10	5	3
9	0	1	2
More than 9	3	2	3
Total	2642	2720	2351

Total Number of Children

Month	Total Number of Children
Sep-08	6471
Aug-08	5557
Jul-08	4790

Percentage of callers w/children: **42%**

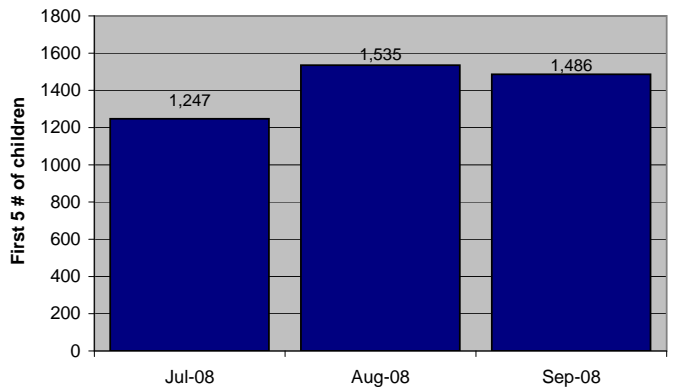
First 5 Calls

Total # First 5 Children represented	2366
Total number of calls this month	6262
Total # of First 5 Calls	1486
Percentage of F5 calls	24%

Call totals per # of children under 6:

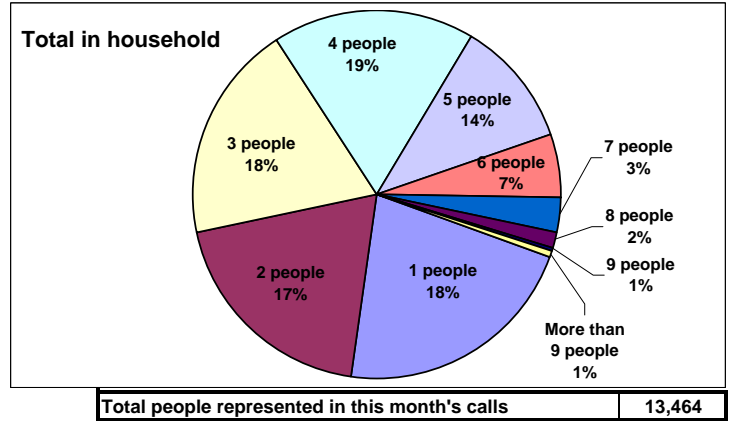
	Sep-08	Aug-08	Jul-08
0 or unknown	4776	4277	3416
1	868	850	720
2	426	462	366
3	139	175	128
4	37	34	24
5	15	13	7
6	1	1	2
7	0	0	0
8	0	0	0
9	0	0	0
More than 9	0	0	0
Total F5 Calls	1486	1535	1247

Total number of children under 6

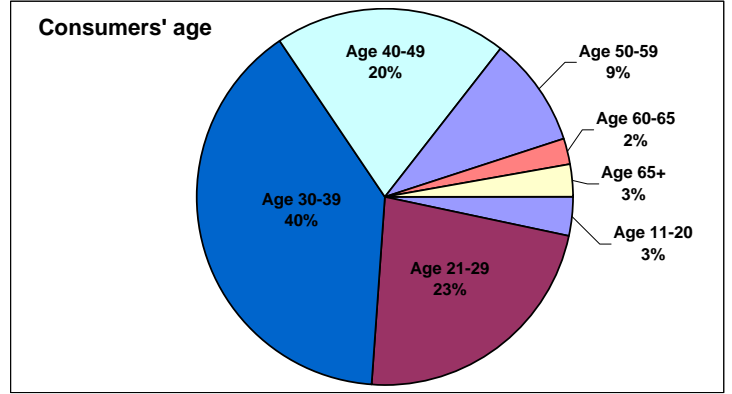


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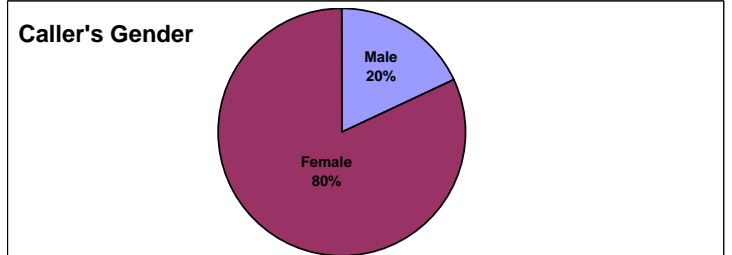
Total # in household:			
	Sep-08	Aug-08	Jul-08
Unknown	2032	1401	787
1	913	1042	768
2	822	822	736
3	811	828	660
4	756	762	648
5	467	486	455
6	242	249	177
7	121	130	86
8	57	55	47
9	20	18	11
9+	20	20	28
Total	4229	4412	3616



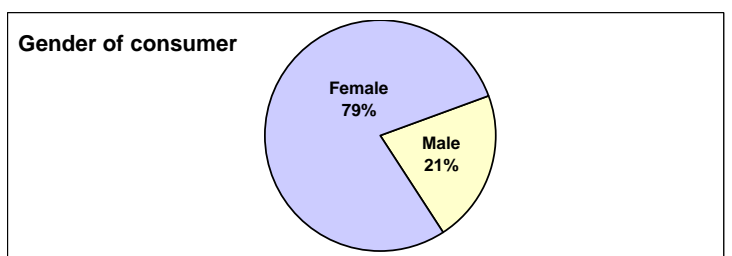
Consumer's age:			
	Sep-08	Aug-08	Jul-08
Age 0-3	8	8	3
Age 4-5	4	13	5
Age 6-10	14	13	7
Age 11-20	140	185	116
Age 21-29	949	1008	638
Age 30-39	1660	1799	922
Age 40-49	843	802	437
Age 50-59	385	352	208
Age 60-65	104	133	84
Age 65+	111	86	65
Total	4218	4399	2485



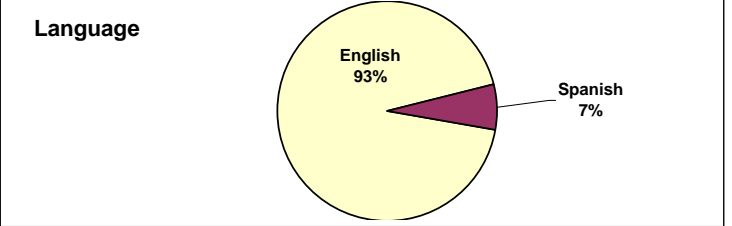
Caller's Gender (if different than consumer):			
	Jun-08	May-08	Apr-08
Male	559	525	458
Female	2558	2451	1866
Other	1	2	2
Transgender	1	0	0
Unknown	3,143	3284	2337
Total of known	3119	6262	2326



Consumer's Gender			
	Sep-08	Aug-08	Jul-08
Male	1284	1163	1017
Female	4738	4547	3584
Other	25	17	10
Transgender	1	1	1
Unknown	85	85	51
Total	6048	5728	4612



Language			
	Sep-08	Aug-08	Jul-08
English	5837	5411	3214
Spanish	424	400	330
Mandarin	1	2	0
Farsi	0	0	1
Ilocano	0	0	1
Vietnamese	0	0	1

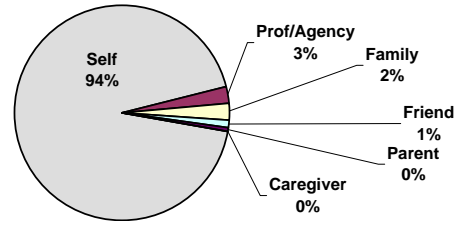


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Caller relationship to person in need:

	Sep-08	Aug-08	Jul-08
Self	5838	5357	4259
Prof/Agency	166	173	166
Family	145	151	141
Friend	81	108	77
Parent	27	15	11
Caregiver	5	9	9

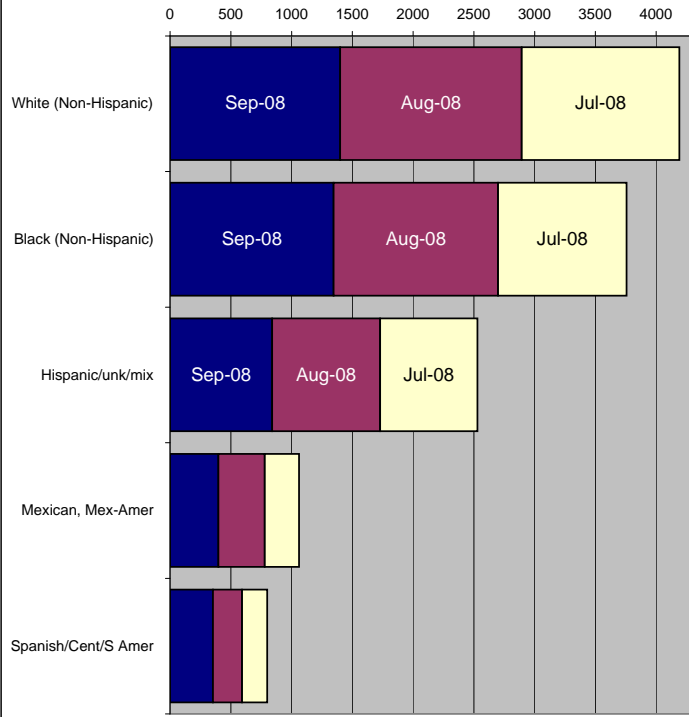
Caller relationship to person in need



Race/ ethnicity

	Sep-08	Aug-08	Jul-08
White (Non-Hispanic)	1399	1495	1298
Black (Non-Hispanic)	1345	1354	1058
Hispanic/unk/mix	840	889	802
Mexican, Mex-Amer	397	382	284
Spanish/Cent/S Amer	353	239	209
Vietnamese	18	25	20
Asian-Indian	18	22	22
Asia/unk/mix	14	13	8
Pacific Islander/unk/mix	11	4	0
Samoan	8	8	5
Native American	6	1	1
Declined to answer	4	25	5
Hawaiian	4	13	9
Other	3	12	13
Multi-race	3	2	1
Laotian	2	8	7
Chinese	2	4	0
Filipino	2	2	4
Puerto Rican	1	1	1
Cambodian	1	1	1
Japanese	1	0	0
Cuban	1	0	0
Korean	0	0	1
Unknown	1829	1313	814
Total Known	4433	4500	3749

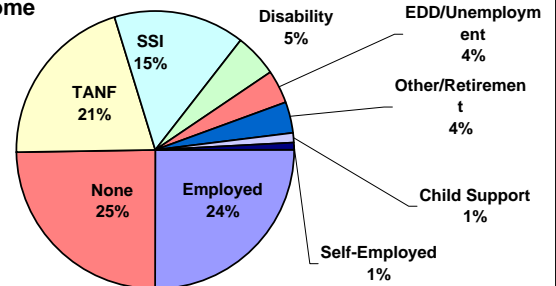
Race/ ethnicity



Source of income:

	Sep-08	Aug-08	Jul-08
Employed	1020	1130	924
None	997	1152	1077
TANF	833	838	723
SSI	626	591	554
Disability	197	165	153
EDD/Unemployment	155	151	117
Other/Retirement	149	153	98
Child Support	48	54	32
Self-Employed	34	45	28
Total	4059		

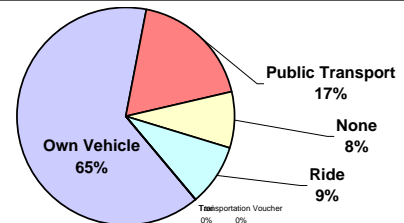
Source of income



Transportation dependency:

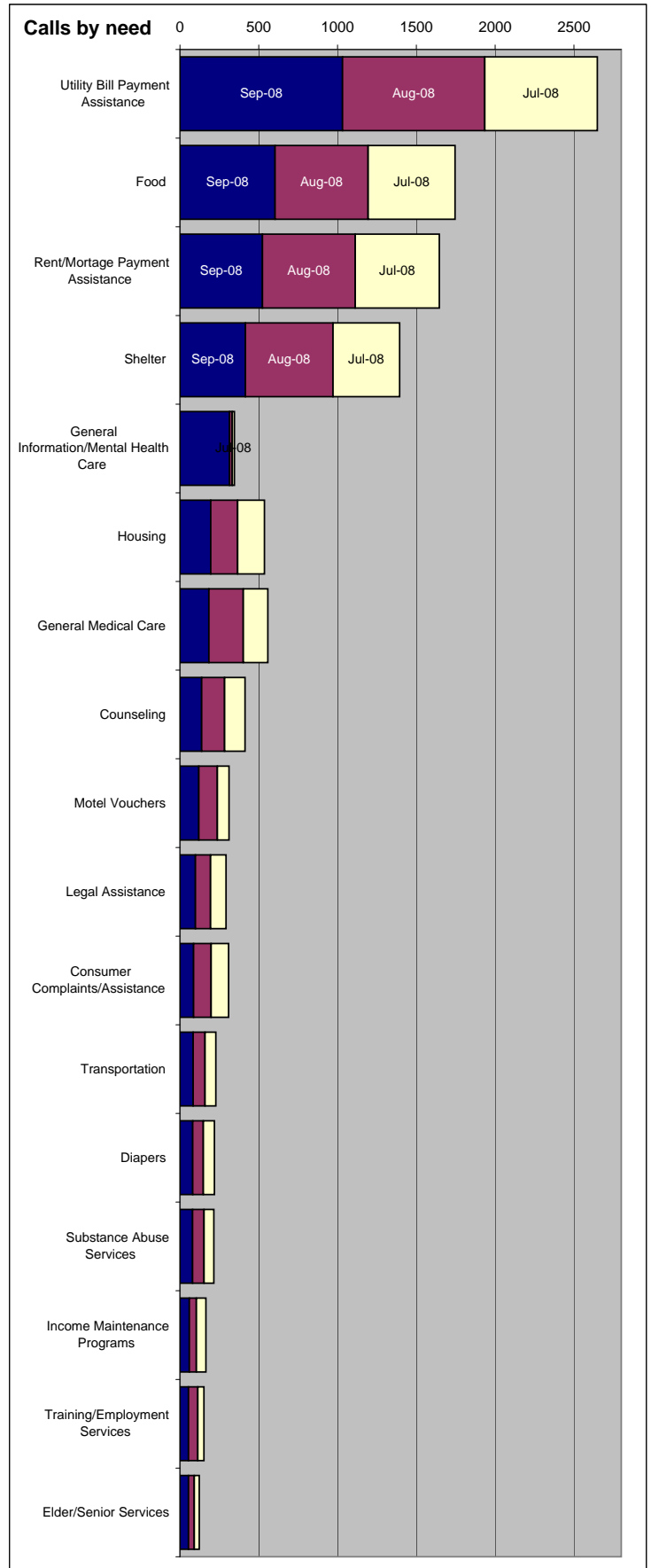
	Sep-08	Aug-08	Jul-08
Own Vehicle	2573	2687	2229
Public Transportation	737	648	601
None	338	489	453
Ride	365	402	364
Transportation Voucher	3	4	3
Taxi	1	2	2

Transportation dependency



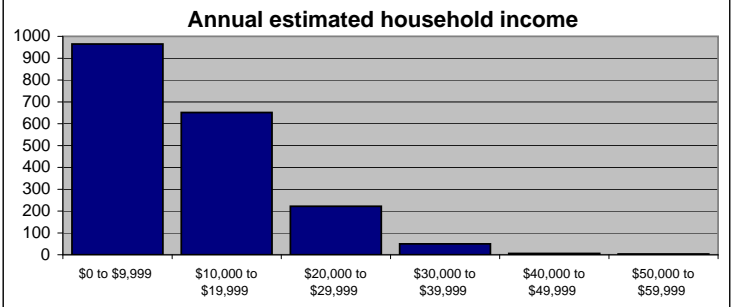
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Calls by need:			
Need	Sep-08	Aug-08	Jul-08
Utility Bill Payment Assistance	1031	903	715
Food	603	591	552
Rent/Mortgage Payment Assistance	523	589	534
Shelter	415	556	424
General Information/Mental Health Care	315	17	14
Housing	195	171	171
General Medical Care	183	219	156
Counseling	138	145	131
Motel Vouchers	120	117	75
Legal Assistance	98	96	99
Consumer Complaints/Assistance	86	112	111
Transportation	84	75	69
Diapers	81	67	71
Substance Abuse Services	80	73	63
Income Maintenance Programs	59	45	61
Training/Employment Services	54	59	40
Elder/Senior Services	54	37	32
Clothing	52	104	43
Dental Health	47	49	37
Child Care	44	51	37
Household Items	35	49	48
Courts/Probation System	33	29	25
Unemployment/EDD	30	36	23
Anger Management	28	16	24
Parenting Education	27	36	23
Bus Passes/Gas Vouchers	22	21	20
General Info Services/Organizational	20	229	201
Law Enforcement	18	28	34
Medi-Cal/Medicare	18	19	12
Temporary Financial Aid	16	23	13
Support Groups	16	22	16
Emergency Medical Care	16	7	13
Donations	15	16	19
Child Passenger Safety/Seats	14	11	8
Baby Formula	13	20	16
Mental Health Care Facilities	13	18	21
Residential Drug Treatment	13	16	7
Immunizations	12	18	4
Volunteer Opportunities	11	21	18
Animal Services	11	17	8
Tenant/Landlord Rights	11	16	21
Environmental Protection/Maintenance	11	16	5
Burial/Funeral Assistance	9	10	14
Educational Programs	8	11	12
School District	7	11	1
Social Security	7	9	11
Sober Living	7	8	7
School Readiness Programs	6	17	7
Licenses and Certificates	6	8	10
Immigration/Citizenship	6	3	4
Domestic Violence	5	6	2
Disability Issues	5	2	6
Tutoring Services	4	5	0
Child Abuse	4	3	7
Credit Counseling	4	3	5
Parks & Recreation Services	4	1	7
Labor Board/Fair Employment	3	3	7
Adoption/Foster Care	3	1	7
Library Services	2	2	2
Developmental Assessment	2	0	0
Income Security	2	0	0
Tax Assistance	1	2	5
Elder Abuse	1	2	0
Disability Benefits	1	1	2
Paternity/Drug Testing	1	1	2
After School Programs	1	1	1
Business License	1	1	1

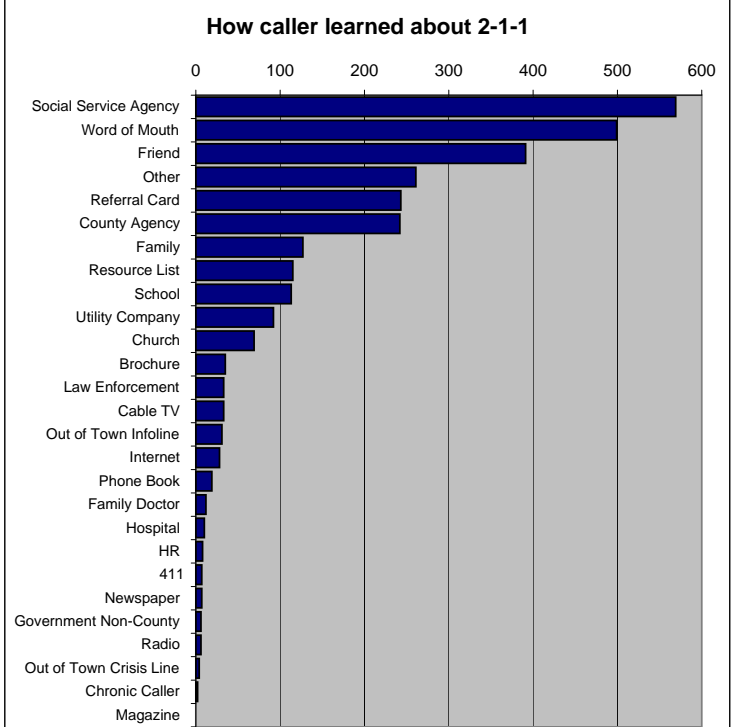


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Annual estimated household income			
	Sep-08	Aug-08	Jul-08
Declined to state	4365	3659	2711
\$0 to \$9,999	965	1342	1506
\$10,000 to \$19,999	651	549	414
\$20,000 to \$29,999	222	216	141
\$30,000 to \$39,999	50	37	20
\$40,000 to \$49,999	6	7	4
\$50,000 to \$59,999	3	2	0
\$60,000 to \$69,999	1	1	0
\$70,000 to \$79,999	0	0	0
\$80,000 +	0	0	1



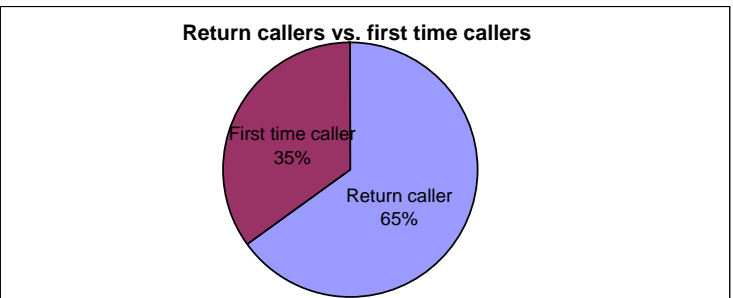
How caller learned about 2-1-1			
	Sep-08	Aug-08	Jul-08
Social Service Agency	569	624	523
Word of Mouth	499	484	342
Friend	391	518	370
Other	261	315	342
Referral Card	243	226	207
County Agency	242	281	271
Family	127	188	192
Resource List	115	109	82
School	113	133	74
Utility Company	92	76	86
Church	69	58	84
Brochure	35	60	69
Law Enforcement	33	44	58
Cable TV	33	34	34
Out of Town Infoline	31	59	34
Internet	28	38	39
Phone Book	19	20	30
Family Doctor	12	29	15
Hospital	10	13	16
HR	8	6	4
411	7	14	5
Newspaper	7	13	8
Government Non-County	6	17	14
Radio	6	10	6
Out of Town Crisis Line	4	8	1
Chronic Caller	2	4	5
Magazine	0	0	1



Why referral not given			
Reason	Sep-08	Aug-08	Jul-08
Agency(s) Funds Exhausted	345	171	52
Service Non-Existant	284	246	119
Information Only	243	157	137
Hang up - Disconnected	188	110	60
Wrong Number	184	136	106
Phantom Call	163	71	45
Transferred 211 Call	100	75	44
Employee Calling In	33	26	7
Agency Resources Exhausted	29	53	45
Refused Referral	20	20	10
Transportation Issue	13	6	6
Non-I&R Call	10	11	14
Agency(s) Full	4	6	4
Returned Call	4	3	0



Return callers vs. first time callers			
	Sep-08	Aug-08	Jul-08
Return caller	4072	3215	2034
First time caller	2190	2598	2629



City/Town	Needs - August 2008	Total
Adelanto	Utility Bill Payment Assistance	42
	Rent/Mortgage Payment Assistance	19
	Food	12
	Shelter	6
	General Medical Care	3
	Housing	3
	Unemployment/EDD	3
	Baby Formula	2
	Immunizations	2
	Diapers	1
	General Information Services/Organizational	1
	Household Items	1
	Income Maintenance Programs	1
	Temporary Financial Aid	1
	Tenant/Landlord Rights	1
	Training/Employment Services	1
	Transportation	1
	Tutoring Services	1
Adelanto Total		101
Alta Loma	Utility Bill Payment Assistance	4
	Food	2
	Rent/Mortgage Payment Assistance	1
	General Medical Care	1
	Counseling	1
	General Information Services/Mental Health Care	1
	Legal Assistance	1
	Motel Vouchers	1
Alta Loma Total		12
Apple Valley	Utility Bill Payment Assistance	65
	Food	27
	Rent/Mortgage Payment Assistance	23
	Housing	9
	Shelter	8
	Substance Abuse Services	7
	General Medical Care	5
	Counseling	5
	Training/Employment Services	4
	Unemployment/EDD	3
	Diapers	3
	Household Items	3
	Animal Services	3
	Clothing	3
	Motel Vouchers	3
	Income Maintenance Programs	2
	Transportation	2
	Consumer Complaints/Assistance	2
	Dental Health	2
	Donations	2
	Elder/Senior Services	2
	Parenting Education	2
	Baby Formula	1
	Immunizations	1
	Temporary Financial Aid	1
	Bus Passes/Gas Vouchers	1
	Child Passenger Safety/Seats	1
Educational Programs	1	
Emergency Medical Care	1	

	Environmental Protection/Maintenance	1
	General Information Services/Mental Health Care	1
	Law Enforcement	1
	Licenses and Certificates	1
Apple Valley Total		196
Barstow	Utility Bill Payment Assistance	20
	Rent/Mortgage Payment Assistance	8
	Transportation	7
	Shelter	4
	General Medical Care	4
	Legal Assistance	4
	Food	3
	Motel Vouchers	3
	Substance Abuse Services	3
	Housing	2
	Household Items	2
	Baby Formula	1
	Diapers	1
	General Information Services/Organizational	1
	Training/Employment Services	1
	Anger Management	1
	Animal Services	1
	Bus Passes/Gas Vouchers	1
	Clothing	1
	Dental Health	1
	Educational Programs	1
	Library Services	1
	Social Security	1
	Volunteer Opportunities	1
Barstow Total		73
Big Bear City	Utility Bill Payment Assistance	3
	Rent/Mortgage Payment Assistance	2
	Food	2
	General Information Services/Organizational	2
	Consumer Complaints/Assistance	2
	General Medical Care	1
	Housing	1
	Elder/Senior Services	1
	Medi-Cal/Medicare	1
	Motel Vouchers	1
Big Bear City Total		16
Big Bear Lake	Utility Bill Payment Assistance	2
	Housing	1
	Consumer Complaints/Assistance	1
	Legal Assistance	1
Big Bear Lake Total		5
Bloomington	Food	11
	Utility Bill Payment Assistance	7
	Diapers	3
	Income Maintenance Programs	2
	Counseling	2
	Emergency Medical Care	2
	Law Enforcement	2
	Shelter	1
	Housing	1
	Household Items	1
	Training/Employment Services	1
	Clothing	1

	General Information Services/Mental Health Care	1
	Medi-Cal/Medicare	1
	Motel Vouchers	1
Bloomington Total		37
Chino	Utility Bill Payment Assistance	17
	Food	12
	Shelter	11
	Rent/Mortgage Payment Assistance	9
	General Medical Care	3
	Housing	3
	Income Maintenance Programs	3
	Counseling	3
	Transportation	2
	Legal Assistance	2
	Motel Vouchers	2
	General Information Services/Organizational	1
	Training/Employment Services	1
	Burial/Funeral Assistance	1
	Bus Passes/Gas Vouchers	1
	Child Care	1
	Child Passenger Safety/Seats	1
	Consumer Complaints/Assistance	1
	Courts/Probation System	1
	Elder/Senior Services	1
Chino Total		76
Chino Hills	Rent/Mortgage Payment Assistance	4
	Food	4
	Utility Bill Payment Assistance	3
	General Medical Care	2
	Child Care	2
	Elder/Senior Services	2
	Household Items	1
	Income Maintenance Programs	1
	Temporary Financial Aid	1
	Adoption/Foster Care	1
	Animal Services	1
	Counseling	1
	Income Security	1
	Medi-Cal/Medicare	1
	Substance Abuse Services	1
	Support Groups	1
Chino Hills Total		27
Colton	Utility Bill Payment Assistance	24
	Food	16
	Rent/Mortgage Payment Assistance	12
	Shelter	6
	Diapers	4
	Housing	3
	Training/Employment Services	3
	Counseling	3
	General Medical Care	2
	Household Items	2
	Anger Management	2
	General Information Services/Mental Health Care	2
	Legal Assistance	2
	Baby Formula	1
	Income Maintenance Programs	1
	Temporary Financial Aid	1

	Tenant/Landlord Rights	1
	Transportation	1
	Child Passenger Safety/Seats	1
	Consumer Complaints/Assistance	1
	Dental Health	1
	Disability Issues	1
	Elder/Senior Services	1
	School District	1
	Substance Abuse Services	1
Colton Total		93
Crestline	Utility Bill Payment Assistance	3
	Food	1
	Shelter	1
	Motel Vouchers	1
Crestline Total		6
Daggett	Shelter	1
Daggett Total		1
Etiwanda	Utility Bill Payment Assistance	1
	Courts/Probation System	1
Etiwanda Total		2
Fontana	Utility Bill Payment Assistance	57
	Food	46
	Rent/Mortgage Payment Assistance	28
	Shelter	21
	General Medical Care	13
	Legal Assistance	9
	Consumer Complaints/Assistance	7
	Counseling	7
	Housing	6
	Dental Health	6
	Diapers	5
	Income Maintenance Programs	5
	Training/Employment Services	5
	Substance Abuse Services	5
	Transportation	4
	Child Care	4
	Motel Vouchers	4
	Parenting Education	4
	Unemployment/EDD	3
	Donations	3
	Elder/Senior Services	3
	Law Enforcement	3
	Baby Formula	2
	Immunizations	2
	General Information Services/Organizational	2
	Household Items	2
	Anger Management	2
	Child Passenger Safety/Seats	2
	Courts/Probation System	2
	Emergency Medical Care	2
	Mental Health Care Facilities	2
	Support Groups	2
	Temporary Financial Aid	1
	Adoption/Foster Care	1
	Bus Passes/Gas Vouchers	1
	Clothing	1
	Educational Programs	1
	Environmental Protection/Maintenance	1

	General Information Services/Mental Health Care	1
	Library Services	1
	Residential Drug Treatment	1
Fontana Total		277
Forestfalls	Utility Bill Payment Assistance	1
Forestfalls Total		1
Grand Terrace	Food	5
	Utility Bill Payment Assistance	1
	Burial/Funeral Assistance	1
Grand Terrace Total		7
Helendale	Food	2
	Utility Bill Payment Assistance	1
	Rent/Mortgage Payment Assistance	1
	Shelter	1
	Educational Programs	1
Helendale Total		6
Hesperia	Utility Bill Payment Assistance	63
	Food	36
	Rent/Mortgage Payment Assistance	19
	General Medical Care	11
	Housing	8
	Shelter	6
	Clothing	6
	Dental Health	5
	Substance Abuse Services	5
	Counseling	4
	Income Maintenance Programs	3
	Transportation	3
	Bus Passes/Gas Vouchers	3
	Legal Assistance	3
	Training/Employment Services	2
	Courts/Probation System	2
	Elder/Senior Services	2
	School Readiness Programs	2
	Support Groups	2
	Unemployment/EDD	1
	Diapers	1
	Household Items	1
	Temporary Financial Aid	1
	Tutoring Services	1
	Adoption/Foster Care	1
	Animal Services	1
	Child Abuse	1
	Educational Programs	1
	General Information Services/Mental Health Care	1
	Immigration/Citizenship	1
	Law Enforcement	1
	Medi-Cal/Medicare	1
	Mental Health Care Facilities	1
	Paternity/Drug Testing	1
	Sober Living	1
	Social Security	1
Hesperia Total		202
Highland	Utility Bill Payment Assistance	18
	Rent/Mortgage Payment Assistance	11
	Food	11
	Shelter	3
	Housing	3

	Diapers	3
	General Medical Care	2
	Unemployment/EDD	2
	Tenant/Landlord Rights	2
	Transportation	2
	Dental Health	2
	Animal Services	1
	Bus Passes/Gas Vouchers	1
	Child Care	1
	Consumer Complaints/Assistance	1
	Counseling	1
	Courts/Probation System	1
	Dissability Benefits	1
	Law Enforcement	1
	Motel Vouchers	1
	School Readiness Programs	1
	Substance Abuse Services	1
Highland Total		70
Joshua Tree	Utility Bill Payment Assistance	4
	Counseling	2
	Rent/Mortgage Payment Assistance	1
	Food	1
	General Medical Care	1
	Transportation	1
	Clothing	1
	Volunteer Opportunities	1
Joshua Tree Total		12
Lake Arrowhead	Food	2
	Utility Bill Payment Assistance	1
	Shelter	1
	Tenant/Landlord Rights	1
	Dental Health	1
Lake Arrowhead Total		6
Loma Linda	Food	5
	Rent/Mortgage Payment Assistance	4
	Utility Bill Payment Assistance	2
	Shelter	2
	Child Care	2
	Consumer Complaints/Assistance	2
	General Medical Care	1
	Housing	1
	Unemployment/EDD	1
	Transportation	1
	Child Passenger Safety/Seats	1
	Clothing	1
	Courts/Probation System	1
	Legal Assistance	1
	Volunteer Opportunities	1
Loma Linda Total		26
Lucerne Valley	Utility Bill Payment Assistance	3
	Rent/Mortgage Payment Assistance	2
	Shelter	1
	Household Items	1
	Temporary Financial Aid	1
	Anger Management	1
	Counseling	1
	Environmental Protection/Maintenance	1
	Legal Assistance	1

Lucerne Valley Total		12
Lytle Creek	Utility Bill Payment Assistance	1
Lytle Creek Total		1
Montclair	Shelter	8
	Rent/Mortgage Payment Assistance	7
	Utility Bill Payment Assistance	5
	Food	5
	Housing	4
	General Medical Care	2
	Income Maintenance Programs	2
	Anger Management	2
	Counseling	2
	Legal Assistance	2
	Motel Vouchers	2
	Unemployment/EDD	1
	Diapers	1
	Household Items	1
	Parenting Education	1
	School District	1
	Sober Living	1
	Substance Abuse Services	1
Montclair Total		48
Needles	Utility Bill Payment Assistance	2
	Transportation	1
Needles Total		3
Ontario	Utility Bill Payment Assistance	39
	Shelter	38
	Rent/Mortgage Payment Assistance	31
	Food	29
	Motel Vouchers	22
	Housing	17
	General Medical Care	11
	Counseling	11
	Substance Abuse Services	7
	Clothing	6
	Legal Assistance	6
	Consumer Complaints/Assistance	5
	Unemployment/EDD	3
	Transportation	3
	Law Enforcement	3
	Medi-Cal/Medicare	3
	Baby Formula	2
	Immunizations	2
	Diapers	2
	General Information Services/Organizational	2
	Income Maintenance Programs	2
	Training/Employment Services	2
	Child Care	2
	Elder/Senior Services	2
	Volunteer Opportunities	2
	Tenant/Landlord Rights	1
	Anger Management	1
	Burial/Funeral Assistance	1
	Courts/Probation System	1
	Criminal Justice and Legal Services	1
	Disability Issues	1
	Emergency Medical Care	1
	Environmental Protection/Maintenance	1

	General Information Services/Mental Health Care	1
	Licenses and Certificates	1
	Mental Health Care Facilities	1
	Parks & Recreation Services	1
	Residential Drug Treatment	1
	Restraining Orders	1
	School Readiness Programs	1
	Social Security	1
	Support Groups	1
Ontario Total		269
Oro Grande	Food	2
	General Medical Care	2
	Rent/Mortgage Payment Assistance	1
	Diapers	1
	Tenant/Landlord Rights	1
	Environmental Protection/Maintenance	1
Oro Grande Total		8
Phelan	Utility Bill Payment Assistance	3
	Rent/Mortgage Payment Assistance	2
	Food	2
	Housing	1
	Clothing	2
Phelan Total		10
Pomona (City)	Food	4
	Shelter	3
	Consumer Complaints/Assistance	3
	Rent/Mortgage Payment Assistance	1
	General Medical Care	1
	General Information Services/Organizational	1
	Training/Employment Services	1
	Clothing	1
	Counseling	1
	Legal Assistance	1
	Substance Abuse Services	1
Pomona (City) Total		18
Rancho Cucamonga	Utility Bill Payment Assistance	27
	Shelter	20
	Rent/Mortgage Payment Assistance	9
	Food	9
	Counseling	5
	Housing	4
	Income Maintenance Programs	4
	Legal Assistance	4
	General Medical Care	3
	Transportation	3
	Consumer Complaints/Assistance	3
	Courts/Probation System	3
	Dental Health	3
	Motel Vouchers	3
	Substance Abuse Services	3
	Training/Employment Services	2
	Donations	2
	Licenses and Certificates	2
	Unemployment/EDD	1
	Immunizations	1
	Diapers	1
	Temporary Financial Aid	1
	Anger Management	1

	Animal Services	1
	Child Abuse	1
	Child Care	1
	Child Passenger Safety/Seats	1
	Credit Counseling	1
	Elder/Senior Services	1
	Immigration/Citizenship	1
	Medi-Cal/Medicare	1
	Parenting Education	1
	Residential Drug Treatment	1
Rancho Cucamonga Total		124
Redlands	Utility Bill Payment Assistance	17
	Food	17
	Shelter	10
	Rent/Mortgage Payment Assistance	7
	Housing	6
	General Medical Care	4
	Counseling	4
	Consumer Complaints/Assistance	3
	Elder/Senior Services	3
	Diapers	2
	Transportation	2
	Burial/Funeral Assistance	2
	General Information Services/Organizational	1
	Household Items	1
	Income Maintenance Programs	1
	After School Programs	1
	Anger Management	1
	Animal Services	1
	Bus Passes/Gas Vouchers	1
	Child Care	1
	Child Passenger Safety/Seats	1
	Dental Health	1
	Disability Issues	1
	Domestic Violence	1
	Donations	1
	Emergency Medical Care	1
	Environmental Protection/Maintenance	1
	General Information Services/Mental Health Care	1
	Labor Board/Fair Employment	1
	Law Enforcement	1
	Legal Assistance	1
	Medi-Cal/Medicare	1
	Parenting Education	1
	Parks & Recreation Services	1
	Sober Living	1
Redlands Total		100
Rialto	Utility Bill Payment Assistance	41
	Food	28
	Rent/Mortgage Payment Assistance	26
	Shelter	19
	Housing	10
	Substance Abuse Services	7
	Diapers	4
	General Information Services/Organizational	4
	Income Maintenance Programs	4
	Training/Employment Services	4
	Transportation	4

	Counseling	4
	Elder/Senior Services	4
	General Medical Care	3
	Anger Management	3
	Dental Health	3
	Legal Assistance	3
	Child Care	2
	Clothing	2
	Consumer Complaints/Assistance	2
	Parenting Education	2
	Residential Drug Treatment	2
	Baby Formula	1
	Temporary Financial Aid	1
	Burial/Funeral Assistance	1
	Developmental Assessment	1
	Disability Issues	1
	Donations	1
	Educational Programs	1
	Elder Abuse	1
	General Information Services/Mental Health Care	1
	Immigration/Citizenship	1
	Medi-Cal/Medicare	1
	Support Groups	1
Rialto Total		193
Running Springs	Utility Bill Payment Assistance	2
	General Medical Care	1
	Social Security	1
Running Springs Total		4
San Bernardino (City)	Utility Bill Payment Assistance	170
	Food	115
	Shelter	110
	Rent/Mortgage Payment Assistance	87
	Housing	48
	General Medical Care	34
	Counseling	30
	Legal Assistance	25
	Diapers	22
	Transportation	22
	Consumer Complaints/Assistance	22
	Training/Employment Services	17
	Child Care	14
	Elder/Senior Services	13
	Substance Abuse Services	13
	Household Items	12
	Motel Vouchers	12
	Income Maintenance Programs	11
	General Information Services/Organizational	9
	Unemployment/EDD	8
	Bus Passes/Gas Vouchers	8
	Clothing	8
	Courts/Probation System	8
	Dental Health	7
	Parenting Education	6
	Emergency Medical Care	5
	Volunteer Opportunities	5
	Temporary Financial Aid	4
	Anger Management	4
	Child Passenger Safety/Seats	4

	Burial/Funeral Assistance	3
	General Information Services/Mental Health Care	3
	Law Enforcement	3
	Medi-Cal/Medicare	3
	School District	3
	Sober Living	3
	Support Groups	3
	Baby Formula	2
	Tenant/Landlord Rights	2
	Environmental Protection/Maintenance	2
	Immigration/Citizenship	2
	Licenses and Certificates	2
	Social Security	2
	Animal Services	1
	Developmental Assessment	1
	Labor Board/Fair Employment	1
	Mental Health Care Facilities	1
	Parks & Recreation Services	1
	Tax Assistance	1
San Bernardino (City) Total		892
Twenty-Nine Palms	Utility Bill Payment Assistance	5
	Food	5
	Rent/Mortgage Payment Assistance	2
	General Medical Care	2
	Training/Employment Services	2
	Shelter	1
	Housing	1
	Bus Passes/Gas Vouchers	1
	Consumer Complaints/Assistance	1
	General Information Services/Mental Health Care	1
	Legal Assistance	1
	Substance Abuse Services	1
Twenty-Nine Palms Total		23
Upland	Utility Bill Payment Assistance	15
	Rent/Mortgage Payment Assistance	15
	Shelter	14
	Housing	8
	General Medical Care	8
	Food	8
	Counseling	6
	Motel Vouchers	4
	Transportation	3
	Legal Assistance	3
	Unemployment/EDD	2
	Tutoring Services	2
	Substance Abuse Services	2
	Residential Drug Treatment	2
	Dental Health	2
	Consumer Complaints/Assistance	2
	Tenant/Landlord Rights	1
	Support Groups	1
	Medi-Cal/Medicare	1
	Law Enforcement	1
	Income Maintenance Programs	1
	Household Items	1
	General Information Services/Organizational	1
	General Information Services/Mental Health Care	1
	Emergency Medical Care	1

	Elder/Senior Services	1
	Educational Programs	1
	Donations	1
	Diapers	1
	Clothing	1
Upland Total		110
Victorville	Utility Bill Payment Assistance	150
	Rent/Mortgage Payment Assistance	68
	Food	57
	Shelter	29
	General Medical Care	23
	Housing	19
	Transportation	11
	Legal Assistance	10
	Clothing	9
	Elder/Senior Services	9
	Income Maintenance Programs	8
	Diapers	7
	Consumer Complaints/Assistance	7
	Counseling	7
	Motel Vouchers	7
	Substance Abuse Services	6
	Anger Management	5
	General Information Services/Organizational	4
	Household Items	4
	Training/Employment Services	4
	Child Care	3
	Dental Health	3
	Medi-Cal/Medicare	3
	Mental Health Care Facilities	3
	Residential Drug Treatment	3
	Unemployment/EDD	2
	Immunizations	2
	Temporary Financial Aid	2
	Courts/Probation System	2
	Parenting Education	2
	School District	2
	School Readiness Programs	2
	Support Groups	2
	Baby Formula	1
	Tenant/Landlord Rights	1
	Bus Passes/Gas Vouchers	1
	Child Abuse	1
	Child Passenger Safety/Seats	1
	Credit Counseling	1
	Domestic Violence	1
	Donations	1
	Emergency Medical Care	1
	General Information Services/Mental Health Care	1
	Law Enforcement	1
	Social Security	1
	Volunteer Opportunities	1
Victorville Total		488
Wrightwood	Food	1
	Counseling	1
Wrightwood Total		2
Yermo	Utility Bill Payment Assistance	1
Yermo Total		1

Yucaipa	Utility Bill Payment Assistance	8
	Food	6
	Rent/Mortgage Payment Assistance	5
	General Medical Care	3
	Housing	2
	Shelter	1
	Diapers	1
	Bus Passes/Gas Vouchers	1
	Child Care	1
	Child Passenger Safety/Seats	1
	Counseling	1
	Dental Health	1
	Elder/Senior Services	1
	Residential Drug Treatment	1
	Substance Abuse Services	1
Yucaipa Total	34	
Yucca Valley	Utility Bill Payment Assistance	7
	Food	4
	Income Maintenance Programs	3
	Rent/Mortgage Payment Assistance	2
	Housing	2
	Training/Employment Services	2
	General Information Services/Organizational	1
	Household Items	1
	Temporary Financial Aid	1
	Counseling	1
	Dental Health	1
Motel Vouchers	1	
Residential Drug Treatment	1	
Yucca Valley Total	27	

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: 8/1/2008 - 8/31/2008 12:00 AM - 12:00 AM

Created on: 9/3/2008

Created by: gmadden

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requested	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
Sunday	188	163	19	25	0	3	0	163	0	0	0	0:00:27	0:01:54	0:00:00	8:24:59	0:03:05	13.3	98.4	86.7
Monday	1493	1391	37	102	0	34	0	1086	5	0	0	0:00:32	0:01:33	0:00:00	50:38:20	0:02:47	8.5	99.9	91.5
Tuesday	1608	1408	45	200	0	53	1	1408	0	0	0	0:00:36	0:02:25	0:00:00	75:45:53	0:03:13	12.4	98.0	87.6
Wednesday	1244	1167	32	77	0	28	0	1166	1	0	0	0:00:28	0:01:44	0:00:00	57:57:05	0:02:58	6.2	99.0	93.8
Thursday	1160	1070	38	90	0	43	0	1069	1	0	0	0:00:29	0:02:01	0:00:00	58:31:33	0:03:16	7.8	99.4	92.2
Friday	1072	977	36	95	0	36	0	969	8	0	0	0:00:31	0:01:40	0:00:00	47:03:24	0:02:53	8.9	99.3	91.1
Saturday	309	276	13	33	0	4	2	275	1	0	0	0:00:23	0:02:53	0:00:00	14:35:06	0:03:10	10.7	98.1	89.3

Total	7074	6452	220	622	0	201	3	6136	16	0	0	0:00:32	0:02:02	0:00:00	312:56:20	0:03:03	9.2	99.0	90.8
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