

July - September 2009
2-1-1 San Bernardino County Quarterly Report

2-1-1 San Bernardino County Quarterly Report - September 2009



United Ways serving
San Bernardino County



2-1-1 News Items

Your Copy of the 2009 Blue Book Directory is still available !!

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http://www.211sb.com/211BlueBookDirectory_Purchase.html

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

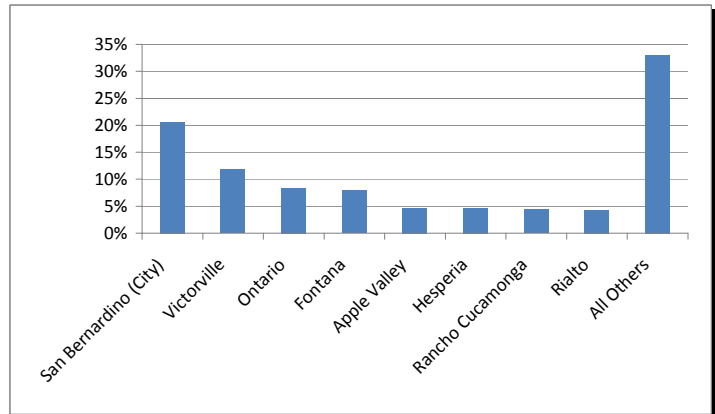
Federal funding for 2-1-1 is close - 54 Senate and 154 House co-sponsors now. Please lend your voice. Call the Congressional Switchboard at 202-224-3121 and help make 2-1-1 sustainable.

2-1-1 Advisory Committee Meeting

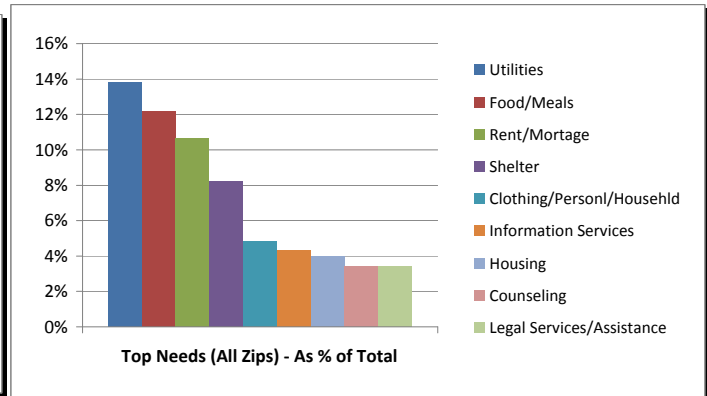
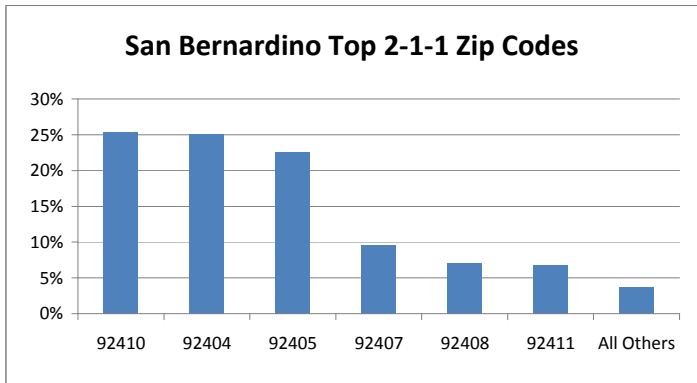
The next meeting of the 2-1-1 Advisory Committee will be held at 9:00am at the 2-1-1 Call Center in Rancho Cucamonga on Monday, the 30th of November, 2009.

Focus: San Bernardino - All data in this section is from 2-1-1, Jan - Sep, 2009

In the first 9 months of 2009, there were 49,064 calls received by 2-1-1. Although the City of San Bernardino contains only about 10% of the county's population, calls from its residents are consistently 20% or more of all known callers to 2-1-1.

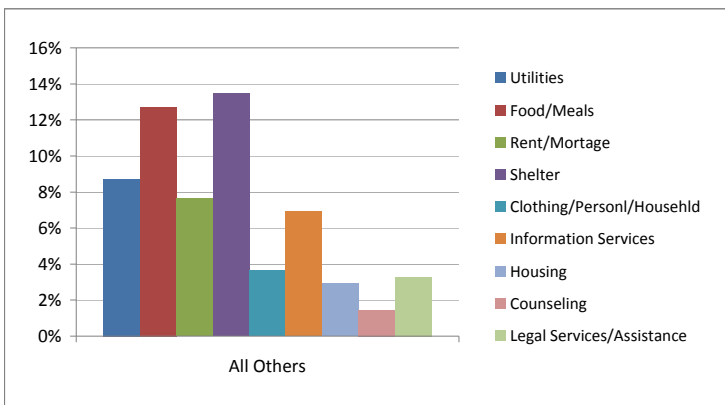
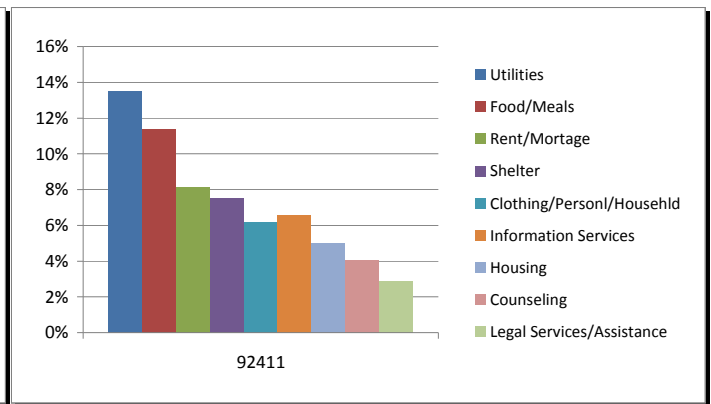
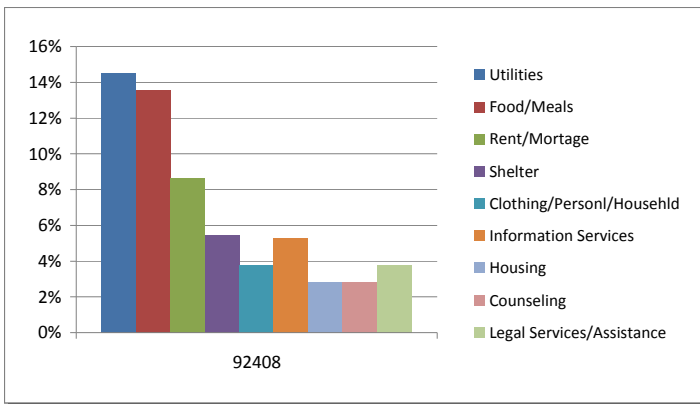
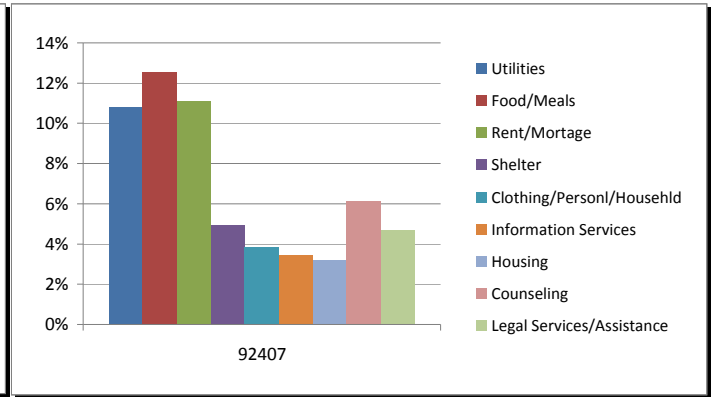
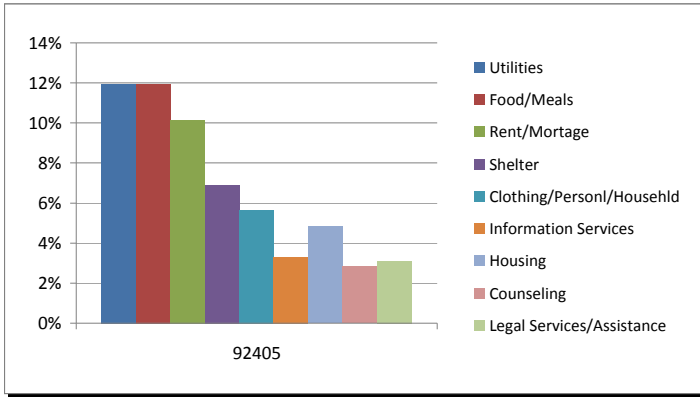
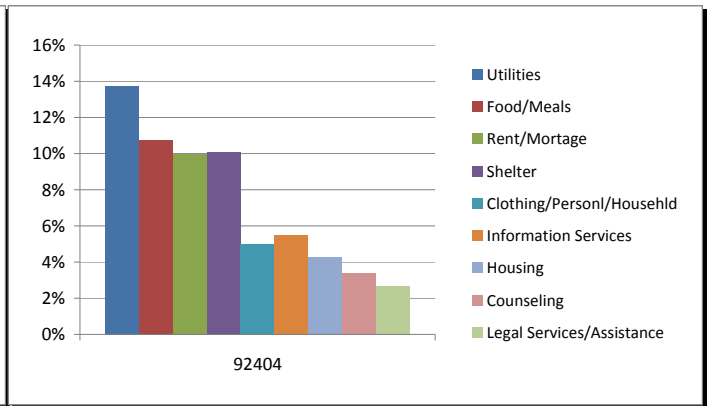
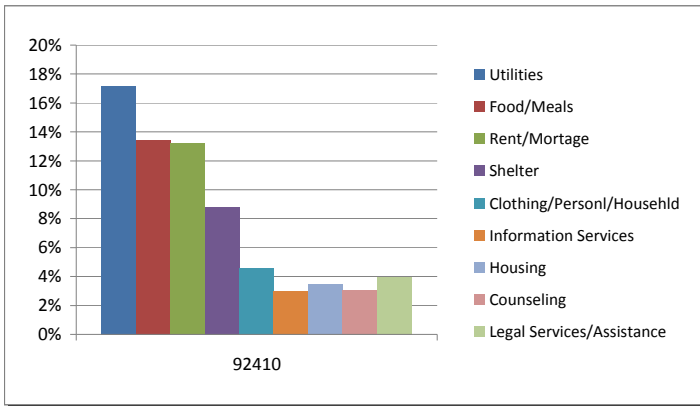


Further, 96% of the calls from San Bernardino come from 6 zip codes.



Note that the top needs are for basic essentials.

The next 7 charts show each zip code's major needs as a percentage of total 2-1-1 calls from that zip code.



Some differences seen in calls to 2-1-1 from San Bernardino so far in 2009:

More calls from agencies on behalf of clients come from 92408 and 92405. More family members call from 92407.

Callers from 92405 are 20% more likely to not own a car and 50% more likely to use public transportation.

Callers from 92404 and 92410 are more likely to have no or fewer children in the home.

Callers from 92408 indicate a 17% higher employment rate than callers from other zip codes.

In 92404, food requests are 10% higher among white callers than the other ethnic groups.

Hispanics in 92407 requested legal services at twice the rate as in the other zip codes.

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

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

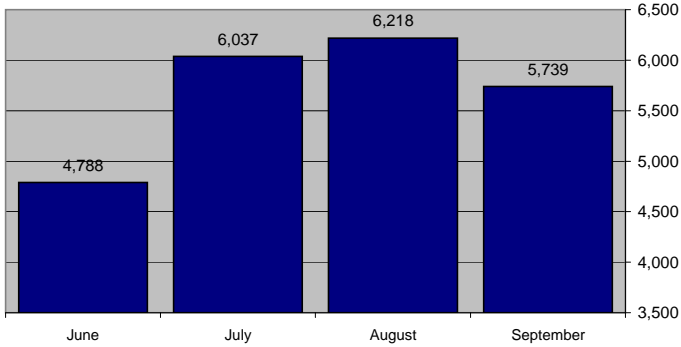
LIVE UNITED™



2-1-1 San Bernardino County

September 2009 Data Analysis

Total number of documented calls

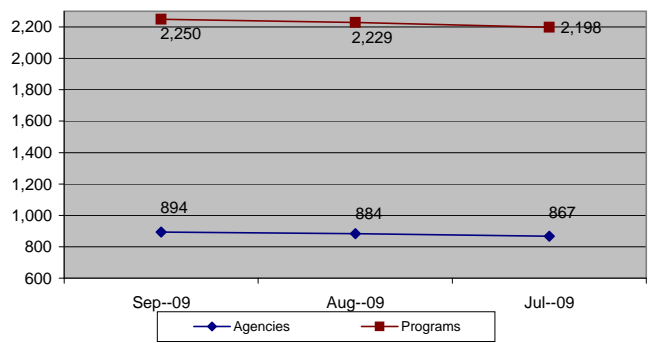


Total number of documented calls**

| Month | Total number of documented calls** |
|-----------|------------------------------------|
| September | 5,739 |
| August | 6,218 |
| July | 6,037 |
| June | 4,788 |

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

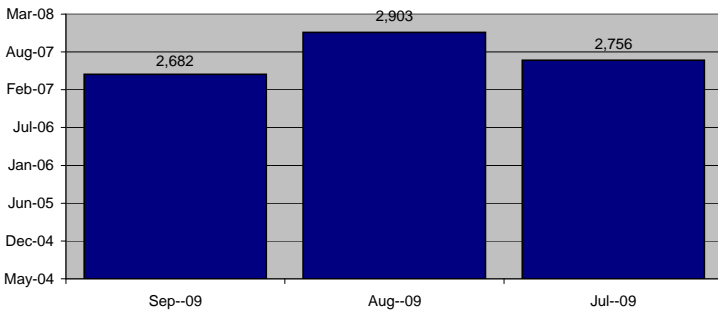
2-1-1 database totals



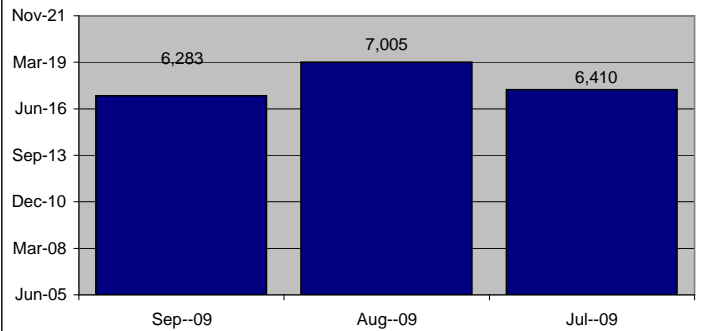
| Agencies | Database totals | Programs |
|----------|-----------------|----------|
| 894 | Sep--09 | 2,250 |
| 884 | Aug--09 | 2,229 |
| 867 | Jul--09 | 2,198 |

Past Month Referrals

Total # of callers with children in the households



Total number of children involved



Call totals per # of children in household:

| | Sep--09 | Aug--09 | Jul--09 |
|--------------|---------|---------|---------|
| 0 or unknown | 3,045 | 3,315 | 3,281 |
| Jan-00 | Mar-02 | Mar-02 | Mar-02 |
| Jan-00 | May-02 | Aug-02 | Jul-02 |
| Jan-00 | Jul-01 | Oct-01 | Aug-01 |
| Jan-00 | Oct-00 | Nov-00 | Aug-00 |
| Jan-00 | Apr-00 | Apr-00 | Apr-00 |
| Jan-00 | Feb-00 | Feb-00 | Feb-00 |
| Jan-00 | Jan-00 | Jan-00 | Jan-00 |
| Jan-00 | Jan-00 | Jan-00 | Jan-00 |
| Jan-00 | Jan-00 | Jan-00 | Jan-00 |
| Jan-00 | Jan-00 | Jan-00 | Jan-00 |
| More than 9 | Jan-00 | Jan-00 | Jan-00 |
| Total | May-07 | Dec-07 | Jul-07 |

Total Number of Children

| Month | Total Number of Children |
|---------|--------------------------|
| Sep--09 | Mar-17 |
| Aug--09 | Mar-19 |
| Jul--09 | Jul-17 |

Percentage of callers w/children 47%

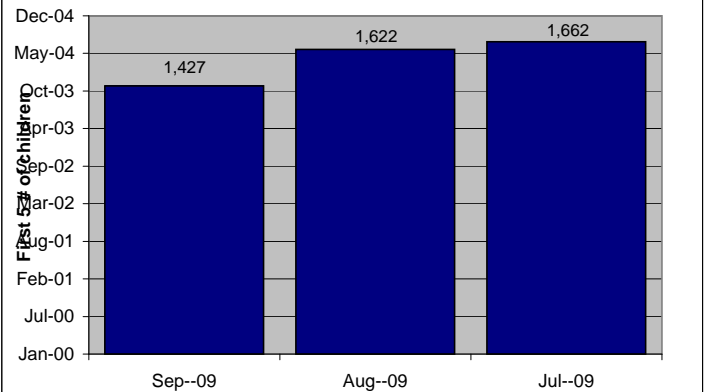
First 5 Calls

| Month | Total # First 5 Children represented |
|--------|--------------------------------------|
| Sep-15 | Mar-06 |
| Nov-03 | Total number of calls this month |
| 25% | Total # of First 5 Calls |
| | Percentage of F5 calls |

Call totals per # of children under 6:

| | Sep--09 | Aug--09 | Jul--09 |
|----------------|---------|---------|---------|
| 0 or unknown | 4,300 | Sep-12 | Feb-12 |
| Jan-00 | Mar-02 | Jul-02 | Aug-02 |
| Jan-00 | Apr-01 | Apr-01 | May-01 |
| Jan-00 | May-00 | Jun-00 | Jun-00 |
| Jan-00 | Jan-00 | Feb-00 | Feb-00 |
| Jan-00 | Jan-00 | Jan-00 | Jan-00 |
| Jan-00 | Jan-00 | Jan-00 | Jan-00 |
| Jan-00 | Jan-00 | Jan-00 | Jan-00 |
| Jan-00 | Jan-00 | Jan-00 | Jan-00 |
| Jan-00 | Jan-00 | Jan-00 | Jan-00 |
| Jan-00 | Jan-00 | Jan-00 | Jan-00 |
| More than 9 | Jan-00 | Jan-00 | Jan-00 |
| Total F5 Calls | Nov-03 | Jun-04 | Jul-04 |

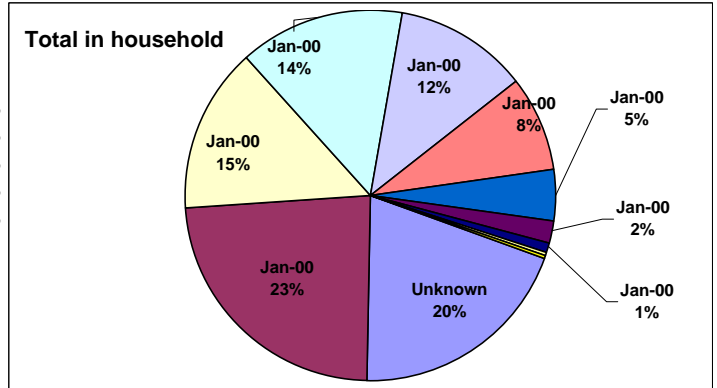
Total number of children under 6



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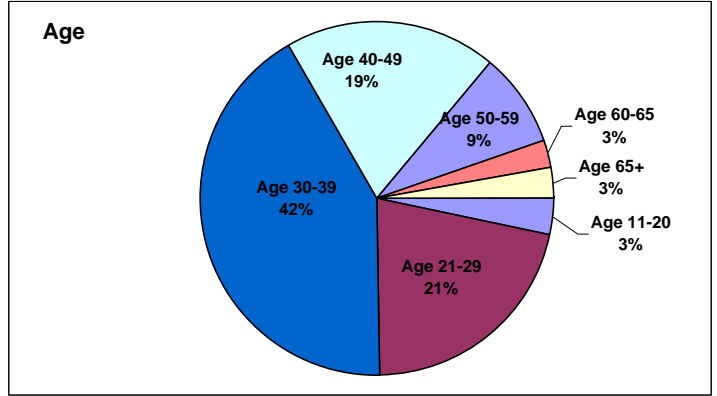
| Total # in household: | | | |
|-----------------------|--------|--------|--------|
| | Sep-09 | Aug-09 | Jul-09 |
| Unknown | 1,129 | Apr-03 | Apr-03 |
| Jan-00 | Sep-03 | Oct-03 | Sep-03 |
| Jan-00 | Apr-02 | Aug-02 | Jul-02 |
| Jan-00 | Mar-02 | May-02 | Jun-02 |
| Jan-00 | Nov-01 | Mar-02 | Feb-02 |
| Jan-00 | Apr-01 | May-01 | Mar-01 |
| Jan-00 | Sep-00 | Sep-00 | Sep-00 |
| Jan-00 | Apr-00 | Apr-00 | Apr-00 |
| Jan-00 | Feb-00 | Feb-00 | Feb-00 |
| Jan-00 | Jan-00 | Feb-00 | Jan-00 |
| 9+ | Jan-00 | Jan-00 | Jan-00 |
| Total | Aug-12 | Sep-13 | Mar-13 |

NA
29%
18%
18%
15%
10%
6%
2%
1%
0%
0%

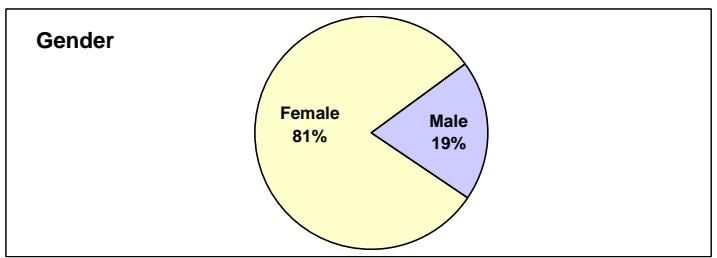


Total people represented in this month's calls **13,529**

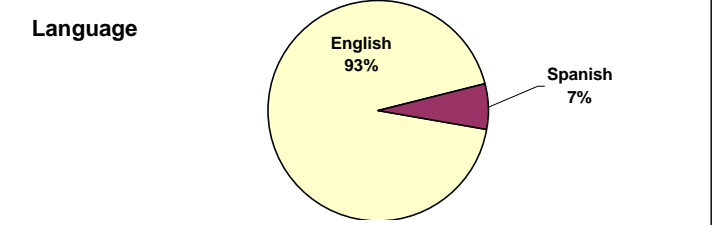
| Age: | | | |
|--------------|--------|--------|--------|
| | Sep-09 | Aug-09 | Jul-09 |
| Age 0-3 | Jan-00 | Jan-00 | Jan-00 |
| Age 4-5 | Jan-00 | Jan-00 | Jan-00 |
| Age 6-10 | Jan-00 | Jan-00 | Jan-00 |
| Age 11-20 | May-00 | May-00 | Apr-00 |
| Age 21-29 | Jun-02 | Jul-02 | Aug-02 |
| Age 30-39 | Nov-04 | Feb-05 | Dec-04 |
| Age 40-49 | Mar-02 | Jun-02 | Feb-02 |
| Age 50-59 | Dec-00 | Jan-01 | Dec-00 |
| Age 60-65 | Apr-00 | May-00 | May-00 |
| Age 65+ | Apr-00 | May-00 | May-00 |
| Total | Aug-11 | May-12 | Oct-11 |



| Gender | | | |
|--------------|--------|--------|--------|
| | Sep-09 | Aug-09 | Jul-09 |
| Female | Aug-12 | Aug-13 | Feb-13 |
| Male | Jan-03 | May-03 | Apr-03 |
| Unknown | 21 | Jan-00 | Jan-00 |
| Other | Jan-00 | Jan-00 | Jan-00 |
| Transgender | Jan-00 | Jan-00 | Jan-00 |
| Total | Sep-15 | Jan-17 | Jul-16 |

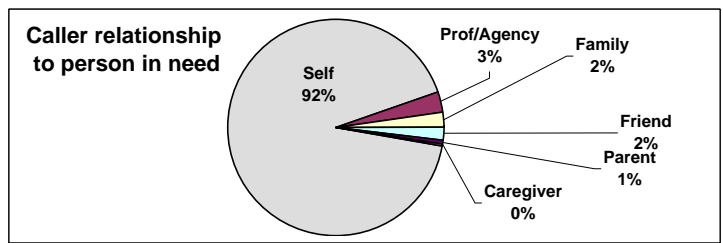


| Language | | | |
|------------|--------|--------|--------|
| | Sep-09 | Aug-09 | Jul-09 |
| English | Aug-14 | Sep-15 | Mar-15 |
| Spanish | Jan-01 | Apr-01 | Apr-01 |
| Acholi | Jan-00 | Jan-00 | Jan-00 |
| Albanian | Jan-00 | Jan-00 | Jan-00 |
| Farsi | Jan-00 | Jan-00 | Jan-00 |
| Filipino | Jan-00 | Jan-00 | Jan-00 |
| Vietnamese | Jan-00 | Jan-00 | Jan-00 |

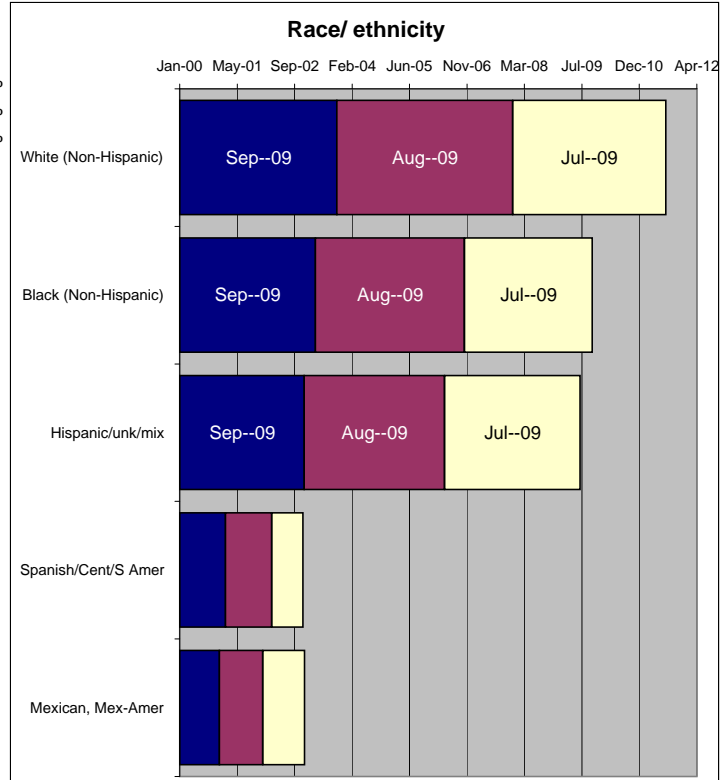


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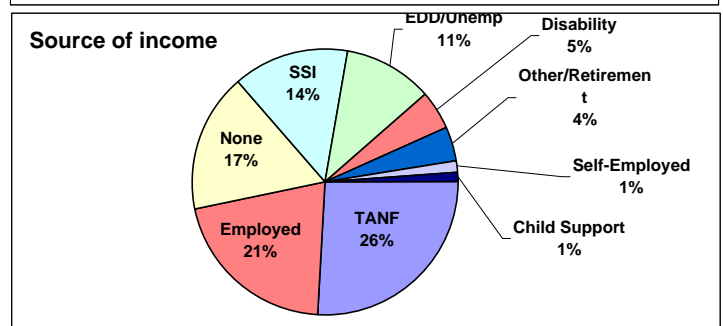
| Caller relationship to person in need: | | | |
|----------------------------------------|---------|---------|---------|
| | Sep--09 | Aug--09 | Jul--09 |
| Self | May-14 | Sep-15 | May-15 |
| Prof/Agency | Jun-00 | Jun-00 | Jun-00 |
| Family | May-00 | Jun-00 | Jun-00 |
| Friend | Apr-00 | Apr-00 | Mar-00 |
| Parent | Feb-00 | Jan-00 | Jan-00 |
| Caregiver | Jan-00 | Jan-00 | Jan-00 |



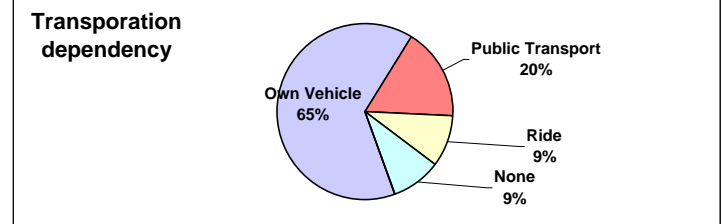
| Race/ ethnicity | | | | |
|--------------------------|---------|---------|---------|-----|
| | Sep--09 | Aug--09 | Jul--09 | |
| White (Non-Hispanic) | Sep-03 | Mar-04 | Aug-03 | 31% |
| Black (Non-Hispanic) | Mar-03 | Jul-03 | Jan-03 | 26% |
| Hispanic/unk/mix | Dec-02 | May-03 | Mar-03 | 24% |
| Spanish/Cent/S Amer | Feb-01 | Feb-01 | Sep-00 | 9% |
| Mexican, Mex-Amer | Dec-00 | Jan-01 | Dec-00 | 8% |
| Declined to answer | Feb-00 | Feb-00 | Jan-00 | 1% |
| Asia/unk/mix | Jan-00 | Jan-00 | Jan-00 | |
| Other | Jan-00 | Jan-00 | Jan-00 | |
| Asian-Indian | Jan-00 | Jan-00 | Jan-00 | |
| Chinese | Jan-00 | Jan-00 | Jan-00 | |
| Multi-race | Jan-00 | Jan-00 | Jan-00 | |
| Filipino | Jan-00 | Jan-00 | Jan-00 | |
| Native American | Jan-00 | Jan-00 | Jan-00 | |
| Laotian | Jan-00 | Jan-00 | Jan-00 | |
| Pacific Islander/unk/mix | Jan-00 | Jan-00 | Jan-00 | |
| Vietnamese | Jan-00 | Jan-00 | Jan-00 | |
| Japanese | Jan-00 | Jan-00 | Jan-00 | |
| Korean | Jan-00 | Jan-00 | Jan-00 | |
| Samoan | Jan-00 | Jan-00 | Jan-00 | |
| Cambodian | Jan-00 | Jan-00 | Jan-00 | |
| Cuban | Jan-00 | Jan-00 | Jan-00 | |
| Hawaiian | Jan-00 | Jan-00 | Jan-00 | |
| Puerto Rican | Jan-00 | Jan-00 | Jan-00 | |
| Unknown | Jun-03 | Jun-03 | Aug-04 | |
| Total Known | Mar-12 | Jul-13 | Nov-11 | |



| Source of income: | | | |
|-------------------|---------|---------|---------|
| | Sep--09 | Aug--09 | Jul--09 |
| TANF | Oct-02 | Apr-03 | Jun-03 |
| Employed | Mar-02 | Jun-02 | May-02 |
| None | Oct-01 | Jan-02 | Nov-01 |
| SSI | Jul-01 | Aug-01 | Jul-01 |
| EDD/Unemp | Feb-01 | Feb-01 | Nov-00 |
| Disability | Jul-00 | Aug-00 | Aug-00 |
| Other/Retirement | Jun-00 | May-00 | Mar-00 |
| Self-Employed | Feb-00 | Feb-00 | Feb-00 |
| Child Support | Feb-00 | Jan-00 | Feb-00 |

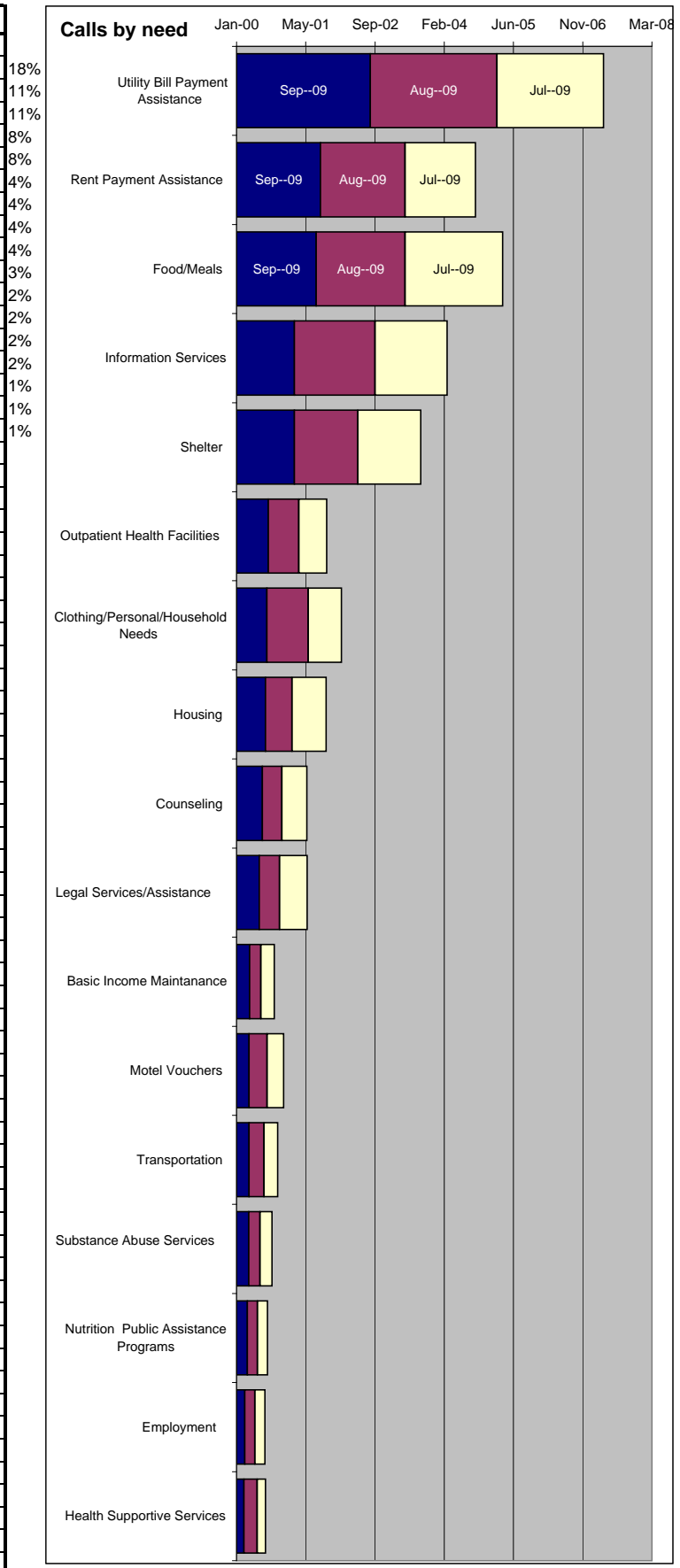


| Transportation dependency: | | | |
|----------------------------|---------|---------|---------|
| | Sep--09 | Aug--09 | Jul--09 |
| Own Vehicle | Jun-06 | Sep-06 | Dec-05 |
| Public Transportation | Sep-01 | Feb-02 | Oct-01 |
| Ride | Dec-00 | Feb-01 | Dec-00 |
| None | Nov-00 | Nov-00 | Oct-00 |
| Transportation Voucher | Jan-00 | Jan-00 | Jan-00 |
| Taxi | Jan-00 | Jan-00 | Jan-00 |



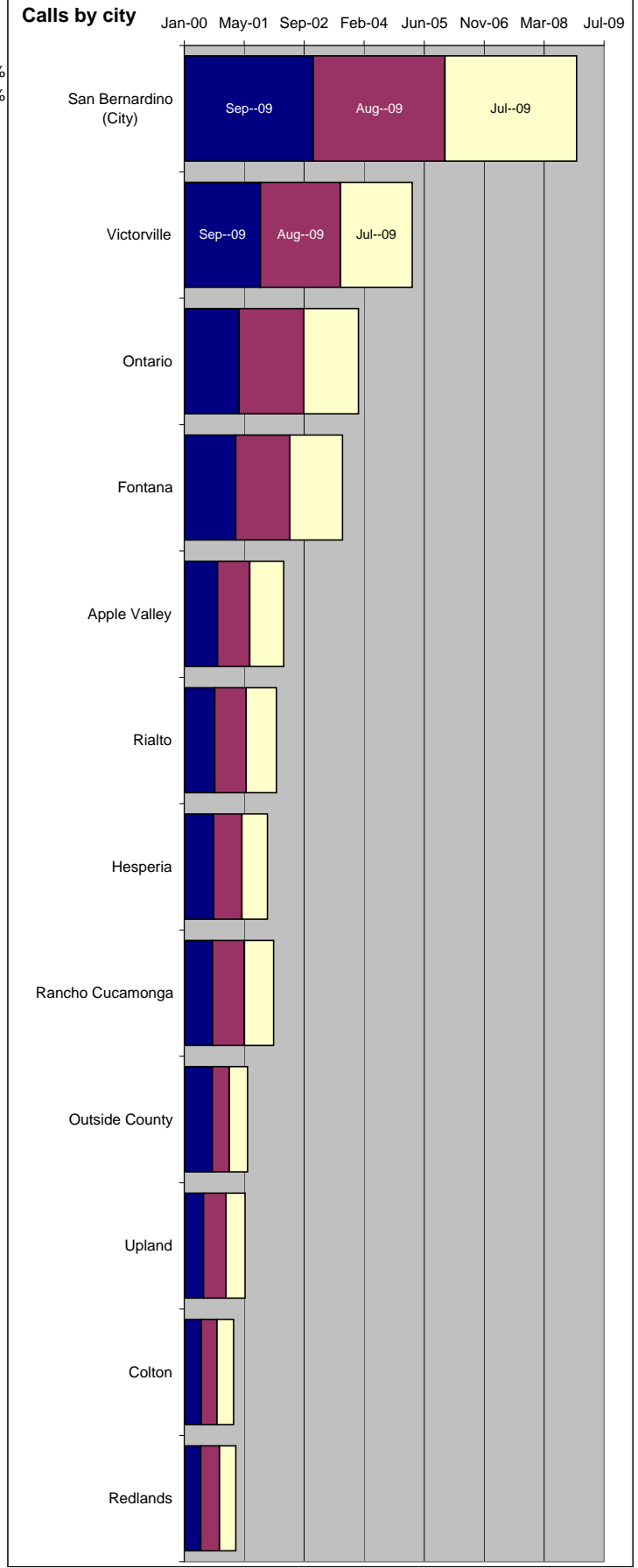
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| Calls by need: | | | |
|-----------------------------------------|---------|---------|---------|
| Need | Sep--09 | Aug--09 | Jul--09 |
| Utility Bill Payment Assistance | Aug-02 | Jul-02 | Feb-02 |
| Rent Payment Assistance | Aug-01 | Sep-01 | May-01 |
| Food/Meals | Jul-01 | Oct-01 | Dec-01 |
| Information Services | Feb-01 | Aug-01 | Jun-01 |
| Shelter | Feb-01 | Apr-01 | Mar-01 |
| Outpatient Health Facilities | Aug-00 | Aug-00 | Jul-00 |
| Clothing/Personal/Household Needs | Aug-00 | Oct-00 | Aug-00 |
| Housing | Jul-00 | Jul-00 | Sep-00 |
| Counseling | Jul-00 | May-00 | Jun-00 |
| Legal Services/Assistance | Jun-00 | May-00 | Jul-00 |
| Basic Income Maintanance | Apr-00 | Mar-00 | Apr-00 |
| Motel Vouchers | Mar-00 | May-00 | Apr-00 |
| Transportation | Mar-00 | Apr-00 | Apr-00 |
| Substance Abuse Services | Mar-00 | Mar-00 | Mar-00 |
| Nutrition Public Assistance Programs | Mar-00 | Mar-00 | Mar-00 |
| Employment | Feb-00 | Mar-00 | Mar-00 |
| Health Supportive Services | Feb-00 | Apr-00 | Mar-00 |
| Consumer Assistance/Protection | Feb-00 | Mar-00 | Feb-00 |
| Health Screening/Diagnostic Services | Feb-00 | Feb-00 | Feb-00 |
| Courts/Probation System | Feb-00 | Feb-00 | Feb-00 |
| Law Enforcement | Feb-00 | Feb-00 | Feb-00 |
| Medical Public Assistance Programs | Feb-00 | Feb-00 | Mar-00 |
| Community Groups/Services | Feb-00 | Feb-00 | Mar-00 |
| Household Related Public Asst | Feb-00 | Jan-00 | Jan-00 |
| Mental Health Care Facilities | Feb-00 | | Jan-00 |
| Day Care | Jan-00 | Feb-00 | Feb-00 |
| Volunteer Opportunities | Jan-00 | Feb-00 | Jan-00 |
| Outpatient Mental Health Care | Jan-00 | Feb-00 | Jan-00 |
| Specialized Treatments | Jan-00 | Feb-00 | Feb-00 |
| Public Safety/Emergency Services | Jan-00 | Jan-00 | Jan-00 |
| Animal Services | Jan-00 | Jan-00 | Jan-00 |
| Special Education | Jan-00 | Jan-00 | Jan-00 |
| Parenting Education | Jan-00 | Jan-00 | Jan-00 |
| Immigration/Citizenship | Jan-00 | Jan-00 | Jan-00 |
| Org. Development and Mgmt Services | Jan-00 | Jan-00 | Jan-00 |
| Family Based Srvc/Mentoring | Jan-00 | Jan-00 | Jan-00 |
| Emergency Medical Care | Jan-00 | Jan-00 | Jan-00 |
| Disability Issues/Services | Jan-00 | Jan-00 | Jan-00 |
| Crime Reporting/Prevention | Jan-00 | Jan-00 | Jan-00 |
| Death Certification/Burial Arrangements | Jan-00 | Jan-00 | Jan-00 |
| Mortgage Payment Assistance | Jan-00 | Jan-00 | Jan-00 |
| Environmental Protection/Improvement | Jan-00 | Jan-00 | Jan-00 |
| Early Education | Jan-00 | Feb-00 | Jan-00 |
| Social Develop. and Enrichment | Jan-00 | Jan-00 | Jan-00 |
| Inpatient Health Facilities | Jan-00 | Jan-00 | Jan-00 |
| Support Groups | Jan-00 | Jan-00 | Jan-00 |
| Formal Education | Jan-00 | Jan-00 | Jan-00 |
| Donations | Jan-00 | Jan-00 | Jan-00 |
| Social Insurance Programs | Jan-00 | Jan-00 | Jan-00 |
| Mortgage Foreclosure Information | Jan-00 | Jan-00 | Jan-00 |
| Psychiatric/Mental Health Support | Jan-00 | Jan-00 | Jan-00 |
| Consumer Regulations | Jan-00 | Jan-00 | Jan-00 |
| Protective Services | Jan-00 | Jan-00 | Jan-00 |
| Tutoring/Homework Assistance | Jan-00 | Jan-00 | Jan-00 |
| Parks & Recreation Services | Jan-00 | Jan-00 | Jan-00 |
| Credit Counseling | Jan-00 | Jan-00 | Jan-00 |
| Adoption/Foster Care | Jan-00 | Jan-00 | Jan-00 |
| Public Health Information | Jan-00 | Jan-00 | Jan-00 |
| Disaster Services | Jan-00 | Jan-00 | Jan-00 |
| Rehabilitation/Habilitative Services | Jan-00 | | |
| Safety Equipment | Jan-00 | Jan-00 | Jan-00 |
| Disaster (Incident) | Jan-00 | Jan-00 | Jan-00 |
| Bad Weather Shelters | Jan-00 | Jan-00 | Jan-00 |
| | | | |
| | | | |
| | | | |
| | | | |



2-1-1 San Bernardino County

| Calls per city/town | | | | |
|------------------------|---------|---------|---------|-----|
| City | Sep--09 | Aug--09 | Jul--09 | |
| San Bernardino (City) | Dec-02 | Jan-03 | Jan-03 | 21% |
| Victorville | Sep-01 | Oct-01 | Aug-01 | 12% |
| Ontario | Apr-01 | Jun-01 | Apr-01 | 9% |
| Fontana | Mar-01 | Mar-01 | Mar-01 | 8% |
| Apple Valley | Oct-00 | Sep-00 | Oct-00 | 5% |
| Rialto | Sep-00 | Sep-00 | Sep-00 | 5% |
| Hesperia | Sep-00 | Aug-00 | Aug-00 | 5% |
| Rancho Cucamonga | Aug-00 | Sep-00 | Aug-00 | 4% |
| Outside County | Aug-00 | May-00 | Jun-00 | 4% |
| Upland | Jun-00 | Jul-00 | Jun-00 | 3% |
| Colton | May-00 | May-00 | May-00 | 3% |
| Redlands | May-00 | Jun-00 | May-00 | 3% |
| Adelanto | May-00 | Jun-00 | Apr-00 | 2% |
| Chino | Apr-00 | Apr-00 | Apr-00 | 2% |
| Yucaipa | Apr-00 | Mar-00 | Mar-00 | 2% |
| Highland | Mar-00 | Apr-00 | Apr-00 | 2% |
| Barstow | Mar-00 | Apr-00 | Mar-00 | 1% |
| Montclair | Mar-00 | Mar-00 | Feb-00 | 1% |
| Bloomington | Feb-00 | Feb-00 | Feb-00 | |
| Twenty-Nine Palms | Feb-00 | Jan-00 | Jan-00 | |
| Loma Linda | Feb-00 | Feb-00 | Feb-00 | |
| Yucca Valley | Feb-00 | Feb-00 | Feb-00 | |
| Chino Hills | Jan-00 | Jan-00 | Jan-00 | |
| Phelan | Jan-00 | Jan-00 | Feb-00 | |
| Running Springs | Jan-00 | Jan-00 | Jan-00 | |
| Mentone | Jan-00 | Jan-00 | Jan-00 | |
| Alta Loma | Jan-00 | Jan-00 | Jan-00 | |
| Lucerne Valley | Jan-00 | Jan-00 | Jan-00 | |
| Crestline | Jan-00 | Jan-00 | Jan-00 | |
| Grand Terrace | Jan-00 | Jan-00 | Jan-00 | |
| Big Bear City | Jan-00 | Jan-00 | Jan-00 | |
| Joshua Tree | Jan-00 | Jan-00 | Jan-00 | |
| Big Bear Lake | Jan-00 | Jan-00 | Jan-00 | |
| Wrightwood | Jan-00 | Jan-00 | Jan-00 | |
| Pinon Hills | Jan-00 | Jan-00 | Jan-00 | |
| Lake Arrowhead | Jan-00 | Jan-00 | Jan-00 | |
| Oro Grande | Jan-00 | Jan-00 | Jan-00 | |
| Morongo | Jan-00 | Jan-00 | Jan-00 | |
| Outside Of California | Jan-00 | Jan-00 | Jan-00 | |
| Needles | Jan-00 | Jan-00 | Jan-00 | |
| Unknown/Not Applicable | Jan-00 | Jan-00 | Jan-00 | |
| Forest Falls | Jan-00 | Jan-00 | Jan-00 | |
| Newberry Springs | Jan-00 | Jan-00 | Jan-00 | |
| Skyforest | Jan-00 | Jan-00 | Jan-00 | |
| Helendale | Jan-00 | Jan-00 | Jan-00 | |
| Devore | Jan-00 | Jan-00 | Jan-00 | |
| Lytle Creek | Jan-00 | Jan-00 | Jan-00 | |
| Daggett | Jan-00 | Jan-00 | Jan-00 | |
| Big River | Jan-00 | Jan-00 | Jan-00 | |
| Calimesa | Jan-00 | Jan-00 | Jan-00 | |
| Yermo | Jan-00 | Jan-00 | Jan-00 | |
| Etiwanda | Jan-00 | Jan-00 | Jan-00 | |
| Hinkley | Jan-00 | Jan-00 | Jan-00 | |
| Rimforest | Jan-00 | Jan-00 | Jan-00 | |
| Trona | Jan-00 | Jan-00 | Jan-00 | |
| Blue Jay | Jan-00 | Jan-00 | Jan-00 | |
| Cedar Glen | Jan-00 | Jan-00 | Jan-00 | |
| La Verne | Jan-00 | Jan-00 | Jan-00 | |
| | | | | |
| | | | | |
| | | | | |
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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

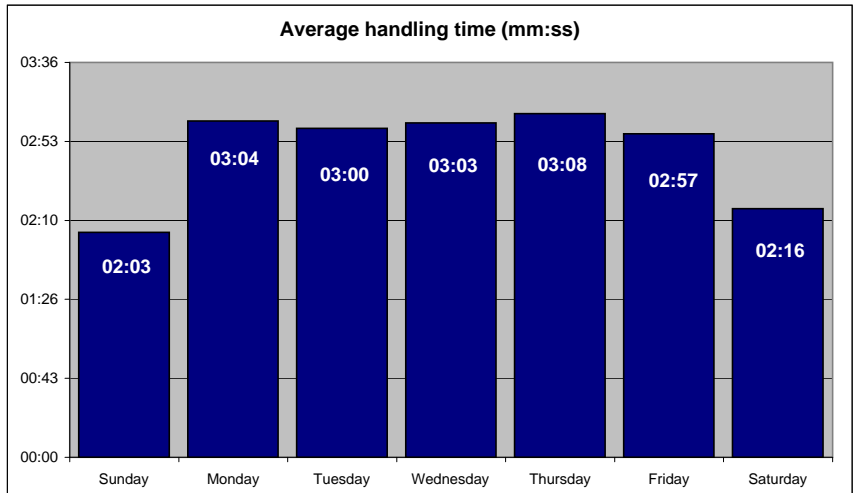
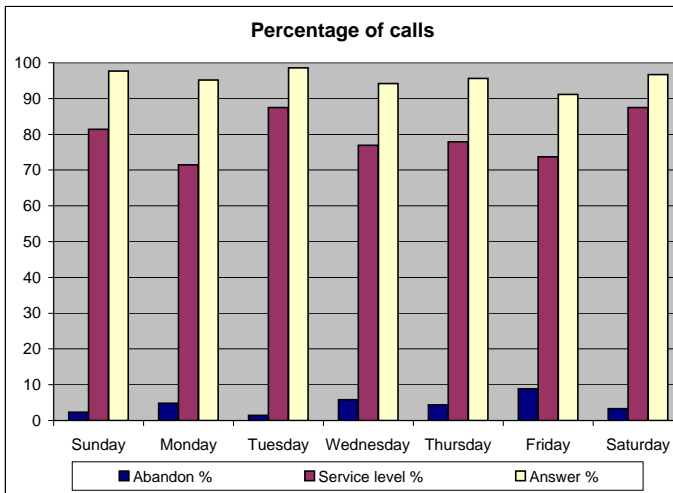
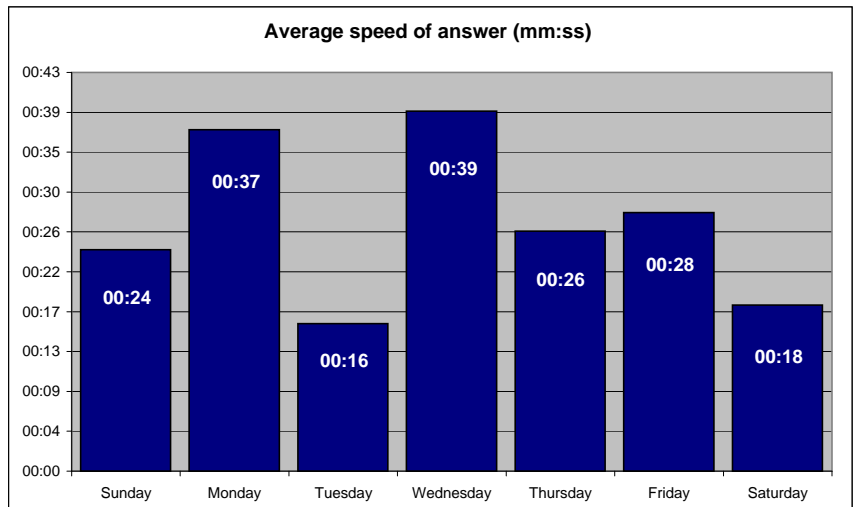
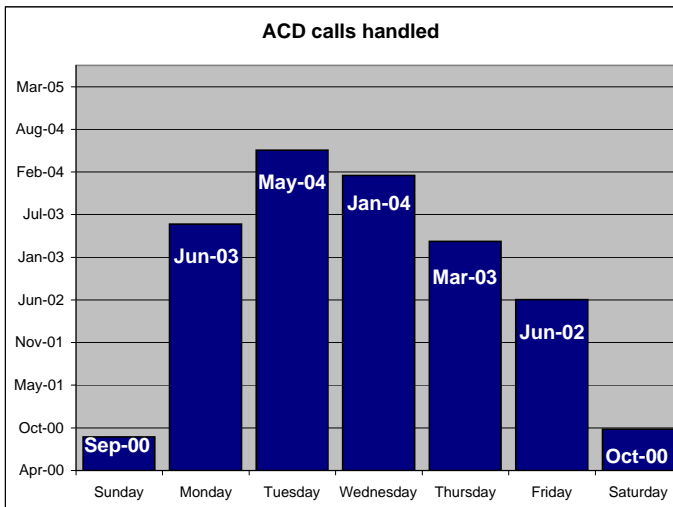
Date range: 9/1/2009 - 9/30/2009 12:00 AM - 12:00 AM

Created on: 10/1/2009

Created by: gmadden

| Activity period | ACD calls offered | ACD calls handled | Calls abandoned (short) | Calls abandoned (long) | Calls interflowed | Calls queued | Queue unavailable | Answered by ACD group 1 | Answered by ACD group 2 | Answered by ACD group 3 | Answered by ACD group 4 | Average speed of answer (hh:mm:ss) | Average delay to abandon (hh:mm:ss) | Average delay to interflow (hh:mm:ss) | ACD handling time (hh:mm:ss) | Average ACD handling time (hh:mm:ss) | Abandon % | Service level % | Answer % |
|------------------|-------------------|-------------------|-------------------------|------------------------|-------------------|--------------|-------------------|-------------------------|-------------------------|-------------------------|-------------------------|------------------------------------|-------------------------------------|---------------------------------------|------------------------------|--------------------------------------|-----------|-----------------|----------|
| Sunday | Sep-00 | Sep-00 | Jan-00 | Jan-00 | Jan-00 | Jan-00 | Jan-00 | Sep-00 | Jan-00 | Jan-00 | Jan-00 | 0:00:24 | 0:01:02 | 0:00:00 | 8:50:19 | 0:02:03 | 2.3 | 81.4 | 97.7 |
| Monday | Aug-03 | Jun-03 | Jan-00 | Mar-00 | Jan-00 | Jan-00 | Jan-00 | May-03 | Jan-00 | Jan-00 | Jan-00 | 0:00:37 | 0:01:54 | 0:00:00 | 64:15:58 | 0:03:04 | 4.9 | 71.5 | 95.1 |
| Tuesday | Jun-04 | May-04 | Feb-00 | Jan-00 | Jan-00 | Jan-00 | Jan-00 | May-04 | Jan-00 | Jan-00 | Jan-00 | 0:00:16 | 0:01:24 | 0:00:00 | 80:15:52 | 0:03:00 | 1.5 | 87.5 | 98.5 |
| Wednesday | Apr-04 | Jan-04 | Feb-00 | Apr-00 | Jan-00 | Jan-00 | Jan-00 | Dec-03 | Feb-00 | Jan-00 | Jan-00 | 0:00:39 | 0:03:08 | 0:00:00 | 75:42:24 | 0:03:03 | 5.8 | 77.0 | 94.2 |
| Thursday | May-03 | Mar-03 | Jan-00 | Feb-00 | Jan-00 | Jan-00 | Jan-00 | Mar-03 | Jan-00 | Jan-00 | Jan-00 | 0:00:26 | 0:01:40 | 0:00:00 | 61:37:47 | 0:03:08 | 4.4 | 77.9 | 95.6 |
| Friday | Sep-02 | Jun-02 | Feb-00 | Mar-00 | Jan-00 | Jan-00 | Jan-00 | Jun-02 | Jan-00 | Jan-00 | Jan-00 | 0:00:28 | 0:01:23 | 0:00:00 | 44:30:35 | 0:02:57 | 8.9 | 73.7 | 91.1 |
| Saturday | Oct-00 | Oct-00 | Jan-00 | Jan-00 | Jan-00 | Jan-00 | Jan-00 | Oct-00 | Jan-00 | Jan-00 | Jan-00 | 0:00:18 | 0:02:23 | 0:00:00 | 11:10:25 | 0:02:16 | 3.3 | 87.5 | 96.7 |

| Total | Jan-20 | Jan-19 | Jul-00 | Dec-00 | Jan-00 | Feb-00 | Jan-00 | Nov-18 | Mar-00 | Jan-00 | Jan-00 | 0:00:29 | 0:02:02 | 0:00:00 | 346:23:20 | 0:02:59 | 4.6 | 78.6 | 95.4 |
|-------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------|---------|-----------|---------|-----|------|------|
|-------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------|---------|-----------|---------|-----|------|------|



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

| City/Town | Need | Total |
|------------------------------------|----------------------------------------------|---------------|
| Adelanto | Utilities | Feb-00 |
| | Rent Payment Assistance | Jan-00 |
| | Food/Meals | Jan-00 |
| | Information Services | Jan-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Shelter | Jan-00 |
| | Legal Services/Assistance | Jan-00 |
| | Household Related Public Assistance Programs | Jan-00 |
| | Clothing/Personal/Household Needs | Jan-00 |
| | Transportation | Jan-00 |
| | Nutrition Related Public Assistance Programs | Jan-00 |
| | Basic Income Maintanance | Jan-00 |
| | Housing | Jan-00 |
| | Specialized Treatments | Jan-00 |
| | Volunteer Opportunities | Jan-00 |
| | Health Supportive Services | Jan-00 |
| | Medical Public Assistance Programs | Jan-00 |
| | Employment | Jan-00 |
| | Counseling | Jan-00 |
| | Family Based Services/Mentoring | Jan-00 |
| | Donations | Jan-00 |
| | Motel Vouchers | Jan-00 |
| | Early Education | Jan-00 |
| Social Insurance Programs | Jan-00 | |
| Parks & Recreation Services | Jan-00 | |
| Disability Issues/Services | Jan-00 | |
| Public Health Information | Jan-00 | |
| Credit Counseling | Jan-00 | |
| Public Safety/Emergency Services | Jan-00 | |
| Consumer Assistance/Protection | Jan-00 | |
| Adelanto Total | | May-00 |
| Alta Loma | Utilities | Jan-00 |
| | Rent Payment Assistance | Jan-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Counseling | Jan-00 |
| | Mortgage Foreclosure Information | Jan-00 |
| | Donations | Jan-00 |
| | Basic Income Maintanance | Jan-00 |
| | Family Based Services/Mentoring | Jan-00 |
| Alta Loma Total | | Jan-00 |
| Apple Valley | Utilities | Mar-00 |
| | Rent Payment Assistance | Feb-00 |
| | Food/Meals | Jan-00 |
| | Information Services | Jan-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Shelter | Jan-00 |
| | Legal Services/Assistance | Jan-00 |
| | Transportation | Jan-00 |
| | Clothing/Personal/Household Needs | Jan-00 |
| | Health Supportive Services | Jan-00 |
| | Counseling | Jan-00 |
| | Housing | Jan-00 |
| | Basic Income Maintanance | Jan-00 |
| | Health Screening/Diagnostic Services | Jan-00 |
| | Consumer Assistance/Protection | Jan-00 |
| Medical Public Assistance Programs | Jan-00 | |
| Law Enforcement | Jan-00 | |

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

| City/Town | Need | Total |
|---------------------|----------------------------------------------------|--------|
| | Donations | Jan-00 |
| | Day Care | Jan-00 |
| | Community Groups/Services | Jan-00 |
| | Environmental Protection/Improvement | Jan-00 |
| | Motel Vouchers | Jan-00 |
| | Animal Services | Jan-00 |
| | Nutrition Related Public Assistance Programs | Jan-00 |
| | Household Related Public Assistance Programs | Jan-00 |
| | Substance Abuse Services | Jan-00 |
| | Organizational Development and Management Services | Jan-00 |
| | Tutoring/Homework Assistance | Jan-00 |
| | Early Education | Jan-00 |
| | Special Education | Jan-00 |
| | Outpatient Mental Health Care | Jan-00 |
| | Family Based Services/Mentoring | Jan-00 |
| | Protective Services | Jan-00 |
| | Courts/Correctional System | Jan-00 |
| | Employment | Jan-00 |
| | Disability Issues/Services | Jan-00 |
| Apple Valley Total | | Oct-00 |
| Barstow | Utilities | Jan-00 |
| | Rent Payment Assistance | Jan-00 |
| | Food/Meals | Jan-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Shelter | Jan-00 |
| | Health Screening/Diagnostic Services | Jan-00 |
| | Transportation | Jan-00 |
| | Housing | Jan-00 |
| | Information Services | Jan-00 |
| | Substance Abuse Services | Jan-00 |
| | Clothing/Personal/Household Needs | Jan-00 |
| | Medical Public Assistance Programs | Jan-00 |
| | Counseling | Jan-00 |
| | Legal Services/Assistance | Jan-00 |
| | Law Enforcement | Jan-00 |
| | Basic Income Maintenance | Jan-00 |
| | Safety Equipment | Jan-00 |
| | Consumer Assistance/Protection | Jan-00 |
| | Family Based Services/Mentoring | Jan-00 |
| | Motel Vouchers | Jan-00 |
| Barstow Total | | Mar-00 |
| Big Bear City | Outpatient Health Facilities | Jan-00 |
| | Information Services | Jan-00 |
| | Utilities | Jan-00 |
| | Courts/Correctional System | Jan-00 |
| | Legal Services/Assistance | Jan-00 |
| | Disability Issues/Services | Jan-00 |
| | Rent Payment Assistance | Jan-00 |
| | Household Related Public Assistance Programs | Jan-00 |
| | Consumer Assistance/Protection | Jan-00 |
| | Housing | Jan-00 |
| Big Bear City Total | | Jan-00 |
| Big Bear Lake | Information Services | Jan-00 |
| | Death Certification/Burial Arrangements | Jan-00 |
| | Shelter | Jan-00 |
| | Rent Payment Assistance | Jan-00 |
| | Household Related Public Assistance Programs | Jan-00 |

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

| City/Town | Need | Total |
|-----------------------------|----------------------------------------------------|--------|
| | Utilities | Jan-00 |
| | Counseling | Jan-00 |
| | Public Safety/Emergency Services | Jan-00 |
| Big Bear Lake Total | | Jan-00 |
| Bloomington | Food/Meals | Jan-00 |
| | Rent Payment Assistance | Jan-00 |
| | Utilities | Jan-00 |
| | Substance Abuse Services | Jan-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Housing | Jan-00 |
| | Information Services | Jan-00 |
| | Community Groups/Services | Jan-00 |
| | Basic Income Maintanance | Jan-00 |
| | Support Groups | Jan-00 |
| | Specialized Treatments | Jan-00 |
| | Counseling | Jan-00 |
| | Clothing/Personal/Household Needs | Jan-00 |
| | Household Related Public Assistance Programs | Jan-00 |
| | Shelter | Jan-00 |
| | Day Care | Jan-00 |
| | Volunteer Opportunities | Jan-00 |
| | Transportation | Jan-00 |
| Bloomington Total | | Feb-00 |
| Chino | Rent Payment Assistance | Jan-00 |
| | Food/Meals | Jan-00 |
| | Utilities | Jan-00 |
| | Shelter | Jan-00 |
| | Information Services | Jan-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Substance Abuse Services | Jan-00 |
| | Counseling | Jan-00 |
| | Employment | Jan-00 |
| | Housing | Jan-00 |
| | Volunteer Opportunities | Jan-00 |
| | Emergency Medical Care | Jan-00 |
| | Legal Services/Assistance | Jan-00 |
| | Public Safety/Emergency Services | Jan-00 |
| | Formal Education | Jan-00 |
| | Consumer Assistance/Protection | Jan-00 |
| | Credit Counseling | Jan-00 |
| | Outpatient Mental Health Care | Jan-00 |
| | Day Care | Jan-00 |
| | Rehabilitation/Habilitative Services | Jan-00 |
| | Nutrition Related Public Assistance Programs | Jan-00 |
| | Immigration/Naturalization Legal Services | Jan-00 |
| | Organizational Development and Management Services | Jan-00 |
| Animal Services | Jan-00 | |
| Basic Income Maintanance | Jan-00 | |
| Mortgage Payment Assistance | Jan-00 | |
| Inpatient Health Facilities | Jan-00 | |
| Chino Total | | Apr-00 |
| Chino Hills | Utilities | Jan-00 |

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

| City/Town | Need | Total |
|--------------------|----------------------------------------------------|--------------|
| | Medical Public Assistance Programs | Jan-00 |
| Crestline Total | | Jan-00 |
| Devore | Counseling | Jan-00 |
| Devore Total | | Jan-00 |
| Etiwanda | Information Services | Jan-00 |
| Etiwanda Total | | Jan-00 |
| Fontana | Utilities | Mar-00 |
| | Food/Meals | Feb-00 |
| | Shelter | Feb-00 |
| | Rent Payment Assistance | Feb-00 |
| | Housing | Jan-00 |
| | Counseling | Jan-00 |
| | Clothing/Personal/Household Needs | Jan-00 |
| | Information Services | Jan-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Legal Services/Assistance | Jan-00 |
| | Nutrition Related Public Assistance Programs | Jan-00 |
| | Basic Income Maintenance | Jan-00 |
| | Household Related Public Assistance Programs | Jan-00 |
| | Health Screening/Diagnostic Services | Jan-00 |
| | Transportation | Jan-00 |
| | Health Supportive Services | Jan-00 |
| | Employment | Jan-00 |
| | Medical Public Assistance Programs | Jan-00 |
| | Courts/Correctional System | Jan-00 |
| | Consumer Assistance/Protection | Jan-00 |
| | Substance Abuse Services | Jan-00 |
| | Motel Vouchers | Jan-00 |
| | Social Development and Enrichment | Jan-00 |
| | Parenting Education | Jan-00 |
| | Family Based Services/Mentoring | Jan-00 |
| | Special Education | Jan-00 |
| | Social Insurance Programs | Jan-00 |
| | Disability Issues/Services | Jan-00 |
| | Community Groups/Services | Jan-00 |
| | Volunteer Opportunities | Jan-00 |
| | Day Care | Jan-00 |
| | Safety Equipment | Jan-00 |
| | Mortgage Payment Assistance | Jan-00 |
| | Specialized Treatments | Jan-00 |
| | Death Certification/Burial Arrangements | Jan-00 |
| | Environmental Protection/Improvement | Jan-00 |
| | Organizational Development and Management Services | Jan-00 |
| | Psychiatric/Mental Health Support Services | Jan-00 |
| | Outpatient Mental Health Care | Jan-00 |
| | Emergency Medical Care | Jan-00 |
| | Immigration/Naturalization Legal Services | Jan-00 |
| | Protective Services | Jan-00 |
| | Tutoring/Homework Assistance | Jan-00 |
| | Inpatient Health Facilities | Jan-00 |
| | Adoption/Foster Services | Jan-00 |
| | Law Enforcement | Jan-00 |
| Fontana Total | | Feb-01 |
| Forest Falls | Utilities | Jan-00 |
| | Health Supportive Services | Jan-00 |
| Forest Falls Total | | Jan-00 |
| Grand Terrace | Rent Payment Assistance | Jan-00 |

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

| City/Town | Need | Total |
|----------------------------|----------------------------------------------|---------------|
| | Utilities | Jan-00 |
| | Information Services | Jan-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Food/Meals | Jan-00 |
| | Legal Services/Assistance | Jan-00 |
| | Nutrition Related Public Assistance Programs | Jan-00 |
| Grand Terrace Total | | Jan-00 |
| Helendale | Food/Meals | Jan-00 |
| Helendale Total | | Jan-00 |
| Hesperia | Utilities | Mar-00 |
| | Rent Payment Assistance | Jan-00 |
| | Food/Meals | Jan-00 |
| | Clothing/Personal/Household Needs | Jan-00 |
| | Housing | Jan-00 |
| | Information Services | Jan-00 |
| | Shelter | Jan-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Legal Services/Assistance | Jan-00 |
| | Health Supportive Services | Jan-00 |
| | Counseling | Jan-00 |
| | Basic Income Maintanance | Jan-00 |
| | Consumer Assistance/Protection | Jan-00 |
| | Parenting Education | Jan-00 |
| | Family Based Services/Mentoring | Jan-00 |
| | Nutrition Related Public Assistance Programs | Jan-00 |
| | Motel Vouchers | Jan-00 |
| | Law Enforcement | Jan-00 |
| | Immigration/Naturalization Legal Services | Jan-00 |
| | Health Screening/Diagnostic Services | Jan-00 |
| | Courts/Correctional System | Jan-00 |
| | Medical Public Assistance Programs | Jan-00 |
| | Disability Issues/Services | Jan-00 |
| | Mental Health Care Facilities | Jan-00 |
| | Transportation | Jan-00 |
| | Mortgage Payment Assistance | Jan-00 |
| | Outpatient Mental Health Care | Jan-00 |
| | Substance Abuse Services | Jan-00 |
| | Community Groups/Services | Jan-00 |
| | Volunteer Opportunities | Jan-00 |
| | Protective Services | Jan-00 |
| | Specialized Treatments | Jan-00 |
| | Psychiatric/Mental Health Support Services | Jan-00 |
| | Early Education | Jan-00 |
| | Public Safety/Emergency Services | Jan-00 |
| | Environmental Protection/Improvement | Jan-00 |
| | Employment | Jan-00 |
| | Day Care | Jan-00 |
| Hesperia Total | | Sep-00 |
| Highland | Utilities | Jan-00 |
| | Food/Meals | Jan-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Counseling | Jan-00 |
| | Clothing/Personal/Household Needs | Jan-00 |
| | Rent Payment Assistance | Jan-00 |
| | Information Services | Jan-00 |
| | Housing | Jan-00 |
| | Basic Income Maintanance | Jan-00 |

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

| City/Town | Need | Total |
|-----------------------------|----------------------------------------------|---------------|
| | Employment | Jan-00 |
| | Legal Services/Assistance | Jan-00 |
| | Consumer Assistance/Protection | Jan-00 |
| | Protective Services | Jan-00 |
| | Household Related Public Assistance Programs | Jan-00 |
| | Shelter | Jan-00 |
| | Public Safety/Emergency Services | Jan-00 |
| | Substance Abuse Services | Jan-00 |
| | Adoption/Foster Services | Jan-00 |
| | Community Groups/Services | Jan-00 |
| | Transportation | Jan-00 |
| | Mortgage Foreclosure Information | Jan-00 |
| | Nutrition Related Public Assistance Programs | Jan-00 |
| | Law Enforcement | Jan-00 |
| Highland Total | | Mar-00 |
| Joshua Tree | Utilities | Jan-00 |
| | Information Services | Jan-00 |
| | Specialized Treatments | Jan-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Shelter | Jan-00 |
| Joshua Tree Total | | Jan-00 |
| Lake Arrowhead | Information Services | Jan-00 |
| | Early Education | Jan-00 |
| | Public Safety/Emergency Services | Jan-00 |
| | Mortgage Foreclosure Information | Jan-00 |
| Lake Arrowhead Total | | Jan-00 |
| Loma Linda | Shelter | Jan-00 |
| | Utilities | Jan-00 |
| | Rent Payment Assistance | Jan-00 |
| | Information Services | Jan-00 |
| | Food/Meals | Jan-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Health Supportive Services | Jan-00 |
| | Housing | Jan-00 |
| | Specialized Treatments | Jan-00 |
| | Employment | Jan-00 |
| | Special Education | Jan-00 |
| | Clothing/Personal/Household Needs | Jan-00 |
| | Transportation | Jan-00 |
| | Donations | Jan-00 |
| | Volunteer Opportunities | Jan-00 |
| | Formal Education | Jan-00 |
| | Social Development and Enrichment | Jan-00 |
| Loma Linda Total | | Feb-00 |
| Lucerne Valley | Utilities | Jan-00 |
| | Special Education | Jan-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Clothing/Personal/Household Needs | Jan-00 |
| | Food/Meals | Jan-00 |
| | Rent Payment Assistance | Jan-00 |
| | Information Services | Jan-00 |
| | Employment | Jan-00 |
| | Transportation | Jan-00 |
| | Legal Services/Assistance | Jan-00 |
| | Mental Health Care Facilities | Jan-00 |
| Lucerne Valley Total | | Jan-00 |
| Lytle Creek | Utilities | Jan-00 |

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

| City/Town | Need | Total |
|------------------------|----------------------------------------------|--------------|
| Lytle Creek Total | | Jan-00 |
| Mentone | Food/Meals | Jan-00 |
| | Utilities | Jan-00 |
| | Rent Payment Assistance | Jan-00 |
| | Housing | Jan-00 |
| | Counseling | Jan-00 |
| | Psychiatric/Mental Health Support Services | Jan-00 |
| | Shelter | Jan-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Basic Income Maintenance | Jan-00 |
| | Legal Services/Assistance | Jan-00 |
| Mentone Total | | Jan-00 |
| Montclair | Utilities | Jan-00 |
| | Food/Meals | Jan-00 |
| | Information Services | Jan-00 |
| | Shelter | Jan-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Clothing/Personal/Household Needs | Jan-00 |
| | Basic Income Maintenance | Jan-00 |
| | Rent Payment Assistance | Jan-00 |
| | Legal Services/Assistance | Jan-00 |
| | Counseling | Jan-00 |
| | Motel Vouchers | Jan-00 |
| | Transportation | Jan-00 |
| | Housing | Jan-00 |
| | Health Screening/Diagnostic Services | Jan-00 |
| | Mortgage Payment Assistance | Jan-00 |
| | Immigration/Naturalization Legal Services | Jan-00 |
| | Death Certification/Burial Arrangements | Jan-00 |
| | Consumer Assistance/Protection | Jan-00 |
| | Nutrition Related Public Assistance Programs | Jan-00 |
| | Mental Health Care Facilities | Jan-00 |
| Montclair Total | | Mar-00 |
| Morongo | Utilities | Jan-00 |
| | Outpatient Mental Health Care | Jan-00 |
| | Housing | Jan-00 |
| | Nutrition Related Public Assistance Programs | Jan-00 |
| Morongo Total | | Jan-00 |
| Needles | Consumer Assistance/Protection | Jan-00 |
| | Information Services | Jan-00 |
| | Housing | Jan-00 |
| Needles Total | | Jan-00 |
| Newberry Springs | Rent Payment Assistance | Jan-00 |
| | Information Services | Jan-00 |
| Newberry Springs Total | | Jan-00 |
| Ontario | Utilities | Mar-00 |
| | Rent Payment Assistance | Mar-00 |
| | Food/Meals | Feb-00 |
| | Shelter | Feb-00 |
| | Motel Vouchers | Jan-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Information Services | Jan-00 |
| | Clothing/Personal/Household Needs | Jan-00 |
| | Counseling | Jan-00 |
| | Housing | Jan-00 |
| | Legal Services/Assistance | Jan-00 |
| | Basic Income Maintenance | Jan-00 |

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

| City/Town | Need | Total |
|-----------------------|----------------------------------------------------|---------------|
| | Transportation | Jan-00 |
| | Substance Abuse Services | Jan-00 |
| | Nutrition Related Public Assistance Programs | Jan-00 |
| | Employment | Jan-00 |
| | Courts/Correctional System | Jan-00 |
| | Mental Health Care Facilities | Jan-00 |
| | Health Screening/Diagnostic Services | Jan-00 |
| | Day Care | Jan-00 |
| | Household Related Public Assistance Programs | Jan-00 |
| | Health Supportive Services | Jan-00 |
| | Outpatient Mental Health Care | Jan-00 |
| | Animal Services | Jan-00 |
| | Consumer Assistance/Protection | Jan-00 |
| | Early Education | Jan-00 |
| | Environmental Protection/Improvement | Jan-00 |
| | Death Certification/Burial Arrangements | Jan-00 |
| | Medical Public Assistance Programs | Jan-00 |
| | Immigration/Naturalization Legal Services | Jan-00 |
| | Special Education | Jan-00 |
| | Crime Reporting/Prevention | Jan-00 |
| | Organizational Development and Management Services | Jan-00 |
| | Emergency Medical Care | Jan-00 |
| | Crime Victim Support | Jan-00 |
| | Volunteer Opportunities | Jan-00 |
| | Law Enforcement | Jan-00 |
| | Social Insurance Programs | Jan-00 |
| | Parenting Education | Jan-00 |
| | Specialized Treatments | Jan-00 |
| | Psychiatric/Mental Health Support Services | Jan-00 |
| | Support Groups | Jan-00 |
| | Public Safety/Emergency Services | Jan-00 |
| | Credit Counseling | Jan-00 |
| | Public Works | Jan-00 |
| | Formal Education | Jan-00 |
| | Inpatient Health Facilities | Jan-00 |
| Ontario Total | | Apr-01 |
| Outside County | Information Services | Feb-00 |
| | Shelter | Jan-00 |
| | Utilities | Jan-00 |
| | Housing | Jan-00 |
| | Substance Abuse Services | Jan-00 |
| | Food/Meals | Jan-00 |
| | Courts/Correctional System | Jan-00 |
| | Counseling | Jan-00 |
| | Rent Payment Assistance | Jan-00 |
| | Legal Services/Assistance | Jan-00 |
| | Law Enforcement | Jan-00 |
| | Mental Health Care Facilities | Jan-00 |
| | Clothing/Personal/Household Needs | Jan-00 |
| | Immigration/Naturalization Legal Services | Jan-00 |
| | Consumer Assistance/Protection | Jan-00 |
| | Community Groups/Services | Jan-00 |
| | Day Care | Jan-00 |
| | Organizational Development and Management Services | Jan-00 |
| | Nutrition Related Public Assistance Programs | Jan-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Basic Income Maintenance | Jan-00 |

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

| City/Town | Need | Total |
|------------------------------------|----------------------------------------------|---------------|
| | Parenting Education | Jan-00 |
| | Death Certification/Burial Arrangements | Jan-00 |
| | Volunteer Opportunities | Jan-00 |
| | Mortgage Payment Assistance | Jan-00 |
| | Medical Public Assistance Programs | Jan-00 |
| | Motel Vouchers | Jan-00 |
| | Public Safety/Emergency Services | Jan-00 |
| | Disaster (Incident) | Jan-00 |
| | Employment | Jan-00 |
| | Disaster Services | Jan-00 |
| | Transportation | Jan-00 |
| | Emergency Medical Care | Jan-00 |
| | Health Screening/Diagnostic Services | Jan-00 |
| | Outpatient Mental Health Care | Jan-00 |
| | Inpatient Health Facilities | Jan-00 |
| Outside County Total | | Jul-00 |
| Outside Of California | Substance Abuse Services | Jan-00 |
| | Legal Services/Assistance | Jan-00 |
| Outside Of California Total | | Jan-00 |
| Phelan | Food/Meals | Jan-00 |
| | Utilities | Jan-00 |
| | Rent Payment Assistance | Jan-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Counseling | Jan-00 |
| | Housing | Jan-00 |
| | Outpatient Mental Health Care | Jan-00 |
| | Crime Reporting/Prevention | Jan-00 |
| Phelan Total | | Jan-00 |
| Pinon Hills | Nutrition Related Public Assistance Programs | Jan-00 |
| | Parenting Education | Jan-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Health Supportive Services | Jan-00 |
| | Food/Meals | Jan-00 |
| | Legal Services/Assistance | Jan-00 |
| Pinon Hills Total | | Jan-00 |
| Pomona (City) | Shelter | Jan-00 |
| | Law Enforcement | Jan-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Counseling | Jan-00 |
| | Clothing/Personal/Household Needs | Jan-00 |
| | Information Services | Jan-00 |
| Pomona (City) Total | | Jan-00 |
| Rancho Cucamonga | Food/Meals | Jan-00 |
| | Rent Payment Assistance | Jan-00 |
| | Utilities | Jan-00 |
| | Information Services | Jan-00 |
| | Shelter | Jan-00 |
| | Counseling | Jan-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Motel Vouchers | Jan-00 |
| | Housing | Jan-00 |
| | Legal Services/Assistance | Jan-00 |
| | Substance Abuse Services | Jan-00 |
| | Medical Public Assistance Programs | Jan-00 |
| | Employment | Jan-00 |
| | Volunteer Opportunities | Jan-00 |
| | Transportation | Jan-00 |

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

| City/Town | Need | Total |
|-------------------------------|----------------------------------------------|---------------|
| | Clothing/Personal/Household Needs | Jan-00 |
| | Nutrition Related Public Assistance Programs | Jan-00 |
| | Courts/Correctional System | Jan-00 |
| | Outpatient Mental Health Care | Jan-00 |
| | Specialized Treatments | Jan-00 |
| | Health Supportive Services | Jan-00 |
| | Basic Income Maintenance | Jan-00 |
| | Community Groups/Services | Jan-00 |
| | Health Screening/Diagnostic Services | Jan-00 |
| | Law Enforcement | Jan-00 |
| | Emergency Medical Care | Jan-00 |
| | Day Care | Jan-00 |
| | Consumer Regulations | Jan-00 |
| | Family Based Services/Mentoring | Jan-00 |
| | Mortgage Foreclosure Information | Jan-00 |
| Inpatient Health Facilities | Jan-00 | |
| Rancho Cucamonga Total | | Aug-00 |
| Redlands | Food/Meals | Jan-00 |
| | Rent Payment Assistance | Jan-00 |
| | Utilities | Jan-00 |
| | Legal Services/Assistance | Jan-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Shelter | Jan-00 |
| | Counseling | Jan-00 |
| | Housing | Jan-00 |
| | Clothing/Personal/Household Needs | Jan-00 |
| | Information Services | Jan-00 |
| | Nutrition Related Public Assistance Programs | Jan-00 |
| | Health Screening/Diagnostic Services | Jan-00 |
| | Employment | Jan-00 |
| | Courts/Correctional System | Jan-00 |
| | Substance Abuse Services | Jan-00 |
| | Immigration/Naturalization Legal Services | Jan-00 |
| | Motel Vouchers | Jan-00 |
| | Support Groups | Jan-00 |
| | Consumer Assistance/Protection | Jan-00 |
| | Formal Education | Jan-00 |
| Transportation | Jan-00 | |
| Disability Issues/Services | Jan-00 | |
| Special Education | Jan-00 | |
| Protective Services | Jan-00 | |
| Redlands Total | | May-00 |
| Rialto | Utilities | Feb-00 |
| | Food/Meals | Feb-00 |
| | Rent Payment Assistance | Feb-00 |
| | Legal Services/Assistance | Jan-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Housing | Jan-00 |
| | Information Services | Jan-00 |
| | Clothing/Personal/Household Needs | Jan-00 |
| | Shelter | Jan-00 |
| | Counseling | Jan-00 |
| | Transportation | Jan-00 |
| | Basic Income Maintenance | Jan-00 |
| | Community Groups/Services | Jan-00 |
| | Public Safety/Emergency Services | Jan-00 |
| Motel Vouchers | Jan-00 | |

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

| City/Town | Need | Total |
|------------------------------|----------------------------------------------|---------------|
| | Nutrition Related Public Assistance Programs | Jan-00 |
| | Employment | Jan-00 |
| | Special Education | Jan-00 |
| | Family Based Services/Mentoring | Jan-00 |
| | Law Enforcement | Jan-00 |
| | Volunteer Opportunities | Jan-00 |
| | Health Screening/Diagnostic Services | Jan-00 |
| | Substance Abuse Services | Jan-00 |
| | Health Supportive Services | Jan-00 |
| | Parenting Education | Jan-00 |
| | Household Related Public Assistance Programs | Jan-00 |
| | Animal Services | Jan-00 |
| | Mental Health Care Facilities | Jan-00 |
| | Formal Education | Jan-00 |
| | Social Development and Enrichment | Jan-00 |
| | Parks & Recreation Services | Jan-00 |
| | Public Health Information | Jan-00 |
| | Consumer Assistance/Protection | Jan-00 |
| | Donations | Jan-00 |
| | Support Groups | Jan-00 |
| | Consumer Regulations | Jan-00 |
| | Psychiatric/Mental Health Support Services | Jan-00 |
| | Day Care | Jan-00 |
| | Adoption/Foster Services | Jan-00 |
| | Inpatient Health Facilities | Jan-00 |
| Rialto Total | | Sep-00 |
| Running Springs | Food/Meals | Jan-00 |
| | Information Services | Jan-00 |
| | Health Supportive Services | Jan-00 |
| | Utilities | Jan-00 |
| | Public Safety/Emergency Services | Jan-00 |
| | Nutrition Related Public Assistance Programs | Jan-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Rent Payment Assistance | Jan-00 |
| | Health Screening/Diagnostic Services | Jan-00 |
| | Special Education | Jan-00 |
| | Transportation | Jan-00 |
| | Medical Public Assistance Programs | Jan-00 |
| | Crime Reporting/Prevention | Jan-00 |
| | Motel Vouchers | Jan-00 |
| Running Springs Total | | Jan-00 |
| San Bernardino (City) | Utilities | May-00 |
| | Rent Payment Assistance | May-00 |
| | Food/Meals | Apr-00 |
| | Information Services | Mar-00 |
| | Shelter | Mar-00 |
| | Clothing/Personal/Household Needs | Feb-00 |
| | Housing | Feb-00 |
| | Counseling | Feb-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Legal Services/Assistance | Jan-00 |
| | Basic Income Maintenance | Jan-00 |
| | Transportation | Jan-00 |
| | Nutrition Related Public Assistance Programs | Jan-00 |
| | Motel Vouchers | Jan-00 |
| | Courts/Correctional System | Jan-00 |
| | Substance Abuse Services | Jan-00 |

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

| City/Town | Need | Total |
|-----------------------------|----------------------------------------------------|--------|
| | Consumer Assistance/Protection | Jan-00 |
| | Health Supportive Services | Jan-00 |
| | Household Related Public Assistance Programs | Jan-00 |
| | Outpatient Mental Health Care | Jan-00 |
| | Day Care | Jan-00 |
| | Law Enforcement | Jan-00 |
| | Animal Services | Jan-00 |
| | Employment | Jan-00 |
| | Medical Public Assistance Programs | Jan-00 |
| | Crime Reporting/Prevention | Jan-00 |
| | Health Screening/Diagnostic Services | Jan-00 |
| | Emergency Medical Care | Jan-00 |
| | Death Certification/Burial Arrangements | Jan-00 |
| | Specialized Treatments | Jan-00 |
| | Community Groups/Services | Jan-00 |
| | Mental Health Care Facilities | Jan-00 |
| | Mortgage Payment Assistance | Jan-00 |
| | Parenting Education | Jan-00 |
| | Organizational Development and Management Services | Jan-00 |
| | Support Groups | Jan-00 |
| | Special Education | Jan-00 |
| | Social Development and Enrichment | Jan-00 |
| | Environmental Protection/Improvement | Jan-00 |
| | Formal Education | Jan-00 |
| | Volunteer Opportunities | Jan-00 |
| | Tutoring/Homework Assistance | Jan-00 |
| | Mortgage Foreclosure Information | Jan-00 |
| | Parks & Recreation Services | Jan-00 |
| | Disability Issues/Services | Jan-00 |
| | Early Education | Jan-00 |
| | Consumer Regulations | Jan-00 |
| | Immigration/Naturalization Legal Services | Jan-00 |
| | Rehabilitation/Habilitative Services | Jan-00 |
| | Inpatient Health Facilities | Jan-00 |
| | Credit Counseling | Jan-00 |
| | Arts and Culture | Jan-00 |
| | Crime Victim Support | Jan-00 |
| | Public Safety/Emergency Services | Jan-00 |
| San Bernardino (City) Total | | Oct-02 |
| Skyforest | Transportation | Jan-00 |
| | Rent Payment Assistance | Jan-00 |
| Skyforest Total | | Jan-00 |
| Twenty-Nine Palms | Utilities | Jan-00 |
| | Food/Meals | Jan-00 |
| | Rent Payment Assistance | Jan-00 |
| | Information Services | Jan-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Clothing/Personal/Household Needs | Jan-00 |
| | Housing | Jan-00 |
| | Health Supportive Services | Jan-00 |
| | Legal Services/Assistance | Jan-00 |
| | Transportation | Jan-00 |
| | Shelter | Jan-00 |
| | Animal Services | Jan-00 |
| | Environmental Protection/Improvement | Jan-00 |
| | Substance Abuse Services | Jan-00 |
| | Motel Vouchers | Jan-00 |

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

| City/Town | Need | Total |
|------------------------------|----------------------------------------------------|--------------|
| | Immigration/Naturalization Legal Services | Jan-00 |
| | Basic Income Maintanance | Jan-00 |
| | Medical Public Assistance Programs | Jan-00 |
| Twenty-Nine Palms Total | | Feb-00 |
| Unknown/Not Applicable | Information Services | Jan-00 |
| Unknown/Not Applicable Total | | Jan-00 |
| Upland | Utilities | Jan-00 |
| | Rent Payment Assistance | Jan-00 |
| | Food/Meals | Jan-00 |
| | Shelter | Jan-00 |
| | Information Services | Jan-00 |
| | Clothing/Personal/Household Needs | Jan-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Substance Abuse Services | Jan-00 |
| | Nutrition Related Public Assistance Programs | Jan-00 |
| | Counseling | Jan-00 |
| | Housing | Jan-00 |
| | Legal Services/Assistance | Jan-00 |
| | Health Screening/Diagnostic Services | Jan-00 |
| | Employment | Jan-00 |
| | Health Supportive Services | Jan-00 |
| | Consumer Assistance/Protection | Jan-00 |
| | Public Safety/Emergency Services | Jan-00 |
| | Basic Income Maintanance | Jan-00 |
| | Social Insurance Programs | Jan-00 |
| | Motel Vouchers | Jan-00 |
| | Volunteer Opportunities | Jan-00 |
| | Day Care | Jan-00 |
| | Special Education | Jan-00 |
| | Organizational Development and Management Services | Jan-00 |
| | Specialized Treatments | Jan-00 |
| | Law Enforcement | Jan-00 |
| | Support Groups | Jan-00 |
| | Emergency Medical Care | Jan-00 |
| | Disability Issues/Services | Jan-00 |
| | Parenting Education | Jan-00 |
| | Mental Health Care Facilities | Jan-00 |
| Upland Total | | Jun-00 |
| Victorville | Utilities | Jun-00 |
| | Rent Payment Assistance | Mar-00 |
| | Food/Meals | Feb-00 |
| | Shelter | Feb-00 |
| | Information Services | Feb-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Clothing/Personal/Household Needs | Jan-00 |
| | Housing | Jan-00 |
| | Substance Abuse Services | Jan-00 |
| | Counseling | Jan-00 |
| | Legal Services/Assistance | Jan-00 |
| | Basic Income Maintanance | Jan-00 |
| | Employment | Jan-00 |
| | Motel Vouchers | Jan-00 |
| | Transportation | Jan-00 |
| | Health Screening/Diagnostic Services | Jan-00 |
| | Mental Health Care Facilities | Jan-00 |
| | Law Enforcement | Jan-00 |
| | Special Education | Jan-00 |

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

| City/Town | Need | Total |
|--------------------------|----------------------------------------------------|---------------|
| | Consumer Assistance/Protection | Jan-00 |
| | Nutrition Related Public Assistance Programs | Jan-00 |
| | Public Safety/Emergency Services | Jan-00 |
| | Specialized Treatments | Jan-00 |
| | Courts/Correctional System | Jan-00 |
| | Animal Services | Jan-00 |
| | Volunteer Opportunities | Jan-00 |
| | Medical Public Assistance Programs | Jan-00 |
| | Social Development and Enrichment | Jan-00 |
| | Donations | Jan-00 |
| | Immigration/Naturalization Legal Services | Jan-00 |
| | Health Supportive Services | Jan-00 |
| | Day Care | Jan-00 |
| | Disability Issues/Services | Jan-00 |
| | Crime Reporting/Prevention | Jan-00 |
| | Outpatient Mental Health Care | Jan-00 |
| | Parenting Education | Jan-00 |
| | Community Groups/Services | Jan-00 |
| | Rehabilitation/Habilitative Services | Jan-00 |
| | Death Certification/Burial Arrangements | Jan-00 |
| | Emergency Medical Care | Jan-00 |
| | Organizational Development and Management Services | Jan-00 |
| | Support Groups | Jan-00 |
| | Social Insurance Programs | Jan-00 |
| | Formal Education | Jan-00 |
| | Early Education | Jan-00 |
| | Mortgage Payment Assistance | Jan-00 |
| | Psychiatric/Mental Health Support Services | Jan-00 |
| Victorville Total | | Aug-01 |
| Wrightwood | Organizational Development and Management Services | Jan-00 |
| | Disaster Services | Jan-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Food/Meals | Jan-00 |
| | Legal Services/Assistance | Jan-00 |
| Wrightwood Total | | Jan-00 |
| Yucaipa | Utilities | Jan-00 |
| | Food/Meals | Jan-00 |
| | Rent Payment Assistance | Jan-00 |
| | Information Services | Jan-00 |
| | Shelter | Jan-00 |
| | Outpatient Health Facilities | Jan-00 |
| | Counseling | Jan-00 |
| | Substance Abuse Services | Jan-00 |
| | Public Safety/Emergency Services | Jan-00 |
| | Health Screening/Diagnostic Services | Jan-00 |
| | Clothing/Personal/Household Needs | Jan-00 |
| | Employment | Jan-00 |
| | Environmental Protection/Improvement | Jan-00 |
| | Parenting Education | Jan-00 |
| | Nutrition Related Public Assistance Programs | Jan-00 |
| | Crime Reporting/Prevention | Jan-00 |
| | Death Certification/Burial Arrangements | Jan-00 |
| | Public Health Information | Jan-00 |
| | Health Supportive Services | Jan-00 |
| | Community Groups/Services | Jan-00 |
| | Basic Income Maintenance | Jan-00 |
| | Specialized Treatments | Jan-00 |

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

| City/Town | Need | Total |
|------------------|--------------------------------------------|--------------|
| | Mortgage Payment Assistance | Jan-00 |
| | Health Supportive Services | Jan-00 |
| | Emergency Medical Care | Jan-00 |
| | Psychiatric/Mental Health Support Services | Jan-00 |
| (blank) Total | | Oct-00 |
| Grand Total | | Aug-14 |

Referrals from 2-1-1 San Bernardino County

| Agency Name | Program Name | Referrals |
|---------------------------------------------------------------|------------------------------------------------|------------------|
| 2-1-1 Central Valley | 2-1-1 Information and Referral | Jan-00 |
| 2-1-1 Kern County | 2-1-1 Information and Referral | Jan-00 |
| 2-1-1 Los Angeles County | | Jan-00 |
| 2-1-1 Los Angeles County | 2-1-1 Information and Referral | May-00 |
| 2-1-1 National | | Jan-00 |
| 2-1-1 National | 2-1-1 Search | Jan-00 |
| 2-1-1 Orange County | | Jan-00 |
| 2-1-1 Orange County | 2-1-1 Information and Referral | Jan-00 |
| 2-1-1 Sacramento County | 2-1-1 Information and Referral | Jan-00 |
| 2-1-1 San Bernardino County | | Jan-00 |
| 2-1-1 San Bernardino County | 2-1-1 Information and Referral | Jan-00 |
| 2-1-1 San Diego County | | Jan-00 |
| 2-1-1 San Diego County | 2-1-1 Information and Referral | Jan-00 |
| A Special Place | Support Group | Jan-00 |
| AARP - State California Office | Tax Aide | Jan-00 |
| Abundant Living Family Church | | Jan-00 |
| Abundant Living Family Church | Angel Food Ministry | Jan-00 |
| Abundant Living Family Church | Outreach Center | Feb-00 |
| Adelanto Branch Library | Library Services | Jan-00 |
| Adelanto Community Resource Center | | Jan-00 |
| Adelanto Community Resource Center | Clothing | Jan-00 |
| Adelanto Community Resource Center | Emergency Food | Jan-00 |
| Adelanto Senior Center | Home Delivered Meals | Jan-00 |
| Adventist Community Team Services | ACTS Transit | Jan-00 |
| Adventist Community Team Services | Emergency Food Assistance | Jan-00 |
| Adventist Community Team Services | Meals on Wheels | Jan-00 |
| Aegis Medical Systems, Inc. | Methadone Replacement Therapy | Jan-00 |
| AIDS Healthcare Foundation | AIDS Program | Jan-00 |
| AIDS/HIV Nightline | AIDS/HIV/HEP C Nightline | Jan-00 |
| Alannah Foster Family Agency and Homes | Group Homes/Foster Homes | Jan-00 |
| Alcoholics Anonymous | | Jan-00 |
| Alcoholics Anonymous | Alcoholics Anonymous | Jan-00 |
| Alliance Human Services Foster Family | Foster Parent Recruiting and Training Services | Jan-00 |
| Alzheimers Association | Advocacy | Jan-00 |
| American Cancer Society | | Jan-00 |
| American Civil Liberties Union Of Southern California | | Jan-00 |
| American Civil Liberties Union Of Southern California | Civil Liberties and Legal Issues | Jan-00 |
| American Dental Association | Dental Care Information and Referral | Jan-00 |
| American Diabetes Association | | Jan-00 |
| American Immigrant Lawyers Association | Immigration Lawyer Referral Service (ILRS) | Jan-00 |
| American Red Cross - High Desert Chapter | Disaster and Emergency Relief | Jan-00 |
| American Red Cross - Inland Empire Chapter | | Jan-00 |
| American Red Cross - Inland Empire Chapter | Health and Safety | Jan-00 |
| American Red Cross - San Gabriel Pomona Valley Branch | | Jan-00 |
| American Social Health Association | CDC National STD and AIDS Hotlines | Jan-00 |
| American Youth Soccer Organization Region 65 | Youth Soccer | Jan-00 |
| Annual Credit Report Request | Annual Credit Report | Jan-00 |
| Anthony Munoz Community Center | Homework Helpers | Jan-00 |
| Anti-Defamation League | Anti-Defamation League | Jan-00 |
| Apple Valley Fire Protection District | | Jan-00 |
| Apple Valley Fire Protection District | CPR and First -Aid Classes | Jan-00 |
| Apple Valley Fire Protection District | Fire and Rescue | Jan-00 |
| Apple Valley Fire Protection District | Hazardous Materials | Jan-00 |
| Apple Valley Newton T. Bass Branch Library | Adult Literacy Program | Jan-00 |
| Apple Valley Newton T. Bass Branch Library | Library Services | Jan-00 |
| Arrowhead Regional Medical Center | | Jan-00 |
| Arrowhead Regional Medical Center | Family and Elder Care Center | Jan-00 |
| Arrowhead Regional Medical Center | Health and Safety Fair | Jan-00 |
| Arrowhead Regional Medical Center | Hospital Services | Jan-00 |
| Arrowhead Regional Medical Center | Medically Indigent Adult Health Care (MIA) | Jan-00 |
| Arrowhead Regional Medical Center | Womens Health Services | Jan-00 |
| Arrowhead United Way | | Jan-00 |
| Asante Family Agency, Inc. | | Jan-00 |
| Asante Family Agency, Inc. | Counseling, Training and Visitation Center | Jan-00 |
| Asian-American Educational and Cultural Center, Inc. | Traffic Safety Awareness | Jan-00 |
| Assistance League of the Foothill Communities | Operation School Bell | Jan-00 |
| Assistance League of the Foothill Communities | San Antonio Community Hospital Dental Center | Jan-00 |
| Associated Clinical Therapists, Inc. | | Jan-00 |
| Associated Clinical Therapists, Inc. | Counseling Services | Jan-00 |
| Association of Community Organizations for Reform Now (ACORN) | ACORN Foreclosure Prevention Program | Jan-00 |
| Asthma and Allergy Foundation of America | | Jan-00 |
| Barstow Community Hospital | Hospital Services | Jan-00 |

Referrals from 2-1-1 San Bernardino County

| | | |
|-----------------------------------------------------------------------|--------------------------------------------|--------|
| Barstow Humane Society | Animal Care | Jan-00 |
| Barstow Literacy Coalition | Literacy Program | Jan-00 |
| Better Business Bureau | | Jan-00 |
| Better Business Bureau | Complaint Department | Jan-00 |
| Bienestar Human Services | LGBT Workshops | Jan-00 |
| Bienestar Human Services | Syringe Exchange/Skills Building Workshops | Jan-00 |
| Big Brothers Big Sisters of Greater Los Angeles and the Inland Empire | | Jan-00 |
| Big Brothers Big Sisters of Greater Los Angeles and the Inland Empire | Community Based Mentoring | Jan-00 |
| Bilingual Family Counseling Service, Inc. | | Jan-00 |
| Bilingual Family Counseling Service, Inc. | Safe and Stable Families | Jan-00 |
| Bilingual Family Counseling Service, Inc. | Substance Abuse Treatment | Jan-00 |
| Bilingual Family Counseling Service, Inc. | Support Group | Jan-00 |
| Bloomington Branch Library | Basic Computer Class | Jan-00 |
| Bloomington Branch Library | Storytime and Crafts | Jan-00 |
| Boy Scouts of America, California Inland Empire Council | Cub Scouts | Jan-00 |
| Boy Scouts of America, California Inland Empire Council | Scouting | Jan-00 |
| Boys & Girls Club of Fontana | | Jan-00 |
| Boys & Girls Club of Fontana | Homework and Tutoring | Jan-00 |
| Boys & Girls Club of San Bernardino | Day Camp | Jan-00 |
| Boys & Girls Club of San Bernardino | Reading For Success | Jan-00 |
| Boys & Girls Club of San Bernardino | Recreation Activities | Jan-00 |
| Boys & Girls Club of the Victor Valley | Core Programs | Jan-00 |
| Boys Republic | | Jan-00 |
| Boys Town National Hotline | National Hotline | Jan-00 |
| Bureau of State Audits | | Jan-00 |
| C.A.S.T.L.E | Classes | Jan-00 |
| California Advocates for Nursing Home Reform | Lawyer Referral Service | Jan-00 |
| California Department of Consumer Affairs | Arbitration Certification Program | Jan-00 |
| California Department of Consumer Affairs | Bureau of Automotive Repair | Jan-00 |
| California Department of Consumer Affairs | Bureau of Electronic and Appliance Repair | Jan-00 |
| California Department of Consumer Affairs | California Board of Registered Nursing | Jan-00 |
| California Department of Consumer Affairs | Consumer Information Center | Jan-00 |
| California Department of Corrections | Parole and Community Services Division | Jan-00 |
| California Department of Industrial Relations | Labor Standards Enforcement | Jan-00 |
| California Department of Insurance | | Jan-00 |
| California Department of Insurance | Low Cost Auto Insurance | Jan-00 |
| California Department of Motor Vehicles | | Jan-00 |
| California Department of Motor Vehicles | DMV Services | Jan-00 |
| California Department of Social Services | Child Care Licensing | Jan-00 |
| California Department of Transportation | | Jan-00 |
| California Department of Transportation | Caltrans | Jan-00 |
| California Highway Patrol | Amber Alert | Jan-00 |
| California Highway Patrol | Freeway Patrol Service | Jan-00 |
| California Public Utilities Commission | | Jan-00 |
| California Public Utilities Commission | California Relay Service (CRS) | Jan-00 |
| California Public Utilities Commission | California Telephone Access Program (CTAP) | Jan-00 |
| California Public Utilities Commission | LifeLine Telephone Service | Jan-00 |
| California Public Utilities Commission | Telephone Company Complaints | Jan-00 |
| California Senior Legal Hotline | Legal Hotline | Jan-00 |
| California State University San Bernardino | | Jan-00 |
| California State University San Bernardino | First Five Early Intervention | Jan-00 |
| California State University San Bernardino | General Counseling | Jan-00 |
| California Student Aid Commission | Cal Grants | Jan-00 |
| California Victim Compensation and Government Claims Board | Victim Compensation Program | Jan-00 |
| California Youth Crisis Line | | Jan-00 |
| California Youth Crisis Line | Crisis Hotline | Jan-00 |
| Call for Life Pregnancy Help Center | Crisis Pregnancy Center | Jan-00 |
| CancerCare | Financial Assistance | Jan-00 |
| Canyon Ridge Hospital | Access Center | Jan-00 |
| Caring for the Hills | Emergency Food Boxes | Jan-00 |
| Caring for the Hills | Food Pantry | Jan-00 |
| Carnegie Library | Advance to Literacy | Jan-00 |
| Carolyn Owens Community Center | Batterers Treatment | Jan-00 |
| Carolyn Owens Community Center | Counseling Services | Jan-00 |
| Carolyn Owens Community Center | Substance Abuse | Jan-00 |
| Carpenters House | | Jan-00 |
| Carpenters House | ACTS 29 Food Ministry | Feb-00 |
| Carter Branch Library | Storytime and Crafts | Jan-00 |
| Casa Colina Centers for Rehabilitation | | Jan-00 |
| Casa Colina Centers for Rehabilitation | Acute Rehabilitation | Jan-00 |
| Casa Colina Centers for Rehabilitation | Adult Day Health Care | Jan-00 |
| Casa de San Bernardino | Youth Substance Abuse Outpatient Program | Jan-00 |
| Catholic Charities - Brother Miguel Center | Counseling Services | Jan-00 |

Referrals from 2-1-1 San Bernardino County

| | | |
|-------------------------------------------------|-----------------------------------------------------|--------|
| Catholic Charities of San Bernardino/Riverside | | Jan-00 |
| Catholic Charities of San Bernardino/Riverside | Advocacy and Referrals | Jan-00 |
| Catholic Charities of San Bernardino/Riverside | Anger Management Classes | Jan-00 |
| Catholic Charities of San Bernardino/Riverside | Case Management | Jan-00 |
| Catholic Charities of San Bernardino/Riverside | Christmas Toys | Jan-00 |
| Catholic Charities of San Bernardino/Riverside | Clothes/Household Items | Feb-00 |
| Catholic Charities of San Bernardino/Riverside | Food Assistance | Mar-00 |
| Catholic Charities of San Bernardino/Riverside | Funeral Referral | Jan-00 |
| Catholic Charities of San Bernardino/Riverside | Housing and Support Services | Jan-00 |
| Catholic Charities of San Bernardino/Riverside | Individual/Family Counseling | Jan-00 |
| Catholic Charities of San Bernardino/Riverside | Parenting Classes | Jan-00 |
| Catholic Charities of San Bernardino/Riverside | Prescription Service | Jan-00 |
| Catholic Charities of San Bernardino/Riverside | Refugee & Immigration Services | Jan-00 |
| Catholic Charities of San Bernardino/Riverside | Rent/Mortgage Assistance | Jan-00 |
| Catholic Charities of San Bernardino/Riverside | Transportation Assistance | Jan-00 |
| Catholic Charities of San Bernardino/Riverside | Utility Assistance | Feb-00 |
| Cedar House Rehabilitation Center | | Jan-00 |
| Cedar House Rehabilitation Center | Detoxification | Jan-00 |
| Cedar House Rehabilitation Center | Outpatient Therapy and Counseling Program | Jan-00 |
| Cedar House Rehabilitation Center | Residential Treatment | Jan-00 |
| Cedar House Rehabilitation Center | Women with Children Program | Jan-00 |
| Center for Nonprofit Management | Nonprofit Development Program | Jan-00 |
| Center on Deafness Inland Empire | | Jan-00 |
| Centers for Medicare and Medicaid Services | | Jan-00 |
| Centers for Medicare and Medicaid Services | Home Health Compare | Jan-00 |
| Central City Lutheran Mission | | Jan-00 |
| Central City Lutheran Mission | After School Tutoring | Jan-00 |
| Central City Lutheran Mission | Cold Weather Only- Shelter Program | Jan-00 |
| Central City Lutheran Mission | Food Giveaway | Feb-00 |
| Central City Lutheran Mission | Kinship Family Center | Jan-00 |
| Central City Lutheran Mission | The H Street Clinic | Feb-00 |
| Central City Lutheran Mission | Transitional Housing for HIV Affected | Jan-00 |
| Childrens Fund | | Jan-00 |
| Childrens Fund | Childrens Fund | Jan-00 |
| Chino Branch Library | Adult Literacy Classes | Jan-00 |
| Chino Hills Counseling | | Jan-00 |
| Chino Hills Counseling | Chino Hills Counseling | Jan-00 |
| Chino Hills James S. Thalman Branch Library | Adult Literacy Program | Jan-00 |
| Chino Neighborhood House | | Jan-00 |
| Chino Neighborhood House | Clothing Distribution | Jan-00 |
| Chino Neighborhood House | Emergency Food | Jan-00 |
| Chino Neighborhood House | Household Item Distribution | Jan-00 |
| Chino Valley Medical Center | Hospital Services | Jan-00 |
| Chino Valley Unified School District | | Jan-00 |
| Chino Valley Unified School District | CARE Program for Homeless and Transitional Students | Jan-00 |
| Chino Valley Unified School District | Public Education | Jan-00 |
| Christian Counseling Service of the East Valley | General Counseling | Jan-00 |
| Christian Counseling Service of the East Valley | Parent Child Interaction Therapy | Jan-00 |
| Circle of Hope - Gods Kitchen | Overnight Emergency Shelter | Jan-00 |
| Circle of Hope - Gods Kitchen | Transitional Living Program | Jan-00 |
| City of Adelanto | City Hall | Jan-00 |
| City of Chino | City Hall | Jan-00 |
| City of Chino Hills | Community Services | Jan-00 |
| City of Colton | City Hall | Jan-00 |
| City of Colton | Early Childhood Education | Jan-00 |
| City of Colton | Sierra Vista State Pre-School Program | Jan-00 |
| City of Fontana | | Jan-00 |
| City of Fontana | City Hall | Jan-00 |
| City of Hesperia | | Jan-00 |
| City of Hesperia | City Hall | Jan-00 |
| City of Hesperia | Community Services | Jan-00 |
| City of Highland | City Hall | Jan-00 |
| City of Hope Medical Center | Hospital Services | Jan-00 |
| City of Loma Linda | City Hall | Jan-00 |
| City of Montclair | Food Distibution | Jan-00 |
| City of Montclair | Health Service Alliance | Jan-00 |
| City of Montclair | Meals on Wheels | Jan-00 |
| City of Montclair | Medical Clinic-Evening | Jan-00 |
| City of Montclair Fire Department | Code Enforcement | Jan-00 |
| City of Ontario | City Hall | Jan-00 |
| City of Rancho Cucamonga | City Hall | Jan-00 |
| City of Redlands | | Jan-00 |
| City of Redlands | City Hall | Jan-00 |

Referrals from 2-1-1 San Bernardino County

| | | |
|----------------------------------------------------------|---------------------------------------------------------|--------|
| City of Rialto | City Hall | Jan-00 |
| City of San Bernardino | City Hall | Jan-00 |
| City of Upland | City Hall | Jan-00 |
| City of Upland | Recreation & Community Services Division | Jan-00 |
| City of Victorville | City Hall | Jan-00 |
| City of Victorville | Community Services | Jan-00 |
| Clear View Treatment Center | Substance Abuse Recovery | Jan-00 |
| Colton Police Department | Police Department | Jan-00 |
| Community Action Partnership of San Bernardino County | | Jan-00 |
| Community Action Partnership of San Bernardino County | Energy, Education and Environmental Services Department | Feb-01 |
| Community Action Partnership of San Bernardino County | Family Development | Sep-00 |
| Community Action Partnership of San Bernardino County | Food Bank | Feb-00 |
| Community Health Action Network | Parent Resource Center | Jan-00 |
| Community Health Systems, Inc. | | Jan-00 |
| Community Health Systems, Inc. | Dental Clinic | Jan-00 |
| Community Health Systems, Inc. | Medical Clinic | Jan-00 |
| Community Health Systems, Inc. | Optometry Services | Jan-00 |
| Community Hospital of San Bernardino | | Jan-00 |
| Community Hospital of San Bernardino | Behavioral Health Services | Jan-00 |
| Community Hospital of San Bernardino | Crisis Intervention | Feb-00 |
| Community Hospital of San Bernardino | Hospital | Jan-00 |
| Community Senior Services CSS | | Jan-00 |
| Community Senior Services CSS | The Enrichment Center Adult Day Program | Jan-00 |
| County of San Bernardino Solid Waste Management Division | Disaster Services | Jan-00 |
| CRC Health Corporation | | Jan-00 |
| CRC Health Corporation | Drug Addiction Services | Jan-00 |
| Crosslight Family Ministries / Fortress Christian Center | | Jan-00 |
| Crosslight Family Ministries / Fortress Christian Center | Outreach | Jan-00 |
| David and Margaret Youth and Family Services | Residential Treatment | Jan-00 |
| Delmann Heights Community Center | | Jan-00 |
| Delmann Heights Community Center | Community Center | Jan-00 |
| Delmann Heights Community Center | Food Distribution | Jan-00 |
| Delmann Heights Community Center | Salvaged Bread Program | Jan-00 |
| Delmann Heights Community Center | Swimming Pool | Jan-00 |
| Department of Rehabilitation Inland Empire District | Counselor Teacher for the Blind | Jan-00 |
| Desert Communities United Way | | Jan-00 |
| Desert Manna Ministries | Community Meals | Jan-00 |
| Desert Manna Ministries | Electric Assistance Fund (EAF) | Feb-00 |
| Desert Manna Ministries | Emergency Shelter | Jan-00 |
| Desert Manna Ministries | Food Commodities | Jan-00 |
| Desert Manna Ministries | Transportation Assistance | Jan-00 |
| Desert Sanctuary, Inc. | | Jan-00 |
| Desert Sanctuary, Inc. | Catholic Charities Grants Case Management | Jan-00 |
| Desert Sanctuary, Inc. | Cedar Chest Thrift Shop | Jan-00 |
| Desert Sanctuary, Inc. | Haley House Domestic Violence Shelter | Jan-00 |
| Disability Rights Legal Center | Disability Rights | Jan-00 |
| Dorothy Inghram Branch Library | | Jan-00 |
| Douglass and Associates Supervised Visitation Agency | Supervised Visitation | Jan-00 |
| DOVES of Big Bear Valley, Inc. | Domestic Violence Shelter | Jan-00 |
| Drug Alternative Program | | Jan-00 |
| Drug Alternative Program | DAP | Jan-00 |
| East Valley Community Health Center, Inc. | | Jan-00 |
| East Valley Community Health Center, Inc. | General Medical Services | Jan-00 |
| Easter Seals Southern California | Camp Program | Jan-00 |
| Easter Seals Southern California | Child Development Center | Jan-00 |
| Echos Of Faith World Outreach Ministries | | Jan-00 |
| Echos Of Faith World Outreach Ministries | Operation Fresh Start | Jan-00 |
| El Sol Neighborhood Educational Center | | Jan-00 |
| El Sol Neighborhood Educational Center | Community Outreach | Jan-00 |
| Employment Development Department | | Jan-00 |
| Employment Development Department | Bonding | Jan-00 |
| Employment Development Department | Paid Family Leave | Jan-00 |
| Employment Development Department | State Disability Insurance | Jan-00 |
| Employment Development Department | Unemployment Insurance | Jan-00 |
| EyeCare America | Seniors Eye Care Program | Jan-00 |
| Fairplex Child Development Center | Child Development Center | Jan-00 |
| Faith Lutheran Church | Community Food Pantry | Jan-00 |
| Family Service Agency of San Bernardino | | Jan-00 |
| Family Service Agency of San Bernardino | Crestline Food and Clothing Bank | Jan-00 |
| Family Service Agency of San Bernardino | Domestic Violence Program | Jan-00 |
| Family Service Agency of San Bernardino | Individual, Family and Group Therapy | Jan-00 |
| Family Service Agency of San Bernardino | Outpatient Mental Health Treatment | Jan-00 |
| Family Service Agency of San Bernardino | Utility Assistance Fund (EAF & GAF) | Jan-00 |

Referrals from 2-1-1 San Bernardino County

| | | |
|---------------------------------------------------------|----------------------------------------------|--------|
| Family Service Association of Redlands | | Jan-00 |
| Family Service Association of Redlands | Cold Weather Vouchers | Jan-00 |
| Family Service Association of Redlands | Disaster Recovery Services | Jan-00 |
| Family Service Association of Redlands | Family Support | Jun-00 |
| Family Service Association of Redlands | Home Again | Jan-00 |
| Family Service Association of Redlands | Rental Assistance | Mar-00 |
| Family Solutions | | Jan-00 |
| Family Solutions | Health Services | Jan-00 |
| Federal Citizen Information Center | Citizen Information Center | Jan-00 |
| Fifth Street Senior Center | Senior Nutrition Lunch Program | Jan-00 |
| First 5 Commission of San Bernardino County | | Jan-00 |
| First 5 Commission of San Bernardino County | First 5 Commission of San Bernardino County | Jan-00 |
| First Chance/Y-CHOW, Inc. | Sober Living | Jan-00 |
| Fontana Police Department | Fontana Police | Jan-00 |
| Foothill Family Shelter | Basic Needs | Feb-00 |
| Foothill Family Shelter | Big Steps for Little Feet | Jan-00 |
| Foothill Family Shelter | Foothill Family Shelter | Jan-00 |
| Foothill Family Shelter | Harold Cares About Your Future | Jan-00 |
| Foothill Family Shelter | Shelter Court | Jan-00 |
| Foster Youth Services | YES Center | Jan-00 |
| Frazee Community Center | | Jan-00 |
| Frazee Community Center | Hot Meals | Jan-00 |
| Frazee Community Center | Medical Treatment | Jan-00 |
| Frazee Community Center | Shelters | Jan-00 |
| Friends Outside | | Jan-00 |
| Friends Outside | Prison Representative Program | Jan-00 |
| G.A.P. Food Bank | G.A.P. Food Bank | Jan-00 |
| Gift Ministries | | Jan-00 |
| Gift Ministries | Gift Ministries - The Clothes Closet | Jan-00 |
| Good Steward Day Care | Child Care Service | Jan-00 |
| Goodwill Southern California | Career Resource Center | Jan-00 |
| Goodwill Southern California | Retail Stores and Used Goods | Jan-00 |
| Habitat For Humanity, San Bernardino Area, Inc. | Habitat For Humanity | Jan-00 |
| Hand to Hand Outreach | | Jan-00 |
| Hand to Hand Outreach | Transportation | Jan-00 |
| Hands On Inland Empire | | Jan-00 |
| Hands On Inland Empire | Alternative Sentencing | Jan-00 |
| Hands On Inland Empire | Volunteer Opportunities | Jan-00 |
| Hannahs House | Foster Care & Adoptions | Jan-00 |
| Healthy Families | | Jan-00 |
| Healthy Families | Health Care Coverage | Jan-00 |
| Hesperia Branch Library | Library Services | Jan-00 |
| High Desert Child Adolescent and Family Services Center | | Jan-00 |
| High Desert Child Adolescent and Family Services Center | Anger Management | Jan-00 |
| High Desert Child Adolescent and Family Services Center | Co-Parenting | Jan-00 |
| High Desert Child Adolescent and Family Services Center | Delayed Entry of Judgement | Jan-00 |
| High Desert Child Adolescent and Family Services Center | Drug Testing | Jan-00 |
| High Desert Child Adolescent and Family Services Center | Individual and Group Counseling | Jan-00 |
| High Desert Child Adolescent and Family Services Center | Outpatient Substance Abuse Treatment | Jan-00 |
| High Desert Child Adolescent and Family Services Center | Parenting Classes | Jan-00 |
| High Desert Domestic Violence Program, Inc. | | Jan-00 |
| High Desert Domestic Violence Program, Inc. | Domestic Violence Program Services | Jan-00 |
| High Desert Homeless Services, Inc | | Jan-00 |
| High Desert Homeless Services, Inc | Shelter | Mar-00 |
| High Desert Youth Center | Safety and Wellness Program | Jan-00 |
| Higher Ground Christian Intervention Program | | Jan-00 |
| Higher Ground Christian Intervention Program | Higher Ground Christian Intervention Program | Jan-00 |
| Highland Senior Center | Senior Nutrition Lunch Program | Jan-00 |
| Homeownership Preservation Foundation | The Homeowner's HOPE Hotline | Jan-00 |
| House of Ruth, Inc. | | Jan-00 |
| House of Ruth, Inc. | Counseling | Jan-00 |
| House of Ruth, Inc. | Emergency Hotline | Jan-00 |
| House of Ruth, Inc. | Emergency Shelter | Jan-00 |
| House of Ruth, Inc. | Temporary Restraining Order Clinic | Jan-00 |
| House of Ruth, Inc. | Transitional Living | Jan-00 |
| Housing Authority of the County of San Bernardino | | Jan-00 |
| Housing Authority of the County of San Bernardino | Family Unification Program | Jan-00 |
| Housing Authority of the County of San Bernardino | Mainstream Program | Jan-00 |
| Housing Authority of the County of San Bernardino | Public Housing | Feb-00 |
| Housing Authority of the County of San Bernardino | Section 8 Program | Feb-00 |
| Housing Authority of the County of San Bernardino | Senior Housing | Jan-00 |
| Housing Authority of the County of San Bernardino | Tenant Based Assistance Program (TBA) | Jan-00 |
| Howard M. Rowe Branch Library | | Jan-00 |

Referrals from 2-1-1 San Bernardino County

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|-----------------------------------------------------|------------------------------------------------|--------|
| Humanitarian International Services Group | Eyes for You | Jan-00 |
| Hutton Community Center | Cooling Center | Jan-00 |
| Impression Healthcare Services | Behavioral Health Counseling | Jan-00 |
| Inland Agency | Community Tool Box | Jan-00 |
| Inland Agency | HICAP | Jan-00 |
| Inland AIDS Project | | Jan-00 |
| Inland AIDS Project | Education and Prevention | Jan-00 |
| Inland AIDS Project | HIV Testing | Jan-00 |
| Inland Behavioral and Health Services, Inc. | | Jan-00 |
| Inland Behavioral and Health Services, Inc. | PC1000 Drug Diversion Program | Jan-00 |
| Inland Behavioral and Health Services, Inc. | Westside Counseling Center | Jan-00 |
| Inland Behavioral and Health Services, Inc. | Youth Justice Center | Jan-00 |
| Inland Caregivers Resource Center | Caregiver Retreats | Jan-00 |
| Inland Caregivers Resource Center | Support Groups | Jan-00 |
| Inland Counties Legal Services, Inc | | Jan-00 |
| Inland Counties Legal Services, Inc | Housing Law Services Center | Jan-00 |
| Inland Counties Legal Services, Inc | Legal Assistance | Feb-00 |
| Inland Empire Economic Recovery Corporation (IEERC) | | Jan-00 |
| Inland Empire Economic Recovery Corporation (IEERC) | Home Foreclosure Prevention Seminars/Workshops | Jan-00 |
| Inland Empire Health Plan | | Jan-00 |
| Inland Empire Health Plan | Healthy Kids | Jan-00 |
| Inland Empire Latino Lawyers Association | | Jan-00 |
| Inland Empire Latino Lawyers Association | Legal Assistance and Counseling | Jan-00 |
| Inland Empire United Way | 2-1-1 San Bernardino County | Jan-00 |
| Inland Fair Housing and Mediation Board | | Jan-00 |
| Inland Fair Housing and Mediation Board | Education and Outreach | Jan-00 |
| Inland Fair Housing and Mediation Board | Inland Fair Housing and Mediation | Feb-00 |
| Inland Family Community Health Center | | Jan-00 |
| Inland Family Community Health Center | Dental Services | Jan-00 |
| Inland Family Community Health Center | Medical Services | Feb-00 |
| Inland Family Community Health Center | OB/GYN Services | Jan-00 |
| Inland Hospice Association | Adult Bereavement | Jan-00 |
| Inland Hospice Association | Hospice Care | Jan-00 |
| Inland Regional Center | | Jan-00 |
| Inland Regional Center | Inland Regional Center | Jan-00 |
| Inland Temporary Homes | | Jan-00 |
| Inland Temporary Homes | Shelter & Transitional Housing | Jan-00 |
| Inland Valley Hope Partners | | Jan-00 |
| Inland Valley Hope Partners | Food Security Program | Feb-00 |
| Inland Valley Hope Partners | Pomona Valley Certified Farmers' Market | Jan-00 |
| Inland Valley Hope Partners | Rent Payment Assistance | Jan-00 |
| Inland Valley Hope Partners | Utility Assistance | Jan-00 |
| Inland Valley Humane Society and S.P.C.A | Animal Adoption | Jan-00 |
| Inland Valley Humane Society and S.P.C.A | Animal Care & Control | Jan-00 |
| Inland Valley Recovery Services | Inland Valley Recovery Services | Jan-00 |
| James L. Brulte Senior Center | Senior Services | Jan-00 |
| Jericho Outreach, Inc. | | Jan-00 |
| Jericho Outreach, Inc. | Living Facilities | Jan-00 |
| Jericho Outreach, Inc. | Residential/Outpatient Services | Jan-00 |
| Job Corps | | Jan-00 |
| Job Corps | Job Training | Jan-00 |
| Josephine Knopf Senior Center | Senior and DisabledTransportation | Jan-00 |
| Kids Come First Community Clinic | | Jan-00 |
| Kids Come First Community Clinic | Healthy Families Application Assistance | Jan-00 |
| Kids Come First Community Clinic | Kids Come First | Jan-00 |
| Kids Turf Day Care Center | Day Care | Jan-00 |
| La Vista | La Vista Housing | Jan-00 |
| LaSalle Medical Associates | Health Clinic | Feb-00 |
| LaSalle Medical Associates | Pediatric Medicine | Jan-00 |
| LaSalle Medical Associates | Well Women Exam | Jan-00 |
| Legal Aid Society of San Bernardino | | Jan-00 |
| Legal Aid Society of San Bernardino | Legal Aid Clinic | Feb-00 |
| Libreria del Pueblo, Inc. | Citizenship, English and Computer Classes | Jan-00 |
| Libreria del Pueblo, Inc. | Immigration Services | Jan-00 |
| Libreria del Pueblo, Inc. | Legal Clinic | Jan-00 |
| Lighthouse Inner Change Sober Living | | Jan-00 |
| Lighthouse Inner Change Sober Living | Sober Living | Jan-00 |
| Loma Linda Marriage & Family Therapy Clinic | | Jan-00 |
| Loma Linda Marriage & Family Therapy Clinic | Marriage and Family Therapy | Jan-00 |
| Loma Linda University Medical Center | Hospital Services | Jan-00 |
| Loma Linda University Psychology Department | Psychological Services Clinic | Jan-00 |
| Loveland Jubilee Pantry | | Jan-00 |
| Loveland Jubilee Pantry | Jubilee Pantry | Feb-00 |

Referrals from 2-1-1 San Bernardino County

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|----------------------------------------------------------|---------------------------------------------------------------------|--------|
| Lupus Foundation of Southern California | Patient Services | Jan-00 |
| Lutheran Social Services of Southern California | 52 Week Parenting / Child Abuser / Anger Management/Batterer's Inte | Jan-00 |
| Lutheran Social Services of Southern California | Food Bank and Bread Program | Jan-00 |
| Making a Difference Association | | Jan-00 |
| Making a Difference Association | Giving Center | Jan-00 |
| Making a Difference Ministry, Inc. | Parenting Skill Classes | Jan-00 |
| Managed Pharmacy Care | | Jan-00 |
| Managed Pharmacy Care | Freedom of Choice | Jan-00 |
| Marygold Senior Center | Senior Center | Jan-00 |
| Marys Mercy Center, Inc. | | Jan-00 |
| Marys Mercy Center, Inc. | Marys Children Program | Jan-00 |
| Marys Mercy Center, Inc. | Marys Table | Feb-00 |
| Marys Mercy Center, Inc. | Saint Joseph Clothes Closet | Jan-00 |
| Marys Mercy Center, Inc. | Showers | Jan-00 |
| Marys Mercy Center, Inc. | St. Martin de Porres Emergency Food Bag Program | Feb-00 |
| Marys Mercy Center, Inc. | Veronicas Home of Mercy | Jan-00 |
| Meals on Wheels - Montclair | Home Delivered Meals | Jan-00 |
| Meals on Wheels - Ontario | Meals on Wheels | Jan-00 |
| Meals On Wheels- Redlands, Inc | | Jan-00 |
| Meals On Wheels- Redlands, Inc | Home Delivered Meals | Jan-00 |
| Mental Health Systems, Inc. | Court-Supervised Drug Treatment | Jan-00 |
| Mental Health Systems, Inc. | Drug Abuse Counseling for Federal Probationers | Jan-00 |
| Mental Health Systems, Inc. | Substance Abuse Prevention Project | Jan-00 |
| Mental Health Systems, Inc. | Support Services | Jan-00 |
| Mercy House | | Jan-00 |
| Mercy House | Assisi House | Jan-00 |
| Mercy House | Guadalupe Residence | Jan-00 |
| Mercy House | Walk-In Center | Mar-00 |
| Merrill Community Services, Inc. | Alcohol and Drug Services | Jan-00 |
| Mexican Consulate General | | Jan-00 |
| Mexican Consulate General | Consular Services | Jan-00 |
| Miller Fitness Center | Fitness Center | Jan-00 |
| Mimis House | | Jan-00 |
| Mimis House | Transitional Housing | Jan-00 |
| Mojave Basin Youth Corps, Inc. | Mojave Basin YouthBuild | Jan-00 |
| Montclair Branch Library | Library Services | Jan-00 |
| Montclair Senior Center | Handy Helper | Jan-00 |
| Morongo Basin Mental Health Services Association | | Jan-00 |
| Morongo Basin Mental Health Services Association | Child Abuse Prevention, Intervention and Treatment | Jan-00 |
| Morongo Basin Mental Health Services Association | Residential Drug and Alcohol Treatment | Jan-00 |
| Morongo Basin Mental Health Services Association | Wraparound | Jan-00 |
| Morongo Basin Unity Home, Inc. | | Jan-00 |
| Morongo Valley Community Services District | USDA Food Giveaway | Jan-00 |
| Moses House Ministries | | Jan-00 |
| Moses House Ministries | The Boutique | Jan-00 |
| Mountain View Child Care, Inc. | Kidship-Preschool and Pediatric Day Health | Jan-00 |
| Mountain View Community Church | | Jan-00 |
| Mountain View Community Church | Food Pantry | Jan-00 |
| Narcotics Anonymous | Narcotics Anonymous Support Group | Jan-00 |
| National Alliance for Hispanic Health | Su Familia: The National Hispanic Family Health Helpline | Jan-00 |
| National Center for Victims of Crime | Help Line | Jan-00 |
| National Community Renaissance | | Jan-00 |
| National Community Renaissance | Affordable Housing | Apr-00 |
| National Domestic Violence Hotline | Domestic Violence Hotline | Jan-00 |
| National Organization for Rare Disorders | Medication Assistance Program | Jan-00 |
| National Suicide Prevention Lifeline | Suicide Hotline | Jan-00 |
| National Suicide Prevention Lifeline | Suicide Prevention Lifeline | Jan-00 |
| NeedyMeds | | Jan-00 |
| NeedyMeds | Prescription Drug Program | Jan-00 |
| Neighborhood Housing Services of the Inland Empire, Inc. | | Jan-00 |
| Neighborhood Housing Services of the Inland Empire, Inc. | Down Payment Assistance | Jan-00 |
| Neighborhood Housing Services of the Inland Empire, Inc. | Foreclosure Prevention | Jan-00 |
| Neighborhood Housing Services of the Inland Empire, Inc. | Home Buyer Education & Financial Fitness | Jan-00 |
| Neighborhood Partnership Housing Services, Inc. | Foreclosure Counseling | Jan-00 |
| New Directions | Therapeutic Community | Jan-00 |
| New Hope Christian Fellowship | Lifeline | Jan-00 |
| New Hope Village, Inc. | New Hope Village | Jan-00 |
| New House, Inc. | | Jan-00 |
| Nicholson Community Center | Homework Club | Jan-00 |
| Norman F. Feldheym Central Library | | Jan-00 |
| Northtown Housing Development Corp. | | Jan-00 |
| Northtown Housing Development Corp. | Government Food Commodities | Jan-00 |
| Office of Emergency Services | Emergency Response | Jan-00 |

Referrals from 2-1-1 San Bernardino County

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|----------------------------------------------------------|-----------------------------------------------|--------|
| Office of Emergency Services | Flash Reports | Jan-00 |
| Office of the Attorney General | | Jan-00 |
| Office of the Attorney General | Bureau of Medi-Cal Fraud | Jan-00 |
| Oldtimers Foundation | | Jan-00 |
| Oldtimers Foundation | Home maintenance and Conservation | Jan-00 |
| Oldtimers Foundation | Housing | Jan-00 |
| Oldtimers Foundation | Nutrition | Jan-00 |
| Oldtimers Foundation | Transportation Services | Jan-00 |
| Olive Branch Counseling Center | | Jan-00 |
| Olive Branch Counseling Center | Anger Management | Jan-00 |
| Olive Branch Counseling Center | Drug Testing | Jan-00 |
| Olive Branch Counseling Center | Parenting Classes | Jan-00 |
| Olive Branch Counseling Center | Relationship Counseling | Jan-00 |
| Omnitrans | | Jan-00 |
| Omnitrans | Access Service | Jan-00 |
| Omnitrans | Omnitrans | Jan-00 |
| Ontario Police Department | Police Department | Jan-00 |
| Ontario Senior Center | Phone Assurance Line (P.A.L.) | Jan-00 |
| Ontario Senior Center | Social Services | Jan-00 |
| Ontario Senior Center | STARS | Jan-00 |
| Ontario/Montclair YMCA | Afterschool Program | Jan-00 |
| Operation Provider | Basic Need Assistance | Jan-00 |
| Operation Provider | Electric and Gas Assistance Fund (EAF & GAF) | Jan-00 |
| Operation Safehouse | Operation Safehouse Shelter | Jan-00 |
| Operation Safehouse | Transitional Living Program | Jan-00 |
| Option House, Inc. | | Jan-00 |
| Option House, Inc. | Community Education | Jan-00 |
| Option House, Inc. | Domestic Violence Shelter Services | Jan-00 |
| Our Lady of Hope | | Jan-00 |
| Our Lady of Hope | Food Pantry | Feb-00 |
| Our Lady of Hope | Government Commodities | Jan-00 |
| Our Lady of Hope | Hot Meal Ministry | Jan-00 |
| Our Lady of the Desert | | Jan-00 |
| Our Lady of the Desert | Food Pantry | Feb-00 |
| OWL Older Womens League | Benefits Quicklink | Jan-00 |
| Pacific Lifeline | | Jan-00 |
| Pacific Lifeline | Transitional Shelter | Jan-00 |
| PAL Humane Society | Humane Society | Jan-00 |
| Para Los Niños | | Jan-00 |
| Para Los Niños | Family Resource Center | Mar-00 |
| Para Los Niños | Parenting Classes | Jan-00 |
| Partnership for Prescription Assistance | | Jan-00 |
| Partnership for Prescription Assistance | Prescription Assistance | Jan-00 |
| Patton State Hospital | Hospital Services | Jan-00 |
| Perris Hill Park Senior Center | Senior Center | Jan-00 |
| Planned Parenthood of Orange and San Bernardino Counties | | Jan-00 |
| Planned Parenthood of Orange and San Bernardino Counties | Contraceptive Clinics | Jan-00 |
| Planned Parenthood of Orange and San Bernardino Counties | HIV/AIDS Testing and Counseling | Jan-00 |
| Planned Parenthood of Orange and San Bernardino Counties | Pregnancy Testing, Counseling, and Referral | Jan-00 |
| Planned Parenthood of Orange and San Bernardino Counties | Sexually Transmitted Infections Treatment | Jan-00 |
| Pomona Unified School District | Pomona Unified Resource and Referral | Jan-00 |
| Pomona Valley Hospital Medical Center | Hospital Services | Jan-00 |
| Pomona Valley Workshop | | Jan-00 |
| Pomona Valley Workshop | Adult Development Center | Jan-00 |
| Pomona Valley Workshop | Supported Employment Services | Jan-00 |
| Priscillas Helping Hands, Inc. | | Jan-00 |
| Priscillas Helping Hands, Inc. | Clothes Closet | Jan-00 |
| Priscillas Helping Hands, Inc. | Community Meal | Jan-00 |
| Priscillas Helping Hands, Inc. | Project R.E.A.C.H. | Jan-00 |
| Prison to Peace Outreach | Basic Needs | Jan-00 |
| Project Cuidar-SB | Child Enrichment Groups and Parenting Classes | Jan-00 |
| Project Sister Family Services | | Jan-00 |
| Project Sister Family Services | Counseling | Jan-00 |
| Project Sister Family Services | Crisis Intervention | Jan-00 |
| Project Sister Family Services | Support Groups | Jan-00 |
| Protection and Advocacy | Disability Rights | Jan-00 |
| Provisional Accelerated Learning (PAL) Center | | Jan-00 |
| Provisional Accelerated Learning (PAL) Center | Comprehensive Child Care | Jan-00 |
| Provisional Accelerated Learning (PAL) Center | Operation Safe Harbor | Jan-00 |
| Putting Kids First | | Jan-00 |
| Putting Kids First | Co-Parenting Course | Jan-00 |
| Rancho Cucamonga & Fontana Family YMCA | Preschool | Jan-00 |
| Rancho Cucamonga Family Resource Center | | Jan-00 |

Referrals from 2-1-1 San Bernardino County

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|--------------------------------------------------------------|----------------------------------------------|--------|
| Rancho Cucamonga Family Resource Center | Clothes Closet | Jan-00 |
| Rancho Cucamonga Family Resource Center | Emergency Food | Jan-00 |
| Rancho Cucamonga Family Resource Center | Good Healing/Good Grief | Jan-00 |
| Rancho Cucamonga Library Services | Back 2 Basics | Jan-00 |
| REACH | | Jan-00 |
| REACH | REACH | Jan-00 |
| Reach Out Morongo Basin | | Jan-00 |
| Reach Out Morongo Basin | Friendly Visitor | Jan-00 |
| Reach Out Morongo Basin | USDA Food Giveaway | Jan-00 |
| Reach Out Morongo Basin | Yardwork | Jan-00 |
| Redlands Community Hospital | Family Clinic | Jan-00 |
| Redlands Community Senior Center | Senior Nutrition Lunch Program | Jan-00 |
| Redlands Family YMCA | Legal Aid | Jan-00 |
| Redlands Police Department Recreation Bureau | Redlands Police Department | Jan-00 |
| Redlands Police Department Recreation Bureau | Youth Coalition Teen Committee | Jan-00 |
| Redlands Unified School District | High School Diploma and G.E.D. | Jan-00 |
| Rialto Police Department | | Jan-00 |
| Rialto Police Department | Rialto Police | Jan-00 |
| Rialto Senior Center | Senior Center | Jan-00 |
| Rialto Senior Center | Senior Nutrition Lunch Program | Jan-00 |
| Rialto Unified School District | | Jan-00 |
| Rialto Unified School District | California School Age Families Education | Jan-00 |
| RISE Interpreting, Inc. | | Jan-00 |
| RISE Interpreting, Inc. | Sign Language Interpretation | Jan-00 |
| Rolling Start, Inc. | | Jan-00 |
| Rolling Start, Inc. | Assistive Technology | Jan-00 |
| Rolling Start, Inc. | Deaf Services | Jan-00 |
| Rolling Start, Inc. | Helpline | Jan-00 |
| Rolling Start, Inc. | Housing | Jan-00 |
| Rolling Start, Inc. | Information and Referral | Jan-00 |
| Rose of Sharon Life Center | The Life Center | Jan-00 |
| Ruben Campos Community Center | Community Center | Jan-00 |
| Rudy C. Hernandez Community Center | | Jan-00 |
| Rudy C. Hernandez Community Center | Community Center | Jan-00 |
| Rudy C. Hernandez Community Center | Food Distribution | Jan-00 |
| Rudy C. Hernandez Community Center | Senior Nutrition Lunch Program | Jan-00 |
| Running Springs Assembly of God | Food for Life | Jan-00 |
| Rx Help For Californians | | Jan-00 |
| Rx Help For Californians | Prescription Assistance | Jan-00 |
| Salvation Army - Ontario | | Jan-00 |
| Salvation Army - Ontario | Emergency Food Box | Jan-00 |
| Salvation Army - Ontario | Emergency Rental/Mortgage Assistance | Jan-00 |
| Salvation Army - Ontario | Motel Vouchers | Jan-00 |
| Salvation Army - Redlands | | Jan-00 |
| Salvation Army - Redlands | Electric and Gas Assistance Fund (EAF & GAF) | Jan-00 |
| Salvation Army - San Bernardino | | Jan-00 |
| Salvation Army - San Bernardino | Disaster Recovery Services | Jan-00 |
| Salvation Army - San Bernardino | Food Program | Mar-00 |
| Salvation Army - San Bernardino | Shelter Program | May-00 |
| Salvation Army Service Extension | Disaster Recovery Services | Jan-00 |
| Salvation Army Service Extension | Utility Assistance | Jan-00 |
| Salvation Army-Victor Valley | | Jan-00 |
| Salvation Army-Victor Valley | Christmas Baskets | Jan-00 |
| Salvation Army-Victor Valley | Food Assistance | Feb-00 |
| Salvation Army-Victor Valley | Motel Vouchers | Jan-00 |
| Salvation Army-Victor Valley | Utility Assistance | Jul-00 |
| Samaritan Counseling Center | | Jan-00 |
| Samaritan Counseling Center | Counseling | Jan-00 |
| San Antonio Community Hospital | Hospital Services | Jan-00 |
| San Bernardino City Unified School District | Public Education | Jan-00 |
| San Bernardino City Unified School District | State Preschool Program | Jan-00 |
| San Bernardino County Animal Care & Control | | Jan-00 |
| San Bernardino County Animal Care & Control | Animal Services | Jan-00 |
| San Bernardino County Animal Care & Control | Spay and Neuter Voucher Program | Jan-00 |
| San Bernardino County Auditor-Controller/Recorder | | Jan-00 |
| San Bernardino County Auditor-Controller/Recorder | County Assessor | Jan-00 |
| San Bernardino County Auditor-Controller/Recorder | Recorder/Clerk | Jan-00 |
| San Bernardino County Department of Aging and Adult Services | | Jan-00 |
| San Bernardino County Department of Aging and Adult Services | Adult Protective Services | Jan-00 |
| San Bernardino County Department of Aging and Adult Services | Family Caregiver Support Program | Jan-00 |
| San Bernardino County Department of Aging and Adult Services | In Home Supportive Services | Feb-00 |
| San Bernardino County Department of Aging and Adult Services | Long-Term Care Ombudsman Program | Jan-00 |
| San Bernardino County Department of Aging and Adult Services | Multipurpose Senior Services Program | Jan-00 |

Referrals from 2-1-1 San Bernardino County

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| San Bernardino County Department of Aging and Adult Services | Senior Information and Assistance Program | Jan-00 |
| San Bernardino County Department of Aging and Adult Services | Senior Training and Employment Program | Jan-00 |
| San Bernardino County Department of Behavioral Health | | Jan-00 |
| San Bernardino County Department of Behavioral Health | AB2034 Homeless Program | Jan-00 |
| San Bernardino County Department of Behavioral Health | Agewise Program | Jan-00 |
| San Bernardino County Department of Behavioral Health | Alcohol and Drug Services | Jan-00 |
| San Bernardino County Department of Behavioral Health | Behavioral Health Resource Center Central Triage Services (After Hou | Jan-00 |
| San Bernardino County Department of Behavioral Health | Centralized Children's Intensive Case Management Services | Jan-00 |
| San Bernardino County Department of Behavioral Health | Children's Crisis Response Team | Jan-00 |
| San Bernardino County Department of Behavioral Health | Clubhouse | Jan-00 |
| San Bernardino County Department of Behavioral Health | Housing Program | Jan-00 |
| San Bernardino County Department of Behavioral Health | Juvenile Evaluation and Treatment Services | Jan-00 |
| San Bernardino County Department of Behavioral Health | Outpatient Services | Feb-00 |
| San Bernardino County Department of Behavioral Health | The Access Unit | Jan-00 |
| San Bernardino County Department of Behavioral Health | Transitional Age Youth One Stop Center | Jan-00 |
| San Bernardino County Department of Child Support Services | Child Support Services | Jan-00 |
| San Bernardino County Department of Children and Family Services | | Jan-00 |
| San Bernardino County Department of Children and Family Services | Adoption Assistance Program | Jan-00 |
| San Bernardino County Department of Children and Family Services | Child Protective Hotline | Jan-00 |
| San Bernardino County Department of Children and Family Services | Children Protective Services | Jan-00 |
| San Bernardino County Department of Children and Family Services | Foster Care | Jan-00 |
| San Bernardino County Department of Community Development and Housing | American Dream Downpayment Initiative | Jan-00 |
| San Bernardino County Department of Community Development and Housing | Senior Home Repair Program | Jan-00 |
| San Bernardino County Department of Probation | Probation | Jan-00 |
| San Bernardino County Department of Public Health | | Jan-00 |
| San Bernardino County Department of Public Health | AIDS Program | Jan-00 |
| San Bernardino County Department of Public Health | Alcohol and Drug Abuse Prevention Program | Jan-00 |
| San Bernardino County Department of Public Health | Black Infant Health Project | Jan-00 |
| San Bernardino County Department of Public Health | Flu Shots | Jan-00 |
| San Bernardino County Department of Public Health | Health Promotion and Education | Jan-00 |
| San Bernardino County Department of Public Health | Immunizations | Jan-00 |
| San Bernardino County Department of Public Health | Maternal Health Program | Jan-00 |
| San Bernardino County Department of Public Health | Reproductive Health Centers | Jan-00 |
| San Bernardino County Department of Public Health | Smile in Style | Jan-00 |
| San Bernardino County Department of Public Health | Traffic S.A.F.E. Program | Jan-00 |
| San Bernardino County Department of Public Health | Tuberculosis Control Program | Jan-00 |
| San Bernardino County Department of Public Health | Vector Control | Jan-00 |
| San Bernardino County Department of Public Health | Women Infants and Children (WIC) | Feb-00 |
| San Bernardino County Department of Veterans Affairs | Veterans Homes | Jan-00 |
| San Bernardino County District Attorney | General Information | Jan-00 |
| San Bernardino County District Attorney | Victim Services Unit | Jan-00 |
| San Bernardino County Fire Department | | Jan-00 |
| San Bernardino County Land Use Services Department | Code Enforcement Division | Jan-00 |
| San Bernardino County Library | | Jan-00 |
| San Bernardino County Office Of Homeless Services | Homeless Partnership | Jan-00 |
| San Bernardino County Office Of The Assessor | San Bernardino County Fire Information | Jan-00 |
| San Bernardino County Preschool Services Department | | Jan-00 |
| San Bernardino County Preschool Services Department | Head Start | Jan-00 |
| San Bernardino County Preschool Services Department | Support Services | Jan-00 |
| San Bernardino County Public Authority | | Jan-00 |
| San Bernardino County Public Authority | In-Home Supportive Services Registry | Jan-00 |
| San Bernardino County Public Defender | Public Defender | Jan-00 |
| San Bernardino County Sheriffs Department | | Jan-00 |
| San Bernardino County Sheriffs Department | Detention Facilities | Jan-00 |
| San Bernardino County Sheriffs Department | Juvenile Intervention Program JIP | Jan-00 |
| San Bernardino County Sheriffs Department | Law Enforcement | Jan-00 |
| San Bernardino County Sheriffs Department | Senior Volunteer Patrol (SVP) | Jan-00 |
| San Bernardino County Superintendent of Schools | Desert Mountain SELPA Children's Center | Jan-00 |
| San Bernardino County Superintendent of Schools | KidsNCare Child Care Referral Services | Jan-00 |
| San Bernardino County Superintendent of Schools | KidsNCare Subsidized Child Care | Jan-00 |
| San Bernardino County Transitional Assistance Department | | Jan-00 |
| San Bernardino County Transitional Assistance Department | C4Yourself | Jan-00 |
| San Bernardino County Transitional Assistance Department | CalWORKs Program | Mar-00 |
| San Bernardino County Transitional Assistance Department | Cash Aid Program for Immigrants | Jan-00 |
| San Bernardino County Transitional Assistance Department | Child Care Programs | Jan-00 |
| San Bernardino County Transitional Assistance Department | Disaster Food Stamp Program | Jan-00 |
| San Bernardino County Transitional Assistance Department | Food Stamp Program | May-00 |
| San Bernardino County Transitional Assistance Department | Foster Care Program | Jan-00 |
| San Bernardino County Transitional Assistance Department | Health Care Options | Jan-00 |
| San Bernardino County Transitional Assistance Department | Medi-Cal Program | Feb-00 |
| San Bernardino County Transitional Assistance Department | The General Relief Program | Jan-00 |
| San Bernardino County Workforce Development Department | | Jan-00 |
| San Bernardino County Workforce Development Department | Employment Resource Center | Mar-00 |

Referrals from 2-1-1 San Bernardino County

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| San Bernardino Police Department | Police Department | Jan-00 |
| San Bernardino Senior Center | Senior Center | Jan-00 |
| San Bernardino Sexual Assault Services, Inc | Sexual Assault Program | Jan-00 |
| San Bernardino Westside Christian Center Church | Westside Kinship Support Services | Jan-00 |
| San Francisco AIDS Foundation | California AIDS Hotline | Jan-00 |
| SEIU United Long Term Care Workers Union | Home Care Registry | Jan-00 |
| Set Free Christian Fellowship | | Jan-00 |
| Set Free Christian Fellowship | Food Assistance | Jan-00 |
| Set Free Christian Fellowship | Food Ministry | Jan-00 |
| Social Action Community Health System | | Jan-00 |
| Social Action Community Health System | Behavioral, Therapeutic and Dental Health Care | Jan-00 |
| Social Action Community Health System | Primary Health Care | Jan-00 |
| Social Security Administration | Social Security | Jan-00 |
| Southern California Edison | | Jan-00 |
| Southern California Edison | California Alternate Rates for Energy | Jan-00 |
| Southern California Edison | Community Energy Partnership-Home Energy Efficiency Tune-Ups | Jan-00 |
| Southern California Gas Company | | Jan-00 |
| Southern California Gas Company | CARE | Jan-00 |
| Southwest Family Counseling | Counseling Services | Jan-00 |
| Southwest Gas Company | | Jan-00 |
| Southwest Gas Company | California Alternate Rates for Energy | Jan-00 |
| Southwest Gas Company | Low-Income Energy Efficiency Weatherization Program | Jan-00 |
| Special Little Angels, Inc. | Special Angels Transitional Shelter | Jan-00 |
| Springboard | Consumer Credit Counseling | Jan-00 |
| St. Bernardine Medical Center | Health Education Classes | Jan-00 |
| St. Bernardine Medical Center | Hospital Services | Jan-00 |
| St. John of God Health Care Services | | Jan-00 |
| St. John of God Health Care Services | Assistance Services | Dec-00 |
| St. John of God Health Care Services | Detox Center | Jan-00 |
| St. John of God Health Care Services | Food Assistance | Feb-00 |
| St. John of God Health Care Services | Residential Substance Abuse Treatment | Jan-00 |
| St. John of God Health Care Services | Sober Living Homes | Jan-00 |
| St. Johns Community Success Center | | Jan-00 |
| St. Johns Community Success Center | Standing Community Services | Jan-00 |
| St. Mary Medical Center | Hospital Services | Jan-00 |
| START Pediatric Neurodevelopmental Assessment and Treatment Center | START Center | Jan-00 |
| State Bar of California | | Jan-00 |
| State Bar of California | Attorney Information and Referral Service | Jan-00 |
| Superior Court of California County of San Bernardino | Civil Court/ Unlawful Detainer | Jan-00 |
| Superior Court of California County of San Bernardino | Criminal Court | Jan-00 |
| Superior Court of California County of San Bernardino | Family Court | Jan-00 |
| Superior Court of California County of San Bernardino | Juvenile Court | Jan-00 |
| Superior Court of California County of San Bernardino | Juvenile Dependency Court | Jan-00 |
| Superior Court of California County of San Bernardino | Probate Court | Jan-00 |
| Superior Court of California County of San Bernardino | Small Claims Court | Jan-00 |
| Superior Court of California County of San Bernardino | Traffic Court | Jan-00 |
| Team of Advocates for Special Kids | Parent Training and Information Center | Jan-00 |
| Teen Challenge of Southern California | | Jan-00 |
| Telecare High Desert Crisis Walk-In Center | Crisis Walk-In Center | Jan-00 |
| The 29 Palms Community Food Pantry & Outreach Ministries, Inc | | Jan-00 |
| The 29 Palms Community Food Pantry & Outreach Ministries, Inc | Community Food Pantry | Jan-00 |
| The Agape House | | Jan-00 |
| The Agape House | New Life Program | Jan-00 |
| The Community Counseling Center | General Counseling | Jan-00 |
| The Sober Living Network | Internet Information and Referral Service | Jan-00 |
| The Trevor Project | Trevor Helpline | Jan-00 |
| The Unforgettables Foundation | | Jan-00 |
| The Unforgettables Foundation | Burial Assistance | Jan-00 |
| The Way Station | Food Assistance | Jan-00 |
| The White House Healing Center, Inc. | Transitional Housing | Jan-00 |
| Time For Change Foundation | | Jan-00 |
| Time For Change Foundation | Drug and Alcohol Outpatient Services | Jan-00 |
| Time For Change Foundation | Sweet Dreams House | Feb-00 |
| Touched Ones United Creating Hope, Inc. | Backpack Ministries | Jan-00 |
| Town of Apple Valley | Clean Up and Recycle Program | Jan-00 |
| Training With Pay | Feed the Children of the Desert | Jan-00 |
| Travelers Aid of the Inland Empire | | Jan-00 |
| Travelers Aid of the Inland Empire | Emergency Transportation and Referral Service | Jan-00 |
| Travelers Aid of the Inland Empire | Emergency Travel Services | Jan-00 |
| Tri-City Mental Health Center | Adult Outpatient Services | Jan-00 |
| Tri-City Mental Health Center | Youth & Family Services | Jan-00 |
| Tri-County Dental Society | Dental Care Information and Referral | Jan-00 |
| Tri-County Dental Society | Free Dental Work for Children | Jan-00 |

Referrals from 2-1-1 San Bernardino County

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|---------------------------------------------------------------|---------------------------------------|--------|
| Twenty-nine Palms Armed Services YMCA MCAGCC | Thrift Store | Jan-00 |
| Twenty-nine Palms Senior Center | Nutrition and Transportation | Jan-00 |
| U.S. Citizenship and Immigration Services | | Jan-00 |
| U.S. Citizenship and Immigration Services | Citizenship and Immigration Services | Jan-00 |
| U.S. Department of Commerce | Digital TV Coupon Program | Jan-00 |
| U.S. Department of Housing and Urban Development | | Jan-00 |
| U.S. Department of Housing and Urban Development | HUD | Jan-00 |
| Uncommon Good | | Jan-00 |
| United States Census Bureau | Census Employment | Jan-00 |
| United States Department of Education | Federal Student Aid (FSA) | Jan-00 |
| United States Department of Labor | Labor and Employment Law | Jan-00 |
| United States Post Offices | Postal Services | Jan-00 |
| Upland Animal Shelter | Animal Foster Care | Jan-00 |
| Upland Animal Shelter | Education and Volunteering | Jan-00 |
| Valley Fellowship - Seventh Day Adventist Church | | Jan-00 |
| Valley Fellowship - Seventh Day Adventist Church | Community Services | Jan-00 |
| Valley Star Children and Family Services | | Jan-00 |
| Valley Star Children and Family Services | Mental Health Services | Jan-00 |
| Victims of Crime Resource Center | Resource Center | Jan-00 |
| Victor Valley Community Dental Service | | Jan-00 |
| Victor Valley Community Dental Service | Dental Service Program | Jan-00 |
| Victor Valley Community Hospital | Hospital Services | Jan-00 |
| Victor Valley Community Services Council | Alternative Sentencing Program | Jan-00 |
| Victor Valley Community Services Council | Senior Needs | Jan-00 |
| Victor Valley Domestic Violence | | Jan-00 |
| Victor Valley Domestic Violence | Domestic Violence Shelter | Jan-00 |
| Victor Valley Domestic Violence | Temporary Restraining Orders | Jan-00 |
| Victor Valley Rescue Mission | | Jan-00 |
| Victor Valley Rescue Mission | Food Services and Clothing | Mar-00 |
| Victor Valley Transit Authority | | Jan-00 |
| Victor Valley Transit Authority | Direct Access | Jan-00 |
| Victor Valley Transit Authority | Victor Valley Transit Authority | Jan-00 |
| Victor Valley Union High School District | Public Education | Jan-00 |
| Victorville Senior Citizens Club | Senior Center | Jan-00 |
| Visiting Nurse Association and Hospice of Southern California | Intermittent Home Health Care | Jan-00 |
| Visiting Nurse Association Of The Inland Counties | Therapy Services | Jan-00 |
| Volunteer Center of Riverside County | | Jan-00 |
| Volunteer Center of Riverside County | 2-1-1 Riverside County | May-00 |
| Volunteers of America Southwest | Early Head Start | Jan-00 |
| West End Family Counseling | Mental Health and Counseling Services | Jan-00 |
| West End Family Counseling | School-Based Counseling | Jan-00 |
| Westside Brighter Vision Foundation | Community Resource Referral | Jan-00 |
| Westside Brighter Vision Foundation | English As A Second Language | Jan-00 |
| Westside Brighter Vision Foundation | Parenting Skills Classes | Jan-00 |
| Westside Community Service Center | | Jan-00 |
| Westside Community Service Center | Employment Assistance | Jan-00 |
| Westside Community Service Center | Food Distributions | Jan-00 |
| Westside Community Service Center | Homework Center | Jan-00 |
| Westside Community Service Center | Senior Nutrition Program | Jan-00 |
| Westside Community Service Center | Westside Clothes Closet | Jan-00 |
| WeTip | Crime Reporting Hotline | Jan-00 |
| Whitney Young Family Health Clinic | | Jan-00 |
| Whitney Young Family Health Clinic | Dental Services | Feb-00 |
| Whitney Young Family Health Clinic | Medical Services | Jan-00 |
| YMCA Of The East Valley | Preschool | Jan-00 |
| Yucaipa Christian Church | | Jan-00 |
| Yucaipa Christian Church | Manna Food Cupboard | Jan-00 |
| Yucaipa Valley Welfare, Inc | | Jan-00 |
| Yucaipa Valley Welfare, Inc | Clothing Program | Jan-00 |
| Yucaipa Valley Welfare, Inc | Food Program | Jan-00 |

Mar-20

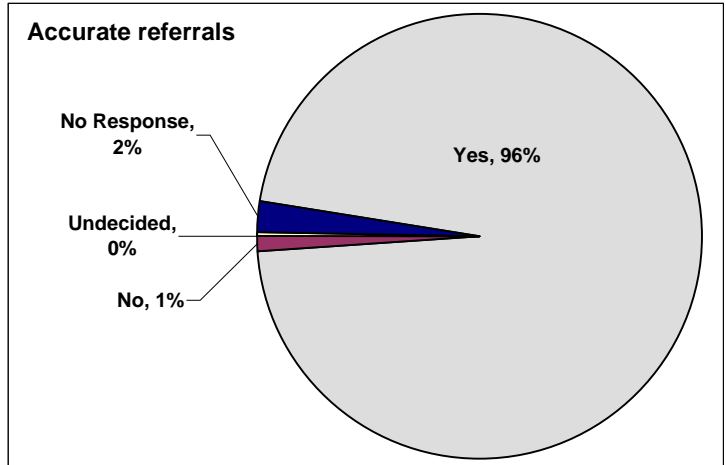
2-1-1 San Bernardino County Report

Callback Survey Responses

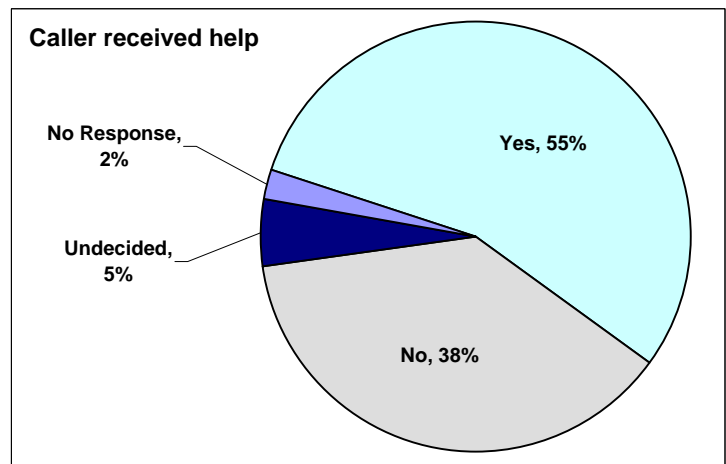
September 2009

Total of 352 Respondents

| Were the referral(s) accurate? | |
|--------------------------------|-----|
| Yes | 96% |
| No | 1% |
| Undecided | 0% |
| No Response | 2% |

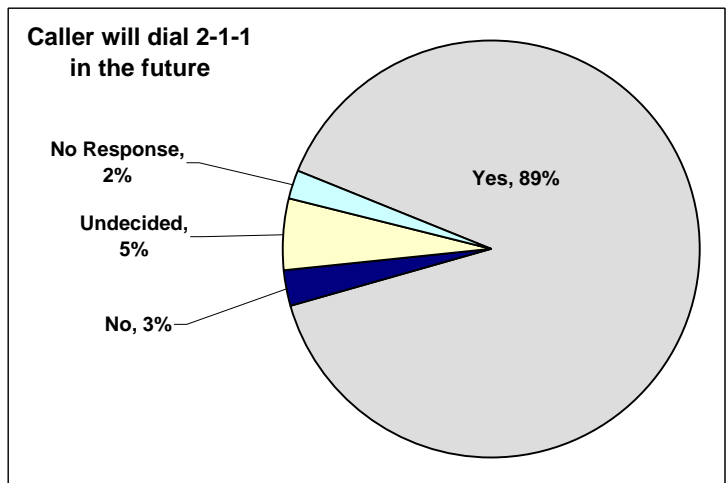


| Did you contact the referral agency (ies)? | |
|--------------------------------------------|-----|
| Yes | 94% |
| No | 3% |
| Undecided | 1% |
| No Response | 2% |



| If yes, did you get the help you needed? | |
|------------------------------------------|-----|
| Yes | 55% |
| No | 38% |
| Undecided | 5% |
| No Response | 2% |

| Was the information useful? | |
|-----------------------------|-----|
| Yes | 90% |
| No | 4% |
| Undecided | 4% |
| No Response | 2% |



| Will you call 2-1-1 in the future? | |
|------------------------------------|-----|
| Yes | 89% |
| No | 3% |
| Undecided | 5% |
| No Response | 2% |

| Are you a registered voter? | |
|-----------------------------|-----|
| Yes | 50% |
| No | 42% |
| Undecided | 5% |
| No Response | 3% |