

September 2011

## **2-1-1 San Bernardino County Statistical Update**

# 2-1-1 San Bernardino County Quarterly Report - September 2011



United Ways serving  
San Bernardino County



## 2-1-1 News Items

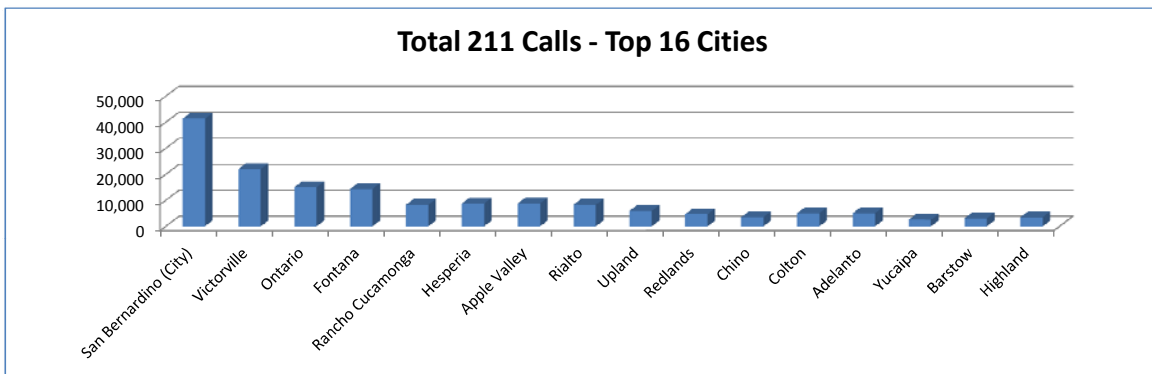
### 2-1-1 Advisory Council Meeting

The next meeting of the 2-1-1 Advisory Council will be held at 9:00am at the 2-1-1 Call Center on November 17th and normally occurs regularly on the 4th Thursday of every other month.

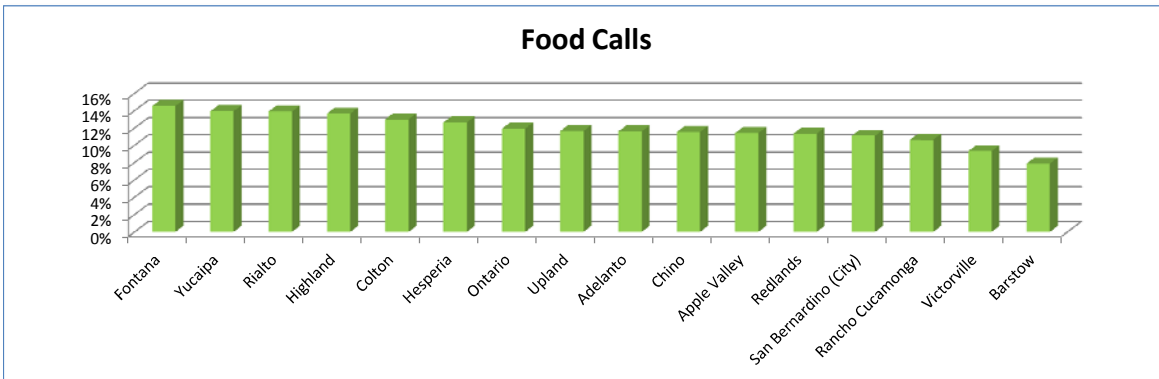
The Advisory Council has moved to create a 211 Strategic Plan. Your input is important. There will be an online Survey tool and three focus groups, one each for 211 users, service providers, and County & City personnel & elected officials. Look for an invitation!

### More ways to utilize 211 data - a look at Food disparities in two important Cities

In the past 39 months, the 211 system has answered 160,228 calls from the 16 largest cities. The following chart shows how those calls were distributed from the cities.



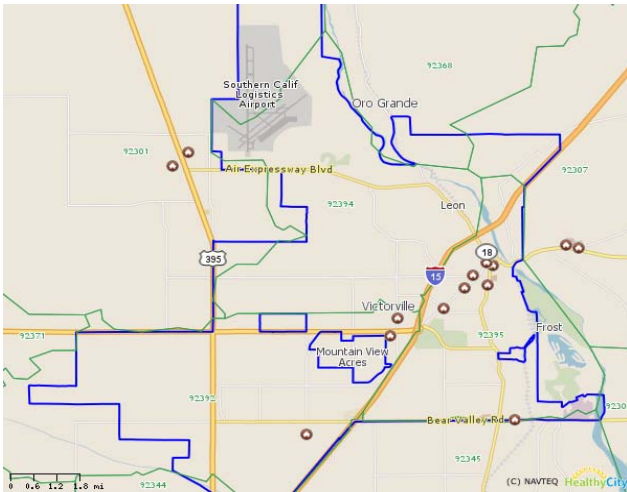
The next chart shows requests for food as a proportion of all requests from each city, showing the highest requests for food from left to right.



Fontana consistently has the highest per capita requests for food of all the major cities in the county. Victorville has the second highest call volume, yet shows one of the lowest per capita food request ratios.

Let's dig a little deeper into the comparison of these two cities and analyze the density of food service providers.

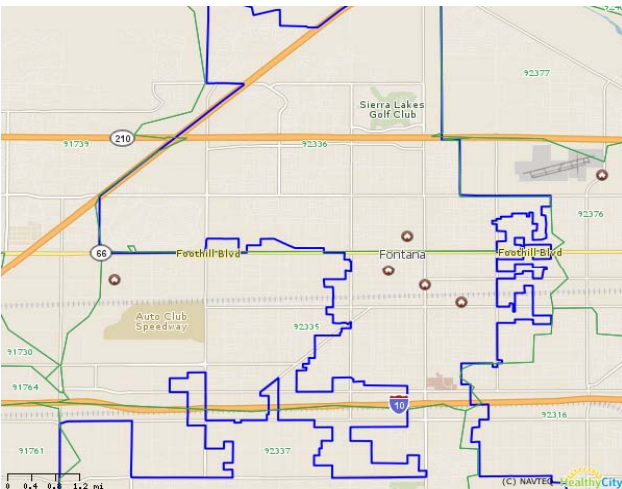
Using the healthycity.org website and mapping ability, here is the food provider profile of the City of Victorville. (211 partners with healthycity.org by providing resource data which is then available for mapping.)



In Victorville, we can see many agencies that provide some kind of food: Moses House Ministries, The Salvation Army, Community Health Action Network, Rescue Mission, The Lords Table, Samaritans Helping Hand, Meals On Wheels - Hi Desert, The Gate Church, DAAS - Victor Valley, and KidsNCare (reimburses licensed providers for meals).

In nearby Apple Valley we see Catholic Charities and Our Lady of the Desert Church, and in Hesperia, the Holy Family Catholic Church.

In Adelanto, there is Meals On Wheels, Inland Agency-Community Tool Box, and the Adelanto Senior Center.



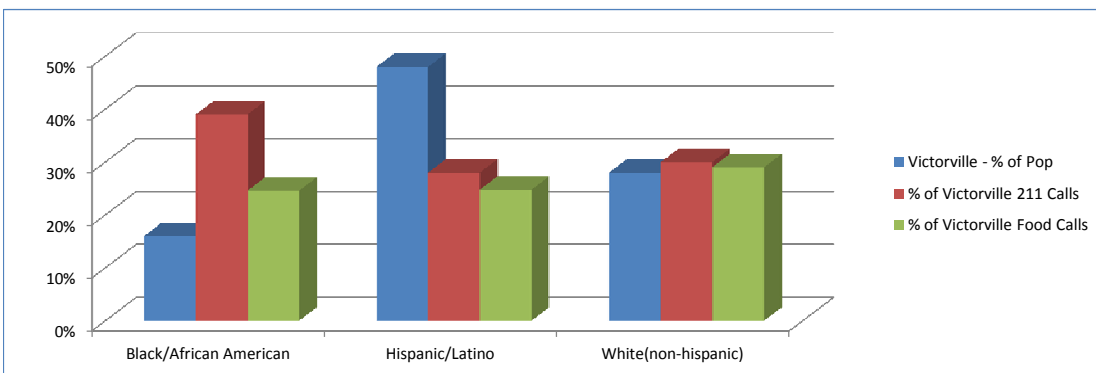
In Fontana, a city of nearly twice the population of Victorville, there are far fewer food and meal resources.

We only find Josephine Knopf Senior Center, Mountain View Community Church, Oldtimers Foundation, and Bill Martin Park which provides children with a nutritious lunch in summer only.

Nearby, there are a few more, the Carpenters House Church, Loveland Jubilee Pantry, REACH-St. Catherine of Siena, Rialto Senior Center, Cathedral of Praise Church, DAAS - Rancho Cucamonga Office, and the Abundant Living Family Church.

Parsing the food calls per statistically significant race/ethnic groups yields some interesting results. Let's look at Victorville first.

	Black/African American	Hispanic/Latino	White(non-hispanic)
<b>Victorville - % of Pop</b>	16%	48%	28%
<b>% of Victorville 211 Calls</b>	39%	28%	30%
<b>% of Victorville Food Calls</b>	25%	25%	29%



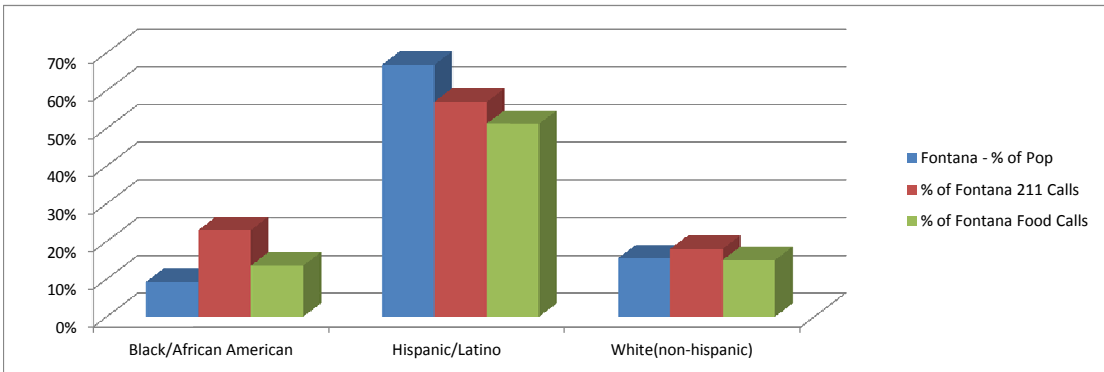
The chart above shows that callers self identifying as White comprise about 28% of the population of Victorville, they comprise about 30% of all Victorville 211 callers, and that requests for food appear in 29% of their calls.

Those self identifying as Hispanic/Latino comprise almost 50% of the city's population, amount to only 28% of Victorville calls, and have only a 25% rate of requests for food.

African Americans, 16% of Victorville's people, are way overrepresented at 39% of 211 calls and yet request food at a rate of 25%.

A look at Fontana in the same context paints a very different picture.

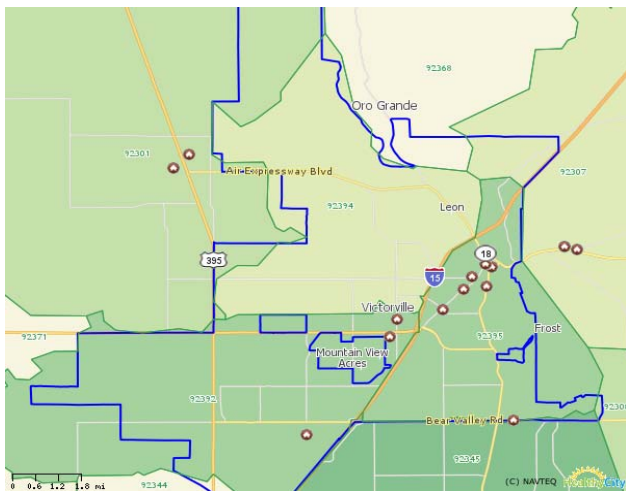
	Black/African American	Hispanic/Latino	White(non-hispanic)
<b>Fontana - % of Pop</b>	9%	67%	15%
<b>% of Fontana 211 Calls</b>	23%	57%	18%
<b>% of Fontana Food Calls</b>	14%	51%	15%



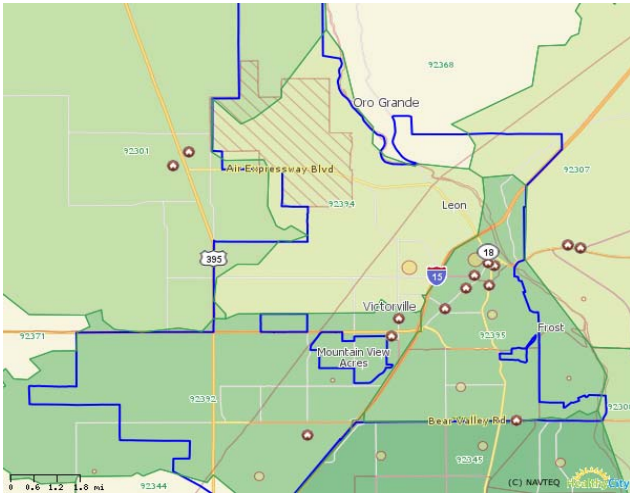
As you can see, the self identified White callers comprise 15% of the population, 18% of 211 calls from that city, and request food in only 15% of their calls.

Those self identifying as Hispanic/Latino comprise almost 67% of the city's population, amount to 57% of Fontana 211 calls, and have a whopping 51% rate of requests for food, roughly double the rate of Victorville callers of all three groups.

African Americans, again overrepresented at 9% of Fontana's people, are 23% of 211 calls and request food at a rate of 14%.

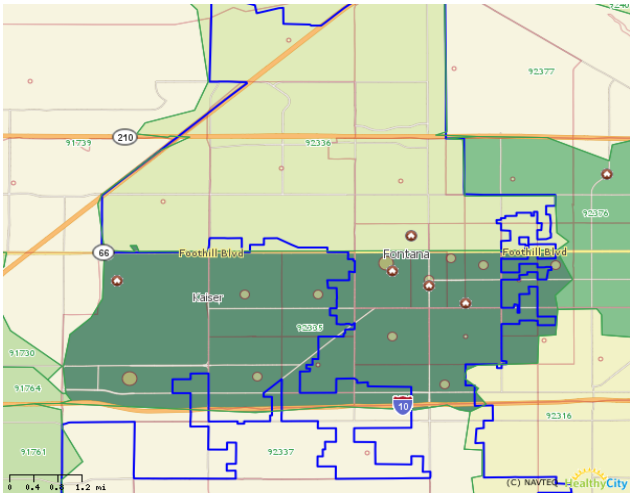


Once again, using the healthycity.org website and mapping ability and uploading 211 call data, here is the food provider profile of the City of Victorville with zip code level density of 211 calls that include food requests. The darker the green, the higher density of calls.

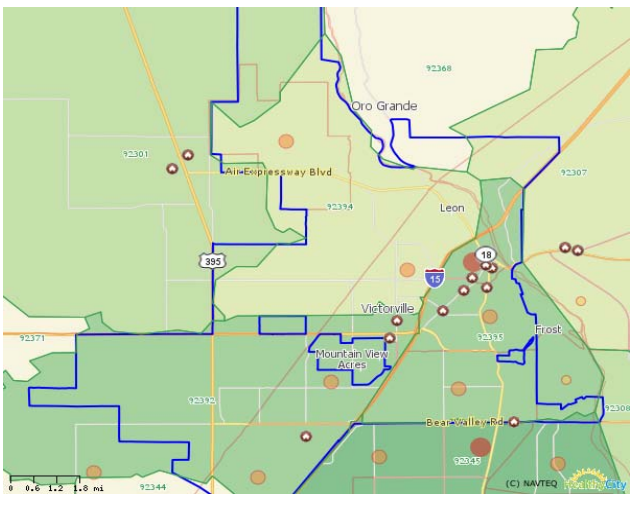


Here we have added one more layer of data to the Victorville map, families in poverty, which show up as beige circles. The larger the circle, the higher density of poverty within the zip code. Note how the food providers are closely located near the highest centers of poverty.

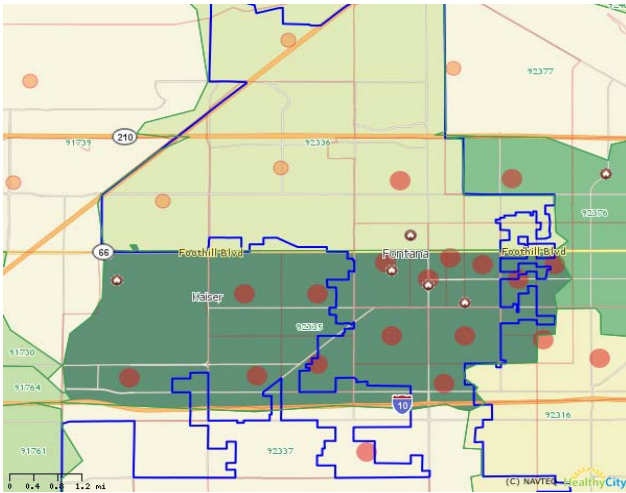
Let's see how Fontana looks using the same criteria.



Fontana boasts the highest rate of requests for food (darkest green). The map also shows high poverty in the same zip codes (Beige circles). And as shown here and discussed earlier, the area has very few food resources.



In this map of Victorville, we have replaced the Families In Poverty data with density of Hispanic/Latino populations. The darker the red circle is, the higher the saturation of Hispanic/Latino people.



Note how much higher is the saturation of Hispanic/Latino population (red circles) as shown here in the Fontana map. Also note how this saturation aligns with 211 calls requesting food.

Not only does Victorville have much more existing provider capacity than Fontana to respond to the need for emergency food and meals, but 34.9% of the residents of Victorville are on public aid, compared with 27% of Fontana residents, according to the Indicators Of Potential Homelessness report issued by the County's Office of Homeless Services in June of 2011.

The City of Fontana is a terrific place to live, recently named a winner of the America's Promise Alliance 100 Best Communities for Young People. It has several community centers including a Senior and a Teen center, operates a transportation program for seniors, a comprehensive Community Assistance Program in partnership with Water of Life Community Church, a state of the art library and technology center, a plethora of activities including after school activities, and has a vibrant healthy city component and much more.

In harmony with Fontana's efforts to provide and maintain a happy and healthy citizenry, this exercise provides a strong rationale for focusing on expanding the capacity for providing emergency food and other nutrition oriented solutions within a portion of the City of Fontana, between Foothill and the I-10 Fwy and within the unincorporated area directly to the west. Additional opportunities could include ethnically competent and targeted CalFresh outreach, the promoting of community gardens and school gardens, and partnership with faith-based or other organizations to expand current or create new emergency food outlets.

As evidenced here, 211 and its caller and resource data can be powerful tools for public and non-profit agencies and their decision makers. The caller data that 211 collects is unique in its scope and as real time as possible. Some of the areas 211 data can be used for are:

- community planning
- documenting unmet needs
- identifying underserved communities
- determining and/or mapping existing resources
- grant proposals
- Identifying trends

Please contact me if you would like more information.

Until next month,

Thank You and Be Well!

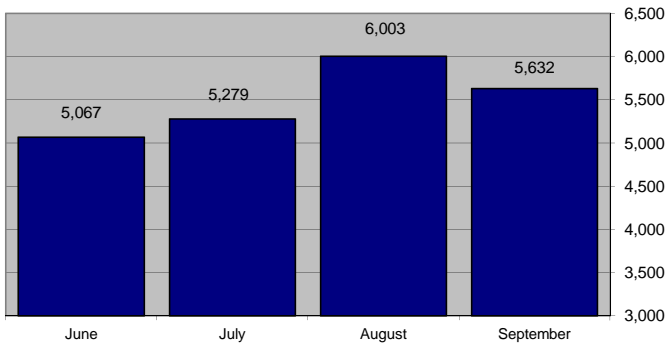
Gary Madden, Director  
 2-1-1 San Bernardino County  
 909-980-2857 ext 211  
[gmadden@ieuw.org](mailto:gmadden@ieuw.org)



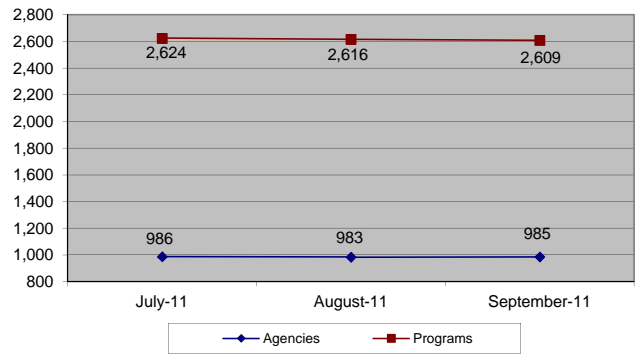
## 2-1-1 San Bernardino County

### September 2011 Data

**Total number of documented calls**



**2-1-1 database totals**



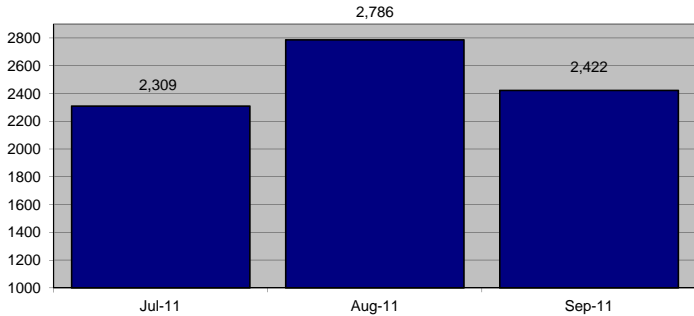
**Total number of documented calls\*\***

Month	Total number of documented calls**
September	5,632
August	6,003
July	5,279
June	5,067

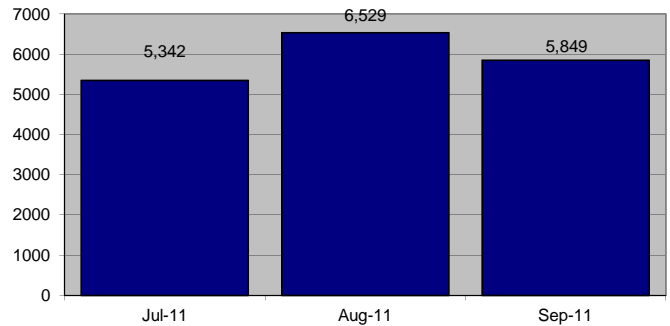
\*\* Does not include hangups, wrong numbers, internal, etc.

Agencies	Database totals	Programs
985	Sep-11	2,609
983	Aug-11	2,616
986	Jul-11	2,624

**Total # of callers with children in the households**



**Total number of children involved**



**Call totals per # of children in household:**

	Sep-11	Aug-11	Jul-11
0 or unknown	3,210	3217	2970
1	698	874	735
2	772	876	715
3	504	555	482
4	263	293	242
5	104	112	77
6	59	47	43
7	10	14	6
8	10	11	6
9	1	2	0
More than 9	1	2	3
<b>Total</b>	<b>2422</b>	<b>2786</b>	<b>2309</b>

**Total Number of Children**

Month	Total Number of Children
Sep-11	5849
Aug-11	6529
Jul-11	5342

**Percentage of callers w/children** 43%

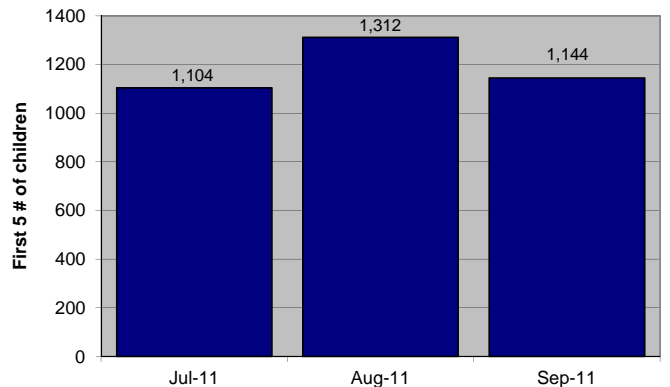
**First 5 Calls**

<b>Total # First 5 Children represented</b>	<b>1797</b>
Total number of calls this month	5632
<b>Total # of First 5 Calls</b>	<b>1144</b>
<b>Percentage of F5 calls</b>	<b>20%</b>

**Call totals per # of children under 6:**

	Sep-11	Aug-11	Jul-11
0 or unknown	4,488	4764	5251
1	644	826	656
2	367	365	319
3	114	101	108
4	18	18	18
5	1	2	3
6	0	0	0
7	0	0	0
8	0	0	0
9	0	0	0
More than 9	0	0	0
<b>Total F5 Calls</b>	<b>1144</b>	<b>1312</b>	<b>1104</b>

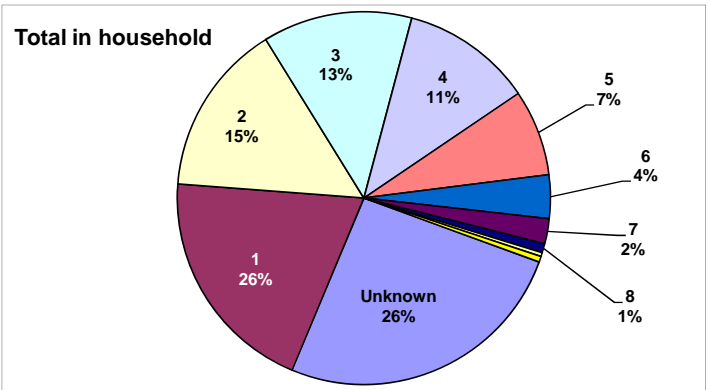
**Total number of children under 6**



## 2-1-1 San Bernardino County

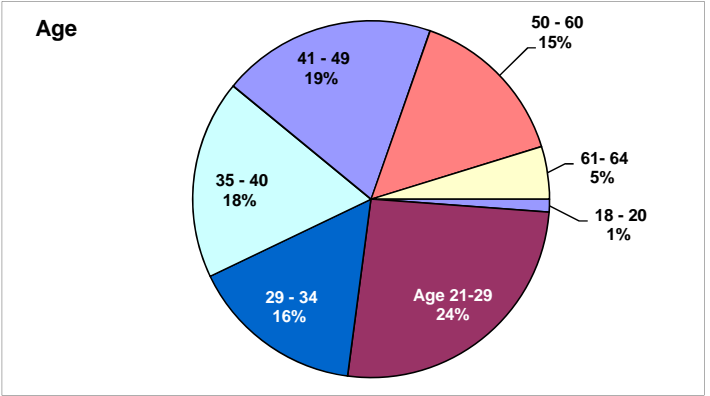
Total # in household:			
	Sep-11	Aug-11	Jul-11
Unknown	1450	1394	1251
1	1121	1199	1118
2	843	917	804
3	730	894	753
4	641	691	599
5	421	474	407
6	212	253	192
7	123	97	82
8	44	51	51
9	20	14	9
9+	27	19	14
<b>Total</b>	<b>4182</b>	<b>4609</b>	<b>4029</b>

NA  
27%  
20%  
17%  
15%  
10%  
5%  
3%  
1%  
0%  
1%

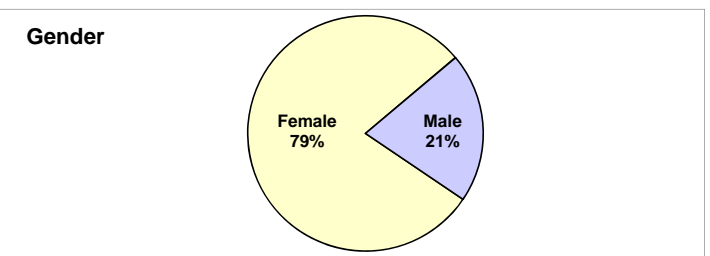


<b>Total people represented in this month's calls</b>	<b>12,574</b>
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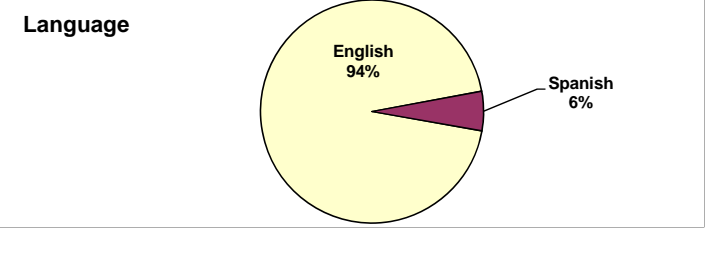
Age:			
	Sep-11	Aug-11	Jul-11
0 - 5	5		
6 - 12	7		
13 - 17	112		
18 - 20	37		
21 - 28	827		
29 - 34	503		
35 - 40	575		
41 - 49	619		
50 - 60	474		
61 - 64	152		
65 & Over	142		
<b>Total</b>	<b>3453</b>	<b>0</b>	<b>0</b>



Gender			
	Sep-11	Aug-11	Jul-11
Female	4276	4623	3977
Male	1107	1120	1018
Other	4	5	9
Transgender	0	1	1
Undisclosed	245		
<b>Total</b>	<b>5632</b>	<b>5749</b>	<b>5005</b>

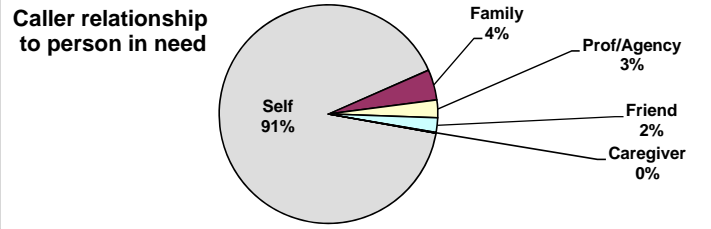


Language			
	Sep-11	Aug-11	Jul-11
English	5310	5695	5030
Spanish	321	306	248
Arabic	1	0	0
Cambodian	0	2	0

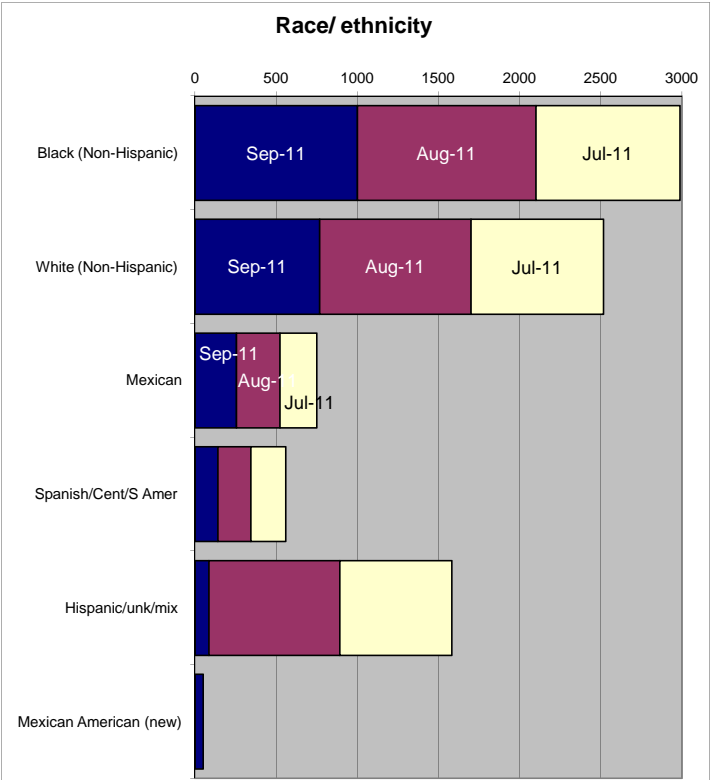


## 2-1-1 San Bernardino County

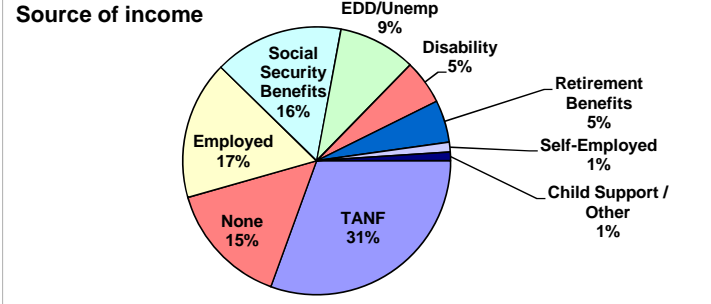
Caller relationship to person in need:			
	Sep-11	Aug-11	Jul-11
Self	5105	5460	4798
Family	253	253	243
Prof/Agency	148	155	134
Friend	120	128	98
Caregiver	6	7	6



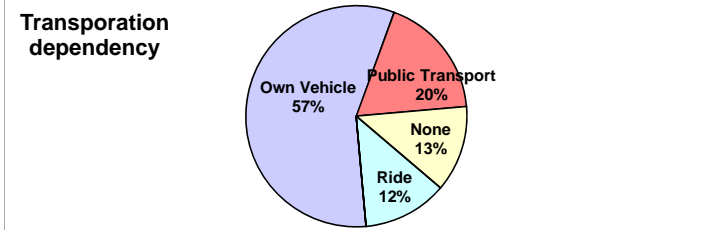
Race/ ethnicity				
	Sep-11	Aug-11	Jul-11	
Black (Non-Hispanic)	999	1102	886	42%
White (Non-Hispanic)	768	933	815	32%
Mexican	254	269	226	11%
Spanish/Cent/S Amer	141	202	216	6%
Hispanic/unk/mix	84	807	691	4%
Mexican American (new)	49			2%
Other	23	23	18	
Multi-race	22	26	39	
Asia/unk/mix	11	11	7	
Pacific Islander/unk/mix	9	5	9	
Chinese	8	1	1	
Asian-Indian	5	4	11	
Filipino	4	4	4	
Native American	3	7	10	
Vietnamese	3	3	4	
Samoan	1	4	2	
Korean	1	1	1	
Hawaiian	1	0	0	
Cuban	1	0	0	
South American	1	0	0	
Central American	1	0	0	
Cambodian	0	2	1	
Puerto Rican	0	1	1	
Japanese	0	0	0	
Unknown	3243	2598	2337	
<b>Total Known</b>	<b>2389</b>	<b>3405</b>	<b>2942</b>	



Source of income:			
	Sep-11	Aug-11	Jul-11
TANF	1053	1181	993
None	518	662	575
Employed	577	703	574
Social Security Benefits	538	663	574
EDD/Unemp	323	277	284
Disability	185	198	149
Retirement Benefits	176	163	149
Self-Employed	41	40	44
Child Support / Other	36	35	36



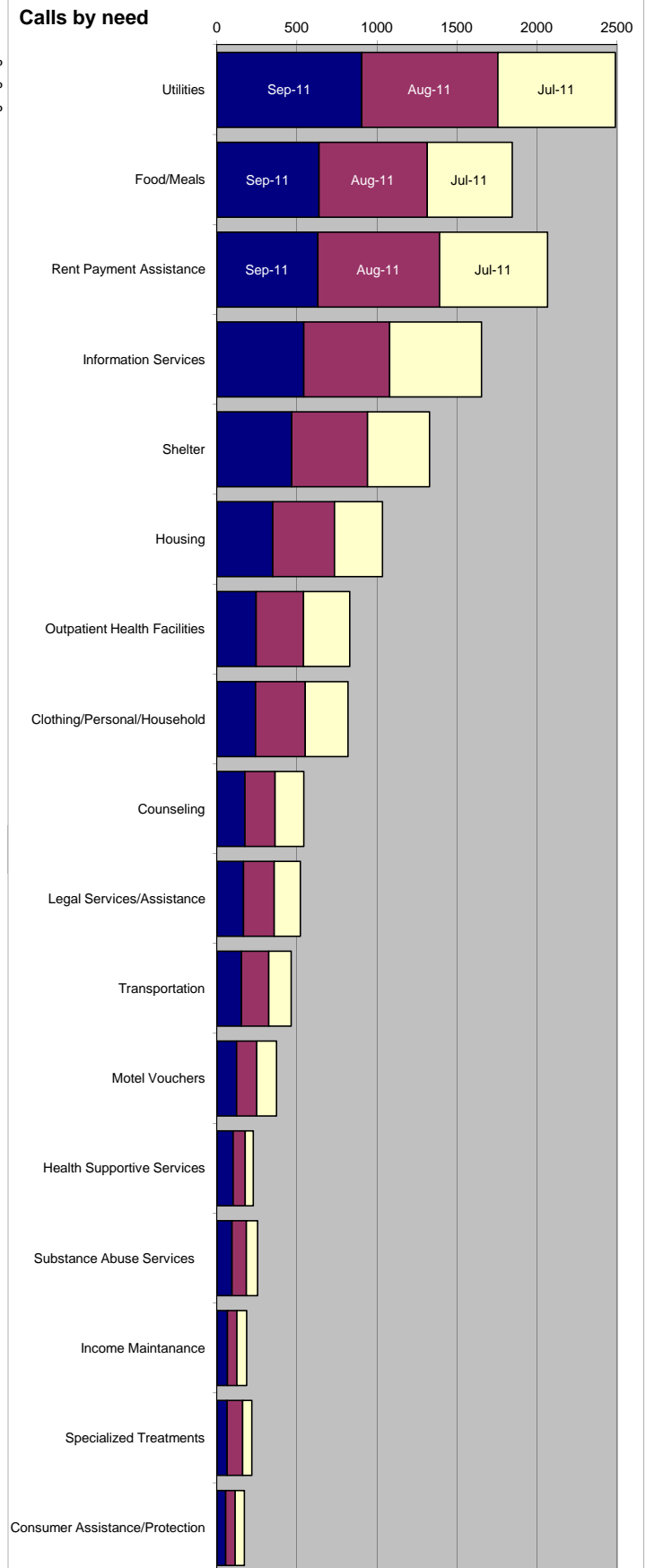
Transportation dependency:			
	Sep-11	Aug-11	Jul-11
Own Vehicle	1762	2008	1665
Public Transportation	558	665	625
None	391	434	382
Ride	382	394	347
Taxi	1	2	0
Transportation Voucher	0	0	0



## 2-1-1 San Bernardino County

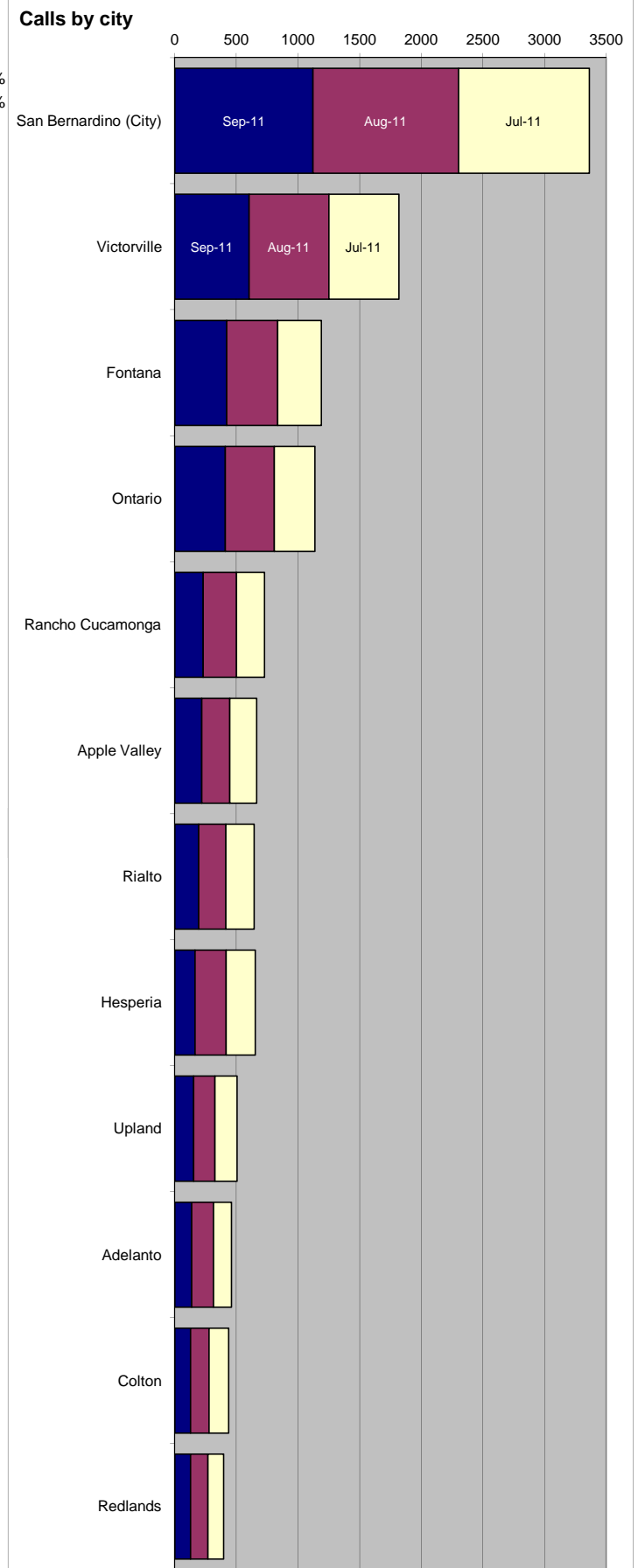
Calls by need*:			
Need	Sep-11	Aug-11	Jul-11
Utilities	904	851	734
Food/Meals	637	676	531
Rent Payment Assistance	630	761	675
Information Services	543	535	574
Shelter	467	473	389
Housing	349	385	300
Outpatient Health Facilities	244	297	288
Clothing/Personal/Household	242	310	266
Counseling	175	189	179
Legal Services/Assistance	166	192	163
Transportation	154	169	141
Motel Vouchers	123	126	123
Health Supportive Services	102	74	51
Substance Abuse Services	94	90	69
Income Maintenance	66	59	61
Specialized Treatments	64	97	56
Consumer Assistance/Protection	54	59	59
Employment	53	58	43
Mental Health Care Facilities	49	51	32
Family Based Svcs/Mentoring	46	42	44
Day Care	45	60	32
Nutrition Public Assist. Prgrms	45	52	44
Law Enforcement	43	29	29
Community Groups/Services	41	63	169
Protective Services	41	21	9
Medical Public Assistance Programs	28	20	17
Outpatient Mental Health Care	26	32	28
Courts/Correctional System	22	37	30
Disaster (Incident)	22	2	0
Parenting Education	18	23	19
Social Develop. and Enrichment	18	15	16
Health Screening/Diagnostic Services	17	29	61
Psychiatric/Mental Health Support	16	23	18
Special Education	16	15	13
Inpatient Health Facilities	16	12	17
Environmental Protection/Improvement	16	8	9
Death Certification/Burial Arrangements	15	19	19
Volunteer Opportunities	15	11	14
Crime Reporting/Prevention	14	8	7
Animal Services	13	22	10
Support Groups	13	9	13
Formal Education	12	24	8
Mortgage Payment Assistance	12	15	15
Public Safety/Emergency Services	11	12	10
Disability Issues/Services	10	18	10
Donations	10	8	6
Social Insurance Programs	9	12	9
Emergency Medical Care	9	7	11
Safety Equipment	9	4	6
Disaster Services	8	1	2
Early Education	7	28	20
Crime Victim Support	7	11	18
Public Health Information	7	9	9
Household Related Public Asst	7	5	4
Org. Development and Mgmt Services	6	7	16
Immigration/Naturalization Legal Services	6	7	5
Parks & Recreation Services	6	0	2
Consumer Regulations	3	3	0
Rehabilitation/Habilitative Services	3	2	3
Adoption/Foster Services	3	2	1
Tutoring/Homework Assistance	2	16	8
Credit Counseling	2	2	1
Mortgage Foreclosure Information	2	0	0
Suicide Calls/Lethality Assessment	1	1	1
Bad Weather Shelters	0	1	0

Note: \* Includes Only First Need Presented



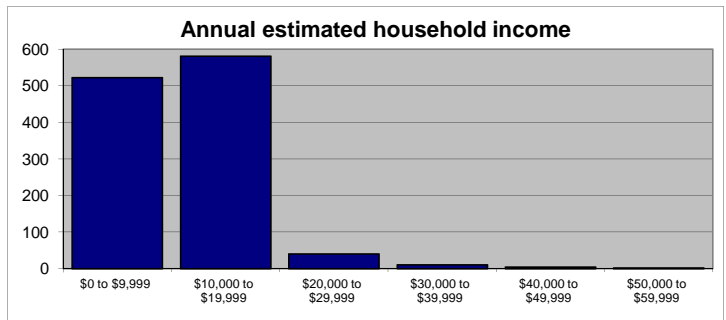
## 2-1-1 San Bernardino County

Calls per city/town			
City	Sep-11	Aug-11	Jul-11
San Bernardino (City)	1121	1179	1061
Victorville	603	647	567
Fontana	420	414	354
Ontario	409	399	328
Rancho Cucamonga	231	270	226
Apple Valley	219	227	219
Rialto	193	221	229
Hesperia	164	252	237
Upland	153	173	179
Adelanto	138	177	144
Colton	129	149	158
Redlands	128	140	128
Highland	98	118	123
Chino	96	85	75
Yucaipa	77	87	56
Barstow	70	98	87
Yucca Valley	63	69	52
Montclair	56	45	31
Bloomington	52	63	38
Twenty-Nine Palms	39	28	21
Loma Linda	35	45	35
Chino Hills	27	29	28
Crestline	23	21	24
Big Bear City	19	25	22
Phelan	17	20	25
Alta Loma	17	17	15
Joshua Tree	13	23	11
Mentone	11	13	8
Running Springs	11	12	18
Lake Arrowhead	10	2	6
Lucerne Valley	9	18	23
Grand Terrace	8	10	24
Big Bear Lake	7	10	7
Helendale	7	4	6
Outside Of California	6	10	11
Pinon Hills	5	9	1
Oro Grande	4	4	6
Morongo	4	2	4
Yermo	2	4	1
Hinkley	2	3	1
Lytle Creek	2	2	3
Newberry Springs	2	1	5
Forest Falls	2	1	1
Needles	2	0	1
Etiwanda	2	0	1
Wrightwood	1	7	7
Daggett	1	3	0
Skyforest	1	1	1
Devore	1	1	1
Cedar Glen	1	0	0
Mt Baldy	1	0	0
Trona	0	6	2
Blue Jay	0	2	2
Big River	0	2	0
Rimforest	0	0	2
Landers	0	0	2
Amboy	0	0	1
Angelus Oaks	0	0	1
Fawnskin	0	0	1
Green Valley Lake	0	0	1
Kelso	0	0	1
Outside County	290	286	176

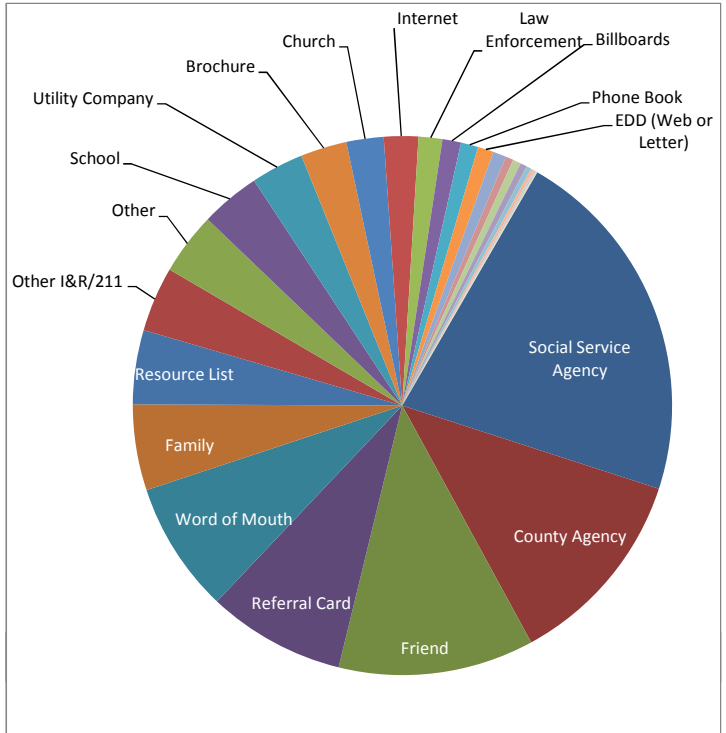


## 2-1-1 San Bernardino County

Annual estimated household income			
	Sep-11	Aug-11	Jul-11
Declined to state/Unknown	4,474	4609	4150
\$0 to \$9,999	522	667	716
\$10,000 to \$19,999	581	695	363
\$20,000 to \$29,999	40	22	35
\$30,000 to \$39,999	10	7	11
\$40,000 to \$49,999	4	2	2
\$50,000 to \$59,999	1	0	2
\$60,000 to \$69,999	0	0	0
\$70,000 to \$79,999	0	0	0
\$80,000 +	0	1	0



How caller learned about 2-1-1			
	Sep-11	Aug-11	Jul-11
Social Service Agency	273	313	367
County Agency	152	134	146
Friend	148	154	144
Referral Card	104	93	93
Word of Mouth	99	75	68
Family	65	77	54
Resource List	56	44	54
Other I&R/211	49	31	34
Other	47	39	31
School	45	47	15
Utility Company	40	42	31
Brochure	35	45	24
Church	28	18	24
Internet	26	37	29
Law Enforcement	18	13	21
Billboards	14	9	7
Phone Book	13	13	15
EDD (Web or Letter)	12	19	14
Doctor's Office/Clinic	10	20	11
Newspaper	6	7	11
Hospital	6	7	7
Local Government (Cities)	5	9	4
Television	4	5	5
Human Resources	2	3	1
911	1	3	1
Radio	1	3	0
Crisis Line	1	1	3
Get Connected/CETF Flyer	0	1	0
411	0	0	0
Return Caller (not incl. in chart)	4310	4666	4004



Why referral not given			
Reason	Sep-11	Aug-11	Jul-11
Service Non-Existant	79	79	86
Interdepartmental Transfer	73	82	29
Wrong Number	44	25	14
Agency Resources Exhausted	33	30	26
Refused Referral	32	36	32
No Shelter Bed Availability	32	19	20
No Rent/Mortgage Assist Available	28	30	43
Hang up - Disconnected	21	0	51
No Utility Assistance Available	18	21	12
Agency/Organization Calling	7	7	4
Caller Doesn't Qualify	3	3	3
Chronic Caller/Abusive Caller	2	1	2
Services Too Expensive	0	1	0

