United Ways serving San Bernardino County

San Bernardino County 2-1-1 Get Connected. Get Answers.

May 2011

2-1-1 San Bernardino County Statistical Update

LIVE UNITED™ United Way

2-1-1 San Bernardino County Monthly Report - May 2011

San Bernardino County 2-1-1 Get Connected. Get Answers.

United Ways serving San Bernardino County

2-1-1 News Items

2-1-1 Advisory Committee 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 July 28 and normally occurs regularly on the 4th Thursday of every other month.

The Advisory Council has moved to create a 211 Strategic Plan. See below for more details. Your input is important.

First a word from our callers…

"This service is fantastic! I can't believe it's free. Thank you!"

These are the words of a recent caller, experiencing for the first time this tool called 2-1-1, and amazing blend of technology and people power. Currently, about 20,000 individuals and families dial 2-1-1 for the first time in San Bernardino County every year.

It is built. Will you come? -- 211 Strategic Planning

The usual report information is contained in the following pages, but this front page space will be used this time for a short discussion about the future of your 2-1-1, the features of which are easily listed:

- 3-digit phone number
- 24 hour accessibility
- comprehensive, searchable database, accessible to the public at 211sb.org
- 2 staff dedicated to continuous database maintenance
- national standards (AIRS – Alliance of Information & Referral Systems - airs.org)
- highly trained, professional, bilingual staff
- 150 languages available through contracted interpreter service
- 2-1-1 caller data collection

The benefits of having a 2-1-1 system are also broad:

- residents are quickly and easily connected to community resources
- 24 hour accessibility means that 2-1-1 acts on behalf of hundreds of other agencies when their offices are closed
- public safety is enhanced during disaster as 2-1-1 relieves inappropriate calls from 9-1-1
- taxpayers save money from the consolidation of hotlines, decreasing duplication of services
- local governments benefit from increased efficiencies
- primary data from 2-1-1 callers available for needs assessment and grant writing
- nonprofits more able to focus on clients, less on screening

2-1-1 in San Bernardino County is not yet 5 years old, currently answers only about 67,000 calls per year (about 3% penetration rate), and has a limited public awareness. A fully mature 2-1-1 has a penetration rate of 10% or more (200,000+ calls for San Bernardino County), and performs many functions that serve to support the public, local governments, and nonprofits.

As 211 San Bernardino County evolves, it is essential that the shape of that evolution be determined by the community it serves. Your voice, your thoughts, your needs and wants…your vision is important to this process.

Please be looking for survey and focus group invitations, and lend your intelligence to the upcoming process for creating a strategic plan for 211 San Bernardino County.

Thanks to the 211 Advisory Council, the County Board of Supervisors and countless County Departments and staff, the First 5 Commission and staff, and all of the nonprofit Execs and staff who make 2-1-1 possible and vibrant.

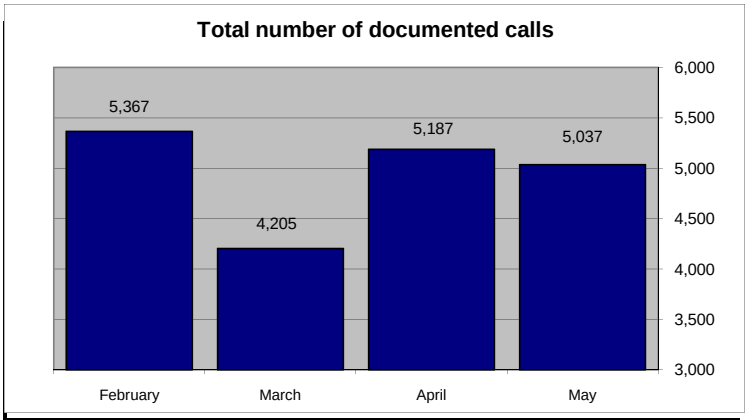
Until next month,

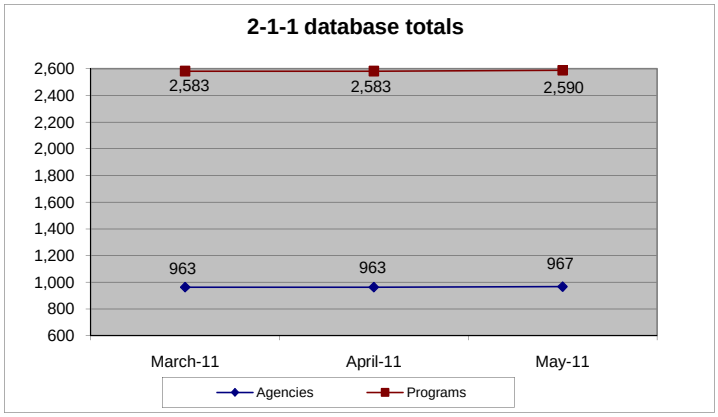
Thank You and Be Well!

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

2-1-1 San Bernardino County

May 2011 Data Analysis

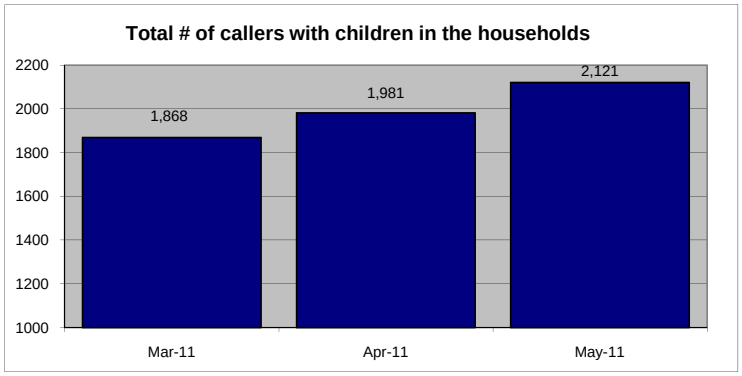


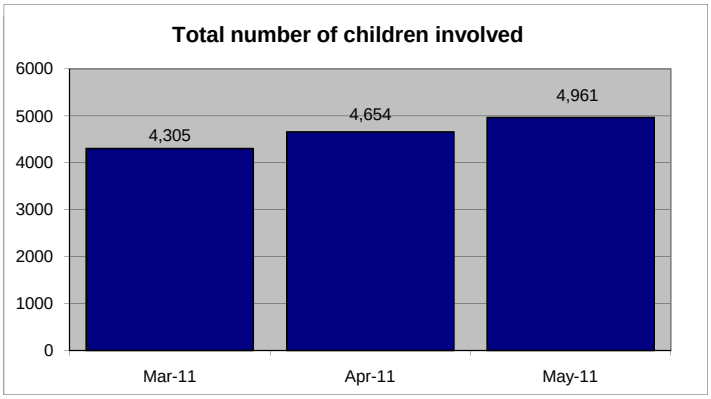


Total number of documented calls**	
May	**5,037**
April	**5,187**
March	**4,205**
February	**5,367**

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

Agencies	Database totals	Programs
967	**May-11**	**2,590**
963	**Apr-11**	**2,583**
963	**Mar-11**	**2,583**



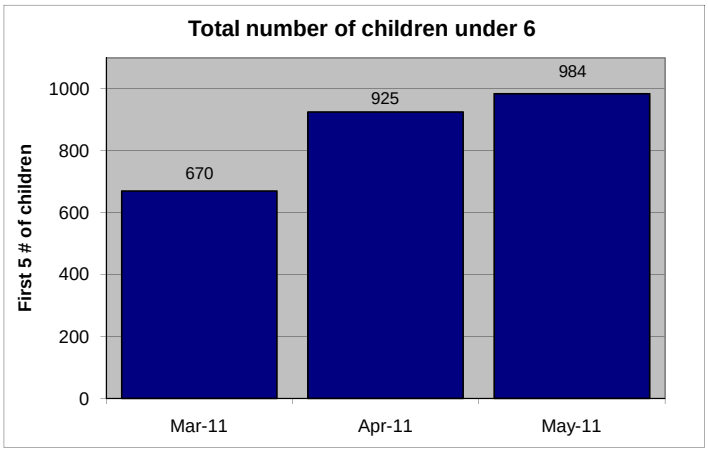


Call totals per # of children in household:			
	May-11	**Apr-11**	**Mar-11**
0 or unknown	2,868	3855	3319
1	625	623	612
2	713	638	595
3	432	359	340
4	221	214	197
5	83	94	77
6	28	33	26
7	7	10	16
8	10	6	3
9	2	4	2
More than 9	0	0	0
Total	2121	1981	1868

Total Number of Children	
May-11	**4961**
Apr-11	4654
Mar-11	4305
Percentage of callers w/children	**43%**

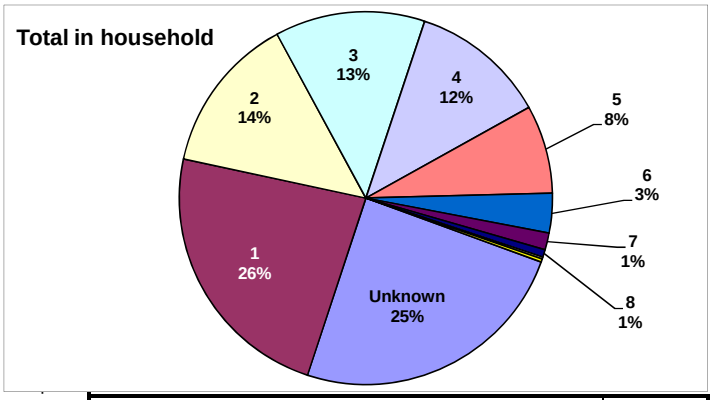
First 5 Calls	
Total # First 5 Children represented	**1603**
Total number of calls this month	5037
Total # of First 5 Calls	**984**
Percentage of F5 calls	**20%**

Call totals per # of children under 6:			
	May-11	**Apr-11**	**Mar-11**
0 or unknown	4,005	4911	3535
1	545	530	392
2	302	290	197
3	104	82	61
4	28	16	15
5	1	6	3
6	3	1	2
7	1	0	0
8	0	0	0
9	0	0	0
More than 9	0	0	0
Total F5 Calls	**984**	925	670



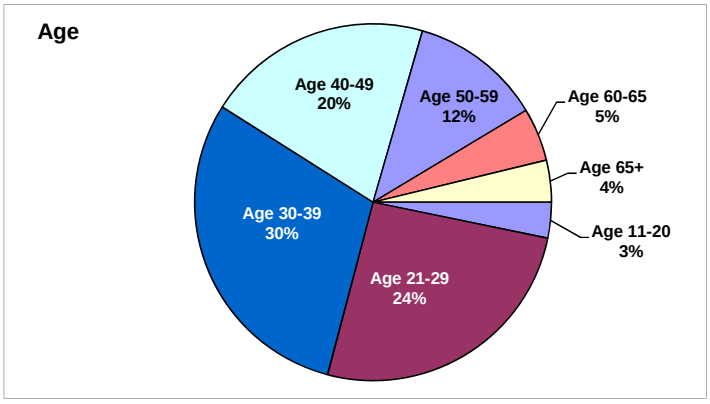
2-1-1 San Bernardino County

Total # in household:	May-11	Apr-11	Mar-11	
Unknown	1235	2390	1670	NA
1	1173	972	1124	31%
2	692	674	718	18%
3	655	657	578	17%
4	595	503	472	16%
5	386	314	338	10%
6	173	201	161	5%
7	73	62	76	2%
8	33	35	29	1%
9	9	10	13	0%
9+	13	18	8	0%
Total	3802	3446	3517	

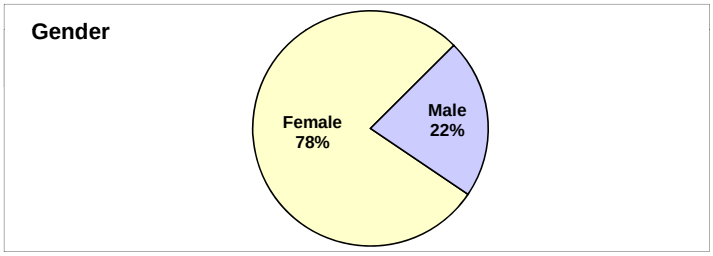


Total people represented in this month's calls	10,843

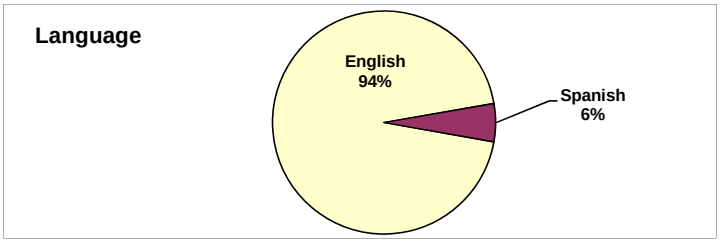
Age:	May-11	Apr-11	Mar-11
Age 0-3	7	3	9
Age 4-5	8	4	3
Age 6-10	10	14	18
Age 11-20	103	88	107
Age 21-29	822	766	696
Age 30-39	948	903	799
Age 40-49	651	577	518
Age 50-59	379	386	441
Age 60-65	153	145	163
Age 65+	120	126	130
Total	3201	3012	2884



Gender	May-11	Apr-11	Mar-11
Female	3729	3656	3834
Male	1046	945	1143
Other	2	4	2
Transgender	2	0	1
Total	4779	4605	4980



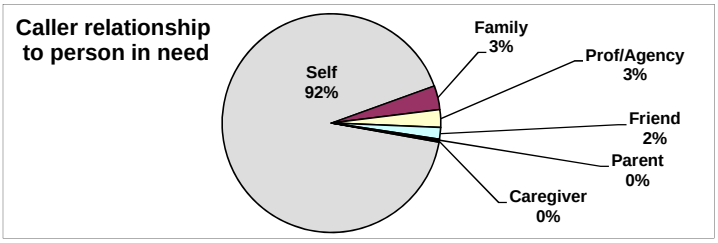
Language	May-11	Apr-11	Mar-11
English	4759	5585	4859
Spanish	278	251	327
Hindi	0	0	1
Korean	0	0	0
Chinese	0	0	0
Vietnamese	0	0	0



2-1-1 San Bernardino County

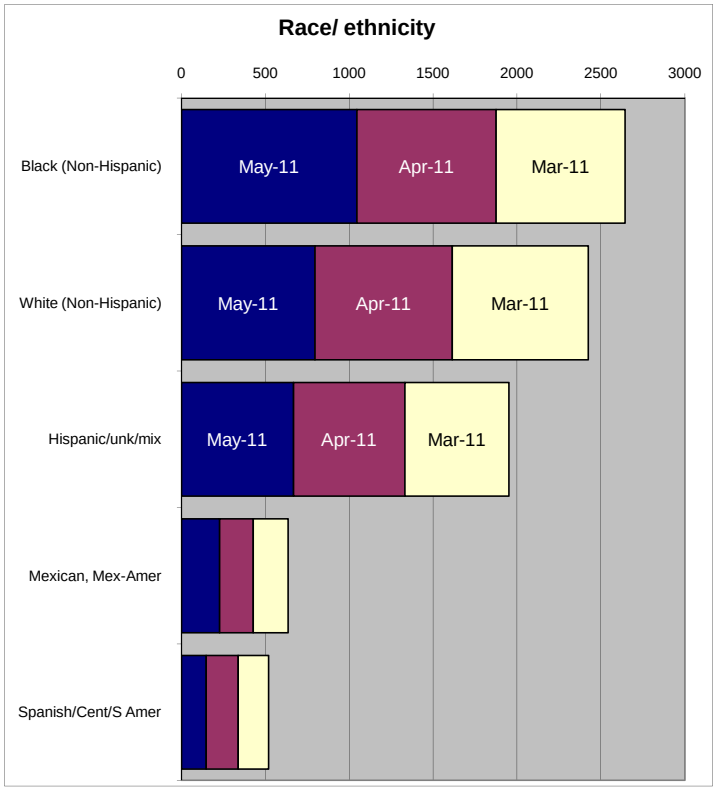
Caller relationship to person in need:

	May-11	Apr-11	Mar-11
Self	4542	5393	4696
Family	176	207	215
Prof/Agency	129	138	143
Friend	86	82	110
Parent	11	11	18
Caregiver	9	5	5



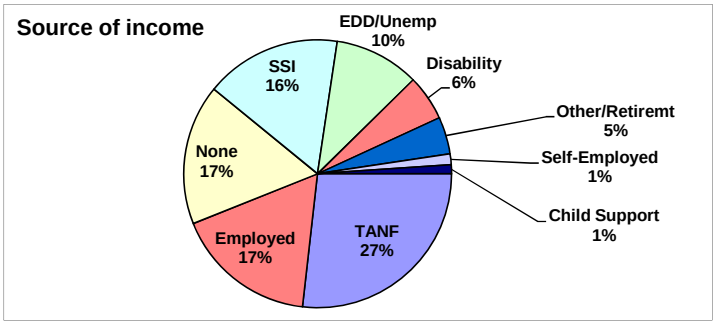
Race/ ethnicity

	May-11	Apr-11	Mar-11	
Black (Non-Hispanic)	1045	830	769	35%
White (Non-Hispanic)	794	820	809	27%
Hispanic/unk/mix	667	663	621	23%
Mexican, Mex-Amer	226	200	208	8%
Spanish/Cent/S Amer	147	191	180	5%
Multi-race	25	24	23	1%
Other	11	21	10	
Asian-Indian	6	4	11	
Asia/unk/mix	5	3	7	
Vietnamese	3	7	3	
Chinese	3	3	3	
Samoan	3	3	2	
Pacific Islander/unk/mix	2	5	6	
Filipino	2	5	4	
Native American	2	4	11	
Hawaiian	2	2	0	
Puerto Rican	2	1	0	
Korean	1	2	0	
Cuban	0	1	0	
Japanese	0	1	0	
Cambodian	0	0	0	
Laotian	0	0	0	
Guamanian	0	0	0	
Unknown	2091	2397	1538	
Total Known	2946	2790	2667	



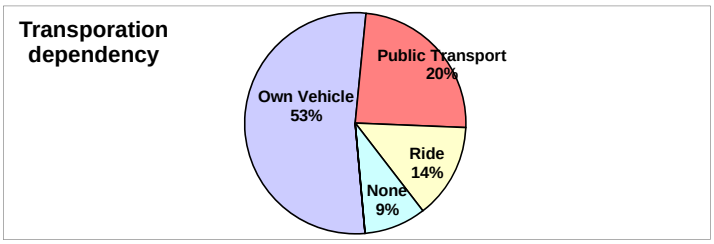
Source of income:

	May-11	Apr-11	Mar-11
TANF	852	839	781
Employed	545	511	482
None	539	527	542
SSI	523	525	490
EDD/Unemp	327	287	262
Disability	175	152	183
Other/Retiremt	142	144	142
Self-Employed	42	33	40
Child Support	34	25	30



Transportation dependency:

	May-11	Apr-11	Mar-11
Own Vehicle	1545	1458	1316
Public Transportation	702	657	607
Ride	407	358	383
None	264	297	300
Transportation Voucher	0	1	1
Taxi	1	0	1

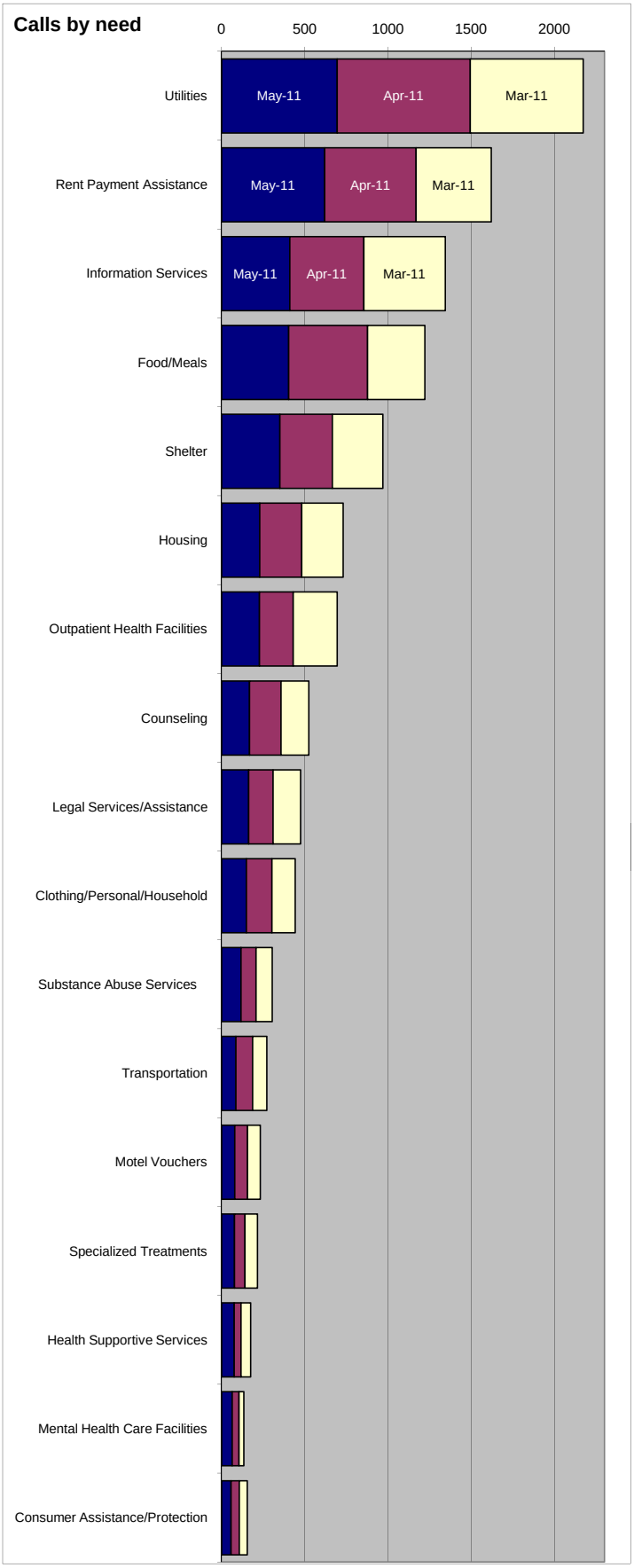


2-1-1 San Bernardino County

Calls by need*:

Need	May-11	Apr-11	Mar-11	
Utilities	695	799	678	15%
Rent Payment Assistance	620	548	452	13%
Information Services	409	446	489	9%
Food/Meals	403	474	344	9%
Shelter	350	315	304	8%
Housing	229	253	248	5%
Outpatient Health Facilities	227	203	264	5%
Counseling	168	188	167	4%
Legal Services/Assistance	162	147	165	4%
Clothing/Personal/Household	149	154	139	3%
Substance Abuse Services	116	91	97	3%
Transportation	85	102	85	2%
Motel Vouchers	79	76	78	2%
Specialized Treatments	77	64	74	2%
Health Supportive Services	76	41	57	2%
Mental Health Care Facilities	63	41	30	1%
Consumer Assistance/Protection	57	49	48	1%
Income Maintanance	54	68	88	1%
Outpatient Mental Health Care	41	30	39	1%
Health Screening/Diagnostic Services	37	39	49	
Community Groups/Services*	37	38	102	
Nutrition Public Assist. Prgrms	35	32	24	
Family Based Srvcs/Mentoring	31	31	46	
Employment	29	28	29	
Courts/Correctional System	29	24	29	
Law Enforcement	28	16	24	
Day Care	26	32	35	
Parenting Education	24	31	34	
Crime Victim Support	21	14	13	
Social Develop. and Enrichment	21	14	12	
Inpatient Health Facilities	19	9	8	
Volunteer Opportunities	18	31	40	
Psychiatric/Mental Health Support	16	30	26	
Medical Public Assistance Programs	16	20	35	
Animal Services	16	16	16	
Org. Development and Mgmt Services	16	12	9	
Environmental Protection/Improvement	14	20	16	
Social Insurance Programs	12	21	12	
Death Certification/Burial Arrangements	12	17	16	
Early Education	11	14	9	
Disability Issues/Services	9	12	13	
Mortgage Payment Assistance	9	10	12	
Donations	9	7	11	
Support Groups	8	21	14	
Protective Services	8	17	7	
Formal Education	6	10	13	
Special Education	6	9	2	
Public Safety/Emergency Services	6	4	5	
Crime Reporting/Prevention	5	5	6	
Public Health Information	5	4	11	
Emergency Medical Care	4	9	11	
Immigration/Naturalization Legal Services	2	11	6	
Consumer Regulations	2	6	3	
Household Related Public Asst	2	4	3	
Disaster (Incident)	2	2	4	
Disaster Services	2	2	3	
Parks & Recreation Services	2	2	3	
Rehabilitation/Habilitative Services	2	1	4	
Safety Equipment	1	8	7	
Suicide Calls/Lethality Assessment	1	5	3	
Bad Weather Shelters	1	2	4	
Tutoring/Homework Assistance	1	2	3	
Adoption/Foster Services	1	2	2	
Credit Counseling	0	4	5	
Mortgage Foreclosure Information	0	2	0	
Computer Edu. Support Srvcs		180	24	

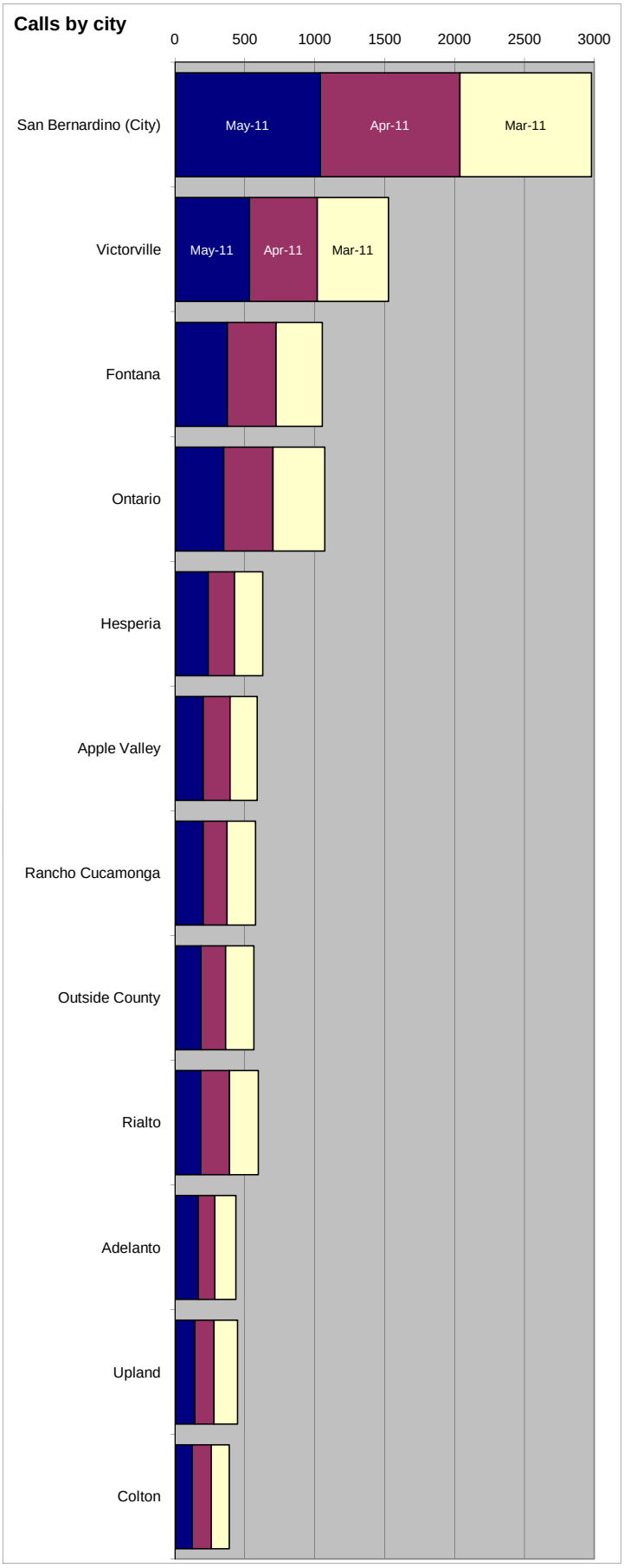
Note: * Includes Only First Need Presented



2-1-1 San Bernardino County

Calls per city/town

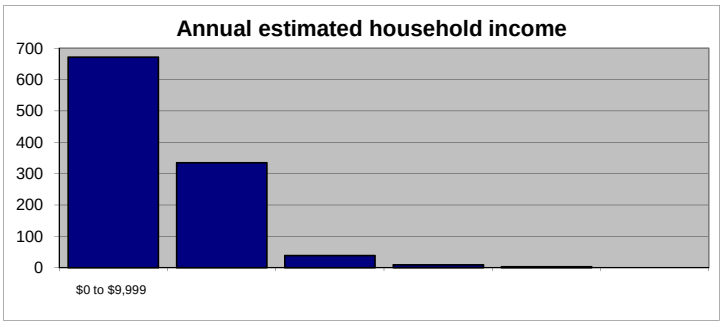
City	May-11	Apr-11	Mar-11	
San Bernardino (City)	1039	998	942	21%
Victorville	531	486	509	11%
Fontana	374	349	329	7%
Ontario	347	353	370	7%
Hesperia	237	188	202	5%
Apple Valley	201	193	193	4%
Rancho Cucamonga	201	171	203	4%
Outside County	186	176	202	4%
Rialto	184	205	207	4%
Adelanto	165	119	150	3%
Upland	142	136	169	3%
Colton	122	136	129	2%
Barstow	97	80	79	2%
Highland	96	89	91	2%
Redlands	95	121	112	2%
Chino	89	76	83	2%
Yucaipa	57	62	72	1%
Yucca Valley	55	34	42	1%
Montclair	42	53	43	
Bloomington	37	30	24	
Loma Linda	33	28	36	
Chino Hills	29	21	28	
Phelan	27	23	26	
Twenty-Nine Palms	25	20	31	
Crestline	19	24	25	
Big Bear City	19	18	16	
Lucerne Valley	15	11	13	
Joshua Tree	15	6	11	
Mentone	13	8	9	
Alta Loma	10	11	13	
Grand Terrace	10	6	12	
Running Springs	8	7	10	
Helendale	8	6	10	
Lake Arrowhead	7	10	6	
Wrightwood	6	3	1	
Big Bear Lake	5	10	7	
Oro Grande	4	3	5	
Lytle Creek	4	0	0	
Outside Of California	3	4	4	
Pinon Hills	3	3	3	
Rimforest	2	4	3	
Needles	2	3	2	
Forest Falls	2	1	2	
Yermo	2	1	1	
Newberry Springs	1	2	1	
Hinkley	0	3	0	
Morongo	0	2	1	
Cedar Glen	0	2	0	
Skyforest	0	1	3	
Etiwanda	0	1	2	
Devore	0	1	1	
Blue Jay	0	0	3	
Big River	0	0	0	
Daggett	0	0	0	
Landers	0	0	0	
Mt Baldy	0	0	0	
Trona	0	0	0	
Unknown	468	1538	751	



2-1-1 San Bernardino County

Annual estimated household income

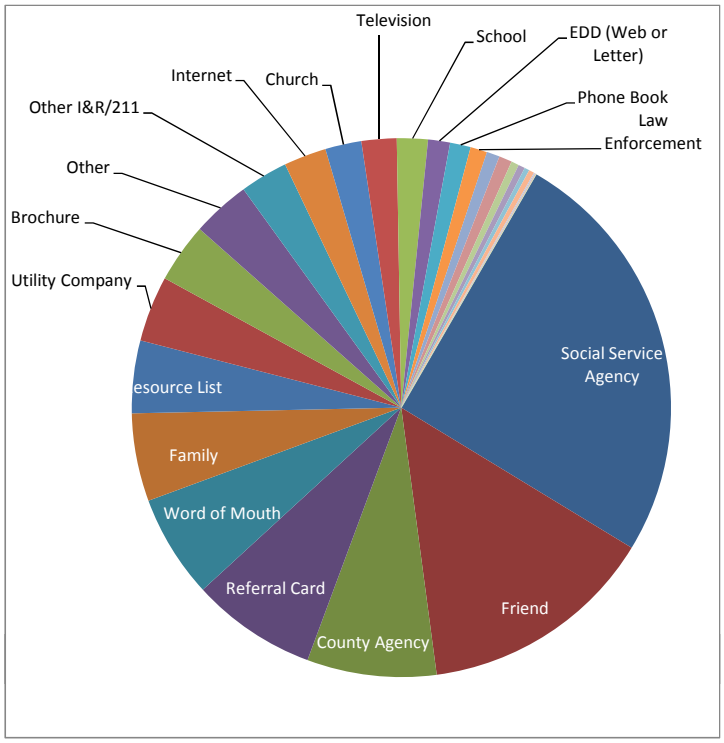
	May-11	Apr-11	Mar-11
Declined to state/Unknown	3,981	4835	4221
$0 to $9,999	671	627	656
$10,000 to $19,999	335	321	262
$20,000 to $29,999	38	44	27
$30,000 to $39,999	9	8	12
$40,000 to $49,999	3	1	7
$50,000 to $59,999	0	0	1
$60,000 to $69,999	0	0	0
$70,000 to $79,999	0	0	0
$80,000 +	0	0	1



How caller learned about 2-1-1

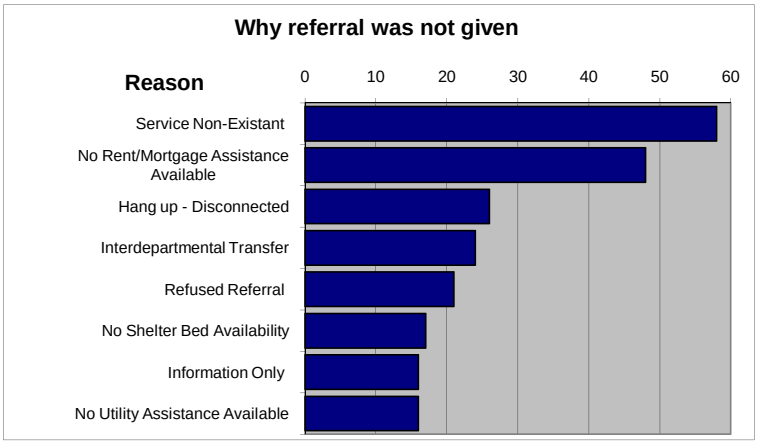
	May-11	Apr-11	Mar-11
Social Service Agency	327	368	403
Friend	183	184	232
County Agency	100	111	127
Referral Card	97	95	103
Word of Mouth	80	97	95
Family	68	68	76
Resource List	56	72	82
Utility Company	51	58	80
Brochure	46	48	53
Other	45	26	30
Other I&R/211	37	48	46
Internet	33	19	26
Church	28	25	31
Television	27	10	16
School	24	30	39
EDD (Web or Letter)	17	17	21
Phone Book	16	7	23
Law Enforcement	13	14	22
Doctor's Office/Clinic	10	12	19
Billboards	10	9	30
Human Resources	6	4	1
Newspaper	5	3	5
Hospital	4	5	8
Radio	4	4	6
411	1	0	1
911	1	0	0
Government Non-County	0	5	4
Get Connected/CETF Flyer	0	1	0
Crisis Line	0	0	1
Return Caller (not incl. in chart)	3664	4401	3536

74%



Why referral not given

Reason	May-11	Apr-11	Mar-11
Service Non-Existant	58	74	60
No Rent/Mortgage Assistance Available	48	80	123
Hang up - Disconnected	26	200	27
Interdepartmental Transfer	24	40	221
Refused Referral	21	15	12
No Shelter Bed Availability	17	7	4
Information Only	16	191	202
No Utility Assistance Available	16	22	15
Agency Resources Exhausted	15	22	27
Wrong Number	4	0	65
Agency/Organization Calling	3	5	6
Chronic Caller/Abusive Caller	2	1	1
Caller Doesn't Qualify	2	1	1
Services Too Expensive	1	0	0

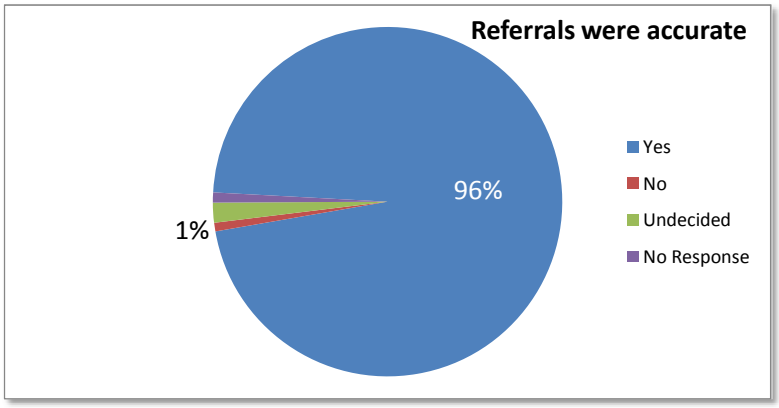


Callback Survey Responses

January - May 2011

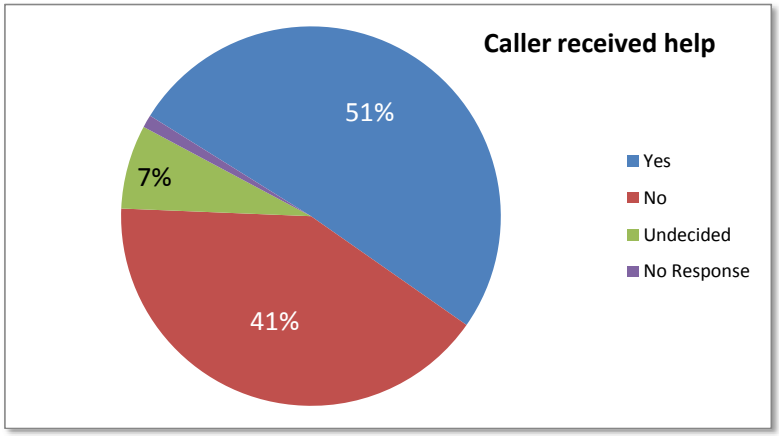
Total of 2139 Respondents

Were the referrals you received accurate?	
Yes	96%
No	1%
Undecided	2%
No Response	1%



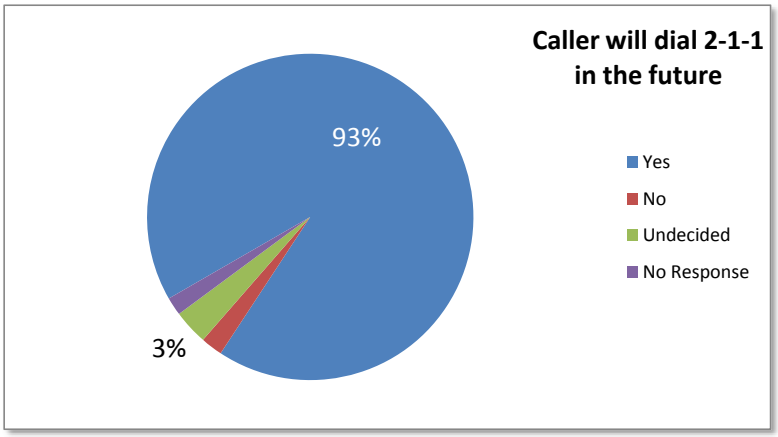
Did you contact the referral agency (ies)?	
Yes	92%
No	6%
Undecided	1%
No Response	1%

If yes, did you get the help you needed?	
Yes	51%
No	41%
Undecided	7%
No Response	1%



Was the information useful?	
Yes	86%
No	6%
Undecided	6%
No Response	2%

Will you call 2-1-1 in the future?	
Yes	93%
No	2%
Undecided	3%
No Response	2%



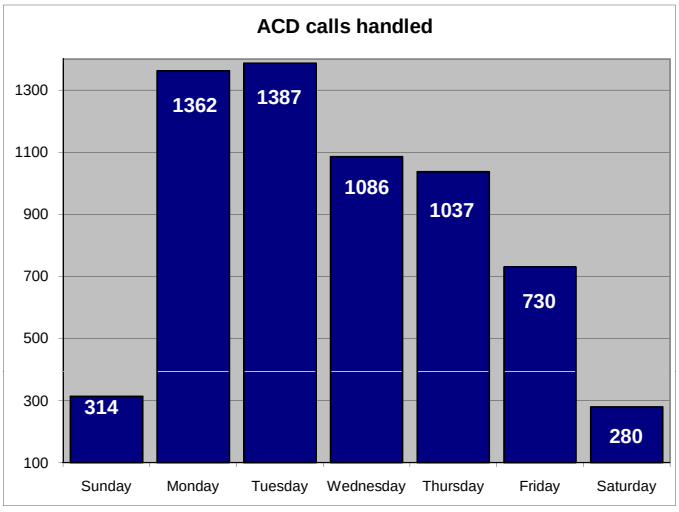
Are you a registered voter?	
Yes	57%
No	32%
Undecided	5%
No Response	5%

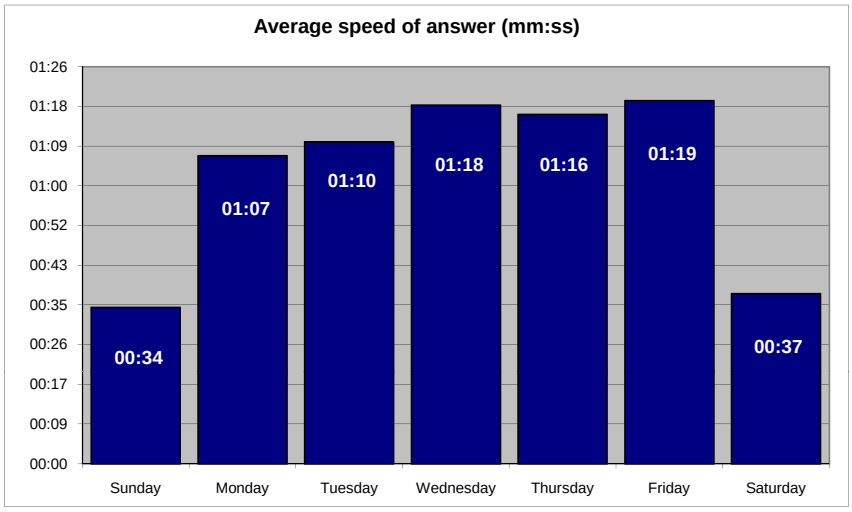
Calls Handled Statistics (from phone system data)

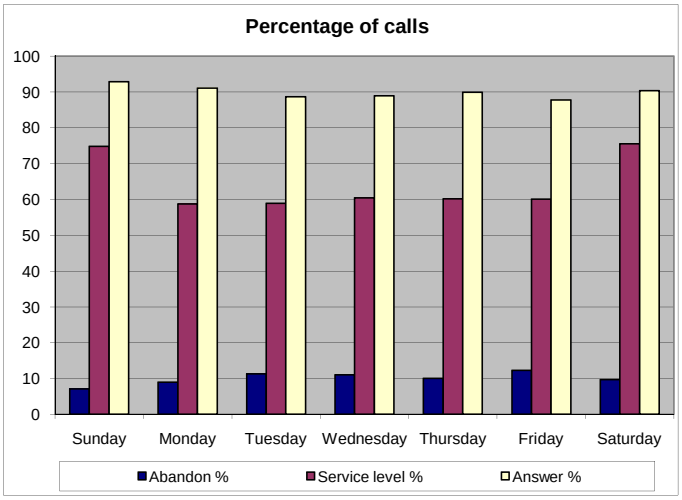
Report: ***Queue Group Performance by Day of Week***
Site: *Inland Empire United Way 2-1-1*
Device: 005 - All SB QG's

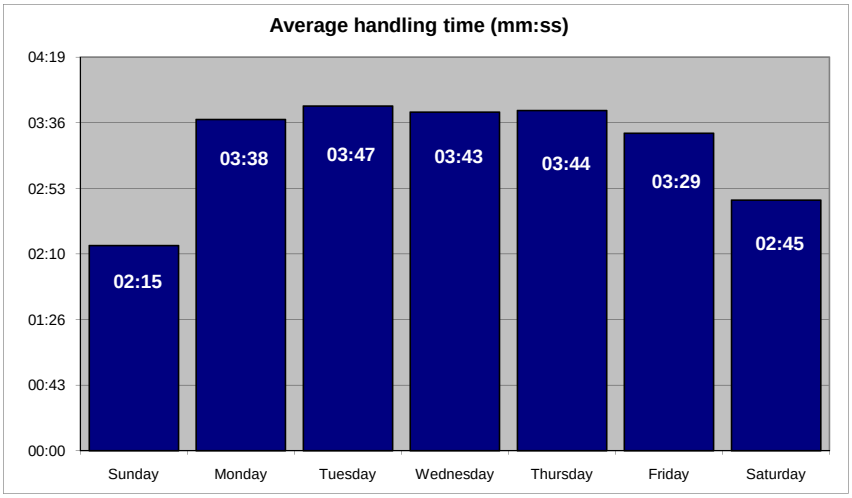
Date range: 5/1/2011 - 5/31/2011 12:00 AM - 12:00 AM
Created on: 6/2/2011
Created by: gmadden

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requeued	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
Sunday	338	314	13	24	0	5	0	311	3	0	0	0:00:34	0:04:04	0:00:00	11:47:12	0:02:15	7.1	74.9	92.9
Monday	1496	1362	48	134	0	12	0	1359	3	0	0	0:01:07	0:02:51	0:00:00	82:33:10	0:03:38	9.0	58.7	91.0
Tuesday	1564	1387	35	177	0	27	0	1384	3	0	0	0:01:10	0:02:56	0:00:00	87:41:26	0:03:47	11.3	58.9	88.7
Wednesday	1221	1086	36	135	0	16	0	1081	5	0	0	0:01:18	0:04:01	0:00:00	67:24:19	0:03:43	11.1	60.4	88.9
Thursday	1153	1037	24	116	0	14	0	1033	4	0	0	0:01:16	0:02:53	0:00:00	64:38:27	0:03:44	10.1	60.2	89.9
Friday	832	730	24	102	0	6	0	728	2	0	0	0:01:19	0:03:21	0:00:00	42:33:06	0:03:29	12.3	60.1	87.7
Saturday	310	280	13	30	0	3	0	279	1	0	0	0:00:37	0:03:15	0:00:00	12:51:39	0:02:45	9.7	75.5	90.3
Total	**6914**	**6196**	**193**	**718**	**0**	**83**	**0**	**6175**	**21**	**0**	**0**	**0:01:10**	**0:03:14**	**0:00:00**	**369:29:19**	**0:03:35**	**10.4**	**61.0**	**89.6**









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

City/Town Needs from May 2011	Total
Adelanto	**210**
Utilities	69
Computer Educational Supportive Services	29
Rent Payment Assistance	19
Food/Meals	15
Housing	9
Legal Services/Assistance	8
Counseling	7
Clothing/Personal/Household Needs	7
Information Services	6
Transportation	5
Specialized Treatments	5
Shelter	4
Income Maintanance	3
Health Screening/Diagnostic Services	3
Mental Health Care Facilities	3
Health Supportive Services	3
Community Groups/Services	2
Consumer Assistance/Protection	2
Parenting Education	2
Outpatient Health Facilities	2
Early Education	1
Employment	1
Outpatient Mental Health Care	1
Nutrition Related Public Assistance Programs	1
Death Certification/Burial Arrangements	1
Social Development and Enrichment	1
Law Enforcement	1
Alta Loma	14
Environmental Protection/Improvement	3
Computer Educational Supportive Services	2
Utilities	2
Legal Services/Assistance	2
Outpatient Health Facilities	2
Family Based Services/Mentoring	1
Suicide Calls/Lethality Assessment	1
Transportation	1
Apple Valley	261
Utilities	49
Computer Educational Supportive Services	36
Rent Payment Assistance	31
Food/Meals	25
Housing	13
Shelter	11
Counseling	9
Information Services	9
Legal Services/Assistance	7
Outpatient Health Facilities	7
Transportation	6
Consumer Assistance/Protection	6
Clothing/Personal/Household Needs	6
Income Maintanance	5
Substance Abuse Services	4
Disaster (Incident)	3
Family Based Services/Mentoring	3
Parenting Education	3
Psychiatric/Mental Health Support Services	2

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

City/Town Needs from May 2011	Total
Health Screening/Diagnostic Services	2
Specialized Treatments	2
Mental Health Care Facilities	2
Law Enforcement	2
Adoption/Foster Services	1
Social Development and Enrichment	1
Death Certification/Burial Arrangements	1
Mortgage Payment Assistance	1
Emergency Medical Care	1
Motel Vouchers	1
Medical Public Assistance Programs	1
Organizational Development and Management Services	1
Animal Services	1
Crime Reporting/Prevention	1
Social Insurance Programs	1
Outpatient Mental Health Care	1
Inpatient Health Facilities	1
Day Care	1
Environmental Protection/Improvement	1
Health Supportive Services	1
Community Groups/Services	1
Public Health Information	1
Barstow	109
Utilities	20
Computer Educational Supportive Services	13
Food/Meals	11
Rent Payment Assistance	9
Outpatient Health Facilities	9
Legal Services/Assistance	8
Housing	4
Shelter	4
Clothing/Personal/Household Needs	4
Motel Vouchers	3
Specialized Treatments	3
Counseling	3
Crime Victim Support	3
Transportation	2
Substance Abuse Services	2
Health Supportive Services	2
Income Maintanance	1
Health Screening/Diagnostic Services	1
Household Related Public Assistance Programs	1
Information Services	1
Outpatient Mental Health Care	1
Volunteer Opportunities	1
Labor Standards/Practices	1
Mental Health Care Facilities	1
Law Enforcement	1
Big Bear City	26
Utilities	7
Computer Educational Supportive Services	3
Food/Meals	3
Information Services	3
Rent Payment Assistance	2
Outpatient Health Facilities	2
Specialized Treatments	1
Crime Reporting/Prevention	1

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

City/Town Needs from May 2011	Total
Employment	1
Health Supportive Services	1
Housing	1
Parenting Education	1
Big Bear Lake	6
Shelter	1
Utilities	1
Computer Educational Supportive Services	1
Housing	1
Food/Meals	1
Income Maintanance	1
Bloomington	42
Food/Meals	6
Utilities	3
Computer Educational Supportive Services	3
Community Groups/Services	3
Motel Vouchers	3
Housing	3
Rent Payment Assistance	2
Outpatient Health Facilities	2
Counseling	2
Formal Education	1
Day Care	1
Mental Health Care Facilities	1
Public Health Information	1
Nutrition Related Public Assistance Programs	1
Parenting Education	1
Legal Services/Assistance	1
Consumer Assistance/Protection	1
Crime Victim Support	1
Specialized Treatments	1
Information Services	1
Transportation	1
Inpatient Health Facilities	1
Animal Services	1
Law Enforcement	1
Chino	110
Food/Meals	13
Rent Payment Assistance	10
Computer Educational Supportive Services	10
Information Services	9
Housing	7
Health Supportive Services	7
Counseling	5
Utilities	5
Shelter	5
Legal Services/Assistance	4
Outpatient Health Facilities	4
Mental Health Care Facilities	4
Substance Abuse Services	4
Consumer Assistance/Protection	3
Outpatient Mental Health Care	2
Health Screening/Diagnostic Services	2
Employment	2
Income Maintanance	2
Clothing/Personal/Household Needs	2
Medical Public Assistance Programs	2

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

City/Town Needs from May 2011	Total
Crime Victim Support	1
Courts/Correctional System	1
Emergency Medical Care	1
Nutrition Related Public Assistance Programs	1
Transportation	1
Social Development and Enrichment	1
Day Care	1
Specialized Treatments	1
Chino Hills	38
Counseling	7
Computer Educational Supportive Services	5
Outpatient Health Facilities	4
Rent Payment Assistance	4
Food/Meals	4
Utilities	4
Nutrition Related Public Assistance Programs	2
Information Services	2
Shelter	1
Housing	1
Formal Education	1
Health Supportive Services	1
Psychiatric/Mental Health Support Services	1
Legal Services/Assistance	1
Colton	157
Rent Payment Assistance	27
Utilities	20
Computer Educational Supportive Services	17
Food/Meals	16
Shelter	12
Clothing/Personal/Household Needs	9
Counseling	7
Outpatient Health Facilities	6
Information Services	6
Substance Abuse Services	5
Housing	5
Legal Services/Assistance	4
Specialized Treatments	4
Motel Vouchers	3
Health Supportive Services	2
Animal Services	2
Health Screening/Diagnostic Services	1
Crime Victim Support	1
Disaster Services	1
Early Education	1
Social Development and Enrichment	1
Family Based Services/Mentoring	1
Formal Education	1
Consumer Regulations	1
Nutrition Related Public Assistance Programs	1
Volunteer Opportunities	1
Day Care	1
Outpatient Mental Health Care	1
Crestline	21
Utilities	7
Outpatient Health Facilities	3
Substance Abuse Services	2
Computer Educational Supportive Services	2

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

City/Town Needs from May 2011	Total
Legal Services/Assistance	2
Environmental Protection/Improvement	1
Information Services	1
Psychiatric/Mental Health Support Services	1
Counseling	1
Mental Health Care Facilities	1
Fontana	459
Rent Payment Assistance	52
Utilities	49
Food/Meals	47
Computer Educational Supportive Services	47
Shelter	36
Outpatient Health Facilities	28
Counseling	21
Housing	21
Clothing/Personal/Household Needs	19
Information Services	17
Substance Abuse Services	14
Transportation	12
Legal Services/Assistance	10
Health Supportive Services	9
Nutrition Related Public Assistance Programs	9
Motel Vouchers	8
Mental Health Care Facilities	6
Employment	5
Health Screening/Diagnostic Services	4
Specialized Treatments	4
Income Maintanance	4
Parenting Education	4
Inpatient Health Facilities	3
Consumer Assistance/Protection	3
Donations	3
Day Care	2
Outpatient Mental Health Care	2
Community Groups/Services	2
Medical Public Assistance Programs	2
Crime Victim Support	2
Family Based Services/Mentoring	2
Courts/Correctional System	2
Formal Education	1
Support Groups	1
Volunteer Opportunities	1
Social Development and Enrichment	1
Death Certification/Burial Arrangements	1
Social Insurance Programs	1
Organizational Development and Management Services	1
Early Education	1
Environmental Protection/Improvement	1
Animal Services	1
Forest Falls	2
Utilities	2
Grand Terrace	14
Rent Payment Assistance	3
Utilities	2
Computer Educational Supportive Services	2
Legal Services/Assistance	2
Counseling	2

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

City/Town Needs from May 2011	Total
Mental Health Care Facilities	1
Substance Abuse Services	1
Organizational Development and Management Services	1
Helendale	11
Rent Payment Assistance	3
Utilities	2
Food/Meals	2
Outpatient Health Facilities	1
Substance Abuse Services	1
Organizational Development and Management Services	1
Social Development and Enrichment	1
Hesperia	268
Utilities	59
Food/Meals	30
Computer Educational Supportive Services	26
Rent Payment Assistance	22
Shelter	10
Housing	10
Outpatient Health Facilities	9
Legal Services/Assistance	9
Information Services	8
Specialized Treatments	7
Outpatient Mental Health Care	7
Counseling	6
Clothing/Personal/Household Needs	6
Substance Abuse Services	6
Transportation	5
Health Supportive Services	4
Income Maintanance	4
Family Based Services/Mentoring	3
Medical Public Assistance Programs	3
Disability Issues/Services	3
Consumer Assistance/Protection	3
Mental Health Care Facilities	3
Courts/Correctional System	2
Motel Vouchers	2
Social Development and Enrichment	2
Employment	2
Animal Services	2
Health Screening/Diagnostic Services	1
Early Education	1
Special Education	1
Household Related Public Assistance Programs	1
Crime Reporting/Prevention	1
Psychiatric/Mental Health Support Services	1
Social Insurance Programs	1
Day Care	1
Community Groups/Services	1
Inpatient Health Facilities	1
Environmental Protection/Improvement	1
Donations	1
Public Health Information	1
Law Enforcement	1
Public Safety/Emergency Services	1
Highland	118
Rent Payment Assistance	20
Utilities	19

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

City/Town Needs from May 2011	Total
Computer Educational Supportive Services	13
Food/Meals	13
Counseling	8
Information Services	7
Shelter	5
Clothing/Personal/Household Needs	5
Transportation	5
Legal Services/Assistance	3
Outpatient Health Facilities	3
Housing	2
Substance Abuse Services	2
Specialized Treatments	2
Medical Public Assistance Programs	2
Outpatient Mental Health Care	2
Income Maintanance	2
Animal Services	1
Immigration/Naturalization Legal Services	1
Employment	1
Consumer Regulations	1
Crime Victim Support	1
Joshua Tree	18
Utilities	3
Computer Educational Supportive Services	2
Food/Meals	2
Rent Payment Assistance	2
Transportation	1
Substance Abuse Services	1
Specialized Treatments	1
Housing	1
Outpatient Mental Health Care	1
Clothing/Personal/Household Needs	1
Psychiatric/Mental Health Support Services	1
Social Development and Enrichment	1
Shelter	1
Lake Arrowhead	8
Utilities	2
Computer Educational Supportive Services	2
Rent Payment Assistance	1
Health Supportive Services	1
Animal Services	1
Outpatient Health Facilities	1
Loma Linda	40
Rent Payment Assistance	7
Utilities	7
Shelter	5
Food/Meals	4
Outpatient Health Facilities	3
Computer Educational Supportive Services	2
Information Services	2
Substance Abuse Services	1
Community Groups/Services	1
Counseling	1
Clothing/Personal/Household Needs	1
Housing	1
Motel Vouchers	1
Income Maintanance	1
Courts/Correctional System	1

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

City/Town Needs from May 2011	Total
Psychiatric/Mental Health Support Services	1
Legal Services/Assistance	1
Lucerne Valley	25
Computer Educational Supportive Services	6
Utilities	4
Rent Payment Assistance	3
Food/Meals	2
Organizational Development and Management Services	1
Housing	1
Public Safety/Emergency Services	1
Safety Equipment	1
Law Enforcement	1
Health Supportive Services	1
Specialized Treatments	1
Mortgage Payment Assistance	1
Clothing/Personal/Household Needs	1
Nutrition Related Public Assistance Programs	1
Lytle Creek	6
Computer Educational Supportive Services	2
Community Groups/Services	1
Outpatient Health Facilities	1
Food/Meals	1
Health Supportive Services	1
Mentone	19
Computer Educational Supportive Services	5
Utilities	3
Legal Services/Assistance	2
Shelter	1
Health Screening/Diagnostic Services	1
Outpatient Health Facilities	1
Income Maintanance	1
Employment	1
Special Education	1
Information Services	1
Clothing/Personal/Household Needs	1
Inpatient Health Facilities	1
Montclair	51
Computer Educational Supportive Services	8
Rent Payment Assistance	6
Counseling	6
Utilities	5
Shelter	4
Food/Meals	3
Clothing/Personal/Household Needs	3
Outpatient Health Facilities	2
Health Supportive Services	2
Consumer Assistance/Protection	2
Family Based Services/Mentoring	2
Health Screening/Diagnostic Services	1
Employment	1
Substance Abuse Services	1
Specialized Treatments	1
Motel Vouchers	1
Legal Services/Assistance	1
Housing	1
Income Maintanance	1
Needles	2

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

City/Town Needs from May 2011	Total
Shelter	1
Outpatient Health Facilities	1
Newberry Springs	1
Outpatient Health Facilities	1
Ontario	390
Rent Payment Assistance	46
Food/Meals	42
Computer Educational Supportive Services	39
Utilities	33
Shelter	31
Housing	23
Motel Vouchers	21
Outpatient Health Facilities	19
Legal Services/Assistance	15
Information Services	14
Clothing/Personal/Household Needs	12
Counseling	11
Specialized Treatments	8
Substance Abuse Services	7
Day Care	7
Health Supportive Services	6
Consumer Assistance/Protection	5
Transportation	5
Income Maintanance	4
Family Based Services/Mentoring	4
Health Screening/Diagnostic Services	4
Courts/Correctional System	3
Parenting Education	3
Nutrition Related Public Assistance Programs	3
Organizational Development and Management Services	3
Mental Health Care Facilities	2
Outpatient Mental Health Care	2
Inpatient Health Facilities	2
Law Enforcement	2
Social Insurance Programs	1
Animal Services	1
Disability Issues/Services	1
Medical Public Assistance Programs	1
Social Development and Enrichment	1
Employment	1
Environmental Protection/Improvement	1
Death Certification/Burial Arrangements	1
Support Groups	1
Protective Services	1
Mortgage Payment Assistance	1
Public Safety/Emergency Services	1
Early Education	1
Crime Victim Support	1
Oro Grande	4
Utilities	2
Information Services	1
Specialized Treatments	1
Outside County	141
Information Services	67
Housing	13
Shelter	9
Rent Payment Assistance	7

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

City/Town Needs from May 2011	Total
Legal Services/Assistance	6
Substance Abuse Services	5
Outpatient Health Facilities	3
Utilities	3
Counseling	2
Food/Meals	2
Outpatient Mental Health Care	2
Volunteer Opportunities	2
Computer Educational Supportive Services	2
Nutrition Related Public Assistance Programs	2
Transportation	1
Health Supportive Services	1
Special Education	1
Motel Vouchers	1
Family Based Services/Mentoring	1
Courts/Correctional System	1
Social Insurance Programs	1
Law Enforcement	1
Specialized Treatments	1
Crime Reporting/Prevention	1
Income Maintanance	1
Protective Services	1
Day Care	1
Medical Public Assistance Programs	1
Consumer Assistance/Protection	1
Mental Health Care Facilities	1
Outside Of Californa	3
Housing	1
Shelter	1
Information Services	1
Phelan	33
Utilities	8
Computer Educational Supportive Services	4
Shelter	2
Outpatient Mental Health Care	2
Clothing/Personal/Household Needs	2
Rehabilitation/Habilitative Services	1
Support Groups	1
Food/Meals	1
Information Services	1
Transportation	1
Legal Services/Assistance	1
Rent Payment Assistance	1
Nutrition Related Public Assistance Programs	1
Substance Abuse Services	1
Counseling	1
Health Supportive Services	1
Employment	1
Housing	1
Public Health Information	1
Outpatient Health Facilities	1
Pinon Hills	1
Utilities	1
Pomona (CIty)	39
Information Services	13
Shelter	6
Nutrition Related Public Assistance Programs	2

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

City/Town Needs from May 2011	Total
Rent Payment Assistance	2
Housing	2
Income Maintanance	2
Counseling	2
Immigration/Naturalization Legal Services	1
Outpatient Mental Health Care	1
Computer Educational Supportive Services	1
Courts/Correctional System	1
Employment	1
Mental Health Care Facilities	1
Substance Abuse Services	1
Motel Vouchers	1
Food/Meals	1
Health Supportive Services	1
Rancho Cucamonga	236
Rent Payment Assistance	32
Food/Meals	27
Computer Educational Supportive Services	26
Utilities	25
Shelter	15
Information Services	13
Outpatient Health Facilities	11
Housing	10
Counseling	9
Legal Services/Assistance	9
Clothing/Personal/Household Needs	8
Specialized Treatments	5
Social Development and Enrichment	4
Psychiatric/Mental Health Support Services	4
Outpatient Mental Health Care	4
Consumer Assistance/Protection	3
Community Groups/Services	3
Substance Abuse Services	3
Mental Health Care Facilities	3
Health Screening/Diagnostic Services	3
Employment	2
Transportation	2
Volunteer Opportunities	2
Day Care	2
Parks & Recreation Services	1
Motel Vouchers	1
Income Maintanance	1
Animal Services	1
Support Groups	1
Environmental Protection/Improvement	1
Crime Victim Support	1
Inpatient Health Facilities	1
Nutrition Related Public Assistance Programs	1
Death Certification/Burial Arrangements	1
Health Supportive Services	1
Redlands	117
Computer Educational Supportive Services	14
Utilities	13
Information Services	11
Rent Payment Assistance	10
Food/Meals	9
Shelter	6

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

City/Town Needs from May 2011	Total
Substance Abuse Services	4
Counseling	4
Outpatient Health Facilities	4
Mental Health Care Facilities	4
Legal Services/Assistance	4
Clothing/Personal/Household Needs	3
Specialized Treatments	3
Employment	2
Motel Vouchers	2
Housing	2
Law Enforcement	2
Health Supportive Services	2
Courts/Correctional System	1
Social Development and Enrichment	1
Income Maintanance	1
Disability Issues/Services	1
Family Based Services/Mentoring	1
Inpatient Health Facilities	1
Rehabilitation/Habilitative Services	1
Nutrition Related Public Assistance Programs	1
Environmental Protection/Improvement	1
Transportation	1
Day Care	1
Household Related Public Assistance Programs	1
Support Groups	1
Outpatient Mental Health Care	1
Medical Public Assistance Programs	1
Parenting Education	1
Organizational Development and Management Services	1
Donations	1
Rialto	228
Computer Educational Supportive Services	31
Utilities	28
Rent Payment Assistance	26
Food/Meals	19
Shelter	16
Housing	16
Information Services	15
Outpatient Health Facilities	9
Legal Services/Assistance	8
Clothing/Personal/Household Needs	7
Health Supportive Services	5
Courts/Correctional System	4
Motel Vouchers	4
Specialized Treatments	3
Counseling	3
Substance Abuse Services	3
Transportation	3
Nutrition Related Public Assistance Programs	3
Income Maintanance	2
Support Groups	2
Family Based Services/Mentoring	2
Inpatient Health Facilities	2
Employment	2
Social Development and Enrichment	2
Mental Health Care Facilities	2
Day Care	2

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

City/Town Needs from May 2011	Total
Donations	1
Health Screening/Diagnostic Services	1
Early Education	1
Mortgage Payment Assistance	1
Outpatient Mental Health Care	1
Social Insurance Programs	1
Environmental Protection/Improvement	1
Consumer Assistance/Protection	1
Medical Public Assistance Programs	1
Rimforest	2
Utilities	1
Food/Meals	1
Running Springs	9
Utilities	3
Shelter	1
Animal Services	1
Information Services	1
Social Insurance Programs	1
Legal Services/Assistance	1
Rent Payment Assistance	1
San Bernardino (City)	1184
Rent Payment Assistance	188
Food/Meals	118
Computer Educational Supportive Services	113
Utilities	99
Shelter	94
Information Services	72
Clothing/Personal/Household Needs	62
Housing	60
Outpatient Health Facilities	46
Legal Services/Assistance	38
Transportation	29
Counseling	26
Substance Abuse Services	24
Consumer Assistance/Protection	20
Motel Vouchers	19
Income Maintanance	15
Employment	15
Health Supportive Services	15
Mental Health Care Facilities	14
Nutrition Related Public Assistance Programs	13
Specialized Treatments	10
Crime Victim Support	8
Health Screening/Diagnostic Services	8
Family Based Services/Mentoring	6
Courts/Correctional System	6
Inpatient Health Facilities	5
Outpatient Mental Health Care	5
Law Enforcement	5
Community Groups/Services	4
Social Insurance Programs	4
Organizational Development and Management Services	4
Disability Issues/Services	4
Day Care	3
Environmental Protection/Improvement	3
Volunteer Opportunities	3
Death Certification/Burial Arrangements	3

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

City/Town Needs from May 2011	Total
Social Development and Enrichment	3
Early Education	3
Protective Services	2
Mortgage Payment Assistance	2
Public Safety/Emergency Services	2
Special Education	2
Parenting Education	2
Formal Education	1
Psychiatric/Mental Health Support Services	1
Medical Public Assistance Programs	1
Animal Services	1
Bad Weather Shelters	1
Support Groups	1
Donations	1
Twenty-Nine Palms	31
Food/Meals	6
Utilities	6
Rent Payment Assistance	4
Shelter	3
Computer Educational Supportive Services	2
Transportation	2
Clothing/Personal/Household Needs	2
Counseling	1
Specialized Treatments	1
Mortgage Payment Assistance	1
Legal Services/Assistance	1
Nutrition Related Public Assistance Programs	1
Outpatient Health Facilities	1
Unincorporated Areas	5
Computer Educational Supportive Services	2
Legal Services/Assistance	1
Utilities	1
Transportation	1
Unknown/Not Applicable	24
Information Services	8
Counseling	4
Shelter	3
Substance Abuse Services	2
Mental Health Care Facilities	2
Specialized Treatments	1
Emergency Medical Care	1
Housing	1
Rent Payment Assistance	1
Inpatient Health Facilities	1
Upland	170
Rent Payment Assistance	33
Shelter	20
Computer Educational Supportive Services	18
Food/Meals	16
Utilities	14
Information Services	9
Outpatient Health Facilities	8
Housing	8
Motel Vouchers	7
Employment	4
Clothing/Personal/Household Needs	3
Nutrition Related Public Assistance Programs	3

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

City/Town Needs from May 2011	Total
Transportation	3
Health Screening/Diagnostic Services	3
Specialized Treatments	2
Family Based Services/Mentoring	2
Environmental Protection/Improvement	2
Legal Services/Assistance	2
Special Education	1
Crime Victim Support	1
Health Supportive Services	1
Outpatient Mental Health Care	1
Social Development and Enrichment	1
Substance Abuse Services	1
Consumer Assistance/Protection	1
Income Maintanance	1
Counseling	1
Protective Services	1
Psychiatric/Mental Health Support Services	1
Medical Public Assistance Programs	1
Mortgage Payment Assistance	1
Victorville	642
Utilities	139
Computer Educational Supportive Services	94
Rent Payment Assistance	64
Food/Meals	39
Shelter	34
Information Services	28
Outpatient Health Facilities	25
Housing	22
Counseling	19
Clothing/Personal/Household Needs	17
Legal Services/Assistance	14
Specialized Treatments	11
Transportation	11
Substance Abuse Services	11
Health Supportive Services	11
Motel Vouchers	11
Consumer Assistance/Protection	10
Mental Health Care Facilities	10
Outpatient Mental Health Care	9
Parenting Education	6
Income Maintanance	5
Animal Services	4
Day Care	4
Courts/Correctional System	4
Law Enforcement	4
Death Certification/Burial Arrangements	3
Volunteer Opportunities	3
Employment	3
Psychiatric/Mental Health Support Services	3
Nutrition Related Public Assistance Programs	3
Health Screening/Diagnostic Services	2
Donations	2
Family Based Services/Mentoring	2
Protective Services	2
Community Groups/Services	2
Social Development and Enrichment	2
Crime Victim Support	1

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

City/Town Needs from May 2011	Total
Organizational Development and Management Services	1
Disaster Services	1
Special Education	1
Tutoring/Homework Assistance	1
Early Education	1
Crime Reporting/Prevention	1
Environmental Protection/Improvement	1
Inpatient Health Facilities	1
Wrightwood	8
Housing	3
Utilities	2
Computer Educational Supportive Services	1
Legal Services/Assistance	1
Rent Payment Assistance	1
Yermo	2
Rent Payment Assistance	1
Clothing/Personal/Household Needs	1
Yucaipa	76
Shelter	11
Utilities	10
Rent Payment Assistance	9
Outpatient Health Facilities	8
Computer Educational Supportive Services	7
Food/Meals	3
Housing	3
Nutrition Related Public Assistance Programs	2
Family Based Services/Mentoring	2
Employment	2
Legal Services/Assistance	2
Counseling	2
Community Groups/Services	1
Support Groups	1
Social Insurance Programs	1
Information Services	1
Mental Health Care Facilities	1
Health Supportive Services	1
Social Development and Enrichment	1
Crime Victim Support	1
Substance Abuse Services	1
Parenting Education	1
Public Safety/Emergency Services	1
Transportation	1
Clothing/Personal/Household Needs	1
Mortgage Payment Assistance	1
Motel Vouchers	1
Yucca Valley	70
Rent Payment Assistance	11
Computer Educational Supportive Services	11
Utilities	11
Outpatient Health Facilities	5
Food/Meals	5
Housing	5
Clothing/Personal/Household Needs	4
Counseling	3
Legal Services/Assistance	2
Information Services	2
Substance Abuse Services	1

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

City/Town Needs from May 2011	Total
Shelter	1
Transportation	1
Motel Vouchers	1
Specialized Treatments	1
Employment	1
Health Supportive Services	1
Protective Services	1
Health Screening/Diagnostic Services	1
Medical Public Assistance Programs	1
Mental Health Care Facilities	1
(blank)	343
Information Services	124
Shelter	24
Utilities	22
Community Groups/Services	17
Computer Educational Supportive Services	14
Food/Meals	13
Rent Payment Assistance	13
Housing	13
Legal Services/Assistance	10
Substance Abuse Services	9
Nutrition Related Public Assistance Programs	8
Counseling	8
Health Supportive Services	7
Law Enforcement	7
Outpatient Health Facilities	5
Consumer Assistance/Protection	5
Volunteer Opportunities	5
Mental Health Care Facilities	4
Courts/Correctional System	4
Organizational Development and Management Services	4
Clothing/Personal/Household Needs	3
Income Maintanance	2
Parenting Education	2
Family Based Services/Mentoring	2
Transportation	2
Inpatient Health Facilities	2
Psychiatric/Mental Health Support Services	2
Support Groups	1
Protective Services	1
Parks & Recreation Services	1
Motel Vouchers	1
Formal Education	1
Employment	1
Early Education	1
Day Care	1
Emergency Medical Care	1
Death Certification/Burial Arrangements	1
Specialized Treatments	1
Public Health Information	1
Grand Total	5794

211 Referrals: April 2011

Month-Year

Row Labels	Referral Totals
1-800-FREE411	**35**
Directory Assistance	35
2-1-1 Kern County	**5**
2-1-1 Information and Referral	4
(No Program Selected)	1
2-1-1 Los Angeles County	**156**
2-1-1 Information and Referral	155
(No Program Selected)	1
2-1-1 National	**15**
2-1-1 Search	14
(No Program Selected)	1
2-1-1 Orange County	**29**
2-1-1 Information and Referral	27
(No Program Selected)	2
2-1-1 San Bernardino County	**4**
2-1-1 San Bernardino County-2-1-1 Information and Referral	4
2-1-1 San Diego County	**8**
2-1-1 Information and Referral	5
(No Program Selected)	3
2-1-1 Santa Barbara County	**1**
2-1-1 Information and Referral	1
A Watershed Addition Treatment Center, Inc.	**4**
National Crisis Help Line for Substance Abuse	4
Abundant Living Family Church	**89**
Angel Food Ministry	12
Counseling Services	9
Outreach Center	67
(No Program Selected)	1
ACT Family Counseling Services	**5**
Parenting Bridge Program	5
Adelanto Detention Center	**1**
Detention Center	1
Adelanto School District	**1**
(No Program Selected)	1
Adelanto Senior Center	**2**
Home Delivered Meals	1
Senior Luncheon	1
Adventist Community Team Services	**5**
Emergency Food Assistance	5
Aegis Medical Systems, Inc.	**10**
Methadone Replacement Therapy	10
AL-ANON Family Groups and ALATEEN	**1**
Inland Empire of California Al-Anon and Alateen	1
Alcoholics Anonymous	**15**
Alcoholics Anonymous	15
Alternate Avenues Womens Resource Center	**1**
Bridges Parenting Eduction and Support	1
American Association of Poison Control Centers	**1**
Poison Control	1
American Cancer Society	**4**

Education and Support	4
American Red Cross - High Desert Chapter	**1**
Health and Safety Training	1
American Red Cross - Inland Empire Chapter	**2**
Disaster Recovery Service	2
American Red Cross - Morongo Basin	**1**
Health and Safety Training	1
Apple Valley Fire Protection District	**1**
CPR and First -Aid Classes	1
Appointed Time Centers	**1**
Support Services	1
Arrowhead Regional Medical Center	**59**
First 5 Dental Program	1
Hospital Services	10
Medically Indigent Adult Health Care (MIA)	40
(No Program Selected)	5
Family and Elder Care Center	2
Mobile Medical Clinic	1
Asante Family Agency, Inc.	**27**
Counseling, Training and Visitation Center	27
Asian-American Educational and Cultural Center, Inc.	**2**
Traffic Safety Awareness	2
Assistance League of San Bernardino	**1**
Dr. Earl R. Crane Childrens Dental Center	1
Associated Clinical Therapists, Inc.	**14**
Counseling Services	14
Autism Society of America	**1**
Autism Information and Referral	1
Barstow Branch Library	**1**
Storytime and Crafts	1
Barstow Counseling Center	**1**
(No Program Selected)	1
Barstow Employment Specialized Training Opportunities	**1**
Community Employment Services	1
Barstow Humane Society	**1**
Animal Care	1
Better Business Bureau	**4**
Complaint Department	4
Bilingual Family Counseling Service, Inc.	**2**
Preserving Safe and Stable Families	1
Substance Abuse Treatment	1
Blindness Support Services	**1**
Orientation Mobility Travel Training	1
Bloomington Branch Library	**1**
Basic Computer Class	1
Boys & Girls Club of Fontana	**1**
Summer Day Camp	1
Boys & Girls Club of Redlands	**1**
Summer Meal Program	1
Boys & Girls Club of San Bernardino	**1**
USDA Food Distribution	1
Boys & Girls Club of the Hi Desert	**1**
Boys and Girls Club	1
Boys & Girls Club of the Victor Valley	**1**
Core Programs	1

Referrals from 2-1-1 San Bernardino County

Boys Republic	**4**
Residential Treatment	2
(No Program Selected)	1
Day Treatment	1
Boys Town National Hotline	**14**
National Hotline	14
C.A.S.T.L.E	**4**
Parenting Skill Classes	4
California Advocates for Nursing Home Reform	**1**
Lawyer Referral Service	1
California Coalition for Youth	**1**
Youth Crisis Line	1
California Department of Aging	**2**
California Care Network	1
(No Program Selected)	1
California Department of Consumer Affairs	**1**
(No Program Selected)	1
California Department of Fair Employment and Housing	**1**
Fair Employment and Housing	1
California Department of Industrial Relations	**4**
Labor Standards Enforcement	4
California Department of Insurance	**1**
Low Cost Auto Insurance	1
California Department of Motor Vehicles	**3**
DMV Services	3
California Department of Social Services	**4**
Child Care Licensing	1
Welfare Fraud Hotline	3
California Department of Transportation	**2**
Caltrans	2
California Highway Patrol	**4**
Freeway Patrol Service	4
California Public Utilities Commission	**14**
LifeLine Telephone Service	13
(No Program Selected)	1
California State University San Bernardino	**8**
Counseling Services	6
First Five Early Intervention	1
(No Program Selected)	1
California Victim Compensation and Government Claims Board	**2**
Victim Compensation Program	2
Call for Life Pregnancy Help Center	**8**
Crisis Pregnancy Center	8
Cancer Information Service of California	**1**
Cancer Information Service	1
CancerCare	**2**
Financial Assistance	2
Canyon Ridge Hospital	**8**
Access Center	4
Hospital Services	4
CareConnect USA	**10**
Bankruptcy Advice Helpline	3
Discount Prescription Assistance	5
Mortgage Assistance Helpline	1
Debt Counseling Helpline	1

Referrals from 2-1-1 San Bernardino County

Caring for the Hills	**18**
Emergency Food Boxes	8
Food Pantry	9
Senior Meal Delivery	1
Carolyn Owens Community Center	**3**
Counseling Services	2
Batterers Treatment	1
Carpenters House	**12**
ACTS 29 Food Ministry	12
Casa de San Bernardino	**4**
Youth Substance Abuse Outpatient Program	4
Catholic Charities - Brother Miguel Center	**1**
Counseling Services	1
Catholic Charities of San Bernardino/Riverside	**1023**
Advocacy and Referrals	13
Anger Management Classes	5
Case Management	4
Clothes/Household Items	54
Food Assistance	103
Funeral Referral	9
Housing and Support Services	1
Individual/Family Counseling	20
Parenting Classes	11
Prescription Service	20
Rent/Mortgage Assistance	474
Transportation Assistance	31
Utility Assistance	270
(No Program Selected)	2
Clothing Referrals	1
Food Voucher	5
Cedar House Rehabilitation Center	**43**
Detoxification	25
Outpatient Therapy and Counseling Program	5
Residential Treatment	9
Women with Children Program	4
Center for Disease Control and Prevention	**1**
Center for Disease Control National Hotline	1
Center for Individual Development	**1**
(No Program Selected)	1
Center for Nonprofit Management	**2**
Nonprofit Development Program	1
Nonprofit Resource Library	1
Center on Deafness Inland Empire	**1**
Family Planning	1
Centers for Medicare and Medicaid Services	**2**
(No Program Selected)	1
Nursing Home Compare	1
Central City Lutheran Mission	**50**
Cold Weather Shelter	7
Food Giveaway	18
Kinship Family Center	6
Soup Kitchen	1
The H Street Clinic	18
Central Detention Center	**1**
Detention Center	1

Referrals from 2-1-1 San Bernardino County

Charity Cars	**2**
Program Vehicles	2
Childhelp USA	**1**
Merv Griffin Village	1
ChildSharing, Inc.	**1**
Co Parenting Classes	1
Chino Hills Counseling	**6**
Chino Hills Counseling	5
(No Program Selected)	1
Chino Neighborhood House	**20**
Clothes Closet	4
Emergency Food	12
Household Item Distribution	4
Chino Senior Center	**2**
Case Management	1
P.A.T.C.H.	1
Chino Valley Medical Center	**1**
Hospital Services	1
Chino Valley YMCA	**4**
Preschool	1
Swimming	1
(No Program Selected)	1
Resident Camp	1
Christian and Missionary Alliance Church	**6**
USDA Food Distribution	6
Christian Counseling Service of the East Valley	**7**
Counseling Services	5
Proud Parenting	2
Church of the Nazarene	**36**
Clothes Closet	11
Food Pantry	25
City of Adelanto	**1**
(No Program Selected)	1
City of Chino	**4**
Chino Human Services Programs	4
City of Colton	**3**
City Hall	1
(No Program Selected)	1
Sierra Vista State Pre-School Program	1
City of Fontana	**3**
City Hall	1
(No Program Selected)	1
Community Services and Recreation	1
City of Hesperia	**1**
(No Program Selected)	1
City of Highland	**3**
City Hall	3
City of Hope Medical Center	**2**
Hospital Services	2
City of Loma Linda	**2**
City Hall	2
City of Montclair	**29**
City Hall	2
Health Service Alliance	5
USDA Food Distribution	3

Montclair Medical Clinic	19
City of Ontario	**2**
City Hall	1
Cares Program	1
City of Ontario Fire Department	**1**
CPR and First-Aid Classes	1
City of Rancho Cucamonga	**5**
City Hall	4
(No Program Selected)	1
City of Rialto	**1**
City Hall	1
City of San Bernardino	**19**
City Hall	13
(No Program Selected)	2
City Clerks Office	2
Senior Companion Program	2
City of Upland	**2**
City Hall	2
City of Victorville	**4**
City Hall	3
Community Services	1
Clear View Treatment Center	**2**
Substance Abuse Recovery	2
Colton-Redlands-Yucaipa ROP	**1**
(No Program Selected)	1
Community Action Partnership of San Bernardino County	**784**
Energy, Education and Environmental Services Department (HEAP)	384
Family Development	374
Food Bank	20
(No Program Selected)	6
Community Health Action Network	**13**
Parent Resource Center	13
Community Health Systems, Inc.	**65**
Dental Clinic	32
Medical Clinic	18
Optometry Services	14
(No Program Selected)	1
Community Hospital of San Bernardino	**71**
Behavioral Health Services	14
Community Education Classes	2
Hospital	3
(No Program Selected)	1
Family Resources	47
Child Passenger Safety Seats	4
Community Senior Services CSS	**1**
Get About	1
Consumer Watchdog	**2**
Patient Rights Assistance	2
Corona/Norco Rescue Mission	**19**
Overnight Emergency Shelter	10
Transitional Living Program	8
(No Program Selected)	1
County of San Bernardino Public Works	**1**
(No Program Selected)	1
CRC Health Corporation	**8**

Drug Addiction Services	8
Crosslight Family Ministries / Fortress Christian Center	**12**
Outreach	12
Crystals Senior Services L.L.C	**3**
Advocacy Service	2
Personal Care Services	1
Delmann Heights Community Center	**6**
Summer Lunch Program	1
USDA Food Distribution	3
Salvaged Bread Program	2
Denti-Cal Referral Line	**2**
Hotline	2
Department of Rehabilitation Inland Empire District	**3**
Vocational Rehabilitation	3
Depression and Bipolar Support Alliance	**4**
Information, Referrals and Advocacy	4
Desert Manna Ministries	**55**
Electric Assistance Fund (EAF)	26
Emergency Shelter	16
Food Program	7
Transportation Assistance	3
USDA Food Distribution	1
(No Program Selected)	2
Desert Sanctuary, Inc.	**38**
Catholic Charities Grants Case Management	20
Cedar Chest Thrift Shop	3
Domestic Violence Outreach/Community Resource Center	1
Haley House Domestic Violence Shelter	14
Don Day Community Center	**1**
Tiny Tots	1
Dorothy Inghram Branch Library	**3**
Library Services	2
(No Program Selected)	1
DOVES of Big Bear Valley, Inc.	**1**
(No Program Selected)	1
Drug Alternative Program	**2**
DAP	2
East Valley Community Health Center, Inc.	**14**
General Medical Services	14
Easter Seals Southern California	**1**
(No Program Selected)	1
Echos Of Faith World Outreach Ministries	**8**
Operation Fresh Start	8
El Sol Neighborhood Educational Center	**1**
Community Outreach	1
Employment Development Department	**15**
Bonding	1
State Disability Insurance	7
Unemployment Insurance	7
Equal Employment Opportunity Commission	**4**
Employment Discrimination Assistance	4
Fairplex Child Development Center	**4**
Child Development Center	4
Faith Lutheran Church	**7**
Community Food Pantry	7

Referrals from 2-1-1 San Bernardino County

Faiths Hope Foundation	**2**
Medical Expense Assistance	2
Family Service Agency of San Bernardino	**54**
Crestline Food and Clothing Bank	1
Domestic Violence Program	17
Individual, Family and Group Therapy	19
Outpatient Mental Health Treatment	1
Utility Assistance Fund (EAF & GAF)	16
Family Service Association of Redlands	**39**
Disaster Recovery Services	2
Family Support	11
Home Again	7
Rental Assistance	15
(No Program Selected)	1
Cold Weather Vouchers	3
Federal Citizen Information Center	**1**
Citizen Information Center	1
First 5 Commission of San Bernardino County	**6**
First 5 Commission of San Bernardino County	4
(No Program Selected)	2
First Chance/Y-CHOW, Inc.	**14**
Sober Living	14
First Presbyterian Church	**2**
USDA Food Distribution	2
First Steps Child Development Center, Inc.	**1**
Affordable Child Care	1
Fontana Police Department	**1**
Fontana Police	1
Foothill Family Shelter	**53**
Foothill Family Shelter	16
Harold Cares About Your Future	1
Harolds Help Desk	32
(No Program Selected)	4
Foster Youth Services	**1**
YES Center	1
Frazee Community Center	**43**
Hot Meals	2
Medical Treatment	6
Transitional Housing	33
(No Program Selected)	2
George Gibson Senior Center	**1**
USDA Food Distribution	1
Gift Ministries	**4**
Clothes Closet	4
Good Steward Day Care	**3**
Child Care Service	3
Goodwill Southern California	**24**
Career Resource Center	8
Retail Stores and Used Goods	15
(No Program Selected)	1
Grand Terrace Branch Library	**1**
Basic Computer Classes	1
Greater American Care Centers	**4**
Safety and Wellness Program	4
Greater Cornerstone Church	**3**

USDA Food Distribution	3
Group Home Support Services	**37**
Counseling Services	21
Parenting Classes	12
Substance Abuse Counseling	4
Habitat For Humanity, San Bernardino Area, Inc.	**1**
Habitat For Humanity	1
Hands On Inland Empire	**46**
Alternative Sentencing	31
Volunteer Opportunities	13
(No Program Selected)	2
Healthy Families	**5**
Health Care Coverage	3
(No Program Selected)	2
Hearts & Lives	**10**
Information and Referral	10
Helping Hands Pantry	**71**
Food Distribution	68
(No Program Selected)	3
Hesperia Branch Library	**2**
Basic Computer Classes	1
Adult Literacy Program	1
Hesperia Senior Center	**1**
Hesperia Senior Club	1
High Desert Child Adolescent and Family Services Center	**37**
Anger Management	4
Counseling Services	20
Outpatient Substance Abuse Treatment	2
Parenting Classes	10
(No Program Selected)	1
High Desert Domestic Violence Program, Inc.	**13**
Domestic Violence Program Services	12
(No Program Selected)	1
High Desert Homeless Services, Inc	**83**
Shelter	75
(No Program Selected)	8
High Desert Pregnancy Clinic	**3**
Family Resource Center	2
Pregnancy Testing	1
High Desert Relative Caregivers	**1**
Relative Caregivers	1
High Desert Transitional Living Connection	**29**
Food Pantry	15
USDA Food Distribution	2
(No Program Selected)	10
Computer Class	2
Higher Ground Christian Intervention	**2**
Intervention Program	2
Highland Sam J. Racadio Library and Environmental Learning Center	**2**
Basic Computer Classes	1
Job Preparation and Job Search	1
Highland Senior Center	**2**
Senior Transportation	1
(No Program Selected)	1
Home of Neighborly Service	**1**

USDA Food Giveaway	1
Homeownership Preservation Foundation	**1**
The Homeowners HOPE Hotline	1
House of Hope House of Faith, Inc.	**10**
Sober Living Homes	4
(No Program Selected)	1
Residential Treatment Center	5
House of Ruth, Inc.	**29**
Counseling Services	2
Emergency Hotline	10
Emergency Shelter	10
Temporary Restraining Order Clinic	2
(No Program Selected)	5
Housing Authority of the County of San Bernardino	**110**
Family Unification Program	27
Mainstream Program	5
Public Housing	19
Section 8 Program	37
Senior Housing	11
Shelter Plus Care Program	4
Tenant Based Assistance Program (TBA)	3
Veterans Affairs Supportive Housing Program (VASH)	1
Fraud Reporting	1
Neighborhood Network Centers	2
Humane Society of San Bernardino Valley	**5**
Veterinarian Clinic	4
(No Program Selected)	1
Humanitarian International Services Group	**2**
Eyes for You	2
Hutton Community Center	**6**
USDA Food Distribution	6
Impression Healthcare Services	**8**
Behavioral Health Counseling	8
Inland Agency	**13**
Community Tool Box	12
Desert Sierra Partnership	1
Inland AIDS Project	**1**
HIV Testing	1
Inland Behavioral and Health Services, Inc.	**4**
PC1000 Drug Diversion Program	2
Westside Counseling Center	2
Inland Caregivers Resource Center	**7**
Caregivers Information and Referral	1
(No Program Selected)	2
Supplemental Services	1
Respite Care	1
Legal/Financial Consultation	1
Caregiver Retreats	1
Inland Counties Legal Services, Inc	**72**
Legal Assistance	69
(No Program Selected)	2
Housing Law Services Center	1
Inland Empire Health Plan	**5**
Healthy Kids	3
(No Program Selected)	1

Disability Program	1
Inland Empire Latino Lawyers Association	**12**
Legal Assistance and Counseling	12
Inland Empire United Way	**2**
Hands On Inland Empire	2
Inland Fair Housing and Mediation Board	**52**
Education and Outreach	4
Inland Fair Housing and Mediation	46
Senior Services	2
Inland Family Community Health Center	**110**
Dental Services	56
Family Pact	2
Immunizations	2
Medical Services	50
Inland Hospice Association	**1**
Adult Bereavement	1
Inland Regional Center	**3**
Inland Regional Center	2
(No Program Selected)	1
Inland Temporary Homes	**31**
Homeless Prevention and Rapid Re-Housing Program (HPRP)	12
Shelter & Transitional Housing	17
(No Program Selected)	2
Inland Valley Hope Partners	**234**
Food Security Program	37
Rent Payment Assistance	109
Shelter/Housing Program	10
Utility Assistance	61
(No Program Selected)	17
Inland Valley Humane Society and S.P.C.A	**1**
Animal Care & Control	1
Inland Valley Justice Center	**1**
Dispute Resolution	1
Inland Valley Recovery Services	**21**
Domestic violence Intervention	2
Drug and Alcohol Recovery Services	18
Mental Health Services	1
Interface Children Family Services	**2**
2-1-1 Ventura County	2
Internal Revenue Service	**1**
Internal Revenue Service	1
International Aid	**1**
Domestic and International Relief	1
Internet Service Providers	**224**
arcZip	32
AT&T	11
Comcast	9
DSL Extreme	69
Juno (Dial-up)	6
NetZero (Dial-up)	11
PeoplePC (Dial-up)	10
SoCal Free Net (Dial-up)	2
Copper.net	48
Verizon	16
Earthlink (Dial-up)	8

Turbo USA (Dial-up)	1
mFire (Dial-up)	1
Job Corps	**1**
Job Training	1
Josephine Knopf Senior Center	**1**
Senior and DisabledTransportation	1
Joshua Tree Community Center	**4**
USDA Food Distribution	4
Joslyn Senior Center	**1**
Computer Lab	1
Kids Come First Community Clinic	**5**
Kids Come First	5
Kids Wish Network	**1**
Funeral Assistance	1
La Vista	**2**
La Vista Housing	2
LaSalle Medical Associates	**41**
Health Clinic	38
Well Women Exam	2
Healthy Families Enrollment	1
Legal Aid Society of San Bernardino	**39**
Legal Aid Clinic	39
Libreria del Pueblo, Inc.	**5**
Computer Classes	4
Legal Clinic	1
Lifeway Church Ministries	**13**
Clothes Closet	1
Food Pantry	11
Summer Lunch Program	1
Lighthouse Inner Change Sober Living	**4**
Sober Living	3
(No Program Selected)	1
Loma Linda Branch Library	**1**
Basic Computer Skills	1
Loma Linda Marriage & Family Therapy Clinic	**5**
Marriage and Family Therapy	5
Loma Linda University Medical Center	**19**
Hospital Services	3
School of Dentistry	15
Comprehensive Tobacco Treatment	1
Loma Linda University Psychology Department	**6**
Psychological Services Clinic	6
Loveland Jubilee Pantry	**47**
Food Pantry	45
(No Program Selected)	2
Lucerne Valley Domestic Violence Outreach	**1**
Counseling	1
Luque Community Center	**6**
Senior Nutrition Lunch Program	1
USDA Food Distribution	5
Lutheran Social Services of Southern California	**4**
Big Bear Crisis Response Line	1
Food Bank and Bread Program	1
Sexual Abuse Treatment	1
(No Program Selected)	1

Referrals from 2-1-1 San Bernardino County

Lytle Creek Community Center	**1**
Cooling Center	1
Marys Mercy Center, Inc.	**66**
Marys Children Program	28
Marys Table	11
Saint Joseph Clothes Closet	8
Showers	2
St. Martin de Porres Emergency Food Bag Program	8
Veronicas Home of Mercy	9
Meals on Wheels - Ontario	**2**
Meals on Wheels	1
(No Program Selected)	1
Meals On Wheels - Upland	**1**
Meals on Wheels	1
Meals On Wheels- Redlands	**1**
Home Delivered Meals	1
Medical Board of California	**1**
Medical Board	1
Mental Health Systems, Inc.	**4**
DUI Program	1
Substance Abuse Prevention Project	1
Therapeutic Behavioral Services	1
AOD Case Mangement	1
Mercy House	**100**
Assisi House	6
Guadalupe Residence	4
Walk-In Center	81
(No Program Selected)	9
Metrolink	**2**
Metrolink Travel Information	1
(No Program Selected)	1
Mimis House	**26**
Transitional Housing	26
Montclair Branch Library	**1**
Computer Class	1
Montclair Senior Center	**2**
Handy Helper	1
Senior Transportation	1
Morongo Basin Mental Health Services Association	**5**
Crisis Walk-In Center	2
General Mental Health	1
Residental Drug and Alcohol Treatment	1
Calworks	1
Morongo Basin Unity Home, Inc.	**3**
Domestic Violence- Emergency Shelter	2
24-Hour Crisis Line	1
Morongo Valley Community Services District	**1**
Narcotics Anonymous	1
Moses House Ministries	**15**
The Boutique	14
Crossings	1
Mountain Community Hospital	**3**
Rural Health Clinic	3
Mountain View Community Church	**146**
Food Pantry	19

Substance Abuse Meetings	1
(No Program Selected)	1
Gas Assistance Fund	125
Narcotics Anonymous	**8**
Narcotics Anonymous Support Group	8
National Association for the Advancement of Colored People	**1**
(No Program Selected)	1
National Center for Victims of Crime	**1**
(No Program Selected)	1
National Community Renaissance	**130**
Affordable Housing	129
(No Program Selected)	1
National Domestic Violence Hotline	**5**
Domestic Violence Hotline	5
National Health Information Center	**2**
Health Information Clearinghouse	2
National Suicide Prevention Lifeline	**7**
Suicide Hotline	7
National Teen Dating Abuse Hotline	**1**
Hotline and On-line Chat	1
National Veterans Foundation	**1**
Veterans Hotline	1
NeedyMeds	**4**
Prescription Drug Program	3
(No Program Selected)	1
Neighborhood Housing Services of the Inland Empire, Inc.	**3**
Foreclosure Prevention	1
Down Payment Assistance	1
Home Buyer Education & Financial Fitness	1
Neighborhood Partnership Housing Services, Inc.	**1**
Foreclosure Counseling	1
New Directions	**4**
Therapeutic Community	4
New Hope Village, Inc.	**1**
New Hope Village	1
New House, Inc.	**3**
Substance Abuse Treatment Program / Clean and Sober Moms	3
Nicholson Community Center	**1**
Cooling Center	1
Nightlight Christian Adoptions	**1**
Adoption Services	1
Norman F. Feldheym Central Library	**2**
Library Services	1
Storytime and Crafts	1
Northtown Housing Development Corp.	**9**
Computer Classes	2
Food Assistance	5
USDA Food Distribution	2
Office of Emergency Services	**1**
TENS (Telephone Emergency Notification System)	1
Office of the Attorney General	**2**
(No Program Selected)	1
Bureau of Medi-Cal Fraud	1
Oldtimers Foundation	**22**
Classes	1

Home maintenance and Conservation	7
Transportation Services	9
Senior Nutrition	5
Olive Branch Counseling Center	**20**
Addictive Behavior	1
Anger Management and Domestic Violence	7
Drug Testing	1
General Counseling	7
Parenting Classes	4
Omnitrans	**31**
Access Service	25
Omnitrans	4
(No Program Selected)	2
Ontario Police Department	**1**
Police Department	1
Ontario Senior Center	**1**
Computer Literacy	1
Ontario/Montclair YMCA	**4**
Matrix	2
(No Program Selected)	1
Resident Camp	1
OPARC	**1**
Summit Services	1
Operation Provider	**17**
Electric and Gas Assistance Fund (EAF & GAF)	15
(No Program Selected)	1
Basic Need Assistance	1
Operation Safehouse	**6**
Operation Safehouse Shelter	4
Transitional Living Program	2
Option House, Inc.	**31**
Community Education	7
Domestic Violence Shelter Services	21
Women Support Groups	1
(No Program Selected)	2
Our Lady of Hope	**18**
Soup Kitchen	1
USDA Food Distribution	16
(No Program Selected)	1
Our Lady of the Desert	**28**
Food Pantry	28
Pacific Lifeline	**7**
Transitional Shelter	5
(No Program Selected)	2
PAL Humane Society	**2**
Humane Society	2
Para Los Niños	**66**
Family Resource Center	56
General Counseling	5
Parenting Classes	2
(No Program Selected)	3
Partnership for Prescription Assistance	**3**
Prescription Assistance	3
Patient Advocate Foundation	**1**
Advocacy	1

Referrals from 2-1-1 San Bernardino County

Paul A. Biane Library	**1**
Basic Computer Classes	1
Paul Villasenor Branch Library	**1**
Library Services	1
Planned Parenthood of Orange and San Bernardino Counties	**14**
Contraceptive Clinics	4
Pregnancy Testing, Counseling, and Referral	7
Sexually Transmitted Infections Treatment	2
HIV/AIDS Testing and Counseling	1
Pomona Valley Hospital Medical Center	**1**
Hospital Services	1
Pomona Valley Workshop	**3**
Anthesis Autism Services	1
(No Program Selected)	1
Supported Employment Services	1
Pregnancy Resource Center	**2**
Pregnancy Resources	2
Pregnancy Support Centers, Inc.	**1**
Choices Clinic	1
Priscillas Helping Hands, Inc.	**8**
Clothes Closet	8
Project Cuidar	**5**
Child Enrichment Groups and Parenting Classes	5
Project Sister Family Services	**1**
Crisis Intervention	1
Putting Kids First	**1**
Parenting Course	1
Rancho Cucamonga & Fontana Family YMCA	**5**
CPR & First Aid Training	1
Preschool	1
Senior Transportation	2
(No Program Selected)	1
Rancho Cucamonga Family Resource Center	**4**
Clothes Closet	1
Family Resource Center	1
Christmas Winterland Wonderland	1
Health Care Benefits For All	1
Rape, Abuse and Incest National Network	**1**
National Sexual Assault Hotline	1
REACH	**6**
REACH	6
Reach Out Morongo Basin	**4**
Transportation	1
USDA Food Distribution	3
ReachOut	**1**
Be An Awesome Dad	1
Redlands Community Hospital	**4**
Family Clinic	2
Hospital Services	1
Perinatal Services	1
Redlands Day Nursery	**1**
Child Care	1
Redlands Family YMCA	**1**
Preschool	1
Redlands Police Department Recreation Bureau	**2**

Redlands Police Department	1
Redlands Senior Transportation	1
Restoration House of Refuge, Inc.	**13**
Transitional Housing	12
(No Program Selected)	1
Rialto Police Department	**1**
Rialto Police	1
Rialto Unified School District	**2**
Health Clinic	1
Public Education	1
RISE Interpreting, Inc.	**1**
(No Program Selected)	1
Rock Church & World Outreach Center	**11**
USDA Food Distribution	11
Rolling Start, Inc.	**24**
Assistive Technology	1
Helpline	2
Housing	8
Special Needs Information and Referral	4
Support Groups / Workshop	1
(No Program Selected)	4
Systems and Individual Advocacy	1
Independent Living Skills	1
Computer Literacy Classes	2
Rose of Sharon Life Center	**17**
The Life Center	17
Ruben Campos Community Center	**1**
Cooling Center	1
Rx Help For Californians	**12**
Prescription Assistance	12
Salvation Army - Ontario	**115**
Community Meal	2
Emergency Food Box	22
Emergency Rental/Mortgage Assistance	71
Homework Assistance	1
Motel Vouchers	17
(No Program Selected)	2
Salvation Army - Redlands	**33**
Disaster Recovery Services	2
Electric and Gas Assistance Fund (EAF & GAF)	31
Salvation Army - San Bernardino	**200**
Cold Weather Shelter	5
Shelter Program	71
Soup Kitchen	3
USDA Food Giveaway	29
Women Shelter	90
(No Program Selected)	2
Salvation Army - Victor Valley	**257**
Disaster Recovery Services	1
Food Assistance	43
Motel Vouchers	15
Utility Assistance	191
(No Program Selected)	7
Salvation Army Service Extension	**12**
Utility Assistance	12

Referrals from 2-1-1 San Bernardino County

Samaritan Counseling Center	**2**
BEAMS (Behavior Education and Management Services)	1
Counseling Services	1
Samaritans Helping Hand	**289**
Emergency Food Assistance	17
Food Pantry	24
(No Program Selected)	4
Clothing Voucher	6
EAF Assistance	198
Emergency Prescription Assistance	3
Motel Voucher	11
Water Payment Assistance	22
Bus Passes	3
Propane Assistance	1
San Antonio Community Hospital	**3**
(No Program Selected)	1
Urgent Care	1
Womens Breast and Imaging Center	1
San Bernardino City Unified School District	**12**
Adult School	1
Family Resource Center	1
Public Education	1
State Preschool Program	1
USDA Food Distribution	6
(No Program Selected)	2
San Bernardino County Animal Care & Control	**13**
Animal abuse and neglect	1
Animal Services	5
Dead Animal Pick-up	3
(No Program Selected)	4
San Bernardino County Auditor-Controller/Recorder	**11**
Recorder/Clerk	10
(No Program Selected)	1
San Bernardino County Bar Association	**19**
Attorney Referral Service	18
San Bernadino County Bar Association	1
San Bernardino County Department of Aging and Adult Services	**71**
Adult Protective Services	12
Family Caregiver Support Program	16
In Home Supportive Services	24
Multipurpose Senior Services Program	2
Senior Information and Assistance Program	8
Senior Nutrition Services	2
(No Program Selected)	4
Long-Term Care Ombudsman Program	2
Senior Training and Employment Program	1
San Bernardino County Department of Behavioral Health	**129**
AB2034 Homeless Program	3
Agewise Program	2
Alcohol and Drug Services	17
Clubhouse	2
Community Crisis Response Team	22
Homeless Program	3
Juvenile Evaluation and Treatment Services	1
Outpatient Services	41

The Access Unit	14
Transitional Age Youth One Stop Center (TAY)	9
(No Program Selected)	3
Behavioral Health Resource Center Central Triage Services (After Hours Walk-In)	11
Supervised Treatment After Release (STAR)	1
San Bernardino County Department of Child Support Services	**10**
Child Support Services	10
San Bernardino County Department of Children and Family Services	**25**
Adoption Assistance Program	2
Child Protective Hotline	17
Foster Care	4
Children Protective Services	2
San Bernardino County Department of Community Development and Housing	**6**
Senior Home Repair Program	4
Single Family Home Improvement Loan Program	1
Homeownership Assistance Program	1
San Bernardino County Department of Probation	**2**
Probation	2
San Bernardino County Department of Public Health	**78**
Alcohol and Drug Abuse Prevention Program	1
Black Infant Health Project	1
California Children Services	1
Health Promotion and Education	2
Immunizations	23
Prenatal Clinic	1
Reproductive Health Centers	8
Traffic S.A.F.E. Program	1
Tuberculosis Control Program	2
Vector Control	7
Women Infants and Children (WIC)	25
(No Program Selected)	1
Flu Shots	1
Maternal Health Program	3
Comprehensive Prenatal Services Program	1
San Bernardino County Department of Veterans Affairs	**3**
VA Medical Center	1
Veterans Claims Assistance	1
Veterans Pensions	1
San Bernardino County District Attorney	**4**
Victim Services Unit	4
San Bernardino County Land Use Services Department	**9**
Code Enforcement Division	9
San Bernardino County Library	**1**
Library Services	1
San Bernardino County Office Of The Assessor	**3**
Change of Ownership	1
(No Program Selected)	2
San Bernardino County Preschool Services Department	**14**
Head Start	13
Support Services	1
San Bernardino County Public Authority	**6**
In-Home Supportive Services Registry	6
San Bernardino County Public Defender	**5**
Anger Management/Victim Awareness	1
Public Defender	4

Referrals from 2-1-1 San Bernardino County

San Bernardino County Sheriffs Department	**28**
Detention Facilities	7
Juvenile Intervention Program (JIP)	4
Law Enforcement	14
(No Program Selected)	1
Victim Information and Notification Everyday	2
San Bernardino County Superintendent of Schools	**18**
Desert Mountain SELPA Childrens Center	5
KidsNCare Child Care Referral Services	3
KidsNCare Resource and Referral Training Unit	3
KidsNCare Subsidized Child Care	6
KidsNCare Child Care Food Program	1
San Bernardino County Transitional Assistance Department	**256**
C4Yourself	8
CalWORKs Program	15
Child Care Programs	3
Medi-Cal Program	44
The General Relief Program	13
(No Program Selected)	1
Refugee Resettlement Program	1
CalFresh (Food Stamp Program)	171
San Bernardino County Workforce Development Department	**36**
Job Assistance	35
(No Program Selected)	1
San Bernardino Employment and Training Agency	**1**
SBETA One Stop Career Center	1
San Bernardino Family YMCA	**1**
(No Program Selected)	1
San Bernardino Police Department	**4**
Police Department	3
(No Program Selected)	1
San Bernardino Westside Christian Center Church	**1**
Westside Kinship Support Services	1
Scherer Senior Center	**3**
Senior Center	1
USDA Food Distribution	2
SCHEU Family YMCA of Upland	**1**
Preschool & Afterschool	1
SEIU United Long Term Care Workers Union	**1**
Home Care Registry	1
Senior and Disabled Fund of San Bernardino County	**8**
SAVES	6
(No Program Selected)	2
Senior Companion Program	**2**
Senior Companion Program	2
Set Free Christian Fellowship	**29**
Food Assistance	2
Food Ministry	4
Transitional Living Program	21
(No Program Selected)	2
Share, Inc.	**31**
Emergency Assistance	22
Food Assistance	8
Food Program	1
Social Action Community Health System	**57**

Mental Health Services	5
Primary Health Care	13
(No Program Selected)	4
Dental Care	35
Social Security Administration	**24**
Social Security	24
Southern California Edison	**2**
Energy Management Assistance Program	1
(No Program Selected)	1
Southern California Gas Company	**9**
Gas Assistance Fund (GAF)	4
(No Program Selected)	2
Direct Assistance Program	3
Southwest Gas Company	**7**
Low-Income Energy Efficiency Weatherization Program	6
(No Program Selected)	1
Special Little Angels, Inc.	**4**
Little Angels	3
Special Angels Transitional Shelter	1
Springboard	**2**
Consumer Credit Counseling	2
St. Bernardine Medical Center	**2**
Health Education Classes	1
Hospital Services	1
St. John of God Health Care Services	**25**
Community Recovery Center	1
Detox Center	11
Residential Substance Abuse Treatment	6
Sober Living Homes	6
Residential Rehabilitation for Parents with Young Children	1
St. Johns Community Success Center	**2**
Standing Community Services	2
State Bar of California	**3**
Attorney Information and Referral Service	3
Summit Payee Service, Inc.	**1**
(No Program Selected)	1
Superior Court of California County of San Bernardino	**21**
Civil Court/ Unlawful Detainer	2
Criminal Court	1
Family Court	7
Juvenile Court	2
Probate Court	1
Small Claims Court	1
Traffic Court	5
(No Program Selected)	1
Juvenile Traffic and Minor Offenses	1
Teen Challenge of Southern California	**5**
Mens Residential Substance Abuse Program	2
Residential Substance Abuse Program	3
Telecare High Desert Crisis Walk-In Center	**13**
Crisis Walk-In Center	13
The 29 Palms Community Food Pantry & Outreach Ministries, Inc	**8**
Community Food Pantry	8
The Community Counseling Center	**12**
Counseling Services	12

Referrals from 2-1-1 San Bernardino County

The Foundation of the American Academy of Ophthalmology	**1**
(No Program Selected)	1
The Lords Table	**8**
Soup Kitchen	7
USDA Food Giveaway	1
The Restorative Justice Center of The Inland Empire	**1**
Face-To Face Inmate Release Program	1
The Sober Living Network	**11**
Internet Information and Referral Service	10
(No Program Selected)	1
The Stephan Center	**2**
The Stephan Center	2
The Unforgettables Foundation	**2**
Burial Assistance	2
The Way Station	**7**
Food Assistance	7
The White House Healing Center, Inc.	**18**
Transitional Housing	18
Time For Change Foundation	**32**
Sweet Dreams House	30
(No Program Selected)	2
Town of Apple Valley	**2**
(No Program Selected)	1
Public Works	1
Travelers Aid of the Inland Empire	**7**
Airport Travelers Assistance Programs	3
Emergency Services	4
Tri-City Mental Health Center	**3**
Adult Outpatient Services	3
Tri-County Dental Society	**8**
Free Dental Work for Children	7
Dental Care Information and Referral	1
Twentynine Palms Armed Services YMCA MCAGCC	**2**
Thrift Store	1
Bread Program	1
U.S. Citizenship and Immigration Services	**1**
Citizenship and Immigration Services	1
U.S. Department of Housing and Urban Development	**43**
Hope for Homeowners	2
HUD	40
(No Program Selected)	1
United Animal Nations	**1**
Lifeline Grants	1
United States Department of Labor	**2**
Labor and Employment Law	2
United States Post Offices	**1**
Postal Services	1
Upland Animal Shelter	**1**
Pet Adoption	1
Upland Church of Christ	**7**
Food Pantry	7
Upland Public Library	**1**
Computer Skills	1
Valley Fellowship - Seventh Day Adventist Church	**3**
Community Services	3

Referrals from 2-1-1 San Bernardino County

Valley Star Children and Family Services	**8**
Mental Health Services	8
Victims of Crime Resource Center	**2**
(No Program Selected)	1
Resource Center	1
Victor	**1**
Victor Community Support Services-San Bernardino	1
Victor Valley Community Dental Service	**26**
Dental Service Program	26
Victor Valley Community Hospital	**2**
Hospital Services	2
Victor Valley Community Services Council	**3**
Volunteer Center	2
First Call for Help	1
Victor Valley Domestic Violence	**11**
Domestic Violence Shelter	11
Victor Valley Rescue Mission	**39**
Clothes Closet	2
Food Pantry	28
Life Recovery Program	3
Soup Kitchen	6
Victor Valley Transit Authority	**21**
Direct Access	14
Victor Valley Transit Authority	5
(No Program Selected)	2
Victorville City Library	**2**
Library Services	2
Victorville Senior Citizens Club	**1**
Senior Center	1
Villa de Ninos	**1**
Preschool	1
Visiting Nurse Association and Hospice of Southern California	**2**
Hospice Care	1
Home Health Care	1
Visiting Nurse Association Of The Inland Counties	**1**
Therapy Services	1
Vocational Improvement Program, Inc.	**1**
Direct Placement	1
Volunteer Center of Riverside County	**102**
2-1-1 Riverside County	102
Volunteers of America Southwest	**2**
Early Head Start	1
(No Program Selected)	1
Way World Outreach Ministry	**16**
USDA Food Giveaway	15
(No Program Selected)	1
West End Family Counseling	**14**
Department of Behavioral Health Outpatient Services	10
Elder and Dependent Adult Outreach Program	2
Parenting Classes	1
SART	1
West Inland Empire Cocaine Anonymous	**1**
Cocaine Anonymous	1
West Valley Detention Center	**3**
Detention Center	3

Referrals from 2-1-1 San Bernardino County

Westside Community Service Center	**15**
Clothes Closet	5
Food Distributions	7
Senior Nutrition Program	3
Whitney Young Family Health Clinic	**60**
Dental Services	34
Medical Services	25
(No Program Selected)	1
Young Visionaries Youth Leadership Academy	**6**
C.U.T.T. Center - Career, University, Technology Training	1
Mentoring Program	2
Youth Violence Prevention Program	3
Yucaipa Christian Church	**8**
Manna Food Cupboard	8
Yucaipa Valley Welfare, Inc	**9**
Food Program	7
Disaster Stop Area	2
Yucaipa-Calimesa Joint Unified School District	**1**
Public Education	1
Yucca Valley Community Center	**3**
USDA Food Distribution	3
Grand Total	**8327**