United Ways serving San Bernardino County

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

March 2011

2-1-1 San Bernardino County Statistical Update

LIVE UNITED™ United Way

2-1-1 San Bernardino County Quarterly Report - March 2011

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

United Ways serving San Bernardino County

2-1-1 News Items

Stay Tuned! Look for a much more user friendly 2-1-1 database in the near future at 211sb.org.

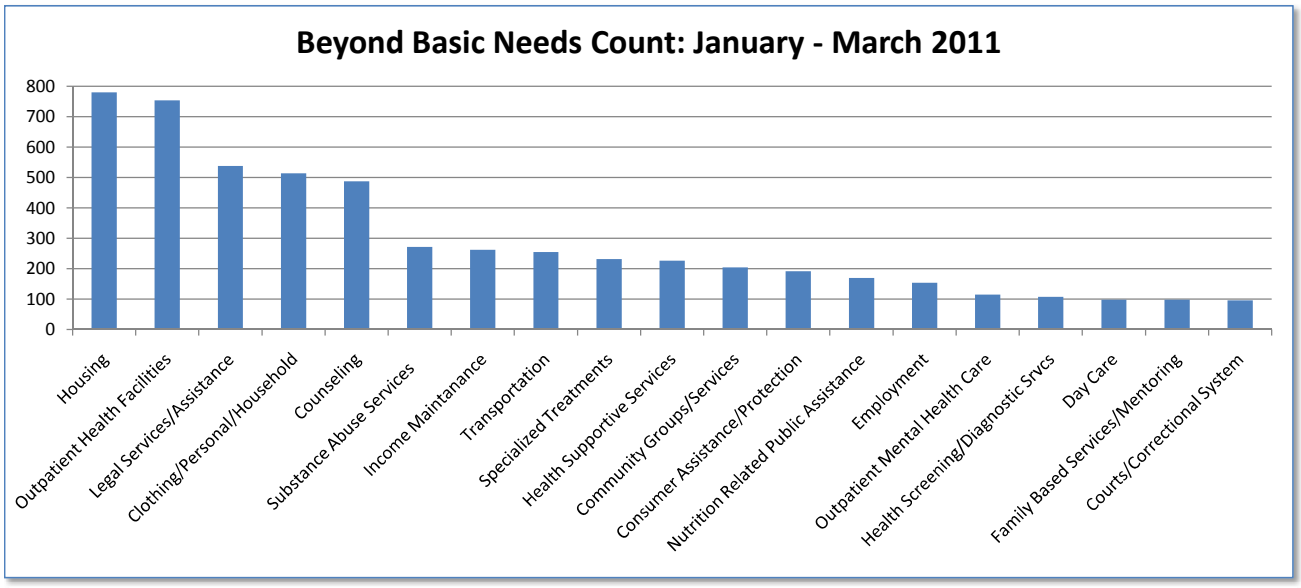
2-1-1 Advisory Committee Meeting

The next meeting of the 2-1-1 Advisory Committee will be held at 9:00am at the 2-1-1 Call Center on May 26 and normally occurs regularly on the 4th Thursday of every other month.

Beyond Basic Emergency Needs

We've examined the details of basic emergency needs many times in the past so it seems appropriate to take a look at the most important of the other 52% of needs expressed by 2-1-1 callers. The needs that will be ignored for the time being are Utilities, Rent Payment Assistance, Information Services (The caller already knows what he/she wants i.e. "What's the number for the TAD office in Ontario?"), Food/Meals, and Shelter/Motel Vouchers.

We also removed Computer Educational Supportive Services for the moment because they would skew the numbers. I'll say more about that in the next section of this report.



People looking for affordable or section 8 housing is not surprisingly at the top of this list, since this need is a precursor to shelter/motel vouchers and rent or utility payment assistance for the many who have had an income producer laid off or had hours reduced, creating financial hardship.

Health access is a growing issue, but perhaps somewhat obscured by the more fundamental and dominating housing and food problems. This is followed by legal services, a high percentage of which are for eviction issues.

Clothing, Personal and Household Goods is an area where more resources are needed. There are many places to get clothing, but the need is usually for business clothing, as for job interviews. Refrigerators and beds are requested regularly, but there are few sources for them, especially if the consumer is an adult.

Computer Educational Supportive Services - Crossing the Digital Divide

The digital Divide is alive and well in San Bernardino County, directly impacting the health and wealth of our communities downward, and negatively impacting business growth. First, a quick look at the digital scene.

71% of the Inland Empire is on Broadband currently, according to the Californian and Information Technology Annual Survey, 2010 Public Policy Institute of California in partnership with CETF and Zero Divide.

This 79% is a significant increase from 2008 but it still means that 609,000 San Bernardino County residents are not connected by broadband to the internet. And for low income and Latinos, it's only 1 out of every 3 who are connected.

	Computer Use	Internet Use	Broadband Use
All Californians	75%	70%	55%
Under $40,000 AHI	58%	49%	33%
Latinos	58%	48%	34%
With Disability	60%	57%	36%
Rural	66%	63%	51%

The disadvantages of not being connected to the internet by broadband and for digital illiteracy in general are overwhelming. Consider all today that requires competent high-speed internet access: applying for Social Security benefits, filing Tax Returns, Department of Motor Vehicles such as paying tickets, vehicle registration and drivers license renewal (Usage of the DMV website to conduct these activities increased 12% during 2010.), applying for a job, accessing health information, conducting a job search, smart shopping, parent-teacher communication, online courses, tele-health applications, to name a few.

California Emerging Technology Fund is providing leadership throughout the state of California to help bridge the digital gap. An introductory meeting was held in February where 2-1-1, librarians, Family Resource Center staff and many others attended to discuss how to move forward. There are tools available.

The second meeting is coming up on Thursday, April 21, 2011

Time: 12:00 PM – 1:30 PM. Lunch will be provided.

Location: Housing Authority of the County of San Bernardino
715 East Brier Drive
San Bernardino, CA 92408

Please RSVP to jennifer.riggs@cetfund.org so that Jennifer can ensure there will be enough food for all.

There are local resources that can help. 2-1-1 has partnered with HealthyCity.com and the California Emerging Technology Fund to provide an easy way to find resources. Go to 211california.org and look down on the left side of the webpage where you will see a large green "Get Connected" box. Clicking on the box will take you to a page where you can input a zip code or city and find resources in the four major areas: Computer Training, Access to Computers, Community Events, and Internet Hotspots.

The digital divide will only be bridged as those of us who interact with the dis-connected communities deliberately make helping them become digitally literate and connected part of our business model. Come to the meeting and find out how you can get a toolkit to help you incorporate the "Get Connected" tools into your processes. This is virtually a no-cost way to better serve our consumers, and build stronger communities at the same time.

Until next month,

Thank You and Be Well!

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

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

FIRST 5 SAN BERNARDINO

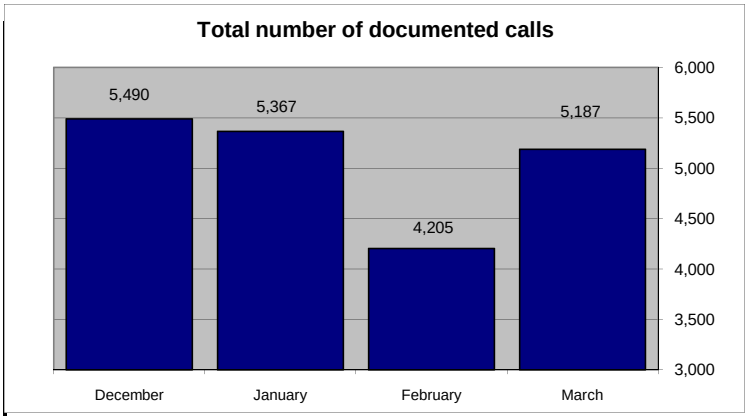
Bank of America

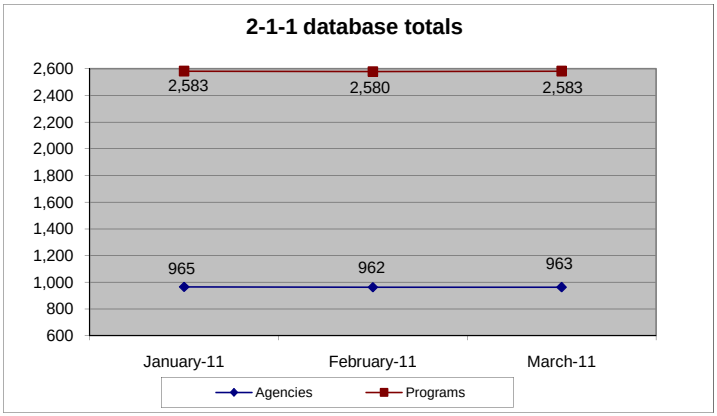
United Ways serving San Bernardino County

United Way

2-1-1 San Bernardino County

March 2011 Data Analysis

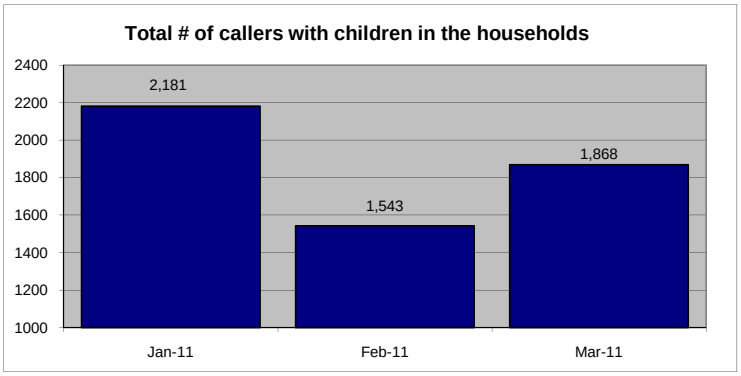


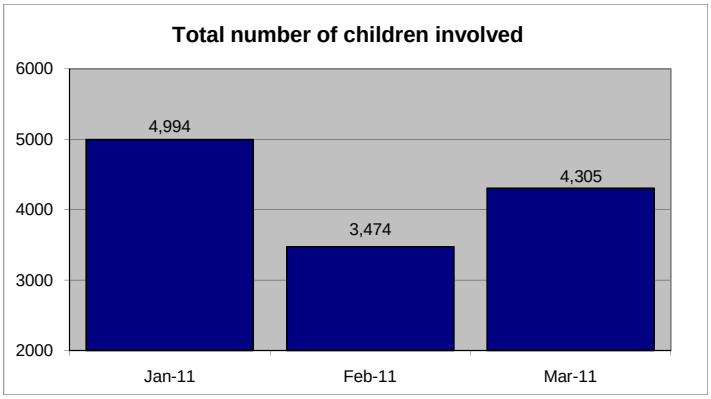


Total number of documented calls**	
March	**5,187**
February	**4,205**
January	**5,367**
December	**5,490**

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

Agencies	Database totals	Programs
963	**Mar-11**	**2,583**
962	**Feb-11**	**2,580**
965	**Jan-11**	**2,583**





Call totals per # of children in household:

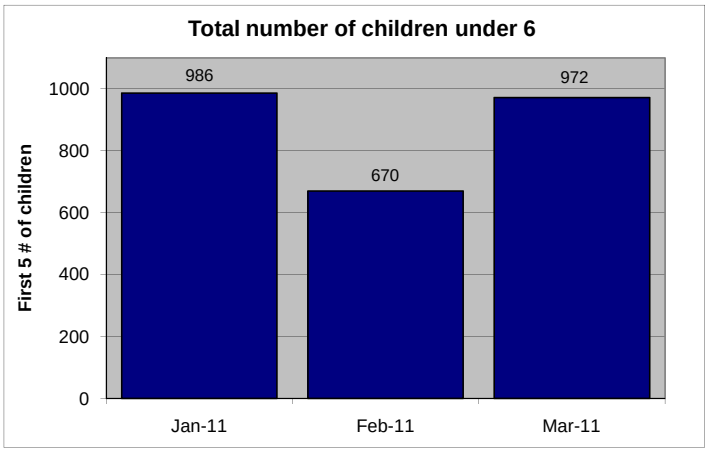
	Mar-11	Feb-11	Jan-11
0 or unknown	3,319	2662	3186
1	612	512	659
2	595	510	754
3	340	284	428
4	197	149	223
5	77	57	82
6	26	19	14
7	16	5	14
8	3	4	4
9	2	2	3
More than 9	0	1	0
Total	1868	1543	2181

Total Number of Children	
Mar-11	**4305**
Feb-11	3474
Jan-11	4994
Percentage of callers w/children	**36%**

First 5 Calls	
Total # First 5 Children represented	**1544**
Total number of calls this month	5187
Total # of First 5 Calls	**972**
Percentage of F5 calls	**19%**

Call totals per # of children under 6:

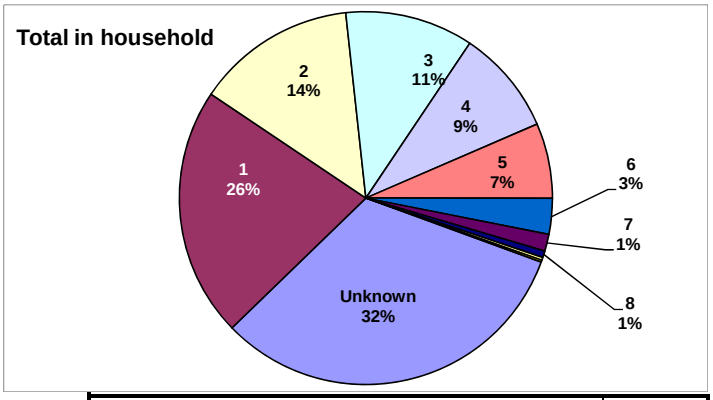
	Mar-11	Feb-11	Jan-11
0 or unknown	4,267	3535	4428
1	564	392	572
2	287	197	305
3	85	61	85
4	30	15	20
5	5	3	4
6	1	2	0
7	0	0	0
8	0	0	0
9	0	0	0
More than 9	0	0	0
Total F5 Calls	**972**	670	986



2-1-1 San Bernardino County

Total # in household:

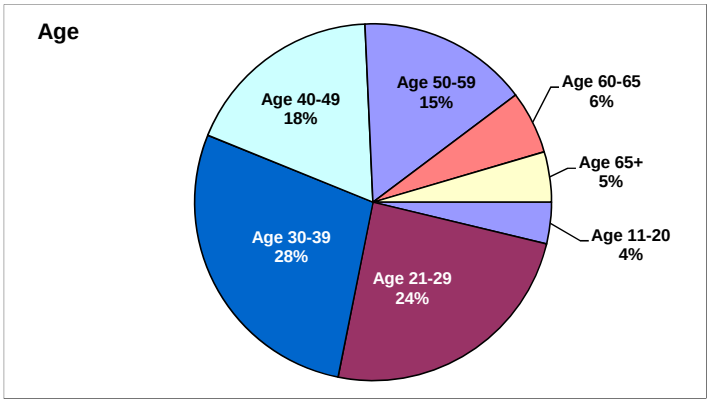
	Mar-11	Feb-11	Jan-11	
Unknown	1670	1235	1517	NA
1	1124	902	1035	32%
2	718	616	787	20%
3	578	529	726	16%
4	472	420	620	13%
5	338	263	350	10%
6	161	139	196	5%
7	76	55	81	2%
8	29	22	26	1%
9	13	12	16	0%
9+	8	12	13	0%
Total	3517	2970	3850	



Total people represented in this month's calls	9,791

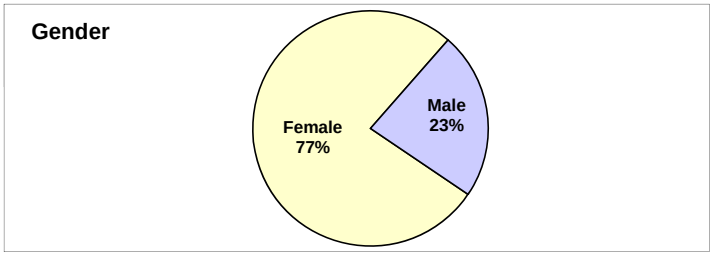
Age:

	Mar-11	Feb-11	Jan-11
Age 0-3	9	10	5
Age 4-5	3	4	4
Age 6-10	18	16	13
Age 11-20	107	86	112
Age 21-29	696	526	640
Age 30-39	799	714	960
Age 40-49	518	488	659
Age 50-59	441	368	435
Age 60-65	163	144	157
Age 65+	130	140	127
Total	2884	2496	3112



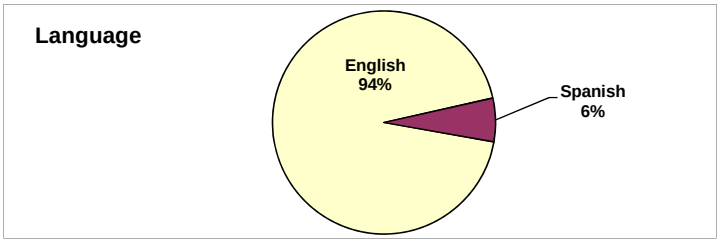
Gender

	Mar-11	Feb-11	Jan-11
Female	3834	3131	4108
Male	1143	941	1088
Other	2	1	1
Transgender	1	0	1
Unknown	1	0	1
Total	4981	4073	5199



Language

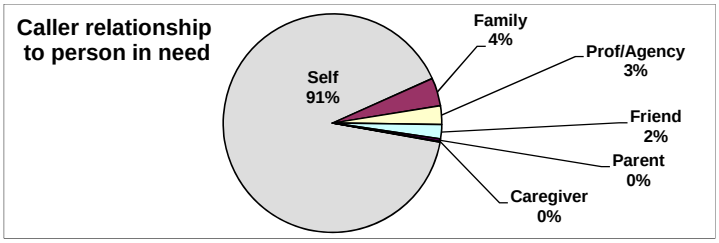
	Mar-11	Feb-11	Jan-11
English	4859	3927	5000
Spanish	327	276	366
Hindi	1	0	0
Korean	0	1	0
Chinese	0	1	0
Vietnamese	0	0	1



2-1-1 San Bernardino County

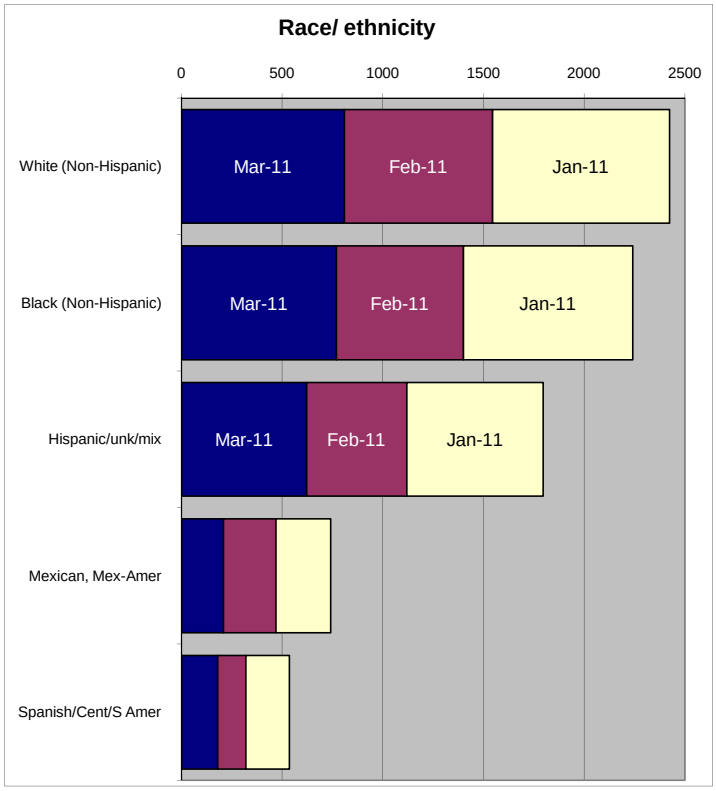
Caller relationship to person in need:

	Mar-11	Feb-11	Jan-11
Self	4696	3761	4916
Family	215	190	186
Prof/Agency	143	133	133
Friend	110	72	90
Parent	18	42	35
Caregiver	5	7	7



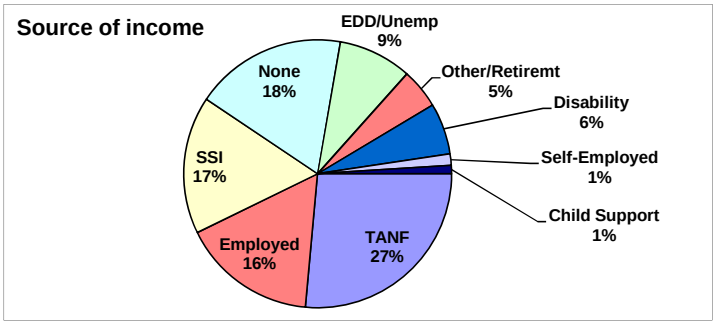
Race/ ethnicity

	Mar-11	Feb-11	Jan-11	
White (Non-Hispanic)	809	736	879	30%
Black (Non-Hispanic)	769	631	840	29%
Hispanic/unk/mix	621	498	677	23%
Mexican, Mex-Amer	208	260	273	8%
Spanish/Cent/S Amer	180	139	216	7%
Multi-race	23	20	10	1%
Asian-Indian	11	9	9	
Native American	11	4	2	
Other	10	8	17	
Asia/unk/mix	7	3	7	
Pacific Islander/unk/mix	6	2	3	
Filipino	4	3	4	
Chinese	3	4	3	
Vietnamese	3	0	2	
Samoan	2	4	3	
Korean	0	3	0	
Cambodian	0	1	1	
Cuban	0	1	1	
Laotian	0	1	0	
Puerto Rican	0	0	3	
Guamanian	0	0	0	
Hawaiian	0	0	0	
Japanese	0	0	0	
Unknown	2520	1878	2417	
Total Known	2667	2327	2950	



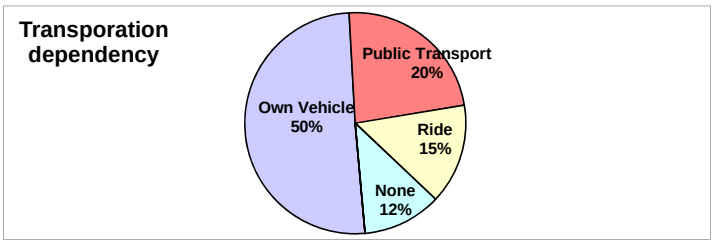
Source of income:

	Mar-11	Feb-11	Jan-11
TANF	781	547	832
Employed	482	455	488
SSI	490	455	514
None	542	443	565
EDD/Unemp	262	225	370
Other/Retiremt	142	167	142
Disability	183	139	189
Self-Employed	40	31	44
Child Support	30	26	31



Transportation dependency:

	Mar-11	Feb-11	Jan-11
Own Vehicle	1316	1103	1340
Public Transportation	607	494	703
Ride	383	355	431
None	300	276	306
Transportation Voucher	1	3	0
Taxi	1	2	3

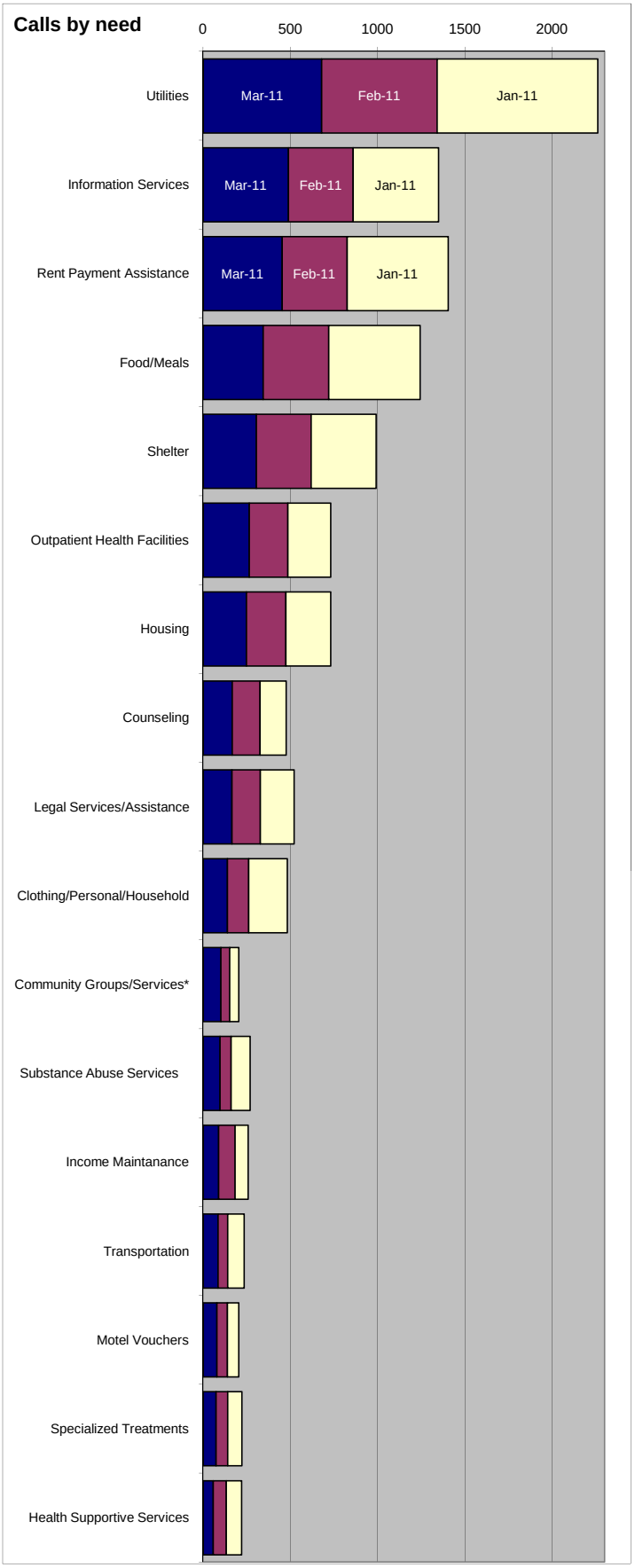


2-1-1 San Bernardino County

Calls by need*:

Need	Mar-11	Feb-11	Jan-11	
Utilities	678	663	920	15%
Information Services	489	370	490	11%
Rent Payment Assistance	452	372	580	10%
Food/Meals	344	375	524	7%
Shelter	304	314	373	7%
Outpatient Health Facilities	264	221	245	6%
Housing	248	225	258	5%
Counseling	167	159	149	4%
Legal Services/Assistance	165	162	194	4%
Clothing/Personal/Household	139	122	221	3%
Community Groups/Services*	102	49	52	2%
Substance Abuse Services	97	62	109	2%
Income Maintanance	88	94	75	2%
Transportation	85	55	95	2%
Motel Vouchers	78	61	65	2%
Specialized Treatments	74	67	81	2%
Health Supportive Services	57	75	88	1%
Health Screening/Diagnostic Services	49	25	25	1%
Consumer Assistance/Protection	48	65	69	1%
Family Based Srvcs/Mentoring	46	21	29	
Volunteer Opportunities	40	14	19	
Outpatient Mental Health Care	39	40	34	
Medical Public Assistance Programs	35	26	28	
Day Care	35	25	35	
Parenting Education	34	19	33	
Mental Health Care Facilities	30	23	30	
Employment	29	54	52	
Courts/Correctional System	29	31	35	
Psychiatric/Mental Health Support	26	9	21	
Nutrition Public Assist. Prgrms	24	74	58	
Law Enforcement	24	20	22	
Supportive Services	24	0	0	
Death Certification/Burial Arrangements	16	15	12	
Animal Services	16	14	13	
Environmental Protection/Improvement	16	10	6	
Support Groups	14	11	13	
Disability Issues/Services	13	19	15	
Formal Education	13	12	10	
Crime Victim Support	13	6	14	
Social Insurance Programs	12	17	12	
Social Develop. and Enrichment	12	13	3	
Mortgage Payment Assistance	12	8	15	
Emergency Medical Care	11	14	16	
Public Health Information	11	9	12	
Donations	11	7	11	
Org. Development and Mgmt Services	9	10	13	
Early Education	9	5	7	
Inpatient Health Facilities	8	7	11	
Protective Services	7	14	14	
Safety Equipment	7	6	10	
Crime Reporting/Prevention	6	10	12	
Immigration/Naturalization Legal Services	6	4	14	
Public Safety/Emergency Services	5	7	6	
Credit Counseling	5	5	1	
Rehabilitation/Habilitative Services	4	5	1	
Disaster (Incident)	4	4	30	
Bad Weather Shelters	4	2	7	
Household Related Public Asst	3	9	9	
Tutoring/Homework Assistance	3	4	2	
Parks & Recreation Services	3	3	3	
Consumer Regulations	3	2	2	
Disaster Services	3	1	1	
Suicide Calls/Lethality Assessment	3	0	0	
Special Education	2	7	12	
Adoption/Foster Services	2	2	6	
Mortgage Foreclosure Information	0	2	1	

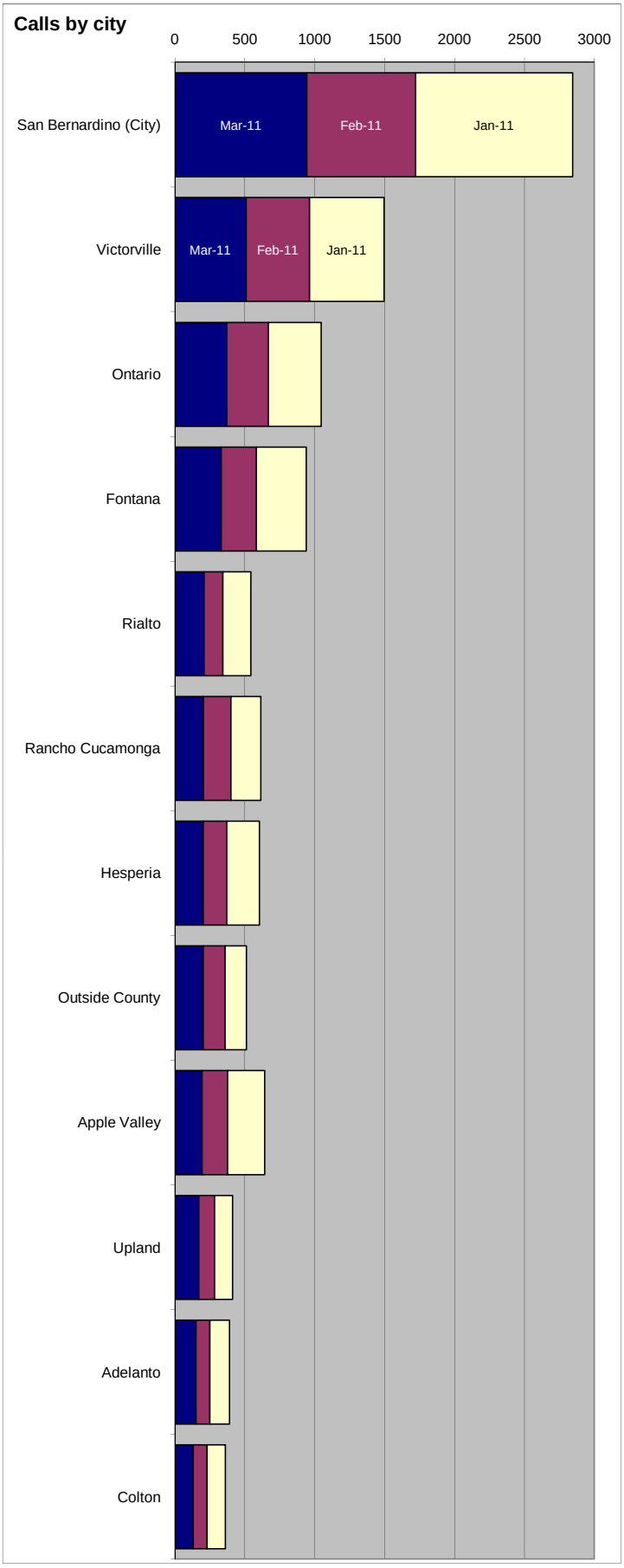
Note: * Includes Only First Need Presented



2-1-1 San Bernardino County

Calls per city/town

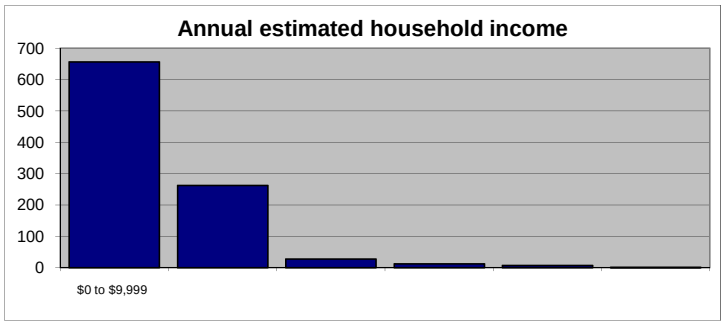
City	Mar-11	Feb-11	Jan-11	
San Bernardino (City)	942	778	1124	18%
Victorville	509	452	533	10%
Ontario	370	297	378	7%
Fontana	329	252	357	6%
Rialto	207	135	199	4%
Rancho Cucamonga	203	197	214	4%
Hesperia	202	167	235	4%
Outside County	202	156	153	4%
Apple Valley	193	182	266	4%
Upland	169	113	129	3%
Adelanto	150	99	141	3%
Colton	129	100	131	2%
Redlands	112	88	107	2%
Highland	91	78	111	2%
Chino	83	67	78	2%
Barstow	79	56	96	2%
Yucaipa	72	45	74	1%
Montclair	43	38	54	1%
Yucca Valley	42	33	38	
Loma Linda	36	26	35	
Twenty-Nine Palms	31	16	28	
Chino Hills	28	35	19	
Phelan	26	24	33	
Crestline	25	17	10	
Bloomington	24	32	31	
Big Bear City	16	16	19	
Lucerne Valley	13	12	13	
Alta Loma	13	7	16	
Grand Terrace	12	15	12	
Joshua Tree	11	18	10	
Running Springs	10	9	11	
Helendale	10	3	6	
Mentone	9	8	16	
Big Bear Lake	7	7	9	
Lake Arrowhead	6	10	16	
Oro Grande	5	3	1	
Outside Of Californa	4	3	7	
Pinon Hills	3	6	7	
Blue Jay	3	5	2	
Rimforest	3	2	0	
Skyforest	3	1	1	
Forest Falls	2	2	4	
Needles	2	1	2	
Etiwanda	2	0	1	
Devore	1	3	2	
Yermo	1	3	2	
Newberry Springs	1	1	4	
Wrightwood	1	0	1	
Morongo	1	0	0	
Lytle Creek	0	4	3	
Daggett	0	1	1	
Mt Baldy	0	1	1	
Landers	0	0	2	
Big River	0	0	0	
Hinkley	0	0	0	
Trona	0	0	0	
Unknown	751	619	1197	



2-1-1 San Bernardino County

Annual estimated household income

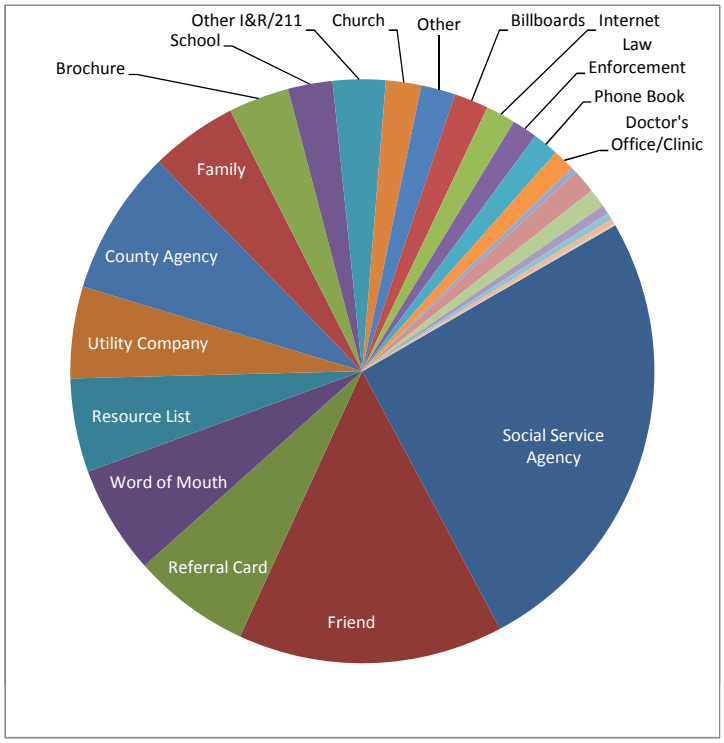
	Mar-11	Feb-11	Jan-11
Declined to state/Unknown	4221	3344	4253
$0 to $9,999	656	586	713
$10,000 to $19,999	262	224	351
$20,000 to $29,999	27	38	36
$30,000 to $39,999	12	6	11
$40,000 to $49,999	7	4	3
$50,000 to $59,999	1	2	0
$60,000 to $69,999	0	0	0
$70,000 to $79,999	0	0	0
$80,000 +	1	1	0



How caller learned about 2-1-1

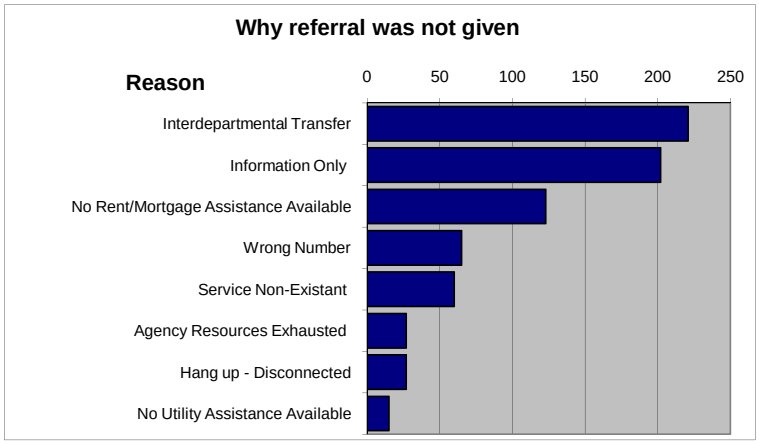
	Mar-11	Feb-11	Jan-11
Social Service Agency	403	279	298
Friend	232	225	290
Referral Card	103	114	149
Word of Mouth	95	98	133
Resource List	82	89	74
Utility Company	80	79	80
County Agency	127	73	122
Family	76	67	92
Brochure	53	54	106
School	39	45	37
Other I&R/211	46	38	53
Church	31	34	44
Other	30	30	33
Billboards	30	27	22
Internet	26	23	20
Law Enforcement	22	19	12
Phone Book	23	16	16
Doctor's Office/Clinic	19	15	9
Newspaper	5	14	6
EDD (Web or Letter)	21	12	14
Television	16	8	11
Hospital	8	6	10
Radio	6	5	3
Government Non-County	4	3	8
Human Resources	1	3	0
Get Connected/CETF Flyer	0	1	2
411	1	1	0
Crisis Line	1	0	0
Homeless Count	0		2
Return Caller (not incl. in chart)	3536	2827	3721

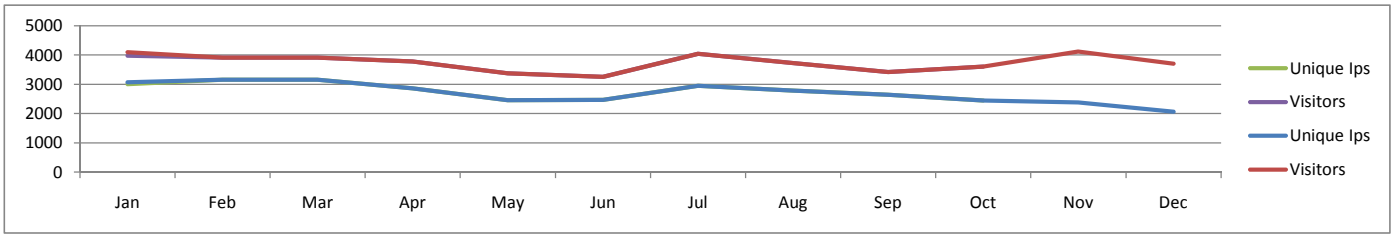
69%



Why referral not given

Reason	Mar-11	Feb-11	Jan-11
Interdepartmental Transfer	221	78	19
Information Only	202	211	277
No Rent/Mortgage Assistance Available	123	323	479
Wrong Number	65	6	0
Service Non-Existant	60	54	57
Agency Resources Exhausted	27	41	36
Hang up - Disconnected	27	28	23
No Utility Assistance Available	15	36	103
Refused Referral	12	15	12
Agency/Organization Calling	6	0	4
No Shelter Bed Availability	4	11	8
Chronic Caller/Abusive Caller	1	1	1
Caller Doesn't Qualify	1	1	1
Services Too Expensive	0	1	0



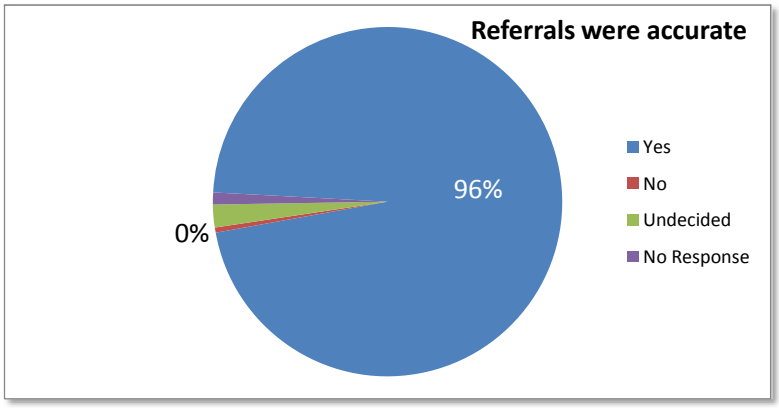


Callback Survey Responses

January - February - March 2011

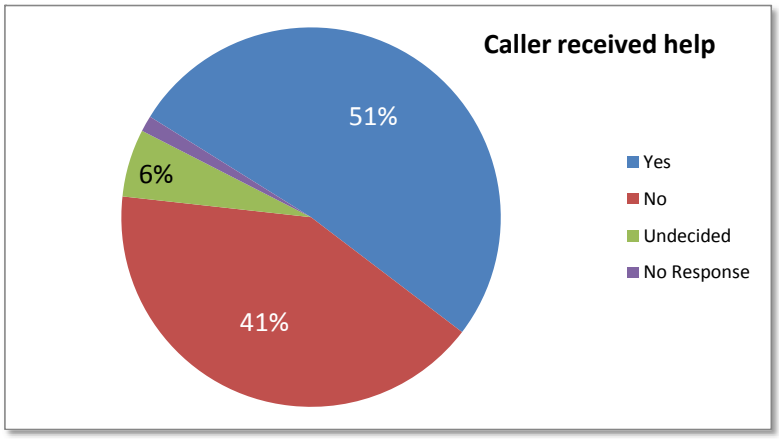
Total of 814 Respondents

Were the referrals you received accurate?	
Yes	96%
No	0%
Undecided	2%
No Response	1%



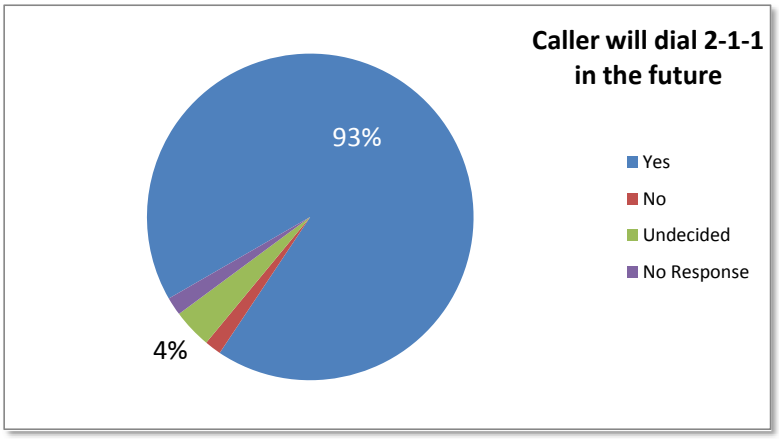
Did you contact the referral agency (ies)?	
Yes	93%
No	5%
Undecided	1%
No Response	1%

If yes, did you get the help you needed?	
Yes	51%
No	41%
Undecided	6%
No Response	1%



Was the information useful?	
Yes	85%
No	7%
Undecided	6%
No Response	2%

Will you call 2-1-1 in the future?	
Yes	93%
No	2%
Undecided	4%
No Response	2%



Are you a registered voter?	
Yes	58%
No	33%
Undecided	4%
No Response	6%

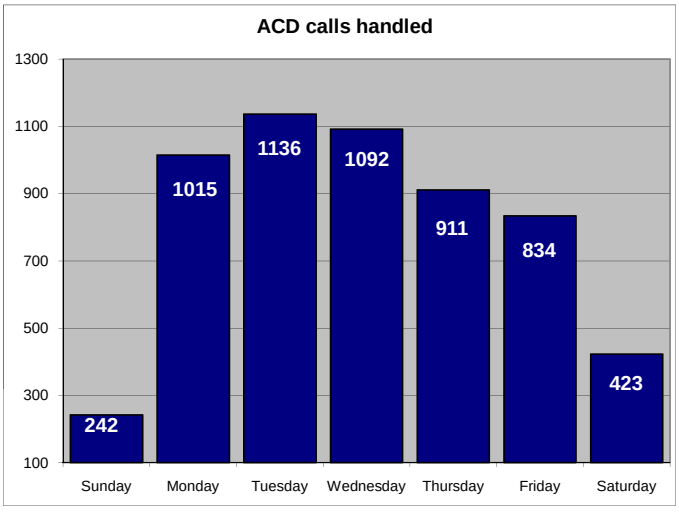
2-1-1 San Bernardino County Monthly Report

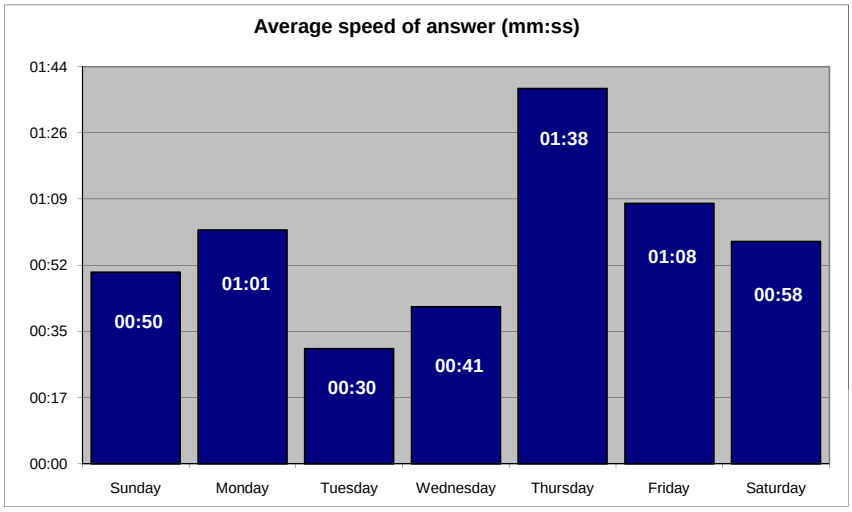
Calls Handled Statistics (from phone system data)

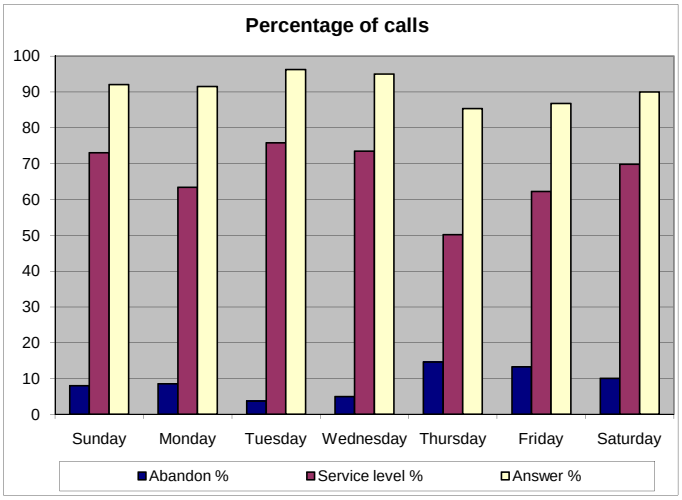
Report: ***Queue Group Performance by Day of Week***
Site: *Inland Empire United Way 2-1-1*
Device: 005 - All SB QG's

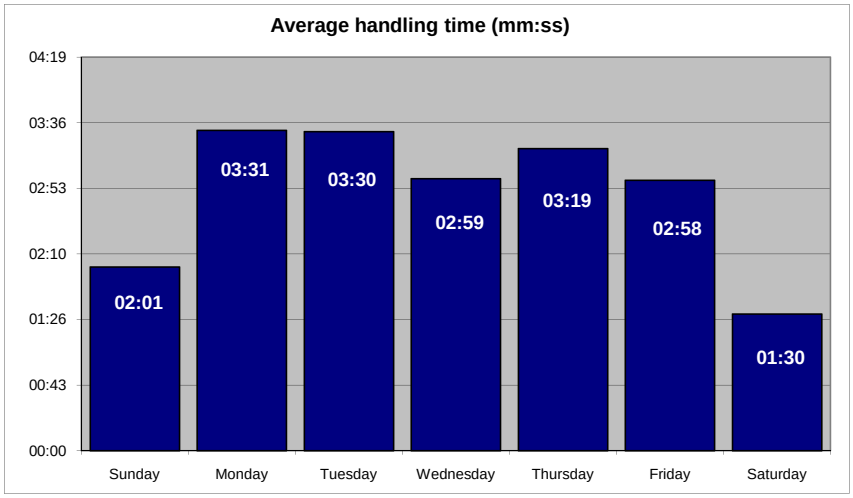
Date range: 2/1/2011 - 2/28/2011 12:00 AM - 12:00 AM
Created on: 3/1/2011
Created by: gmadden

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	263	242	10	21	0	2	0	239	3	0	0	0:00:50	0:02:46	0:00:00	8:11:00	0:02:01	8.0	73.0	92.0
Monday	1109	1015	29	94	0	11	0	1010	5	0	0	0:01:01	0:03:04	0:00:00	59:35:49	0:03:31	8.5	63.4	91.5
Tuesday	1180	1136	23	44	0	10	0	1134	2	0	0	0:00:30	0:02:22	0:00:00	66:26:39	0:03:30	3.7	75.8	96.3
Wednesday	1149	1092	27	57	0	12	0	1089	3	0	0	0:00:41	0:02:58	0:00:00	54:28:14	0:02:59	5.0	73.5	95.0
Thursday	1067	911	34	156	0	13	0	908	3	0	0	0:01:38	0:03:48	0:00:00	50:25:55	0:03:19	14.6	50.1	85.4
Friday	961	834	43	127	0	7	0	829	5	0	0	0:01:08	0:04:57	0:00:00	41:18:25	0:02:58	13.2	62.2	86.8
Saturday	470	423	27	47	0	5	0	419	4	0	0	0:00:58	0:03:02	0:00:00	10:39:02	0:01:30	10.0	69.8	90.0
Total	**6199**	**5653**	**193**	**546**	**0**	**60**	**0**	**5628**	**25**	**0**	**0**	**0:00:57**	**0:03:38**	**0:00:00**	**291:05:04**	**0:03:05**	**8.8**	**66.0**	**91.2**









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

City/Town Needs from January - March 2011	Total
Adelanto	**470**
Utilities	144
Supportive Services	63
Food/Meals	44
Rent Payment Assistance	42
Information Services	24
Clothing/Personal/Household Needs	20
Legal Services/Assistance	16
Shelter	13
Outpatient Health Facilities	12
Counseling	10
Housing	9
Specialized Treatments	7
Transportation	5
Outpatient Mental Health Care	4
Consumer Assistance/Protection	4
Health Screening/Diagnostic Services	4
Day Care	4
Substance Abuse Services	3
Income Maintanance	3
Crime Victim Support	3
Health Supportive Services	3
Psychiatric/Mental Health Support Services	3
Medical Public Assistance Programs	3
Law Enforcement	3
Employment	2
Animal Services	2
Family Based Services/Mentoring	2
Nutrition Related Public Assistance Programs	2
Emergency Medical Care	2
Motel Vouchers	2
Support Groups	1
Organizational/Community Services	1
Formal Education	1
Public Health Information	1
Parenting Education	1
Volunteer Opportunities	1
Crime Reporting/Prevention	1
Disability Issues/Services	1
Mortgage Payment Assistance	1
Disaster Services	1
Inpatient Health Facilities	1
Public Safety/Emergency Services	1
Alta Loma	38
Utilities	8
Rent Payment Assistance	5
Supportive Services	3
Information Services	3
Motel Vouchers	3
Outpatient Health Facilities	3
Day Care	2
Transportation	2
Food/Meals	2
Substance Abuse Services	1
Parenting Education	1
Legal Services/Assistance	1
Medical Public Assistance Programs	1

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

City/Town Needs from January - March 2011	Total
Counseling	1
Specialized Treatments	1
Shelter	1
Apple Valley	734
Utilities	171
Supportive Services	77
Rent Payment Assistance	52
Food/Meals	51
Outpatient Health Facilities	40
Information Services	36
Clothing/Personal/Household Needs	33
Shelter	33
Housing	30
Substance Abuse Services	22
Counseling	21
Transportation	20
Legal Services/Assistance	19
Specialized Treatments	15
Income Maintanance	10
Consumer Assistance/Protection	9
Nutrition Related Public Assistance Programs	9
Health Supportive Services	8
Parenting Education	6
Mental Health Care Facilities	6
Motel Vouchers	6
Community Groups/Services	5
Employment	5
Protective Services	4
Courts/Correctional System	4
Public Safety/Emergency Services	3
Law Enforcement	3
Disability Issues/Services	3
Outpatient Mental Health Care	3
Health Screening/Diagnostic Services	3
Family Based Services/Mentoring	3
Animal Services	2
Social Insurance Programs	2
Disaster (Incident)	2
Special Education	2
Organizational Development and Management Services	2
Crime Reporting/Prevention	2
Support Groups	1
Safety Equipment	1
Crime Victim Support	1
Death Certification/Burial Arrangements	1
Psychiatric/Mental Health Support Services	1
Social Development and Enrichment	1
Mortgage Payment Assistance	1
Volunteer Opportunities	1
Environmental Protection/Improvement	1
Immigration/Naturalization Legal Services	1
Household Related Public Assistance Programs	1
Medical Public Assistance Programs	1
Barstow	237
Utilities	51
Shelter	19
Food/Meals	18

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

City/Town Needs from January - March 2011	Total
Information Services	16
Outpatient Health Facilities	15
Supportive Services	14
Rent Payment Assistance	12
Legal Services/Assistance	10
Counseling	9
Income Maintanance	7
Clothing/Personal/Household Needs	7
Substance Abuse Services	7
Transportation	7
Health Supportive Services	4
Health Screening/Diagnostic Services	4
Housing	4
Employment	4
Specialized Treatments	3
Consumer Assistance/Protection	3
Family Based Services/Mentoring	2
Community Groups/Services	2
Emergency Medical Care	2
Nutrition Related Public Assistance Programs	2
Outpatient Mental Health Care	2
Organizational Development and Management Services	2
Motel Vouchers	2
Disability Issues/Services	1
Support Groups	1
Protective Services	1
Donations	1
Law Enforcement	1
Mental Health Care Facilities	1
Courts/Correctional System	1
Formal Education	1
Environmental Protection/Improvement	1
Big Bear City	66
Utilities	14
Rent Payment Assistance	9
Supportive Services	8
Food/Meals	4
Legal Services/Assistance	4
Health Supportive Services	3
Transportation	3
Disaster (Incident)	3
Shelter	2
Clothing/Personal/Household Needs	2
Information Services	2
Housing	2
Counseling	1
Specialized Treatments	1
Mental Health Care Facilities	1
Death Certification/Burial Arrangements	1
Substance Abuse Services	1
Outpatient Health Facilities	1
Courts/Correctional System	1
Environmental Protection/Improvement	1
Mortgage Payment Assistance	1
Motel Vouchers	1
Big Bear Lake	24
Utilities	6

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

City/Town Needs from January - March 2011	Total
Supportive Services	4
Information Services	3
Food/Meals	1
Public Safety/Emergency Services	1
Outpatient Health Facilities	1
Shelter	1
Rent Payment Assistance	1
Disaster (Incident)	1
Environmental Protection/Improvement	1
Transportation	1
Legal Services/Assistance	1
Bad Weather Shelters	1
Nutrition Related Public Assistance Programs	1
Bloomington	111
Utilities	14
Supportive Services	10
Food/Meals	9
Shelter	8
Rent Payment Assistance	7
Information Services	7
Counseling	6
Clothing/Personal/Household Needs	6
Legal Services/Assistance	6
Housing	5
Income Maintanance	3
Transportation	3
Consumer Assistance/Protection	3
Day Care	2
Substance Abuse Services	2
Specialized Treatments	2
Medical Public Assistance Programs	2
Public Health Information	2
Outpatient Health Facilities	2
Mortgage Payment Assistance	1
Community Groups/Services	1
Formal Education	1
Family Based Services/Mentoring	1
Mental Health Care Facilities	1
Health Supportive Services	1
Environmental Protection/Improvement	1
Courts/Correctional System	1
Volunteer Opportunities	1
Credit Counseling	1
Psychiatric/Mental Health Support Services	1
Motel Vouchers	1
Blue Jay	17
Rent Payment Assistance	7
Utilities	3
Clothing/Personal/Household Needs	3
Supportive Services	2
Immigration/Naturalization Legal Services	1
Substance Abuse Services	1
Chino	256
Supportive Services	30
Utilities	28
Food/Meals	18
Outpatient Health Facilities	17

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

City/Town Needs from January - March 2011	Total
Information Services	15
Rent Payment Assistance	14
Housing	13
Shelter	12
Substance Abuse Services	10
Clothing/Personal/Household Needs	9
Legal Services/Assistance	9
Counseling	8
Income Maintanance	6
Nutrition Related Public Assistance Programs	6
Transportation	5
Specialized Treatments	4
Health Screening/Diagnostic Services	4
Health Supportive Services	4
Outpatient Mental Health Care	4
Family Based Services/Mentoring	3
Motel Vouchers	3
Day Care	3
Courts/Correctional System	3
Emergency Medical Care	3
Consumer Assistance/Protection	2
Community Groups/Services	2
Psychiatric/Mental Health Support Services	2
Medical Public Assistance Programs	2
Mental Health Care Facilities	2
Parenting Education	1
Employment	1
Donations	1
Protective Services	1
Tutoring/Homework Assistance	1
Adoption/Foster Services	1
Special Education	1
Rehabilitation/Habilitative Services	1
Crime Reporting/Prevention	1
Disability Issues/Services	1
Immigration/Naturalization Legal Services	1
Safety Equipment	1
Environmental Protection/Improvement	1
Animal Services	1
Social Development and Enrichment	1
Chino Hills	131
Supportive Services	19
Utilities	16
Food/Meals	14
Information Services	12
Housing	10
Outpatient Health Facilities	9
Counseling	6
Nutrition Related Public Assistance Programs	5
Transportation	4
Income Maintanance	4
Shelter	3
Rent Payment Assistance	3
Legal Services/Assistance	3
Health Supportive Services	2
Substance Abuse Services	2
Specialized Treatments	2

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

City/Town Needs from January - March 2011	Total
Medical Public Assistance Programs	2
Employment	2
Day Care	2
Community Groups/Services	1
Basic Needs	1
Consumer Assistance/Protection	1
Tutoring/Homework Assistance	1
Support Groups	1
Inpatient Health Facilities	1
Crime Reporting/Prevention	1
Mental Health Care Facilities	1
Mortgage Foreclosure Information	1
Outpatient Mental Health Care	1
Health Screening/Diagnostic Services	1
Colton	438
Utilities	56
Supportive Services	52
Rent Payment Assistance	46
Food/Meals	44
Information Services	27
Shelter	24
Clothing/Personal/Household Needs	24
Housing	20
Outpatient Health Facilities	16
Counseling	13
Legal Services/Assistance	12
Transportation	11
Income Maintanance	7
Substance Abuse Services	7
Consumer Assistance/Protection	6
Health Supportive Services	5
Motel Vouchers	5
Nutrition Related Public Assistance Programs	5
Employment	4
Specialized Treatments	4
Special Education	3
Psychiatric/Mental Health Support Services	3
Outpatient Mental Health Care	3
Community Groups/Services	3
Day Care	3
Mental Health Care Facilities	3
Support Groups	2
Inpatient Health Facilities	2
Public Safety/Emergency Services	2
Crime Reporting/Prevention	2
Formal Education	2
Family Based Services/Mentoring	2
Health Screening/Diagnostic Services	2
Social Development and Enrichment	2
Emergency Medical Care	2
Mortgage Payment Assistance	2
Law Enforcement	2
Courts/Correctional System	1
Animal Services	1
Public Works	1
Disaster (Incident)	1
Crime Victim Support	1

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

City/Town Needs from January - March 2011	Total
Immigration/Naturalization Legal Services	1
Disability Issues/Services	1
Early Education	1
Environmental Protection/Improvement	1
Organizational/Community Services	1
Crestline	74
Utilities	18
Supportive Services	11
Food/Meals	8
Outpatient Health Facilities	6
Transportation	3
Clothing/Personal/Household Needs	3
Information Services	3
Animal Services	2
Legal Services/Assistance	2
Counseling	2
Housing	1
Social Insurance Programs	1
Rent Payment Assistance	1
Income Maintanance	1
Emergency Medical Care	1
Formal Education	1
Public Safety/Emergency Services	1
Health Supportive Services	1
Shelter	1
Motel Vouchers	1
Specialized Treatments	1
Family Based Services/Mentoring	1
Employment	1
Consumer Assistance/Protection	1
Psychiatric/Mental Health Support Services	1
Outpatient Mental Health Care	1
Daggett	2
Transportation	1
Protective Services	1
Devore	9
Nutrition Related Public Assistance Programs	2
Utilities	1
Law Enforcement	1
Food/Meals	1
Rent Payment Assistance	1
Health Screening/Diagnostic Services	1
Employment	1
Household Related Public Assistance Programs	1
Etiwanda	3
Utilities	2
Shelter	1
Fontana	1089
Utilities	125
Food/Meals	119
Supportive Services	116
Shelter	74
Rent Payment Assistance	67
Housing	63
Information Services	59
Outpatient Health Facilities	56
Counseling	51

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

City/Town Needs from January - March 2011	Total
Clothing/Personal/Household Needs	41
Legal Services/Assistance	38
Income Maintanance	19
Motel Vouchers	18
Consumer Assistance/Protection	18
Employment	16
Specialized Treatments	16
Community Groups/Services	13
Nutrition Related Public Assistance Programs	13
Health Supportive Services	12
Family Based Services/Mentoring	11
Transportation	10
Substance Abuse Services	8
Psychiatric/Mental Health Support Services	8
Day Care	8
Mental Health Care Facilities	8
Mortgage Payment Assistance	7
Parenting Education	7
Outpatient Mental Health Care	6
Health Screening/Diagnostic Services	6
Animal Services	6
Law Enforcement	5
Courts/Correctional System	5
Social Insurance Programs	5
Emergency Medical Care	5
Volunteer Opportunities	4
Support Groups	4
Formal Education	4
Early Education	3
Protective Services	3
Environmental Protection/Improvement	3
Medical Public Assistance Programs	3
Consumer Regulations	2
Death Certification/Burial Arrangements	2
Social Development and Enrichment	2
Public Health Information	2
Crime Victim Support	2
Safety Equipment	2
Immigration/Naturalization Legal Services	1
Tutoring/Homework Assistance	1
Organizational/Community Services	1
Donations	1
Bad Weather Shelters	1
Crime Reporting/Prevention	1
Organizational Development and Management Services	1
Disability Issues/Services	1
Public Safety/Emergency Services	1
Adoption/Foster Services	1
Rehabilitation/Habilitative Services	1
Household Related Public Assistance Programs	1
Credit Counseling	1
Inpatient Health Facilities	1
Forest Falls	9
Income Maintanance	3
Rent Payment Assistance	3
Mortgage Payment Assistance	1
Supportive Services	1

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

City/Town Needs from January - March 2011	Total
Shelter	1
Grand Terrace	56
Utilities	10
Housing	4
Supportive Services	4
Food/Meals	4
Clothing/Personal/Household Needs	4
Shelter	3
Rent Payment Assistance	3
Outpatient Mental Health Care	3
Legal Services/Assistance	3
Outpatient Health Facilities	2
Transportation	2
Health Screening/Diagnostic Services	2
Disaster (Incident)	2
Information Services	2
Courts/Correctional System	1
Health Supportive Services	1
Day Care	1
Substance Abuse Services	1
Mental Health Care Facilities	1
Consumer Assistance/Protection	1
Medical Public Assistance Programs	1
Law Enforcement	1
Helendale	27
Utilities	9
Outpatient Health Facilities	4
Food/Meals	2
Supportive Services	2
Disaster (Incident)	1
Rent Payment Assistance	1
Emergency Medical Care	1
Crime Victim Support	1
Shelter	1
Volunteer Opportunities	1
Mental Health Care Facilities	1
Health Screening/Diagnostic Services	1
Counseling	1
Information Services	1
Hesperia	707
Utilities	158
Supportive Services	77
Food/Meals	69
Rent Payment Assistance	52
Outpatient Health Facilities	35
Information Services	34
Shelter	31
Legal Services/Assistance	30
Housing	22
Counseling	19
Income Maintanance	17
Health Supportive Services	12
Substance Abuse Services	11
Clothing/Personal/Household Needs	11
Consumer Assistance/Protection	9
Transportation	9
Motel Vouchers	9

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

City/Town Needs from January - March 2011	Total
Specialized Treatments	8
Employment	7
Community Groups/Services	6
Nutrition Related Public Assistance Programs	5
Law Enforcement	5
Outpatient Mental Health Care	5
Parenting Education	5
Courts/Correctional System	5
Health Screening/Diagnostic Services	3
Immigration/Naturalization Legal Services	3
Environmental Protection/Improvement	3
Day Care	3
Family Based Services/Mentoring	3
Volunteer Opportunities	3
Mental Health Care Facilities	3
Crime Victim Support	3
Medical Public Assistance Programs	3
Disaster (Incident)	2
Crime Reporting/Prevention	2
Emergency Medical Care	2
Disability Issues/Services	2
Social Development and Enrichment	2
Adoption/Foster Services	2
Support Groups	2
Psychiatric/Mental Health Support Services	2
Safety Equipment	2
Social Insurance Programs	2
Household Related Public Assistance Programs	1
Early Education	1
Special Education	1
Inpatient Health Facilities	1
Tutoring/Homework Assistance	1
Animal Services	1
Organizational/Community Services	1
Death Certification/Burial Arrangements	1
Donations	1
Highland	339
Utilities	45
Rent Payment Assistance	39
Supportive Services	32
Food/Meals	29
Shelter	22
Information Services	21
Outpatient Health Facilities	20
Housing	20
Counseling	14
Clothing/Personal/Household Needs	11
Specialized Treatments	7
Legal Services/Assistance	7
Transportation	6
Employment	6
Consumer Assistance/Protection	5
Income Maintanance	5
Nutrition Related Public Assistance Programs	4
Health Supportive Services	3
Public Safety/Emergency Services	3
Death Certification/Burial Arrangements	3

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

City/Town Needs from January - March 2011	Total
Parenting Education	3
Motel Vouchers	3
Substance Abuse Services	2
Outpatient Mental Health Care	2
Animal Services	2
Crime Victim Support	2
Community Groups/Services	2
Medical Public Assistance Programs	2
Courts/Correctional System	2
Mortgage Payment Assistance	2
Emergency Medical Care	2
Protective Services	2
Support Groups	1
Early Education	1
Law Enforcement	1
Environmental Protection/Improvement	1
Family Based Services/Mentoring	1
Disaster (Incident)	1
Disability Issues/Services	1
Disaster Services	1
Public Health Information	1
Special Education	1
Inpatient Health Facilities	1
Joshua Tree	41
Rent Payment Assistance	7
Utilities	5
Information Services	5
Supportive Services	4
Outpatient Health Facilities	4
Housing	3
Health Supportive Services	2
Legal Services/Assistance	2
Volunteer Opportunities	1
Law Enforcement	1
Specialized Treatments	1
Food/Meals	1
Transportation	1
Consumer Assistance/Protection	1
Community Groups/Services	1
Shelter	1
Nutrition Related Public Assistance Programs	1
Lake Arrowhead	27
Utilities	5
Clothing/Personal/Household Needs	3
Rent Payment Assistance	3
Outpatient Health Facilities	2
Medical Public Assistance Programs	2
Food/Meals	2
Health Screening/Diagnostic Services	2
Family Based Services/Mentoring	1
Motel Vouchers	1
Disaster (Incident)	1
Outpatient Mental Health Care	1
Counseling	1
Supportive Services	1
Health Supportive Services	1
Law Enforcement	1

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

City/Town Needs from January - March 2011	Total
Loma Linda	106
Rent Payment Assistance	11
Shelter	11
Utilities	7
Supportive Services	7
Counseling	6
Food/Meals	6
Clothing/Personal/Household Needs	6
Information Services	5
Transportation	5
Substance Abuse Services	4
Specialized Treatments	4
Employment	4
Housing	4
Outpatient Health Facilities	4
Nutrition Related Public Assistance Programs	2
Organizational Development and Management Services	2
Medical Public Assistance Programs	2
Community Groups/Services	2
Mental Health Care Facilities	2
Health Supportive Services	1
Outpatient Mental Health Care	1
Consumer Assistance/Protection	1
Parenting Education	1
Volunteer Opportunities	1
Parks & Recreation Services	1
Household Related Public Assistance Programs	1
Public Health Information	1
Immigration/Naturalization Legal Services	1
Death Certification/Burial Arrangements	1
Health Screening/Diagnostic Services	1
Mortgage Payment Assistance	1
Lucerne Valley	44
Utilities	9
Supportive Services	6
Food/Meals	4
Shelter	3
Outpatient Health Facilities	2
Clothing/Personal/Household Needs	2
Health Supportive Services	2
Information Services	2
Safety Equipment	1
Outpatient Mental Health Care	1
Social Insurance Programs	1
Family Based Services/Mentoring	1
Rent Payment Assistance	1
Consumer Assistance/Protection	1
Income Maintanance	1
Nutrition Related Public Assistance Programs	1
Specialized Treatments	1
Counseling	1
Transportation	1
Legal Services/Assistance	1
Animal Services	1
Mental Health Care Facilities	1
Lytle Creek	9
Disaster (Incident)	2

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

City/Town Needs from January - March 2011	Total
Utilities	2
Supportive Services	1
Housing	1
Clothing/Personal/Household Needs	1
Food/Meals	1
Household Related Public Assistance Programs	1
Mentone	35
Food/Meals	7
Utilities	6
Supportive Services	3
Clothing/Personal/Household Needs	3
Rent Payment Assistance	2
Outpatient Health Facilities	2
Housing	2
Legal Services/Assistance	2
Information Services	2
Support Groups	1
Health Supportive Services	1
Income Maintanance	1
Public Health Information	1
Formal Education	1
Law Enforcement	1
Montclair	154
Supportive Services	17
Rent Payment Assistance	12
Food/Meals	12
Utilities	11
Outpatient Health Facilities	11
Shelter	10
Counseling	8
Legal Services/Assistance	7
Substance Abuse Services	6
Clothing/Personal/Household Needs	6
Outpatient Mental Health Care	5
Transportation	5
Housing	5
Income Maintanance	5
Nutrition Related Public Assistance Programs	4
Health Supportive Services	4
Information Services	4
Safety Equipment	3
Health Screening/Diagnostic Services	3
Family Based Services/Mentoring	2
Consumer Assistance/Protection	2
Specialized Treatments	2
Motel Vouchers	1
Support Groups	1
Courts/Correctional System	1
Animal Services	1
Bad Weather Shelters	1
Crime Reporting/Prevention	1
Tutoring/Homework Assistance	1
Day Care	1
Immigration/Naturalization Legal Services	1
Employment	1
Morongo	3
Medical Public Assistance Programs	2

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

City/Town Needs from January - March 2011	Total
Health Screening/Diagnostic Services	1
Mt. Baldy	2
Utilities	1
Legal Services/Assistance	1
Needles	2
Utilities	1
Shelter	1
Newberry Springs	5
Utilities	3
Food/Meals	1
Supportive Services	1
Ontario	1246
Utilities	133
Food/Meals	120
Supportive Services	113
Shelter	108
Rent Payment Assistance	96
Housing	73
Outpatient Health Facilities	69
Information Services	64
Legal Services/Assistance	55
Counseling	43
Motel Vouchers	43
Clothing/Personal/Household Needs	35
Substance Abuse Services	30
Specialized Treatments	22
Transportation	18
Health Screening/Diagnostic Services	16
Income Maintanance	14
Medical Public Assistance Programs	13
Nutrition Related Public Assistance Programs	12
Outpatient Mental Health Care	12
Health Supportive Services	12
Consumer Assistance/Protection	10
Employment	10
Law Enforcement	10
Day Care	9
Mental Health Care Facilities	8
Family Based Services/Mentoring	8
Community Groups/Services	7
Disability Issues/Services	7
Parenting Education	7
Courts/Correctional System	6
Psychiatric/Mental Health Support Services	6
Animal Services	5
Support Groups	5
Early Education	5
Formal Education	4
Crime Victim Support	4
Immigration/Naturalization Legal Services	4
Mortgage Payment Assistance	3
Social Insurance Programs	3
Household Related Public Assistance Programs	3
Special Education	3
Emergency Medical Care	2
Death Certification/Burial Arrangements	2
Inpatient Health Facilities	2

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

City/Town Needs from January - March 2011	Total
Protective Services	1
Public Works	1
Public Health Information	1
Environmental Protection/Improvement	1
Parks & Recreation Services	1
Organizational Development and Management Services	1
Donations	1
Consumer Regulations	1
Tutoring/Homework Assistance	1
Crime Reporting/Prevention	1
Rehabilitation/Habilitative Services	1
Adoption/Foster Services	1
Oro Grande	15
Utilities	3
Shelter	2
Supportive Services	2
Information Services	2
Legal Services/Assistance	2
Rent Payment Assistance	1
Food/Meals	1
Housing	1
Mortgage Payment Assistance	1
Outside County	504
Information Services	198
Housing	39
Shelter	37
Legal Services/Assistance	26
Utilities	26
Rent Payment Assistance	20
Income Maintanance	17
Counseling	13
Food/Meals	12
Outpatient Health Facilities	11
Courts/Correctional System	11
Medical Public Assistance Programs	9
Supportive Services	7
Specialized Treatments	6
Consumer Assistance/Protection	6
Health Supportive Services	5
Law Enforcement	5
Day Care	5
Substance Abuse Services	4
Psychiatric/Mental Health Support Services	3
Transportation	3
Emergency Medical Care	3
Employment	3
Parenting Education	3
Motel Vouchers	3
Social Insurance Programs	2
Community Groups/Services	2
Crime Reporting/Prevention	2
Clothing/Personal/Household Needs	2
Immigration/Naturalization Legal Services	2
Organizational Development and Management Services	2
Donations	1
Nutrition Related Public Assistance Programs	1
Household Related Public Assistance Programs	1

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

City/Town Needs from January - March 2011	Total
Outpatient Mental Health Care	1
Support Groups	1
Formal Education	1
Mental Health Care Facilities	1
Parks & Recreation Services	1
Special Education	1
Protective Services	1
Crime Victim Support	1
Death Certification/Burial Arrangements	1
Family Based Services/Mentoring	1
Rehabilitation/Habilitative Services	1
Early Education	1
Adoption/Foster Services	1
Inpatient Health Facilities	1
Outside Of Californa	5
Information Services	3
Housing	2
Phelan	89
Utilities	13
Food/Meals	10
Supportive Services	9
Rent Payment Assistance	5
Nutrition Related Public Assistance Programs	5
Shelter	5
Information Services	5
Legal Services/Assistance	5
Outpatient Health Facilities	4
Family Based Services/Mentoring	3
Outpatient Mental Health Care	2
Income Maintanance	2
Public Health Information	2
Clothing/Personal/Household Needs	2
Specialized Treatments	2
Substance Abuse Services	2
Health Supportive Services	2
Inpatient Health Facilities	1
Consumer Assistance/Protection	1
Mortgage Payment Assistance	1
Employment	1
Formal Education	1
Protective Services	1
Emergency Medical Care	1
Psychiatric/Mental Health Support Services	1
Organizational Development and Management Services	1
Animal Services	1
Medical Public Assistance Programs	1
Pinon Hills	24
Utilities	8
Rent Payment Assistance	3
Supportive Services	3
Outpatient Health Facilities	2
Counseling	2
Food/Meals	1
Specialized Treatments	1
Housing	1
Clothing/Personal/Household Needs	1
Information Services	1

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

City/Town Needs from January - March 2011	Total
Legal Services/Assistance	1
Pomona (CIty)	25
Information Services	10
Housing	4
Shelter	3
Utilities	2
Income Maintanance	1
Outpatient Health Facilities	1
Specialized Treatments	1
Food/Meals	1
Consumer Assistance/Protection	1
Motel Vouchers	1
Rancho Cucamonga	707
Utilities	82
Supportive Services	68
Food/Meals	66
Rent Payment Assistance	60
Shelter	55
Outpatient Health Facilities	53
Housing	39
Information Services	33
Legal Services/Assistance	23
Counseling	21
Substance Abuse Services	18
Health Supportive Services	17
Specialized Treatments	14
Nutrition Related Public Assistance Programs	13
Motel Vouchers	10
Income Maintanance	10
Employment	10
Outpatient Mental Health Care	9
Clothing/Personal/Household Needs	9
Day Care	8
Community Groups/Services	7
Transportation	7
Parenting Education	6
Consumer Assistance/Protection	6
Psychiatric/Mental Health Support Services	5
Medical Public Assistance Programs	5
Mental Health Care Facilities	4
Social Development and Enrichment	3
Organizational Development and Management Services	3
Support Groups	3
Health Screening/Diagnostic Services	3
Courts/Correctional System	3
Family Based Services/Mentoring	2
Social Insurance Programs	2
Donations	2
Death Certification/Burial Arrangements	2
Environmental Protection/Improvement	2
Formal Education	2
Protective Services	2
Disability Issues/Services	2
Emergency Medical Care	2
Safety Equipment	2
Volunteer Opportunities	2
Law Enforcement	2

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

City/Town Needs from January - March 2011	Total
Inpatient Health Facilities	2
Early Education	1
Disaster (Incident)	1
Animal Services	1
Mortgage Payment Assistance	1
Immigration/Naturalization Legal Services	1
Household Related Public Assistance Programs	1
Individual and Family Life	1
Rehabilitation/Habilitative Services	1
Redlands	343
Utilities	38
Rent Payment Assistance	30
Supportive Services	30
Shelter	29
Food/Meals	27
Outpatient Health Facilities	22
Housing	19
Information Services	14
Legal Services/Assistance	13
Motel Vouchers	13
Counseling	12
Clothing/Personal/Household Needs	11
Substance Abuse Services	8
Consumer Assistance/Protection	7
Health Supportive Services	7
Transportation	7
Employment	6
Outpatient Mental Health Care	4
Family Based Services/Mentoring	4
Income Maintanance	4
Donations	3
Health Screening/Diagnostic Services	3
Nutrition Related Public Assistance Programs	3
Mental Health Care Facilities	3
Psychiatric/Mental Health Support Services	2
Specialized Treatments	2
Public Health Information	2
Community Groups/Services	2
Law Enforcement	2
Environmental Protection/Improvement	2
Consumer Regulations	1
Day Care	1
Animal Services	1
Mortgage Payment Assistance	1
Crime Victim Support	1
Bad Weather Shelters	1
Organizational Development and Management Services	1
Volunteer Opportunities	1
Credit Counseling	1
Early Education	1
Courts/Correctional System	1
Parenting Education	1
Medical Public Assistance Programs	1
Protective Services	1
Rialto	641
Food/Meals	79
Utilities	63

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

City/Town Needs from January - March 2011	Total
Supportive Services	60
Information Services	50
Shelter	46
Rent Payment Assistance	45
Housing	39
Outpatient Health Facilities	33
Legal Services/Assistance	27
Substance Abuse Services	19
Clothing/Personal/Household Needs	16
Income Maintanance	15
Counseling	14
Specialized Treatments	13
Health Supportive Services	12
Employment	11
Day Care	9
Health Screening/Diagnostic Services	9
Medical Public Assistance Programs	6
Motel Vouchers	6
Outpatient Mental Health Care	5
Community Groups/Services	5
Disability Issues/Services	4
Nutrition Related Public Assistance Programs	4
Formal Education	4
Transportation	4
Animal Services	4
Courts/Correctional System	3
Parenting Education	3
Special Education	3
Family Based Services/Mentoring	3
Consumer Assistance/Protection	3
Early Education	2
Emergency Medical Care	2
Mortgage Payment Assistance	2
Crime Victim Support	2
Bad Weather Shelters	2
Law Enforcement	2
Public Health Information	1
Volunteer Opportunities	1
Tutoring/Homework Assistance	1
Mortgage Foreclosure Information	1
Support Groups	1
Social Development and Enrichment	1
Public Safety/Emergency Services	1
Environmental Protection/Improvement	1
Disaster (Incident)	1
Donations	1
Safety Equipment	1
Protective Services	1
Rimforest	21
Utilities	11
Clothing/Personal/Household Needs	3
Rent Payment Assistance	2
Food/Meals	1
Shelter	1
Family Based Services/Mentoring	1
Legal Services/Assistance	1
Housing	1

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

City/Town Needs from January - March 2011	Total
Running Springs	38
Utilities	9
Supportive Services	4
Employment	4
Outpatient Health Facilities	3
Legal Services/Assistance	3
Rent Payment Assistance	2
Transportation	2
Food/Meals	2
Information Services	2
Counseling	1
Clothing/Personal/Household Needs	1
Housing	1
Parenting Education	1
Donations	1
Disaster (Incident)	1
Substance Abuse Services	1
San Bernardino (City)	2932
Utilities	347
Rent Payment Assistance	307
Food/Meals	297
Shelter	238
Supportive Services	227
Information Services	220
Housing	179
Clothing/Personal/Household Needs	141
Outpatient Health Facilities	126
Counseling	97
Legal Services/Assistance	89
Income Maintanance	48
Consumer Assistance/Protection	43
Transportation	41
Substance Abuse Services	40
Motel Vouchers	38
Health Supportive Services	34
Specialized Treatments	30
Employment	29
Nutrition Related Public Assistance Programs	25
Outpatient Mental Health Care	22
Courts/Correctional System	22
Family Based Services/Mentoring	20
Parenting Education	19
Community Groups/Services	17
Death Certification/Burial Arrangements	17
Health Screening/Diagnostic Services	15
Day Care	14
Mental Health Care Facilities	13
Social Development and Enrichment	11
Medical Public Assistance Programs	10
Animal Services	9
Law Enforcement	9
Volunteer Opportunities	9
Social Insurance Programs	8
Protective Services	8
Organizational/Community Services	8
Immigration/Naturalization Legal Services	6
Crime Victim Support	6

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

City/Town Needs from January - March 2011	Total
Disaster (Incident)	6
Formal Education	6
Disability Issues/Services	6
Household Related Public Assistance Programs	6
Organizational Development and Management Services	5
Safety Equipment	5
Support Groups	5
Public Health Information	5
Inpatient Health Facilities	4
Emergency Medical Care	4
Early Education	4
Rehabilitation/Habilitative Services	4
Psychiatric/Mental Health Support Services	4
Public Safety/Emergency Services	3
Environmental Protection/Improvement	3
Donations	3
Crime Reporting/Prevention	3
Credit Counseling	2
Consumer Regulations	2
Bad Weather Shelters	2
Parks & Recreation Services	2
Mortgage Payment Assistance	2
Special Education	2
Adoption/Foster Services	2
Basic Needs	1
Disaster Services	1
Individual and Family Life	1
Skyforest	6
Shelter	2
Consumer Assistance/Protection	1
Rent Payment Assistance	1
Counseling	1
Organizational Development and Management Services	1
Twenty-Nine Palms	86
Rent Payment Assistance	13
Utilities	13
Food/Meals	9
Supportive Services	8
Shelter	5
Outpatient Health Facilities	4
Information Services	4
Legal Services/Assistance	3
Consumer Assistance/Protection	3
Housing	3
Public Health Information	2
Clothing/Personal/Household Needs	2
Health Supportive Services	2
Specialized Treatments	2
Income Maintanance	2
Transportation	2
Safety Equipment	1
Health Screening/Diagnostic Services	1
Environmental Protection/Improvement	1
Community Groups/Services	1
Outpatient Mental Health Care	1
Day Care	1
Nutrition Related Public Assistance Programs	1

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

City/Town Needs from January - March 2011	Total
Counseling	1
Inpatient Health Facilities	1
Unincorporated Areas	4
Medical Public Assistance Programs	1
Information Services	1
Credit Counseling	1
Family Based Services/Mentoring	1
Unknown	458
Rent Payment Assistance	112
Information Services	101
Organizational/Community Services	30
Utilities	30
Community Groups/Services	19
Shelter	17
Housing	16
Counseling	13
Nutrition Related Public Assistance Programs	12
Health Supportive Services	7
Volunteer Opportunities	7
Courts/Correctional System	7
Social Insurance Programs	6
Substance Abuse Services	5
Outpatient Mental Health Care	5
Food/Meals	5
Legal Services/Assistance	5
Individual and Family Life	5
Disability Issues/Services	4
Parenting Education	4
Medical Public Assistance Programs	4
Death Certification/Burial Arrangements	4
Family Based Services/Mentoring	3
Mortgage Payment Assistance	3
Donations	3
Motel Vouchers	3
Consumer Assistance/Protection	3
Supportive Services	2
Employment	2
Clothing/Personal/Household Needs	2
Disaster (Incident)	2
Emergency Medical Care	2
Law Enforcement	2
Day Care	1
Income Maintanance	1
Credit Counseling	1
Public Health Information	1
Parks & Recreation Services	1
Mortgage Foreclosure Information	1
Suicide Calls/Lethality Assessment	1
Safety Equipment	1
Transportation	1
Crime Reporting/Prevention	1
Mental Health Care Facilities	1
Health Screening/Diagnostic Services	1
Specialized Treatments	1
Unknown/Not Applicable	24
Information Services	5
Rent Payment Assistance	3

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

City/Town Needs from January - March 2011	Total
Utilities	2
Shelter	2
Disability Issues/Services	1
Inpatient Health Facilities	1
Counseling	1
Outpatient Health Facilities	1
Mental Health Care Facilities	1
Courts/Correctional System	1
Crime Reporting/Prevention	1
Disaster (Incident)	1
Specialized Treatments	1
Food/Meals	1
Bad Weather Shelters	1
Health Supportive Services	1
Upland	492
Utilities	57
Food/Meals	54
Rent Payment Assistance	49
Shelter	47
Supportive Services	47
Outpatient Health Facilities	32
Housing	31
Information Services	26
Legal Services/Assistance	16
Motel Vouchers	12
Specialized Treatments	11
Counseling	10
Income Maintanance	10
Clothing/Personal/Household Needs	9
Transportation	9
Employment	7
Health Screening/Diagnostic Services	7
Substance Abuse Services	6
Day Care	5
Health Supportive Services	4
Social Insurance Programs	4
Community Groups/Services	3
Consumer Assistance/Protection	3
Psychiatric/Mental Health Support Services	3
Family Based Services/Mentoring	3
Volunteer Opportunities	3
Bad Weather Shelters	2
Mental Health Care Facilities	2
Death Certification/Burial Arrangements	2
Medical Public Assistance Programs	2
Nutrition Related Public Assistance Programs	1
Support Groups	1
Crime Victim Support	1
Outpatient Mental Health Care	1
Donations	1
Parenting Education	1
Law Enforcement	1
Parks & Recreation Services	1
Credit Counseling	1
Animal Services	1
Household Related Public Assistance Programs	1
Inpatient Health Facilities	1

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

City/Town Needs from January - March 2011	Total
Courts/Correctional System	1
Safety Equipment	1
Crime Reporting/Prevention	1
Consumer Regulations	1
Victorville	1830
Utilities	455
Supportive Services	190
Food/Meals	115
Rent Payment Assistance	111
Information Services	106
Outpatient Health Facilities	92
Shelter	80
Legal Services/Assistance	68
Clothing/Personal/Household Needs	64
Housing	62
Counseling	50
Health Supportive Services	37
Transportation	35
Specialized Treatments	31
Substance Abuse Services	30
Motel Vouchers	28
Consumer Assistance/Protection	27
Income Maintanance	25
Community Groups/Services	19
Nutrition Related Public Assistance Programs	19
Family Based Services/Mentoring	13
Employment	11
Parenting Education	10
Outpatient Mental Health Care	9
Health Screening/Diagnostic Services	9
Day Care	8
Mental Health Care Facilities	8
Medical Public Assistance Programs	8
Volunteer Opportunities	8
Psychiatric/Mental Health Support Services	7
Courts/Correctional System	7
Public Health Information	7
Law Enforcement	6
Environmental Protection/Improvement	6
Special Education	5
Support Groups	5
Crime Victim Support	5
Disability Issues/Services	5
Social Development and Enrichment	4
Protective Services	4
Donations	4
Disaster (Incident)	4
Formal Education	3
Death Certification/Burial Arrangements	3
Safety Equipment	3
Social Insurance Programs	2
Adoption/Foster Services	2
Crime Reporting/Prevention	2
Tutoring/Homework Assistance	2
Animal Services	2
Parks & Recreation Services	2
Emergency Medical Care	2

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

City/Town Needs from January - March 2011	Total
Inpatient Health Facilities	2
Credit Counseling	1
Rehabilitation/Habilitative Services	1
Public Safety/Emergency Services	1
Suicide Calls/Lethality Assessment	1
Household Related Public Assistance Programs	1
Immigration/Naturalization Legal Services	1
Early Education	1
Labor Standards/Practices	1
Wrightwood	9
Transportation	2
Social Development and Enrichment	1
Utilities	1
Information Services	1
Supportive Services	1
Organizational Development and Management Services	1
Food/Meals	1
Shelter	1
Yermo	9
Housing	3
Transportation	2
Mental Health Care Facilities	1
Rent Payment Assistance	1
Consumer Assistance/Protection	1
Information Services	1
Yucaipa	226
Utilities	37
Food/Meals	23
Supportive Services	22
Rent Payment Assistance	20
Outpatient Health Facilities	17
Shelter	12
Information Services	11
Housing	9
Income Maintanance	7
Clothing/Personal/Household Needs	7
Transportation	6
Legal Services/Assistance	5
Counseling	4
Health Supportive Services	4
Substance Abuse Services	3
Emergency Medical Care	3
Health Screening/Diagnostic Services	3
Parenting Education	2
Crime Victim Support	2
Donations	2
Consumer Assistance/Protection	2
Specialized Treatments	2
Disability Issues/Services	2
Support Groups	2
Employment	2
Mental Health Care Facilities	2
Motel Vouchers	2
Credit Counseling	1
Outpatient Mental Health Care	1
Organizational Development and Management Services	1
Immigration/Naturalization Legal Services	1

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

City/Town Needs from January - March 2011	Total
Social Insurance Programs	1
Psychiatric/Mental Health Support Services	1
Environmental Protection/Improvement	1
Public Safety/Emergency Services	1
Household Related Public Assistance Programs	1
Medical Public Assistance Programs	1
Courts/Correctional System	1
Nutrition Related Public Assistance Programs	1
Inpatient Health Facilities	1
Yucca Valley	155
Utilities	38
Food/Meals	14
Information Services	12
Supportive Services	11
Rent Payment Assistance	10
Housing	8
Outpatient Health Facilities	7
Clothing/Personal/Household Needs	6
Specialized Treatments	6
Shelter	4
Transportation	4
Consumer Assistance/Protection	4
Family Based Services/Mentoring	3
Protective Services	3
Health Supportive Services	3
Mental Health Care Facilities	3
Counseling	3
Medical Public Assistance Programs	2
Substance Abuse Services	2
Motel Vouchers	1
Household Related Public Assistance Programs	1
Disability Issues/Services	1
Health Screening/Diagnostic Services	1
Employment	1
Income Maintanance	1
Animal Services	1
Outpatient Mental Health Care	1
Day Care	1
Disaster (Incident)	1
Psychiatric/Mental Health Support Services	1
Legal Services/Assistance	1
Grand Total	15154

211 Referrals: February 2011

Month-Year

Row Labels	Referral Totals
1-800-FREE411	**64**
Directory Assistance	64
2-1-1 Alameda County	**2**
2-1-1 Information and Referral	2
2-1-1 Bay Area	**1**
2-1-1 Information and Referral	1
2-1-1 Fresno County	**2**
2-1-1 Information and Referral	2
2-1-1 Kern County	**6**
2-1-1 Information and Referral	6
2-1-1 Los Angeles County	**450**
2-1-1 Information and Referral	444
(No Program Selected)	6
2-1-1 National	**32**
2-1-1 Search	31
(No Program Selected)	1
2-1-1 Orange County	**58**
2-1-1 Information and Referral	56
(No Program Selected)	2
2-1-1 Sacramento County	**3**
2-1-1 Information and Referral	3
2-1-1 San Bernardino County	**18**
2-1-1 San Bernardino County-2-1-1 Information and Referral	18
2-1-1 San Diego County	**20**
2-1-1 Information and Referral	19
(No Program Selected)	1
A Watershed Addition Treatment Center, Inc.	**4**
National Crisis Help Line for Substance Abuse	4
AARP - State California Office	**33**
Tax Aide	33
Abundant Living Family Church	**206**
Angel Food Ministry	14
Counseling Services	18
Outreach Center	173
(No Program Selected)	1
ACT Family Counseling Services	**8**
Parenting Bridge Program	6
(No Program Selected)	2
Adelanto Branch Library	**4**
Basic Computer Classes	1
Storytime and Crafts	1
Adult Literacy Program	2
Adelanto Senior Center	**4**
Home Delivered Meals	2
Senior Luncheon	2
Adventist Community Team Services	**10**
Emergency Food Assistance	4
Meals on Wheels	6
Aegis Medical Systems, Inc.	**21**
Methadone Replacement Therapy	21

Referrals from 2-1-1 San Bernardino County

AIDS Healthcare Foundation	**3**
AIDS Program	3
AL-ANON Family Groups and ALATEEN	**10**
Inland Empire of California Al-Anon and Alateen	9
(No Program Selected)	1
Alcoholics Anonymous	**43**
Alcoholics Anonymous	41
(No Program Selected)	2
Alliance Human Services Foster Family	**2**
Foster Parent Recruiting and Training Services	1
Foster Care Placement Services	1
Alternate Avenues Womens Resource Center	**4**
Bridges Parenting Support Program	2
Bridges Parenting Eduction and Support	2
Alzheimers Association	**8**
Alzheimers Information and Referral	2
(No Program Selected)	1
Advocacy	2
Direct Assistance	2
Safe Return Program	1
American Association of Poison Control Centers	**5**
Poison Control	5
American Cancer Society	**7**
Education and Support	4
(No Program Selected)	3
American Civil Liberties Union Of Southern California	**1**
Civil Liberties and Legal Issues	1
American Heart Association	**2**
Public Education and Public Advocacy	2
American Kidney Fund	**1**
Public Education	1
American Lung Association	**1**
Stop Smoking Program	1
American Pregnancy Association	**1**
Pregnancy Helpline	1
American Red Cross - Claremont Chapter	**1**
Heatlh and Safety Training	1
American Red Cross - High Desert Chapter	**9**
Disaster and Emergency Relief	4
Health and Safety Training	2
(No Program Selected)	3
American Red Cross - Inland Empire Chapter	**16**
Health and Safety	9
(No Program Selected)	2
Disaster Recovery Service	5
American Red Cross - Morongo Basin	**1**
Health and Safety Training	1
Annual Credit Report Request	**3**
Annual Credit Report	3
Anthony Munoz Community Center	**1**
Homework Helpers	1
Apple Valley Fire Protection District	**5**
CPR and First -Aid Classes	3
(No Program Selected)	1
Friends of Animals During Disasters	1

Referrals from 2-1-1 San Bernardino County

Apple Valley Newton T. Bass Branch Library	**3**
Library Services	2
Adult Literacy Program	1
Appointed Time Centers	**2**
Support Services	2
Arrowhead Regional Medical Center	**101**
First 5 Dental Program	1
Hospital Services	27
Medically Indigent Adult Health Care (MIA)	58
Womens Health Services	3
(No Program Selected)	7
Family and Elder Care Center	5
Asante Family Agency, Inc.	**105**
Counseling, Training and Visitation Center	103
(No Program Selected)	2
Asian-American Educational and Cultural Center, Inc.	**13**
Traffic Safety Awareness	13
Assistance League of San Bernardino	**5**
Childrens Dental Center	2
Dr. Earl R. Crane Childrens Dental Center	3
Assistance League of the Foothill Communities	**4**
Operation School Bell	1
San Antonio Community Hospital Dental Center	3
Associated Clinical Therapists, Inc.	**45**
Counseling Services	43
(No Program Selected)	2
Autism Research Institute	**1**
Autism Information and Referrals	1
Autism Society of America	**1**
Autism Information and Referral	1
Barstow Community College	**2**
Office of Student Support	2
Barstow Community Hospital	**1**
Hospital Services	1
Barstow Counseling Center	**2**
Counseling Services	2
Barstow Humane Society	**1**
Animal Care	1
Barstow Senior Citizens Center	**6**
Congregate Meals	1
Meals on Wheels	5
Barstow Unified School District	**1**
(No Program Selected)	1
BBB Wise Giving Alliance	**1**
Charity Reports	1
Bear Valley Community Hospital	**1**
M.O.M and DAD Family Education Resource Center	1
Benevolent Animal Rescue Committee	**2**
Animal Rescue Committee	2
Bethany Christian Services	**1**
Foster Home Placement	1
Better Business Bureau	**11**
Complaint Department	9
(No Program Selected)	2
Bienestar Human Services	**6**

LGBT Peer Counseling	1
(No Program Selected)	1
LGBT Outreach	1
Syringe Exchange/Skills Building Workshops	3
Bilingual Family Counseling Service, Inc.	**18**
Preserving Safe and Stable Families	13
Substance Abuse Treatment	1
Support Group	4
Bloomington Branch Library	**1**
Basic Computer Class	1
Boys & Girls Club of Fontana	**1**
Homework and Tutoring	1
Boys & Girls Club of Redlands	**1**
Homework and Tutoring	1
Boys & Girls Club of San Bernardino	**5**
USDA Food Distribution	2
(No Program Selected)	1
Day Camp	1
Taekwondo	1
Boys & Girls Club of the Victor Valley	**1**
Core Programs	1
Boys Town National Hotline	**34**
National Hotline	34
Braille Institute of America, Inc.	**1**
Mobile Solutions	1
Braswell Family Senior Center	**1**
Senior Center	1
Building a Generation	**1**
Family Resource Center	1
C.A.S.T.L.E	**8**
Parenting Skill Classes	8
California Advocates for Nursing Home Reform	**2**
Lawyer Referral Service	2
California Coalition for Youth	**2**
Youth Crisis Line	2
California Conservation Corps	**2**
Training and Education Program	2
California Department of Aging	**6**
California Care Network	5
(No Program Selected)	1
California Department of Consumer Affairs	**7**
(No Program Selected)	2
Bureau of Automotive Repair	1
Consumer Information Center	1
Board of Barbering and Cosmetology	1
Bureau for Private Postsecondary and Vocational Education	1
Contractors State License Board	1
California Department of Corrections	**16**
California Department of Corrections-Parole and Community Services Division	16
California Department of Forestry and Fire Protection	**1**
Fire and Rescue	1
California Department of Industrial Relations	**6**
Labor Standards Enforcement	6
California Department of Insurance	**5**
(No Program Selected)	1

Consumer Services	2
Low Cost Auto Insurance	2
California Department of Motor Vehicles	**12**
DMV Services	12
California Department of Social Services	**19**
Child Care Licensing	6
Welfare Fraud Hotline	9
(No Program Selected)	3
Social Security Complaints	1
California Department of Transportation	**12**
Caltrans	12
California Franchise Tax Board	**2**
Tax Information	2
California HealthCare Foundation	**2**
(No Program Selected)	1
Calquality Care	1
California Highway Patrol	**7**
Freeway Patrol Service	6
Amber Alert	1
California Indian Legal Services	**3**
Legal Services	3
California Office of the Patient Advocate	**2**
(No Program Selected)	2
California Public Utilities Commission	**24**
LifeLine Telephone Service	20
(No Program Selected)	3
Telephone Company Complaints	1
California Secretary of State	**1**
Safe at Home	1
California Smokers Helpline	**1**
Smoking Cessation Program	1
California State University San Bernardino	**22**
Counseling Services	13
First Five Early Intervention	9
California Student Aid Commission	**3**
Cal Grants	1
(No Program Selected)	1
Chafee Grant Program	1
California Victim Compensation and Government Claims Board	**4**
Victim Compensation Program	3
Government Claims	1
California Youth Authority	**1**
Parole Services and Community Corrections	1
California Youth Crisis Line	**1**
Crisis Hotline	1
Call for Life Pregnancy Help Center	**22**
Crisis Pregnancy Center	22
Camp Fire USA - Mt. San Antonio Council	**1**
(No Program Selected)	1
CancerCare	**5**
Financial Assistance	5
Canyon Ridge Hospital	**18**
Access Center	5
Hospital Services	12
(No Program Selected)	1

Referrals from 2-1-1 San Bernardino County

CareConnect USA	**29**
Bankruptcy Advice Helpline	7
Discount Prescription Assistance	11
Mortgage Assistance Helpline	3
(No Program Selected)	1
Debt Counseling Helpline	4
Identity Theft Recovery	1
Student Loan Relief Helpline	1
Tax Relief Hotline	1
Caring for the Hills	**31**
Emergency Food Boxes	13
Food Pantry	16
Senior Meal Delivery	2
Carnegie Library	**1**
(No Program Selected)	1
Carolyn Owens Community Center	**9**
Counseling Services	2
Substance Abuse	4
Batterers Treatment	2
High Five	1
Carpenters House	**44**
ACTS 29 Food Ministry	42
(No Program Selected)	2
Cars 4 Causes	**1**
(No Program Selected)	1
Carter Branch Library	**1**
(No Program Selected)	1
Casa Colina Centers for Rehabilitation	**2**
Adult Day Health Care	1
Outpatient Rehabilitation	1
Casa de San Bernardino	**12**
Youth Substance Abuse Outpatient Program	11
(No Program Selected)	1
Casa Ramona Senior Center	**1**
Senior Center	1
Catholic Charities - Brother Miguel Center	**4**
Counseling Services	4
Catholic Charities of San Bernardino/Riverside	**1170**
Advocacy and Referrals	16
Anger Management Classes	14
Case Management	7
Christmas Toys	1
Clothes/Household Items	141
Food Assistance	258
Funeral Referral	35
Housing and Support Services	4
Individual/Family Counseling	52
Parenting Classes	23
Prescription Service	55
Refugee & Immigration Services	14
Rent/Mortgage Assistance	294
Transportation Assistance	85
Utility Assistance	148
(No Program Selected)	14
Clothing Referrals	1

Fire Recovery Information	1
Food Voucher	7
Cedar House Rehabilitation Center	**109**
Detoxification	36
Outpatient Therapy and Counseling Program	18
Residential Treatment	42
Women with Children Program	7
(No Program Selected)	6
Center for Disease Control and Prevention	**1**
Center for Disease Control National Hotline	1
Center for Individual Development	**3**
Teen Club	3
Center on Deafness Inland Empire	**3**
General Services	2
Family Planning	1
Centers for Medicare and Medicaid Services	**5**
Home Health Compare	3
Nursing Home Compare	2
Central City Lutheran Mission	**314**
Cold Weather Shelter	185
Food Giveaway	33
Kinship Family Center	7
Soup Kitchen	3
The H Street Clinic	74
Transitional Housing for HIV Affected	1
(No Program Selected)	11
Central Detention Center	**1**
Detention Center	1
Chaffey Joint Union High School District	**3**
Chaffey Adult School	2
Public School	1
Charity Cars	**1**
Program Vehicles	1
Childhelp USA	**2**
Child Abuse Hotline	2
Childrens Fund	**4**
Childrens Fund	4
ChildSharing, Inc.	**6**
Co Parenting Classes	6
Chino Branch Library	**1**
Adult Literacy Classes	1
Chino Hills Counseling	**15**
Chino Hills Counseling	15
Chino Neighborhood House	**53**
Clothes Closet	13
Emergency Food	26
Household Item Distribution	13
(No Program Selected)	1
Chino Senior Center	**2**
Meals on Wheels	1
(No Program Selected)	1
Chino Valley Independent Fire District	**1**
CPR Instruction	1
Chino Valley Medical Center	**3**
Hospital Services	3

Referrals from 2-1-1 San Bernardino County

Chino Valley YMCA	**3**
Preschool	1
School Age Care	2
Christian and Missionary Alliance Church	**13**
USDA Food Distribution	13
Christian Counseling Service of the East Valley	**13**
Counseling Services	10
Parent Child Interaction Therapy	1
Proud Parenting	2
Church of the Nazarene	**94**
Clothes Closet	25
Food Pantry	64
(No Program Selected)	5
Circle of Hope - Gods Kitchen	**26**
Overnight Emergency Shelter	13
Transitional Living Program	13
City of Adelanto	**1**
(No Program Selected)	1
City of Barstow	**2**
Community Services	1
City Clerks Office	1
City of Big Bear Lake	**1**
Hazardous Materials Management	1
City of Chino	**5**
Chino Human Services Programs	1
City Hall	4
City of Chino Hills	**2**
Civic Center	1
Public Works	1
City of Colton	**10**
City Hall	4
Community Services	3
Early Childhood Education	1
Sierra Vista State Pre-School Program	2
City of Fontana	**13**
City Hall	8
Community Services and Recreation	5
City of Hesperia	**6**
City Hall	1
Community Services	2
(No Program Selected)	2
Public Works	1
City of Highland	**3**
City Hall	3
City of Loma Linda	**4**
City Hall	3
(No Program Selected)	1
City of Montclair	**113**
City Hall	2
Health Service Alliance	9
Meals on Wheels	1
Nutrition And Parent Education	1
Senior Transportation	1
USDA Food Distribution	5
Senior Luncheon	2

Montclair Medical Clinic	91
Tax Preparation	1
City of Ontario	**10**
City Hall	7
(No Program Selected)	1
Cares Program	1
City Maintenance Services	1
City of Ontario Fire Department	**4**
CPR and First-Aid Classes	4
City of Rancho Cucamonga	**14**
City Hall	10
Community Services	4
City of Redlands	**4**
City Hall	1
Community Services	2
(No Program Selected)	1
City of Redlands Fire Department	**1**
(No Program Selected)	1
City of Rialto	**4**
City Hall	3
(No Program Selected)	1
City of San Bernardino	**26**
City Hall	16
(No Program Selected)	2
City Clerks Office	3
Senior Companion Program	5
City of Upland	**12**
City Hall	9
Recreation & Community Services Division	3
City of Victorville	**30**
City Hall	10
Community Services	7
Senior Home Repair Program	10
Mortgage Assistance Program	3
City of Yucaipa	**2**
Teen Center	2
Clear View Treatment Center	**11**
Substance Abuse Recovery	11
Co-Dependents Anonymous, Inc.	**5**
Co-Dependent Support Groups	5
Colton Police Department	**4**
Police Department	3
(No Program Selected)	1
Colton Public Library	**2**
Advance to Literacy	1
Families for Literacy	1
Colton-Redlands-Yucaipa ROP	**2**
CRY- ROP Career Guidance Services	1
WorkAbility I	1
Community Action Partnership of San Bernardino County	**1853**
Energy, Education and Environmental Services Department (HEAP)	1356
Family Development	450
Food Bank	20
(No Program Selected)	27
Community Assistance Program	**1**

Referrals from 2-1-1 San Bernardino County

Community Assistance Program	1
Community Assisting Recovery, Inc.	**1**
Disaster Recovery Services	1
Community Health Action Network	**54**
Parent Resource Center	53
(No Program Selected)	1
Community Health Systems, Inc.	**239**
Dental Clinic	121
Medical Clinic	66
Optometry Services	50
Teen Clinic	1
(No Program Selected)	1
Community Hospital of San Bernardino	**171**
Behavioral Health Services	26
Hospital	4
(No Program Selected)	2
Family Resources	138
Child Passenger Safety Seats	1
Community Senior Services CSS	**3**
Get About	2
The Enrichment Center Adult Day Program	1
Compulsive Eaters Anonymous	**1**
Compulsive Eaters	1
Congressional Hispanic Caucus Institute	**2**
CHCI Scholarship	2
Consumer Watchdog	**3**
Patient Rights Assistance	3
Contra Costa Crisis Center	**1**
Crisis Lines	1
Corona/Norco Rescue Mission	**24**
Overnight Emergency Shelter	11
Transitional Living Program	13
County of San Bernardino Public Works	**1**
Flood Control Yard	1
CRC Health Corporation	**14**
(No Program Selected)	1
Drug Addiction Services	13
Crestline Branch Library	**1**
Basic Computer Classes	1
Crosslight Family Ministries / Fortress Christian Center	**35**
Outreach	35
Crystals Senior Services L.L.C	**6**
Advocacy Service	5
Personal Care Services	1
Cucamonga School District	**1**
(No Program Selected)	1
David and Margaret Youth and Family Services	**3**
Foster Family and Adoption Services	1
Residential Treatment	1
(No Program Selected)	1
De Anza Community and Teen Center	**1**
ESL Classes	1
Delmann Heights Community Center	**14**
Head Start	1
USDA Food Distribution	6

(No Program Selected)	1
Salvaged Bread Program	6
Denti-Cal Referral Line	**2**
Hotline	1
(No Program Selected)	1
Department of Rehabilitation Inland Empire District	**12**
Vocational Rehabilitation	10
Counselor Teacher for the Blind	2
Depression and Bipolar Support Alliance	**4**
Information, Referrals and Advocacy	4
Desert Manna Ministries	**104**
Cold Weather Shelter	9
Electric Assistance Fund (EAF)	40
Emergency Shelter	28
Food Program	9
Soup Kitchen	1
Transportation Assistance	9
USDA Food Distribution	2
(No Program Selected)	6
Desert Sanctuary, Inc.	**64**
Catholic Charities Grants Case Management	46
Cedar Chest Thrift Shop	4
Domestic Violence Outreach/Community Resource Center	3
Haley House Domestic Violence Shelter	7
(No Program Selected)	4
Desert Valley Hospital	**4**
Hospital Services	4
Disability Rights Legal Center	**4**
Disability Rights	3
(No Program Selected)	1
Doctors Hospital	**4**
Charity Bill Assistance	1
Hospital Services	3
Don Day Community Center	**2**
Tiny Tots	1
Teen After School Program	1
Dorothy Inghram Branch Library	**1**
Library Services	1
Douglass and Associates Supervised Visitation Agency	**1**
Supervised Visitation	1
Drug Alternative Program	**3**
DAP	3
East Valley Community Health Center, Inc.	**60**
General Medical Services	60
Easter Seals Southern California	**3**
Child Development Center	3
Echos Of Faith World Outreach Ministries	**30**
Operation Fresh Start	30
El Sol Neighborhood Educational Center	**2**
Community Outreach	2
Employment Development Department	**38**
Bonding	5
State Disability Insurance	7
Unemployment Insurance	26
Environmental Protection Agency	**3**

Referrals from 2-1-1 San Bernardino County

(No Program Selected)	1
Indoor Air Quality Information Clearinghouse	2
Fairplex Child Development Center	**4**
Child Development Center	4
Faith Lutheran Church	**7**
Community Food Pantry	7
Faiths Hope Foundation	**6**
(No Program Selected)	1
Necessity Assistance	5
Families and Friends of Murder Victims	**1**
Support Group	1
Families Anonymous, Inc	**1**
Families Anonymous- Redlands	1
Family Service Agency of San Bernardino	**159**
Crestline Food and Clothing Bank	7
Disaster Recovery Services	4
Domestic Violence Program	46
Individual, Family and Group Therapy	58
Outpatient Mental Health Treatment	3
USDA Food Distribution	2
Utility Assistance Fund (EAF & GAF)	30
(No Program Selected)	5
Mental Health and Case Management	4
Family Service Association of Redlands	**119**
Disaster Recovery Services	2
Family Support	20
Home Again	24
Rental Assistance	25
(No Program Selected)	6
Cold Weather Vouchers	42
Federal Citizen Information Center	**2**
(No Program Selected)	1
Citizen Information Center	1
Federal Emergency Management Agency FEMA	**4**
Financial Assistance	1
(No Program Selected)	2
Disaster Unemployment Assistance	1
Fifth Street Senior Center	**6**
Senior Nutrition Lunch Program	4
Senior Companions	2
First 5 Commission of San Bernardino County	**15**
First 5 Commission of San Bernardino County	13
(No Program Selected)	2
First Chance/Y-CHOW, Inc.	**10**
Sober Living	9
Client Services Coordination	1
First Presbyterian Church	**8**
USDA Food Distribution	8
First Steps Child Development Center, Inc.	**1**
Affordable Child Care	1
Fontana Lewis Library & Technology Center	**7**
Basic Computer Classes	4
Library Services	1
(No Program Selected)	2
Fontana Native American Center, Inc.	**1**

Referrals from 2-1-1 San Bernardino County

American Indian Cultural and Social Services	1
Fontana Police Department	**5**
Fontana Police	5
Fontana Unified School District	**3**
Public Education	1
Adult Education	2
Foothill AIDS Project	**2**
(No Program Selected)	1
Housing Assistance Program	1
Foothill Family Shelter	**139**
Big Steps for Little Feet	4
Foothill Family Shelter	68
Harold Cares About Your Future	1
Harolds Help Desk	60
(No Program Selected)	5
Shelter Court	1
Frazee Community Center	**82**
Hot Meals	6
Medical Treatment	13
Shelters	35
Transitional Housing	27
(No Program Selected)	1
Gang Reduction Intervention Team	**7**
CPR Training	1
(No Program Selected)	1
Intervention Team	3
Job Placement and Career Molding	2
Gay and Lesbian Alliance Against Defamation	**1**
GLAAD Media Outreach	1
Gay-Straight Alliance Network	**3**
(No Program Selected)	1
Gay-Straight Alliance	2
George Gibson Senior Center	**10**
Senior Center	3
USDA Food Distribution	7
Gift Ministries	**10**
Clothes Closet	10
Glen Helen Rehabilitation Center	**6**
Rehabilitation Center	6
Good Steward Day Care	**10**
Child Care Service	10
Goodwill Southern California	**56**
Career Resource Center	27
Retail Stores and Used Goods	29
Greater American Care Centers	**9**
Safety and Wellness Program	9
Greater Cornerstone Church	**6**
Community Meal	1
USDA Food Distribution	5
Group Home Support Services	**87**
Counseling Services	52
Parenting Classes	23
Substance Abuse Counseling	12
H1N1 Information	**1**
H1N1 Information For Callers	1

Referrals from 2-1-1 San Bernardino County

Hands On Inland Empire	**87**
Alternative Sentencing	62
Volunteer Opportunities	24
(No Program Selected)	1
Hannahs House	**2**
Foster Care & Adoptions	2
Healthy Families	**14**
Health Care Coverage	9
(No Program Selected)	5
Hearts & Lives	**7**
Information and Referral	7
Heartsent Adoptions, Inc.	**2**
Heartsent Adoptions	1
(No Program Selected)	1
Help The People Foundation	**5**
Anger Management	2
Substance Abuse Counseling	3
Helping Hands Pantry	**168**
Food Distribution	164
(No Program Selected)	4
Heritage Neighborhood Center	**1**
Tiny Tots	1
HeroCare	**1**
Crisis Fund	1
Hesperia Branch Library	**2**
Basic Computer Classes	2
Hesperia Senior Center	**6**
Hesperia Senior Club	5
(No Program Selected)	1
Hi-Desert Medical Center	**4**
Hospital Services	2
(No Program Selected)	1
Special Additions Prenatal Education Program	1
High Desert Child Adolescent and Family Services Center	**94**
Anger Management	16
Co-Parenting	3
Counseling Services	44
Drug Testing	3
Outpatient Substance Abuse Treatment	6
Parenting Classes	19
(No Program Selected)	2
Delayed Entry of Judgement	1
High Desert Domestic Violence Program, Inc.	**24**
Domestic Violence Program Services	21
(No Program Selected)	3
High Desert Homeless Services, Inc	**166**
Shelter	153
(No Program Selected)	13
High Desert Pregnancy Clinic	**4**
Family Resource Center	3
Pregnancy Testing	1
High Desert Resource Network	**4**
Training	4
High Desert Transitional Living Connection	**70**
Food Pantry	51

Job Search	2
USDA Food Distribution	13
(No Program Selected)	3
Computer Class	1
High Desert Youth Center	**4**
Safety and Wellness Program	4
Higher Ground Christian Intervention	**10**
Intervention Program	10
Highland Sam J. Racadio Library and Environmental Learning Center	**5**
Basic Computer Classes	3
Job Preparation and Job Search	2
Highland Senior Center	**2**
Senior Nutrition Lunch Program	1
Senior Transportation	1
Home of Neighborly Service	**19**
Food Distribution	8
Senior Nutrition Lunch Program	2
USDA Food Giveaway	8
Homework Center and Tutoring	1
Homeownership Preservation Foundation	**5**
The Homeowners HOPE Hotline	5
Hootman Senior Center	**1**
Senior Center	1
House of Hope House of Faith, Inc.	**13**
Sober Living Homes	7
Residential Treatment Center	6
House of Ruth, Inc.	**58**
Counseling Services	12
Emergency Hotline	13
Emergency Shelter	28
(No Program Selected)	5
Housing and Community Development, State of California	**2**
(No Program Selected)	1
Housing Ombudsman	1
Housing Authority of the County of San Bernardino	**285**
Family Unification Program	64
Mainstream Program	9
Public Housing	58
Section 8 Program	129
Senior Housing	12
Tenant Based Assistance Program (TBA)	2
Veterans Affairs Supportive Housing Program (VASH)	3
(No Program Selected)	5
Housing Opportunities for People With AIDS (HOPWA)	2
Fraud Reporting	1
Howard M. Rowe Branch Library	**1**
Library Services	1
Humane Society of San Bernardino Valley	**18**
Veterinarian Clinic	15
(No Program Selected)	3
Humanitarian International Services Group	**4**
Eyes for You	4
Hutton Community Center	**24**
Senior Center	2
USDA Food Distribution	22

Referrals from 2-1-1 San Bernardino County

IE511	**1**
Ride Sharing	1
Immaculate Conception	**1**
Soup Kitchen	1
Impression Healthcare Services	**12**
Behavioral Health Counseling	12
Inland Agency	**30**
Community Tool Box	30
Inland AIDS Project	**7**
Mental and Behavioral Health Treatment	1
HIV Testing	2
Education and Prevention	4
Inland Behavioral and Health Services, Inc.	**18**
CalWORKs Program	2
PC1000 Drug Diversion Program	5
Westside Counseling Center	8
Youth Justice Center	1
Perinatal Care Network	2
Inland Caregivers Resource Center	**6**
Caregivers Information and Referral	4
Counseling Services	1
(No Program Selected)	1
Inland Counties Legal Services, Inc	**217**
Legal Assistance	210
(No Program Selected)	6
Housing Law Services Center	1
Inland Empire Economic Recovery Corporation (IEERC)	**1**
Home Foreclosure Prevention Seminars/Workshops	1
Inland Empire Health Plan	**13**
Healthy Kids	5
(No Program Selected)	6
Disability Program	1
Bike Helmet Program	1
Inland Empire Latino Lawyers Association	**34**
Legal Assistance and Counseling	33
(No Program Selected)	1
Inland Empire United Way	**9**
2-1-1 San Bernardino County	6
Hands On Inland Empire	1
(No Program Selected)	2
Inland Fair Housing and Mediation Board	**190**
Education and Outreach	5
Inland Fair Housing and Mediation	178
Senior Services	5
(No Program Selected)	2
Inland Family Community Health Center	**339**
Dental Services	195
Family Pact	4
Immunizations	3
Medical Services	135
(No Program Selected)	2
Inland Hospice Association	**3**
Adult Bereavement	1
Children/Youth Bereavement Group	2
Inland Regional Center	**13**

Inland Regional Center	10
(No Program Selected)	3
Inland Temporary Homes	**110**
Family Literacy Program	2
Homeless Prevention and Rapid Re-Housing Program (HPRP)	54
Shelter & Transitional Housing	48
(No Program Selected)	6
Inland Valley Hope Partners	**288**
Food Security Program	127
Rent Payment Assistance	47
Shelter/Housing Program	48
Utility Assistance	51
(No Program Selected)	14
Farmers Market	1
Inland Valley Humane Society and S.P.C.A	**6**
Animal Care & Control	1
Veterinary Care Center	3
Animal Adoption	1
Licensing Service	1
Inland Valley Justice Center	**1**
Dispute Resolution	1
Inland Valley Recovery Services	**57**
Domestic violence Intervention	6
Drug and Alcohol Recovery Services	44
Mental Health Services	7
Interface Children Family Services	**2**
2-1-1 Ventura County	2
Internal Revenue Service	**13**
Internal Revenue Service	12
(No Program Selected)	1
International Hearing Society	**3**
Helpline	3
Internet Service Providers	**616**
arcZip	110
AT&T	27
Comcast	17
Dialup 4 Less (Dial-up)	4
DSL Extreme	152
Juno (Dial-up)	23
NetZero (Dial-up)	19
PeoplePC (Dial-up)	16
SoCal Free Net (Dial-up)	16
Basic ISP (Dial-up)	3
Copper.net	178
Verizon	28
Earthlink (Dial-up)	11
Localnet (Dial-up)	4
Toast.net (Dial-up)	2
Turbo USA (Dial-up)	5
mFire (Dial-up)	1
James L. Brulte Senior Center	**1**
Senior Services	1
Job Corps	**3**
Job Training	3
Josephine Knopf Senior Center	**4**

Senior Center	3
Senior and DisabledTransportation	1
Joshua Tree Community Center	**6**
USDA Food Distribution	3
Legal Aid	1
Senior Luncheon	2
Kaiser Permanente Medical Center	**4**
Hospital Services	1
(No Program Selected)	3
Kids Come First Community Clinic	**11**
Healthy Families Application Assistance	2
Kids Come First	9
Kids Turf Day Care Center	**7**
Day Care	7
La Leche League, International	**1**
Breastfeeding Support and Information	1
La Vista	**3**
La Vista Housing	3
LaSalle Medical Associates	**127**
Health Clinic	116
Pediatric Medicine	3
Well Women Exam	3
(No Program Selected)	1
Healthy Families Enrollment	4
League of United Latin American Citizens	**1**
Educational Service Center	1
Legal Aid Society of San Bernardino	**130**
Legal Aid Clinic	126
(No Program Selected)	4
Libreria del Pueblo, Inc.	**15**
Computer Classes	7
Immigration Services	4
Legal Clinic	4
Life Changing Ministry	**4**
Caregiver and Mentor Training	4
LifeStream	**1**
Blood Donation Program	1
Lifeway Church Ministries	**23**
Food Pantry	22
Summer Lunch Program	1
Lighthouse Inner Change Sober Living	**9**
Sober Living	9
Loma Linda Branch Library	**1**
Basic Computer Skills	1
Loma Linda Diabetes Support Group	**2**
Winning With Diabetes	2
Loma Linda Marriage & Family Therapy Clinic	**20**
Marriage and Family Therapy	20
Loma Linda Senior Center	**1**
Senior Center	1
Loma Linda University Medical Center	**38**
Hospital Services	9
School of Dentistry	26
(No Program Selected)	1
Shield Program	2

Referrals from 2-1-1 San Bernardino County

Loma Linda University Psychology Department	**13**
Psychological Services Clinic	13
Loveland Jubilee Pantry	**175**
Food Pantry	173
(No Program Selected)	2
Loving Care In-Home Services, Inc.	**1**
In-Home Assistance / Respite Care	1
Lucerne Valley Domestic Violence Outreach	**4**
Batterers Intervention Program	2
Counseling	2
Lucerne Valley Unified School District	**1**
Adult Education	1
Luque Community Center	**17**
Senior Center	1
USDA Food Distribution	16
Lutheran Social Services of Southern California	**9**
52 Week Parenting / Child Abuser / Anger Management/Batterer's Intervention	1
Food Bank and Bread Program	1
Sexual Abuse Treatment	4
Probation, Juvenile Anger Management, Substance Abuse	1
Wraparound Program	1
Early and Periodic Screening, Diagnostic & Treatment Program/Mental Health Services	1
Making a Difference Association	**12**
Giving Center	9
(No Program Selected)	1
Dads Break Fast	2
Making a Difference Ministry, Inc.	**1**
Family Affair	1
Managed Pharmacy Care	**4**
Freedom of Choice	4
Marygold Senior Center	**1**
Senior Center	1
Marys Mercy Center, Inc.	**159**
Marys Children Program	59
Marys Table	49
Saint Joseph Clothes Closet	14
Showers	6
St. Martin de Porres Emergency Food Bag Program	9
Veronicas Home of Mercy	21
(No Program Selected)	1
Meals on Wheels - Montclair	**4**
Home Delivered Meals	4
Meals on Wheels - Ontario	**5**
Meals on Wheels	3
(No Program Selected)	2
Meals On Wheels - Upland	**1**
Meals on Wheels	1
Meals On Wheels- Redlands	**3**
Home Delivered Meals	3
Medical Board of California	**2**
Medical Board	2
Mental Health Systems, Inc.	**20**
DUI Program	6
Substance Abuse Prevention Project	9
Support Services	2

Court-Supervised Drug Treatment	1
AOD Case Mangement	2
Mentone Senior Center and Library	**2**
Senior Center	1
Senior Breakfast	1
Mercy House	**248**
Assisi House	19
Guadalupe Residence	16
Walk-In Center	203
(No Program Selected)	10
Metrolink	**2**
Metrolink Travel Information	2
Mexican Consulate	**9**
Consular Services	8
Department of Protection	1
Mimis House	**65**
Transitional Housing	63
(No Program Selected)	2
Missing Children Clearinghouse	**1**
Missing Children Hotline	1
Modest Needs	**2**
Back-To-Work-Grants	1
(No Program Selected)	1
Mojave Basin Youth Corps, Inc.	**2**
Mojave Basin YouthBuild	2
Mom and Dad Project	**1**
Parent Educational Family Resource Center	1
Montclair Branch Library	**3**
Library Services	1
Computer Class	1
Early Literacy Program	1
Montclair Police Department	**2**
Police Department	2
Montclair Senior Center	**1**
Legal Assistance	1
Morongo Basin Mental Health Services Association	**21**
Child Abuse Prevention, Intervention and Treatment	1
Crisis Walk-In Center	1
General Mental Health	6
Recovery Center	1
Residental Drug and Alcohol Treatment	8
(No Program Selected)	1
Outpatient Drug and Alcohol Treatment	2
Federal Mental Health	1
Morongo Basin Unity Home, Inc.	**11**
Domestic Violence- Emergency Shelter	7
Transitional Housing	2
24-Hour Crisis Line	1
Substance Abuse Program	1
Morongo Valley Community Services District	**2**
USDA Food Distribution	1
Narcotics Anonymous	1
Moses House Ministries	**48**
The Boutique	38
(No Program Selected)	3

Crossings	5
Mentors of Moms	2
Mothers Against Drunk Driving	**3**
Mothers Against Drunk Driving	3
Mountain Community Hospital	**4**
Rural Health Clinic	4
Mountain Special Needs	**2**
Mountain Special Needs	2
Mountain View Child Care, Inc.	**2**
Kidship-Preschool and Pediatric Day Health	2
Mountain View Community Church	**445**
Electric Assistance Fund (EAF)	183
Food Pantry	52
Mountain View Preschool	3
Substance Abuse Meetings	6
(No Program Selected)	6
Gas Assistance Fund	195
Muscular Dystrophy Association	**1**
(No Program Selected)	1
Mustard Seed Tutorial Center	**1**
Reading Lab	1
Narcotics Anonymous	**21**
Narcotics Anonymous Support Group	20
(No Program Selected)	1
National Alliance on Mental Illness	**2**
Mental Illness Information and Referral	2
National Center for Victims of Crime	**8**
(No Program Selected)	2
Help Line	6
National Community Renaissance	**383**
Affordable Housing	375
(No Program Selected)	8
National Domestic Violence Hotline	**16**
Domestic Violence Hotline	15
(No Program Selected)	1
National Organization for Women	**2**
NOW	2
National Organization of Social Security Claimants Representatives	**8**
NOSSCR	8
National Suicide Prevention Lifeline	**23**
Suicide Hotline	21
Veterans Suicide Prevention Hotline	2
National Teen Dating Abuse Hotline	**1**
Hotline and On-line Chat	1
National Transplant Assistance Fund	**1**
Transplant Information and Referral	1
National Weather Service, United States Government	**2**
Weather Service	2
NCNW Bethune Center	**1**
Computer Training	1
NeedyMeds	**5**
Prescription Drug Program	4
(No Program Selected)	1
Neighborhood Housing Services of the Inland Empire, Inc.	**17**
Foreclosure Prevention	12

Home Maintenance Education	3
Down Payment Assistance	1
Home Buyer Education & Financial Fitness	1
Neighborhood Partnership Housing Services, Inc.	**12**
Foreclosure Counseling	6
(No Program Selected)	1
Home Ownership	4
Homebuyer Education Class	1
New Directions	**9**
Therapeutic Community	8
(No Program Selected)	1
New Hope Village, Inc.	**3**
(No Program Selected)	2
New Hope Village	1
New House, Inc.	**3**
Substance Abuse Treatment Program / Clean and Sober Moms	3
Norman F. Feldheym Central Library	**1**
(No Program Selected)	1
Northtown Housing Development Corp.	**22**
Computer Classes	2
Food Assistance	14
USDA Food Distribution	3
School Community Service	2
College Scholarship Program	1
Office of Emergency Services	**29**
(No Program Selected)	1
Flash Reports	3
TENS (Telephone Emergency Notification System)	24
Community Emergency Response Team Training	1
Office of the Attorney General	**5**
(No Program Selected)	1
Bureau of Medi-Cal Fraud	3
Registry of Charitable Trusts	1
Oldtimers Foundation	**65**
Classes	2
Home maintenance and Conservation	25
Housing	2
Transportation Services	24
(No Program Selected)	2
Senior Nutrition	10
Olive Branch Counseling Center	**51**
Anger Management and Domestic Violence	18
Couple Counseling	5
Drug Testing	1
General Counseling	16
Parenting Classes	8
(No Program Selected)	3
Olive Crest Foster & Adoption Agency	**1**
Foster & Adoption	1
Omnitrans	**58**
Access Service	40
OmniLink Service	3
Omnitrans	11
(No Program Selected)	4
One 2 One Mentors, Inc.	**3**

Referrals from 2-1-1 San Bernardino County

Mentoring	1
Group and Individual Mentoring	2
Ontario City Library	**3**
Basic Computer Classes	1
Library Services	2
Ontario Police Department	**10**
Police Department	9
(No Program Selected)	1
Ontario Senior Center	**4**
Senior Nutrition Lunch Program	1
(No Program Selected)	1
STARS	1
Senior Excursions	1
Ontario/Montclair YMCA	**12**
Afterschool Program	4
Matrix	5
Silver Stars Transportation	3
Ontario-Montclair School District	**1**
School Readiness Program	1
OPARC	**3**
Diversified Industries	1
(No Program Selected)	2
Operation Provider	**33**
Electric and Gas Assistance Fund (EAF & GAF)	22
(No Program Selected)	3
Basic Need Assistance	8
Operation Safehouse	**7**
Operation Safehouse Shelter	4
Transitional Living Program	1
(No Program Selected)	2
Option House, Inc.	**53**
Community Education	11
Domestic Violence Shelter Services	30
Women Support Groups	2
(No Program Selected)	10
Our Lady of Hope	**64**
Soup Kitchen	1
USDA Food Distribution	61
(No Program Selected)	2
Our Lady of the Desert	**86**
Food Pantry	84
(No Program Selected)	2
Overeaters Anonymous	**2**
Support Group	2
Pacific Clinics	**12**
Child and Family Services	9
F.U.N. Clubhouse	3
Pacific Lifeline	**33**
Transitional Shelter	33
PAL Humane Society	**8**
Humane Society	8
Para Los Niños	**130**
Family Resource Center	114
General Counseling	5
Parenting Classes	5

(No Program Selected)	6
Parents, Families & Friends of Lesbians & Gays	**2**
Support and Information	2
Partnership for Prescription Assistance	**18**
Prescription Assistance	18
Patient Advocate Foundation	**1**
Advocacy	1
Patton State Hospital	**7**
Hospital Services	7
Paul A. Biane Library	**4**
Basic Computer Classes	2
Library Services	1
Back 2 Basics	1
Paul Villasenor Branch Library	**1**
Library Services	1
People Against Childhood Trauma	**1**
Parents United	1
Planned Parenthood of Orange and San Bernardino Counties	**27**
Contraceptive Clinics	18
Pregnancy Testing, Counseling, and Referral	3
Sexually Transmitted Infections Treatment	2
(No Program Selected)	1
HIV/AIDS Testing and Counseling	3
Pomona Valley Hospital Medical Center	**6**
Central Avenue Urgent Care Center	1
Charity Bill Assistance	2
Hospital Services	3
Pomona Valley Workshop	**5**
Supported Employment Services	1
Work Program	1
Adult Development Center	2
Round About Senior Services	1
Pregnancy Resource Center	**1**
Pregnancy Resources	1
Preserve Community Center	**4**
High Five	4
Priscillas Helping Hands, Inc.	**25**
Clothes Closet	17
(No Program Selected)	3
Project R.E.A.C.H.	1
Promiseland Educational Child Care Center	4
Project Cuddle	**1**
Project Cuddle	1
Project Cuidar	**12**
Child Enrichment Groups and Parenting Classes	11
(No Program Selected)	1
Project Sister Family Services	**6**
Accompaniment/Advocacy	1
Counseling Services	2
Crisis Intervention	1
Support Groups	2
Protection and Advocacy	**3**
Disability Rights	2
(No Program Selected)	1
Provisional Accelerated Learning (PAL) Center	**6**

Comprehensive Child Care	5
WIA Youth Program	1
Public Health Service Bureau	**1**
AIDS Drug Assistance Program	1
Putting Kids First	**3**
Co-Parenting Course	3
Rader Program	**3**
Eating Disorders	3
Rancho Cucamonga & Fontana Family YMCA	**8**
CPR & First Aid Training	4
Preschool	2
School Age Care	1
Senior Transportation	1
Rancho Cucamonga Family Resource Center	**10**
Clothes Closet	6
Family Resource Center	4
Rancho Cucamonga Library Services	**2**
Basic Computer Class	2
Rape, Abuse and Incest National Network	**3**
National Sexual Assault Hotline	3
REACH	**46**
REACH	46
Reach Out Morongo Basin	**9**
Transportation	3
USDA Food Distribution	6
Redlands Community Hospital	**15**
Charity Bill Assistance	2
Family Clinic	12
Hospital Services	1
Redlands Community Senior Center	**2**
Senior Transportation	2
Redlands Day Nursery	**2**
Child Care	2
Redlands Family YMCA	**1**
School-Age-Care	1
Redlands Police Department Recreation Bureau	**7**
Enrichment Classes	2
Redlands Police Department	4
Redlands Senior Transportation	1
Restoration House of Refuge, Inc.	**51**
Transitional Housing	49
(No Program Selected)	2
Rialto Branch Library	**1**
(No Program Selected)	1
Rialto Police Department	**4**
Rialto Police	4
Rialto Senior Center	**1**
Senior Nutrition Lunch Program	1
Rialto Unified School District	**3**
Health Clinic	1
Public Education	1
(No Program Selected)	1
Rim Family Services, Inc.	**1**
Outpatient Drug and Alcohol Treatment	1
RISE Interpreting, Inc.	**1**

Referrals from 2-1-1 San Bernardino County

Sign Language Interpretation	1
Rock Church & World Outreach Center	**28**
Literacy and GED Classes	5
USDA Food Distribution	20
(No Program Selected)	2
LifeLine Ministry	1
Rolling Start, Inc.	**36**
Assistive Technology	1
Helpline	4
Housing	14
Special Needs Information and Referral	6
Support Groups / Workshop	2
(No Program Selected)	3
Deaf Services	3
Computer Literacy Classes	1
Peer Advising	2
Rose of Sharon Life Center	**41**
The Life Center	41
Rudy C. Hernandez Community Center	**5**
USDA Food Distribution	4
Community Center	1
Running Springs Assembly of God	**1**
Food for Life	1
Rx Help For Californians	**45**
Prescription Assistance	45
Salvation Army - Ontario	**154**
Community Meal	4
Emergency Food Box	58
Emergency Rental/Mortgage Assistance	55
Homework Assistance	1
Motel Vouchers	25
USDA Food Distribution	5
(No Program Selected)	6
Salvation Army - Redlands	**61**
Electric and Gas Assistance Fund (EAF & GAF)	58
(No Program Selected)	3
Salvation Army - San Bernardino	**586**
Cold Weather Shelter	114
Shelter Program	176
Soup Kitchen	4
USDA Food Giveaway	84
Women Shelter	191
(No Program Selected)	17
Salvation Army - Victor Valley	**702**
Food Assistance	105
Motel Vouchers	33
Utility Assistance	546
(No Program Selected)	18
Salvation Army Service Extension	**16**
Utility Assistance	16
Samaritan Counseling Center	**3**
BEAMS (Behavior Education and Management Services)	1
Butterfly Club	2
Samaritans Helping Hand	**925**
Community Assistance	31

Referrals from 2-1-1 San Bernardino County

Emergency Food Assistance	12
Food Assistance	32
Food Pantry	45
Utility Assistance	300
(No Program Selected)	46
Clothing Voucher	14
EAF Assistance	388
Emergency Prescription Assistance	10
Motel Voucher	17
Water Payment Assistance	18
Bus Passes	11
Propane Assistance	1
San Antonio Community Hospital	**27**
Charity Bill Assistance	1
Hospital Services	5
(No Program Selected)	1
Urgent Care	9
Healthy Beginnings Prenatal Program	1
Educational Suite	6
Womens Breast and Imaging Center	2
Breast Cancer Support Group	2
San Bernardino City Unified School District	**18**
Adult School	1
Family Resource Center	8
USDA Food Distribution	4
(No Program Selected)	3
California Cadet Corps	2
San Bernardino County Animal Care & Control	**31**
Animal Services	3
Dead Animal Pick-up	3
Spay and Neuter Voucher Program	6
(No Program Selected)	19
San Bernardino County Auditor-Controller/Recorder	**28**
Recorder/Clerk	28
San Bernardino County Bar Association	**46**
Attorney Referral Service	42
San Bernadino County Bar Association	3
(No Program Selected)	1
San Bernardino County Coroners Office	**1**
Coroner Services	1
San Bernardino County Department of Aging and Adult Services	**265**
Adult Protective Services	40
Family Caregiver Support Program	9
In Home Supportive Services	129
Linkages Program	2
Multipurpose Senior Services Program	6
Senior Information and Assistance Program	49
Senior Nutrition Services	5
(No Program Selected)	18
Long-Term Care Ombudsman Program	3
Senior Training and Employment Program	4
San Bernardino County Department of Behavioral Health	**387**
AB2034 Homeless Program	7
Agewise Program	5
Alcohol and Drug Services	53

Referrals from 2-1-1 San Bernardino County

Centralized Children's Intensive Case Management Services	3
Clubhouse	2
Community Crisis Response Team	48
Homeless Program	5
Juvenile Evaluation and Treatment Services	2
Outpatient Services	164
The Access Unit	54
Transitional Age Youth One Stop Center (TAY)	19
(No Program Selected)	10
Behavioral Health Resource Center Central Triage Services (After Hours Walk-In)	11
Centralized Hospital Aftercare Services	1
Supervised Treatment After Release (STAR)	1
Kinship Matters	1
Jail Mental Health Services	1
San Bernardino County Department of Child Support Services	**33**
Child Support Services	33
San Bernardino County Department of Children and Family Services	**72**
Adoption Assistance Program	5
Child Protective Hotline	54
Foster Care	7
(No Program Selected)	6
San Bernardino County Department of Community Development and Housing	**12**
Senior Home Repair Program	7
Single Family Home Improvement Loan Program	2
(No Program Selected)	1
American Dream Downpayment Initiative	1
Homeownership Assistance Program	1
San Bernardino County Department of Probation	**9**
Probation	9
San Bernardino County Department of Public Health	**204**
AIDS Program	1
Alcohol and Drug Abuse Prevention Program	2
Black Infant Health Project	3
California Children Services	4
Health Promotion and Education	13
Immunizations	35
Prenatal Clinic	4
Reproductive Health Centers	27
Traffic S.A.F.E. Program	18
Tuberculosis Control Program	15
Vector Control	20
Women Infants and Children (WIC)	46
(No Program Selected)	3
Flu Shots	4
Maternal Health Program	4
Tobacco Use Reduction Now	2
Comprehensive Prenatal Services Program	2
Epidemiology	1
San Bernardino County Department of Veterans Affairs	**7**
VA Medical Center	2
Veterans Claims Assistance	3
Health Care	2
San Bernardino County District Attorney	**8**
General Information	3
Victim Services Unit	5

Referrals from 2-1-1 San Bernardino County

San Bernardino County Fire Department	**3**
Fire and Rescue	3
San Bernardino County General Information Line	**2**
General Information	1
(No Program Selected)	1
San Bernardino County Land Use Services Department	**33**
Code Enforcement Division	32
(No Program Selected)	1
San Bernardino County Library	**2**
Library Services	2
San Bernardino County Office Of Homeless Services	**2**
Homeless Partnership	2
San Bernardino County Office Of The Assessor	**7**
Change of Ownership	5
(No Program Selected)	2
San Bernardino County Preschool Services Department	**39**
Head Start	30
Support Services	8
(No Program Selected)	1
San Bernardino County Public Authority	**28**
In-Home Supportive Services Registry	28
San Bernardino County Public Defender	**5**
Public Defender	5
San Bernardino County Registrar of Voters	**2**
Voting Information	2
San Bernardino County Sheriffs Department	**54**
Detention Facilities	18
Juvenile Intervention Program (JIP)	6
Law Enforcement	27
(No Program Selected)	3
San Bernardino County Superintendent of Schools	**51**
Desert Mountain SELPA Childrens Center	4
KidsNCare Child Care Referral Services	16
KidsNCare Resource and Referral Training Unit	2
KidsNCare Subsidized Child Care	26
(No Program Selected)	1
KidsNCare Child Care Food Program	2
San Bernardino County Transitional Assistance Department	**760**
C4Yourself	20
CalWORKs Program	52
Cash Aid Program for Immigrants	3
Child Care Programs	10
Disaster Food Stamp Program	1
Health Care Options	4
Medi-Cal Program	135
The General Relief Program	37
(No Program Selected)	7
Foster Care Program	2
CalFresh (Food Stamp Program)	489
San Bernardino County Workforce Development Department	**125**
Job Assistance	123
(No Program Selected)	2
San Bernardino Employment and Training Agency	**3**
SBETA One Stop Career Center	3
San Bernardino Family YMCA	**5**

Referrals from 2-1-1 San Bernardino County

Afterschool Program	2
Preschool	1
(No Program Selected)	1
Day Camp	1
San Bernardino Police Department	**11**
Police Department	11
San Bernardino Senior Center	**6**
Senior Center	6
San Bernardino Sexual Assault Services, Inc	**11**
Sexual Assault Program	11
San Bernardino Westside Christian Center Church	**4**
Westside Kinship Support Services	4
Scherer Senior Center	**4**
Senior Center	1
USDA Food Distribution	3
SCHEU Family YMCA of Upland	**2**
Preschool & Afterschool	1
Winter Program	1
Scholarship Management Services	**1**
Vanguard Scholarship	1
Second Harvest Food Bank	**1**
Agency Food Distribution	1
Senior and Disabled Fund of San Bernardino County	**9**
SAVES	7
(No Program Selected)	2
Senior Companion Program	**1**
Senior Companion Program	1
Senior Corps	**1**
Senior Companions	1
Set Free Christian Fellowship	**38**
Food Assistance	2
Food Ministry	8
Transitional Living Program	25
(No Program Selected)	3
Sexaholics Anonymous of Southern California	**2**
Support Groups	1
(No Program Selected)	1
Share, Inc.	**82**
Emergency Assistance	55
Food Assistance	19
Food Program	8
Social Action Community Health System	**135**
Mental Health Services	3
Primary Health Care	20
(No Program Selected)	8
Dental Care	103
HIV/AIDS Care	1
Social Security Administration	**58**
Social Security	56
(No Program Selected)	2
Solomons Ujamaa Center	**5**
Parenting Education	5
Southern California Edison	**20**
California Alternate Rates for Energy	6
Energy Management Assistance Program	1

(No Program Selected)	13
Southern California Gas Company	**12**
CARE	2
Gas Assistance Fund (GAF)	5
(No Program Selected)	3
Direct Assistance Program	2
Southwest Gas Company	**30**
California Alternate Rates for Energy	7
Low-Income Energy Efficiency Weatherization Program	15
(No Program Selected)	8
Special Little Angels, Inc.	**10**
Little Angels	7
Special Angels Elderly Residential Care	2
Special Angels Transitional Shelter	1
Springboard	**13**
Consumer Credit Counseling	13
St. Bernardine Medical Center	**7**
Cancer Treatment Services	1
Health Education Classes	5
Hospital Services	1
St. John of God Health Care Services	**71**
Community Recovery Center	4
Detox Center	30
Residential Substance Abuse Treatment	24
Sober Living Homes	10
(No Program Selected)	2
Residential Rehabilitation for Parents with Young Children	1
St. Johns Community Success Center	**10**
Standing Community Services	9
Youth Outreach	1
St. Mary Medical Center	**4**
Hospital Services	3
Mommy and Me	1
Starkey Hearing Foundation	**4**
Hear Now	4
State Bar of California	**12**
Attorney Information and Referral Service	10
Lawyer Complaints	1
(No Program Selected)	1
Sunflower Community Services, Inc.	**18**
Transitional Housing	18
Superior Court of California County of San Bernardino	**75**
Civil Court/ Unlawful Detainer	10
Criminal Court	7
Drug Court	1
Family Court	21
Juvenile Court	4
Probate Court	1
Small Claims Court	9
Traffic Court	17
(No Program Selected)	3
Juvenile Traffic and Minor Offenses	1
Juvenile Dependency Court	1
Team of Advocates for Special Kids	**1**
Parent Training and Information Center	1

Referrals from 2-1-1 San Bernardino County

Teen Challenge of Southern California	**16**
Drug Education and Prevention Outreach	2
Mens Residential Substance Abuse Program	7
Residential Substance Abuse Program	5
Teen Gang Intervention	2
Telecare High Desert Crisis Walk-In Center	**26**
Crisis Walk-In Center	25
(No Program Selected)	1
The 29 Palms Community Food Pantry & Outreach Ministries, Inc	**9**
Community Food Pantry	9
The Blessing Center	**68**
Clothes Closet	3
Cold Weather Shelter	43
Joseph Storehouse	21
(No Program Selected)	1
The Center, Inc.	**2**
Online Support	2
The Community Counseling Center	**20**
Counseling Services	20
The Foundation of the American Academy of Ophthalmology	**1**
Glaucoma Eye Care Program	1
The Lords Table	**29**
Soup Kitchen	23
USDA Food Giveaway	6
The Restorative Justice Center of The Inland Empire	**1**
Face-To Face Inmate Release Program	1
The Sober Living Network	**16**
Internet Information and Referral Service	12
(No Program Selected)	4
The Stephan Center	**3**
The Stephan Center	3
The Unforgettables Foundation	**16**
Burial Assistance	16
The Way Station	**7**
Food Assistance	7
The White House Healing Center, Inc.	**80**
Transitional Housing	80
Time For Change Foundation	**95**
Drug and Alcohol Outpatient Services	2
Sweet Dreams House	82
(No Program Selected)	10
Workshops	1
Town of Apple Valley	**2**
Parks and Recreation	1
Clean Up and Recycle Program	1
Travelers Aid of the Inland Empire	**35**
Emergency Transportation and Referral Service	19
Airport Travelers Assistance Programs	3
Emergency Services	13
Tri-City Mental Health Center	**6**
Adult Outpatient Services	6
Tri-County Dental Society	**34**
Free Dental Work for Children	33
Dental Care Information and Referral	1
Twentynine Palms Armed Services YMCA MCAGCC	**1**

Referrals from 2-1-1 San Bernardino County

Bread Program	1
Twentynine Palms Senior Center	**1**
Nutrition and Transportation	1
U.S. Citizenship and Immigration Services	**10**
Citizenship and Immigration Services	10
U.S. Department of Health and Human Services	**3**
Health Care Options	3
U.S. Department of Housing and Urban Development	**99**
Hope for Homeowners	2
HUD	96
(No Program Selected)	1
United Animal Nations	**1**
Lifeline Grants	1
United States Census Bureau	**2**
Cencus Data	1
(No Program Selected)	1
United States Department of Agriculture, Natural Resources Conservation Service	**1**
Watershed Protection Program	1
United States Department of Education	**2**
Federal Student Aid (FSA)	2
United States Department of Labor	**14**
Labor and Employment Law	11
(No Program Selected)	1
OSHA	2
United States Environmental Protection Agency	**1**
Lead Program	1
United States Post Offices	**1**
Postal Services	1
United States Small Business Administration	**1**
SBA Federal Disaster Loan Program	1
Upland Animal Shelter	**6**
Spay/Neuter Voucher	2
(No Program Selected)	1
Pet Adoption	1
Animal Foster Care	2
Upland Church of Christ	**11**
Food Pantry	11
Upland Public Library	**1**
Homework Center	1
Valley Fellowship - Seventh Day Adventist Church	**19**
Community Services	19
Valley Star Children and Family Services	**15**
Mental Health Services	15
Victims of Crime Resource Center	**9**
Resource Center	9
Victor	**4**
Victor Community Support Services-San Bernardino	4
Victor Elementary School District	**1**
(No Program Selected)	1
Victor Valley Community Dental Service	**83**
Dental Service Program	83
Victor Valley Community Hospital	**8**
Charity Bill Assistance	2
Hospital Services	6
Victor Valley Community Services Council	**13**

Volunteer Center	5
Alternative Sentencing Program	1
Senior Needs	6
First Call for Help	1
Victor Valley Domestic Violence	**14**
Domestic Violence Shelter	8
(No Program Selected)	3
Domestic Violence Peer Support Group	3
Victor Valley Rescue Mission	**181**
Clothes Closet	19
Food Pantry	152
Life Recovery Program	3
Soup Kitchen	7
Victor Valley Transit Authority	**50**
Direct Access	39
Victor Valley Transit Authority	11
Victor Valley Union High School District	**1**
Public Education	1
Victorville Senior Citizens Club	**4**
Senior Center	4
Visiting Nurse Association and Hospice of Southern California	**2**
Hospice Care	1
Home Health Care	1
Visiting Nurse Association Of The Inland Counties	**2**
(No Program Selected)	1
Home Health Aide Services	1
Vocational Improvement Program, Inc.	**5**
Direct Placement	3
Supported Employment Program	2
Volunteer Center of Riverside County	**336**
2-1-1 Riverside County	336
Volunteer Income Tax Assistance (VITA)	**88**
Earned Income Tax Credit (EITC)	33
VITA	55
Volunteermatch	**1**
VolunteerMatch	1
Volunteers of America Southwest	**10**
Early Head Start	3
Parenting Skill Classes	4
(No Program Selected)	1
Half-Day Preschool	2
Way World Outreach Ministry	**33**
USDA Food Giveaway	33
We Connect	**1**
We Connect	1
West End Family Counseling	**29**
Department of Behavioral Health Outpatient Services	19
Parenting Classes	5
(No Program Selected)	2
SART	3
West End YMCA	**3**
Nightime Child Care	3
West Inland Empire Cocaine Anonymous	**1**
Cocaine Anonymous	1
West Valley Detention Center	**7**

Referrals from 2-1-1 San Bernardino County

Detention Center	7
Westside Community Service Center	**44**
Clothes Closet	16
Employment Assistance	4
Food Distributions	23
Senior Nutrition Program	1
WeTip	**5**
Crime Reporting Hotline	5
Whitney Young Family Health Clinic	**196**
Dental Services	112
Medical Services	76
(No Program Selected)	8
Womens Breast Cancer Resource Center	**2**
Resource Center	1
Cancer Mammogram and Ultasounds	1
Young Visionaries Youth Leadership Academy	**24**
C.U.T.T. Center - Career, University, Technology Training	3
Community Outreach	1
Mentoring Program	7
Youth Violence Prevention Program	9
(No Program Selected)	1
Youth Advocacy Training Program	2
Forward Focus Leadership Program	1
Yucaipa Christian Church	**24**
Manna Food Cupboard	24
Yucaipa Valley Welfare, Inc	**18**
Clothes Closet	1
Food Program	5
(No Program Selected)	2
Disaster Stop Area	5
Medical Equipment Loans	5
Yucca Valley Community Center	**8**
USDA Food Distribution	8
Yucca Valley Senior Center	**3**
Legal Assistance	1
Senior Luncheon	2
Grand Total	**21232**