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

2-1-1 News Items

2-1-1 Advisory Council Meeting

The next meeting of the 2-1-1 Advisory Council will be held at 9:00am at the 2-1-1 Call Center on September 22 and normally occurs regularly on the 4th Thursday of every other month.

The Advisory Council has moved to create a 211 Strategic Plan. Look for an invitation! Your input is important.

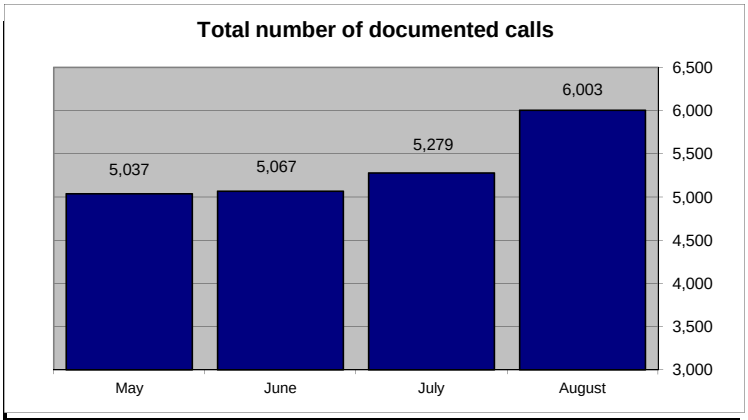
Until next month,

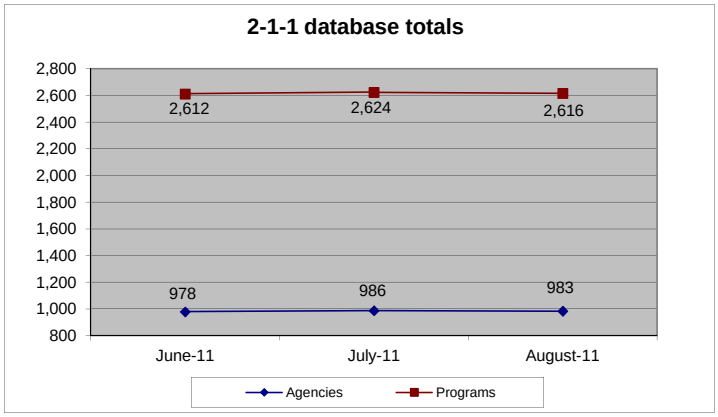
Thank You and Be Well!

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

2-1-1 San Bernardino County

August 2011 Data Analysis

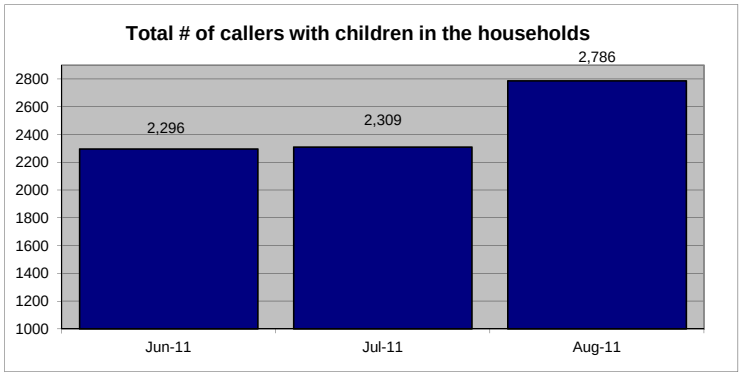


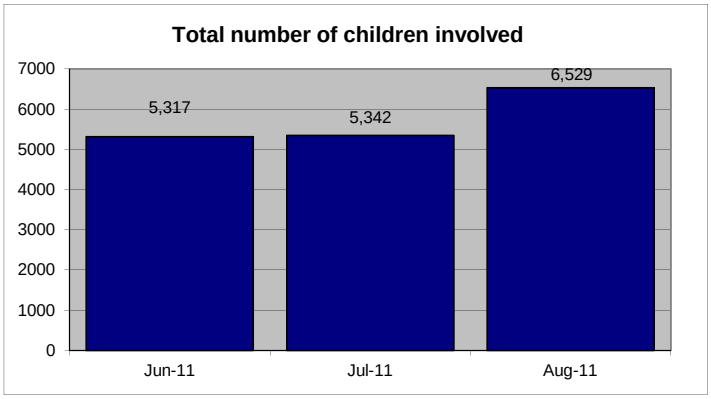


Total number of documented calls**	
August	**6,003**
July	**5,279**
June	**5,067**
May	**5,037**

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

Agencies	Database totals	Programs
983	**Aug-11**	**2,616**
986	**Jul-11**	**2,624**
978	**Jun-11**	**2,612**



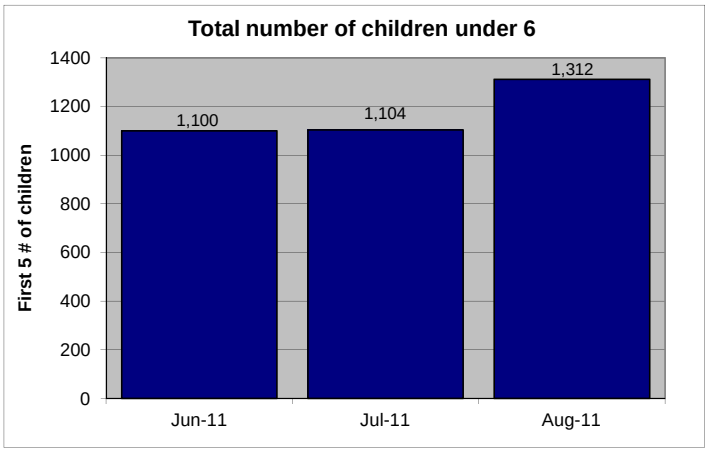


Call totals per # of children in household:			
	Aug-11	**Jul-11**	**Jun-11**
0 or unknown	3,217	2970	2771
1	874	735	750
2	876	715	680
3	555	482	474
4	293	242	234
5	112	77	113
6	47	43	32
7	14	6	12
8	11	6	1
9	2	0	0
More than 9	2	3	0
Total	2786	2309	2296

Total Number of Children	
Aug-11	**6529**
Jul-11	5342
Jun-11	5317
Percentage of callers w/children	**46%**

First 5 Calls	
Total # First 5 Children represented	**1941**
Total number of calls this month	6003
Total # of First 5 Calls	**1312**
Percentage of F5 calls	**22%**

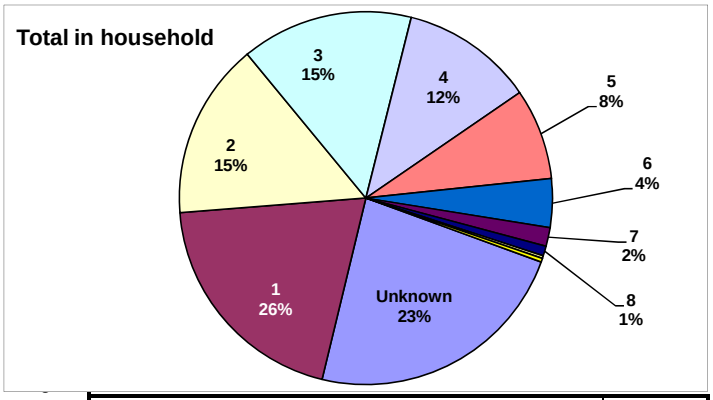
Call totals per # of children under 6:			
	Aug-11	**Jul-11**	**Jun-11**
0 or unknown	4,764	5251	4028
1	826	656	666
2	365	319	306
3	101	108	97
4	18	18	20
5	2	3	9
6	0	0	2
7	0	0	0
8	0	0	0
9	0	0	0
More than 9	0	0	0
Total F5 Calls	**1312**	1104	1100



2-1-1 San Bernardino County

Total # in household:

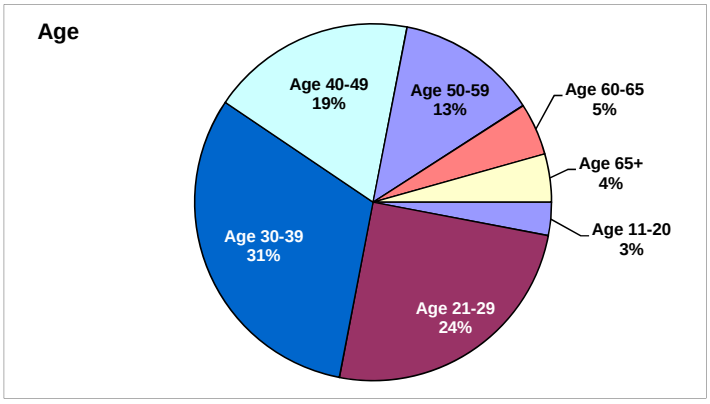
	Aug-11	Jul-11	Jun-11	
Unknown	1394	1251	1071	NA
1	1199	1118	1117	26%
2	917	804	817	20%
3	894	753	706	19%
4	691	599	594	15%
5	474	407	390	10%
6	253	192	219	5%
7	97	82	82	2%
8	51	51	51	1%
9	14	9	14	0%
9+	19	14	6	0%
Total	4609	4029	3996	



Total people represented in this month's calls	13,751

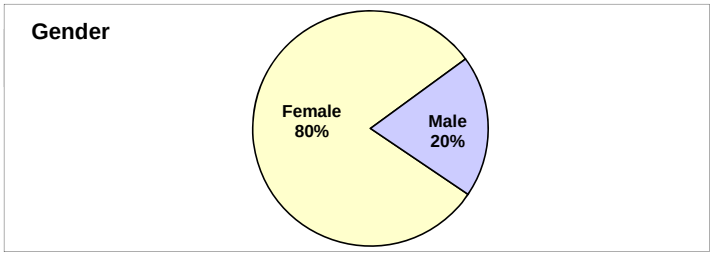
Age:

	Aug-11	Jul-11	Jun-11
Age 0-3	4	5	9
Age 4-5	8	6	3
Age 6-10	10	17	14
Age 11-20	115	143	131
Age 21-29	963	859	892
Age 30-39	1209	918	893
Age 40-49	716	654	665
Age 50-59	494	483	449
Age 60-65	182	150	170
Age 65+	168	154	129
Total	3869	3389	3355



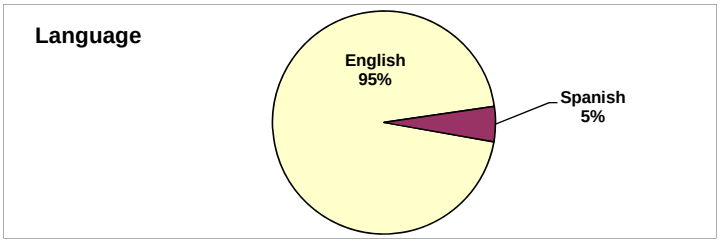
Gender

	Aug-11	Jul-11	Jun-11
Female	4623	3977	3879
Male	1120	1018	1011
Other	5	9	2
Transgender	1	1	0
Total	5749	5005	4892



Language

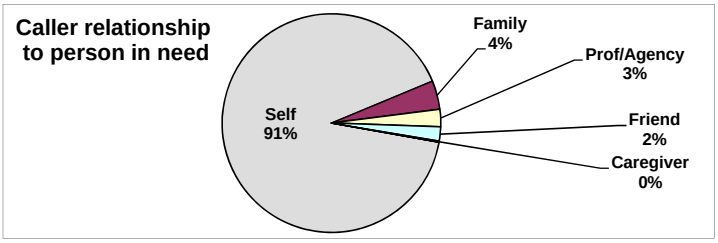
	Aug-11	Jul-11	Jun-11
English	5695	5030	4772
Spanish	306	248	294
Cambodian	2	0	0



2-1-1 San Bernardino County

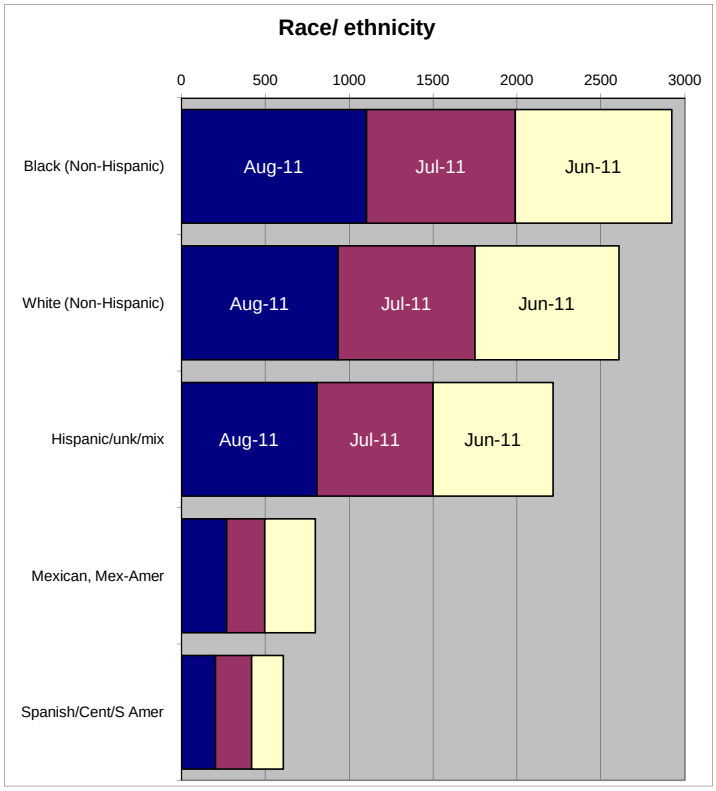
Caller relationship to person in need:

	Aug-11	Jul-11	Jun-11
Self	5460	4798	4583
Family	253	243	202
Prof/Agency	155	134	167
Friend	128	98	98
Caregiver	7	6	7



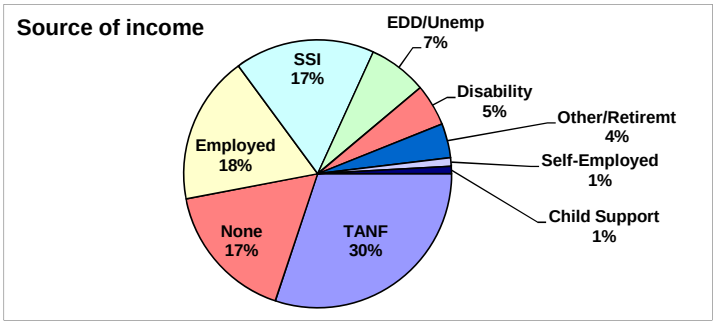
Race/ ethnicity

	Aug-11	Jul-11	Jun-11	
Black (Non-Hispanic)	1102	886	934	32%
White (Non-Hispanic)	933	815	859	27%
Hispanic/unk/mix	807	691	716	24%
Mexican, Mex-Amer	269	226	301	8%
Spanish/Cent/S Amer	202	216	188	6%
Multi-race	26	39	13	1%
Other	23	18	22	
Asia/unk/mix	11	7	5	
Native American	7	10	7	
Pacific Islander/unk/mix	5	9	5	
Asian-Indian	4	11	6	
Filipino	4	4	6	
Samoan	4	2	3	
Vietnamese	3	4	2	
Cambodian	2	1	0	
Chinese	1	1	5	
Puerto Rican	1	1	2	
Korean	1	1	0	
Hawaiian	0	0	0	
Cuban	0	0	0	
Japanese	0	0	0	
Laotian	0	0	0	
Guamanian	0	0	0	
Unknown	2598	2337	1993	
Total Known	3405	2942	3074	



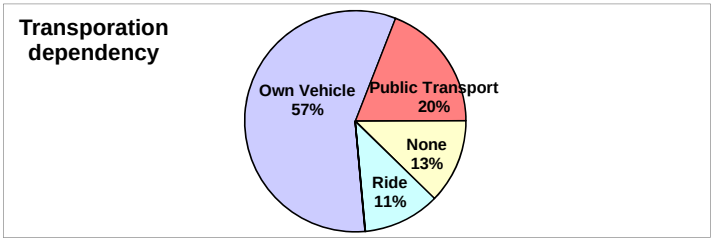
Source of income:

	Aug-11	Jul-11	Jun-11
TANF	1181	993	904
None	662	575	549
Employed	703	574	625
SSI	663	574	533
EDD/Unemp	277	284	319
Disability	198	149	185
Other/Retiremt	163	149	151
Self-Employed	40	44	52
Child Support	35	36	30



Transportation dependency:

	Aug-11	Jul-11	Jun-11
Own Vehicle	2008	1665	1554
Public Transportation	665	625	605
None	434	382	375
Ride	394	347	431
Taxi	2	0	0
Transportation Voucher	0	0	0

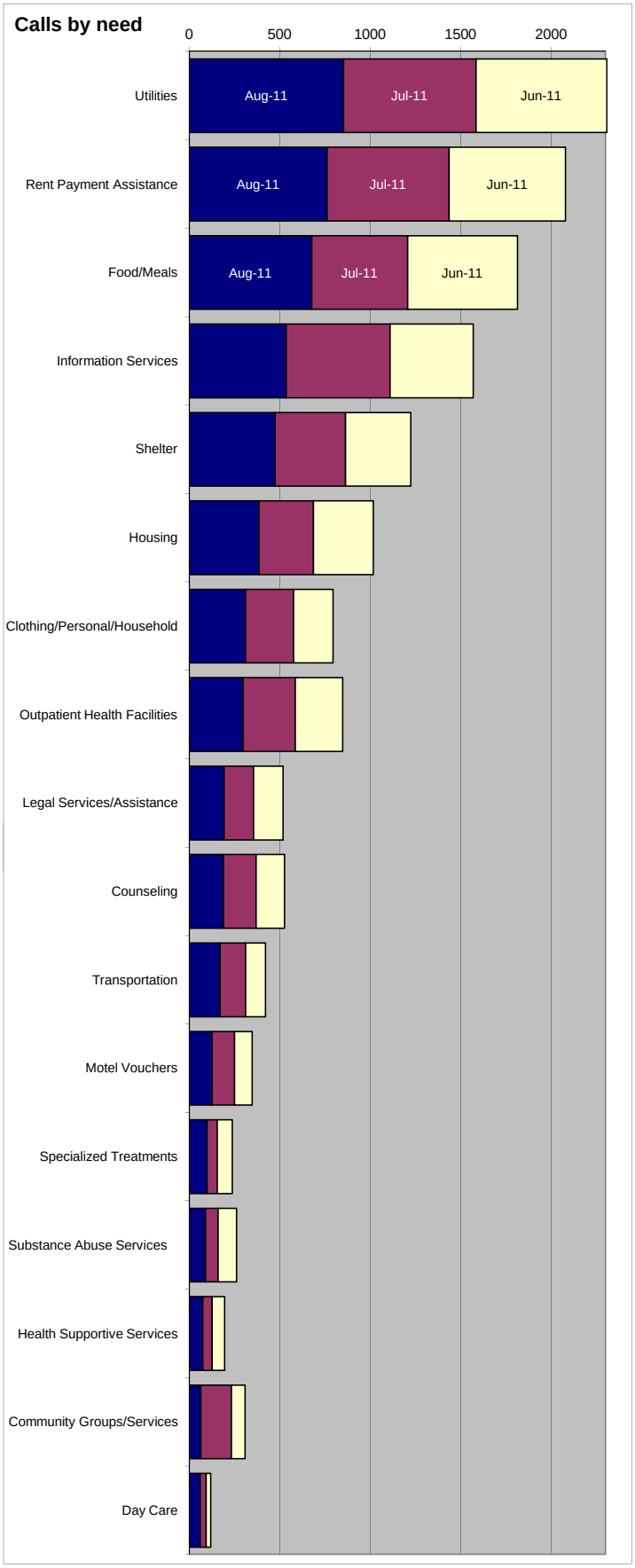


2-1-1 San Bernardino County

Calls by need*:

Need	Aug-11	Jul-11	Jun-11	
Utilities	851	734	723	14%
Rent Payment Assistance	761	675	643	12%
Food/Meals	676	531	607	11%
Information Services	535	574	460	9%
Shelter	473	389	361	8%
Housing	385	300	332	6%
Clothing/Personal/Household	310	266	218	5%
Outpatient Health Facilities	297	288	262	5%
Legal Services/Assistance	192	163	163	3%
Counseling	189	179	157	3%
Transportation	169	141	110	3%
Motel Vouchers	126	123	97	2%
Specialized Treatments	97	56	84	2%
Substance Abuse Services	90	69	101	1%
Health Supportive Services	74	51	69	1%
Community Groups/Services	63	169	76	1%
Day Care	60	32	26	1%
Income Maintanance	59	61	48	1%
Consumer Assistance/Protection	59	59	84	1%
Employment	58	43	55	
Nutrition Public Assist. Prgrms	52	44	61	
Mental Health Care Facilities	51	32	44	
Family Based Srvcs/Mentoring	42	44	33	
Courts/Correctional System	37	30	31	
Outpatient Mental Health Care	32	28	26	
Health Screening/Diagnostic Services	29	61	50	
Law Enforcement	29	29	14	
Early Education	28	20	9	
Formal Education	24	8	14	
Parenting Education	23	19	15	
Psychiatric/Mental Health Support	23	18	20	
Animal Services	22	10	19	
Protective Services	21	9	14	
Medical Public Assistance Programs	20	17	19	
Death Certification/Burial Arrangements	19	19	18	
Disability Issues/Services	18	10	16	
Tutoring/Homework Assistance	16	8	3	
Social Develop. and Enrichment	15	16	21	
Mortgage Payment Assistance	15	15	11	
Special Education	15	13	12	
Inpatient Health Facilities	12	17	7	
Public Safety/Emergency Services	12	10	10	
Social Insurance Programs	12	9	13	
Crime Victim Support	11	18	16	
Volunteer Opportunities	11	14	29	
Support Groups	9	13	15	
Public Health Information	9	9	8	
Environmental Protection/Improvement	8	9	17	
Crime Reporting/Prevention	8	7	10	
Donations	8	6	5	
Org. Development and Mgmt Services	7	16	22	
Emergency Medical Care	7	11	8	
Immigration/Naturalization Legal Services	7	5	3	
Household Related Public Asst	5	4	15	
Safety Equipment	4	6	9	
Consumer Regulations	3	0	3	
Rehabilitation/Habilitative Services	2	3	4	
Credit Counseling	2	1	3	
Adoption/Foster Services	2	1	3	
Disaster (Incident)	2	0	0	
Disaster Services	1	2	0	
Suicide Calls/Lethality Assessment	1	1	3	
Bad Weather Shelters	1	0	0	
Parks & Recreation Services	0	2	9	
Mortgage Foreclosure Information	0	0	4	

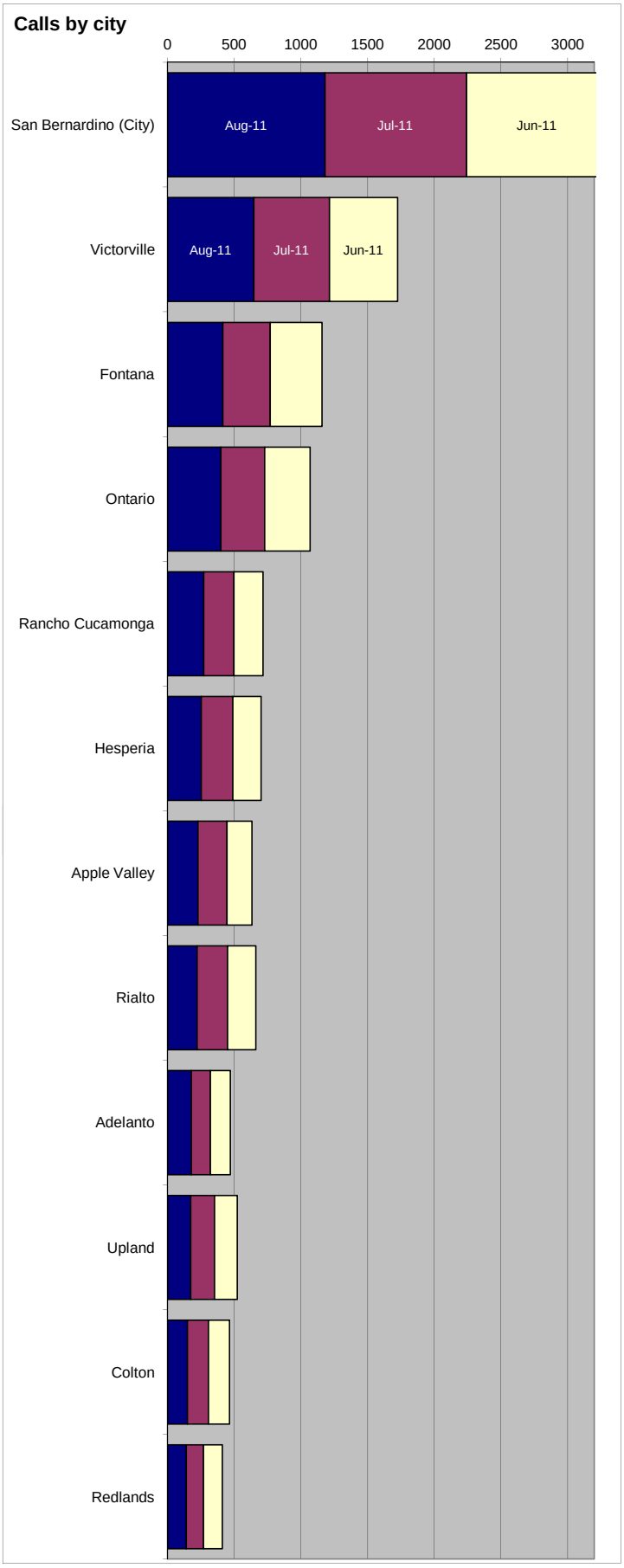
Note: * Includes Only First Need Presented



2-1-1 San Bernardino County

Calls per city/town

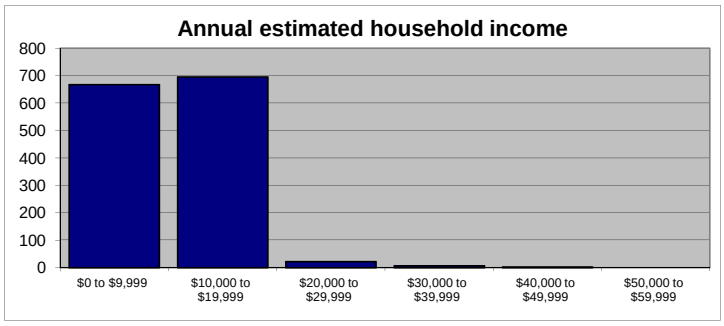
City	Aug-11	Jul-11	Jun-11	
San Bernardino (City)	1179	1061	1060	22%
Victorville	647	567	510	12%
Fontana	414	354	389	8%
Ontario	399	328	340	7%
Rancho Cucamonga	270	226	220	5%
Hesperia	252	237	211	5%
Apple Valley	227	219	185	4%
Rialto	221	229	212	4%
Adelanto	177	144	149	3%
Upland	173	179	169	3%
Colton	149	158	157	3%
Redlands	140	128	142	3%
Highland	118	123	89	2%
Barstow	98	87	82	2%
Yucaipa	87	56	95	2%
Chino	85	75	98	2%
Yucca Valley	69	52	58	1%
Bloomington	63	38	46	1%
Loma Linda	45	35	36	
Montclair	45	31	50	
Chino Hills	29	28	24	
Twenty-Nine Palms	28	21	39	
Big Bear City	25	22	14	
Joshua Tree	23	11	18	
Crestline	21	24	15	
Phelan	20	25	11	
Lucerne Valley	18	23	16	
Alta Loma	17	15	15	
Mentone	13	8	5	
Running Springs	12	18	9	
Grand Terrace	10	24	4	
Outside Of Californa	10	11	7	
Big Bear Lake	10	7	8	
Pinon Hills	9	1	3	
Wrightwood	7	7	2	
Trona	6	2	0	
Helendale	4	6	8	
Oro Grande	4	6	3	
Yermo	4	1	1	
Hinkley	3	1	0	
Daggett	3	0	0	
Lake Arrowhead	2	6	11	
Morongo	2	4	2	
Lytle Creek	2	3	2	
Blue Jay	2	2	1	
Big River	2	0	0	
Newberry Springs	1	5	3	
Forest Falls	1	1	2	
Skyforest	1	1	1	
Devore	1	1	0	
Rimforest	0	2	2	
Landers	0	2	0	
Needles	0	1	4	
Etiwanda	0	1	1	
Amboy	0	1	0	
Angelus Oaks	0	1	0	
Fawnskin	0	1	0	
Green Valley Lake	0	1	0	
Kelso	0	1	0	
Cedar Glen	0	0	0	
Mt Baldy	0	0	0	
Outside County	286	176	39	



2-1-1 San Bernardino County

Annual estimated household income

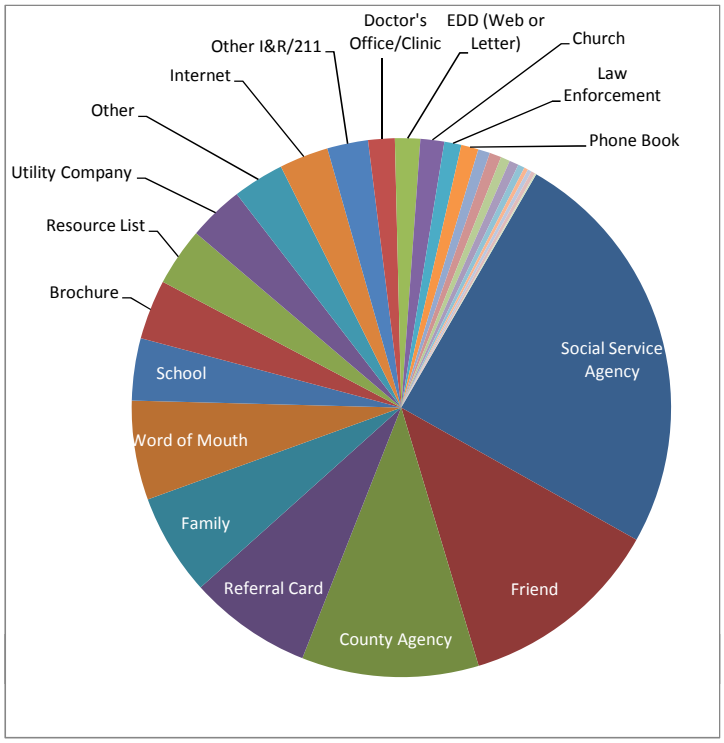
	Aug-11	Jul-11	Jun-11
Declined to state/Unknown	4,609	4150	4076
$0 to $9,999	667	716	611
$10,000 to $19,999	695	363	316
$20,000 to $29,999	22	35	49
$30,000 to $39,999	7	11	9
$40,000 to $49,999	2	2	4
$50,000 to $59,999	0	2	2
$60,000 to $69,999	0	0	0
$70,000 to $79,999	0	0	0
$80,000 +	1	0	0



How caller learned about 2-1-1

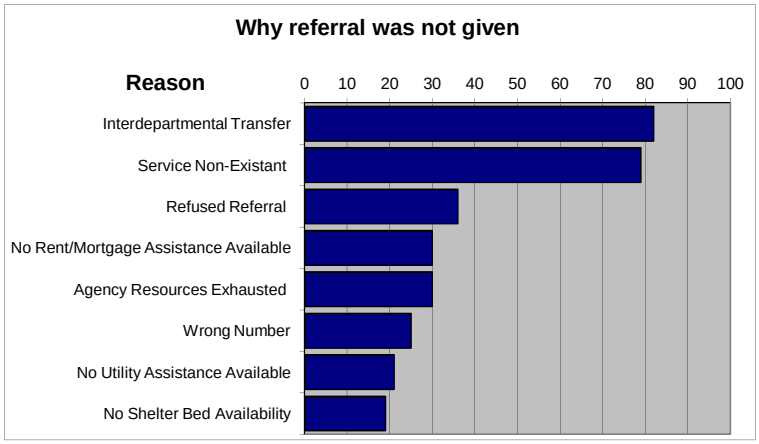
	Aug-11	Jul-11	Jun-11
Social Service Agency	313	367	357
Friend	154	144	197
County Agency	134	146	103
Referral Card	93	93	96
Family	77	54	58
Word of Mouth	75	68	103
School	47	15	21
Brochure	45	24	55
Resource List	44	54	56
Utility Company	42	31	46
Other	39	31	40
Internet	37	29	43
Other I&R/211	31	34	44
Doctor's Office/Clinic	20	11	18
EDD (Web or Letter)	19	14	18
Church	18	24	24
Law Enforcement	13	21	12
Phone Book	13	15	16
Billboards	9	7	16
Government Non-County	9	4	3
Newspaper	7	11	8
Hospital	7	7	6
Television	5	5	9
Human Resources	3	1	2
911	3	1	1
Radio	3	0	6
Crisis Line	1	3	0
Get Connected/CETF Flyer	1	0	0
411	0	0	0
Return Caller (not incl. in chart)	4666	4004	3645

79%



Why referral not given

Reason	Aug-11	Jul-11	Jun-11
Interdepartmental Transfer	82	29	27
Service Non-Existant	79	86	75
Refused Referral	36	32	15
No Rent/Mortgage Assistance Available	30	43	50
Agency Resources Exhausted	30	26	18
Wrong Number	25	14	7
No Utility Assistance Available	21	12	13
No Shelter Bed Availability	19	20	13
Agency/Organization Calling	7	4	10
Caller Doesn't Qualify	3	3	0
4th of July Information	1	156	
Chronic Caller/Abusive Caller	1	2	3
Services Too Expensive	1	0	1
Information Only	0	89	171
Hang up - Disconnected	0	51	41

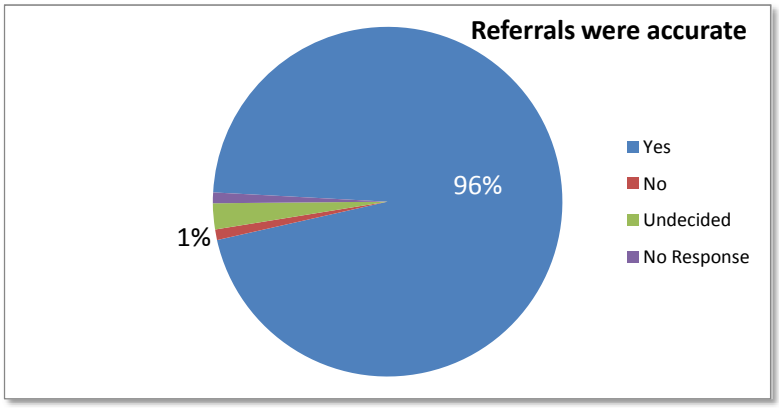


Callback Survey Responses

January - August 2011

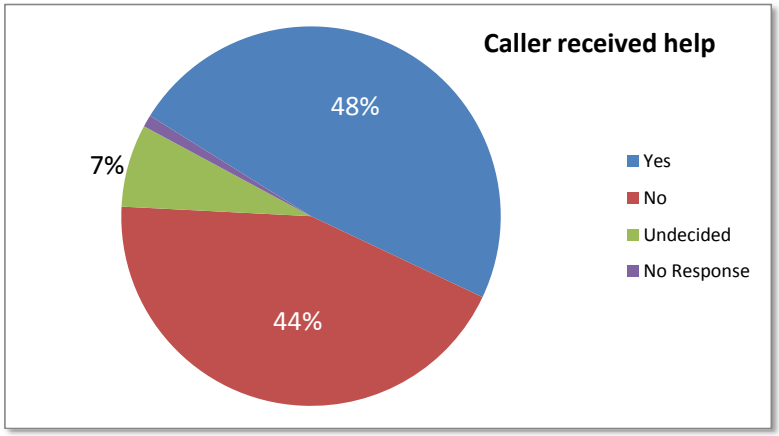
Total of 1954 Respondents (almost 5% of all calls)

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



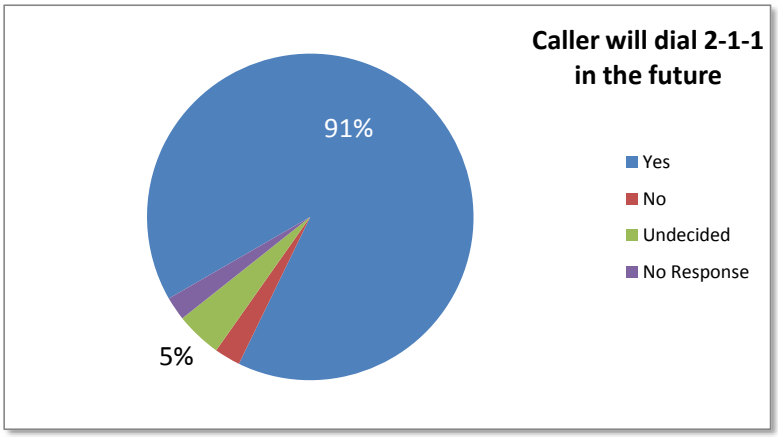
Did you contact the referral agency (ies)?	
Yes	92%
No	6%
Undecided	1%
No Response	1%

If yes, did you get the help you needed?	
Yes	48%
No	44%
Undecided	7%
No Response	1%



Was the information useful?	
Yes	84%
No	7%
Undecided	7%
No Response	2%

Will you call 2-1-1 in the future?	
Yes	91%
No	3%
Undecided	5%
No Response	2%



Are you a registered voter?	
Yes	60%
No	31%
Undecided	5%
No Response	4%

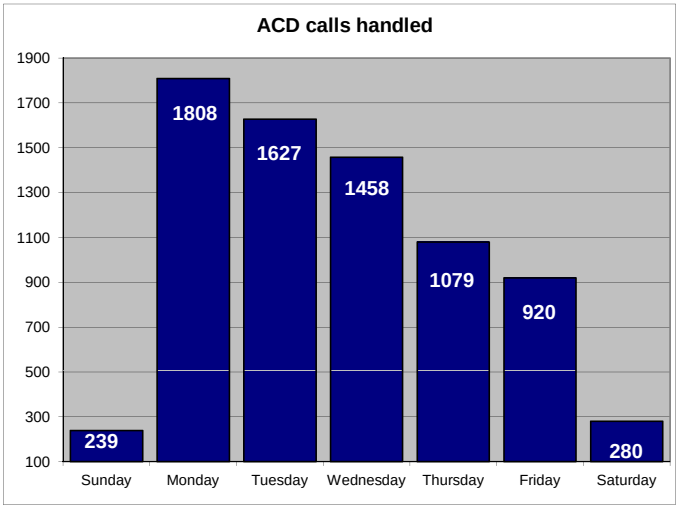
2-1-1 San Bernardino County Monthly Report

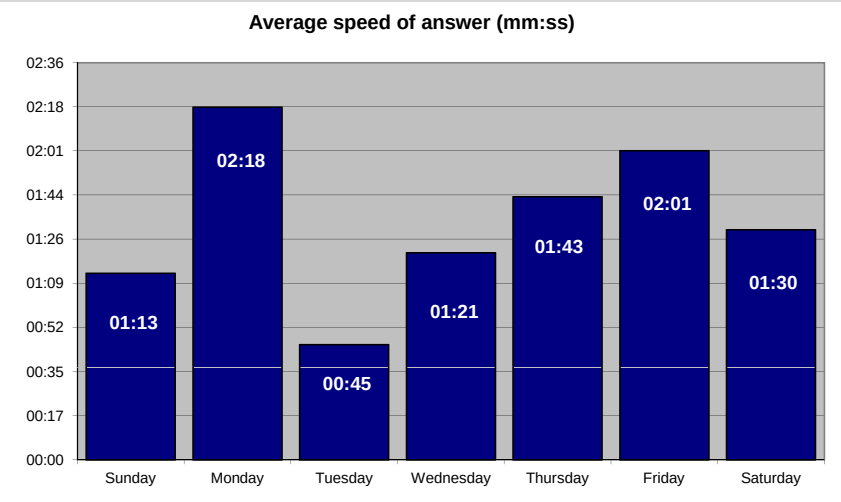
Calls Handled Statistics (from phone system data)

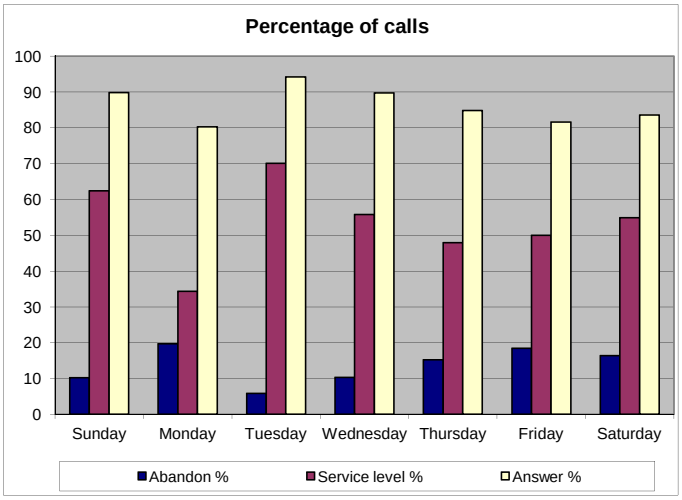
Report: ***Queue Group Performance by Day of Week***
Site: *Inland Empire United Way 2-1-1*
Device: 005 - All SB QG's

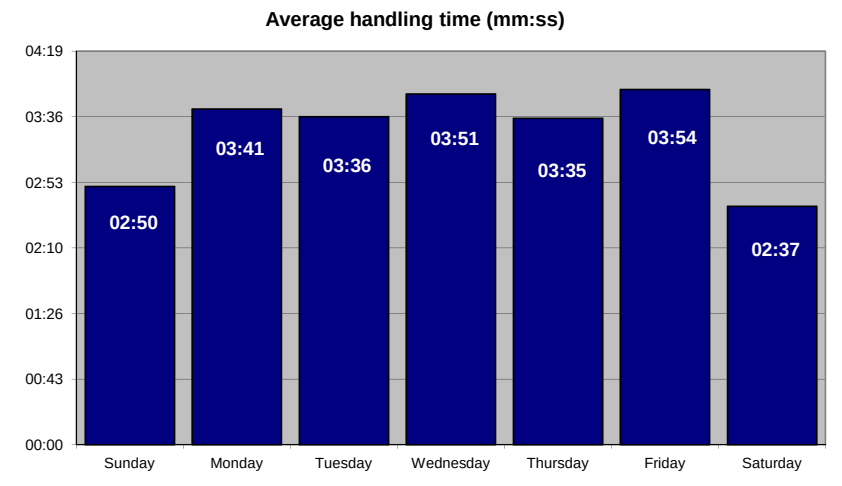
Date range: 8/1/2011 - 8/31/2011 12:00 AM - 12:00 AM
Created on: Sep-11
Created by: gmadden

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	266	239	11	27	0	0	0	239	0	0	0	0:01:13	0:03:04	0:00:00	11:18:33	0:02:50	10.2	62.4	89.8
Monday	2252	1808	78	444	0	16	0	1805	3	0	0	0:02:18	0:03:16	0:00:00	111:07:14	0:03:41	19.7	34.3	80.3
Tuesday	1728	1627	36	101	0	17	0	1619	8	0	0	0:00:45	0:02:38	0:00:00	97:57:23	0:03:36	5.8	70.1	94.2
Wednesday	1626	1458	51	168	0	29	0	1452	6	0	0	0:01:21	0:02:54	0:00:00	93:38:51	0:03:51	10.3	55.8	89.7
Thursday	1273	1079	35	194	0	17	0	1074	5	0	0	0:01:43	0:03:31	0:00:00	64:40:44	0:03:35	15.2	47.9	84.8
Friday	1127	920	33	207	0	18	0	917	3	0	0	0:02:01	0:04:13	0:00:00	59:50:39	0:03:54	18.4	50.0	81.6
Saturday	335	280	12	55	0	9	0	277	3	0	0	0:01:30	0:03:16	0:00:00	12:15:56	0:02:37	16.4	54.9	83.6
Total	**8607**	**7411**	**256**	**1196**	**0**	**106**	**0**	**7383**	**28**	**0**	**0**	**0:01:36**	**0:03:22**	**0:00:00**	**450:49**	**0:03:39**	**13.9**	**51.3**	**86.1**









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

City/Town Needs from August 2011	Total
Adelanto	**223**
Utilities	53
Supportive Services	31
Food/Meals	25
Rent Payment Assistance	24
Clothing/Personal/Household Needs	23
Outpatient Health Facilities	9
Shelter	7
Transportation	7
Housing	6
Information Services	6
Specialized Treatments	4
Counseling	4
Family Based Services/Mentoring	3
Legal Services/Assistance	3
Motel Vouchers	2
Substance Abuse Services	2
Income Maintanance	2
Health Supportive Services	2
Nutrition Related Public Assistance Programs	1
Mental Health Care Facilities	1
Formal Education	1
Early Education	1
Death Certification/Burial Arrangements	1
Outpatient Mental Health Care	1
Consumer Assistance/Protection	1
Emergency Medical Care	1
Employment	1
Organizational Development and Management Services	1
Alta Loma	17
Rent Payment Assistance	6
Food/Meals	2
Clothing/Personal/Household Needs	1
Consumer Assistance/Protection	1
Protective Services	1
Shelter	1
Employment	1
Substance Abuse Services	1
Supportive Services	1
Information Services	1
Outpatient Health Facilities	1
Apple Valley	280
Utilities	47
Food/Meals	37
Rent Payment Assistance	29
Supportive Services	21
Clothing/Personal/Household Needs	13
Transportation	13
Outpatient Health Facilities	12
Legal Services/Assistance	12
Information Services	12
Housing	11
Counseling	11
Shelter	10
Specialized Treatments	5
Income Maintanance	5
Substance Abuse Services	4

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

City/Town Needs from August 2011	Total
Mental Health Care Facilities	4
Disability Issues/Services	3
Consumer Assistance/Protection	3
Animal Services	3
Community Groups/Services	2
Protective Services	2
Special Education	2
Formal Education	2
Employment	2
Parenting Education	2
Outpatient Mental Health Care	2
Support Groups	1
Public Health Information	1
Crime Victim Support	1
Courts/Correctional System	1
Motel Vouchers	1
Health Screening/Diagnostic Services	1
Crime Reporting/Prevention	1
Social Insurance Programs	1
Day Care	1
Donations	1
Family Based Services/Mentoring	1
Barstow	112
Utilities	18
Food/Meals	17
Supportive Services	12
Clothing/Personal/Household Needs	8
Outpatient Health Facilities	8
Rent Payment Assistance	7
Transportation	7
Shelter	6
Housing	4
Substance Abuse Services	3
Motel Vouchers	3
Psychiatric/Mental Health Support Services	2
Health Supportive Services	2
Disability Issues/Services	2
Information Services	2
Early Education	1
Mortgage Payment Assistance	1
Tutoring/Homework Assistance	1
Employment	1
Community Groups/Services	1
Environmental Protection/Improvement	1
Labor Standards/Practices	1
Consumer Regulations	1
Legal Services/Assistance	1
Health Screening/Diagnostic Services	1
Counseling	1
Big Bear City	32
Supportive Services	4
Information Services	4
Rent Payment Assistance	3
Utilities	3
Housing	3
Health Supportive Services	2
Outpatient Health Facilities	2

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

City/Town Needs from August 2011	Total
Parenting Education	2
Counseling	2
Consumer Assistance/Protection	2
Food/Meals	2
Transportation	1
Health Screening/Diagnostic Services	1
Legal Services/Assistance	1
Big Bear Lake	10
Rent Payment Assistance	3
Shelter	1
Transportation	1
Formal Education	1
Supportive Services	1
Nutrition Related Public Assistance Programs	1
Food/Meals	1
Outpatient Health Facilities	1
Big River	2
Utilities	1
Rent Payment Assistance	1
Bloomington	74
Shelter	10
Supportive Services	8
Utilities	7
Food/Meals	6
Clothing/Personal/Household Needs	5
Outpatient Health Facilities	4
Counseling	4
Information Services	4
Early Education	3
Housing	3
Day Care	2
Rent Payment Assistance	2
Parenting Education	2
Family Based Services/Mentoring	2
Health Supportive Services	2
Legal Services/Assistance	2
Health Screening/Diagnostic Services	1
Courts/Correctional System	1
Law Enforcement	1
Specialized Treatments	1
Tutoring/Homework Assistance	1
Medical Public Assistance Programs	1
Animal Services	1
Income Maintanance	1
Blue Jay	2
Rent Payment Assistance	2
Chino	105
Rent Payment Assistance	15
Food/Meals	12
Utilities	10
Supportive Services	9
Clothing/Personal/Household Needs	7
Housing	6
Shelter	5
Day Care	4
Information Services	4
Legal Services/Assistance	4

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

City/Town Needs from August 2011	Total
Health Supportive Services	3
Specialized Treatments	3
Counseling	3
Outpatient Health Facilities	3
Parenting Education	2
Community Groups/Services	2
Crime Victim Support	1
Motel Vouchers	1
Transportation	1
Nutrition Related Public Assistance Programs	1
Immigration/Naturalization Legal Services	1
Courts/Correctional System	1
Volunteer Opportunities	1
Mental Health Care Facilities	1
Tutoring/Homework Assistance	1
Household Related Public Assistance Programs	1
Family Based Services/Mentoring	1
Public Safety/Emergency Services	1
Medical Public Assistance Programs	1
Chino Hills	39
Supportive Services	8
Utilities	7
Rent Payment Assistance	5
Outpatient Health Facilities	2
Outpatient Mental Health Care	2
Housing	2
Transportation	2
Counseling	2
Health Supportive Services	1
Specialized Treatments	1
Shelter	1
Information Services	1
Food/Meals	1
Legal Services/Assistance	1
Income Maintanance	1
Mental Health Care Facilities	1
Mortgage Payment Assistance	1
Colton	194
Food/Meals	32
Supportive Services	25
Rent Payment Assistance	24
Shelter	22
Utilities	19
Outpatient Health Facilities	11
Housing	9
Clothing/Personal/Household Needs	6
Information Services	6
Substance Abuse Services	5
Transportation	5
Counseling	3
Legal Services/Assistance	3
Day Care	2
Support Groups	2
Income Maintanance	2
Motel Vouchers	2
Health Screening/Diagnostic Services	2
Community Groups/Services	2

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

City/Town Needs from August 2011	Total
Nutrition Related Public Assistance Programs	2
Inpatient Health Facilities	1
Animal Services	1
Volunteer Opportunities	1
Formal Education	1
Early Education	1
Death Certification/Burial Arrangements	1
Employment	1
Social Insurance Programs	1
Crime Reporting/Prevention	1
Mortgage Payment Assistance	1
Crestline	26
Rent Payment Assistance	4
Utilities	4
Supportive Services	4
Food/Meals	2
Legal Services/Assistance	2
Housing	2
Household Related Public Assistance Programs	1
Clothing/Personal/Household Needs	1
Substance Abuse Services	1
Community Groups/Services	1
Transportation	1
Outpatient Health Facilities	1
Animal Services	1
Disability Issues/Services	1
Daggett	3
Housing	1
Utilities	1
Legal Services/Assistance	1
Devore	1
Legal Services/Assistance	1
Fontana	511
Food/Meals	65
Supportive Services	56
Rent Payment Assistance	50
Utilities	45
Housing	39
Shelter	36
Clothing/Personal/Household Needs	27
Outpatient Health Facilities	25
Information Services	23
Counseling	16
Transportation	14
Legal Services/Assistance	14
Motel Vouchers	11
Day Care	11
Employment	8
Specialized Treatments	7
Consumer Assistance/Protection	6
Health Supportive Services	5
Psychiatric/Mental Health Support Services	5
Formal Education	4
Family Based Services/Mentoring	4
Substance Abuse Services	4
Income Maintanance	3
Animal Services	2

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

City/Town Needs from August 2011	Total
Nutrition Related Public Assistance Programs	2
Courts/Correctional System	2
Law Enforcement	2
Environmental Protection/Improvement	2
Adoption/Foster Services	2
Health Screening/Diagnostic Services	2
Emergency Medical Care	2
Mental Health Care Facilities	2
Mortgage Payment Assistance	2
Parenting Education	2
Immigration/Naturalization Legal Services	1
Early Education	1
Tutoring/Homework Assistance	1
Social Development and Enrichment	1
Suicide Calls/Lethality Assessment	1
Social Insurance Programs	1
Public Health Information	1
Special Education	1
Disability Issues/Services	1
Medical Public Assistance Programs	1
Protective Services	1
Forest Falls	1
Rent Payment Assistance	1
Grand Terrace	9
Counseling	2
Public Safety/Emergency Services	1
Consumer Assistance/Protection	1
Shelter	1
Transportation	1
Utilities	1
Clothing/Personal/Household Needs	1
Day Care	1
Helendale	5
Food/Meals	2
Supportive Services	2
Utilities	1
Hesperia	311
Utilities	64
Supportive Services	38
Food/Meals	32
Rent Payment Assistance	20
Shelter	16
Outpatient Health Facilities	15
Housing	12
Legal Services/Assistance	11
Information Services	11
Clothing/Personal/Household Needs	10
Transportation	9
Counseling	8
Motel Vouchers	7
Substance Abuse Services	6
Specialized Treatments	4
Health Supportive Services	4
Consumer Assistance/Protection	4
Income Maintanance	4
Courts/Correctional System	3
Community Groups/Services	2

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

City/Town Needs from August 2011	Total
Family Based Services/Mentoring	2
Disability Issues/Services	2
Early Education	2
Death Certification/Burial Arrangements	2
Law Enforcement	2
Outpatient Mental Health Care	2
Mortgage Payment Assistance	2
Public Safety/Emergency Services	2
Animal Services	2
Special Education	1
Parenting Education	1
Crime Victim Support	1
Immigration/Naturalization Legal Services	1
Social Insurance Programs	1
Donations	1
Nutrition Related Public Assistance Programs	1
Safety Equipment	1
Day Care	1
Health Screening/Diagnostic Services	1
Public Health Information	1
Social Development and Enrichment	1
Inpatient Health Facilities	1
Highland	143
Rent Payment Assistance	27
Utilities	15
Supportive Services	15
Food/Meals	15
Shelter	14
Clothing/Personal/Household Needs	10
Housing	8
Information Services	5
Counseling	4
Consumer Assistance/Protection	3
Outpatient Health Facilities	3
Transportation	2
Community Groups/Services	2
Mental Health Care Facilities	2
Employment	2
Legal Services/Assistance	2
Social Insurance Programs	1
Law Enforcement	1
Specialized Treatments	1
Nutrition Related Public Assistance Programs	1
Immigration/Naturalization Legal Services	1
Income Maintanance	1
Special Education	1
Public Health Information	1
Substance Abuse Services	1
Health Supportive Services	1
Animal Services	1
Safety Equipment	1
Motel Vouchers	1
Labor Standards/Practices	1
Hinkley	5
Outpatient Health Facilities	2
Supportive Services	2
Utilities	1

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

City/Town Needs from August 2011	Total
Joshua Tree	30
Supportive Services	6
Outpatient Health Facilities	5
Utilities	4
Rent Payment Assistance	2
Food/Meals	2
Housing	2
Transportation	1
Specialized Treatments	1
Social Development and Enrichment	1
Consumer Assistance/Protection	1
Health Supportive Services	1
Donations	1
Crime Reporting/Prevention	1
Courts/Correctional System	1
Mental Health Care Facilities	1
Lake Arrowhead	2
Shelter	1
Outpatient Health Facilities	1
Loma Linda	50
Rent Payment Assistance	8
Shelter	6
Supportive Services	5
Food/Meals	5
Outpatient Health Facilities	5
Transportation	4
Clothing/Personal/Household Needs	3
Housing	2
Legal Services/Assistance	2
Information Services	2
Health Supportive Services	1
Public Health Information	1
Utilities	1
Day Care	1
Outpatient Mental Health Care	1
Motel Vouchers	1
Psychiatric/Mental Health Support Services	1
Nutrition Related Public Assistance Programs	1
Lucerne Valley	20
Utilities	3
Supportive Services	2
Rent Payment Assistance	2
Information Services	2
Clothing/Personal/Household Needs	2
Transportation	1
Specialized Treatments	1
Day Care	1
Consumer Assistance/Protection	1
Death Certification/Burial Arrangements	1
Housing	1
Food/Meals	1
Counseling	1
Health Supportive Services	1
Lytle Creek	4
Transportation	1
Outpatient Health Facilities	1
Disability Issues/Services	1

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

City/Town Needs from August 2011	Total
Food/Meals	1
Mentone	17
Food/Meals	4
Utilities	3
Rent Payment Assistance	2
Clothing/Personal/Household Needs	2
Housing	1
Counseling	1
Supportive Services	1
Law Enforcement	1
Medical Public Assistance Programs	1
Information Services	1
Montclair	58
Supportive Services	8
Food/Meals	6
Outpatient Health Facilities	5
Shelter	4
Housing	4
Counseling	4
Specialized Treatments	3
Rent Payment Assistance	3
Substance Abuse Services	3
Clothing/Personal/Household Needs	3
Early Education	2
Legal Services/Assistance	2
Consumer Assistance/Protection	1
Information Services	1
Tutoring/Homework Assistance	1
Nutrition Related Public Assistance Programs	1
Volunteer Opportunities	1
Community Groups/Services	1
Transportation	1
Day Care	1
Motel Vouchers	1
Income Maintanance	1
Mental Health Care Facilities	1
Morongo	4
Supportive Services	1
Rent Payment Assistance	1
Employment	1
Legal Services/Assistance	1
Newberry Springs	1
Rent Payment Assistance	1
Ontario	507
Rent Payment Assistance	69
Supportive Services	58
Food/Meals	48
Utilities	42
Shelter	41
Housing	40
Outpatient Health Facilities	30
Clothing/Personal/Household Needs	29
Motel Vouchers	24
Information Services	18
Counseling	12
Transportation	12
Legal Services/Assistance	11

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

City/Town Needs from August 2011	Total
Substance Abuse Services	8
Employment	6
Consumer Assistance/Protection	6
Health Supportive Services	5
Day Care	4
Specialized Treatments	4
Mental Health Care Facilities	4
Health Screening/Diagnostic Services	3
Psychiatric/Mental Health Support Services	3
Outpatient Mental Health Care	3
Nutrition Related Public Assistance Programs	3
Family Based Services/Mentoring	2
Community Groups/Services	2
Tutoring/Homework Assistance	2
Parenting Education	2
Protective Services	2
Early Education	2
Mortgage Payment Assistance	1
Volunteer Opportunities	1
Rehabilitation/Habilitative Services	1
Law Enforcement	1
Environmental Protection/Improvement	1
Emergency Medical Care	1
Immigration/Naturalization Legal Services	1
Social Development and Enrichment	1
Special Education	1
Credit Counseling	1
Crime Victim Support	1
Medical Public Assistance Programs	1
Oro Grande	4
Food/Meals	2
Transportation	1
Supportive Services	1
Outside County	236
Information Services	120
Housing	19
Legal Services/Assistance	10
Shelter	10
Rent Payment Assistance	7
Health Supportive Services	7
Food/Meals	6
Utilities	6
Courts/Correctional System	5
Specialized Treatments	4
Counseling	4
Substance Abuse Services	4
Protective Services	3
Nutrition Related Public Assistance Programs	3
Transportation	3
Family Based Services/Mentoring	2
Employment	2
Outpatient Health Facilities	2
Day Care	2
Disability Issues/Services	2
Early Education	2
Income Maintanance	2
Support Groups	1

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

City/Town Needs from August 2011	Total
Death Certification/Burial Arrangements	1
Clothing/Personal/Household Needs	1
Supportive Services	1
Community Groups/Services	1
Tutoring/Homework Assistance	1
Organizational Development and Management Services	1
Medical Public Assistance Programs	1
Mental Health Care Facilities	1
Animal Services	1
Inpatient Health Facilities	1
Outside Of Californa	7
Information Services	2
Outpatient Mental Health Care	1
Outpatient Health Facilities	1
Shelter	1
Consumer Assistance/Protection	1
Nutrition Related Public Assistance Programs	1
Phelan	23
Utilities	4
Supportive Services	3
Transportation	3
Food/Meals	3
Rent Payment Assistance	3
Outpatient Health Facilities	2
Housing	1
Courts/Correctional System	1
Animal Services	1
Shelter	1
Clothing/Personal/Household Needs	1
Pinon Hills	8
Outpatient Health Facilities	2
Rent Payment Assistance	1
Clothing/Personal/Household Needs	1
Counseling	1
Utilities	1
Health Screening/Diagnostic Services	1
Mental Health Care Facilities	1
Pomona (CIty)	39
Information Services	14
Shelter	6
Housing	4
Courts/Correctional System	2
Outpatient Health Facilities	2
Specialized Treatments	2
Counseling	2
Rent Payment Assistance	1
Social Insurance Programs	1
Food/Meals	1
Organizational Development and Management Services	1
Formal Education	1
Family Based Services/Mentoring	1
Motel Vouchers	1
Rancho Cucamonga	336
Utilities	45
Rent Payment Assistance	41
Supportive Services	40
Food/Meals	29

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

City/Town Needs from August 2011	Total
Shelter	17
Housing	16
Information Services	15
Clothing/Personal/Household Needs	13
Counseling	12
Legal Services/Assistance	11
Motel Vouchers	8
Day Care	8
Substance Abuse Services	7
Transportation	7
Outpatient Health Facilities	7
Specialized Treatments	6
Nutrition Related Public Assistance Programs	6
Tutoring/Homework Assistance	5
Health Screening/Diagnostic Services	4
Health Supportive Services	4
Mental Health Care Facilities	4
Psychiatric/Mental Health Support Services	3
Outpatient Mental Health Care	3
Safety Equipment	2
Early Education	2
Income Maintanance	2
Community Groups/Services	2
Formal Education	2
Medical Public Assistance Programs	2
Immigration/Naturalization Legal Services	1
Protective Services	1
Death Certification/Burial Arrangements	1
Bad Weather Shelters	1
Crime Victim Support	1
Emergency Medical Care	1
Consumer Assistance/Protection	1
Mortgage Payment Assistance	1
Parenting Education	1
Social Development and Enrichment	1
Volunteer Opportunities	1
Special Education	1
Family Based Services/Mentoring	1
Redlands	162
Supportive Services	18
Rent Payment Assistance	18
Housing	18
Shelter	17
Utilities	13
Outpatient Health Facilities	10
Information Services	8
Food/Meals	7
Motel Vouchers	6
Clothing/Personal/Household Needs	6
Specialized Treatments	3
Counseling	3
Substance Abuse Services	3
Nutrition Related Public Assistance Programs	3
Transportation	3
Employment	2
Family Based Services/Mentoring	2
Day Care	2

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

City/Town Needs from August 2011	Total
Social Development and Enrichment	2
Community Groups/Services	2
Consumer Assistance/Protection	2
Inpatient Health Facilities	2
Law Enforcement	1
Health Screening/Diagnostic Services	1
Mental Health Care Facilities	1
Courts/Correctional System	1
Consumer Regulations	1
Psychiatric/Mental Health Support Services	1
Legal Services/Assistance	1
Public Safety/Emergency Services	1
Mortgage Payment Assistance	1
Income Maintanance	1
Health Supportive Services	1
Crime Victim Support	1
Rialto	276
Supportive Services	40
Utilities	39
Rent Payment Assistance	38
Food/Meals	32
Housing	24
Shelter	20
Clothing/Personal/Household Needs	10
Motel Vouchers	8
Outpatient Health Facilities	7
Information Services	7
Counseling	5
Early Education	4
Legal Services/Assistance	4
Specialized Treatments	4
Mental Health Care Facilities	3
Support Groups	3
Transportation	3
Outpatient Mental Health Care	2
Family Based Services/Mentoring	2
Community Groups/Services	2
Consumer Assistance/Protection	2
Day Care	2
Inpatient Health Facilities	2
Immigration/Naturalization Legal Services	1
Crime Victim Support	1
Environmental Protection/Improvement	1
Health Supportive Services	1
Social Development and Enrichment	1
Employment	1
Substance Abuse Services	1
Parenting Education	1
Formal Education	1
Crime Reporting/Prevention	1
Death Certification/Burial Arrangements	1
Law Enforcement	1
Income Maintanance	1
Running Springs	13
Rent Payment Assistance	3
Clothing/Personal/Household Needs	2
Outpatient Health Facilities	2

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

City/Town Needs from August 2011	Total
Information Services	1
Consumer Assistance/Protection	1
Donations	1
Utilities	1
Food/Meals	1
Health Screening/Diagnostic Services	1
San Bernardino (City)	1334
Rent Payment Assistance	161
Food/Meals	158
Utilities	154
Shelter	127
Supportive Services	114
Information Services	85
Housing	62
Clothing/Personal/Household Needs	61
Legal Services/Assistance	49
Outpatient Health Facilities	44
Counseling	36
Transportation	35
Motel Vouchers	24
Income Maintanance	20
Employment	19
Substance Abuse Services	19
Specialized Treatments	16
Day Care	13
Courts/Correctional System	13
Health Supportive Services	12
Consumer Assistance/Protection	9
Law Enforcement	8
Death Certification/Burial Arrangements	7
Nutrition Related Public Assistance Programs	7
Formal Education	6
Community Groups/Services	6
Mental Health Care Facilities	6
Outpatient Mental Health Care	5
Protective Services	5
Family Based Services/Mentoring	4
Social Development and Enrichment	4
Crime Victim Support	4
Health Screening/Diagnostic Services	4
Parenting Education	4
Public Health Information	4
Public Safety/Emergency Services	4
Medical Public Assistance Programs	3
Psychiatric/Mental Health Support Services	2
Early Education	2
Environmental Protection/Improvement	2
Household Related Public Assistance Programs	2
Special Education	2
Animal Services	2
Inpatient Health Facilities	2
Organizational Development and Management Services	1
Credit Counseling	1
Support Groups	1
Disaster (Incident)	1
Disability Issues/Services	1
Crime Reporting/Prevention	1

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

City/Town Needs from August 2011	Total
Social Insurance Programs	1
Rehabilitation/Habilitative Services	1
Skyforest	1
Information Services	1
Trona	6
Counseling	2
Transportation	1
Food/Meals	1
Consumer Assistance/Protection	1
Animal Services	1
Twenty-Nine Palms	32
Rent Payment Assistance	8
Supportive Services	3
Food/Meals	3
Legal Services/Assistance	3
Counseling	2
Transportation	2
Utilities	2
Housing	2
Information Services	1
Shelter	1
Specialized Treatments	1
Clothing/Personal/Household Needs	1
Income Maintanance	1
Protective Services	1
Outpatient Health Facilities	1
Unincorporated Areas	6
Rent Payment Assistance	1
Transportation	1
Supportive Services	1
Housing	1
Food/Meals	1
Medical Public Assistance Programs	1
Unknown/Not Applicable	32
Counseling	8
Information Services	6
Shelter	4
Mental Health Care Facilities	4
Substance Abuse Services	1
Family Based Services/Mentoring	1
Outpatient Mental Health Care	1
Health Screening/Diagnostic Services	1
Protective Services	1
Housing	1
Specialized Treatments	1
Community Groups/Services	1
Early Education	1
Law Enforcement	1
Upland	200
Rent Payment Assistance	33
Utilities	24
Food/Meals	23
Supportive Services	20
Shelter	16
Housing	16
Outpatient Health Facilities	10
Information Services	8

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

City/Town Needs from August 2011	Total
Legal Services/Assistance	7
Specialized Treatments	5
Clothing/Personal/Household Needs	5
Day Care	3
Counseling	3
Health Supportive Services	3
Community Groups/Services	3
Employment	3
Transportation	2
Motel Vouchers	2
Medical Public Assistance Programs	2
Family Based Services/Mentoring	1
Consumer Assistance/Protection	1
Donations	1
Income Maintanance	1
Social Development and Enrichment	1
Health Screening/Diagnostic Services	1
Substance Abuse Services	1
Outpatient Mental Health Care	1
Early Education	1
Law Enforcement	1
Death Certification/Burial Arrangements	1
Mental Health Care Facilities	1
Victorville	807
Utilities	152
Supportive Services	100
Rent Payment Assistance	88
Food/Meals	67
Clothing/Personal/Household Needs	49
Shelter	40
Outpatient Health Facilities	40
Housing	34
Information Services	29
Counseling	23
Legal Services/Assistance	23
Motel Vouchers	18
Specialized Treatments	13
Transportation	10
Substance Abuse Services	10
Family Based Services/Mentoring	9
Health Supportive Services	9
Mental Health Care Facilities	9
Consumer Assistance/Protection	7
Outpatient Mental Health Care	7
Employment	6
Special Education	5
Income Maintanance	5
Nutrition Related Public Assistance Programs	5
Animal Services	4
Formal Education	4
Social Insurance Programs	4
Early Education	3
Law Enforcement	3
Medical Public Assistance Programs	3
Parenting Education	3
Health Screening/Diagnostic Services	2
Disability Issues/Services	2

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

City/Town Needs from August 2011	Total
Community Groups/Services	2
Volunteer Opportunities	2
Emergency Medical Care	2
Public Safety/Emergency Services	2
Inpatient Health Facilities	2
Tutoring/Homework Assistance	2
Support Groups	1
Mortgage Foreclosure Information	1
Crime Reporting/Prevention	1
Mortgage Payment Assistance	1
Psychiatric/Mental Health Support Services	1
Social Development and Enrichment	1
Organizational Development and Management Services	1
Donations	1
Protective Services	1
Wrightwood	6
Shelter	2
Disaster (Incident)	1
Psychiatric/Mental Health Support Services	1
Family Based Services/Mentoring	1
Outpatient Health Facilities	1
Yermo	4
Utilities	1
Public Safety/Emergency Services	1
Clothing/Personal/Household Needs	1
Housing	1
Yucaipa	111
Utilities	19
Rent Payment Assistance	17
Supportive Services	12
Housing	10
Food/Meals	8
Outpatient Health Facilities	6
Substance Abuse Services	4
Clothing/Personal/Household Needs	4
Information Services	4
Transportation	3
Specialized Treatments	2
Shelter	2
Counseling	2
Consumer Assistance/Protection	2
Medical Public Assistance Programs	2
Health Screening/Diagnostic Services	1
Public Works	1
Family Based Services/Mentoring	1
Income Maintanance	1
Day Care	1
Parenting Education	1
Health Supportive Services	1
Protective Services	1
Motel Vouchers	1
Psychiatric/Mental Health Support Services	1
Community Groups/Services	1
Tutoring/Homework Assistance	1
Mental Health Care Facilities	1
Mortgage Payment Assistance	1
Yucca Valley	84

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

City/Town Needs from August 2011	Total
Utilities	17
Supportive Services	9
Housing	8
Food/Meals	7
Shelter	7
Outpatient Health Facilities	5
Transportation	3
Nutrition Related Public Assistance Programs	3
Rent Payment Assistance	3
Legal Services/Assistance	3
Clothing/Personal/Household Needs	3
Information Services	3
Protective Services	2
Employment	1
Consumer Assistance/Protection	1
Family Based Services/Mentoring	1
Disability Issues/Services	1
Motel Vouchers	1
Specialized Treatments	1
Courts/Correctional System	1
Counseling	1
Health Supportive Services	1
Animal Services	1
Income Maintanance	1
(blank)	361
Information Services	128
Community Groups/Services	28
Rent Payment Assistance	27
Utilities	23
Shelter	20
Housing	12
Nutrition Related Public Assistance Programs	10
Outpatient Health Facilities	9
Food/Meals	9
Transportation	8
Counseling	7
Legal Services/Assistance	7
Law Enforcement	6
Courts/Correctional System	5
Health Supportive Services	5
Income Maintanance	4
Supportive Services	4
Specialized Treatments	4
Volunteer Opportunities	4
Mental Health Care Facilities	3
Motel Vouchers	3
Death Certification/Burial Arrangements	3
Psychiatric/Mental Health Support Services	3
Substance Abuse Services	2
Mortgage Payment Assistance	2
Crime Reporting/Prevention	2
Disability Issues/Services	2
Donations	2
Organizational Development and Management Services	2
Medical Public Assistance Programs	1
Formal Education	1
Social Insurance Programs	1

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

City/Town Needs from August 2011	Total
Employment	1
Health Screening/Diagnostic Services	1
Household Related Public Assistance Programs	1
Social Development and Enrichment	1
Environmental Protection/Improvement	1
Special Education	1
Outpatient Mental Health Care	1
Clothing/Personal/Household Needs	1
Disaster Services	1
Consumer Regulations	1
Family Based Services/Mentoring	1
Consumer Assistance/Protection	1
Animal Services	1
Inpatient Health Facilities	1
Grand Total	6886

211 Referrals: August 2011

Month-Year

Row Labels	Referral Totals
1-800-FREE411	**44**
Directory Assistance	44
2-1-1 Kern County	**3**
2-1-1 Information and Referral	2
(No Program Selected)	1
2-1-1 Los Angeles County	**191**
2-1-1 Information and Referral	191
2-1-1 National	**19**
2-1-1 Search	18
(No Program Selected)	1
2-1-1 Orange County	**27**
2-1-1 Information and Referral	27
2-1-1 San Bernardino County	**8**
2-1-1 San Bernardino County-2-1-1 Information and Referral	8
2-1-1 San Diego County	**9**
2-1-1 Information and Referral	8
(No Program Selected)	1
2-1-1 Stanislaus County	**1**
2-1-1 Information and Referral	1
A is 4 Adoption	**1**
A is 4 Adoption	1
A Watershed Addition Treatment Center, Inc.	**4**
National Crisis Help Line for Substance Abuse	4
Abundant Living Family Church	**85**
Outreach Center	68
Counseling Services	8
Angel Food Outreach	8
(No Program Selected)	1
ACT Family Counseling Services	**5**
Parenting Bridge Program	5
Adelanto Senior Center	**1**
Senior Luncheon	1
Adventist Community Team Services	**5**
Emergency Food Assistance	3
Meals on Wheels	1
ACTS Transit	1
Aegis Medical Systems, Inc.	**11**
Methadone Replacement Therapy	10
(No Program Selected)	1
Alcoholics Anonymous	**8**
Alcoholics Anonymous	8
Alliance Human Services Foster Family	**1**
Foster Parent Recruiting and Training Services	1
Alternate Avenues Womens Resource Center	**1**
Early Pregnancy Care	1
American Association of Poison Control Centers	**1**
Poison Control	1
American Cancer Society	**3**
Education and Support	3
American Civil Liberties Union Of Southern California	**2**

Referrals from 2-1-1 San Bernardino County

Civil Liberties and Legal Issues	2
American Heart Association	**1**
Public Education and Public Advocacy	1
American Red Cross - High Desert Chapter	**4**
(No Program Selected)	2
Disaster and Emergency Relief	1
Health and Safety Training	1
American Red Cross - Inland Empire Chapter	**5**
(No Program Selected)	3
Health and Safety	2
Anthony Munoz Community Center	**1**
Homework Helpers	1
Apple Valley Fire Protection District	**3**
CPR and First -Aid Classes	2
Friends of Animals During Disasters	1
Apple Valley Unified School District	**1**
(No Program Selected)	1
Arrowhead Regional Medical Center	**52**
Medically Indigent Adult Health Care (MIA)	39
Hospital Services	8
(No Program Selected)	4
Family and Elder Care Center	1
Arrowhead United Way	**1**
Arrowhead United Way	1
Asante Family Agency, Inc.	**23**
Counseling, Training and Visitation Center	23
Asian-American Educational and Cultural Center, Inc.	**3**
Traffic Safety Awareness	3
Assistance League	**1**
Volunteering	1
Assistance League of the Foothill Communities	**11**
Operation School Bell	8
San Antonio Community Hospital Dental Center	3
Associated Clinical Therapists, Inc.	**21**
Counseling Services	19
(No Program Selected)	2
Barstow Senior Citizens Center	**4**
Meals on Wheels	3
Congregate Meals	1
Better Business Bureau	**10**
Complaint Department	10
Bienestar Human Services	**1**
LGBT Outreach	1
Bilingual Family Counseling Service, Inc.	**3**
Preserving Safe and Stable Families	1
Support Group	1
Substance Abuse Treatment	1
Bloomington Branch Library	**2**
Cooling Center	1
Basic Computer Class	1
Bloomington Senior Center	**1**
Senior Center	1
Boys & Girls Club of Fontana	**2**
Core Programs	1
Homework and Tutoring	1

Referrals from 2-1-1 San Bernardino County

Boys & Girls Club of San Bernardino	**2**
(No Program Selected)	1
USDA Food Distribution	1
Boys Republic	**1**
Community-Based Residential Program	1
Boys Town National Hotline	**9**
National Hotline	9
Brain Injury Association of America	**1**
Brain Injury Information and Referral	1
C.A.S.T.L.E	**4**
Parenting Skill Classes	3
Individualized Education Program Training	1
California Advocates for Nursing Home Reform	**1**
Senior Consumer Rights Advocacy Helpline	1
California Coalition for Youth	**1**
Youth Crisis Line	1
California Dental Association Foundation	**1**
Donated Dental Services	1
California Department of Aging	**1**
California Care Network	1
California Department of Fair Employment and Housing	**3**
Fair Employment and Housing	3
California Department of Industrial Relations	**3**
Labor Standards Enforcement	3
California Department of Insurance	**2**
Low Cost Auto Insurance	2
California Department of Motor Vehicles	**7**
DMV Services	6
(No Program Selected)	1
California Department of Social Services	**8**
Welfare Fraud Hotline	5
Child Care Licensing	3
California Department of Transportation	**2**
Caltrans	2
California Highway Patrol	**3**
Freeway Patrol Service	3
California Indian Legal Services	**1**
Legal Services	1
California Public Utilities Commission	**21**
LifeLine Telephone Service	20
Telephone Company Complaints	1
California State University San Bernardino	**6**
Counseling Services	5
First Five Early Intervention	1
California Victim Compensation and Government Claims Board	**2**
Victim Compensation Program	2
California Youth Authority	**1**
Parole Services and Community Corrections	1
California Youth Crisis Line	**3**
Crisis Hotline	3
Call for Life Pregnancy Help Center	**15**
Crisis Pregnancy Center	15
Camp Fire USA - Mt. San Antonio Council	**1**
I Can Do It	1
Canyon Ridge Hospital	**6**

Referrals from 2-1-1 San Bernardino County

Hospital Services	4
Access Center	2
CareConnect USA	**9**
Bankruptcy Advice Helpline	4
Discount Prescription Assistance	4
Debt Counseling Helpline	1
Caring for the Hills	**7**
Food Pantry	5
Emergency Food Boxes	2
Carolyn Owens Community Center	**3**
Counseling Services	1
Batterers Treatment	1
Substance Abuse	1
Carpenters House	**34**
ACTS 29 Food Ministry	34
Carter Branch Library	**1**
Cooling Center	1
Casa Colina Centers for Rehabilitation	**1**
Adult Day Health Care	1
Casa de San Bernardino	**2**
Youth Substance Abuse Outpatient Program	2
Casa Ramona Senior Center	**1**
Senior Center	1
Catholic Charities - Brother Miguel Center	**3**
Counseling Services	3
Catholic Charities of San Bernardino/Riverside	**1396**
Rent/Mortgage Assistance	561
Utility Assistance	405
Food Assistance	173
Clothes/Household Items	93
Transportation Assistance	62
Prescription Service	16
Individual/Family Counseling	15
Advocacy and Referrals	14
Funeral Referral	14
Anger Management Classes	12
Food Voucher	7
Case Management	6
(No Program Selected)	5
Parenting Classes	5
Refugee & Immigration Services	4
Clothing Referrals	3
Housing and Support Services	1
Cedar House Rehabilitation Center	**38**
Detoxification	19
Residential Treatment	13
Outpatient Therapy and Counseling Program	3
Women with Children Program	2
(No Program Selected)	1
Centers for Medicare and Medicaid Services	**2**
(No Program Selected)	1
Home Health Compare	1
Central City Lutheran Mission	**41**
The H Street Clinic	17
Food Giveaway	13

Kinship Family Center	5
Transitional Housing for HIV Affected	3
Soup Kitchen	2
(No Program Selected)	1
Central Detention Center	**1**
Detention Center	1
Childhelp USA	**1**
Merv Griffin Village	1
Chino Branch Library	**1**
Library Services	1
Chino Hills Counseling	**6**
Chino Hills Counseling	6
Chino Neighborhood House	**25**
Emergency Food	11
Clothes Closet	10
Household Item Distribution	4
Chino Valley Independent Fire District	**1**
CPR Instruction	1
Chino Valley Medical Center	**2**
Hospital Services	2
Chino Valley Unified School District	**6**
CARE Program for Homeless and Transitional Students	6
Chino Valley YMCA	**2**
Preschool	2
Christian and Missionary Alliance Church	**13**
USDA Food Distribution	13
Christian Counseling Service of the East Valley	**8**
Counseling Services	7
Parent Child Interaction Therapy	1
Christian Development Center	**11**
Clothing Giveaway Campaign	7
USDA Food Distribution	3
Parenting Classes/Support Groups	1
Church of the Nazarene	**79**
Food Pantry	48
Clothes Closet	31
City of Barstow Fire Protection District	**1**
Fire and Rescue	1
City of Chino	**2**
Chino Human Services Programs	2
City of Colton	**5**
Sierra Vista State Pre-School Program	2
Holiday Donations	1
City Hall	1
Early Childhood Education	1
City of Fontana	**5**
City Hall	3
Jessie Turner Health & Fitness Community Center	1
Cooling Center	1
City of Hesperia	**4**
Community Services	2
City Hall	2
City of Highland	**1**
City Hall	1
City of Hope Medical Center	**1**

Referrals from 2-1-1 San Bernardino County

Hospital Services	1
City of Loma Linda	**3**
City Hall	3
City of Montclair	**34**
Montclair Medical Clinic	27
USDA Food Distribution	4
Health Service Alliance	3
City of Ontario	**3**
City Hall	2
City Maintenance Services	1
City of Rancho Cucamonga	**3**
City Hall	2
Community Services	1
City of Redlands	**2**
City Hall	2
City of Rialto	**5**
City Hall	4
Christmas Winterland Wonderland	1
City of San Bernardino	**11**
City Hall	9
Senior Companion Program	1
(No Program Selected)	1
City of Upland	**1**
City Hall	1
City of Victorville	**5**
City Hall	3
Mortgage Assistance Program	2
City of Victorville Fire Department	**1**
Fire and Rescue	1
City of Yucaipa	**3**
City Hall	2
(No Program Selected)	1
Clear View Treatment Center	**4**
Substance Abuse Recovery	4
Community Action Partnership of San Bernardino County	**970**
Energy, Education and Environmental Services Department	468
Family Development	455
Food Bank	36
(No Program Selected)	7
Home Weatherization Services	4
Community Assistance Program	**1**
Community Assistance Program	1
Community Health Action Network	**41**
Parent Resource Center	41
Community Health Systems, Inc.	**91**
Dental Clinic	34
Optometry Services	28
Medical Clinic	28
(No Program Selected)	1
Community Hospital of San Bernardino	**98**
Family Resources	77
Behavioral Health Services	12
Hospital	6
Child Passenger Safety Seats	3
Community Senior Services CSS	**1**

Referrals from 2-1-1 San Bernardino County

Senior Helpline	1
Consumer Watchdog	**1**
Patient Rights Assistance	1
Contra Costa Crisis Center	**1**
Crisis Lines	1
Corona/Norco Rescue Mission	**35**
Transitional Living Program	17
Overnight Emergency Shelter	16
(No Program Selected)	2
CRC Health Corporation	**1**
Outpatient Substance Abuse Treatment	1
Crestline Branch Library	**1**
Adult Literacy Program	1
Crosslight Family Ministries / Fortress Christian Center	**16**
Outreach	16
De Anza Community and Teen Center	**2**
ESL Classes	1
Computer Lab	1
Delmann Heights Community Center	**11**
Salvaged Bread Program	8
USDA Food Distribution	2
Head Start	1
Dental Health for Life	**3**
Mobile Dental Hygiene Service	3
Denti-Cal Referral Line	**1**
Hotline	1
Department of Rehabilitation Inland Empire District	**1**
Vocational Rehabilitation	1
Depression and Bipolar Support Alliance	**1**
Information, Referrals and Advocacy	1
Desert Communities United Way	**42**
School Supplies	41
(No Program Selected)	1
Desert Manna Ministries	**70**
Emergency Shelter	29
Electric Assistance Fund (EAF)	19
Food Program	10
Transportation Assistance	4
USDA Food Distribution	2
(No Program Selected)	2
Home Energy Assistance Program (HEAP)	2
Cold Weather Shelter	1
Soup Kitchen	1
Desert Sanctuary, Inc.	**42**
Catholic Charities Grants Case Management	20
Haley House Domestic Violence Shelter	13
Cedar Chest Thrift Shop	5
(No Program Selected)	2
Bright Beginnings Child Care	1
Domestic Violence Outreach/Community Resource Center	1
Desert Valley Hospital	**1**
Hospital Services	1
Disability Rights Legal Center	**1**
Disability Rights	1
Don Day Community Center	**2**

Tiny Tots	1
Cooling Center	1
Dorothy A. Quesada Community Center	**5**
Computer Lab	2
ESL Classes	2
Homework Helpers	1
Dorothy Inghram Branch Library	**1**
Library Services	1
DOVES of Big Bear Valley, Inc.	**1**
(No Program Selected)	1
Drug Alternative Program	**1**
DAP	1
East Valley Community Health Center, Inc.	**15**
General Medical Services	15
Echos Of Faith World Outreach Ministries	**12**
Operation Fresh Start	12
El Sol Neighborhood Educational Center	**2**
Promotores de Salud (Community Health Workers)	1
Community Outreach	1
Employment Development Department	**8**
Unemployment Insurance	5
State Disability Insurance	2
Bonding	1
Equal Employment Opportunity Commission	**1**
Employment Discrimination Assistance	1
Fairplex Child Development Center	**7**
Child Development Center	7
Faith Lutheran Church	**7**
Community Food Pantry	7
Faiths Hope Foundation	**4**
Necessity Assistance	4
Families and Friends of Murder Victims	**1**
Support Group	1
Family Service Agency of San Bernardino	**49**
Individual, Family and Group Therapy	28
Utility Assistance Fund (EAF & GAF)	7
Domestic Violence Program	7
Crestline Food and Clothing Bank	5
USDA Food Distribution	1
Outpatient Mental Health Treatment	1
Family Service Association of Redlands	**77**
Rental Assistance	31
Family Support	17
Cold Weather Vouchers	10
Housing Advocacy and Family Stabilization	10
Disaster Recovery Services	5
(No Program Selected)	4
Federal Citizen Information Center	**1**
Citizen Information Center	1
Federal Trade Commission	**1**
Stop Unwanted Calls	1
Fifth Street Senior Center	**1**
Senior Nutrition Lunch Program	1
First Chance/Y-CHOW, Inc.	**5**
Sober Living	5

Referrals from 2-1-1 San Bernardino County

First Presbyterian Church	**4**
USDA Food Distribution	4
First Steps Child Development Center, Inc.	**3**
Affordable Child Care	3
Fontana Lewis Library & Technology Center	**2**
Library Services	1
Basic Computer Classes	1
Fontana Native American Center, Inc.	**1**
American Indian Cultural and Social Services	1
Fontana Police Department	**3**
Fontana Police	3
Fontana Rehabilitation Workshop, Inc.	**1**
Occupational Skills Training	1
Fontana Unified School District	**4**
(No Program Selected)	2
Public Education	2
Foothill Family Shelter	**74**
Harolds Help Desk	50
Foothill Family Shelter	23
(No Program Selected)	1
Frazee Community Center	**46**
Transitional Housing	40
Hot Meals	3
Medical Treatment	3
George Gibson Senior Center	**6**
USDA Food Distribution	6
Gift Ministries	**3**
Clothes Closet	3
Good Steward Day Care	**9**
Child Care Service	9
Goodwill Southern California	**35**
Career Resource Center	18
Retail Stores and Used Goods	17
Grand Terrace Branch Library	**1**
Cooling Center	1
Greater American Care Centers	**3**
Safety and Wellness Program	3
Greater Cornerstone Church	**3**
USDA Food Distribution	3
Group Home Support Services	**24**
Counseling Services	16
Parenting Classes	5
Substance Abuse Counseling	3
Habitat For Humanity, San Bernardino Area, Inc.	**1**
Habitat For Humanity	1
Hand to Hand Outreach	**19**
Transportation	19
Hands On Inland Empire	**36**
Alternative Sentencing	24
Volunteer Opportunities	11
(No Program Selected)	1
Hannahs House	**3**
Foster Care & Adoptions	3
Healthy Families	**2**
(No Program Selected)	1

Health Care Coverage	1
Hearts & Lives	**5**
Information and Referral	5
Helping Hands Pantry	**103**
Food Distribution	90
(No Program Selected)	7
USDA Food Distribution	6
Hesperia Branch Library	**3**
Basic Computer Classes	2
Cooling Center	1
Hesperia Unified School District	**1**
School Readiness Program and Resource Center	1
Hi-Desert Medical Center	**2**
(No Program Selected)	1
Hospital Services	1
High Desert Child Adolescent and Family Services Center	**32**
Counseling Services	17
Anger Management	9
Parenting Classes	3
Delayed Entry of Judgement	2
Drug Testing	1
High Desert Domestic Violence Program, Inc.	**29**
Domestic Violence Program Services	28
(No Program Selected)	1
High Desert Homeless Services, Inc	**78**
Shelter	73
(No Program Selected)	5
High Desert Pregnancy Clinic	**4**
Family Resource Center	4
High Desert Transitional Living Connection	**83**
Food Pantry	37
School Supplies	18
USDA Food Distribution	11
(No Program Selected)	9
Computer Class	6
Job Search	2
Higher Ground Christian Intervention	**3**
Intervention Program	3
Highland Sam J. Racadio Library and Environmental Learning Center	**3**
Basic Computer Classes	2
Cooling Center	1
Holy Family Catholic Church	**1**
Cooling Center	1
Home of Neighborly Service	**3**
USDA Food Giveaway	2
Cooling Center	1
Hootman Senior Center	**1**
Senior Luncheon	1
House of Hope House of Faith, Inc.	**9**
Residential Treatment Center	6
Sober Living Homes	3
House of Ruth, Inc.	**30**
Emergency Shelter	18
Transitional Living	5
Emergency Hotline	4

Counseling Services	2
(No Program Selected)	1
Housing Authority of the County of San Bernardino	**114**
Family Unification Program	35
Section 8 Program	28
Public Housing	23
Senior Housing	11
Neighborhood Network Centers	9
Mainstream Program	6
(No Program Selected)	2
Howard M. Rowe Branch Library	**1**
Library Services	1
Humane Society of San Bernardino Valley	**4**
Veterinarian Clinic	4
Humanitarian International Services Group	**6**
Eyes for You	6
Hutton Community Center	**8**
USDA Food Distribution	8
IE511	**1**
Ride Sharing	1
Immaculate Conception	**3**
Soup Kitchen	3
Impression Healthcare Services	**7**
Behavioral Health Counseling	7
Inland Agency	**24**
Community Tool Box	20
Challenges of Youth	2
HICAP	1
Desert Sierra Partnership	1
Inland AIDS Project	**1**
HIV Testing	1
Inland Behavioral and Health Services, Inc.	**6**
Westside Counseling Center	3
PC1000 Drug Diversion Program	2
Youth Justice Center	1
Inland Caregivers Resource Center	**3**
Caregivers Information and Referral	1
Caregiver Retreats	1
Respite Care	1
Inland Counties Legal Services, Inc	**70**
Legal Assistance	68
Housing Law Services Center	1
(No Program Selected)	1
Inland Empire Economic Recovery Corporation (IEERC)	**1**
Home Foreclosure Prevention Seminars/Workshops	1
Inland Empire Health Plan	**3**
Healthy Kids	2
(No Program Selected)	1
Inland Empire Latino Lawyers Association	**9**
Legal Assistance and Counseling	9
Inland Empire United Way	**3**
2-1-1 San Bernardino County	1
KidSmart Iniative	1
(No Program Selected)	1
Inland Fair Housing and Mediation Board	**72**

Inland Fair Housing and Mediation	66
Senior Services	4
Education and Outreach	2
Inland Family Community Health Center	**99**
Dental Services	50
Medical Services	42
Immunizations	4
(No Program Selected)	2
Family Pact	1
Inland Hospice Association	**1**
Hospice Care	1
Inland Regional Center	**4**
Inland Regional Center	4
Inland Temporary Homes	**41**
Shelter & Transitional Housing	31
Homeless Prevention and Rapid Re-Housing Program (HPRP)	7
(No Program Selected)	3
Inland Valley Hope Partners	**306**
Rent Payment Assistance	144
Utility Assistance	72
Food Security Program	44
Shelter/Housing Program	33
(No Program Selected)	13
Inland Valley Humane Society and S.P.C.A	**5**
Animal Care & Control	2
Veterinary Care Center	2
(No Program Selected)	1
Inland Valley Justice Center	**2**
Dispute Resolution	2
Inland Valley Recovery Services	**21**
Drug and Alcohol Recovery Services	18
Mental Health Services	2
Domestic violence Intervention	1
Internal Revenue Service	**4**
Internal Revenue Service	3
(No Program Selected)	1
Internet Service Providers	**445**
DSL Extreme	155
Copper.net	110
arcZip	86
Verizon	34
AT&T	13
PeoplePC (Dial-up)	13
NetZero (Dial-up)	10
Earthlink (Dial-up)	7
Turbo USA (Dial-up)	6
SoCal Free Net (Dial-up)	4
Comcast	3
Juno (Dial-up)	2
mFire (Dial-up)	1
Localnet (Dial-up)	1
Job Corps	**3**
Job Training	3
Josephine Knopf Senior Center	**1**
Senior and DisabledTransportation	1

Referrals from 2-1-1 San Bernardino County

Joshua Tree Community Center	**6**
USDA Food Distribution	4
Legal Aid	2
Kaiser Permanente Medical Center	**1**
(No Program Selected)	1
Kids Come First Community Clinic	**13**
Kids Come First	13
Kids Turf Day Care Center	**3**
Day Care	3
La Vista	**8**
La Vista Housing	8
LaSalle Medical Associates	**33**
Health Clinic	28
Well Women Exam	2
Pediatric Medicine	2
Healthy Families Enrollment	1
Legal Aid Society of San Bernardino	**47**
Legal Aid Clinic	45
(No Program Selected)	2
Libreria del Pueblo, Inc.	**6**
Legal Clinic	3
Immigration Services	3
LifeStream	**3**
Blood Donation Program	3
Lifeway Church Ministries	**11**
Food Pantry	9
Summer Lunch Program	1
Clothes Closet	1
Loma Linda Diabetes Support Group	**2**
Winning With Diabetes	2
Loma Linda Marriage & Family Therapy Clinic	**11**
Marriage and Family Therapy	10
(No Program Selected)	1
Loma Linda University Medical Center	**15**
School of Dentistry	13
Mommy and Me Breastfeeding Clinic	2
Loma Linda University Psychology Department	**2**
Psychological Services Clinic	2
Loveland Jubilee Pantry	**40**
Food Pantry	40
Lucerne Valley Domestic Violence Outreach	**8**
Batterers Intervention Program	6
Counseling	2
Luque Community Center	**5**
USDA Food Distribution	5
Lutheran Social Services of Southern California	**5**
(No Program Selected)	2
Food Bank and Bread Program	2
52 Week Parenting / Child Abuser / Anger Management/Batterer's Intervention	1
Lytle Creek Community Center	**1**
Cooling Center	1
Making a Difference Ministry, Inc.	**1**
Family Affair	1
Managed Pharmacy Care	**1**
Freedom of Choice	1

Referrals from 2-1-1 San Bernardino County

Marys Mercy Center, Inc.	**105**
Marys Children Program	42
Veronicas Home of Mercy	24
Marys Table	16
Saint Joseph Clothes Closet	10
St. Martin de Porres Emergency Food Bag Program	9
Showers	3
(No Program Selected)	1
Meals on Wheels - Ontario	**1**
Meals on Wheels	1
Medical Board of California	**2**
Medical Board	2
Mental Health Systems, Inc.	**4**
DUI Program	2
Support Services	1
Substance Abuse Prevention Project	1
Mercy House	**128**
Walk-In Center	96
Assisi House	23
Guadalupe Residence	5
(No Program Selected)	4
Metrolink	**1**
Metrolink Travel Information	1
Mimis House	**42**
Transitional Housing	39
(No Program Selected)	3
Mojave Basin Youth Corps, Inc.	**1**
Mojave Basin YouthBuild	1
Montclair Senior Center	**2**
USDA Food Distribution	1
Handy Helper	1
Morongo Basin Mental Health Services Association	**3**
Residental Drug and Alcohol Treatment	2
General Mental Health	1
Morongo Basin Unity Home, Inc.	**7**
Domestic Violence- Emergency Shelter	6
24-Hour Crisis Line	1
Morongo Valley Community Services District	**1**
USDA Food Distribution	1
Moses House Ministries	**42**
The Boutique	37
Case Management	2
(No Program Selected)	2
Crossings	1
Mountain Community Hospital	**4**
Rural Health Clinic	4
Mountain View Child Care, Inc.	**1**
Kidship-Preschool and Pediatric Day Health	1
Mountain View Community Church	**222**
Gas Assistance Fund	185
Food Pantry	34
Mountain View Preschool	2
Substance Abuse Meetings	1
Narcotics Anonymous	**6**
Narcotics Anonymous Support Group	5

(No Program Selected)	1
National Alliance for Hispanic Health	**1**
National Hispanic Prenatal Helpline	1
National Community Renaissance	**242**
Affordable Housing	242
National Domestic Violence Hotline	**13**
Domestic Violence Hotline	13
National Organization for Women	**2**
NOW	2
National Organization of Social Security Claimants Representatives	**1**
NOSSCR	1
National Runaway Switchboard	**1**
Runaway Switchboard	1
National Suicide Prevention Lifeline	**10**
Suicide Hotline	10
National Veterans Foundation	**1**
Veterans Hotline	1
NeedyMeds	**1**
Prescription Drug Information and Referral	1
Neighborhood Housing Services of the Inland Empire, Inc.	**3**
Foreclosure Prevention	2
(No Program Selected)	1
Neighborhood Partnership Housing Services, Inc.	**2**
(No Program Selected)	1
Foreclosure Counseling	1
New Directions	**3**
Therapeutic Community	3
New Hope Village, Inc.	**1**
New Hope Village	1
New House, Inc.	**2**
Substance Abuse Treatment Program	2
Nicholson Community Center	**1**
Cooling Center	1
Norman F. Feldheym Central Library	**1**
(No Program Selected)	1
Northtown Housing Development Corp.	**8**
Food Assistance	5
Computer Classes	1
School Community Service	1
(No Program Selected)	1
Office of Emergency Services	**2**
TENS (Telephone Emergency Notification System)	1
Flash Reports	1
Office of the Attorney General	**1**
Regulatory Services	1
Oldtimers Foundation	**22**
Home maintenance and Conservation	8
Senior Nutrition	6
Transportation Services	6
Housing	1
(No Program Selected)	1
Olive Branch Counseling Center	**18**
General Counseling	6
Anger Management and Domestic Violence	5
Couple Counseling	3

Parenting Classes	3
(No Program Selected)	1
Olive Crest Foster & Adoption Agency	**2**
Foster & Adoption	2
Omnitrans	**30**
Access Service	18
Omnitrans	8
(No Program Selected)	2
OmniLink Service	2
Ontario Police Department	**1**
Police Department	1
Ontario Senior Center	**2**
Senior Excursions	1
STARS	1
Ontario-Montclair School District	**4**
(No Program Selected)	2
Public Education	2
Operation Provider	**8**
Electric and Gas Assistance Fund (EAF & GAF)	4
Basic Need Assistance	3
(No Program Selected)	1
Operation Safehouse	**4**
Transitional Living Program	2
Operation Safehouse Shelter	2
Option House, Inc.	**31**
Domestic Violence Shelter Services	24
(No Program Selected)	3
Community Education	2
Women Support Groups	2
Our Lady of Hope	**24**
USDA Food Distribution	16
(No Program Selected)	7
Soup Kitchen	1
Our Lady of the Desert	**40**
Food Pantry	37
(No Program Selected)	3
Pacific Clinics	**7**
Child and Family Services	6
F.U.N. Clubhouse	1
Pacific Lifeline	**4**
Transitional Shelter	3
(No Program Selected)	1
PAL Humane Society	**4**
Humane Society	4
Para Los Niños	**97**
Child and Family Wellness Center	90
General Counseling	4
Parenting Classes	2
(No Program Selected)	1
Parents Without Partners	**1**
Parents Without Partners Community Group	1
Partnership for Prescription Assistance	**13**
Prescription Assistance	10
(No Program Selected)	3
Patient Advocate Foundation	**1**

Referrals from 2-1-1 San Bernardino County

Advocacy	1
Patton State Hospital	**3**
Hospital Services	3
Perris Hill Park Senior Center	**2**
Cooling Center	2
Planned Parenthood of Orange and San Bernardino Counties	**6**
Contraceptive Clinics	6
Pomona Valley Hospital Medical Center	**1**
Hospital Services	1
Pomona Valley Workshop	**5**
Thrift Store	3
Adult Development Center	1
Anthesis Autism Services	1
Pregnancy Resource Center	**2**
Pregnancy Resources	2
Priscillas Helping Hands, Inc.	**18**
Clothes Closet	14
Project R.E.A.C.H.	2
Promiseland Educational Child Care Center	1
(No Program Selected)	1
Project Cuidar	**3**
Child Enrichment Groups and Parenting Classes	3
Project Sister Family Services	**2**
Counseling Services	2
Protection and Advocacy	**1**
Disability Rights	1
Provisional Accelerated Learning (PAL) Center	**3**
Comprehensive Child Care	2
WIA Youth Program	1
Public Health Service Bureau	**1**
(No Program Selected)	1
Putting Kids First	**2**
Co-Parenting Course	2
Rader Program	**1**
Eating Disorders	1
Rancho Cucamonga & Fontana Family YMCA	**3**
CPR & First Aid Training	1
Senior Transportation	1
Preschool	1
Rancho Cucamonga Family Resource Center	**8**
Clothes Closet	7
Family Resource Center	1
Rancho Cucamonga Library Services	**2**
Back 2 Basics	2
REACH	**13**
REACH	13
Reach Out Morongo Basin	**3**
Transportation	2
USDA Food Distribution	1
ReachOut	**2**
Drug Diversion (DEJ - PC1000 Classes)	1
(No Program Selected)	1
Redlands Community Hospital	**8**
Family Clinic	6
Hospital Services	2

Referrals from 2-1-1 San Bernardino County

Redlands Community Senior Center	**2**
Senior Transportation	1
Senior Nutrition Lunch Program	1
Redlands Day Nursery	**5**
Child Care	5
Redlands Police Department Recreation Bureau	**2**
Redlands Police Department	2
Restoration House of Refuge, Inc.	**16**
Transitional Housing	13
(No Program Selected)	3
Rialto Police Department	**2**
Rialto Police	2
Rialto Senior Center	**1**
Senior Nutrition Lunch Program	1
Rim Family Services, Inc.	**1**
Counseling Services	1
Rock Church & World Outreach Center	**30**
USDA Food Distribution	27
Literacy and GED Classes	3
Rolling Start, Inc.	**18**
Housing	9
Computer Literacy Classes	3
Special Needs Information and Referral	2
Support Groups / Workshop	2
Deaf Services	1
Independent Living Skills	1
Rose of Sharon Life Center	**22**
The Life Center	21
(No Program Selected)	1
Rudy C. Hernandez Community Center	**2**
USDA Food Distribution	1
Senior Nutrition Lunch Program	1
Running Springs Assembly of God	**3**
Food for Life	3
Rx Help For Californians	**16**
Prescription Assistance	15
(No Program Selected)	1
Samaritan Counseling Center	**4**
Counseling Services	3
BEAMS (Behavior Education and Management Services)	1
Samaritans Helping Hand	**420**
EAF Assistance	225
Food Pantry	45
Water Payment Assistance	37
Motel Voucher	32
Clothing Voucher	31
Emergency Food Assistance	28
Bus Passes	10
Emergency Prescription Assistance	7
(No Program Selected)	5
San Antonio Community Hospital	**3**
Hospital Services	1
Womens Breast and Imaging Center	1
Urgent Care	1
San Bernardino City Unified School District	**17**

Referrals from 2-1-1 San Bernardino County

State Preschool Program	8
USDA Food Distribution	4
(No Program Selected)	2
Family Resource Center	1
Adult School	1
Public Education	1
San Bernardino County Animal Care & Control	**15**
Dead Animal Pick-up	5
(No Program Selected)	4
Animal Services	4
Animal abuse and neglect	2
San Bernardino County Auditor-Controller/Recorder	**15**
Recorder/Clerk	15
San Bernardino County Bar Association	**35**
Attorney Information and Referral Service	33
(No Program Selected)	2
San Bernardino County Department of Aging and Adult Services	**98**
In Home Supportive Services	46
Adult Protective Services	20
Senior Information and Assistance Program	9
Family Caregiver Support Program	9
(No Program Selected)	5
Senior Nutrition Services	4
Multipurpose Senior Services Program	4
Long-Term Care Ombudsman Program	1
San Bernardino County Department of Behavioral Health	**133**
Outpatient Services	50
Community Crisis Response Team	25
Alcohol and Drug Services	22
The Access Unit	12
Transitional Age Youth One Stop Center (TAY)	7
(No Program Selected)	6
Homeless Program	4
AB2034 Homeless Program	3
Behavioral Health Resource Center Central Triage Services (After Hours Walk-In)	3
Jail Mental Health Services	1
San Bernardino County Department of Child Support Services	**12**
Child Support Services	12
San Bernardino County Department of Children and Family Services	**30**
Child Protective Hotline	21
Adoption Assistance Program	4
Foster Care	3
(No Program Selected)	2
San Bernardino County Department of Community Development and Housing	**6**
Senior Home Repair Program	3
Single Family Home Improvement Loan Program	2
(No Program Selected)	1
San Bernardino County Department of Probation	**4**
Probation	4
San Bernardino County Department of Public Health	**129**
Immunizations	54
Women Infants and Children (WIC)	21
Tuberculosis Control Program	10
Vector Control	10
Reproductive Health Centers	10

Referrals from 2-1-1 San Bernardino County

Traffic S.A.F.E. Program	8
AIDS Program	5
Health Promotion and Education	4
Flu Shots	2
Preparedness and Response	1
Childhood Lead Poisoning Prevention	1
California Children Services	1
Mother Infant Support Team	1
(No Program Selected)	1
San Bernardino County Department of Veterans Affairs	**7**
Veterans Homes	3
Mental Health Services	2
Health Care	1
(No Program Selected)	1
San Bernardino County District Attorney	**3**
Victim Services Unit	3
San Bernardino County Land Use Services Department	**12**
Code Enforcement Division	12
San Bernardino County Office Of The Assessor	**1**
Change of Ownership	1
San Bernardino County Preschool Services Department	**18**
Head Start	7
Preschool	6
Support Services	4
(No Program Selected)	1
San Bernardino County Public Authority	**12**
In-Home Supportive Services Registry	12
San Bernardino County Public Defender	**1**
Public Defender	1
San Bernardino County Registrar of Voters	**1**
Voting Information	1
San Bernardino County Sheriffs Department	**21**
Law Enforcement	12
Detention Facilities	4
Juvenile Intervention Program (JIP)	3
Victim Information and Notification Everyday	1
(No Program Selected)	1
San Bernardino County Superintendent of Schools	**34**
KidsNCare Subsidized Child Care	22
KidsNCare Child Care Referral Services	9
KidsNCare Resource and Referral Training Unit	2
Desert Mountain SELPA Childrens Center	1
San Bernardino County Transitional Assistance Department	**276**
CalFresh (Food Stamp Program)	205
Medi-Cal Program	30
The General Relief Program	14
C4Yourself	10
CalWORKs Program	9
Child Care Programs	6
(No Program Selected)	1
Health Care Options	1
San Bernardino County Workforce Development Department	**46**
Job Assistance	44
(No Program Selected)	2
San Bernardino Employment and Training Agency	**1**

Referrals from 2-1-1 San Bernardino County

Youth Employment Development Program	1
San Bernardino Family YMCA	**1**
Afterschool Program	1
San Bernardino Police Department	**11**
Police Department	10
(No Program Selected)	1
San Bernardino Sexual Assault Services, Inc	**2**
Sexual Assault Program	2
Scherer Senior Center	**2**
Senior Luncheon	1
USDA Food Distribution	1
SCHEU Family YMCA of Upland	**1**
Preschool & Afterschool	1
Second Harvest Food Bank	**1**
Agency Food Distribution	1
Senior and Disabled Fund of San Bernardino County	**7**
SAVES	6
Transportation Reimbursement and Escort Program	1
Set Free Christian Fellowship	**33**
Transitional Living Program	26
Food Assistance	4
Food Ministry	2
(No Program Selected)	1
Share, Inc.	**42**
Emergency Assistance	20
Food Assistance	20
Food Program	2
Social Action Community Health System	**38**
Dental Care	20
Primary Health Care	15
(No Program Selected)	2
Mental Health Services	1
Social Security Administration	**21**
Social Security	21
Southern California Edison	**8**
(No Program Selected)	4
California Alternate Rates for Energy	3
Energy Management Assistance Program	1
Southern California Gas Company	**5**
(No Program Selected)	3
CARE	2
Southwest Gas Company	**7**
California Alternate Rates for Energy	4
Low-Income Energy Efficiency Weatherization Program	3
Special Little Angels, Inc.	**4**
Little Angels	4
Springboard	**4**
Consumer Credit Counseling	3
(No Program Selected)	1
St. Bernardine Medical Center	**4**
Hospital Services	2
(No Program Selected)	1
Health Education Classes	1
St. John of God Health Care Services	**28**
Detox Center	12

Residential Substance Abuse Treatment	10
Sober Living Homes	6
St. Johns Community Success Center	**2**
Standing Community Services	2
St. Mary Medical Center	**2**
Hospital Services	2
State Bar of California	**3**
Attorney Information and Referral Service	3
Superior Court of California County of San Bernardino	**41**
Family Court	15
Criminal Court	6
Small Claims Court	5
Traffic Court	5
Civil Court/ Unlawful Detainer	5
(No Program Selected)	2
Probate Court	2
Juvenile Traffic and Minor Offenses	1
Teen Challenge of Southern California	**4**
Residential Substance Abuse Program	3
Mens Residential Substance Abuse Program	1
Telecare High Desert Crisis Walk-In Center	**12**
Crisis Walk-In Center	12
The 29 Palms Community Food Pantry & Outreach Ministries, Inc	**4**
Community Food Pantry	4
The Community Counseling Center	**10**
Counseling Services	10
The Foundation of the American Academy of Ophthalmology	**2**
Glaucoma Eye Care Program	1
Seniors Eye Care Program	1
The Lords Table	**18**
Soup Kitchen	12
USDA Food Giveaway	6
The Sober Living Network	**13**
Internet Information and Referral Service	11
(No Program Selected)	2
The Stephan Center	**1**
The Stephan Center	1
The Unforgettables Foundation	**7**
Burial Assistance	7
The Way Station	**9**
Food Assistance	9
The White House Healing Center, Inc.	**49**
Transitional Housing	46
(No Program Selected)	3
Time For Change Foundation	**58**
Sweet Dreams House	52
(No Program Selected)	6
Town of Apple Valley	**2**
CPR Instruction	2
Travelers Aid of the Inland Empire	**17**
Emergency Services	9
Airport Travelers Assistance Programs	8
Tri-County Dental Society	**12**
Give Kids a Smile	10
Dental Care Information and Referral	2

Referrals from 2-1-1 San Bernardino County

Twentynine Palms Armed Services YMCA MCAGCC	**2**
Thrift Store	2
Twentynine Palms Senior Center	**2**
Nutrition and Transportation	2
U.S. Citizenship and Immigration Services	**7**
Citizenship and Immigration Services	7
U.S. Department of Health and Human Services	**1**
Health Care Options	1
U.S. Department of Housing and Urban Development	**69**
HUD	68
Hope for Homeowners	1
United States Department of Labor	**4**
Labor and Employment Law	3
OSHA	1
United States Post Offices	**2**
(No Program Selected)	1
Postal Services	1
Upland Church of Christ	**11**
Food Pantry	11
Upland Public Library	**2**
Homework Center	1
Computer Skills	1
Valley Fellowship - Seventh Day Adventist Church	**8**
Community Services	8
Valley Star Children and Family Services	**4**
Mental Health Services	4
Victims of Crime Resource Center	**5**
Resource Center	4
(No Program Selected)	1
Victor Elementary School District	**3**
Public Education	2
(No Program Selected)	1
Victor Valley Community Dental Service	**23**
Dental Service Program	23
Victor Valley Community Hospital	**5**
Hospital Services	5
Victor Valley Community Services Council	**2**
(No Program Selected)	1
Volunteer Center	1
Victor Valley Domestic Violence	**27**
Domestic Violence Shelter	10
(No Program Selected)	6
Referral Services for a "A Better Way"	5
Domestic Violence Peer Support Group	4
Temporary Restraining Orders	2
Victor Valley Rescue Mission	**91**
Food Pantry	51
Clothes Closet	28
Soup Kitchen	10
(No Program Selected)	1
Life Recovery Program	1
Victor Valley Transit Authority	**7**
Direct Access	6
(No Program Selected)	1
Victor Valley Union High School District	**2**

Referrals from 2-1-1 San Bernardino County

(No Program Selected)	2
Victorville City Library	**1**
Cooling Center	1
Victorville Senior Citizens Club	**1**
Senior Center	1
Villa de Ninos	**1**
Preschool	1
Volunteer Center of Riverside County	**167**
2-1-1 Riverside County	167
Volunteer Income Tax Assistance (VITA)	**1**
Earned Income Tax Credit (EITC)	1
Volunteers of America Southwest	**6**
Half-Day Preschool	3
Early Head Start	3
Way World Outreach Ministry	**16**
USDA Food Giveaway	14
(No Program Selected)	2
West End Family Counseling	**21**
Department of Behavioral Health Outpatient Services	15
Parenting Classes	4
SART	1
(No Program Selected)	1
West End YMCA	**3**
Nightime Child Care	3
West Inland Empire Cocaine Anonymous	**1**
Cocaine Anonymous	1
West Valley Detention Center	**1**
Detention Center	1
Westside Community Service Center	**21**
Clothes Closet	11
Food Distributions	6
Senior Nutrition Program	3
Employment Assistance	1
Westwind Community Center	**2**
Homework Helpers	2
WeTip	**1**
Crime Reporting Hotline	1
Whitney Young Family Health Clinic	**55**
Dental Services	35
Medical Services	19
(No Program Selected)	1
Womens Breast Cancer Resource Center	**2**
Resource Center	2
YMCA Of The East Valley	**1**
(No Program Selected)	1
Young Visionaries Youth Leadership Academy	**6**
C.U.T.T. Center - Career, University, Technology Training	3
Youth Violence Prevention Program	2
Mentoring Program	1
Yucaipa Christian Church	**11**
Manna Food Cupboard	11
Yucaipa Valley Welfare, Inc	**13**
Food Program	8
Clothes Closet	2
Medical Equipment Loans	2

Referrals from 2-1-1 San Bernardino County

(No Program Selected)	1
Yucaipa-Calimesa Joint Unified School District	**1**
(No Program Selected)	1
Yucca Valley Community Center	**4**
USDA Food Distribution	4
Grand Total	**10111**