



For The Quarter Ending March 31, 2019

211 San Bernardino County Statistical Update



211 Data Summary for Quarter Ending March 31, 2019



United Ways serving
San Bernardino County



211 News Items

211sb.org is live with much improved search mechanisms

We're still working on specialized pages but the main search is now excellent! Please try it!

Connect IE

211 and IEHP, along with other partners have launched Connectie.org, which uses 211's verified data but has closed loop referral functionality, saved favorites, Teams space that tracks referrals (text or email), and much more. Try it! If you want a demonstration or simply more information, contact Star at STurner@ieuw.org.

211 Statistics in Brief

Quarter total referrals to services:	19,462
Total 2018 referrals to services:	19,462
Quarter total for calls & texts answered:	16,238
Total calls & texts answered in 2018:	63,908
Quarter total 211sb.org web portal users:	6,580 (Unreliable web data, corrected soon)
Agencies listed in 211 database:	1,002 (Plus 403 in shared statewide database)
Programs listed in 211 database:	2,946 (Plus 458 in shared statewide database)
Number of Child Abuse calls forwarded through 211:	389
Total 2018 Child Abuse calls through 211:	1177
Total Child Abuse calls since December of 2009:	16,055
Percentage of female callers:	74%
Total quarterly number of children in callers' homes:	9,188
Total known number of children under 6 for the quarter:	3,186
Households of more than 9 people for the quarter:	9
Top calling cities in descending order for the quarter:	San Bernardino, Victorville, Ontario, Fontana
Top calling cities/towns per capita in descending order:	Barstow, San Bernardino, Victorville, Adelanto, Apple Valley, Ontario, Highland, Colton, Hesperia, Rialto, Upland
Advocacy performed: (Past 3 months)	
Adult Abuse	10
Child Abuse	3
Domestic Violence	12
Emergency/911	0
Maternal Health Crisis	2
Reentry Crisis	174
Suicide Call	4

**2988 callers (16%) indicated homelessness, 1404 (8%) with disabilities, 394 (2%) served in the military
50 were dislocated workers, 101 Domestic violence survivors, 7 maternal mental health**

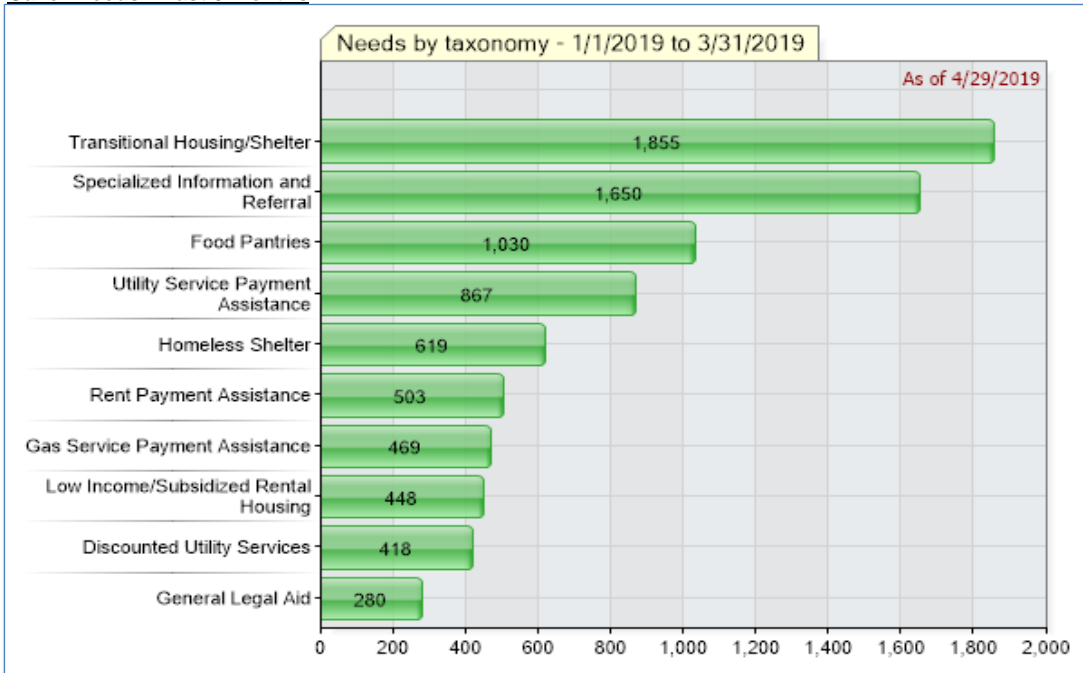
Target Populations: (non-overlapping) (Past 3 months)			
Homeless	2299	14%	
Disabled	715	4%	
Senior/Aging Adult	403	2%	
Disabled; Homeless	292	2%	
Disabled; Senior/Aging Adult	221		
Served in the U.S. Military	205		
Homeless; Previously incarcerated	89		
Homeless; Served in the U.S. Military	78		
Victim of Domestic Violence	50		
Disabled; Served in the U.S. Military	49		
Homeless; Senior/Aging Adult	47		

Note that 109 (29)% of veterans were also homeless and 65 (16%) were also disabled.

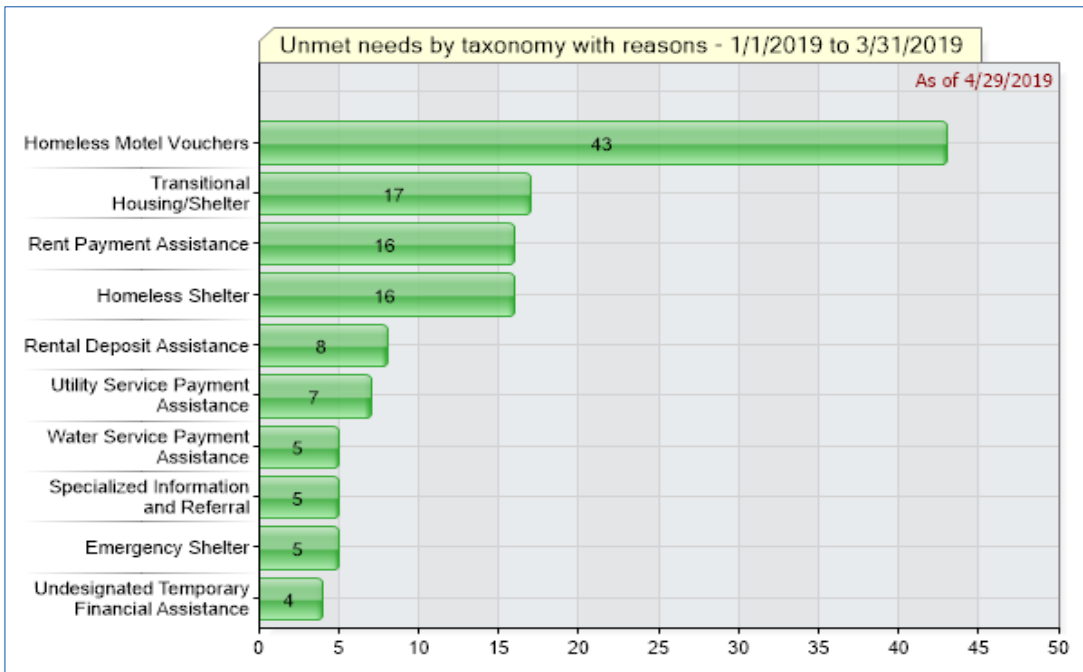
Of the 6600 callers who shared transportation dependency, only 55% have their own vehicle.

Number of agencies in the 211 database verified during the quarter:	213
Number of programs in the 211 database verified during the quarter:	567

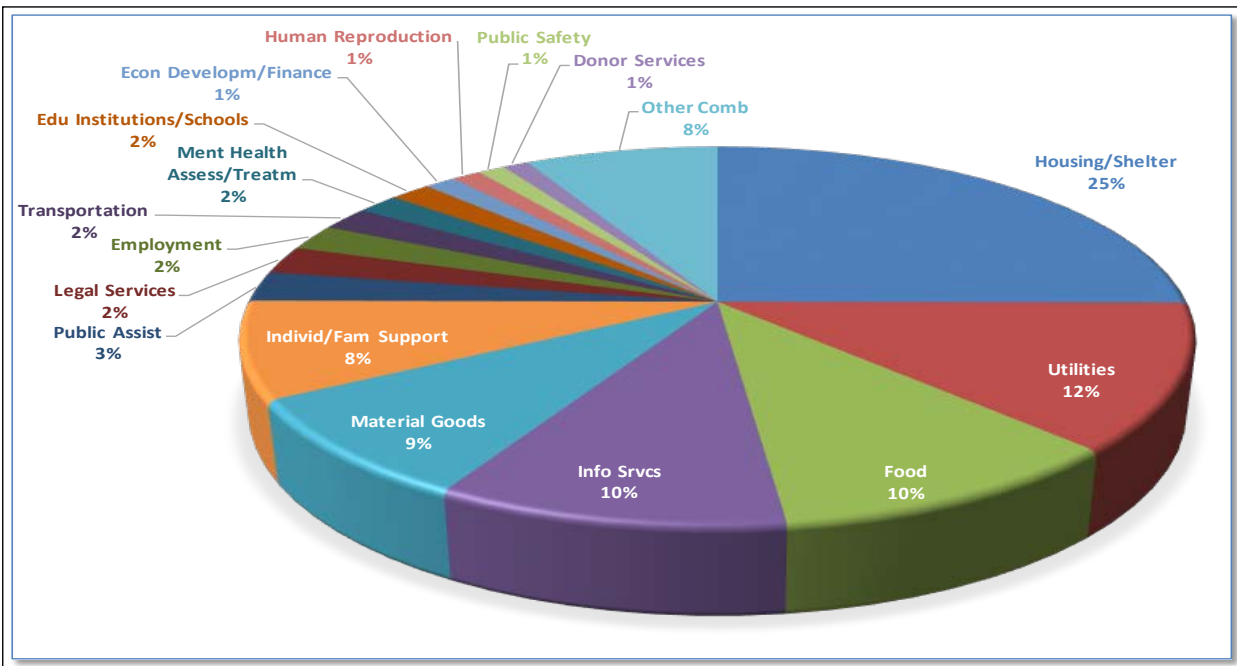
Caller Needs - Past 3 Months



Unmet Needs - Past 3 Months



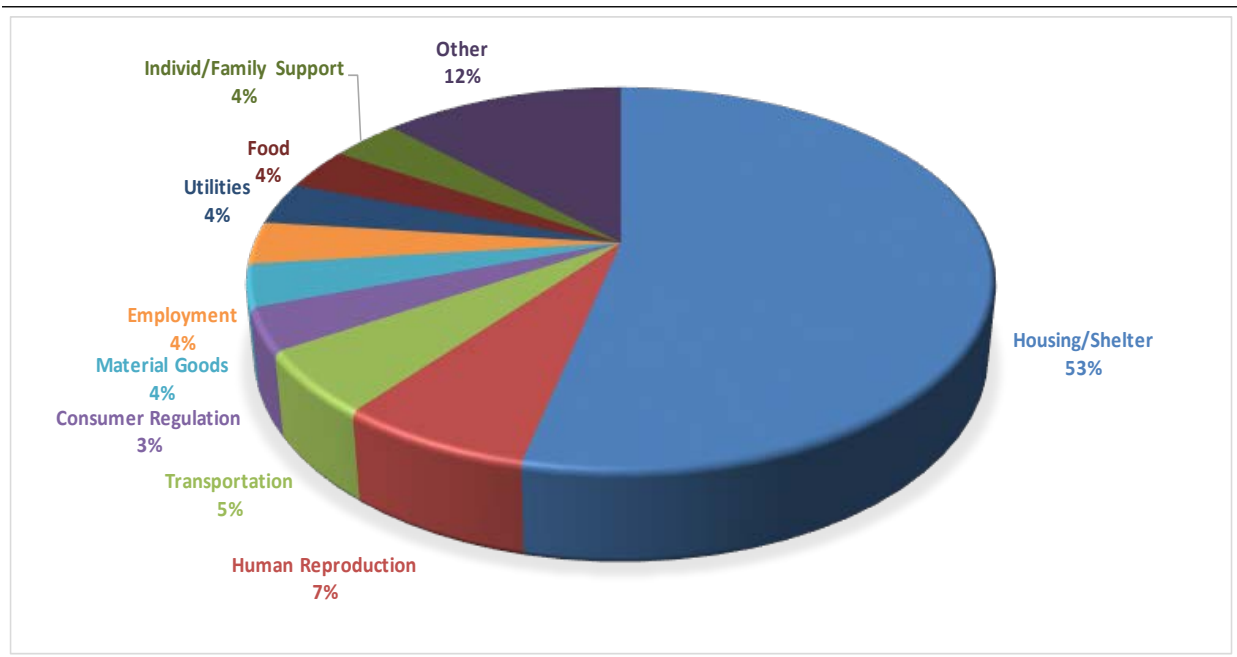
Zero to 5 Families' Needs 4th quarter 2018



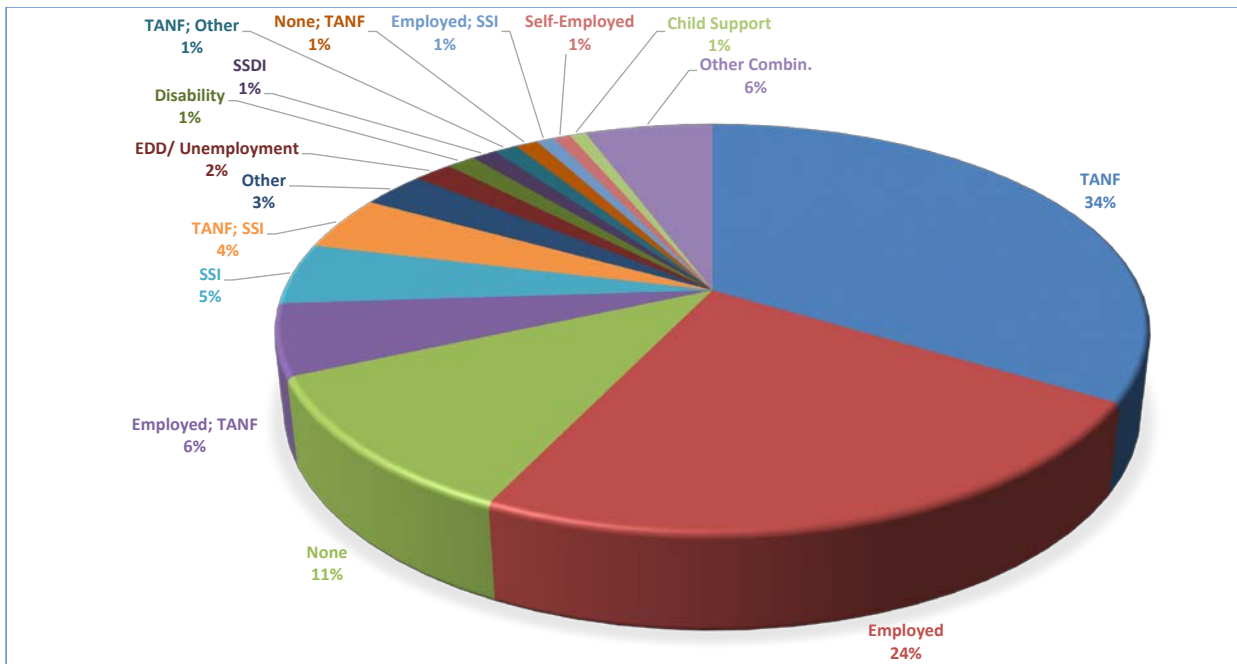
Number of Zero to 5 family calls: **2108**

Zero to 5 callers self identifying as homeless:	694	33%
Zero to 5 callers with Maternal Mental Health needs:	14	
Zero to 5 callers with Mental Health needs:	71	3%
Zero to 5 callers with Substance Abuse needs:	11	
Zero to 5 callers with Domestic Violence needs:	43	
Zero to 5 callers self identifying as disabled:	134	6%

Zero to 5 Families Unmet Needs over the past 3 months



Zero to 5 Families Main Sources of Income last 3 months



Percentage of First 5 families without their own transportation: 53%



Thank You and Be Well!

Gary Madden, Director
 2-1-1 San Bernardino
 909-980-2857 ext 202
gmadden@ieuw.org

And many thanks to our major funders:



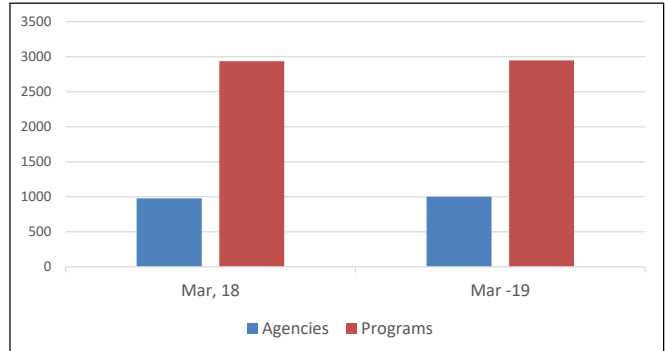
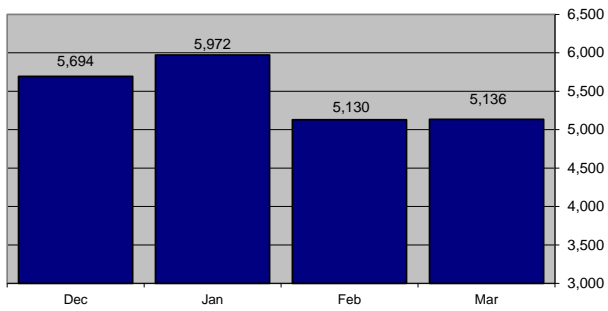
United Ways serving
 San Bernardino County



2-1-1 San Bernardino County

January through March, 2019

Total number of documented calls



Total countywide number of documented I&R calls**

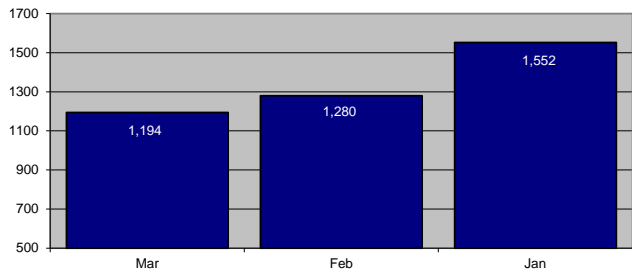
Mar	5,136
Feb	5,130
Jan	5,972
Dec	5,694

Agencies	Database totals	Programs
978	Mar-18	2,937
1,002	Mar -19	2,946

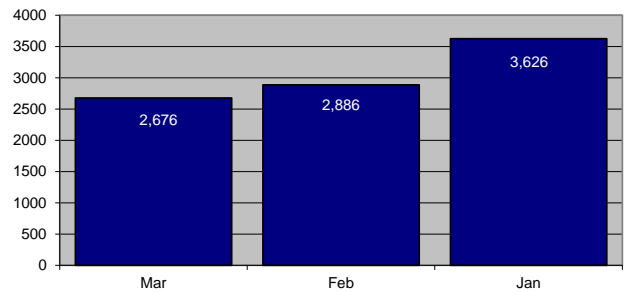
(And 400+ additional State & National Resources in statewide database)

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

Known # of callers with children in the households



Known number of children involved



Call totals per # of children in household:

	Mar	Feb	Jan
0 or unknown	3,942	3,850	4,692
1	428	451	538
2	354	382	442
3	218	234	284
4	119	135	166
5	46	35	60
6	26	34	41
7	1	6	19
8	1	1	
9	1		1
More than 9		2	1
Total	1194	1280	1552

Total Known Number of Children

Mar	2676
Feb	2,886
Jan	3,626
Percentage of callers w/children	23%

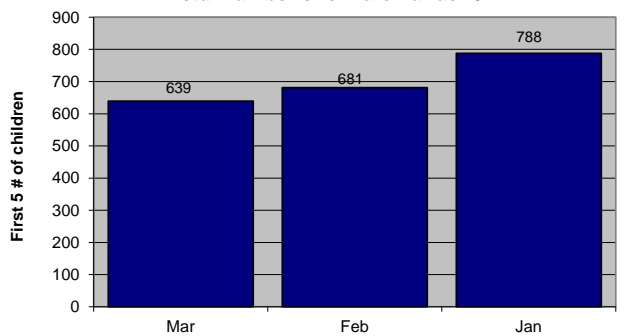
First 5 Calls

Known # of First 5 Children this quarter	3,186
Total number of calls this Quarter	16,238
Total # of First 5 Calls	2108
Percentage of F5 calls	13%

Known totals per stated # of children under 6:

	Mar	Feb	Jan
0 or unknown	4,497	4,449	5,291
1	398	429	470
2	180	181	237
3	48	58	66
4	9	11	9
5	4	2	5
6			1
7			
8			
9			
More than 9			
Total F5 Calls	639	681	788

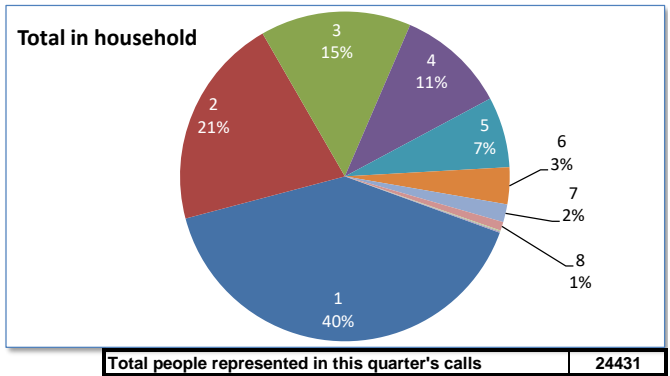
Total number of children under 6



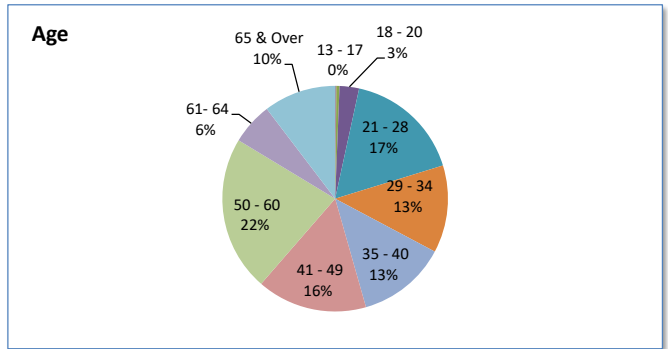
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Total # in household:			
	Mar	Feb	Jan
Unknown (not in chart)	2,453	2,450	2,740
1	1082	955	1157
2	558	602	707
3	397	429	496
4	287	331	361
5	186	172	266
6	97	109	135
7	47	54	62
8	23	23	38
9	3	2	7
9+	3	3	3
Total	2683	2680	3232

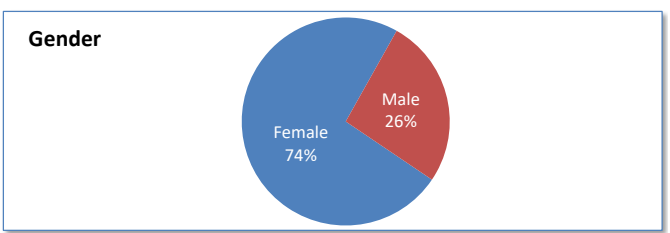
NA
40%
21%
15%
11%
7%
4%
2%
1%
0%
0%



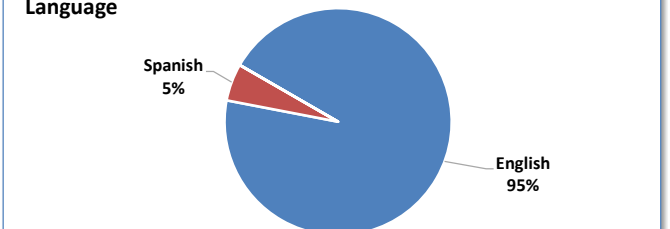
Age:			
	Mar	Feb	Jan
0 - 5	2	1	4
6 -12	3	2	8
13 - 17	12	13	17
18 - 20	76	62	67
21 - 28	458	476	535
29 - 34	341	395	453
35 - 40	349	376	417
41 - 49	430	421	523
50 - 60	606	574	653
61- 64	163	138	201
65 & Over	282	244	260
Total	2722	2458	2878



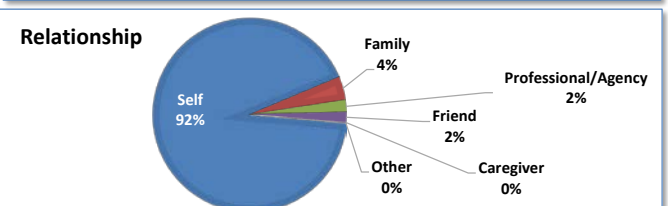
Gender			
	Mar	Feb	Jan
Female	3100	3117	3709
Male	1106	1146	1292
Other	3		
Transgender			
Undisclosed	927	1359	1004
Total	5,136	5,130	5,972



Language			
	Mar	Mar -19	Jan
English	4864	4911	5698
Spanish	272	219	271
Korean			1
Other	1		



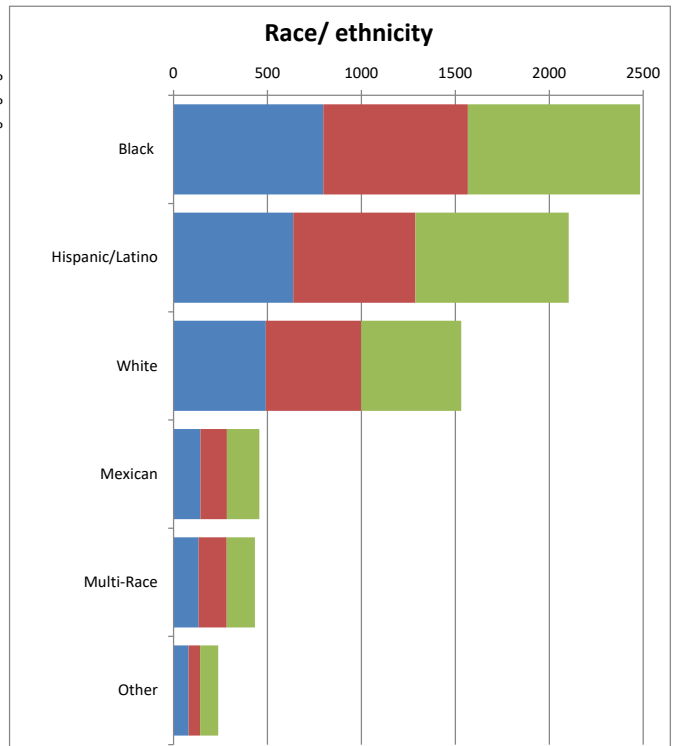
Caller relationship to person in need:			
	Mar	Feb	Jan
Self	4741	4822	5536
Family	204	177	262
Professional/Agency	103	59	78
Friend	81	68	89
Caregiver	7	4	6
Other			1



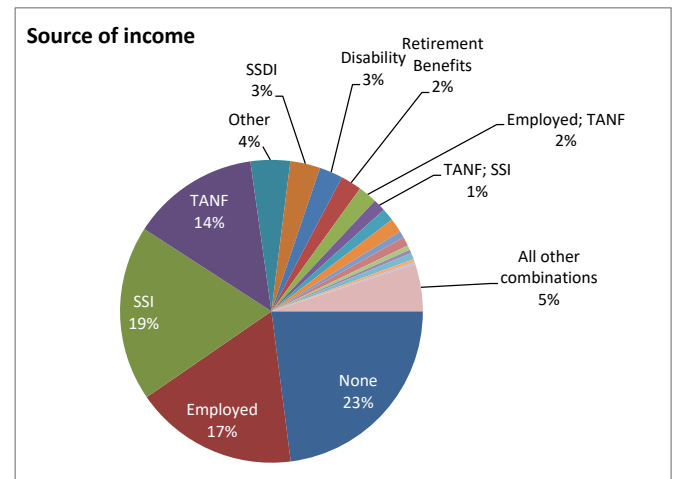
2-1-1 San Bernardino County

Race/ ethnicity			
	Mar	Feb	Jan
Black	797	770	916
Hispanic/Latino	637	651	815
White	491	508	532
Mexican	143	141	173
Multi-Race	134	149	150
Other	80	61	97
Mexican-American	51	58	45
Native American	34	38	44
Asian	16	11	20
Central American	17	9	12
Pacific Islander	3	7	7
South American	4	6	4
Puerto Rican	3	6	4
Filipino	6	1	3
Spanish	1	2	2
Samoan	4		1
Japanese	2	2	1
Cambodian		1	3
Asian-Indian	2		2
Chinese		1	2
Cuban	3		
Laotian	2		
Guamanian	1		
Hawaiian			1
Korean		1	
Unknown	2705	2707	3138
Total Known	2431	2423	2834

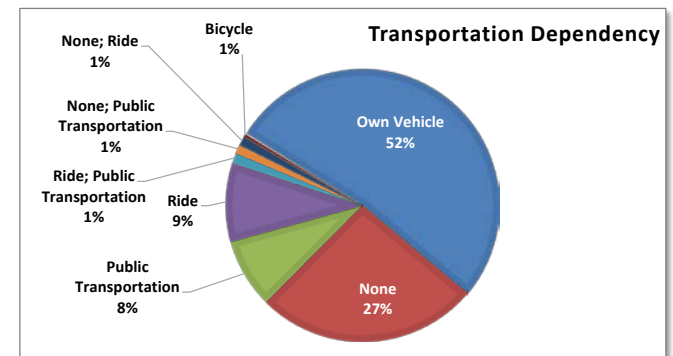
33%
26%
20%
6%
6%
3%
2%
1%



Sources of income:			
	Mar	Feb	Jan
None	603	615	700
Employed	458	436	626
SSI	492	417	553
TANF	358	376	440
Other	111	114	126
SSDI	84	75	102
Disability	66	62	62
Retirement Benefits	59	65	54
Employed; TANF	53	62	61
TANF; SSI	35	46	48
Employed; SSI	35	29	38
EDD/ Unemployment	40	24	35
Self-Employed	19	27	39
Retirement Benefits; SSI	25	14	33
SSI; SSDI	13	33	15
Other; SSI	10	16	28
Child Support	18	16	19
Child Support; TANF	9	12	5
None; TANF	5	8	13
All other combinations	133	124	158

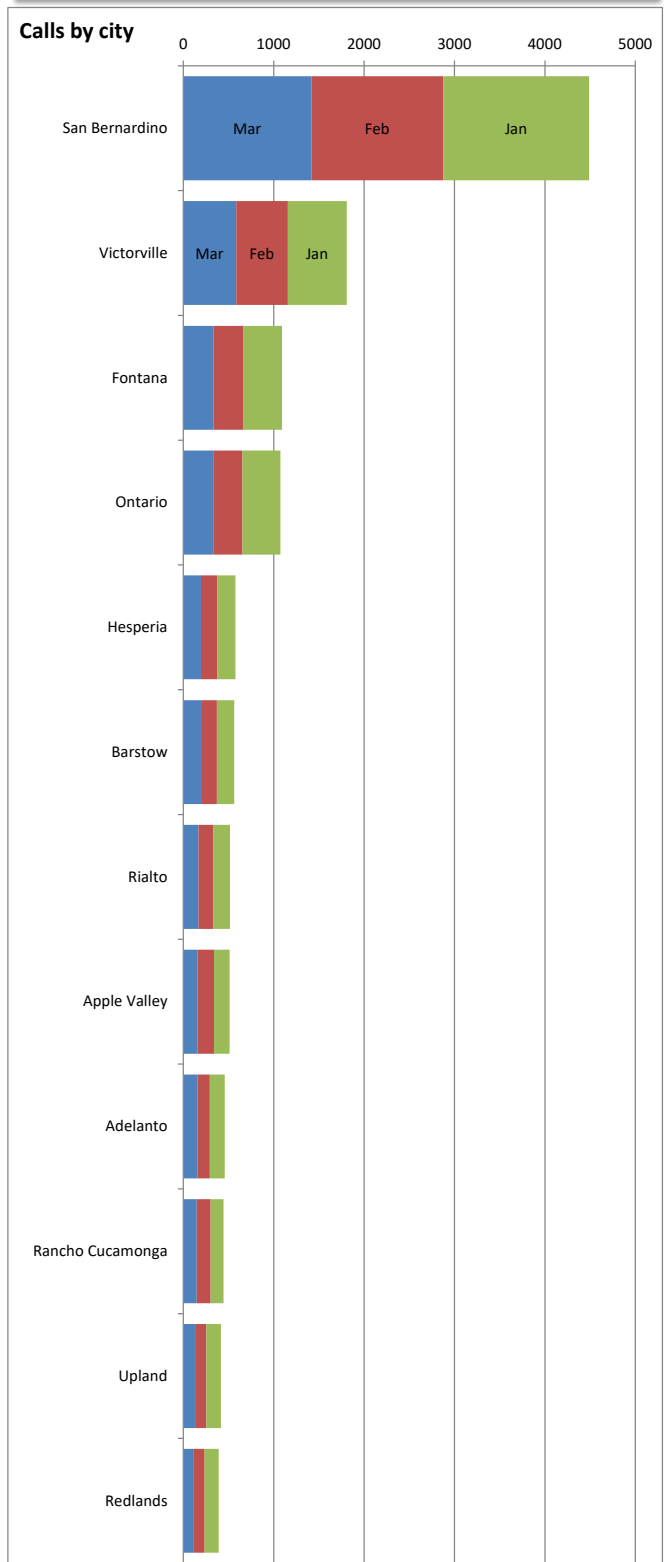


Transportation dependency:			
	Mar	Feb	Jan
Own Vehicle	937	822	1096
None	473	514	519
Public Transportation	148	161	205
Ride	166	144	171
Ride; Public Transportation	22	15	50
None; Public Transportation	19	20	41
None; Ride	19	16	15
Bicycle	7	11	20
Own Vehicle; Ride	3	5	8
None; Bicycle	1	4	8
Other combinations	14	9	20



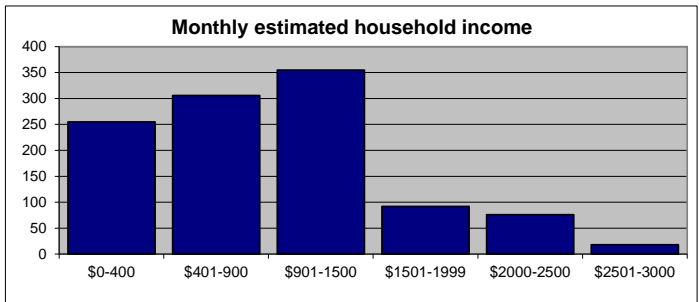
2-1-1 San Bernardino County

Calls per city/town			
City	Mar	Feb	Jan
San Bernardino	1418	1458	1614
Victorville	586	570	652
Fontana	337	325	430
Ontario	331	323	421
Hesperia	196	182	198
Barstow	206	166	192
Rialto	168	163	185
Apple Valley	158	183	172
Adelanto	156	137	165
Rancho Cucamonga	148	155	143
Upland	131	124	162
Redlands	117	118	156
Highland	106	98	166
Colton	84	133	130
Chino	70	61	78
Yucaipa	49	56	58
Montclair	57	42	56
Yucca Valley	34	43	63
Bloomington	30	48	52
Loma Linda	37	40	41
Twentynine Palms	36	37	36
Crestline	18	19	17
Chino Hills	24	14	15
Phelan	20	14	17
Lucerne Valley	8	25	16
Big Bear City	20	14	8
Mentone	12	15	14
Joshua Tree	14	12	13
Grand Terrace	5	11	13
Twntynine Plm	6	4	10
Big Bear	5	7	8
Alta Loma	7	5	7
Muscoy	3	3	12
Needles	6	5	7
Pinon Hills	3	3	8
Big Bear Lake	5	3	6
Helendale	4	4	5
Trona	9	3	1
Morongo Valley	3	3	6
Running Springs	4	2	6
Landers	2	7	2
Lake Arrowhead	2	3	5
Etiwanda	1	6	2
Johnson Valley	4	2	2
Heledale	1	4	1
Yermo	1	5	
Forest Falls	2	2	1
Oak Hills		1	4
Wrightwood	1	2	2
Seal Beach		2	3
Newberry Springs	1	1	3
Oro Grande		2	2
Sugarloaf	1	3	
Lytle Creek	2	1	
Blue Jay		1	2
Spring Valley Lake	1	2	
Cedar Glen	1	2	
Skyforest			2
Arrowbear Lake		2	
Fawnskin	2		
Outside County or Unknown	483	454	582

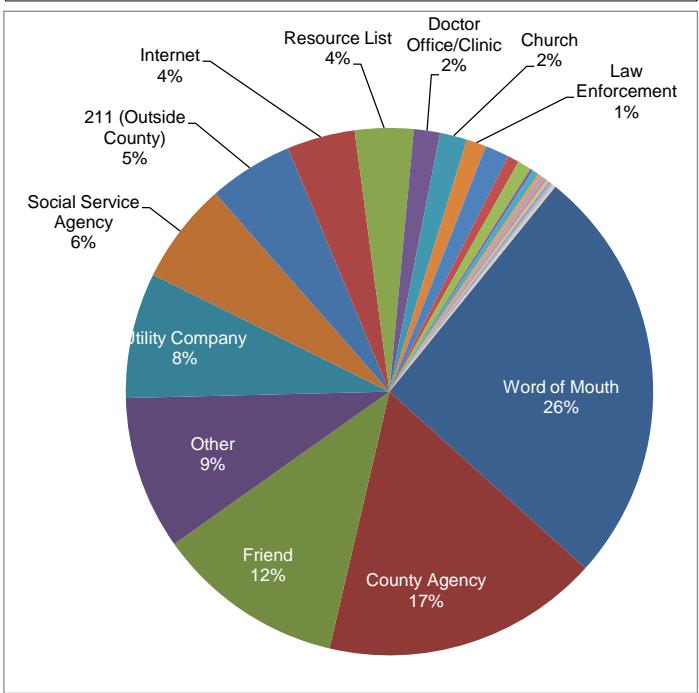


2-1-1 San Bernardino County

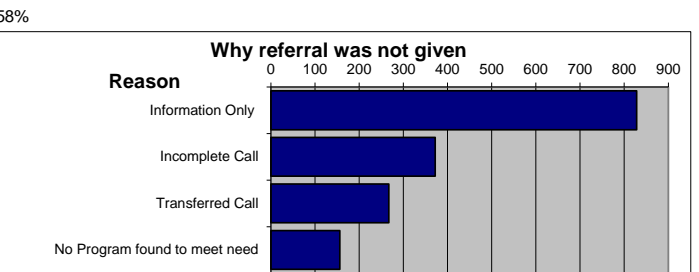
Monthly estimated household income			
\$0-400	255	215	234
\$401-900	306	342	364
\$901-1500	355	309	427
\$1501-1999	92	79	111
\$2000-2500	76	69	83
\$2501-3000	18	24	23
\$3001-3500	9	7	16
\$3501-4000	7	1	8
\$4001-4500	3	3	2
\$4501-5000	1	2	3
\$5501-6000		2	
\$6001+	2	1	2



How caller learned about 2-1-1			
	Mar	Feb	Jan
Word of Mouth	403	378	535
County Agency	265	293	388
Friend	180	174	199
Other	147	115	125
Utility Company	120	122	116
Social Service Agency	97	102	140
211 (Outside County)	81	49	76
Internet	65	74	58
Resource List	56	50	64
Doctor Office/Clinic	25	26	32
Church	26	17	19
Law Enforcement	19	19	22
Local Government	23	11	21
School	11	23	17
Brochure	13	13	9
Hospital	3	18	12
Referral Card	6	3	13
Billboard	3	5	4
Cable TV	3	4	3
Crisis Line	4	2	4
Get Connected/ Cef Fliers	2	3	5
Veterans Organization	3	2	3
SCE Cutoff Notice (Edison)	2	4	2
911	1	2	1
Detention Center	1	1	1
Radio	1	1	1
Phone Book		2	
411			1
Parole/Probation Officer			1
Magazine			1
Return Caller (not incl. in chart)	2194	2263	2352



Why referral not given			
Reason	Mar	Feb	Jan
Information Only	828	737	818
Incomplete Call	372	413	473
Transferred Call	267	215	297
No Program found to meet need	156	131	195
Refused Referral	25	44	36
Information Only	15	16	8
Follow-up and Return Call		4	1

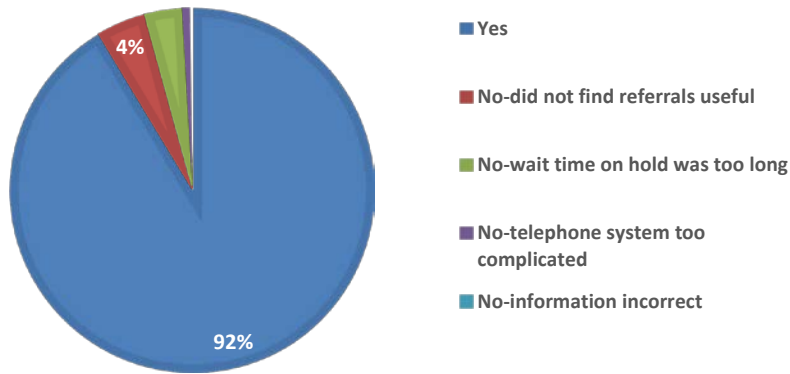


211 San Bernardino County Report

Random Callback Survey Responses

Callback Surveys of 521 respondents

Contacted Agencies

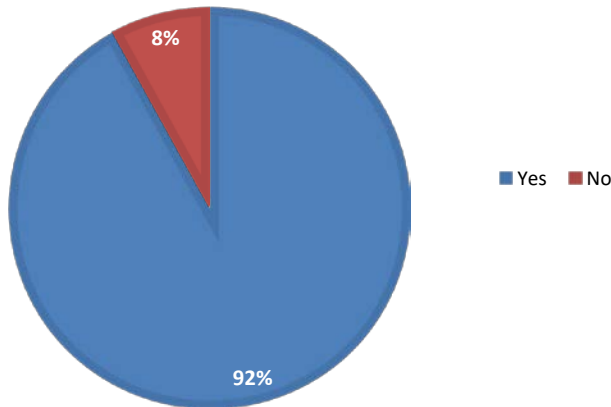


Among those who gave responses other than "No response" (521 of 535):

97% of callers were satisfied with the services received from 211.

92% reported that referrals received from 211 were accurate.

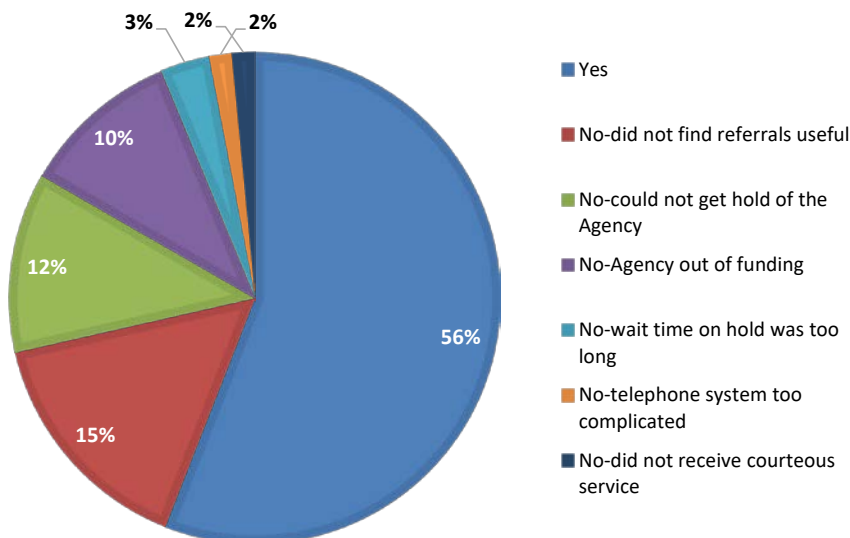
REFERRALS WERE ACCURATE



91% actually contacted the resources referred by 211.

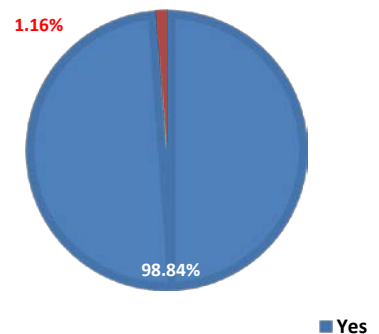
56% report receiving the needed help. More than half of those who were not helped indicated that the agencies referred were out of funding.

RECEIVED NEEDED HELP



99% report that they would call 211 again if they need additional help.

Will use 211 service again



Call Center Metrics: Performance, January - March 2019

Month		Contacts	Queued	ACD Contacts	Abandons	% Abandons	Handled	Inbound Handled	Inbd Avg Talk Time	Inbd Avg Speed Of Answer	Inbd % Active Talk Time	InBd Active Talk Time	Inbd Handle Time
January	English	8535	7146	5669	1469	21%	5641	5641	00:07:05	00:05:35	90%	621:45:29	693:55:09
	Spanish	709	709	457	252	36%	457	457	00:06:58	00:05:02	90%	49:41:27	55:28:33
February	English	8019	6620	4994	1620	24%	4938	4938	00:06:52	00:08:03	89%	525:51:47	590:04:48
	Spanish	675	675	408	266	39%	408	408	00:07:04	00:07:52	86%	43:04:59	50:04:29
March	English	7259	6023	4926	1089	18%	4880	4880	00:07:04	00:04:44	90%	537:25:07	599:57:56
	Spanish	671	671	465	206	31%	459	459	00:07:32	00:04:57	89%	53:31:22	60:14:53

211 Referrals

January-February-March 2019 Referrals

Agency / Program	Referral Totals
1st Free E Waste Removal and Recycling Service	1
Removal and Recycling Service	1
2-1-1 Kern County	2
2-1-1 Information and Referral	2
2-1-1 Los Angeles County	90
2-1-1 Information and Referral	90
2-1-1 Orange County	12
2-1-1 Information and Referral	12
2-1-1 Sacramento County	1
2-1-1 Information and Referral	1
211 San Bernardino County	1958
211 Veterans Helpline	59
Children and Family Helpline	5
Pathways Homes	1415
Preschool Services Helpline	33
Reentry Helpline	55
211 San Bernardino County	4
CalFresh Application Assistance	187
211 CAREERS	200
2-1-1 San Diego	9
Information and Referral	9
2-1-1 Santa Barbara County	1
2-1-1 Information and Referral	1
2-1-1 Ventura County	3
2-1-1 Ventura County	3
211.ORG	2
211.ORG	2
29 Palms Community Food Pantry & Outreach Ministries	7
Community Food Pantry	7
3Ps Christian Ministries	6
Food Pantry and USDA Food Distribution	6
A Place for Mom	3
Elder Care Referral	3
Ability Counts	1
Individual Placement	1
Able Mediation and Counseling Services	6
Anger Management Classes	1
Parenting Skill Classes	3
Domestic Violence/Batterers Intervention	2
Abundant Living Family Church	71
Counseling Services	4
Food Pantry	67
Academy for Grassroots Organizations	1
Training	1
Accelerating Ministries	8
Food Pantry	8
ACT Family Counseling Services	37
Counseling Services	37
Active Church	5
Manna Food Cupboard	5
Adelanto Animal Care & Control	1
Dog License & Rabies Vaccination	1
Adelanto Community Resource Center	34
Food Pantry	34
Adelanto Detention Center	2
Detention Center	2
Adelanto Senior Citizen Club	7

211 Referrals

Food Pantry	7
ADVOKIDS	1
Telephone Support Hotline	1
Aegis Treatment Centers	8
Methadone Replacement Therapy	8
Agape Christian Fellowship	6
Food Pantry	6
AL-ANON Family Groups	1
Support Groups	1
Alcoholics Anonymous	7
Alcoholics Anonymous	7
ALERT 1	1
Alert 1	1
Alliance Human Services	2
Foster Parent Recruiting and Training Services	1
Foster Care Placement Services	1
Al-Shifa Clinic	19
Dental Clinic	14
Medical Clinic	5
ALZHEIMER'S DISEASE AND RELATED DISORDER ASSOCIATION	1
Alzheimer Helpline	1
Alzheimer's Greater Los Angeles	7
Alzheimers Information and Referral	5
Direct Assistance	2
AMERICAN ASSOCIATION OF RETIRED PERSONS (AARP)	1
AARP	1
American Cancer Society - Riverside	2
Education and Support	2
AMERICAN CHRONIC PAIN ASSOCIATION (ACPA)	1
Chronic Pain Support-Information	1
AMERICAN DENTAL ASSOCIATION (ADA)	1
Dental Care Information and Referral	1
AMERICAN ELDER CARE RESEARCH ORGANIZATION	2
Eldercare Financial Resource Locator Tool	2
American Heart Association - Riverside	1
Public Education and Public Advocacy	1
American Immigrant Lawyers Association	1
Immigration Lawyer Referral Service	1
AMTRAK	2
Bus and Train services	2
AnnualCreditReport.com	1
Annual Credit Report	1
Another Way	10
Emergency Clothing Allowance	10
Apple Valley Fire Protection District	6
CPR and First Aid Classes	4
Friends of Animals During Disasters	2
Armed Services YMCA	1
Thrift Store	1
Arrowhead Regional Medical Center	15
CPR Instruction	3
Hospital Services	2
Postpartum Support Group	2
Breathmobile	1
Breastfeeding Classes	5
Mobile Medical Clinic	1
Lamaze Classes	1
Ascend Hospice	1
Bereavement	1

211 Referrals

Aspiranet	2
Transitional Housing Program Plus	2
Assistance League of Redlands	2
Dental Center	2
Assistance League of San Bernardino	10
Operation School Bell	9
Children's Dental Center	1
Assistance League of the Foothill Communities	1
Dental Center	1
Associated Clinical Therapists	7
Counseling Services	7
Assure Pregnancy Clinic	2
Bridges Parenting Education and Support	2
AUTISM RESEARCH INSTITUTE	2
Autism Information and Referral	2
Autism Society Inland Empire	3
Autism Information and Referral	3
Avector	14
Transitional Housing	14
Barstow Humane Society	1
Animal Care	1
Barstow Police Department	3
Police Department	3
Barstow Senior Center	1
Senior Services	1
Barstow Senior Nutrition	5
Home Delivered Meals	5
Barstow Unified School District	1
English as a Second Language	1
Behavioral Awareness Center of San Bernardino County	10
Anger Management	4
Counseling Services	6
Benevolent Animal Rescue Committee	7
Animal Rescue	7
Better Business Bureau	8
Complaint Department	8
Bienestar Human Services	4
LGBT Outreach	1
Community Service	2
LGBT Peer Counseling	1
Big Brothers Big Sisters of the Inland Empire	2
Road to Success	2
Boys & Girls Club of Barstow	1
Mentoring	1
Boys & Girls Club of Fontana	2
Homework Assistance	1
Summer Day Camp	1
BOYS TOWN NATIONAL HOTLINE	3
Boys Town National Hotline	3
Bridge Church of the Nazarene	3
Lifeline Ministries	3
Buddhist Tzu Chi Foundation	3
VITA	3
Building A Generation	2
Counseling Services	1
First 5 Nurturing Parenting Classes	1
C O T S	2
Emergency Shelter for Adults (without children in their care)	1
Winter Shelter	1

211 Referrals

CALIFORNIA BUREAU OF AUTOMOTIVE REPAIR	1
Vehicle Community Assistance Program	1
California Conservation Corps - San Bernardino	1
Training and Education Program	1
CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES	7
Child Support Services Information	7
CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS	2
Department of Consumer Affairs	1
Bureau of Real Estate (DRE)	1
California Department of Corrections and Rehabilitation	1
Prisoner Locator Services	1
CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION (CDCR)	1
CDCR Services Center	1
CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES (DHCS)	2
Medi-Cal Member and Provider Helpline	2
California Department of Housing and Community Development	2
Housing Ombudsman	2
CALIFORNIA DEPARTMENT OF HUMAN RESOURCES	1
State Human Resources	1
California Department of Insurance	7
Low Cost Auto Insurance	7
California Department of Motor Vehicles	7
DMV Services	6
Driver Safety Branch	1
CALIFORNIA DEPARTMENT OF PUBLIC HEALTH	5
Vital Records	2
Health Care Licensing and Certification	3
CALIFORNIA DEPARTMENT OF REHABILITATION	1
Disability Rehabilitation Services (DOR)	1
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES	2
Report Welfare Fraud	2
CALIFORNIA DEPARTMENT OF TRANSPORTATION	1
CalTrans	1
CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS	2
CalVet	2
CALIFORNIA FOUNDATION FOR INDEPENDENT LIVING CENTERS	4
Assistive Technology Network	4
California Highway Patrol - Inland Division	9
Freeway Patrol Service	9
CALIFORNIA HOUSING FINANCE AGENCY	4
Home Loans Assistance (CalHFA)	4
CALIFORNIA INTEGRATED WASTE MANAGEMENT BOARD (CIWMB)	1
CalRecycle	1
California Lions Friends in Sight	22
Free Sight Clinic	1
Sight Clinic	21
California Public Utilities Commission - Los Angeles	14
LifeLine Telephone Service	12
California Public Utilities Commission	2
CALIFORNIA PUBLIC UTILITIES COMMISSION (CPUC)	38
California LifeLine Telephone/Wireless Programs	33
Utility Regulation and Complaints	5
CALIFORNIA REGISTRY	17
California Registry	17
California Room and Board Advisory Coalition	3
Shared Housing	3
CALIFORNIA RX CARD	4
Prescription Savings Card	4
California Smokers' Helpline	1

211 Referrals

Smoking Cessation Program	1
CALIFORNIA STATE EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD)	4
Unemployment Insurance (UI)	4
California State University San Bernardino	1
Project Rebound	1
CALIFORNIA VICTIM COMPENSATION BOARD	1
California Victim Compensation Program (CVCP)	1
CALIFORNIA YOUTH CONNECTION (CYC)	1
California Youth Connection	1
Call for Life Pregnancy Help Center	2
Crisis Pregnancy Center	2
Canyon Ridge Hospital	3
Hospital Services	3
CARECONNECT USA	7
Debt Counseling Helpline	2
Mortgage Payment Loans	4
Discount Prescription Assistance	1
Career Institute	2
Workforce Innovation and Opportunity Act	2
Carolyn E Wylie Center	2
Autism Spectrum Treatment	2
Carolyn Owens Community Center	3
Family Counseling	2
Batterers Treatment	1
Casa Colina Hospital and Centers for Healthcare	2
Acute Rehabilitation	1
Outpatient Rehabilitation	1
Castle Rock Christian Fellowship Baptist Church	105
Food and Groceries	105
Catholic Charities - High Desert	83
Food Assistance	56
Clothes Items	26
Case Management	1
Catholic Charities - Ontario	293
Utility Assistance	165
Housing and Support Services	49
Clothing Referrals	1
Clothes/Household Items	53
Food Assistance	16
Funeral Referral	3
Life Skills / Parenting Classes	4
Citizenship Workshop / One-on-one Services	2
Catholic Charities - San Bernardino	675
Clothes/Household Items	170
Prescription Service	4
Refugee & Immigration Services	8
Utility Assistance	385
Housing and Support Services	56
Food Assistance	28
Advocacy and Referrals	3
Case Management	1
Funeral Program	15
Citizenship Workshop	2
Disaster Recovery Services	3
Cedar House Life Change Center	60
Outpatient Therapy and Counseling Program	2
DUI Program	2
Adult Outpatient Drug Free Program	2
Adult Residential Treatment	34

211 Referrals

Maple House Women with Children Program	3
Oasis House	5
Withdraw Management	12
Center for Effective Life Transitions	10
Anger Management	4
Batterer's Intervention Program	2
Individual Couples and Family Therapy Services	3
Drug and Alcohol Intervention	1
Center for Employment Opportunities	1
Employment Services	1
Center for Employment Training	6
Truck Driver Training	5
Automotive Specialist	1
Center for Healing	3
Parents United	1
Court Ordered Therapy	1
Youth Offender Counseling	1
Center For Healthy Generations	1
Senior Activity Center	1
Center for Individual Development	1
Arthritis Foundation Aquatic Exercises	1
Center for Nonprofit Management	1
Nonprofit Development Program	1
Centers for Medicare and Medicaid Services	3
Nursing Home Compare	2
Home Health Compare	1
Central City Lutheran Mission	214
Counseling Services	3
Mens Shelter	210
Permanent Supportive Housing	1
Chaffey Joint Union High School District	1
Chaffey Adult School	1
Cherish Ministry	1
Case Managements	1
Child Care Resource Center	34
Resource and Referral Subsidized Child Care	30
Disaster Child Care Referrals	1
Kaleidoscope Play and Learn	3
Childhelp USA	1
Child Abuse Hotline	1
ChildNet Youth and Family Services	1
ChildNet Youth and Family Services	1
CHILDREN WITH ATTENTION DEFICIT DISORDER (CHADD)	1
National Resource Center on ADHD	1
CHILDREN'S DEFENSE FUND (CDF)	1
Childrens Defense Fund	1
Chino Neighborhood House	20
Clothes Closet	4
Food Pantry	16
Chino Police Department	1
Police Department	1
Chino Valley Unified School District	2
Health Center	2
Chino Valley YMCA	8
Shower Facilities	8
Christian and Missionary Alliance Church	19
Clothing Giveaway	19
Christian Development Center	7
Parenting Classes/Support Groups	1

211 Referrals

Clothing Giveaway	6
City of Adelanto	1
City Hall	1
City of Chino Hills	1
Public Works	1
City of Fontana	13
City Hall	6
Emergency Grant Program	7
City of Grand Terrace	2
City Hall	2
City of Hesperia	2
City Hall	2
City of Montclair	6
Montclair Medical Clinic	5
Senior Transportation	1
City of Ontario	2
City Hall	1
Code Enforcement	1
City of Ontario Fire Department	2
CPR and First Aid Classes	2
City of Rancho Cucamonga	1
City Hall	1
City of Redlands	2
Senior Transportation	1
Licenses/Permits	1
City of Redlands Fire Department	1
Fire and Rescue	1
City of Rialto	5
City Hall	1
Public Works	1
Housing Division	3
City of San Bernardino	13
City Hall	2
Sharps Disposal	1
Home Repairs	10
City of San Bernardino Fire Department	1
Hazardous Materials	1
City of Upland	5
City Clerks Office	1
City Hall	3
Recreation & Community Services	1
City of Victorville	17
City Hall	5
Community Services	1
Senior Home Repair Program	9
Owner Occupied Rehabilitation Loan	2
City of Victorville Fire Department	1
Sandbag Program	1
CityLink	116
Food Pantry	72
English as a Second Language	1
Identification Vouchers	10
Rapid Rehousing	33
Clinica Medica Familiar	3
Child Health Disability Prevention	2
Comprehensive Perinatal Service	1
Co-Dependents Anonymous	1
Co-Dependent Support Groups	1
Colton Joint Unified School District	1

211 Referrals

School Age Families Education	1
Community Action Partnership of San Bernardino County	1729
Family Development	312
Food Bank	7
Energy Education and Environmental Services Department	1038
Family Development Program (FDP)	365
Volunteer Income Tax Assistance	7
Community Action Partnership of Sonoma County	1
Rental and Security Deposit Assistance	1
Community Assistance Program	14
English as a Second Language	1
Food Warehouse	13
Community Connect	157
2-1-1 Riverside County	157
Community Health Action Network	36
Parent Resource Center	36
Community Health Center	2
Male Clinic	1
Pregnancy and Prenatal Care	1
Community Health Systems	44
Dental Clinic	5
Medical Clinic	8
Optometry Services	10
Dental and Medical Services	14
Behavioral Health Clinic	7
COMMUNITY HELPLINE	5
Community Helpline	5
Community Mission of Hope Housing Resource Center	1
Emergency Food Assistance	1
Community Senior Services	2
Volunteer Driver Program	1
Senior Helpline	1
Community Services Ministries	13
Community Health Fair	13
Community Warehouse	32
Food Pantry	32
Corona Norco Rescue Mission	22
Transitional Living Program	22
Council on Aging	1
Season of Sharing Application Assistance	1
County of San Bernardino Children's Network	4
Screening Assesment Referral and Treatment	2
Child Abuse Prevention Council	2
County of San Bernardino Department of Veterans Affairs	13
Veterans Claims Assistance	4
Veterans Homes	1
Home Improvements and Structural Alterations Grant	4
Veterans Pensions	2
Veterans Photo ID Card Program	1
Veterans Cemetery Information	1
County of San Bernardino Preschool Services Department	54
Early Head Start	20
Head Start	24
State Preschool Services	4
First Time Pregnant Mothers (LIFT)	6
Covered California	5
California Health Insurance	5
COVIA	1
Well Connected	1

211 Referrals

Credit.org	5
Credit Counseling	5
Crestline First Baptist Church	2
Mountain Help	2
CRIBS FOR KIDS	1
National Infant Safe Sleep Initiative	1
Cucamonga Christian Fellowship Compassion Center	19
Clothes Closet	9
Food Pantry	6
CCF Compassion Center Food Pantry	4
Cucamonga School District	1
Cucamonga State Preschool	1
Curbside Community Center	15
Food Distribution	15
David & Margaret Youth and Family Services	9
Transitional Housing Program	3
Transitional Shelter Care Program	4
Foster Family and Adoption Services	2
Delmann Heights Community Center	2
Community Center	2
Denti-Cal Referral Line	3
Dental Hotline	3
Department of Rehabilitation Inland Empire District	11
Vocational Rehabilitation	10
Independent Living	1
Depression and Bipolar Support Alliance	1
Information Referrals and Advocacy	1
Desert Manna	87
Clothes Closet	4
Food Pantry	19
Soup Kitchen	2
Edison Electric Assistance Fund	62
Desert Sanctuary	32
Haley House Domestic Violence Shelter	30
Community Resource Center	1
Domestic Violence Outreach Office	1
Didi Hirsch Mental Health Services	11
Suicide Prevention Center	11
Dignity Health - Community Hospital of San Bernardino	33
Behavioral Health Services	9
Health Education Classes	1
Hospital	1
Breastfeeding Center	1
Community Health Navigator	21
DISABILITY RIGHTS CALIFORNIA	2
Support Services	2
Disability Rights Legal Center	2
Disability Rights Legal Center	2
DONATE CAR FOR CHARITY	3
Car Donation	3
Dorothy A Quesada Community Center	1
English as a Second Language	1
Doves of Big Bear Valley	35
Domestic Violence Shelter	35
Dynamics for Victims and Supportive Services	16
Anger Management	4
Parenting and Co-Parenting Classes	5
Batterer Treatment	2
Domestic Violence Education	5

211 Referrals

East Valley Community Health Center	6
General Medical Services	6
Easter Seals Southern California	1
Early Head Start Center-Based	1
Ecclesia Christian Fellowship	38
Food Pantry	35
Soup Kitchen	3
El Sol Neighborhood Educational Center	1
English as a Second Language	1
EMOTIONS ANONYMOUS	1
Emotions Anonymous Support Groups	1
Employment Development Department	89
CalJobs Employment Services	62
State Disability Insurance	4
Unemployment Insurance	13
Bus Passes	9
Youth Employment Opportunity Program	1
Empowered Living Community Outreach	29
Clothes Distribution	18
Soup Kitchen	11
Empowering Success Now	1
Empowering Success Now	1
Equal Employment Opportunity Commission	1
Employment Discrimination Assistance	1
EYECARE AMERICA	1
Seniors Eye Care Program (SEP)	1
Families Anonymous	1
Drug and Alcohol Support Groups	1
Family Assistance	67
Anger Management Classes	5
Domestic Violence Program Services	54
Parenting Skill Classes	4
Our House	1
Restraining Order Court Support	1
Domestic Violence Support Group	1
Court Ordered Supervised Visitation	1
Family Service Agency of San Bernardino	57
Anger Management	13
Individual and Family Therapy	22
Outpatient Mental Health Clinic	10
Nurturing Children and Families Parenting Class	3
Domestic Violence Program	3
Fontana At Risk Youth Groups	5
Crestline Food Pantry	1
Family Service Association	4
Counseling Services	2
Garden Drive Apartments	2
Family Service Association of Redlands	328
Clothes Closet	18
Disaster Recovery Services	1
Emergency Food	34
Soup Kitchen	11
English as a Second Language	1
Surplus Food	9
Homeless Prevention	8
Rapid Rehousing	9
Emergency Motel Vouchers	111
Rental Assistance	126
Federal Bureau of Investigation	1

211 Referrals

Investigations	1
FEDERAL TRADE COMMISSION (FTC)	2
Identity Theft Reporting and Recovery	2
Feed My Sheep	71
Clothes Closet	10
Emergency Food Pantry	61
Feeding America Riverside San Bernardino	3
Agency Food Distribution	3
Fire and Burn Foundation	1
Special Assistance Fund	1
First 5 San Bernardino County	1
Kit for New Parents	1
First Baptist Church Hesperia	5
Good Shepherd Clothing Ministry	2
Grief Share	3
First Christian Church	16
Food Pantry	16
First Church of the Nazarene	360
Clothes Closet	129
Food Pantry	162
Hot Meals	13
Free Clinic	4
Shower Facility	52
First Presbyterian Church	91
USDA Food Distribution	91
Fontana Counseling and Recovery Center	4
Counseling Services	4
Fontana Police Department	3
Fontana Police	3
Fontana Unified School District	2
GED Preparation Classes	2
Food for Life Ministry	18
Food for Life	18
Foothill AIDS Project	4
Case Management	1
Housing Assistance	3
Foothill Family Shelter	214
Harolds Help Desk	97
Transitional Housing	101
Foothill Family Thrift Store	15
Harold Cares About Your Future	1
FreedomPop	1
Internet Service	1
Friends in Sonoma Helping	1
Rent Utility and Transportation Assistance	1
FrontSight Military Outreach	1
Veterans Companionship and Support Group	1
Global One Development Center	1
Transitional Age Youth Housing	1
Golden Shore Medical	19
Pediatric and Children Services	17
Women Wellness	2
Good Steward Day Care	4
Child Care Service	4
GoodFaith Medical Transportation	5
Non-Emergency Medical Transportation	5
Goodwill Southern California	204
Career Resource Center	160
Youth Opportunity Programs	2

211 Referrals

Goodwill Retail Stores	16
Inland Empire Veteran Employment Program	5
Bus Passes	21
Grand Terrace Branch Library	1
Basic Computer Classes	1
Greater Hope Foundation for Children	1
Counseling Services	1
GREYHOUND BUS LINES	2
Bus Services	2
Habitat for Humanity San Bernardino	2
Habitat For Humanity	1
Redlands ReStore	1
Hannahs Homes	2
Foster Care and Adoptions	2
Health Advocates	1
Health Advocates	1
HEALTH WELL FOUNDATION	3
Financial Assistance Services	3
Hearts & Lives	2
Community Counseling	1
Linkage and Referral	1
Help Hope Live	5
Medical Expenses	5
Helping Hands Pantry	6
Food Distribution	5
USDA Food Distribution	1
Helping Hands Transportation	7
Non-Emergency Medical Transportation	7
HelpPRO	1
Counseling Referrals	1
Heritage Neighborhood Center	1
Sunshine Club	1
Hesperia Unified School District	3
English as a Second Language	1
Elementary Tutoring	1
Career Education	1
Hi Desert Medical Center	2
Individual Counseling	2
HICAP of Riverside and San Bernardino County	1
HICAP Medicare Counseling	1
High Desert Child Adolescent and Family Services Center	22
Anger Management	1
Counseling Services	11
Adult Outpatient Drug Free Program	2
Youth Outpatient Services	1
Parenting/Child Abuse Classes	6
Outpatient Substance Abuse Treatment	1
High Desert Homeless Services	576
Clothes Closet	29
Emergency Shelter	521
Showers	11
Bus Passes	15
High Desert New Beginnings	1
Job Search and continuing Education	1
High Desert Pregnancy Clinic	3
Family Resource Center	3
High Desert Transitional Living Connection	46
Clothes Closet	12
Food Pantry	34

211 Referrals

Highland Sam J. Racadio Library and Environmental Learning Center	3
Job Preparation and Job Search	2
Parenting Skill Classes	1
Highland Senior Center	5
Senior Transportation	5
Holy Family Catholic Church	26
Food Pantry	26
HomeStrong USA	12
Foreclosure Prevention	3
Debt Consolidation	1
Unemployment Mortgage Assistance	4
Heroes Home Repair Program	3
HomeStrong USA	1
Hope Homes	9
Sober Living Homes	9
House of Ruth	47
Counseling Services	7
Domestic Violence Shelters	2
Emergency Hotline	29
Emergency Shelter	3
Transitional Living	6
Housing Authority of the County of San Bernardino	182
Mainstream Program	43
Public Housing	95
Senior Housing	23
Veterans Affairs Supportive Housing Program (VASH)	6
Shelter Plus Care Program	4
Career and Technology Centers	2
Housing Opportunities for People With AIDS	7
Housing Assistance	2
Huerta Del Valle	1
Community Garden	1
Humane Society of San Bernardino Valley	13
Veterinary Clinic	13
Humanity Center 4 Change	4
Counseling Services	4
Hutton Community Center	2
Home Delivered Meals	2
Identity Theft Resource Center	1
Victim Resources	1
IE511	2
Freeway Service Patrol	1
Rideshare	1
Iglesia Cristiana Misionera Supremo Llamamiento	83
Food Pantry	23
Soup Kitchen	3
Clothing Closet	47
Emergency Food Boxes	10
IM ALIVE	2
National Hopeline Network	1
PPD Moms	1
Immaculate Conception Church Dinner Hour Ministries	7
Soup Kitchen	7
Inland Behavioral and Health Services	21
Dental Services	7
Westside Counseling Center	7
PC1000 Drug Diversion Program	2
Adult Outpatient Drug Free Program	3
Perinatal Care Network	2

211 Referrals

Inland Caregiver Resource Center	4
Caregivers Information and Referral	1
Respite Care	2
Family Consultation/Care Planning	1
Inland Counties Legal Services	295
Legal Assistance	292
Housing Law Services Center	3
Inland Empire Comprehensive Treatment Centers	2
Outpatient Substance Abuse Treatment	2
Inland Empire Health Plan	46
Nurse Advice Line	3
Community Resource Center	5
IEHP Member Services	37
Psychiatry Walk-In Clinic	1
Inland Empire Healthcare Training Institute	2
CPR Training	2
Inland Empire Latino Lawyers Association	79
Legal Assistance and Counseling	77
Expungement Project	2
Inland Empire United Way	1
MyFreeTaxes	1
Inland Empire Womens Business Center	1
Training	1
Inland Fair Housing and Mediation Board	181
Senior Services	21
HUD Approved Counseling Agencies	8
Fair Housing	149
Homebuyer and Home Purchase Counseling	2
Workshops and Outreach	1
Inland Family Community Health Center	17
Dental Services	6
Medical Services	9
Family Pact	1
Bosom Buddy Support Group	1
Inland Regional Center	4
Case Management	4
Inland Valley Hope Partners	161
Food Pantry	38
Rapid Re-housing	4
Family Stabilization	119
Inland Valley Humane Society and S.P.C.A	6
Animal Care & Control	3
Animal Adoption	3
Inland Valley Recovery Services	123
Detoxification	31
Family Counseling	16
Youth Enrichment Services	8
Adult Outpatient Services	9
Adolescent Outpatient Services	1
Adult Residential Services	17
Recovery and Aftercare Services	1
Adults with Children Residential Services	14
Parent Project Classes	2
Transitional Sober Living	23
Prenatal Day Treatment and Intensive Outpatient Services	1
Internal Revenue Service - San Bernardino	7
Internal Revenue Service	5
Identity Theft	2
INTERNAL REVENUE SERVICES (IRS)	2

211 Referrals

Taxpayer Assistance	2
International Legal Center	9
Legal Services	9
International OCD Foundation	1
OCD Information and Referrals	1
INTERNATIONAL RESCUE COMMITTEE	1
Immigrant and Refugee Assistance	1
Internet Service Providers	15
arcZip	3
Copper.net	3
DSL Extreme	3
Frontier Broadband	3
AT&T	1
AT&T Access	2
Jewish Family and Children's Services	1
Parents Place Post-Adoption Services	1
Joshua Tree Community Center	6
Legal Aid	6
Judson Baptist Church	65
Food Pantry	65
Kaiser Permanente Medical Center	4
Hospital Services	1
Nurse Advice Line	1
Lactation Consultation	2
Knowledge and Education for Your Success	4
Veterans Homelessness Prevention	4
La Leche League - Inland Empire	3
Breastfeeding Support and Information	1
Breastfeeding Information and Support	2
LA LECHE LEAGUE INTERNATIONAL (LLLI)	6
Breast Feeding Support	6
LaSalle Medical Associates	21
Health Clinic	18
Pediatric Medicine	3
Law Library for San Bernardino	1
Law Library	1
Legal Aid Society of San Bernardino	68
We Salute	7
Legal Aid Society of San Bernardino	31
Access to Justice Clinic	26
Probate	1
We Salute Rialto	3
Levy Community Services	2
Band of Brothers	2
LGBT National Help Center	1
National Youth Talkline	1
Libreria del Pueblo	1
Immigration Legal Services	1
Life Community Development	4
Transitional Housing	3
Transitional Housing for Veteran Women	1
LIFESTATION INC	1
LifeStation Medical Alarm	1
LIGHT FOR SENIORS	1
Seniors Financial Care	1
Lighthouse Social Service Center	10
Transitional Living	3
Veteran Homeless Prevention	7
Loma Linda Branch Library	1

211 Referrals

Basic Computer Skills	1
Loma Linda Senior Center	2
Senior Center	1
Senior Luncheon	1
Loma Linda University Behavioral Health	7
Behavioral Medicine Center	2
General Counseling Services	2
Marriage & Family Counseling	3
Loma Linda University Behavioral Health Institute	12
Counseling Services	1
Individual Counseling/Therapy	7
Substance Abuse	4
Loma Linda University Behavioral Health Institute Office	2
Psychological Services Clinic	2
Loma Linda University Medical Center	9
School of Dentistry	6
Moms Joining Moms	1
Always In My Heart	1
Mother's Breastfeeding Circle	1
Los Angeles Orthopaedic Medical Center	1
Childrens Clinic	1
Loveland Church	4
USDA Food Distribution	4
LSS Community Care	7
Our Children Project	1
Batterers Intervention	4
Probation: Juvenile Anger Management Substance Abuse Truancy Petty Theft	2
Lucerne Valley Domestic Violence Outreach	2
Batterers Intervention Program	2
Lutheran Church of the Desert	9
Community Food Pantry	9
Lytle Creek Community Center	1
Senior Luncheon	1
Making a Difference Association (MADA)	14
Counseling Services	11
Parenting Skill Classes	2
Domestic Violence Classes	1
MAKING HOME AFFORDABLE	1
Home Affordable Refinance Program (HARP)	1
MARCHEX	20
Free 411 - Directory Assistance	20
Marijuana Anonymous World Services	1
Marijuana 12 Step Support	1
Marys Mercy Center	209
Food Pantry	2
Saint Joseph Clothes Closet	41
Showers	25
Veronicas Home of Mercy	45
Marys Table	11
Marys Children Program	85
Matrix Institute	1
Adult Outpatient Drug Free Program	1
McKinley Children's Center	1
Inpatient Mental Health Services	1
Meals On Wheels - Montclair	1
Home Delivered Meals	1
Meals On Wheels - Upland	2
Meals On Wheels	2
MEDICAL BOARD OF CALIFORNIA	1

211 Referrals

Medical Board	1
MEDICARE	3
Medicare Helpline	3
MEDICARE RIGHTS CENTER	1
National Medicare Helpline	1
Mental Health Systems	12
DUI Program	6
Therapeutic Behavioral Services	1
Helping Hands Kinship Support Services	1
Adult Outpatient Services	1
Ontario One Stop Transitional Age Youth Center	3
Mercy House	350
Guadalupe Residence	6
Support Groups	4
Access Center - Ontario	54
Transitional Housing	189
Assisi House	97
Metrolink	1
Metrolink Travel Information	1
Metropolitan Family Medical Clinics	40
Family and Community Medicine	28
Pediatric and Children Services	9
Family Planning	3
Mexican Consulate	2
Consular Services	1
Vision Exams	1
Michelle's Place Cancer Resource Center	1
Pink Ribbon Assistance Program	1
Molding Hearts Foundation	13
Runaway Shelter	4
Transitional Shelter	9
Molina Healthcare	7
Nurse Advice Line	2
Molina Health Plan	5
MONEY MANAGEMENT INTERNATIONAL (MMI)	7
Financial Management and Credit Counseling Services	7
Montclair Police Department	1
Police Department	1
Montclair Senior Center	2
Legal Assistance	1
USDA Food Distribution	1
Morongo Basin Community Health Center	1
Morongo Basin Community Health Center	1
Morongo Basin Unity Home	25
Domestic Violence Shelter	23
Transitional Housing	1
24 Hour Crisis Line	1
Moses House Ministries	32
Case Management	2
The Boutique	30
Mountain Community Hospital	4
Rural Health Clinic	4
Mountain Counseling and Training	11
Anger Management Classes	4
Parenting Classes	3
Marriage and Family Counseling	1
Domestic Violence Classes	2
General Counseling	1
Mountain View Child Care	6

211 Referrals

Kidship-Preschool and Pediatric Day Health	5
Totally Kids Rehabilitation Hospital	1
Mountain View Family Development	48
Food Pantry	48
Narcotics Anonymous	4
Narcotics Anonymous - Eastern Inland Empire	2
Narcotics Anonymous - Southern California Region	1
Narcotics Anonymous - Inland Empire Foothills	1
National Alliance on Mental Illness	12
Information and Referral Helpline	10
Mental Illness and Autism Support Groups	2
NATIONAL CANCER INSTITUTE (NCI)	1
Cancer Information Service	1
National Center for Victims of Crime	1
Information and Resources	1
National Community Renaissance of California	534
Affordable Housing	534
NATIONAL COUNCIL ON ALCOHOLISM AND DRUG DEPENDENCE (NCADD)	3
Alcoholism and Drug Dependence Helpline	3
NATIONAL DOMESTIC VIOLENCE HOTLINE	42
NATIONAL DOMESTIC VIOLENCE HOTLINE	42
NATIONAL EATING DISORDERS ASSOCIATION (NEDA)	1
NEDA Information and Referral Helpline	1
National Federation of the Blind of California	1
Community Services	1
NATIONAL FOUNDATION FOR CREDIT COUNSELING (NFCC)	1
Housing Counseling - National Foundation for Credit Counseling (NFCC)	1
NATIONAL INSTITUTE OF MENTAL HEALTH (NIMH)	1
Mental Health Information and Education	1
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION	1
National Weather Service	1
National Organization of Social Security Claimants' Representatives	2
Information and Referral	2
NATIONAL SUICIDE PREVENTION LIFELINE	3
National Suicide Prevention Lifeline (& Veteran Suicide Prevention Hotline)	3
National Veterans Foundation	1
Veterans Hotline	1
Needles Branch Library	1
Library Services	1
Needles Senior Center	1
Senior Center	1
Neighborhood Housing Services of the Inland Empire	8
Home Maintenance Education	3
Down Payment Assistance	1
Home Buyer Education & Financial Fitness	1
One on One Counseling	2
Home Preservation	1
Neighborhood Partnership Housing Services	3
Home Ownership	3
Neighborhood Vineyard Church	9
Food Pantry	9
New Creation Behavioral Healthcare Foundation	66
Detoxification	34
Mens Residential Treatment	14
Women's Residential Treatment	13
Outpatient Treatment	5
New Day Recovery Center	28
Counseling Services	9
Child Abuse Treatment Program	7

211 Referrals

Anger Management Program	3
Counseling Services/Victims of Crimes	5
Parenting Group	1
Batterers Intervention Program	3
NEW EYES FOR THE NEEDY INC. (NEFTN)	6
Eyeglasses Distribution	6
NEW HOPE CRISIS COUNSELING HOTLINE	2
Crisis Telephone Counseling	2
New Hope Village	32
Housing and Services for Homeless Families	30
New Hope Too	2
New Life Chapel	1
Food Distribution	1
North Coast Energy Services	1
Low Income Home Energy Assistance Program	1
Northtown Housing Development	10
Homeownership Program	9
College Scholarship Program	1
Office of the Attorney General	2
Bureau of Medi-Cal Fraud and Elder Abuse	2
Olive Branch Counseling Center	21
Anger Management and Domestic Violence	8
Drug and Alcohol Counseling	4
Individual Counseling	1
Parenting and Co-Parenting Classes	1
Bereavement Counseling	5
Family Counseling	2
Olive Crest	7
Foster & Adoption	2
Safe Families for Children	5
Omnitrans	41
Access Service	29
Omnitrans	5
Transportation Reimbursement Escort Program (TREP)	2
Discount Summer Youth Fare	3
NexTrip	2
ONESIGHT	5
Give the Gift of Sight Services	5
Ontario Police Department	2
Police Department	2
Ontario Senior Center	2
Social Services	2
Ontario/Montclair YMCA	1
Afterschool Program	1
OPARC	1
Summit Services	1
Operation Grace	150
Womens Shelter	150
OPERATION HOMEFRONT	1
Critical Assistance Program	1
Operation Hope	12
Home Buyers Program	11
Mortgage Crisis Hotline and the Consumer Credit Crisis Hotline	1
Operation New Hope	2
Education Program	2
Operation Safehouse	15
Runaway Shelter	10
Main Street Transitional Living	5
Option House Administration	10

211 Referrals

Domestic Violence Shelter	3
Parenting Classes	4
Domestic Violence Support Group	2
Courthouse Family Violence Outreach	1
Orenda Foundation Veterans Project	2
Transitional Housing	2
OTHER BAR - NATIONAL HOTLINE THE	4
Support Group for Legal Professionals	4
Our Lady of Hope	2
Soup Kitchen	2
Our Lady of the Desert	56
Food Pantry	56
Ovitt Family Community Library	2
Veteran Resource Center	2
Pacific Clinics	5
Family Resource Center	3
Mental Health Services	1
Donations Accepted	1
Pacific Lifeline	25
Transitional Housing	25
Parents Families & Friends of Lesbians & Gays	1
Support Group/Advocacy	1
Parents Anonymous - San Bernardino	5
Parenting Skill Class	5
ParentzatWork	1
ParentzatWork	1
Parktree Community Health Center	27
Behavioral Health Services	1
Dental Care	14
Health Center	12
Parkview Community Hospital Medical Center	1
Bariatric Support Group	1
Patton State Hospital	3
Hospital Services	3
Paul Villasenor Branch Library	1
Back 2 Basics	1
Peer Driven Room & Board Advisory Coalition of San Bernardino County	93
Information and Referral	93
Peoples Care Autism	1
Parent Education	1
Percy Bakker Center	1
Garden Club	1
Perris Hill Senior Center	3
Senior Center	2
Senior Luncheon	1
Phoenix Foundation	3
Burial Expense Assistance	3
PLANNED PARENTHOOD	1
Planned Parenthood - Family Planning Services	1
Planned Parenthood of Orange and San Bernardino Counties	8
Family Planning	1
HIV/AIDS and STD Testing	3
General Health Care	4
Pomona Unified School District Child Development (Resource and Referral)	4
Childcare Resource and Referral	4
Pomona Valley Hospital Medical Center	4
Lactation and Breastfeeding Support	3
Urgent Care Center	1
POSTPARTUM SUPPORT INTERNATIONAL (PSI)	2

211 Referrals

Postpartum Support International Warmline (PSI)	2
PPD MOMS	1
National Prenatal Hotline	1
Pregnancy and Family Resource Center	20
Resource Center	20
Prescription Assistance	1
Prescription Assistance	1
Project Life Impact	3
Veterans Food Giveaway	3
Project Sister Family Services	8
Crisis Intervention Hotline	7
Advocacy	1
Provisional Accelerated Learning (PAL) Center	3
USDA Food Distribution	1
Youth Job Training and Job Placement Assistance	1
Diploma Program	1
QUEST RESOURCE HOLDING CORPORATION	1
Earth911	1
RAINN	1
National Sexual Assault Hotline	1
Rancho Cucamonga Family Resource Center	67
Clothes Closet	38
Family Resource Center	3
Food Pantry	26
Rancho Cucamonga Police Department	1
Police Department	1
RAPE ABUSE AND INCEST NATIONAL NETWORK (RAINN)	1
National Sexual Assault Hotline	1
REACH	18
Food Assistance	18
Reach Out	5
First 5 Nurturing Parenting Class	2
BLOCK Drop-in Center	3
Reach Out Morongo Basin	4
Family Caregiver Support	1
Minor Home Repairs	1
Yardwork	2
Rebound	4
Court Approved Intervention Programs	4
Redlands Community Center	3
Home Delivered Meals	1
Legal Services	1
Senior Transportation	1
Redlands Community Hospital	4
Family Clinic	2
Perinatal Services	2
Redlands Day Nursery	7
Child Care	7
Redlands Police Department Recreation Bureau	1
Enrichment Classes	1
Reentry Clinical Housing and Support Services	7
Reentry Clinical Housing and Support Services	7
RESCUE ALERT OF CALIFORNIA	1
Rescue Alert Services	1
Restoration House of Refuge	191
Transitional Housing	190
USDA Food Distribution	1
Restoring Hope	1
Clothes Closet	1

211 Referrals

Rialto Branch Library	1
Homework Buddies	1
Rialto Child Assistance	3
Food Pantry	3
Rialto Family Health Services	1
Moving Forward Child Development	1
Rialto Police Department	1
Police Department	1
Rialto Unified School District	2
Health Clinic	1
Part Day Preschool	1
Rim Family Services	4
Counseling Services	1
DUI - PC1000 Education	3
RISE Interpreting	2
American Sign Language Interpretation	2
River of Life	52
Neighborhood Food Pantry	52
Rock Church & World Outreach Center	40
Food Pantry	38
GED Preparation Classes	2
Rolling Start	149
Housing	102
Information and Referral	30
Personal Assistance	2
Support Groups / Workshop	1
Independent Living Skills	1
Assistive Technology	7
Technical Assistance	1
Systems and Individual Advocacy	5
Rose of Sharon	53
Pregnancy Resource Center	3
Baby Items	50
Running Springs Assembly of God	5
Food Ministry	5
SAFE PLACE	1
Txt 4 Help	1
Sahaba Initiative	66
Food Pantry	54
Counseling	6
Path to Peace	6
Salem Christian Homes	2
Supported Living Services	2
Salvation Army - Sierra del Mar Division	1
Emergency Assistance - Murrieta	1
Samaritan Counseling Center	7
Counseling Services	7
Samaritans Helping Hand	480
Clothing Voucher	37
Emergency Food Assistance	46
Food Pantry	23
Utility Assistance	358
Document Replacement Assistance	16
San Antonio Regional Hospital	6
Educational Suite	1
Urgent Care	1
Emergency Department	1
Cancer Support Group	2
Family Care Center	1

211 Referrals

San Bernardino City Unified School District	10
Adult School	1
Public Education	4
State Preschool Program	1
Child Development Program	2
GED Preparation Classes	2
San Bernardino Community Church	1
USDA Food Distribution	1
San Bernardino Community Service Center	5
Immigration Legal Services	4
DACA	1
San Bernardino County Animal Care and Control	30
Animal Services	21
Spay and Neuter Voucher Program	4
Animal abuse and neglect	1
Dead Animal Pick-up	4
San Bernardino County Bar Association	52
Attorney Information and Referral Service	52
San Bernardino County Children and Family Services	49
Foster Care	4
Placement Resources Division	3
Child Abuse Hotline	42
San Bernardino County Department of Aging and Adult Services	390
Adult Protective Services	95
In Home Supportive Services	84
Senior Information and Assistance Program	188
Senior Nutrition Services	15
Senior Community Service Employment Program	5
Multipurpose Senior Services	1
Long-Term Care Ombudsman	2
San Bernardino County Department of Behavioral Health	227
Community Crisis Response Team	48
The Access Unit	61
Crisis Walk-In Clinic	14
Centralized Children's Intensive Case Management Services	1
Adult Outpatient Drug Free Program	4
Clubhouses	1
Walk-In Clinics	43
Housing and Employment Program	3
Homeless Outreach Support Team	3
San Bernardino One Stop Transitional Age Youth Center	16
Crisis Residential Treatment Center	3
Mentally Ill Homeless Program	2
Outpatient Clinics	8
Screening Assessment and Referral Center (SARC)	5
Substance Use Disorders and Recovery Services	15
San Bernardino County Department of Child Support Services	14
Child Support Services	9
Compromise of Arrears Program	4
Modification	1
San Bernardino County Department of Community Development and Housing	5
Housing Information	5
San Bernardino County Department of Probation	6
Anger Management	1
Adult Day Reporting Centers	1
Day Reporting Centers	4
San Bernardino County Department of Public Health	116
Immunizations	3
Reproductive Health Centers	2

211 Referrals

Tuberculosis Control Program	1
Vector Control	2
Women Infants and Children (WIC)	19
Pet Adoption	2
Public Health Clinics	48
Food Handler Training and Test	2
Environmental Health	1
Black Infant Health	3
HIV Prevention Program	4
California Children Services	1
Flu Shots	1
Car Seat Safety	25
Health Education	2
San Bernardino County Department Public Works	3
Public Works	1
Flood Control District	2
San Bernardino County District Attorney	10
Bureau of Victim Services	2
San Bernardino County District Attorney's Office	4
Victim Compensation Claims	4
San Bernardino County Fire Protection District	4
Fire and Rescue	1
Sandbag Program	2
Household Hazardous Waste	1
San Bernardino County Land Use Services Department	19
Code Enforcement Division	19
San Bernardino County Library	1
Library Services	1
San Bernardino County Office Of The Assessor-Recorder-County Clerk	14
County Clerk	2
The Assessor	2
The Recorder	10
San Bernardino County Public Authority	4
In-Home Supportive Services Registry	4
San Bernardino County Public Defender	7
Public Defenders Office	3
Record Expungement Assistance	4
San Bernardino County Registrar of Voters	4
Registration and Voting Information	4
San Bernardino County Sheriffs Department	32
Juvenile Intervention Program (JIP)	6
Law Enforcement	21
Homeless Outreach and Proactive Enforcement	3
Police Misconduct Reporting	2
San Bernardino County Superintendent of Schools	1
Counseling and Early Intervention	1
San Bernardino County Transitional Assistance Department	231
C4Yourself	6
CalFresh (Food Stamp Program)	73
CalWORKs Program	63
Health Care Options	2
Medi-Cal Program	64
Child Care Programs	1
Foster Care Program	5
General Relief	17
San Bernardino Family YMCA	2
Afterschool Program	2
San Bernardino Fatherhood	1
24/7 Dads Parenting	1

211 Referrals

San Bernardino National Forest Association	1
Ranger Station	1
San Bernardino Police Department	30
Police Department	30
San Bernardino Westside Christian Center Church	6
Manna House	5
Westside Kinship Support Services	1
Santa Rosa Junior College	1
Foster and Kinship Care Education Program	1
Save the Children	1
First 5 Early Steps to School Success	1
Saving Grace Homes	10
Sober Living Transitional Home	10
Scherer Senior Center	2
Home Delivered Meals	2
Service Center for Independent Life	5
Benefits Assistance	2
Personal Assistance Referrals	2
Support Groups and Workshops	1
SEX ADDICTS ANONYMOUS (SAA)	1
Support Groups	1
SEXAHOLICS ANONYMOUS INTERNATIONAL CENTRAL OFFICE	1
Sexaholics Anonymous Support Group	1
Sisters of Soul Youth and Family	6
Anger Management Classes	2
Counseling Services	4
Social Action Community Health System	53
Dental Care	19
Parenting Skill Classes	12
HIV/AIDS Care	1
First 5 Family Resource Center	2
Community Resource Center Computer Lab	4
SAC Health System Clinic	2
Postpartum Depression Support Group	1
Behavioral Health Care	1
Federally Qualified Health Center	10
Child Passenger Safety Program	1
Social Security Administration	33
Social Security	33
SOCIAL SECURITY ADMINISTRATION (SSA)	1
Social Security Services	1
Society of Saint Vincent De Paul of Sonoma County	1
Saint Vincent De Paul Armory Homeless Shelter	1
South Coast Community Services	6
School Aged Treatment Services	2
Student Assistance Program	3
Community Wholeness and Enrichment Program	1
Southern California Edison	41
California Alternate Rates for Energy	29
Level Pay Plan	1
Community Energy Partnership - Home Energy Efficiency Tune-Ups	10
Energy Management Assistance	1
Southern California Gas Company	4
Energy Savings Assistance Program	4
Southern California Service Corp	1
Community Alternative Service	1
Southwest Gas Company	29
California Alternate Rates for Energy	16
Deferred Payment Program	3

211 Referrals

Energy Efficiency Weatherization Program	10
Special Angels Group Facilities	79
Transitional Housing	21
Elderly Residential Care	7
Room and Board	51
St Annes Retirement Community	1
Veterans Transitional Housing	1
St Bernardine Medical Center	9
Hospital Services	1
Health Education Classes	4
Grief and Loss Support Groups	1
Orthopedics	2
Baby & Family Services	1
St John of God Health Care Services	39
Detoxification	16
Residential Substance Abuse Treatment	5
Sober Living Homes	11
Adult Outpatient Drug Free Program	6
Residential Rehabilitation for Parents with Young Children	1
St Joseph Health St Mary Medical	3
Hospital Services	1
Bright Future Mobile Services	2
St Pauls United Methodist Church	117
Food Pantry	117
St. John's Community Success Center	27
Standing Community Services	27
Steps 4 Life Community Services	132
Traditional Sober Supportive Housing - Women with Children	40
Traditional Sober Transitional Housing - Men with Children	6
Transitional Supportive Sober Housing - Single Adults	49
Steps 4 Life Community Services Homeless Housing	37
Superior Court of California County of San Bernardino	7
Criminal Court	2
Family Court	1
Probate Court	2
Juvenile Court	1
Civil Court/Unlawful Detainer	1
Susan G Komen - Inland Empire	2
Breast Health Information and Resources	2
Swapping Mamas	14
Clothes Closet	12
Swapping Mamas	2
Telecare	2
Crisis Stabilization Unit	2
Temple Community Outreach	16
Hot Meals	3
Bag of Groceries	13
TENANTS TOGETHER	4
Tenant Rights Hotline	4
The Blessing Center	9
Medical Clinic	5
General Dentistry	4
THE FAMILY NETWORK INC (TFN)	2
Adoption & Foster Care Services	2
The Lighthouse of Restoration	20
Children Clothing Closet	10
Single Mothers Rock	5
Reentry Hygiene Care Package	3
School Supplies	2

211 Referrals

The Lords Table	22
Soup Kitchen	21
USDA Food Giveaway	1
The Mom and Dad Project	3
Car Seat Program	3
The Salvation Army - Ontario	8
Food Pantry	3
Soup Kitchen	5
The Salvation Army - Redlands	35
Electric and Gas Assistance Fund (EAF & GAF)	9
Emergency Food Box	21
Shower Facilities	4
Laundry Facilities	1
The Salvation Army - San Bernardino	548
Food Giveaway	3
Soup Kitchen	78
Transitional Living Center	358
Salvation Army Adult Rehabilitation Center	3
Hospitality Living Center	106
The Salvation Army - Victor Valley	592
Food Assistance	87
Southwest Gas Energy Share	495
Homeless Take Out Lunch	10
The Salvation Army Service Extension	9
Food Pantry	9
The Sober Living Network	10
Internet Information and Referral Service	10
The Spirit of Freedom Drug and Alcohol Program	1
Christian Intervention Program	1
The Stephans Center	1
Workshops and Trainings	1
The Unforgettables Foundation	3
Burial Assistance	3
The Way Station	13
Food Assistance	13
The White House Healing Center	7
Transitional Housing	7
Time for Change Foundation	615
Sweet Dreams House	325
Phoenix Square Affordable Housing	8
Mt. View House	282
TODEC Legal Center	3
Pro Bono Attorney Clinic	3
Total Commitment Consulting Services	3
Anger Management Classes	1
Parenting Classes	2
Town of Apple Valley	3
CPR Instruction	1
Clean Up and Recycle Program	1
Town Hall	1
Tri-City Mental Health Center	1
Child and Family Outpatient Services	1
Tri-County Dental Society	1
Give Families a Smile	1
Twentynine Palms Senior Center	2
Home Delivered Meals	1
Senior Center	1
United Cerebral Palsy of the Inland Empire	1
In-Home Respite Care	1

211 Referrals

United States Department of Agriculture Natural Resources Conservation Service	1
Emergency Watershed Protection	1
UNITED STATES DEPARTMENT OF HEALTH AND HUMAN SERVICES	1
SAMHSA National Helpline - Center for Substance Abuse and Mental Health Services	1
United States Department of Labor	8
Labor and Employment Law	7
OSHA	1
UNITED STATES DEPARTMENT OF STATE	1
Passport Services	1
United States Department of Veterans Affairs	4
Veterans Benefits	1
Homeless Veteran	3
United States Post Offices	3
Postal Services	3
United States Veterans Initiative	16
Veteran Homeless Prevention	16
Upland Animal Shelter	7
Pet Adoption	5
Animal Foster Care	1
Spay/Neuter	1
Upland Church of Christ	22
Food Pantry	22
Upland Unified School District	2
Counseling Services	1
Adult Education	1
Uplift Family Services	2
Autism Spectrum Disorder	2
UReach	6
Meals On Wheels	4
ACTS Transit	1
ACTS Transit Service	1
US Citizenship and Immigration Services	5
Citizenship and Immigration Services	5
US Department of Health and Human Services	4
Health Care Options	4
US House of Representatives	1
Local Representatives	1
Valley Star Community Services	13
Postpartum Support Group	2
Valley Star Crisis Walk-in Center	7
Crisis Residential Treatment Center	4
Venerable House	31
Mr Telephone Man	6
12 Step Meetings	6
Men's Transitional Housing	9
TAY Transitional Living	10
Veterans Affordable Housing	5
Affordable Housing	5
VICTIMS OF CRIME RESOURCE CENTER	2
Victims of Crime Information Center	2
Victor Community Support Services - San Bernardino	2
Therapeutic Behavioral Services	1
Success First	1
Victor Community Support Services - Victorville Campus	12
Ready Set Go	9
Victorville Transitional Age Youth Center	3
Victor Community Support Services - West San Bernardino	22
Family Resource Center	2
Computer Classes	1

211 Referrals

Early Intervention Counseling	8
Pre-Employment Skills	3
Nurturing Parenting Class	7
Brilliant Starz Youth Group	1
Victor Valley College	6
English as a Second Language	4
Community College	2
Victor Valley Community Services Council	28
Senior Needs	23
Alternative Sentencing Program	1
Volunteer Center	4
Victor Valley Domestic Violence	24
Domestic Violence Shelter	18
Referral Services for a "A Better Way"	1
Temporary Restraining Orders	2
Victim Impact Class	3
Victor Valley Family Resource Center	129
Family Resource Center	1
Transitional Housing	119
Reentry Transitional Housing	8
Bridge Housing	1
Victor Valley Rescue Mission	280
Clothes Closet	3
Cold Weather Shelter	187
Food Pantry	71
Soup Kitchen	11
Life Recovery Program	1
Victor Valley Rescue Mission Food Pantry	7
Victor Valley Transit Authority	22
Direct Access	15
Victor Valley Transit Authority	6
B-V Link	1
Victorville City Library	1
Library Services	1
Victorville Senior Citizens Club	3
Senior Citizens Club	3
Vida Life Ministries	2
Immigration Services	2
Villa de Ninos Center - Mexican American Opportunity Foundation	1
Preschool	1
Visiting Nurse Association of the Inland Counties	3
Therapy Services	2
Disease Management	1
VNA Hospice & Palliative Care of Southern California - Claremont	2
Adult Bereavement	1
Hospice and Palliative Care	1
Vocational Improvement Program	2
Supported Employment Program	1
Work Activity Program	1
Volunteer Income Tax Assistance (VITA)	84
VITA	84
Volunteermatch	1
VolunteerMatch	1
Volunteers of America Pomona Homeless Outreach	33
Homeless Shelter	33
Volunteers of America Southwest	25
Child Care	11
Early Head Start	14
Walden Family Services	9

211 Referrals

First 5 Nurturing Parenting Class	6
Baby Steps	2
First 5 Family Workshop	1
Way World Outreach Ministry	480
Soup Kitchen	13
Utility Assistance	467
WE TIP	1
Bullying Helpline	1
West End Family Counseling Services	10
Department of Behavioral Health Outpatient Services	7
Screening Assessment Referral and Treatment	2
Early Identification and Intervention Services	1
West Valley Detention Center	1
Detention Center	1
Whitney Young Family Health Clinic	25
Dental Services	17
Medical Services	8
Women Who Matter Too	21
Shared Living House	21
Workforce Development Department	66
Employment Services	66
YMCA of the East Valley	1
School Age Care	1
Youth and Family Club of Pomona Valley	1
Homework and Tutoring	1
Yucaipa Family Assistance	19
Food Pantry	13
Diapers	2
Medical Equipment	3
Personal Hygiene Products	1
Yucaipa Seventh-day Adventist Church	16
Food Pantry	13
Clothing Closet	3
Yucca Valley Senior Center	1
Home Delivered Meals	1
YWCA of Sonoma County	1
Season of Sharing Application Assistance	1
Grand Total	19462