



For The Quarter Ending December 31, 2018

## 211 San Bernardino County Statistical Update

# 211 Data Summary for Quarter Ending December 31, 2018



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:	22,090
Total 2018 referrals to services:	83,141
Quarter total for calls & texts answered:	18,462
Total calls & texts answered in 2018:	66,132
Quarter total 211sb.org web portal users:	6,580 (Unreliable web data, corrected soon)
Agencies listed in 211 database:	992 (Plus 403 in shared statewide database)
Programs listed in 211 database:	2,924 (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:	12,155
Total known number of children under 6 for the quarter:	4,174
Households of more than 9 people for the quarter:	27
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

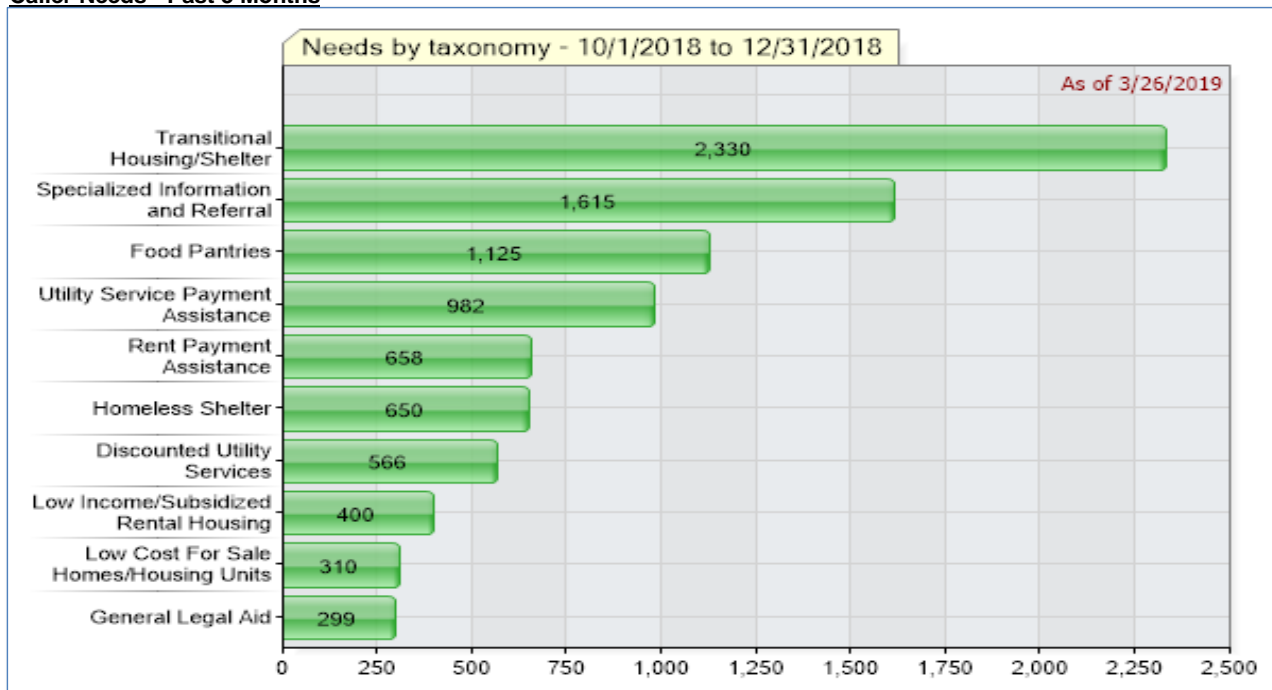
**2988 callers (16%) indicated homelessness, 1404 (8%) with disabilities, 394 (2%) served in the military  
50 were dislocated workers, 101 Domestic violence survivors, 7 maternal mental health**

Target Populations:			
(non-overlapping)			
(Past 3 months)			
Homeless	2299	12%	
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		

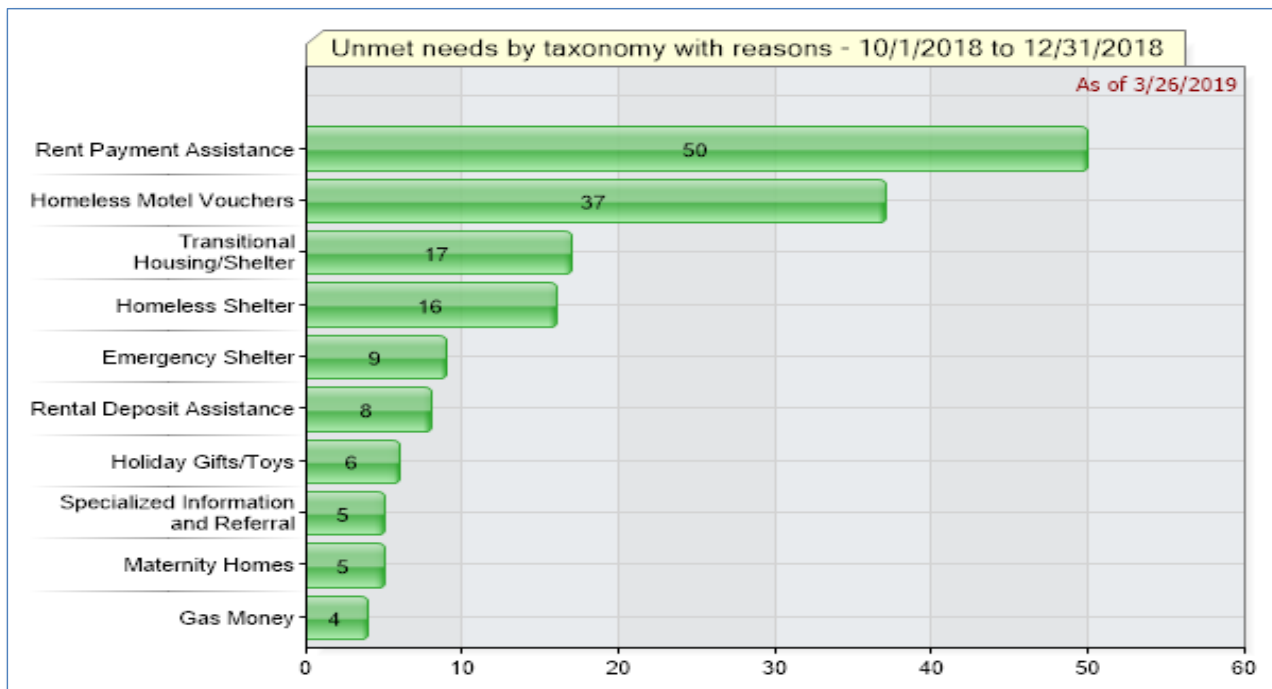
**Note that 109 (29%) of veterans were also homeless and 65 (16%) were also disabled.**

Of the 7084 callers who shared transportation dependency, only 55% have their own vehicle.

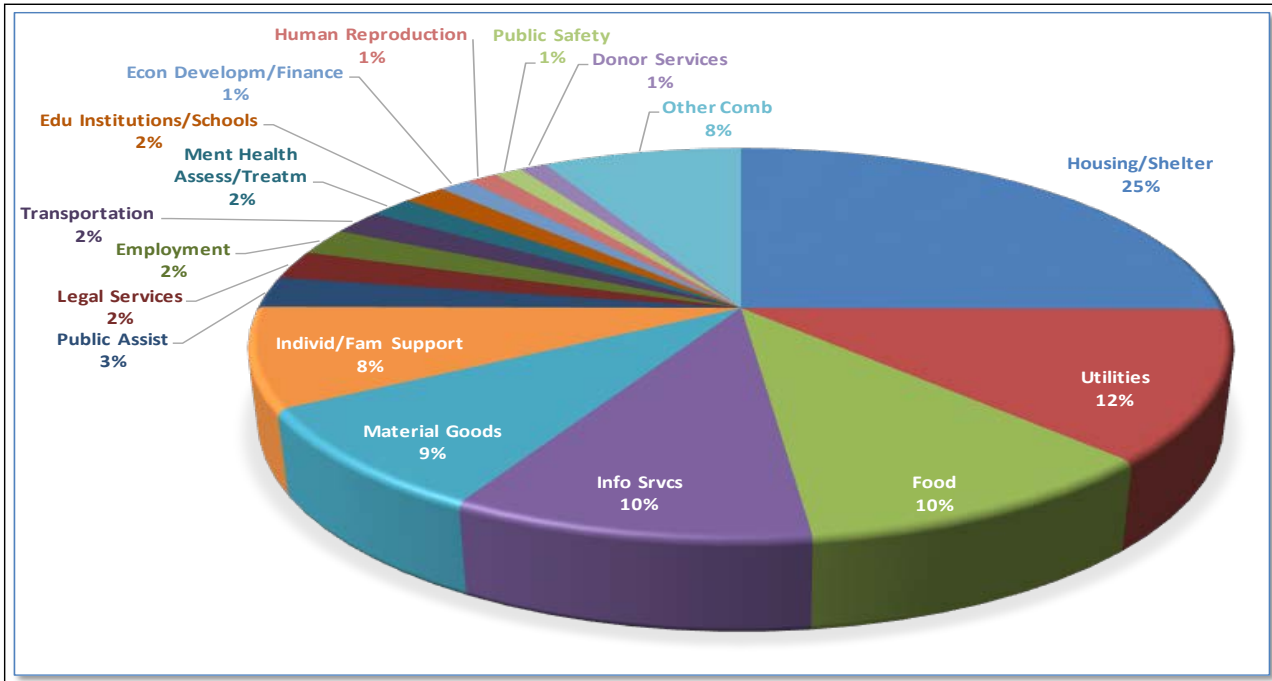
**Caller Needs - Past 3 Months**



**Unmet Needs - Past 3 Months**



**Zero to 5 Families' Needs 4th quarter 2018**



Number of Zero to 5 family calls:

2693

Zero to 5 callers self identifying as homeless:

694

26%

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:

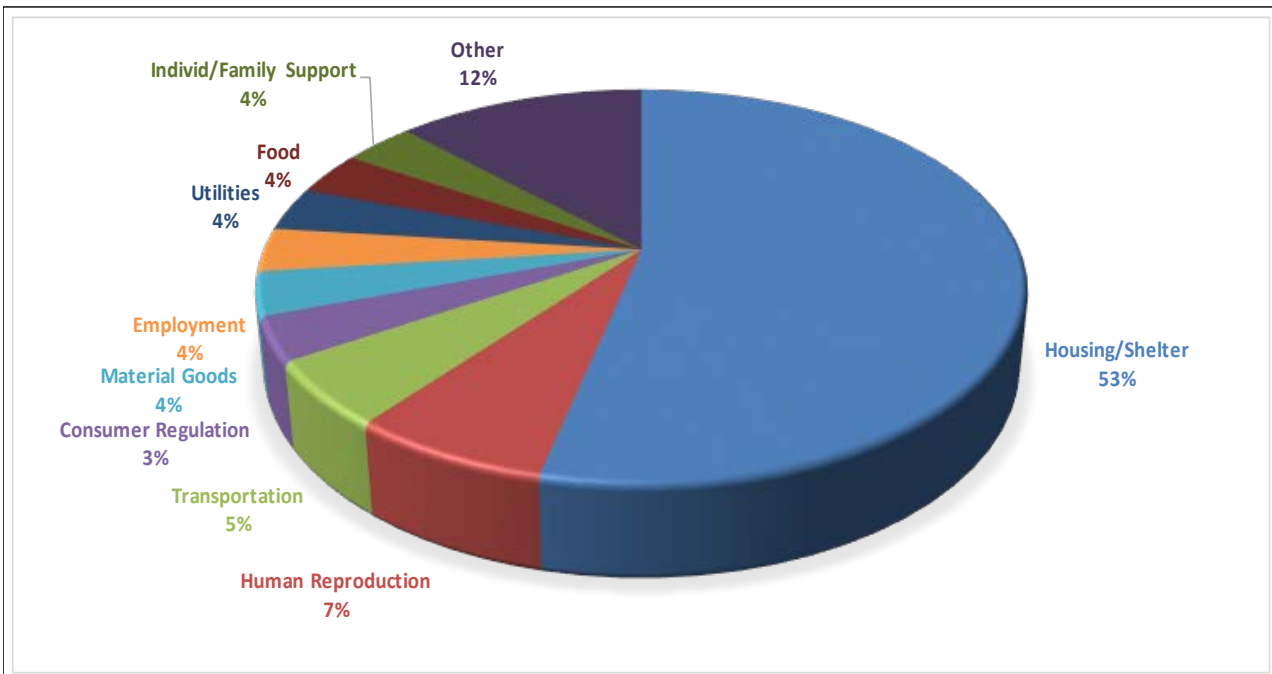
43

Zero to 5 callers self identifying as disabled:

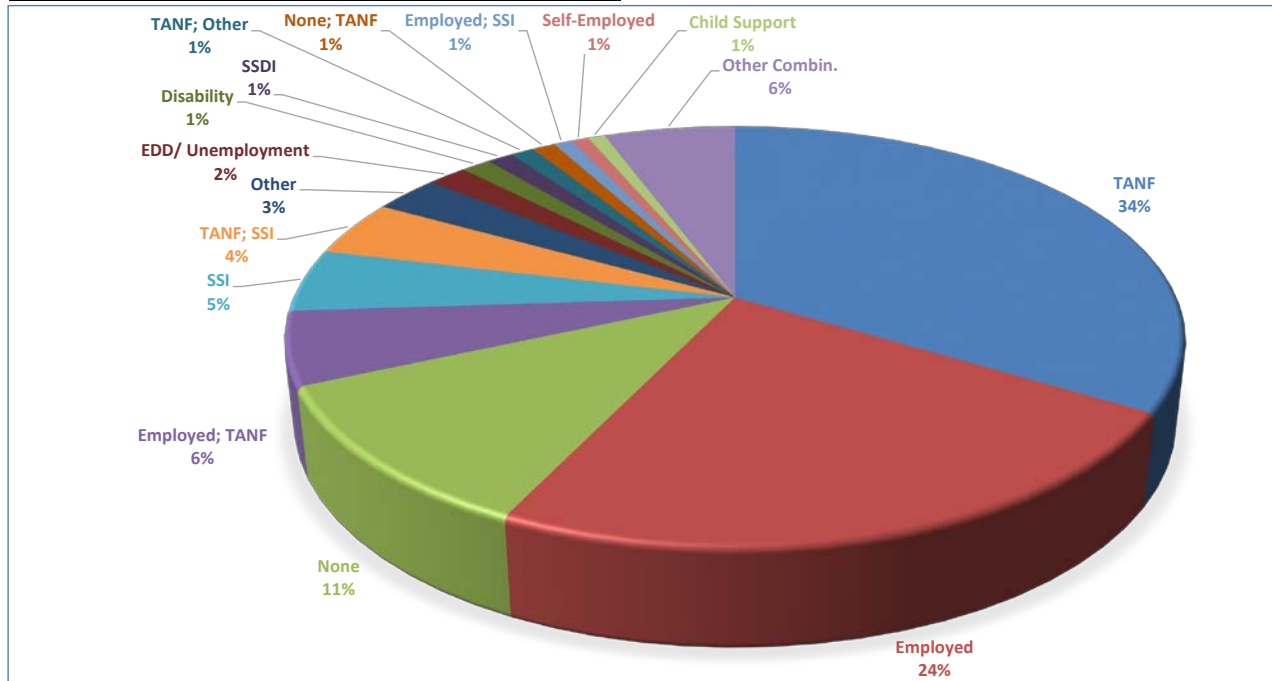
134

5%

**Zero to 5 Families Unmet Needs over the past 3 months**



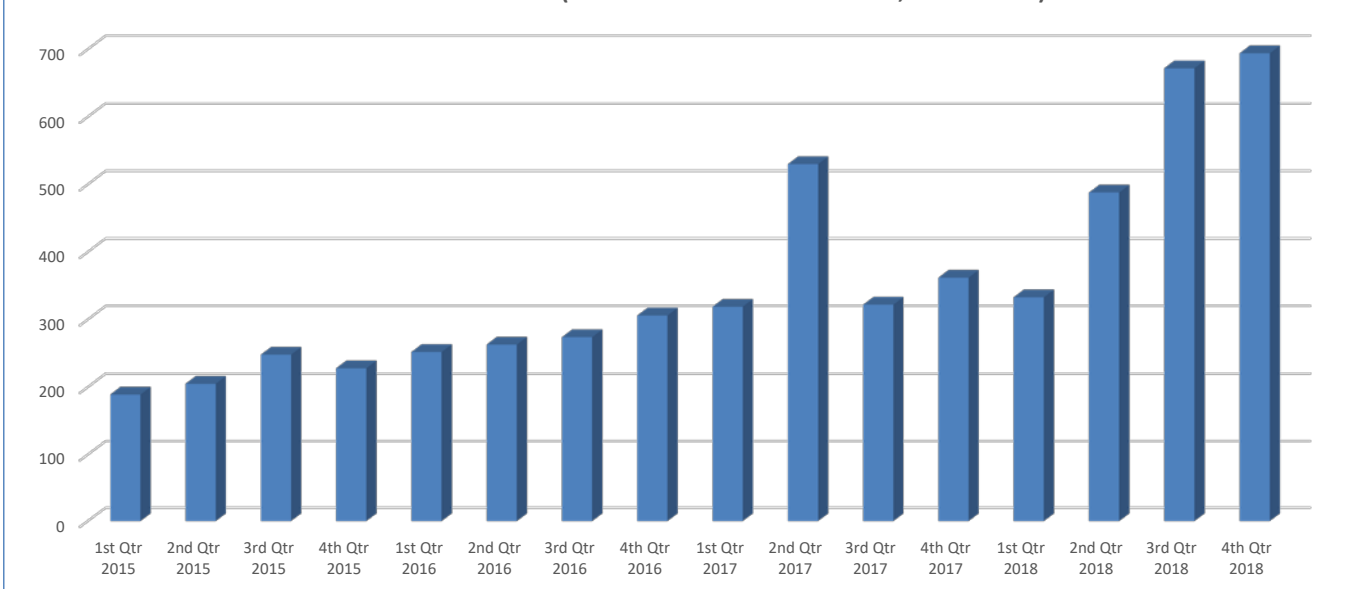
**Zero to 5 Families Main Sources of Income last 3 months**



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

**A terribly disturbing trend**

First 5 Homelessness (Source: 211 Caller Intake Data, 2016 - 2018)



Thank You and Be Well!

Gary Madden, Director  
 2-1-1 San Bernardino  
 909-980-2857 ext 202  
[gmadden@ieuw.org](mailto:gmadden@ieuw.org)

And many thanks to our major funders:



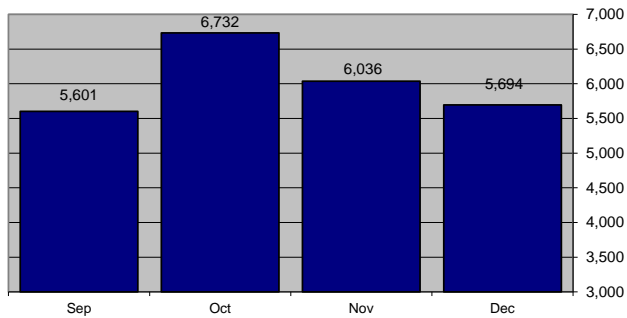
United Ways serving  
 San Bernardino County



## 2-1-1 San Bernardino County

**October through December, 2018**

**Total number of documented calls**

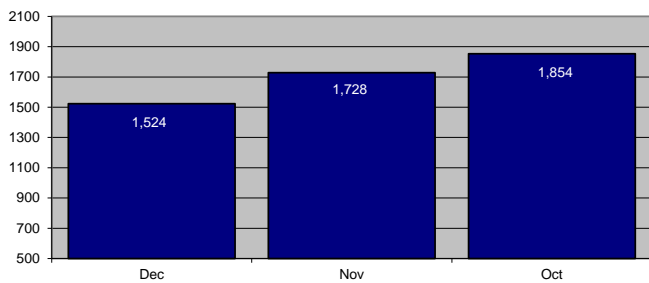


**Total countywide number of documented I&R calls\*\***

Month	Total
Dec	5,694
Nov	6,036
Oct	6,732
Sep	5,601

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

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

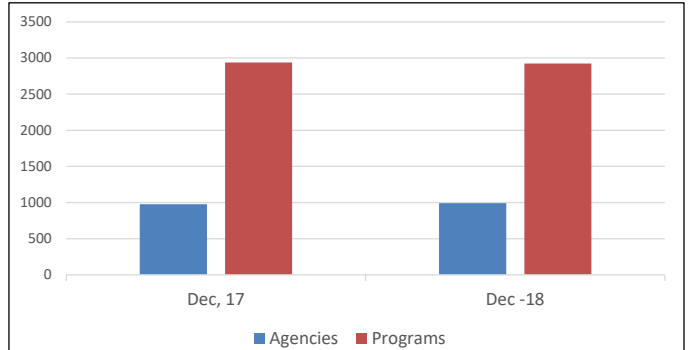


**Call totals per # of children in household:**

	Dec	Nov	Oct
0 or unknown	4,170	4,308	5,004
1	504	567	638
2	459	480	486
3	261	313	386
4	176	204	197
5	70	110	90
6	29	29	36
7	16	22	10
8	5	2	6
9	3		3
More than 9	1	1	2
<b>Total</b>	<b>1524</b>	<b>1728</b>	<b>1854</b>

**Known totals per stated # of children under 6:**

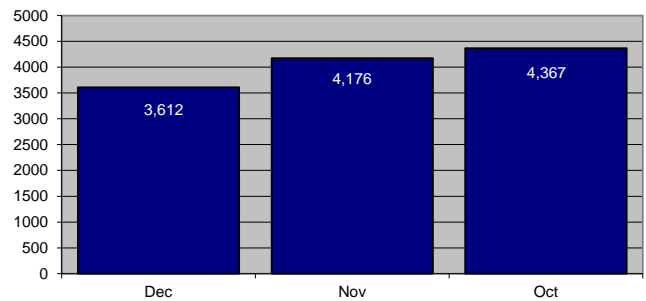
	Dec	Nov	Oct
0 or unknown	4,904	5,101	5,797
1	477	544	578
2	227	292	283
3	64	68	86
4	14	26	16
5	6	4	5
6	2	1	
7			
8			
9			
More than 9			
<b>Total F5 Calls</b>	<b>790</b>	<b>935</b>	<b>968</b>



Agencies	Database totals	Programs
978	Dec-17	2,937
992	Dec-18	2,924

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

**Known number of children involved**



**Total Known Number of Children**

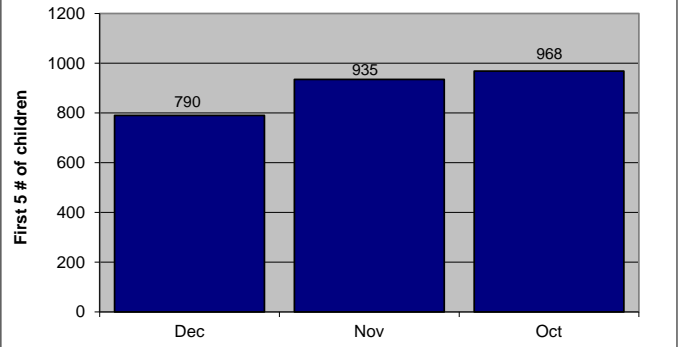
Month	Total
Dec	3,612
Nov	4,176
Oct	4,367

Percentage of callers w/children: 27%

**First 5 Calls**

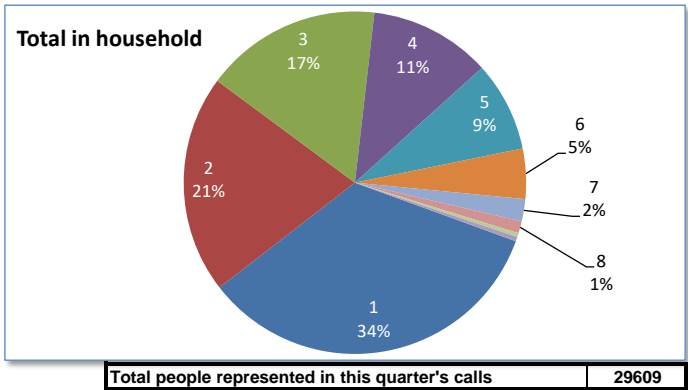
Known # of First 5 Children this quarter	4,174
Total number of calls this Quarter	18,462
Total # of First 5 Calls	2,693
Percentage of F5 calls	15%

**Total number of children under 6**



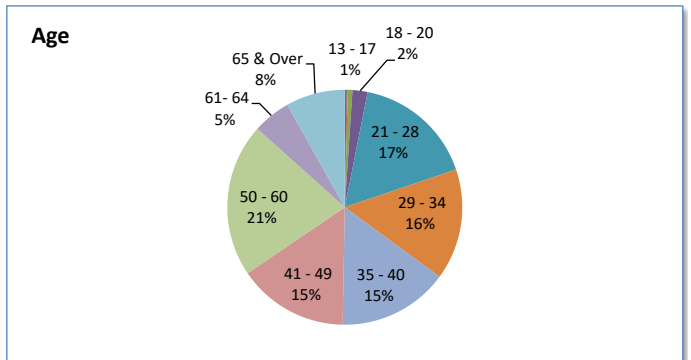
## 2-1-1 San Bernardino County

Total # in household:			
	Dec	Nov	Oct
Unknown (not in chart)	2,785	2,796	3,105
1	988	1041	1222
2	600	693	776
3	485	516	593
4	334	396	451
5	247	281	280
6	138	173	161
7	61	77	81
8	33	42	39
9	11	16	14
9+	12	5	10
<b>Total</b>	<b>2909</b>	<b>3240</b>	<b>3627</b>

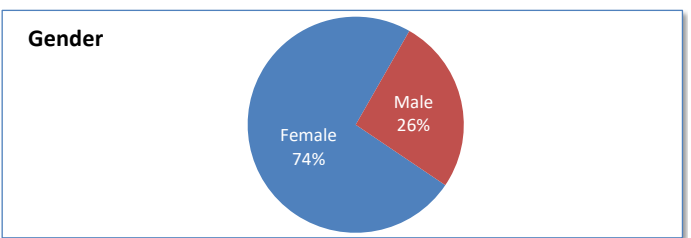


**Total people represented in this quarter's calls**      **29609**

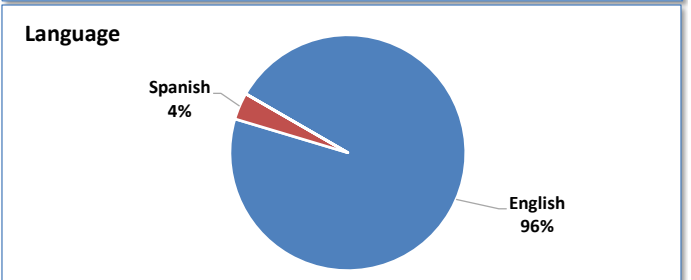
Age:			
	Dec	Nov	Oct
0 - 5	7		1
6 - 12	4	2	3
13 - 17	18	13	12
18 - 20	57	64	76
21 - 28	459	532	579
29 - 34	421	453	574
35 - 40	419	437	431
41 - 49	419	469	565
50 - 60	582	628	664
61 - 64	144	148	200
65 & Over	224	237	308
<b>Total</b>	<b>2754</b>	<b>2746</b>	<b>3105</b>



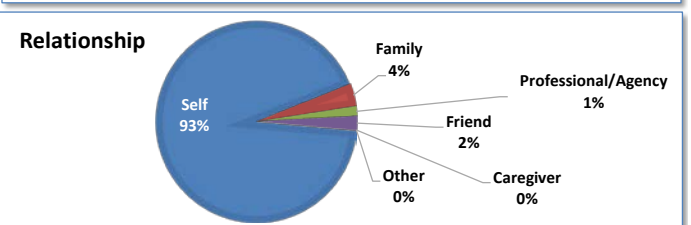
Gender			
	Dec	Nov	Oct
Female	3520	3857	4120
Male	1248	1216	1373
Other	3	2	
Transgender			
Undisclosed	923	1359	1004
<b>Total</b>	<b>5,694</b>	<b>6,036</b>	<b>6,732</b>



Language			
	Dec	Dec -18	Oct
English	5483	5790	6459
Spanish	210	244	272
Korean	1		
Other		2	

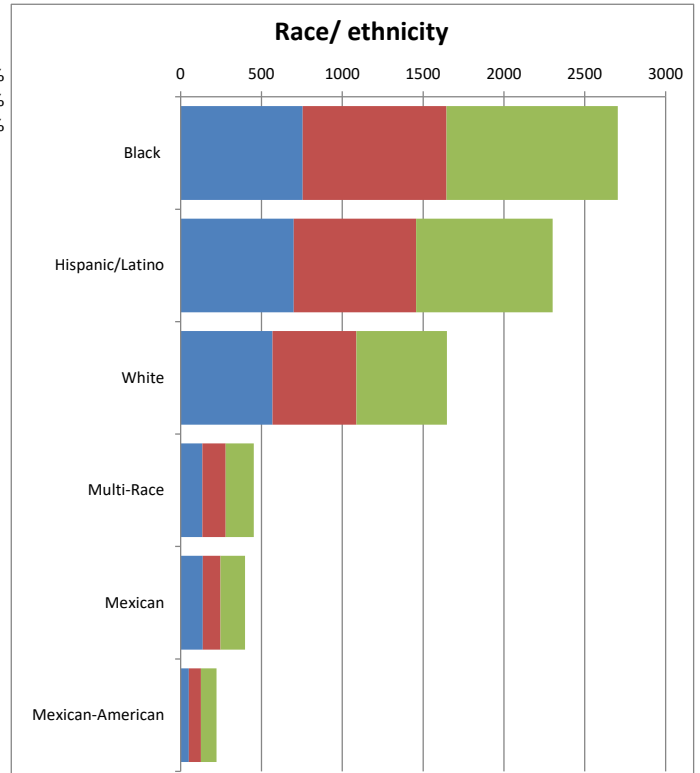


Caller relationship to person in need:			
	Dec	Nov	Oct
Self	5273	5603	6163
Family	207	238	293
Professional/Agency	89	101	155
Friend	123	88	106
Caregiver	2	6	13
Other			2

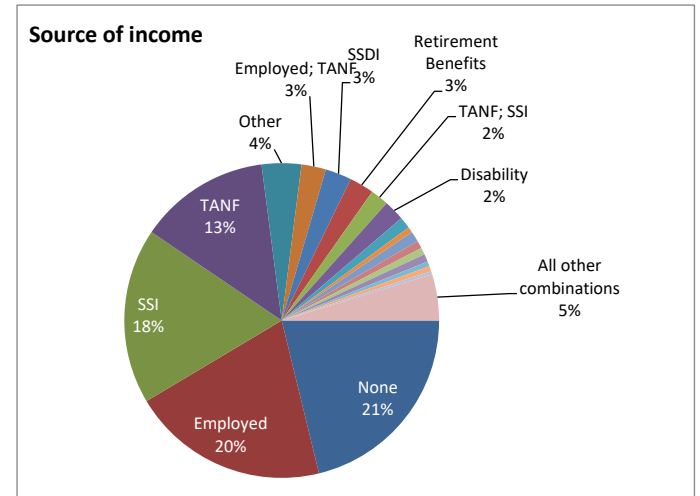


## 2-1-1 San Bernardino County

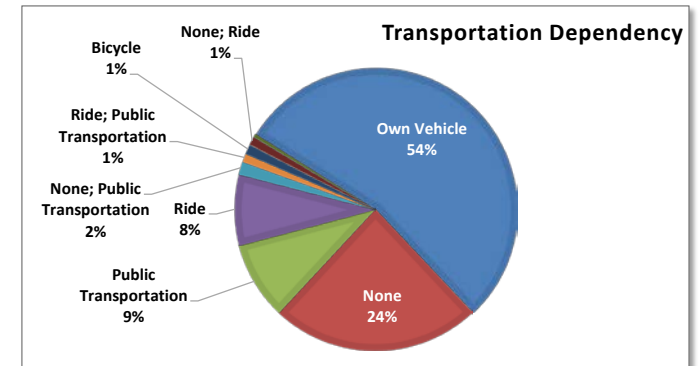
Race/ ethnicity			
	Dec	Nov	Oct
Black	755	890	1059
Hispanic/Latino	699	758	844
White	568	519	560
Multi-Race	134	145	173
Mexican	137	110	151
Mexican-American	51	75	96
Other	56	66	58
Native American	22	28	29
Asian	21	14	10
Central American	7	14	9
Filipino	8	7	12
Pacific Islander	6	7	10
Puerto Rican	3	5	10
Hawaiian	2	6	3
South American	3	2	5
Spanish	3	4	3
Asian-Indian	2	4	4
Samoan	3	2	3
Cuban	1	2	2
Cambodian	4		1
Vietnamese	2	1	1
Japanese			4
Chinese		1	2
Laotian	1		1
Guamanian	1		
Unknown	3205	3376	3682
<b>Total Known</b>	<b>2489</b>	<b>2660</b>	<b>3050</b>



Sources of income:			
	Dec	Nov	Oct
None	589	607	648
Employed	563	572	690
SSI	502	527	586
TANF	374	467	567
Other	113	127	121
Employed; TANF	70	84	114
SSDI	75	79	99
Retirement Benefits	70	52	82
TANF; SSI	52	77	71
Disability	59	61	67
EDD/ Unemployment	33	55	44
Employed; SSI	16	26	42
Self-Employed	30	22	30
Retirement Benefits; SSI	22	19	31
Other; SSI	20	22	23
Child Support	22	16	16
None; TANF	14	12	21
SSI; SSDI	15	13	15
TANF; Other	9	12	22
All other combinations	132	140	154



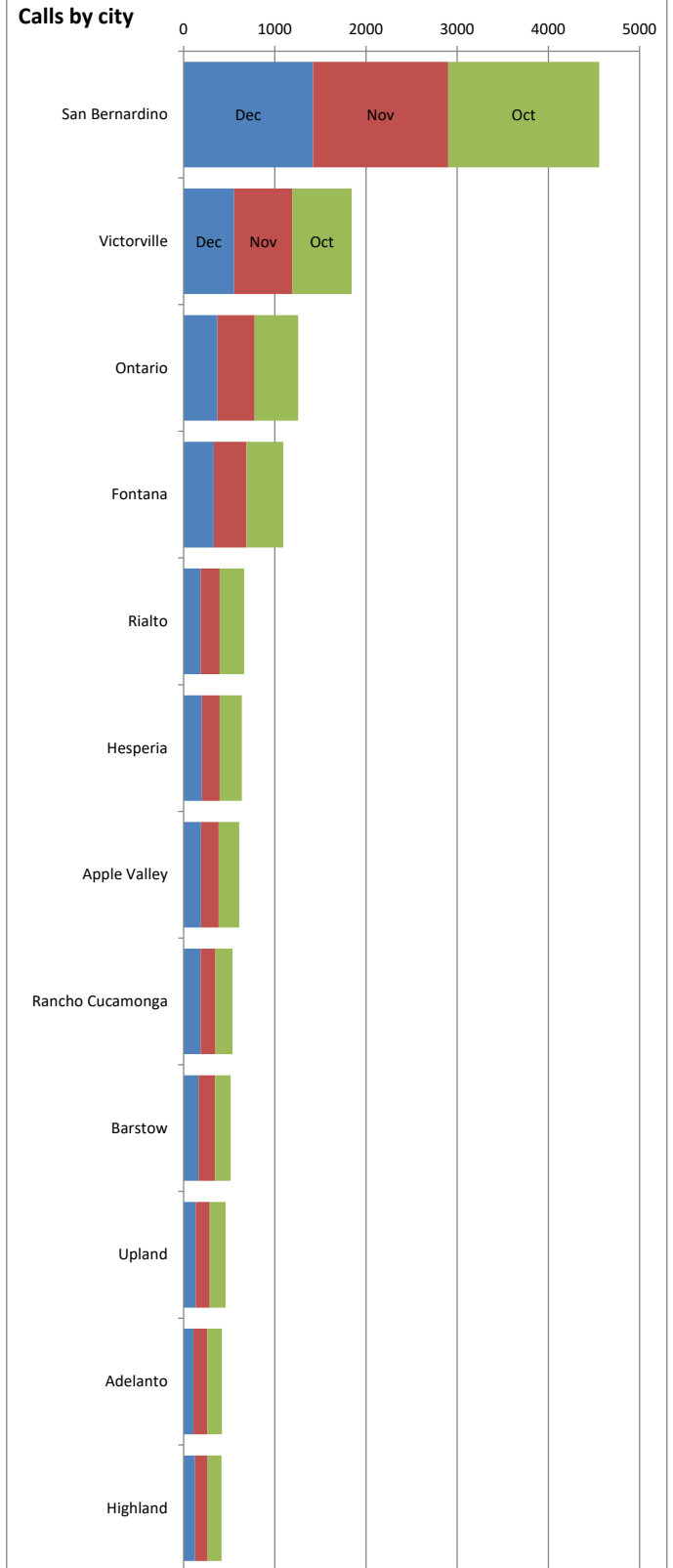
Transportation dependency:			
	Dec	Nov	Oct
Own Vehicle	1129	1266	1456
None	500	546	634
Public Transportation	188	203	244
Ride	168	202	181
None; Public Transportation	31	20	27
Ride; Public Transportation	20	36	20
Bicycle	23	11	25
None; Ride	20	16	16
Own Vehicle; Ride	8	7	10
Own Vehicle; Public Transportation	6	5	4
Other combinations	20	14	19





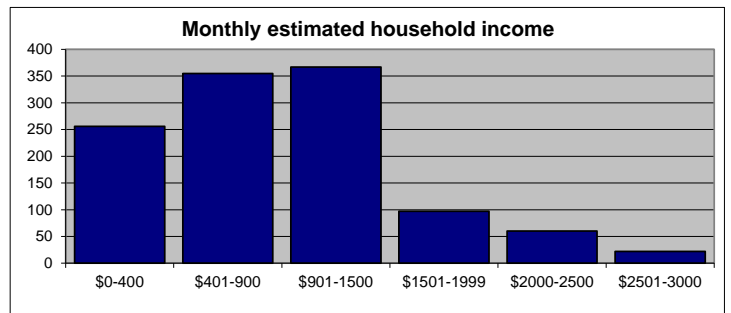
## 2-1-1 San Bernardino County

Calls per city/town			
City	Dec	Nov	Oct
San Bernardino	1419	1483	1656
Victorville	554	639	650
Ontario	371	408	478
Fontana	330	359	405
Rialto	187	209	267
Hesperia	201	194	243
Apple Valley	191	194	225
Rancho Cucamonga	185	163	188
Barstow	164	182	171
Upland	132	154	174
Adelanto	109	150	161
Highland	127	138	150
Redlands	133	117	135
Colton	110	118	155
Chino	85	91	89
Bloomington	69	43	54
Yucaipa	63	52	45
Twentynine Palms	54	44	59
Montclair	52	50	51
Loma Linda	36	54	62
Yucca Valley	58	36	51
Joshua Tree	33	25	15
Chino Hills	16	12	25
Phelan	18	13	17
Lucerne Valley	15	16	11
Mentone	12	7	18
Crestline	12	16	8
Grand Terrace	9	6	14
Big Bear	11	10	5
Big Bear City	13	5	6
Muscoy	15	5	3
Running Springs	3	6	12
Landers	6	5	7
Big Bear Lake	4	4	9
Pinon Hills	4	7	6
Needles	5	1	11
Helendale	4	6	4
Twntynine Plm	1	6	6
Etiwanda	1	6	5
Lake Arrowhead	6	1	4
Del Rosa	4	4	2
Oro Grande	5	3	1
Yermo	3	3	2
Newberry Springs	2	3	3
Morongo Valley	3	1	3
Sugarloaf	3	1	3
Wrightwood		1	6
Trona	1	3	2
Daggett	1	3	1
Cedarpines Park		2	3
Silver Lakes		3	2
Devore Heights	3	1	
Lytle Creek		2	1
Fawnskin	1		2
Blue Jay			3
North Loma Linda	1		1
Rimforest	1	1	
Oak Hills	1	1	
Forest Falls	1		1
Arrowhead Farms	1	1	
Outside County or Unknown	845	968	1,041

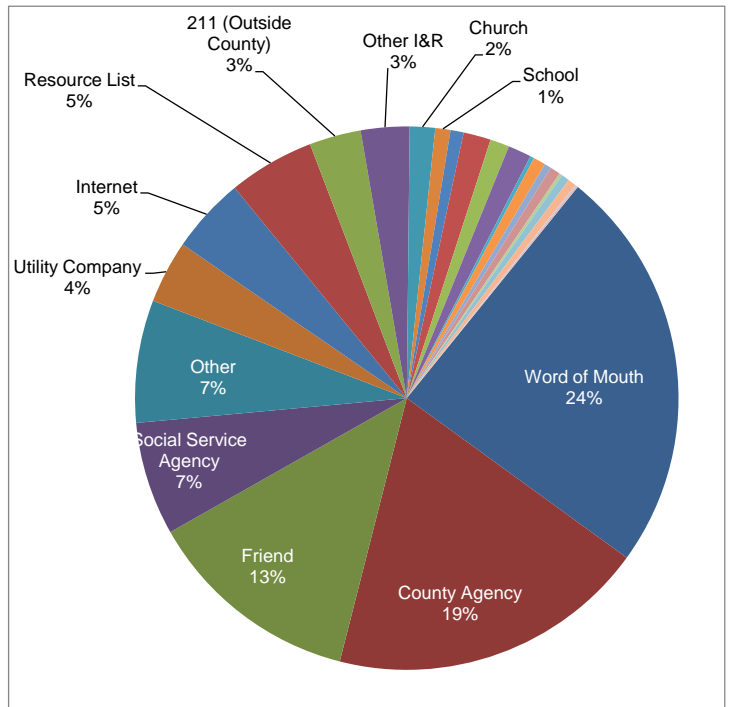


## 2-1-1 San Bernardino County

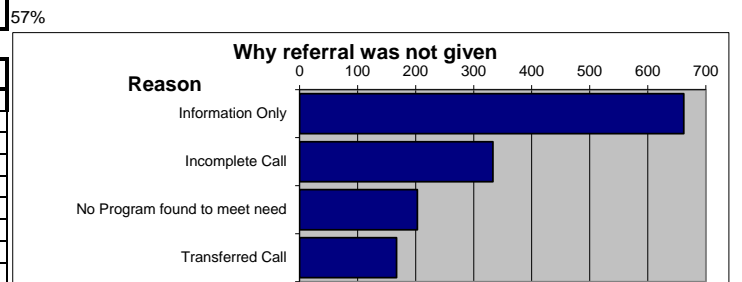
Monthly estimated household income			
\$0-400	256	219	157
\$401-900	355	358	408
\$901-1500	367	379	397
\$1501-1999	97	120	125
\$2000-2500	60	58	94
\$2501-3000	22	32	19
\$3001-3500	5	9	10
\$3501-4000	5	8	5
\$4001-4500	4	12	12
\$4501-5000	2	1	5
\$5501-6000	3	1	
\$6001+	1		2



How caller learned about 2-1-1			
	Dec	Nov	Oct
Word of Mouth	401	406	552
County Agency	315	324	364
Friend	213	177	203
Social Service Agency	112	171	182
Other	121	102	127
Utility Company	62	95	132
Internet	75	77	83
Resource List	85	44	69
211 (Outside County)	51	41	58
Other I&R	48	51	29
Church	25	25	36
School	15	33	32
Local Government	13	17	46
Doctor Office/Clinic	27	19	25
Law Enforcement	19	19	18
Hospital	23	9	23
SCE Cutoff Notice (Edison)	4	11	18
Brochure	12	8	12
Veterans Organization	7	17	8
Referral Card	10	11	7
Billboard	3	8	6
Detention Center		16	
Get Connected/ Cef Fliers	8	3	4
Cable TV	8	3	2
Newspaper	1	2	4
Radio	2	2	1
Crisis Line	2	1	2
911		1	2
Other		1	1
Phone Book	1	1	
Return Caller (not incl. in chart)	2194	2263	2352



Why referral not given			
Reason	Dec	Nov	Oct
Information Only	662	693	744
Incomplete Call	333	337	380
No Program found to meet need	203	265	268
Transferred Call	167	208	258
Chronic Caller/Abusive Caller	52	36	40
Follow-up and Return Call	32	30	61
Refused Referral	28	26	44
Non I&R Wrong Number Static Phantom	1		2

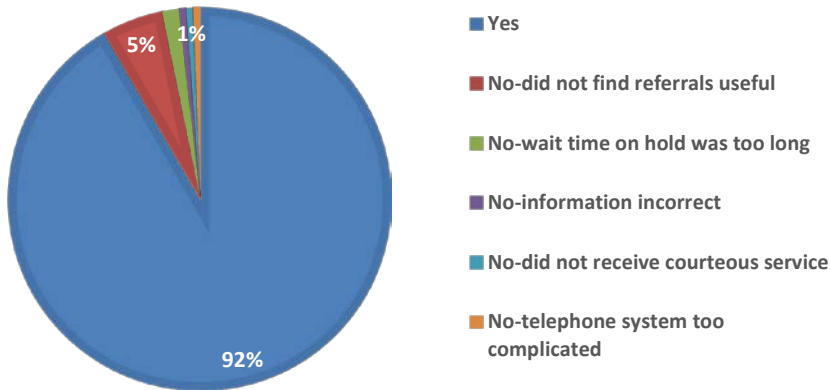


# 211 San Bernardino County Report

## Callback Survey Responses

Callback Surveys of 2826 respondents

### Contacted Agencies

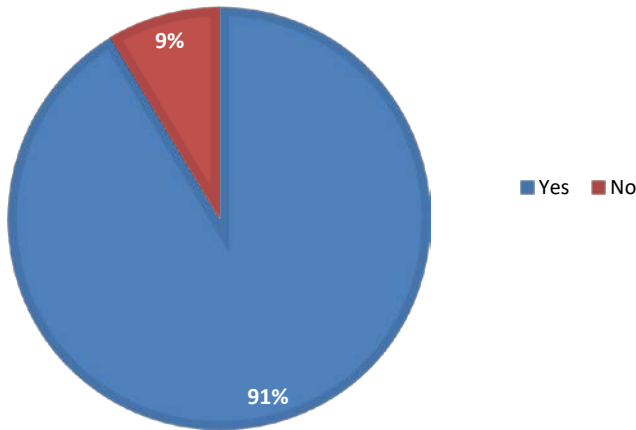


Among those who gave responses other than "No response" (2692 of 2826):

96% of callers were satisfied with the services received from 211.

91% reported that referrals received from 211 were accurate.

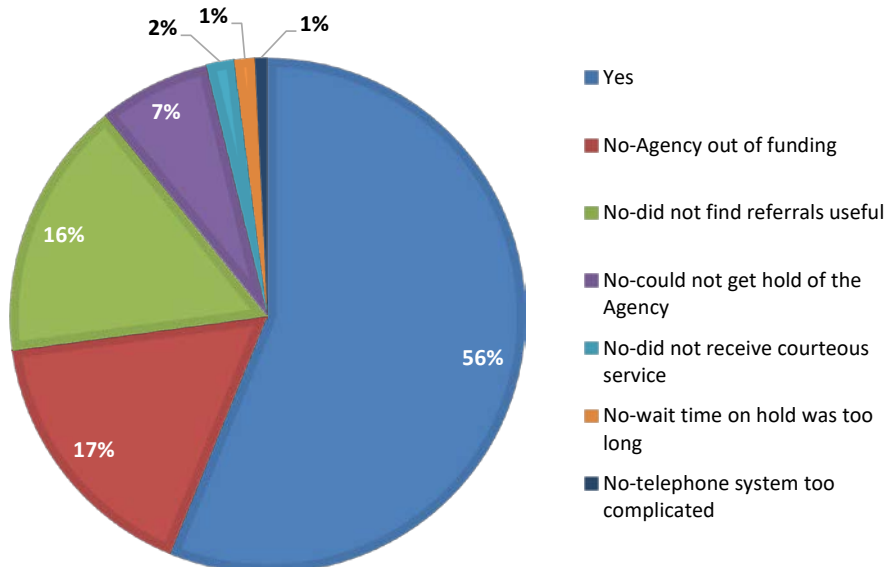
### REFERRALS WERE ACCURATE



92% actually contacted the resources referred by 211.

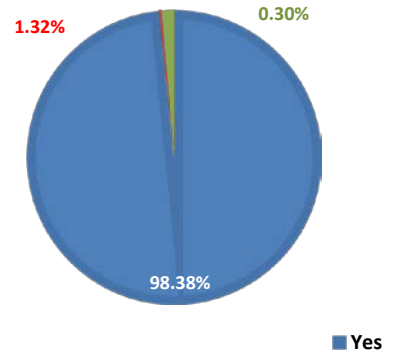
56% report receiving the needed help. More than half of those who were not helped indicated that the agencies referred were out of funding.

### RECEIVED NEEDED HELP



98% report that they would call 211 again if they need additional help.

### Will use 211 service again





## 211 Referrals

### October-November-December 2018 Referrals

Agency / Program	Referral Totals
<b>2-1-1 Alameda County</b>	<b>1</b>
2-1-1 Information and Referral	1
<b>2-1-1 Kern County</b>	<b>3</b>
2-1-1 Information and Referral	3
<b>2-1-1 Los Angeles County</b>	<b>103</b>
2-1-1 Information and Referral	103
<b>2-1-1 Orange County</b>	<b>12</b>
2-1-1 Information and Referral	12
<b>211 San Bernardino County</b>	<b>1820</b>
2-1-1 San Bernardino County	2
211 Veterans Helpline	60
CalFresh and Medi-Cal Application Assistance	187
Children and Family Helpline	11
Pathways Homes	1482
Preschool Services Helpline	16
Reentry Helpline	46
CalFresh Application Assistance	16
<b>2-1-1 San Diego</b>	<b>7</b>
Information and Referral	7
<b>2-1-1 Santa Clara County</b>	<b>1</b>
2-1-1 Information and Referral	1
<b>211.ORG</b>	<b>3</b>
211.org	3
<b>211VetLink</b>	<b>1</b>
211 Trip Planner	1
<b>29 Palms Community Food Pantry &amp; Outreach Ministries</b>	<b>8</b>
Community Food Pantry	8
<b>3Ps Christian Ministries</b>	<b>6</b>
Food Pantry and USDA Food Distribution	6
<b>A Place for Mom</b>	<b>3</b>
Elder Care Referral	3
<b>Ability Counts</b>	<b>4</b>
Community Employment	2
Individual Placement	2
<b>ABILITY TOOLS (AT)</b>	<b>3</b>
Assistive Technology Network	3
<b>Able Mediation and Counseling Services</b>	<b>11</b>
Anger Management Classes	2
Parenting Skill Classes	9
<b>Abundant Living Family Church</b>	<b>101</b>
Counseling Services	3
Food Pantry	86
Pastoral Counseling Services	5
Thanksgiving Baskets	4
Christmas Toy Giveaway	3
<b>Accelerating Ministries</b>	<b>4</b>
Food Pantry	4
<b>ACT Family Counseling Services</b>	<b>28</b>
Counseling Services	28
<b>Active Church</b>	<b>4</b>
Manna Food Cupboard	4
<b>Adelanto Animal Care &amp; Control</b>	<b>1</b>
Dog License & Rabies Vaccination	1

## 211 Referrals

<b>Adelanto Community Resource Center</b>	<b>33</b>
Food Pantry	33
<b>Adelanto Senior Citizen Club</b>	<b>9</b>
Food Pantry	9
<b>ADVOKIDS</b>	<b>1</b>
Telephone Support Hotline	1
<b>Aegis Treatment Centers</b>	<b>13</b>
Methadone Replacement Therapy	13
<b>Agape Christian Fellowship</b>	<b>4</b>
Food Pantry	4
<b>Alcoholics Anonymous</b>	<b>7</b>
Alcoholics Anonymous	7
<b>Al-Shifa Clinic</b>	<b>27</b>
Dental Clinic	16
Medical Clinic	11
<b>Alta Vista South</b>	<b>2</b>
Independent Study	2
<b>Alzheimer's Greater Los Angeles</b>	<b>4</b>
Alzheimers Information and Referral	4
<b>American Association of Poison Control Centers</b>	<b>1</b>
Poison Control	1
<b>AMERICAN CANCER SOCIETY</b>	<b>1</b>
Road to Recovery Cancer Patient Services (211CA)	1
<b>American Cancer Society - Riverside</b>	<b>5</b>
Education and Support	5
<b>AMERICAN CHRONIC PAIN ASSOCIATION (ACPA)</b>	<b>1</b>
Chronic Pain Support-Information	1
<b>AMERICAN CIVIL LIBERTIES UNION (ACLU)</b>	<b>1</b>
Civil Rights Advocacy	1
<b>American Civil Liberties Union Of Southern California</b>	<b>1</b>
Civil Liberties and Legal Issues	1
<b>AMERICAN ELDER CARE RESEARCH ORGANIZATION</b>	<b>4</b>
Eldercare Financial Resource Locator Tool	4
<b>American Immigrant Lawyers Association</b>	<b>3</b>
Immigration Lawyer Referral Service	3
<b>American Lung Association in California - San Bernardino</b>	<b>1</b>
Freedom From Smoking Online Clinic	1
<b>American Red Cross - Inland Empire Chapter</b>	<b>4</b>
Disaster Recovery Services	2
Disaster Service Center	2
<b>American Red Cross Twentynine Palms MCAGCC</b>	<b>1</b>
Armed Forces Emergency Services	1
<b>AMYOTROPHIC LATERAL SCLEROSIS ASSOCIATION (ALSA)</b>	<b>1</b>
ALS Research & Treatment Center	1
<b>Another Way</b>	<b>3</b>
Emergency Clothing Allowance	3
<b>Anthony Munoz Community Center</b>	<b>2</b>
Homework Helpers	2
<b>Apple Valley Fire Protection District</b>	<b>4</b>
CPR and First Aid Classes	3
Fire and Rescue	1
<b>Arrowhead Regional Medical Center</b>	<b>15</b>
CPR Instruction	2
Hospital Services	7
Postpartum Support Group	1

## 211 Referrals

Emergency Department	1
Breastfeeding Classes	3
Mobile Medical Clinic	1
<b>Aspiranet</b>	<b>3</b>
Transitional Housing Program Plus	3
<b>Assistance League of Redlands</b>	<b>1</b>
Dental Center	1
<b>Assistance League of Riverside</b>	<b>1</b>
Assault Survivor Kits	1
<b>Assistance League of San Bernardino</b>	<b>5</b>
Operation School Bell	5
<b>Associated Clinical Therapists</b>	<b>6</b>
Counseling Services	6
<b>Assurance Wireless</b>	<b>1</b>
Andriod Smartphone	1
<b>Assure Pregnancy Clinic</b>	<b>2</b>
Pregnancy Care	1
Bridges Parenting Education and Support	1
<b>Autism Society Inland Empire</b>	<b>1</b>
Autism Information and Referral	1
<b>Avector</b>	<b>35</b>
Transitional Housing	35
<b>Barstow Community Hospital</b>	<b>1</b>
Hospital Services	1
<b>Barstow Police Department</b>	<b>1</b>
Police Department	1
<b>Barstow Senior Center</b>	<b>8</b>
Christmas Home Delivered Meals	1
Barstow Senior Nutrition	1
Christmas Meals	3
Thanksgiving Meals	3
<b>Barstow Unified School District</b>	<b>3</b>
California School Age Families Education	2
Adult Evening High School	1
<b>Behavioral Awareness Center of San Bernardino County</b>	<b>13</b>
Anger Management	3
Counseling Services	10
<b>Benevolent Animal Rescue Committee</b>	<b>4</b>
Animal Rescue Committee	1
Animal Rescue	3
<b>Bethany Christian Services</b>	<b>1</b>
Infant Domestic and International Adoption	1
<b>Better Business Bureau</b>	<b>8</b>
Complaint Department	8
<b>Bienestar Human Services</b>	<b>3</b>
LGBT Outreach	2
Community Service	1
<b>Big Bear Discovery Center</b>	<b>1</b>
Campgrounds	1
<b>Big Bear Parks and Recreation</b>	<b>1</b>
Senior Center	1
<b>Big Brothers Big Sisters of the Inland Empire</b>	<b>1</b>
Mentoring	1
<b>Blindness Support Services</b>	<b>1</b>
Rehabilitation Technology Skills Training	1

## 211 Referrals

<b>Boys &amp; Girls Club of Barstow</b>	<b>1</b>
Homework and Tutoring	1
<b>Boys &amp; Girls Club of Fontana</b>	<b>1</b>
Homework Assistance	1
<b>Boys Republic</b>	<b>3</b>
Residential Treatment	1
Community-Based Residential Program	2
<b>BOYS TOWN NATIONAL HOTLINE</b>	<b>2</b>
Boys Town National Hotline	2
<b>Buddhist Tzu Chi Foundation</b>	<b>1</b>
VITA	1
<b>Building A Generation</b>	<b>9</b>
Counseling Services	6
First 5 Nurturing Parenting Classes	3
<b>CALIFORNIA ADVOCATES FOR NURSING HOME REFORM (CANHR)</b>	<b>2</b>
Advocate Services	2
<b>CALIFORNIA BUREAU OF AUTOMOTIVE REPAIR</b>	<b>3</b>
Vehicle Community Assistance Program	3
<b>CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES</b>	<b>4</b>
Child Support Services Information	4
<b>CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS</b>	<b>3</b>
Department of Consumer Affairs	3
<b>California Department of Corrections and Rehabilitation</b>	<b>1</b>
Parole and Community Services Division	1
<b>CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES (DHCS)</b>	<b>3</b>
Medi-Cal Access Program (MCAP)	1
Medi-Cal Member and Provider Helpline	2
<b>California Department of Insurance - San Bernardino</b>	<b>7</b>
Low Cost Auto Insurance	7
<b>CALIFORNIA DEPARTMENT OF JUSTICE</b>	<b>1</b>
Missing Persons Unit	1
<b>California Department of Motor Vehicles</b>	<b>11</b>
DMV Services	8
Motor Vehicles Department (DMV)	3
<b>CALIFORNIA DEPARTMENT OF OFFICE OF THE PATIENT ADVOCATE (OPA)</b>	<b>1</b>
OPA Support Services	1
<b>CALIFORNIA DEPARTMENT OF PARKS AND RECREATION</b>	<b>1</b>
Parks Information and Reservation	1
<b>CALIFORNIA DEPARTMENT OF SOCIAL SERVICES</b>	<b>7</b>
Report Welfare Fraud	7
<b>CALIFORNIA DEPARTMENT OF TRANSPORTATION</b>	<b>2</b>
Caltrans	2
<b>CALIFORNIA DEPARTMENT ON AGING</b>	<b>1</b>
Department of Aging	1
<b>California Highway Patrol - Inland Division</b>	<b>11</b>
Freeway Patrol Service	10
Child Passenger Safety Seat Inspections	1
<b>California Lions Friends in Sight</b>	<b>10</b>
Free Sight Clinic	10
<b>California Public Utilities Commission - Los Angeles</b>	<b>13</b>
LifeLine Telephone Service	6
California Public Utilities Commission	7
<b>CALIFORNIA PUBLIC UTILITIES COMMISSION (CPUC)</b>	<b>42</b>
California LifeLine Telephone/Wireless Programs	36
Utility Regulation and Complaints	6



## 211 Referrals

<b>CALIFORNIA REGISTRY</b>	<b>14</b>
California Registry	14
<b>California Room and Board Advisory Coalition</b>	<b>2</b>
Shared Housing	2
<b>CALIFORNIA RX CARD</b>	<b>1</b>
Prescription Savings Card	1
<b>California State University San Bernardino</b>	<b>1</b>
Project Rebound	1
<b>CALIFORNIA VICTIM COMPENSATION BOARD</b>	<b>1</b>
California Victim Compensation Program (CVCP)	1
<b>Call for Life Pregnancy Help Center</b>	<b>4</b>
Crisis Pregnancy Center	4
<b>Calvary Chapel Antorcha De Fe</b>	<b>31</b>
Thanksgiving Baskets	31
<b>Calvary Christian Center</b>	<b>1</b>
Manna	1
<b>CANCER CARE</b>	<b>3</b>
Co-Payment Assistance	1
Cancer Support Services	2
<b>Canine Support Teams</b>	<b>1</b>
Specially Trained Service Dogs	1
<b>Canyon Ridge Hospital</b>	<b>1</b>
Assessment and Referral	1
<b>CARECONNECT USA</b>	<b>10</b>
Bankruptcy Advice Helpline	4
Debt Counseling Helpline	2
Mortgage Payment Loans	4
<b>Career Institute</b>	<b>5</b>
Workforce Innovation and Opportunity Act	5
<b>Carolyn E Wylie Center</b>	<b>2</b>
Postive Parenting Program	1
Autism Spectrum Treatment	1
<b>Carolyn Owens Community Center</b>	<b>5</b>
Family Counseling	1
Batterers Treatment	4
<b>Castle Rock Christan Fellowship Baptist Church</b>	<b>121</b>
Food and Groceries	121
<b>Catholic Charities - High Desert</b>	<b>82</b>
Housing and Support Services	20
Utility Assistance	1
Food Assistance	26
Prescription Service	4
Advocacy and Referrals	2
Clothes Items	28
Case Management	1
<b>Catholic Charities - Ontario</b>	<b>390</b>
Case Management	2
Utility Assistance	232
Housing and Support Services	49
Advocacy and Referrals	4
Clothing Referrals	1
Clothes/Household Items	64
Food Assistance	26
Funeral Referral	3
Life Skills / Parenting Classes	8

## 211 Referrals

Citizenship Workshop / One-on-one Services	1
<b>Catholic Charities - San Bernardino</b>	<b>832</b>
Clothes/Household Items	227
Prescription Service	6
Refugee & Immigration Services	7
Utility Assistance	445
Housing and Support Services	75
Food Assistance	35
Advocacy and Referrals	3
Case Management	4
Funeral Program	11
Citizenship Workshop	5
Disaster Recovery Services	2
Thanksgiving Meal	12
<b>Cedar House Life Change Center</b>	<b>61</b>
Outpatient Therapy and Counseling Program	3
Residential Treatment	4
Adult Outpatient Drug Free Program	4
Drug and Alcohol Detoxification	8
Adult Residential Treatment	20
Maple House Women with Children Program	2
Oasis House	6
Withdraw Management	14
<b>Center for Effective Life Transitions</b>	<b>16</b>
Anger Management	1
Batterer's Intervention Program	5
Individual Couples and Family Therapy Services	2
Child Abuse Prevention	1
Drug and Alcohol Intervention	3
Thanksgiving Meal	4
<b>Center for Employment Opportunities</b>	<b>2</b>
Employment Services	2
<b>Center for Employment Training</b>	<b>2</b>
Automotive Specialist	2
<b>Center for Healing</b>	<b>7</b>
Supervised Visitation	1
Court Ordered Therapy	6
<b>Center For Healthy Generations</b>	<b>1</b>
Senior Activity Center	1
<b>Center for Individual Development</b>	<b>1</b>
Sunshine Club	1
<b>Center for Nonprofit Management</b>	<b>1</b>
Nonprofit Development Program	1
<b>Center for Youth and Community Development</b>	<b>1</b>
USDA Food Distribution	1
<b>Central City Lutheran Mission</b>	<b>212</b>
Counseling Services	4
English as a Second Language	1
Mens Shelter	207
<b>Chaffey Community College</b>	<b>2</b>
English as a Second Language	1
Community College	1
<b>Chaffey Joint Union High School District</b>	<b>1</b>
Chaffey Adult School	1
<b>Child Care Resource Center</b>	<b>48</b>

## 211 Referrals

Resource and Referral Subsidized Child Care	47
Disaster Child Care Referrals	1
<b>CHILDREN WITH ATTENTION DEFICIT DISORDER (CHADD)</b>	<b>3</b>
National Resource Center on ADHD	3
<b>Childrens Fund</b>	<b>1</b>
Childrens Fund	1
<b>Chino Hills James S Thalman Branch Library</b>	<b>1</b>
Friends of the Library	1
<b>Chino Neighborhood House</b>	<b>44</b>
Clothes Closet	9
Food Pantry	35
<b>Chino Police Department</b>	<b>2</b>
Police Department	2
<b>Chino Senior Center</b>	<b>3</b>
Senior Transportation	1
Prescription Assistance through Community Help	2
<b>Chino United Methodist Church</b>	<b>10</b>
Thanksgiving Meals	10
<b>Chino Valley Medical Center</b>	<b>1</b>
Emergency Department	1
<b>Chino Valley Unified School District</b>	<b>7</b>
Health Center	2
Community CARE Closet	1
Excel Program	1
First 5 Tykes Nurturing Parenting	3
<b>Chino Valley YMCA</b>	<b>9</b>
Preschool	1
Shower Facilities	8
<b>Christian and Missionary Alliance Church</b>	<b>15</b>
Clothing Giveaway	15
<b>Christian Counseling Service</b>	<b>5</b>
Anger Management Classes	1
Parenting Skill Classes	2
Parent Child Interaction Therapy	1
Screening Assesment Referral and Treatment	1
<b>Christian Development Center</b>	<b>14</b>
Clothing Giveaway Campaign	5
USDA Food Distribution	2
Parenting Classes/Support Groups	3
Clothing Giveaway	4
<b>Church of the Valley</b>	<b>6</b>
Food Pantry	6
<b>City of Adelanto</b>	<b>3</b>
City Hall	3
<b>City of Barstow Fire Protection District</b>	<b>2</b>
Fire and Rescue	2
<b>City of Calimesa</b>	<b>1</b>
Senior Center	1
<b>City of Chino</b>	<b>1</b>
City Hall	1
<b>City of Chino Hills</b>	<b>1</b>
City Hall	1
<b>City of Colton</b>	<b>2</b>
Police Department	2
<b>City of Fontana</b>	<b>9</b>

## 211 Referrals

City Hall	6
Emergency Grant Program	3
<b>City of Grand Terrace</b>	<b>2</b>
City Clerks Office	1
Community Services	1
<b>City of Hesperia</b>	<b>3</b>
City Hall	3
<b>City of Highland</b>	<b>2</b>
City Hall	1
Public Works	1
<b>City of Loma Linda</b>	<b>1</b>
City Hall	1
<b>City of Montclair</b>	<b>16</b>
Montclair Medical Clinic	15
Thanksgiving Baskets	1
<b>City of Montclair Fire Department</b>	<b>1</b>
Fire and Rescue	1
<b>City of Moreno Valley</b>	<b>1</b>
Affordable Housing Database	1
<b>City of Ontario</b>	<b>3</b>
City Hall	1
Household Hazardous Waste	1
Code Enforcement	1
<b>City of Ontario Fire Department</b>	<b>3</b>
CPR and First Aid Classes	1
Fire and Rescue	2
<b>City of Rancho Cucamonga</b>	<b>4</b>
City Hall	1
Community Services	2
Rancho Cucamonga Police Department	1
<b>City of Rancho Cucamonga Fire Department</b>	<b>3</b>
Fire and Rescue	1
CPR and First Aid Certification	2
<b>City of Redlands</b>	<b>4</b>
Public Works	1
Licenses/Permits	1
Quality of Life Department	2
<b>City of Rialto</b>	<b>3</b>
Public Works	1
Housing Division	1
Healthy Rialto	1
<b>City of San Bernardino</b>	<b>11</b>
City Hall	5
Home Repairs	5
Senior Companion Program	1
<b>City of Twentynine Palms</b>	<b>1</b>
City Hall	1
<b>City of Upland</b>	<b>1</b>
City Hall	1
<b>City of Upland Fire Department</b>	<b>1</b>
Fire and Rescue	1
<b>City of Victorville</b>	<b>14</b>
City Hall	10
Senior Home Repair Program	3
Owner Occupied Rehabilitation Loan	1

## 211 Referrals

<b>City of Victorville Fire Department</b>	<b>1</b>
Fire and Rescue	1
<b>CityLink</b>	<b>107</b>
Food Pantry	63
Identification Vouchers	6
Rapid Rehousing	31
Homeless Prevention/Rapid-Re-Housing	1
Thanksgiving Baskets	6
<b>Cleavage Club Breastfeeding Support Group</b>	<b>1</b>
Breastfeeding Support	1
<b>Clinica Medica Familiar</b>	<b>6</b>
Family Pact	1
Child Health Disability Prevention	2
Comprehensive Perinatal Service	2
Cancer Detection Program	1
<b>COALITION OF CALIFORNIA WELFARE RIGHTS ORGANIZATIONS (CCWRO)</b>	<b>5</b>
Public Benefits Assistance	5
<b>Colton Joint Unified School District</b>	<b>1</b>
Public Education	1
<b>Community Action Partnership of San Bernardino County</b>	<b>1839</b>
Family Development	1017
Food Bank	4
Energy Education and Environmental Services Department	813
Springboard Workshops	1
Thanksgiving Food Baskets	4
<b>COMMUNITY ALLIANCE FOR SPECIAL EDUCATION</b>	<b>1</b>
Community Alliance for Special Education	1
<b>Community Assistance Program</b>	<b>28</b>
Food Warehouse	24
Community Assistance	1
Christmas Baskets	3
<b>Community Connect</b>	<b>162</b>
2-1-1 Riverside County	160
Public Benefits Application Assistance	2
<b>Community Health Action Network</b>	<b>49</b>
Parent Resource Center	45
GED Classes	4
<b>Community Health Center</b>	<b>2</b>
Childhood Immunizations	2
<b>Community Health Systems</b>	<b>36</b>
Dental Clinic	3
Medical Clinic	3
Optometry Services	12
Dental and Medical Services	10
Behavioral Health Clinic	8
<b>COMMUNITY HELPLINE</b>	<b>6</b>
Community Helpline	6
<b>Community Senior Services</b>	<b>4</b>
Volunteer Driver Program	1
Get About	1
Senior Companion Service	1
Retired and Senior Volunteer	1
<b>Community Services Ministries</b>	<b>11</b>
Community Health Fair	11
<b>Community Warehouse</b>	<b>37</b>

## 211 Referrals

Food Pantry	36
Toy Giveaway	1
<b>CONSUMER ACTION</b>	<b>3</b>
Consumer Information	3
<b>Contra Costa Crisis Center</b>	<b>1</b>
Crisis Lines	1
<b>Copper Mountain College</b>	<b>1</b>
GED Test Preparation	1
<b>Corona Norco Rescue Mission</b>	<b>35</b>
Transitional Living Program	35
<b>County of San Bernardino Children's Network</b>	<b>7</b>
Screening Assessment Referral and Treatment	5
Child Abuse Prevention Council	2
<b>County of San Bernardino Department of Veterans Affairs</b>	<b>12</b>
Vocational Rehabilitation	1
Veterans Claims Assistance	1
Veterans Homes	2
Home Improvements and Structural Alterations Grant	3
Veterans Pensions	1
Temporary Residence Assistance Grant	4
<b>County of San Bernardino Preschool Services Department</b>	<b>61</b>
Early Head Start	19
Support Services	2
Head Start	38
State Preschool Services	2
<b>County of San Bernardino Regional Parks</b>	<b>2</b>
Campgrounds	2
<b>Covered California</b>	<b>5</b>
California Health Insurance	3
Covered California Marketplace	2
<b>Credit.org</b>	<b>4</b>
Credit Counseling	4
<b>CRIBS FOR KIDS</b>	<b>1</b>
National Infant Safe Sleep Initiative	1
<b>Crime Scene Steri-Clean</b>	<b>1</b>
Crime Scene Steri-Clean	1
<b>Cristo La Roca Ministries</b>	<b>1</b>
Brown Bag Food Program	1
<b>Crystal Meth Anonymous</b>	<b>1</b>
Crystal Meth Anonymous	1
<b>Cucamonga Christian Fellowship Compassion Center</b>	<b>27</b>
Clothes Closet	7
USDA Food Distribution	1
CCF Compassion Center Food Pantry	19
<b>Curbside Community Center</b>	<b>10</b>
Food Distribution	10
<b>David &amp; Margaret Youth and Family Services</b>	<b>8</b>
Transitional Housing Program	5
Emergency Shelter Program	1
Community Based Education	1
Transitional Shelter Care Program	1
<b>DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)</b>	<b>1</b>
California Relay Service (CRS)	1
<b>Delmann Heights Community Center</b>	<b>4</b>
USDA Food Distribution	1

## 211 Referrals

Community Center	3
<b>Denti-Cal Referral Line</b>	<b>4</b>
Dental Hotline	4
<b>Department of Rehabilitation Inland Empire District</b>	<b>9</b>
Vocational Rehabilitation	7
Independent Living	2
<b>Depression and Bipolar Support Alliance</b>	<b>1</b>
Information Referrals and Advocacy	1
<b>Desert Mountain Children's Center</b>	<b>1</b>
Student Assistance Program	1
<b>Desert Sanctuary</b>	<b>41</b>
Haley House Domestic Violence Shelter	19
Community Resource Center	13
Domestic Violence Outreach Office	1
Thanksgiving Turkey Giveaway	8
<b>Desert Valley Hospital</b>	<b>3</b>
Breastfeeding Information Line	1
Charity Bill Assistance	2
<b>Didi Hirsch Mental Health Services</b>	<b>10</b>
Suicide Prevention Center	10
<b>Dignity Health - Community Hospital of San Bernardino</b>	<b>25</b>
Behavioral Health Services	7
Hospital	2
Breastfeeding Center	1
Community Health Navigator	12
Thanksgiving Meal	3
<b>DISABILITY RIGHTS CALIFORNIA</b>	<b>2</b>
Support Services	2
<b>Disability Rights Legal Center</b>	<b>5</b>
Disability Rights Legal Center	5
<b>Disabled American Veterans</b>	<b>3</b>
Veterans Transportation	3
<b>Don Day Community Center</b>	<b>1</b>
Christmas Breakfast	1
<b>DONATE CAR FOR CHARITY</b>	<b>3</b>
Car Donation	3
<b>Dorothy A Quesada Community Center</b>	<b>2</b>
English as a Second Language	2
<b>DOVES of Big Bear Valley</b>	<b>19</b>
Domestic Violence Shelter	19
<b>Dynamics for Victims and Supportive Services</b>	<b>18</b>
Anger Management	5
Parenting and Co-Parenting Classes	3
Domestic Violence Support Group	1
Batterer Treatment	2
Domestic Violence Education	6
Monitored Visitation	1
<b>East Valley Community Health Center</b>	<b>8</b>
General Medical Services	7
Women's Health	1
<b>Easter Seals Southern California</b>	<b>3</b>
Early Head Start	1
Early Head Start Center-Based	2
<b>Ecclesia Christian Fellowship</b>	<b>38</b>
Food Pantry	32

## 211 Referrals

Soup Kitchen	4
USDA Food Distribution	2
<b>EI Sol Neighborhood Educational Center</b>	<b>3</b>
English as a Second Language	3
<b>EMOTIONS ANONYMOUS</b>	<b>5</b>
Emotions Anonymous Support Groups	5
<b>Employment Development Department</b>	<b>155</b>
CalJobs Employment Services	131
State Disability Insurance	1
Unemployment Insurance	15
Bus Passes	8
<b>Empowered Living Community Outreach</b>	<b>43</b>
Clothes Distribution	30
Soup Kitchen	13
<b>Empowering Success Now</b>	<b>1</b>
Empowering Success Now	1
<b>Epilepsy Foundation of Greater Los Angeles</b>	<b>1</b>
Epilepsy Information and Advocacy Support Services	1
<b>Families Anonymous</b>	<b>2</b>
Drug and Alcohol Support Groups	2
<b>Family Assistance</b>	<b>61</b>
Anger Management Classes	4
Domestic Violence Program Services	45
Parenting Skill Classes	4
Our House	5
Restraining Order Court Support	1
Youth Drop-in Center	2
<b>Family Service Agency of San Bernardino</b>	<b>60</b>
Anger Management	9
Individual and Family Therapy	24
Outpatient Mental Health clinic	9
Nurturing Children and Families Parenting Class	11
Domestic Violence Program	3
Fontana At Risk Youth Groups	4
<b>Family Service Association</b>	<b>5</b>
Counseling Services	2
Garden Drive Apartments	3
<b>Family Service Association of Redlands</b>	<b>345</b>
Clothes Closet	23
Emergency Food	31
Parenting Skill Classes	6
Soup Kitchen	9
Surplus Food	11
Homeless Prevention	6
Rapid Rehousing	29
Emergency Motel Vouchers	111
Rental Assistance	117
Thanksgiving Meal	2
<b>Federal Bureau of Investigation</b>	<b>2</b>
Investigations	2
<b>FEDERAL TRADE COMMISSION (FTC)</b>	<b>2</b>
Identity Theft Reporting and Recovery	2
<b>Feed My Sheep</b>	<b>58</b>
Clothes Closet	11
Emergency Food Pantry	47



## 211 Referrals

<b>Feeding America Riverside San Bernardino</b>	<b>1</b>
Agency Food Distribution	1
<b>First Baptist Church</b>	<b>1</b>
Food Pantry	1
<b>First Baptist Church Hesperia</b>	<b>6</b>
Good Shepherd Clothing Ministry	6
<b>First Christian Church</b>	<b>18</b>
Food Pantry	18
<b>First Church of the Nazarene</b>	<b>407</b>
Clothes Closet	138
Food Pantry	196
Hot Meals	18
Free Clinic	3
Shower Facility	49
Thanksgiving Meals	3
<b>First Presbyterian Church</b>	<b>101</b>
USDA Food Distribution	101
<b>Fontana Community Senior Center</b>	<b>1</b>
Senior Transportation	1
<b>Fontana Counseling and Recovery Center</b>	<b>8</b>
Counseling Services	8
<b>Fontana Lewis Library &amp; Technology Center</b>	<b>1</b>
Basic Computer Classes	1
<b>Fontana Police Department</b>	<b>3</b>
Fontana Police	3
<b>Fontana Rehabilitation Workshop</b>	<b>1</b>
Disabilities work program	1
<b>Fontana Unified School District</b>	<b>1</b>
GED Preparation Classes	1
<b>Food for Life Ministry</b>	<b>24</b>
Food for Life	24
<b>Foothill AIDS Project</b>	<b>5</b>
Case Management	1
Rapid Rehousing	1
Housing Assistance	3
<b>Foothill Family Shelter</b>	<b>275</b>
Harolds Help Desk	109
Transitional Housing	132
Foothill Family Thrift Store	29
Harold Cares About Your Future	1
Thanksgiving Baskets	4
<b>Foundation for Women Warriors</b>	<b>1</b>
Emergency Financial Assistance	1
<b>Frazer Community Center</b>	<b>9</b>
Clothes Closet	7
Hot Meals	1
Veterans Sober Living Transitional Homes	1
<b>FreedomPop</b>	<b>9</b>
Internet Service	9
<b>FrontSight Military Outreach</b>	<b>2</b>
Christmas Baskets	1
Christmas Toys	1
<b>George Gibson Senior Center</b>	<b>2</b>
Senior Center	1
Senior Luncheon	1

## 211 Referrals

<b>George White Senior Center</b>	<b>4</b>
Home Delivered Meals	4
<b>Golden Shore Medical</b>	<b>13</b>
Pediatric and Children Services	13
<b>Good Steward Day Care</b>	<b>14</b>
Child Care Service	14
<b>Goodwill Southern California</b>	<b>228</b>
Career Resource Center	176
Goodwill Retail Stores	24
Inland Empire Veteran Employment Program	4
Bus Passes	24
<b>Grace Vargas Senior Center</b>	<b>1</b>
Senior Center	1
<b>Grand Terrace Branch Library</b>	<b>2</b>
Basic Computer Classes	1
Adult Literacy Program	1
<b>Grand Terrace Senior Center</b>	<b>1</b>
Senior Center	1
<b>Greater Faith Grace Bible Church</b>	<b>1</b>
Brown Bag Food Program	1
<b>Greater Hope Foundation for Children</b>	<b>1</b>
Supervised Visitation Center	1
<b>Habitat for Humanity San Bernardino</b>	<b>2</b>
Habitat For Humanity	2
<b>Health Advocates</b>	<b>3</b>
Health Advocates	3
<b>HEALTH WELL FOUNDATION</b>	<b>2</b>
Financial Assistance Services	2
<b>Hearts &amp; Lives</b>	<b>1</b>
Information and Referral	1
<b>Help Hope Live</b>	<b>3</b>
Medical Expenses	3
<b>Helping Hands Pantry</b>	<b>11</b>
Food Distribution	8
USDA Food Distribution	3
<b>Helping Hands Transportation</b>	<b>5</b>
Non-Emergency Medical Transportation	5
<b>Hesperia Branch Library</b>	<b>1</b>
Library Services	1
<b>Hesperia Unified School District</b>	<b>3</b>
Public Education	1
English as a Second Language	1
Early Childhood Parenting	1
<b>Hi Desert Medical Center</b>	<b>3</b>
Hospital Services	1
Individual Counseling	1
Group Counseling	1
<b>HICAP of Riverside and San Bernardino County</b>	<b>4</b>
HICAP Medicare Counseling	4
<b>High Desert Child Adolescent and Family Services Center</b>	<b>28</b>
Anger Management	4
Counseling Services	15
Supervised Visitation	2
Delayed Entry of Judgement	1
Parenting/Child Abuse Classes	6

## 211 Referrals

<b>High Desert Homeless Services</b>	<b>599</b>
Clothes Closet	21
Emergency Shelter	558
Showers	8
Bus Passes	12
<b>High Desert New Beginnings</b>	<b>4</b>
Job Search and continuing Education	3
After School Academic	1
<b>High Desert Pregnancy Clinic</b>	<b>8</b>
Family Resource Center	8
<b>High Desert Transitional Living Connection</b>	<b>55</b>
Clothes Closet	11
Food Pantry	44
<b>Highland Sam J. Racadio Library and Environmental Learning Center</b>	<b>9</b>
Job Preparation and Job Search	7
Parenting Skill Classes	2
<b>Highland Senior Center</b>	<b>1</b>
Senior Transportation	1
<b>Holy Family Catholic Church</b>	<b>16</b>
Food Pantry	16
<b>HOMEOWNERSHIP PRESERVATION FOUNDATION</b>	<b>1</b>
HOPE Hotline	1
<b>HomeStrong USA</b>	<b>12</b>
Foreclosure Prevention	2
Debt Consolidation	4
HomeStrong's Heroes Home Repair Program	1
Unemployment Mortgage Assistance	4
Housing Counseling	1
<b>Hope Homes</b>	<b>6</b>
Sober Living Homes	6
<b>House of Ruth</b>	<b>48</b>
Counseling Services	9
Domestic Violence Shelters	8
Emergency Hotline	12
Emergency Shelter	1
Transitional Living	18
<b>Housing Authority of the County of San Bernardino</b>	<b>204</b>
Mainstream Program	54
Public Housing	105
Senior Housing	16
Veterans Affairs Supportive Housing Program (VASH)	8
Shelter Plus Care Program	5
Fraud Reporting	1
Career and Technology Centers	2
Housing Opportunities for People With AIDS	10
Housing Assistance	3
<b>Housing Opportunities Collaborative Inland Empire</b>	<b>71</b>
Credit Counseling	1
Fair Housing	1
Rental Listing	68
Financial Well Being	1
<b>Huerta Del Valle</b>	<b>1</b>
Community Garden	1
<b>Humane Society of San Bernardino Valley</b>	<b>17</b>
Veterinary Clinic	16

## 211 Referrals

Cruelty Investigations	1
<b>Humanity Center 4 Change</b>	<b>1</b>
Counseling Services	1
<b>Hutton Community Center</b>	<b>20</b>
Home Delivered Meals	3
Senior Center	1
Thanksgiving Meal	16
<b>Identity Theft Resource Center</b>	<b>2</b>
Victim Resources	2
<b>IE511</b>	<b>12</b>
Freeway Service Patrol	8
Rideshare	3
Traffic and Travel Information	1
<b>Iglesia Cristiana Misionera Supremo Llamamiento</b>	<b>73</b>
Food Pantry	32
Clothing Closet	41
<b>IM ALIVE</b>	<b>1</b>
National Hopeline Network	1
<b>Immaculate Conception Church Dinner Hour Ministries</b>	<b>6</b>
Soup Kitchen	6
<b>Inland Behavioral and Health Services</b>	<b>25</b>
Dental Services	10
Westside Counseling Center	5
PC1000 Drug Diversion Program	1
Adult Outpatient Drug Free Program	5
Inland Family Community Health Center	4
<b>Inland Caregiver Resource Center</b>	<b>6</b>
Support Groups	1
Caregivers Information and Referral	1
Residential Repairs	1
Adult Day Care	2
Senior Companion	1
<b>Inland Counties Legal Services</b>	<b>314</b>
Legal Assistance	310
Senior Assistance	4
<b>Inland Empire Cocaine Anonymous</b>	<b>1</b>
Cocaine Anonymous	1
<b>Inland Empire Health Plan</b>	<b>70</b>
Nurse Advice Line	5
Community Resource Center	7
IEHP Member Services	58
<b>Inland Empire Latino Lawyers Association</b>	<b>85</b>
Legal Assistance and Counseling	84
Expungement Project	1
<b>Inland Empire Lighthouse for the Blind</b>	<b>1</b>
School for the Blind	1
<b>Inland Empire United Way</b>	<b>3</b>
ieVolunteers	3
<b>Inland Fair Housing and Mediation Board</b>	<b>210</b>
Senior Services	31
HUD Approved Counseling Agencies	6
Mortgage Delinquency and Default Resolution Counseling	4
Mortgage Foreclosure Information	4
Fair Housing	161
Homebuyer and Home Purchase Counseling	4

## 211 Referrals

<b>Inland Family Community Health Center</b>	<b>15</b>
Dental Services	8
Medical Services	6
Family Pact	1
<b>Inland Regional Center</b>	<b>8</b>
Case Management	8
<b>Inland Valley Hope Partners</b>	<b>252</b>
Food Pantry	37
Rapid Re-housing	7
Family Stabilization	207
Adopt-a-Family	1
<b>Inland Valley Humane Society and S.P.C.A</b>	<b>6</b>
Veterinary Care Center	5
Animal Care & Control	1
<b>Inland Valley Recovery Services</b>	<b>227</b>
Detoxification	48
Family Counseling	17
Domestic Violence Intervention	1
Youth Enrichment Services	5
Adult Outpatient Services	12
Adolescent Outpatient Services	2
Adult Residential Services	27
Adults with Children Residential Services	14
Parent Project Classes	2
Transitional Sober Living	16
Christmas Meals	4
Thanksgiving Meal	2
Christmas Toys	77
<b>INSTITUTE ON AGING (IOA)</b>	<b>9</b>
The Friendship Line	9
<b>Internal Revenue Service - San Bernardino</b>	<b>6</b>
Internal Revenue Service	1
Identity Theft	5
<b>INTERNAL REVENUE SERVICES (IRS)</b>	<b>1</b>
Taxpayer Assistance	1
<b>International Legal Center</b>	<b>10</b>
Legal Services	9
Legal Document Preparation	1
<b>International OCD Foundation</b>	<b>1</b>
OCD Information and Referrals	1
<b>Internet Service Providers</b>	<b>64</b>
arcZip	3
Copper.net	3
DSL Extreme	2
Earthlink	3
Frontier Broadband	37
Spectrum	5
Localnet	1
AT&T Access	6
Basic ISP	2
NetZero	1
SoCal Free Net (Dial-up)	1
<b>INTER-TRIBAL COUNCIL OF CALIFORNIA (ITCC)</b>	<b>1</b>
Support Services	1
<b>Isaiah's Rock</b>	<b>19</b>

## 211 Referrals

Thanksgiving Food Basket	19
<b>Jack Bulik Teen Center</b>	<b>1</b>
Anger Management Classes	1
<b>James L Brulte Senior Center</b>	<b>2</b>
Home Delivered Meals	1
Senior Services	1
<b>John Viola LCSW</b>	<b>1</b>
Counseling Services	1
<b>Joshua Tree Community Center</b>	<b>5</b>
Legal Aid	5
<b>Joslyn Senior Center</b>	<b>4</b>
Joslyn Senior Center	1
Thanksgiving Luncheon	3
<b>Judson Baptist Church</b>	<b>83</b>
Food Pantry	83
<b>Kaiser Permanente Medical Center</b>	<b>3</b>
Lactation Consultation	2
Smoking Cessation	1
<b>Knowledge and Education for Your Success</b>	<b>11</b>
Veteran Homeless Prevention	1
Veteran Rapid Rehousing	1
Veterans Homelessness Prevention	9
<b>La Leche League - Inland Empire</b>	<b>6</b>
Breastfeeding Support and Information	6
<b>LA LECHE LEAGUE INTERNATIONAL (LLLI)</b>	<b>7</b>
Breast Feeding Support	7
<b>LaSalle Medical Associates</b>	<b>23</b>
Health Clinic	19
Pediatric Medicine	2
Well Women Exam	2
<b>Legal Aid Society of San Bernardino</b>	<b>86</b>
We Salute	16
Legal Aid Society of San Bernardino	70
<b>Levy Community Services</b>	<b>6</b>
Band of Brothers	6
<b>Libreria del Pueblo</b>	<b>2</b>
Immigration Legal Services	2
<b>Life Community Development</b>	<b>70</b>
Transitional Housing	68
Transitional Housing for Veteran Women	2
<b>Lighthouse Social Service Center</b>	<b>36</b>
Transitional Living	6
Family Stabilization Rapid Rehousing	1
Veteran Homeless Prevention	24
Veteran Rapid Rehousing	4
Hope for Heroes Permanent Supportive Housing	1
<b>Loma Linda Senior Center</b>	<b>1</b>
Senior Center	1
<b>Loma Linda University Behavioral Health</b>	<b>5</b>
Behavioral Medicine Center	1
Marriage & Family Counseling	4
<b>Loma Linda University Behavioral Health Institute</b>	<b>9</b>
Individual Counseling/Therapy	8
Group Psychotherapy	1
<b>Loma Linda University Behavioral Health Institute Office</b>	<b>3</b>

## 211 Referrals

Psychological Services Clinic	3
<b>Loma Linda University Medical Center</b>	<b>8</b>
School of Dentistry	7
Loma Linda University Health PossAbilities	1
<b>Loveland Church</b>	<b>3</b>
USDA Food Distribution	3
<b>LSS Community Care</b>	<b>6</b>
Our Children Project	1
Batterers Intervention	2
Probation: Juvenile Anger Management Substance Abuse Truancy Petty Theft	3
<b>Lucerne Valley Domestic Violence Outreach</b>	<b>1</b>
Parenting Classes	1
<b>Lucerne Valley Senior Center</b>	<b>1</b>
Senior Center	1
<b>Luque Community Center</b>	<b>6</b>
Thanksgiving Meals	6
<b>Lutheran Church of the Desert</b>	<b>7</b>
Community Food Pantry	7
<b>Making a Difference Association (MADA)</b>	<b>22</b>
Counseling Services	7
Parenting Skill Classes	6
Supervised Visitation	2
Domestic Violence Classes	7
<b>MAKING HOME AFFORDABLE</b>	<b>1</b>
Home Affordable Refinance Program (HARP)	1
<b>MARCHEX</b>	<b>21</b>
Free 411 - Directory Assistance	21
<b>Marijuana Anonymous World Services</b>	<b>1</b>
Marijuana 12 Step Support	1
<b>Marys Mercy Center</b>	<b>320</b>
Saint Joseph Clothes Closet	42
Showers	24
Veronicas Home of Mercy	37
Marys Table	16
Emergency Food Bag Program	1
Marys Children Program	109
Thanksgiving Meals	2
Christmas Toys	81
Christmas Meal	7
Fire Recovery Information	1
<b>Matrix Institute</b>	<b>1</b>
Adult Outpatient Drug Free Program	1
<b>McKinley Children's Center</b>	<b>1</b>
Inpatient Mental Health Services	1
<b>Meals On Wheels - Barstow</b>	<b>8</b>
Home Delivered Meals	8
<b>Meals On Wheels - Montclair</b>	<b>1</b>
Home Delivered Meals	1
<b>Meals On Wheels - Upland</b>	<b>2</b>
Meals on Wheels	2
<b>MEDICARE</b>	<b>6</b>
Medicare Helpline	6
<b>Mental Health Systems</b>	<b>21</b>
DUI Program	2
Therapeutic Behavioral Services	2

## 211 Referrals

Helping Hands Kinship Support Services	1
Adult Outpatient Services	4
Probationers Recovering through Intervention and Drug Education	1
Central Valley Prevention Program	1
Ontario One Stop Transitional Age Youth Center	10
<b>Mercy House</b>	<b>396</b>
Guadalupe Residence	25
Access Center - Ontario	65
Transitional Housing	306
<b>Metrolink</b>	<b>2</b>
Metrolink Travel Information	2
<b>Metropolitan Family Medical Clinics</b>	<b>45</b>
Family and Community Medicine	32
Pediatric and Children Services	11
Family Planning	2
<b>Mexican Consulate</b>	<b>2</b>
Consular Services	2
<b>MODEST NEEDS</b>	<b>2</b>
Self-Sufficiency Grant	2
<b>Molina Healthcare</b>	<b>7</b>
Nurse Advice Line	1
Molina Health Plan	6
<b>MONEY MANAGEMENT INTERNATIONAL (MMI)</b>	<b>6</b>
Financial Management and Credit Counseling Services	6
<b>Montclair Senior Center</b>	<b>10</b>
Legal Assistance	4
USDA Food Distribution	2
Handy Helper	4
<b>Morongo Basin Community Health Center</b>	<b>2</b>
Morongo Basin Community Health Center	2
<b>Morongo Basin Unity Home</b>	<b>27</b>
Domestic Violence Shelter	24
Transitional Housing	3
<b>Moses House Ministries</b>	<b>36</b>
The Boutique	36
<b>Mountain Community Hospital</b>	<b>5</b>
Rural Health Clinic	5
<b>Mountain Counseling and Training</b>	<b>8</b>
Anger Management Classes	3
Parenting Classes	2
Domestic Violence Classes	1
General Counseling	1
Probation and Enrichment Counseling	1
<b>Mountain View Child Care</b>	<b>9</b>
Kidship-Preschool and Pediatric Day Health	5
Totally Kids Rehabilitation Hospital	4
<b>Mountain View Family Development</b>	<b>52</b>
Food Pantry	51
Mountain View Christian Preschool & Kindergarten	1
<b>MUSCULAR DYSTROPHY ASSOCIATION (MDA)</b>	<b>2</b>
MDA Services	2
<b>Narcotics Anonymous</b>	<b>4</b>
Narcotics Anonymous - Eastern Inland Empire	4
<b>National Alliance on Mental Illness</b>	<b>6</b>
Support Groups	1



## 211 Referrals

Information and Referral Helpline	4
Mental Illness and Autism Support Groups	1
<b>National Association for the Advancement of Colored People</b>	<b>1</b>
Discrimination Assistance	1
<b>National Community Renaissance</b>	<b>1</b>
Low-Cost Rental Housing	1
<b>National Community Renaissance of California</b>	<b>733</b>
Affordable Housing	733
<b>National Consumer League</b>	<b>1</b>
Fraud Hotline	1
<b>NATIONAL COUNCIL ON ALCOHOLISM AND DRUG DEPENDENCE (NCADD)</b>	<b>1</b>
Alcoholism and Drug Dependence Helpline	1
<b>NATIONAL DOMESTIC VIOLENCE HOTLINE</b>	<b>34</b>
National Domestic Violence Hotline	34
<b>National Human Trafficking Hotline</b>	<b>2</b>
Human Trafficking Hotline	2
<b>National Institute for Jewish Hospice</b>	<b>1</b>
Counseling and information	1
<b>NATIONAL NETWORK FOR IMMIGRANT AND REFUGEE RIGHTS (NNIRR)</b>	<b>1</b>
Immigrant and Refugee Rights	1
<b>NATIONAL ORGANIZATION FOR RARE DISORDERS (NORD)</b>	<b>3</b>
Rare Disorders Information Line	3
<b>National Organization of Social Security Claimants' Representatives</b>	<b>1</b>
Information and Referral	1
<b>NATIONAL RESTAURANT ASSOCIATION</b>	<b>2</b>
Servsafe	2
<b>NATIONAL SUICIDE PREVENTION LIFELINE</b>	<b>3</b>
National Suicide Prevention Lifeline (& Veteran Suicide Prevention Hotline)	3
<b>Native American Resource Center</b>	<b>3</b>
Information and Referrals	3
<b>Needles Animal Shelter</b>	<b>1</b>
Animal Vaccinations	1
<b>Neighborhood Housing Services of the Inland Empire</b>	<b>12</b>
Home Maintenance Education	2
Down Payment Assistance	2
One on One Counseling	7
Home Preservation	1
<b>Neighborhood Partnership Housing Services</b>	<b>7</b>
Foreclosure Counseling	4
Affordable Rental Housing	1
Home Ownership	2
<b>Neighborhood Vineyard Church</b>	<b>7</b>
Food Pantry	7
<b>New Creation Behavioral Healthcare Foundation</b>	<b>71</b>
Detoxification	42
Mens Residential Treatment	13
Women's Residential Treatment	14
Outpatient Treatment	2
<b>New Day Recovery Center</b>	<b>30</b>
Child Abuse Treatment Program	7
Anger Management Program	6
Counseling Services/Victims of Crimes	8
Parenting Group	3
Batterers Intervention Program	3
Sex Offender Treatment Program	3

## 211 Referrals

<b>NEW EYES FOR THE NEEDY INC. (NEFTN)</b>	<b>2</b>
Eyeglasses Distribution	2
<b>NEW HOPE CRISIS COUNSELING HOTLINE</b>	<b>7</b>
Crisis Telephone Counseling	7
<b>New Hope Village</b>	<b>31</b>
Housing and Services for Homeless Families	29
New Hope Too	2
<b>News Section</b>	<b>1</b>
News Section	1
<b>Northtown Housing Development</b>	<b>1</b>
Homeownership Program	1
<b>Office of Emergency Services</b>	<b>3</b>
TENS (Telephone Emergency Notification System)	3
<b>Olive Branch Counseling Center</b>	<b>52</b>
Anger Management and Domestic Violence	16
Drug and Alcohol Counseling	8
Individual Counseling	7
Parenting and Co-Parenting Classes	13
Family Counseling	7
Drug Testing	1
<b>Omnitrans</b>	<b>80</b>
Access Service	56
Omnitrans	7
Transportation Reimbursement Escort Program (TREP)	8
NexTrip	4
Taxi Voucher & Lyft Program	3
sbX Rapid Transit Service	1
Travel Training	1
<b>ONESIGHT</b>	<b>3</b>
Give the Gift of Sight Services	3
<b>ONLINE PARENTING PROGRAMS</b>	<b>1</b>
Co-Parenting Classes	1
<b>Ontario Police Department</b>	<b>3</b>
Police Department	3
<b>Ontario Senior Center</b>	<b>2</b>
Home Delivered Meals	1
Social Services	1
<b>Ontario/Montclair YMCA</b>	<b>3</b>
Afterschool Program	3
<b>Ontario-Montclair School District</b>	<b>5</b>
Family Solutions	5
<b>Operation Grace</b>	<b>185</b>
USDA Food Distribution	3
Womens Shelter	182
<b>OPERATION HOMEFRONT</b>	<b>1</b>
Critical Assistance Program	1
<b>Operation Hope</b>	<b>17</b>
Home Buyers Program	15
Mortgage Crisis Hotline and the Consumer Credit Crisis Hotline	2
<b>Operation Provider</b>	<b>324</b>
Food Pantry	2
Utility Assistance	322
<b>Operation Safehouse</b>	<b>19</b>
Runaway Shelter	10
Main Street Transitional Living	9

## 211 Referrals

<b>Option House Administration</b>	<b>109</b>
Domestic Violence Shelter	97
Parenting Classes	5
Domestic Violence Support Group	4
Courthouse Family Violence Outreach	3
<b>Orenda Foundation Veterans Project</b>	<b>3</b>
Transitional Housing	3
<b>OTHER BAR - NATIONAL HOTLINE THE</b>	<b>2</b>
Support Group for Legal Professionals	2
<b>Our Lady of Hope</b>	<b>6</b>
Soup Kitchen	6
<b>Our Lady of the Desert</b>	<b>51</b>
Food Pantry	51
<b>Ovitt Family Community Library</b>	<b>2</b>
Veteran Resource Center	2
<b>P Luv'z Helping Hands Foundation</b>	<b>9</b>
Christmas Toys	9
<b>Pacific Clinics</b>	<b>9</b>
Family Resource Center	4
Donations Accepted	5
<b>Pacific Lifeline</b>	<b>65</b>
Transitional Housing	65
<b>Parents Anonymous - San Bernardino</b>	<b>1</b>
Parenting Skill Class	1
<b>ParentzatWork</b>	<b>2</b>
ParentzatWork	2
<b>Parktree Community Health Center</b>	<b>24</b>
Behavioral Health Services	4
Dental Care	5
Health Center	15
<b>Parkview Community Hospital Medical Center</b>	<b>1</b>
Bestbeginnings	1
<b>Patton State Hospital</b>	<b>1</b>
Hospital Services	1
<b>Peer Driven Room &amp; Board Advisory Coalition of San Bernardino County</b>	<b>44</b>
Information and Referral	44
<b>Peoples Care Autism</b>	<b>3</b>
Consultations and Training	1
Applied Behavior Analysis	2
<b>Percy Bakker Center</b>	<b>1</b>
Line Dancing	1
<b>Perris Hill Senior Center</b>	<b>1</b>
Senior Center	1
<b>Phelan Pinon Hills Community Service District</b>	<b>1</b>
Community Service District	1
<b>Phoenix Foundation</b>	<b>1</b>
Burial Expense Assistance	1
<b>Planned Parenthood of Orange and San Bernardino Counties</b>	<b>4</b>
Family Planning	1
HIV/AIDS and STD Testing	1
General Health Care	2
<b>Point of Grace Christian Fellowship</b>	<b>26</b>
Thanksgiving Baskets	26
<b>POLLY KLAAS FOUNDATION</b>	<b>1</b>
Missing Child Hotline	1

## 211 Referrals

<b>Pomona Unified School District Child Development (Resource and Referral)</b>	<b>8</b>
Childcare Resource and Referral	8
<b>Pomona Valley Hospital Medical Center</b>	<b>8</b>
Lactation Center	1
Crossroads	1
Pregnancy & Postpartum Stress Group	1
Boot Camp	1
Lactation and Breastfeeding Support	1
Urgent Care Center	3
<b>POSTPARTUM SUPPORT INTERNATIONAL (PSI)</b>	<b>1</b>
Postpartum Support International Warmline (PSI)	1
<b>Pregnancy and Family Resource Center</b>	<b>22</b>
Resource Center	22
<b>Preserve Community Center</b>	<b>1</b>
High Five	1
<b>PREVENT BLINDNESS AMERICA</b>	<b>2</b>
Prevent Blindness Support Services	2
<b>Project Life Impact</b>	<b>3</b>
Veterans Food Giveaway	3
<b>Project Sister Family Services</b>	<b>3</b>
Counseling Services	3
<b>Provisional Accelerated Learning (PAL) Center</b>	<b>4</b>
USDA Food Distribution	1
Youth Job Training and Job Placement Assistance	3
<b>PTSD UNLIMITED</b>	<b>2</b>
PTSD Helpline	2
<b>PUBLIC ADVOCATES INC.</b>	<b>1</b>
Advocacy Services	1
<b>Putting Kids First</b>	<b>1</b>
Parenting Course	1
<b>RAINN</b>	<b>1</b>
National Sexual Assault Hotline	1
<b>Rancho Cucamonga and Fontana YMCA</b>	<b>1</b>
Senior Transportation	1
<b>Rancho Cucamonga Family Resource Center</b>	<b>97</b>
Clothes Closet	47
Family Resource Center	3
Food Pantry	30
Math Tutoring	2
Christmas Toys	15
<b>Rancho Cucamonga Police Department</b>	<b>1</b>
Police Department	1
<b>REACH</b>	<b>20</b>
Food Assistance	20
<b>Reach Centers</b>	<b>1</b>
Nursing Resource and Learning Center	1
<b>Reach Out</b>	<b>2</b>
Student Assistance Program	1
Adult Crossroads	1
<b>Reach Out Morongo Basin</b>	<b>3</b>
Minor Home Repairs	1
Medical Transportation	2
<b>Rebound</b>	<b>2</b>
Court Approved Intervention Programs	2
<b>Redlands Community Center</b>	<b>5</b>

## 211 Referrals

Legal Services	1
Senior Transportation	1
Christmas Toys Giveaway	3
<b>Redlands Community Hospital</b>	<b>4</b>
Hospital Services	1
Family Clinic	2
Perinatal Services	1
<b>Redlands Day Nursery</b>	<b>10</b>
Child Care	10
<b>Redlands Police Department Recreation Bureau</b>	<b>2</b>
Redlands Police Department	1
Adult Sports Leagues	1
<b>Reentry Clinical Housing and Support Services</b>	<b>18</b>
Reentry Clinical Housing and Support Services	18
<b>Restoration House of Refuge</b>	<b>181</b>
Transitional Housing	179
USDA Food Distribution	2
<b>Restoring Hope</b>	<b>1</b>
Clothes Closet	1
<b>Revolution Youth Advocates</b>	<b>2</b>
The Landing	2
<b>ReWritten</b>	<b>1</b>
Core	1
<b>Rialto Branch Library</b>	<b>1</b>
Citizenship Classes	1
<b>Rialto Child Assistance</b>	<b>6</b>
Food Pantry	6
<b>Rialto Family Health Services</b>	<b>6</b>
Moving Forward Child Development	5
Back On Track	1
<b>Rialto Police Department</b>	<b>4</b>
Police Department	4
<b>Rialto Unified School District</b>	<b>2</b>
Public Education	1
State Preschool	1
<b>Rim Family Services</b>	<b>2</b>
Mobile Resource Center	1
Prevention Programs	1
<b>RISE Interpreting</b>	<b>2</b>
American Sign Language Interpretation	2
<b>River of Life</b>	<b>54</b>
Neighborhood Food Pantry	54
<b>Riverside Housing Development Corporation</b>	<b>1</b>
Affordable Rental Housing	1
<b>Rock Church &amp; World Outreach Center</b>	<b>49</b>
Food Pantry	48
GED Preparation Classes	1
<b>Rolling Start</b>	<b>190</b>
Housing	136
Information and Referral	20
Personal Assistance	3
Support Groups / Workshop	1
Independent Living Skills	10
Assistive Technology	11
Systems and Individual Advocacy	8

## 211 Referrals

LGBTQ Support Group	1
<b>ROOT &amp; REBOUND</b>	<b>1</b>
Roadmap to Reentry	1
<b>Rose of Sharon</b>	<b>55</b>
Baby Items	55
<b>Ruben Campos Community Center</b>	<b>1</b>
Neighborhood Multipurpose Centers	1
<b>Running Springs Assembly of God</b>	<b>4</b>
Food Ministry	4
<b>SAFE PLACE</b>	<b>2</b>
Txt 4 Help	2
<b>Sahaba Initiative</b>	<b>68</b>
Food Pantry	50
Counseling	12
Path to Peace	5
Community Garden	1
<b>Samaritan Counseling Center</b>	<b>4</b>
Counseling Services	4
<b>Samaritans Helping Hand</b>	<b>339</b>
Clothing Voucher	44
Emergency Food Assistance	50
Food Pantry	36
Utility Assistance	144
Water Payment Assistance	29
Bus Passes	8
Thanksgiving Baskets	20
Document Replacement Assistance	8
<b>SAMHSA</b>	<b>1</b>
Disaster Distress Helpline	1
<b>San Antonio Regional Hospital</b>	<b>7</b>
Educational Suite	2
Hospital Services	1
Urgent Care	4
<b>San Bernardino City Unified School District</b>	<b>8</b>
Adult School	2
Public Education	3
USDA Food Distribution	1
GED Preparation Classes	1
The Parenting Center	1
<b>San Bernardino Community Church</b>	<b>64</b>
USDA Food Distribution	3
Thanksgiving Turkey Giveaway	61
<b>San Bernardino Community College District</b>	<b>2</b>
Academic and Career Programs	2
<b>San Bernardino Community SDA Church</b>	<b>8</b>
Medical and Dental Clinic	8
<b>San Bernardino Community Service Center</b>	<b>5</b>
Immigration Legal Services	4
DACA	1
<b>San Bernardino County Animal Care and Control</b>	<b>26</b>
Animal Services	16
Spay and Neuter Voucher Program	8
Dead Animal Pick-up	2
<b>San Bernardino County Bar Association</b>	<b>56</b>
Attorney Information and Referral Service	56

## 211 Referrals

<b>San Bernardino County Children and Family Services</b>	<b>44</b>
Foster Care	5
Placement Resources Division	5
Child Abuse Hotline	34
<b>San Bernardino County Department of Aging and Adult Services</b>	<b>423</b>
Adult Protective Services	77
In Home Supportive Services	100
Family Caregiver Support	4
Senior Information and Assistance Program	211
Senior Nutrition Services	20
Senior Community Service Employment Program	8
Multipurpose Senior Services	2
Senior Scam Alerts	1
<b>San Bernardino County Department of Behavioral Health</b>	<b>270</b>
Community Crisis Response Team	43
The Access Unit	49
Agewise Program	4
Crisis Walk-In Clinic	29
Centralized Children's Intensive Case Management Services	4
Adult Outpatient Drug Free Program	9
Clubhouses	8
Walk-In Clinics	29
Housing and Employment Program	8
Counseling Center	3
Supervised Treatment After Release	1
Homeless Outreach Support Team	4
Homeless Program	4
Recovery Based Engagement Support Teams	1
San Bernardino One Stop Transitional Age Youth Center	17
Crisis Residential Treatment Center	4
Mentally Ill Homeless Program	9
Outpatient Clinics	13
Screening Assessment and Referral Center (SARC)	7
Substance Use Disorders and Recovery Services	24
<b>San Bernardino County Department of Child Support Services</b>	<b>12</b>
Child Support Services	12
<b>San Bernardino County Department of Probation</b>	<b>5</b>
Anger Management	1
Probation	3
Drug and Alcohol Classes - Juveniles	1
<b>San Bernardino County Department of Public Health</b>	<b>133</b>
Immunizations	4
Tuberculosis Control Program	1
Vector Control	11
Women Infants and Children (WIC)	15
Pet Adoption	1
Public Health Clinics	34
Food Handler Training and Test	6
Environmental Health	5
Child Health and Disability Prevention	2
Black Infant Health	3
Health Promotion and Education	1
Flu Shots	1
Car Seat Safety	49
<b>San Bernardino County Department Public Works</b>	<b>4</b>

## 211 Referrals

Transportation	2
Flood Control District	2
<b>San Bernardino County District Attorney</b>	<b>11</b>
Bureau of Victim Services	3
San Bernardino County District Attorney's Office	4
Victim Compensation Claims	4
<b>San Bernardino County General Information Line</b>	<b>1</b>
General Information	1
<b>San Bernardino County Land Use Services Department</b>	<b>26</b>
Code Enforcement Division	26
<b>San Bernardino County Office Of The Assessor-Recorder-County Clerk</b>	<b>15</b>
County Clerk	5
The Recorder	10
<b>San Bernardino County Public Authority</b>	<b>5</b>
In-Home Supportive Services Registry	5
<b>San Bernardino County Public Defender</b>	<b>4</b>
Public Defenders Office	2
Record Expungement Assistance	2
<b>San Bernardino County Registrar of Voters</b>	<b>20</b>
Registration and Voting Information	20
<b>San Bernardino County Sheriffs Department</b>	<b>41</b>
Juvenile Intervention Program (JIP)	7
Law Enforcement	25
Detention Facilities	2
Homeless Outreach and Proactive Enforcement	4
Citizens Volunteer Patrol (CVP)	3
<b>San Bernardino County Superintendent of Schools</b>	<b>3</b>
Counseling and Early Intervention	3
<b>San Bernardino County Transitional Assistance Department</b>	<b>229</b>
C4Yourself	3
CalFresh (Food Stamp Program)	76
CalWORKs Program	62
Medi-Cal Program	73
The General Relief Program	3
Child Care Programs	4
Foster Care Program	1
EBT Reporting (Lost or Stolen)	1
Refugee Resettlement Program	2
General Relief	4
<b>San Bernardino Family YMCA</b>	<b>27</b>
Afterschool Program	2
Christmas Toys	25
<b>San Bernardino Fatherhood</b>	<b>3</b>
24/7 Dads Parenting	3
<b>San Bernardino Police Department</b>	<b>14</b>
Police Department	14
<b>San Bernardino Valley College</b>	<b>3</b>
Community College	2
Disability Student Services	1
<b>San Bernardino Westside Christian Center Church</b>	<b>3</b>
Westside Kinship Support Services	3
<b>Santa Claus Incorporated</b>	<b>18</b>
Christmas Toy Giveaway	18
<b>Saving Grace Homes</b>	<b>7</b>
Sober Living Transitional Home	7



## 211 Referrals

<b>Service Center for Independent Life</b>	<b>4</b>
Benefits Assistance	2
Systems Change and Individual Advocacy	2
<b>Seville Park</b>	<b>3</b>
Eat & Be Well Thanksgiving	3
<b>SEX ADDICTS ANONYMOUS (SAA)</b>	<b>1</b>
Support Groups	1
<b>Shield Healthcare</b>	<b>2</b>
Shield Healthcare	2
<b>Sisters of Soul Youth and Family</b>	<b>9</b>
Counseling Services	7
Parenting Classes	2
<b>Social Action Community Health System</b>	<b>43</b>
Dental Care	15
Parenting Skill Classes	5
First 5 Family Resource Center	1
Community Resource Center Computer Lab	3
SAC Health System Clinic	6
Postpartum Depression Support Group	1
Behavioral Health Care	2
Federally Qualified Health Center	9
Child Passenger Safety Program	1
<b>Social Security Administration</b>	<b>39</b>
Social Security	39
<b>SOCIAL SECURITY ADMINISTRATION (SSA)</b>	<b>4</b>
Social Security Services	4
<b>South Coast Community Services</b>	<b>16</b>
School Aged Treatment Services	4
Student Assistance Program	6
Childrens Intensive Services	1
Mental Health Clubhouse	1
General Mental Health	3
Community Wholeness and Enrichment Program	1
<b>Southern California Edison</b>	<b>45</b>
California Alternate Rates for Energy	21
Community Energy Partnership - Home Energy Efficiency Tune-Ups	15
Energy Management Assistance	6
Medical Baseline	3
<b>Southern California Gas Company</b>	<b>7</b>
CARE	2
Energy Savings Assistance Program	5
<b>Southern California Service Corp</b>	<b>5</b>
Community Alternative Service	5
<b>Southwest Gas Company</b>	<b>34</b>
California Alternate Rates for Energy	13
Deferred Payment Program	5
Energy Efficiency Weatherization Program	16
<b>Sowing Seeds for Life</b>	<b>1</b>
Food Pantry	1
<b>Special Angels Group Facilities</b>	<b>61</b>
Transitional Housing	17
Elderly Residential Care	7
Room and Board	37
<b>St Bernardine Medical Center</b>	<b>7</b>
Hospital Services	2

## 211 Referrals

Health Education Classes	2
Grief and Loss Support Groups	1
Orthopedics	2
<b>St John of God Health Care Services</b>	<b>30</b>
Detoxification	15
Residential Substance Abuse Treatment	6
Sober Living Homes	9
<b>St Joseph Health St Mary Medical</b>	<b>6</b>
Hospital Services	3
Bridges for Families	2
Mommy and Me	1
<b>St Pauls United Methodist Church</b>	<b>88</b>
Food Pantry	87
USDA Food Distribution	1
<b>St. John's Community Success Center</b>	<b>26</b>
Standing Community Services	26
<b>Starkey Hearing Foundation</b>	<b>1</b>
Hearing Recycling Program	1
<b>State Council on Developmental Disabilities - San Bernardino</b>	<b>1</b>
Clients Rights Advocate	1
<b>STATE COUNCIL ON DEVELOPMENTAL DISABILITIES (SCDD)</b>	<b>1</b>
Developmental Disability Advocacy	1
<b>Steps 4 Life Community Services</b>	<b>178</b>
Traditional Sober Supportive Housing - Women with Children	67
Traditional Sober Transitional Housing - Men with Children	16
Transitional Supportive Sober Housing - Single Adults	59
Steps 4 Life Community Services Homeless Housing	36
<b>Summit Branch Library</b>	<b>1</b>
Storytime and Crafts	1
<b>Superior Court of California County of San Bernardino</b>	<b>22</b>
Criminal Court	3
Family Court	6
Probate Court	4
Traffic Court	1
Juvenile Court	1
Civil Court/Unlawful Detainer	5
Drug Court	1
Juvenile Traffic and Minor Offenses	1
<b>Swapping Mamas</b>	<b>19</b>
Clothes Closet	19
<b>Technical Employment Training</b>	<b>1</b>
Manufacturing Training	1
<b>Teen Challenge of Southern California</b>	<b>3</b>
Residential Substance Abuse Program	3
<b>Teen Line</b>	<b>1</b>
Teen Line Hotline	1
<b>Telecare</b>	<b>3</b>
Crisis Stabilization Unit	3
<b>TENANTS TOGETHER</b>	<b>5</b>
Tenant Rights Hotline	5
<b>The Blessing Center</b>	<b>5</b>
Medical Clinic	3
General Dentistry	2
<b>The Lighthouse of Restoration</b>	<b>29</b>
Children Clothing Closet	19

## 211 Referrals

Single Mothers Rock	5
Reentry Hygiene Care Package	4
School Supplies	1
<b>The Lords Table</b>	<b>17</b>
Soup Kitchen	15
USDA Food Giveaway	2
<b>The Salvation Army - Ontario</b>	<b>47</b>
Food Pantry	2
Soup Kitchen	15
Thanksgiving Baskets	4
Christmas Toys	26
<b>The Salvation Army - Redlands</b>	<b>41</b>
Electric and Gas Assistance Fund (EAF & GAF)	19
Emergency Food Box	18
Shower Facilities	3
Laundry Facilities	1
<b>The Salvation Army - San Bernardino</b>	<b>614</b>
Emergency Shelter	5
Food Giveaway	4
Soup Kitchen	112
Transitional Living Center	419
Salvation Army Adult Rehabilitation Center	7
Christmas Toy Giveaway	40
Thanksgiving Meal	10
Christmas Basket	17
<b>The Salvation Army - Victor Valley</b>	<b>266</b>
Food Assistance	83
Southwest Gas Energy Share	177
Homeless Take Out Lunch	6
<b>The Salvation Army Service Extension</b>	<b>4</b>
Food Pantry	3
Utility Assistance	1
<b>The Sober Living Network</b>	<b>2</b>
Internet Information and Referral Service	2
<b>The Spirit of Freedom Drug and Alcohol Program</b>	<b>2</b>
Christian Intervention Program	2
<b>The Unforgettables Foundation</b>	<b>3</b>
Burial Assistance	3
<b>The Way Station</b>	<b>16</b>
Food Assistance	16
<b>The White House Healing Center</b>	<b>12</b>
Transitional Housing	12
<b>THINK Together</b>	<b>2</b>
Elementary Expanded Learning	2
<b>Time for Change Foundation</b>	<b>645</b>
Sweet Dreams House	325
Phoenix Square Affordable Housing	20
Mt. View House	297
Positive Futures 2	3
<b>TODEC Legal Center</b>	<b>13</b>
Pro Bono Attorney Clinic	9
AB 60	4
<b>TOPS Club</b>	<b>1</b>
TOPS Tools	1
<b>Total Commitment Consulting Services</b>	<b>4</b>

## 211 Referrals

Anger Management Classes	2
Counseling Services	1
Parenting Classes	1
<b>Town of Apple Valley</b>	<b>6</b>
CPR Instruction	2
Public Works	1
Clean Up and Recycle Program	1
Town Hall	2
<b>Toys for Tots</b>	<b>11</b>
Christmas Toys	11
<b>TREVOR PROJECT</b>	<b>1</b>
The Trevor Project Crisis Intervention and Prevention Resources	1
<b>Tri-County Dental Society</b>	<b>1</b>
Dental Care Information and Referral	1
<b>Twentynine Palms Senior Center</b>	<b>2</b>
Home Delivered Meals	1
Transportation Assistance	1
<b>Uncommon Good</b>	<b>1</b>
Connect to College	1
<b>Unidos Por La Musica</b>	<b>5</b>
Christmas Event	5
<b>United Cerebral Palsy of the Inland Empire</b>	<b>1</b>
In-Home Respite Care	1
<b>UNITED STATES CENTERS FOR DISEASE CONTROL AND PREVENTION (CDC)</b>	<b>1</b>
Natural Disasters and Severe Weather	1
<b>United States Department of Education</b>	<b>2</b>
Federal Student Aid	2
<b>UNITED STATES DEPARTMENT OF HEALTH AND HUMAN SERVICES</b>	<b>1</b>
SAMHSA National Helpline - Center for Substance Abuse and Mental Health Services	1
<b>United States Department of Labor</b>	<b>4</b>
Labor and Employment Law	4
<b>United States Department of Veterans Affairs</b>	<b>5</b>
Bus Passes	2
Homeless Veteran Hotline	1
Veterans Benefits	2
<b>United States Embassy &amp; Consulates in Mexico</b>	<b>1</b>
US Consulate	1
<b>United States Post Offices</b>	<b>5</b>
Postal Services	5
<b>United States Veterans Initiative</b>	<b>46</b>
Case Management	2
Veteran Homeless Prevention	42
Veterans Rapid Rehousing	1
US VETS Workforce Development Program	1
<b>UNIVERSITY OF CALIFORNIA SAN DIEGO. CANCER CENTER (CSH)</b>	<b>1</b>
California Smokers Helpline (CSH)	1
<b>Upland Animal Shelter</b>	<b>8</b>
Animal Foster Care	6
Spay/Neuter	2
<b>Upland Church of Christ</b>	<b>27</b>
Food Pantry	27
<b>Upland Public Library</b>	<b>3</b>
Tax Aide	3
<b>Upland Unified School District</b>	<b>1</b>
Adult Education	1

## 211 Referrals

<b>Uplift Family Services</b>	<b>1</b>
Family Search and Engagement	1
<b>UReach</b>	<b>6</b>
Meals on Wheels	4
ACTS Transit	2
<b>US Citizenship and Immigration Services</b>	<b>2</b>
Citizenship and Immigration Services	2
<b>USC Norris Comprehensive Cancer Center</b>	<b>1</b>
Cancer Treatment Services	1
<b>Valley Star Community Services</b>	<b>23</b>
Basic Computer Classes	1
Postpartum Support Group	1
Valley Star Crisis Walk-in Center	12
Active Parenting	5
Career Assistance	1
Valley Star One Stop TAY Center	1
Crisis Residential Treatment Center	2
<b>Venerable House</b>	<b>10</b>
Mr Telephone Man	2
12 Step Meetings	1
Men's Transitional Housing	2
TAY Transitional Living	4
Transitional Living	1
<b>Veterans Affordable Housing</b>	<b>5</b>
Affordable Housing	5
<b>Victor Community Support Services - San Bernardino</b>	<b>3</b>
Screening Assessment Referral and Treatment	3
<b>Victor Community Support Services - Victorville Campus</b>	<b>21</b>
Therapeutic Behavioral Services	2
Ready Set Go	11
Mother's Support Support	1
Family Resource Center (FRC)	1
Victorville Transitional Age Youth Center	6
<b>Victor Community Support Services - West San Bernardino</b>	<b>62</b>
Computer Classes	2
School Aged Treatment Services	1
Early Intervention Counseling	14
Pre-Employment Skills	2
Nurturing Parenting Class	2
Christmas Toy Giveaway	41
<b>Victor Valley College</b>	<b>2</b>
English as a Second Language	2
<b>Victor Valley Community Services Council</b>	<b>15</b>
Senior Needs	14
Volunteer Center	1
<b>Victor Valley Domestic Violence</b>	<b>15</b>
Domestic Violence Shelter	8
Referral Services for a "A Better Way"	4
Temporary Restraining Orders	3
<b>Victor Valley Family Resource Center</b>	<b>199</b>
Family Resource Center	1
Transitional Housing	178
Parenting Education	3
Reentry Transitional Housing	7
Bridge Housing	10

## 211 Referrals

<b>Victor Valley Rescue Mission</b>	<b>235</b>
Clothes Closet	8
Cold Weather Shelter	138
Food Pantry	82
Soup Kitchen	3
Christmas Toy Giveaway	1
Thanksgiving Meals	3
<b>Victor Valley Transit Authority</b>	<b>26</b>
Direct Access	18
Victor Valley Transit Authority	4
B-V Link	4
<b>Victorville Senior Citizens Club</b>	<b>4</b>
Senior Citizens Club	4
<b>Vida Life Ministries</b>	<b>5</b>
USDA Food Distribution	2
Immigration Services	2
Christmas Toys Giveaway	1
<b>Visiting Nurse Association of the Inland Counties</b>	<b>7</b>
Therapy Services	5
Hospice	1
Medical Social Services	1
<b>VNA Hospice &amp; Palliative Care of Southern California - Claremont</b>	<b>1</b>
Hospice and Palliative Care	1
<b>VNA Hospice &amp; Palliative Care of Southern California - San Bernardino</b>	<b>1</b>
Home Health Care	1
<b>Vocational Improvement Program</b>	<b>1</b>
Direct Placement	1
<b>Volunteer Income Tax Assistance (VITA)</b>	<b>6</b>
VITA	6
<b>Volunteers of America Southwest</b>	<b>30</b>
Child Care	21
Early Head Start	8
Full and Half Day Preschool	1
<b>Walden Family Services</b>	<b>3</b>
Baby Steps	1
First 5 Family Workshop	2
<b>Way World Outreach Ministry</b>	<b>600</b>
Soup Kitchen	16
Utility Assistance	580
Thanksgiving Meals	4
<b>WE TIP</b>	<b>2</b>
Bullying Helpline	2
<b>Well of Healing Mobile Medical Clinic</b>	<b>1</b>
Mobile Health Care	1
<b>West End Family Counseling Services</b>	<b>14</b>
Department of Behavioral Health Outpatient Services	12
Older Adult Community Services	1
Early Identification and Intervention Services	1
<b>West Valley Detention Center</b>	<b>2</b>
Detention Center	2
<b>Westwind Community Center</b>	<b>1</b>
Homework Helpers	1
<b>Whitney Young Family Health Clinic</b>	<b>20</b>
Dental Services	16
Medical Services	4

## 211 Referrals

<b>Women Who Matter Too</b>	<b>44</b>
Shared Living House	44
<b>Workforce Development Department</b>	<b>32</b>
Employment Services	32
<b>X SALVATION ARMY - LONG BEACH</b>	<b>1</b>
The Salvation Army Missing Persons Service	1
<b>YMCA of the East Valley</b>	<b>1</b>
Preschool	1
<b>Young Visionaries Youth Leadership Academy</b>	<b>278</b>
Thanksgiving Baskets	68
Christmas Event	210
<b>Yucaipa Family Assistance</b>	<b>14</b>
Food Pantry	7
Diapers	3
Medical Equipment	4
<b>Yucaipa Seventh-day Adventist Church</b>	<b>14</b>
Food Pantry	10
Clothing Distribution	2
Clothing Closet	2
<b>Yucca Valley Senior Center</b>	<b>1</b>
Home Delivered Meals	1
<b>Grand Total</b>	<b>22090</b>

## 211 Referrals