

San Bernardino County Community Referral List

For Abuse, Neglect, or Exploitation Cases

(Maintained per Joint Commission SOP Standards)

Agency Name	Services Provided	Population Served	Contact Info	Hours
San Bernardino County Child and Adult Abuse Hotline (CPS/APS)	Reporting and intervention for child and elder/dependent adult abuse	Children, Elderly, Dependent Adults	(800) 827-8724 • dcss.sbcounty.gov	24/7
House of Ruth	Domestic violence shelter, legal advocacy, counseling	Women, Children	(877) 988-5559 • houseofruthinc.org	24/7 hotline
Option House, Inc.	Emergency shelter, DV services, transitional housing, support groups	DV Survivors	(909) 381-3471 • optionhouseinc.org	24/7 hotline
Morongo Basin Unity Home	DV shelter, advocacy, counseling, legal support	Women, Children	(760) 366-9663 • unity-home.org	24/7 hotline
Victor Valley Domestic Violence, Inc. (A Better Way)	Emergency shelter, legal help, child services	Women, Children, Families	(760) 955-8723 • abetterwaydomesticviolence.org	24/7 hotline
Family Assistance Program	Services for youth in crisis, DV survivors, homeless families	Youth, DV survivors, At-risk	(909) 886-6737 • familyassist.org	Mon-Fri, 8 AM-5 PM
San Bernardino Sexual Assault Services (SBSAS)	Crisis counseling, advocacy, accompaniment, referrals for sexual assault survivors	All survivors	(909) 885-8884 • sbsas.org	24/7 hotline

Time for Change Foundation	Reentry services, emergency shelter, housing support	Women (including formerly incarcerated)	(909) 886-2994 • timeforchangefoundation.org	Mon–Fri, 9 AM–5 PM
211 San Bernardino County (Community Connect)	Centralized referral line for shelter, food, DV, legal, and mental health services	All populations	Dial 211 • 211sb.org	24/7
Legal Aid Society of San Bernardino	Legal help for restraining orders, DV cases, elder abuse	Low-income individuals	(909) 889-7328 • legalaidsb.org	Mon–Fri, 8:30 AM–5 PM
YouthHope Foundation	Services for homeless, runaway, and at-risk youth (medical, counseling, resources)	Youth (14–24)	(909) 797-7671 • youthhope.org	Mon–Thurs, 9 AM–4 PM
Open Door - Victorville & Ontario	Support for victims of human trafficking and exploitation	Adults & Minors	(909) 383-1600 • run by Family Assistance Program	24/7
Foothill AIDS Project (FAP)	HIV-related care, case management, partner violence screening & support	LGBTQ+, Individuals with HIV	(800) 448-0440 • fapinfo.org	Mon–Fri, 8 AM–5 PM

Instructions for Clay Counseling Staff

- Use this list when a client discloses abuse, neglect, or exploitation, or when there is clinical suspicion.
- Follow SOP for Mandatory Reporting before or during the referral process.
- Respect client confidentiality—ask if it is safe to contact agencies or leave messages.
- Document all referrals in the EHR: include agency name, contact made (Y/N), referral accepted (Y/N), and follow-up needs.