



A program of Interface Children & Family Services in partnership with the County of Ventura and First 5 Ventura County

Annual Report 2018



EXECUTIVE SUMMARY

211VC connected over 45,000 community members to health and human service resources in 2018.



10,281 callers reached out to 211VC, resulting in **16,021** information and referrals calls.



34,188 unique visitors used the 2-1-1 Guided Search at www.211ventura.org completing **71,282** searches.

211VC also began publishing information and referral call data online using a new 2-1-1 Interactive Report.



826 unique clients were helped by 211VC via text, completing **1,114** text exchanges.

347 unique clients were assisted through the automated text system for disaster related information and resources.



**IN-PERSON
SUPPORT**

211VC provided in-person community support for community members in crises related to disasters and homelessness.

211VC assisted **135** Borderline incident clients and **142** clients affected by the Hill and Woolsey Fires.

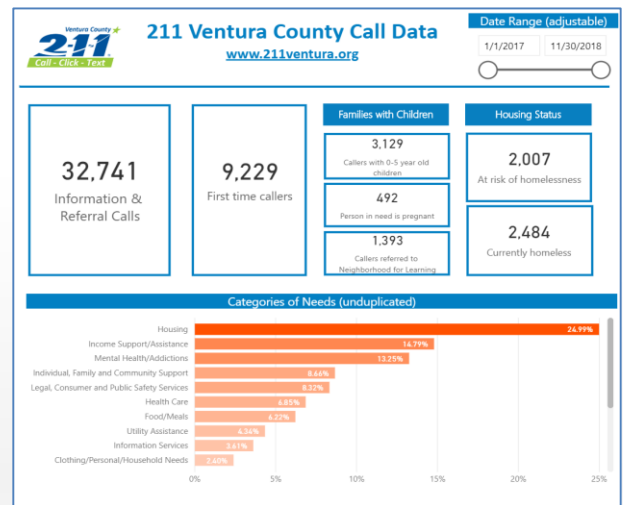
New and Improved Website

In addition to the new Interactive On-line Report, 211ventura.org is continually being improved through more in depth information in the Guided Search and through topic specific pages, including in the moment information during disasters.

211VC Interactive Report

As 2-1-1 callers are assisted, anonymous data is collected about each caller's needs and demographic information. In October, this data became available to the public through the 211VC Interactive Report. The Interactive Report can be filtered by a variety of data points, including date range and city, allowing the public to better understand the needs of a particular geographic area or of a specific demographic group.

The 211VC Interactive Report data is updated monthly at www.211ventura.org/reports



211VC Directory Kiosk at the Consulate of Mexico in Oxnard

In partnership with the Consulate of Mexico in Oxnard, Interface 211VC located the first 211VC Kiosk Directory in the Consulate lobby. This kiosk provides visitors with information in Spanish for resources available in the community.





Help During Disaster



During times of disaster, Interface's 211VC helps keep community members safe and informed.

Disaster Information and Resources

211VC offers incident specific information and resources online at 211ventura.org, including disaster relief information, legal and counseling services for impacted individuals, opportunities to donate, and much more.

2018 Disaster Support

211VC Outreach Team was located at Disaster Assistance Centers providing resources to clients affected by the Borderline incident and Woolsey/Hill Fire. Intake assessments and resources were provided to impacted individuals. 211VC Specialists will continue to provide assistance to clients affected through follow up and as co-chairs of the newly formed Long Term Recovery Group.

211VC Supports Disaster Relief Across the U.S.

In 2018, 211VC and other 2-1-1 providers around the country worked together to form a Nationwide Disaster Support Network. 211VC assisted with the following incidents:



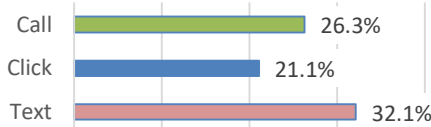


Top 10 Types of Requests

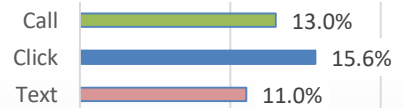
23.5% of 2-1-1 Call/Click/Text inquiries were housing related.



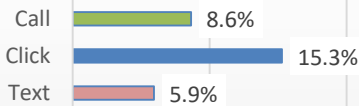
1. HOUSING 23.5%



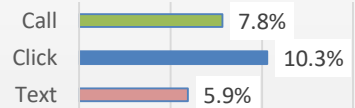
2. MENTAL HEALTH/ ADDICTION 14.5%



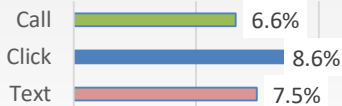
3. INDIVIDUAL AND FAMILY LIFE 12.3%



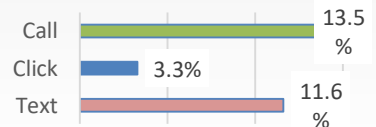
4. LEGAL, CONSUMER & PUBLIC SAFETY 9.2%



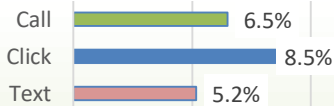
5. FOOD & MEALS 7.8%



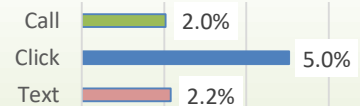
6. INCOME SUPPORT 7.7%



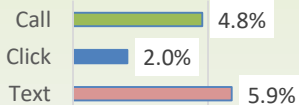
7. HEALTH CARE 7.6%



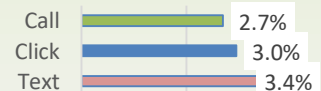
8. TRANSPORTATION 3.7%



9. UTILITY 3.2%



10. CLOTHING, PERSONAL, HOUSEHOLD NEEDS 2.9%



If you want to learn about the categories, visit 211ventura.org/AIRS-Categories/



Demographics and Trends



Unique Clients

Assisted by Contact Center
(Call/Text): 10,854

211VC Website Visitors: 34,188

Client Gender

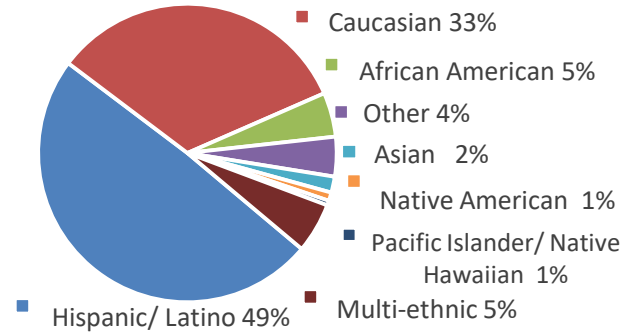
Female 72% / Male 28%

Client Language

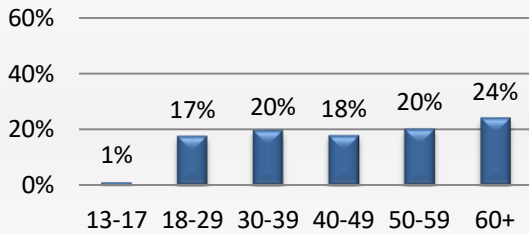
Calls: 86% English/14% Spanish

Texts: 99% English/1% Spanish

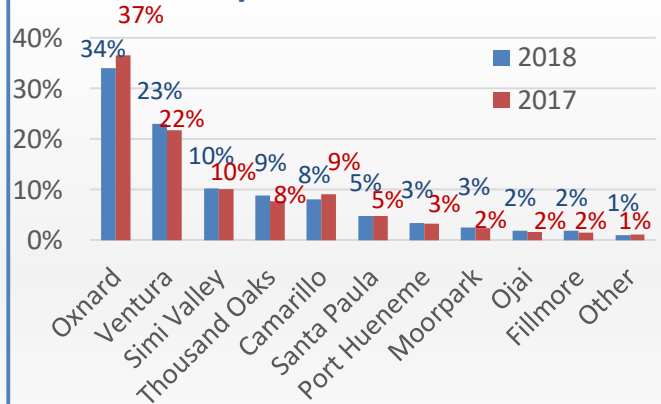
Client Ethnicity



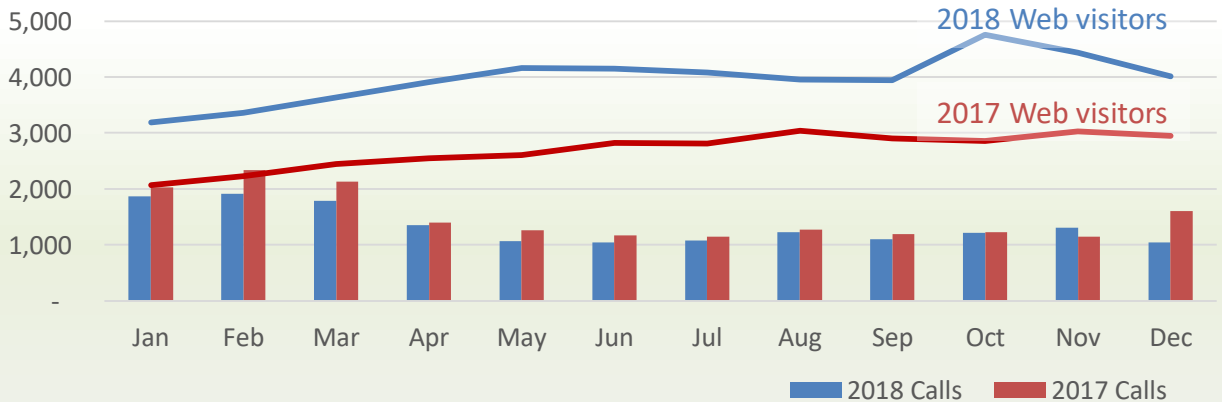
Caller Age



Residency of Call & Text Clients



Callers vs unique Web visitors by Month





Call/
Text

211VC follows up with the most vulnerable callers and texters* to confirm services and client experience.

This is what we learned...

***“You guys are amazing!
I use you all the time and the information has been so helpful.”***

96% report they would recommend 211VC to friends and family.

“2-1-1 helped a lot... speaking with you got me in touch with a housing program which led to housing for my brother [a veteran].”

62% of the most vulnerable* 211VC clients were able to access services or get on a waiting list to receive services.

“I really appreciate the guidance you gave...[the 2-1-1 Specialist] was very helpful and very sweet.”

**Clients may be identified as particularly vulnerable if they are homeless, experiencing domestic violence, are dealing with eviction, or experiencing a number of other circumstances.*

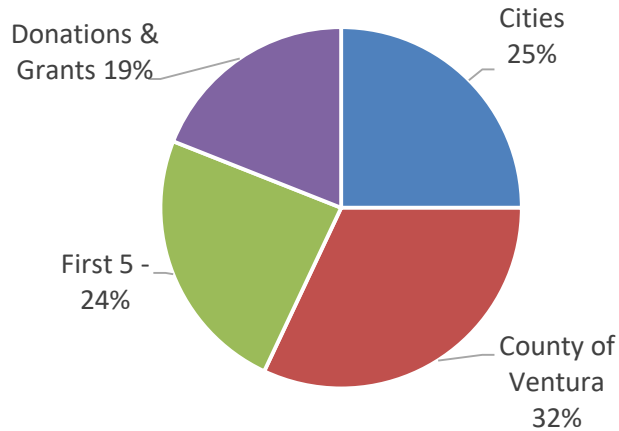
211VC tracks the needs of each caller and texter, including needs that could not be met through referrals.

Unmet needs may be due to an unavailable service in our area or available services are not a good fit for that particular client. For instance, the client may not meet eligibility requirements for a program, or may not be able to access the service due to program hours, fees, or other issues.

Emergency Shelter was the top unmet need in the County.

Other top unmet needs:
Tax preparation assistance (appointment times not available), holiday assistance programs, goods/services (i.e. diapers), and transportation expense assistance (i.e. money for gas).

211VC Funding Fiscal Year 2018/2019



In addition to 211VC partnership with County of Ventura and First 5, 211VC is made possible by:

Semtech, United Way of Ventura County, Dignity Health, Kaiser Permanente, Ventura County Community Foundation (VCCF), and Ventura County cities (Camarillo, Oxnard, Ventura, Simi Valley, Moorpark, Thousand Oaks, Ojai, Santa Paula, Fillmore, and Port Hueneme).

**2-1-1 Ventura County services are available by calling 2-1-1
(or 800-339-9597 if calling from outside Ventura County),
visiting the website at 211ventura.org, or
texting a Ventura County zip code to 898-211.**



For more information, contact:
Interface Children & Family Services (805) 485-6114
or dial 2-1-1 (24/7)