

2019 ANNUAL REPORT



211 Ventura County, a program of Interface Children & Family Services, is a comprehensive information and referral service for Ventura County. We connect community members with information on over 2,000 health and human service resources.

In 2019, 211 Ventura County had 85,434 interactions with community members through phone, text, and online search.



33,233 UNIQUE WEBSITE VISITS

67,032 SEARCHES ON WEBSITE

10,902 UNIQUE CALLERS

17,224 INFORMATION & REFERRAL CALLS

4,915 FIRST TIME CALLERS

672 UNIQUE TEXT CLIENTS

936 TWO-WAY TEXT EXCHANGES

242 AUTOMATED TEXT FOR DISASTER

TOP 3 NEEDS



2,160 CURRENTLY HOMELESS

1,196 AT RISK OF HOMELESSNESS

378 HMIS INTAKES



1878 MENTAL HEALTH RELATED

518 ADDICTION RELATED

101 TEENAGE CLIENTS



1,568 FAMILIES WITH CHILDREN

203 PERSON IN NEED IS PREGNANT

379 REFERRED TO NEIGHBORHOOD FOR LEARNING

RESOURCES UPDATED **97%**

AVERAGE WAIT TIME **125 sec**

WOULD RECOMMEND **99%**

DEMOGRAPHICS



71% FEMALE
29% MALE



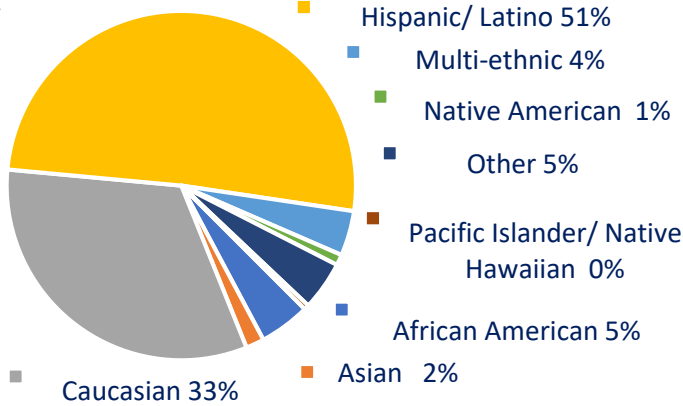
87% ENGLISH
13% SPANISH



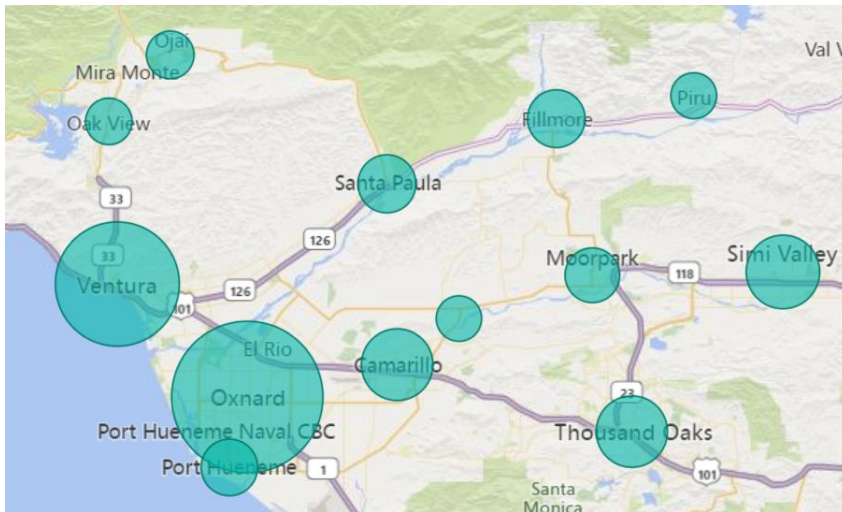
13-17 1%
18-29 18%
30-39 20%
40-49 18%
50-59 21%
60+ 22%



Caller Ethnicity



Oxnard	33.3%	Santa Paula	4.2%
Ventura	18.6%	Port Hueneme	2.4%
Simi Valley	9.0%	Moorpark	1.9%
Thousand Oaks	6.8%	Fillmore	1.6%
Camarillo	6.3%	Ojai	1.3%



211VC is made possible by:

County of Ventura

First 5

United Way of Ventura County

Semtech

Dignity Health

Kaiser Permanente

Southern California Edison

Pacific Gas and Electric Company

Ventura County Community Foundation (VCCF)

and

Ventura County cities:

Camarillo Fillmore

Moorpark Ojai

Oxnard Ventura

Port Hueneme

Santa Paula

Simi Valley

Thousand Oaks

THREE WAYS TO REACH 211 VENTURA



CALL 211 for help or 800.339.9597



CLICK to visit 211ventura.org



TEXT zip code to 898-211