

# 2-1-1 Ventura County

## Annual Report 2016



*2-1-1 Ventura County is a program of Interface Children & Family Services, with deep appreciation for support from the County of Ventura, First 5 Ventura County, United Way of Ventura County, and all ten cities.*





# Executive Summary

In 2016 2-1-1 Ventura County connected 30,832 community members to health and human service resources, our highest rate since opening as the first 2-1-1 in the state of California in 2005.

## Click

11,193 unique visitors used our new guided search at 211Ventura.org to complete 28,112 searches for resources. Website visitors have access to our expansive 2-1-1 Ventura County resource database which includes over 460 agencies and over 1,150 programs.

## Call

2-1-1 answered 19,639 Information and Referral calls in 2016 with the quickest answer times in the state, providing over 37,350 referrals. 2-1-1 Ventura County began texting our referrals in 2016 resulting in 11,421 referrals given via text.

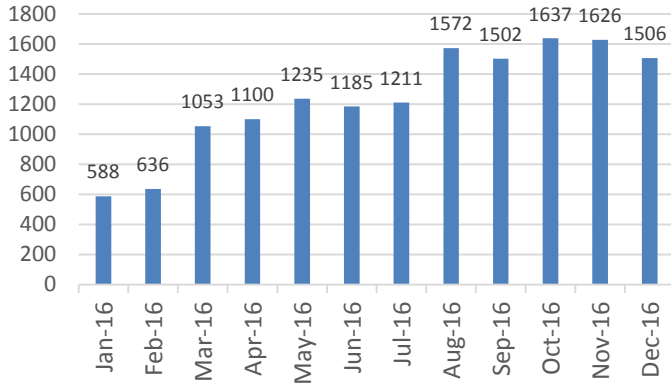
## Text

2-1-1 Texting capability will "Go Live" on 2-1-1 Day, February 11, 2017. This will allow the community to text for assistance and enable 2-1-1 to "push text" strategic, proactive information to the community. Reflecting a new generation, 87% of those who text simply won't call 2-1-1 for help.

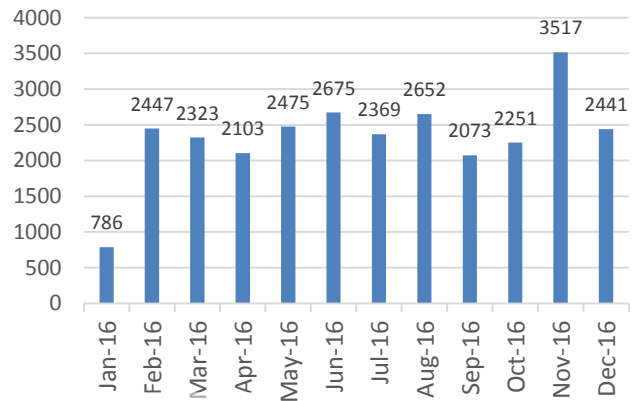
Click

***"211Ventura.org had 11,193 unique visitors in 2016 completing 28,112 searches."***

**# of Unique Visitors by Month**



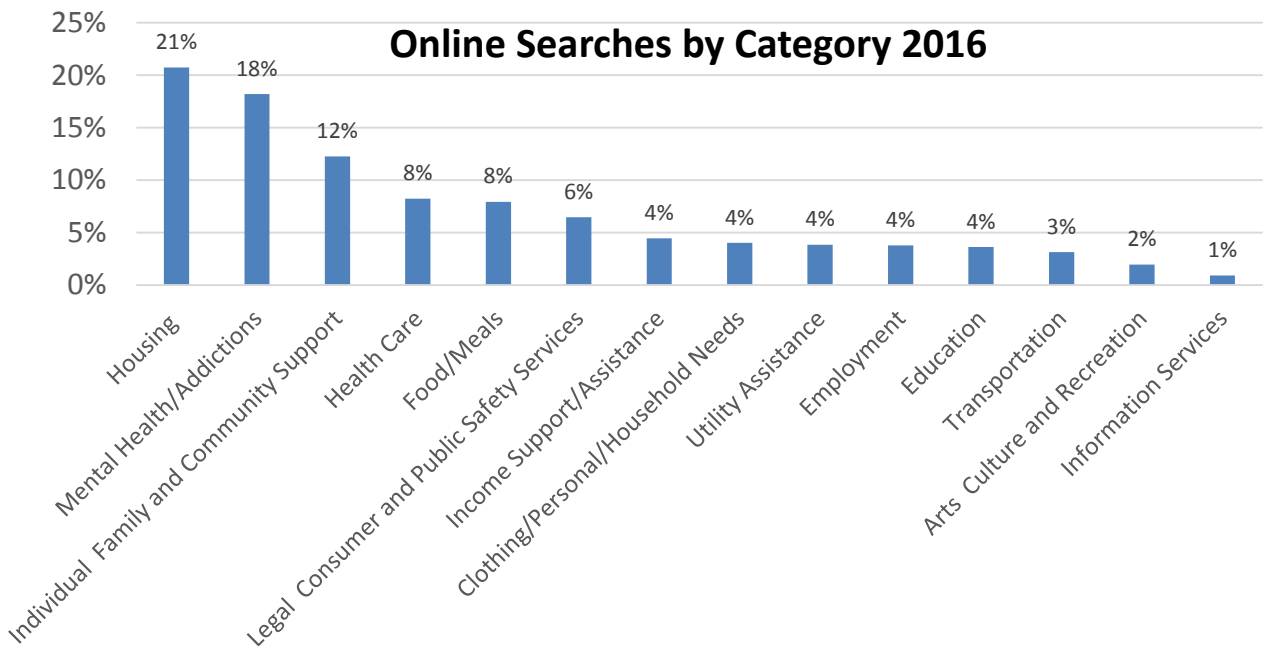
**# of Searches by Month**



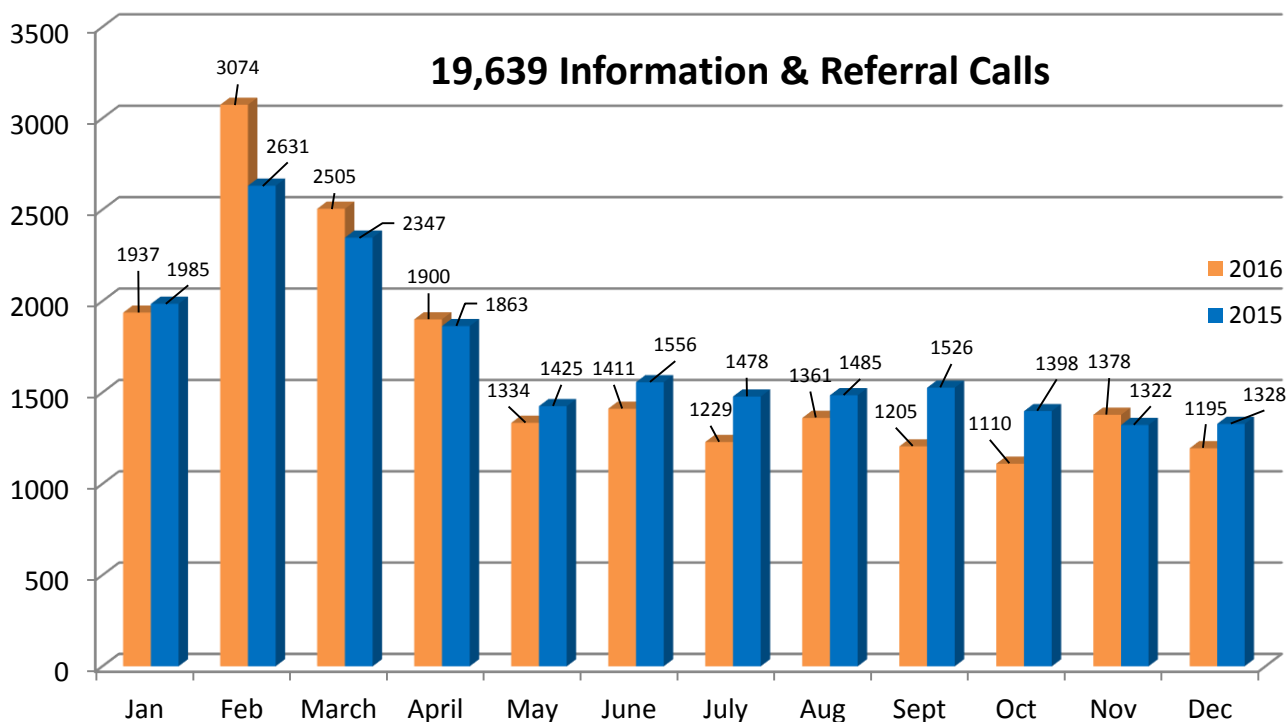
## Top 10 Online Search Terms

1. Rent Payment Assistance
2. Low Income/Subsidized Rental Housing
3. Food Pantries
4. General Counseling Services
5. Homeless Shelters
6. Transitional Housing/Shelters
7. Rental Deposit Assistance
8. Parenting Skills Classes
9. Child Guidance
10. Adolescent/Youth Counseling

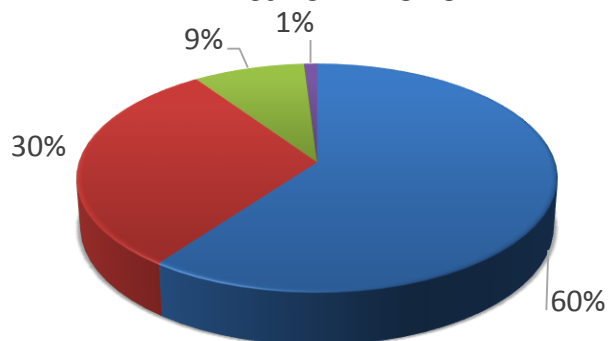
**Online Searches by Category 2016**



Call **"99% of Crisis Calls were related to domestic violence or mental and physical health concerns."**

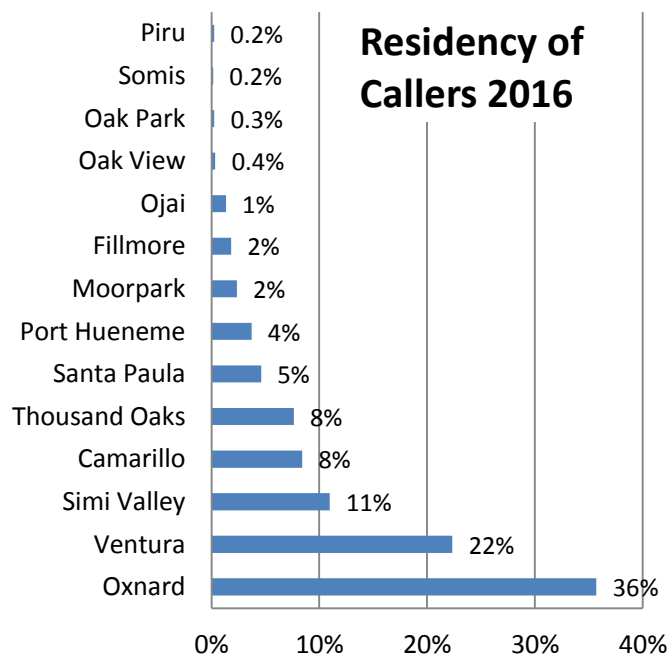


**2-1-1 handled 700 crisis calls in 2016**



- Mental Health Crisis/Suicidal Caller
- Domestic Violence Crisis
- Medical Crisis
- Sexual Assault/Rape

**Residency of Callers 2016**



\* Thousand Oaks figure includes Westlake Village and Newbury Park Callers

Call

*"Of the 19,639 callers in 2016, 6,421 were calling for the 1st time."*

### Caller Gender

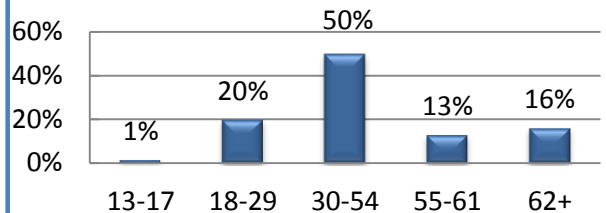
73%



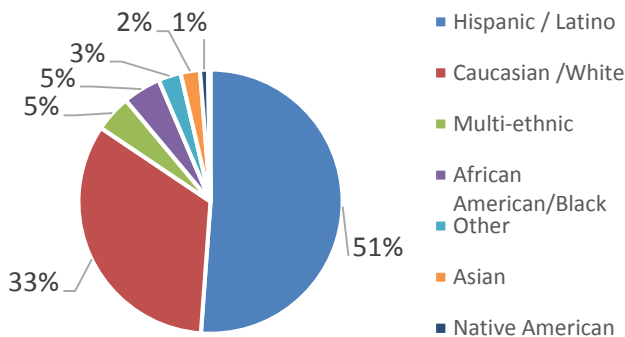
27%



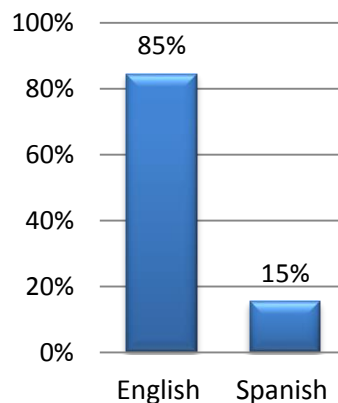
### Caller Age



### Caller Ethnicity



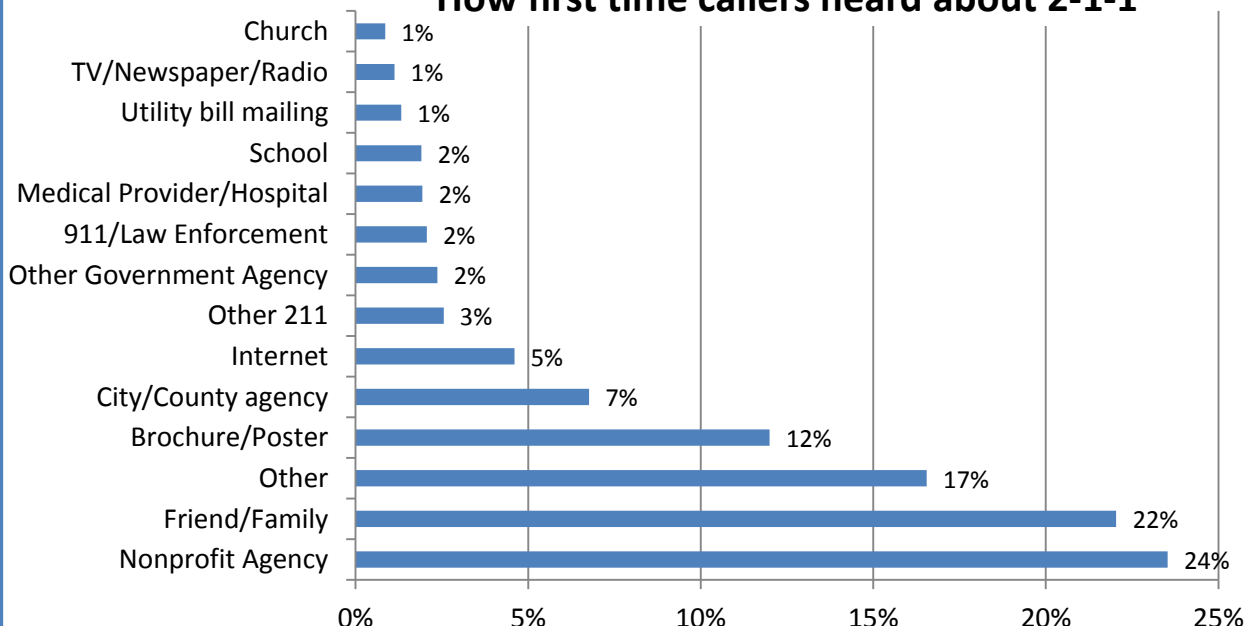
### Caller Language



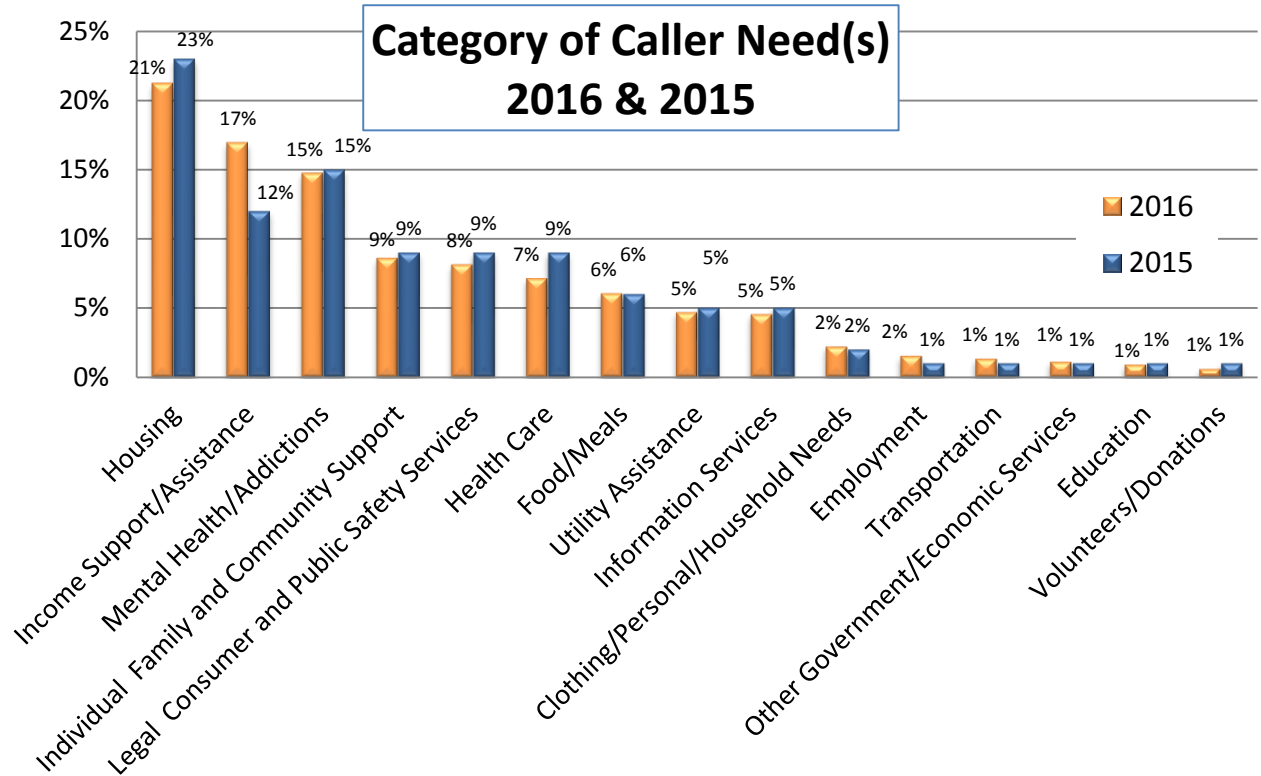
### Other Languages

Arabic  
Farsi  
French  
German  
Mixteco  
Thai

### How first time callers heard about 2-1-1



Call *"The top 3 needs from callers were Housing, Income, and Mental Health/Addiction related."*



Categories of Need	
<b>Clothing, Personal &amp; Household:</b> Clothing, diapers, household goods, etc	<b>Individual and Family Life:</b> In home supportive services, parent ed, support groups, child care, etc
<b>Education:</b> Schools, school readiness, preschools, First 5 NfLs, etc	<b>Information Services:</b> Libraries, referrals to out-of county 2-1-1s, etc
<b>Employment:</b> Training and employment services	<b>Legal, Consumer &amp; Public Safety:</b> Legal assistance, law enforcement, courts, etc
<b>Food &amp; Meals:</b> Food pantries, meals, Food Stamp benefits, etc	<b>Mental Health &amp; Addictions:</b> Counseling, suicide hotlines, substance abuse services, etc
<b>Health Care:</b> Community clinics, immunizations, prescription expense assistance, etc	<b>Other Governmental/Economic Services:</b> Organizational development, voter registration, etc
<b>Housing &amp; Utilities:</b> Housing, shelter (inc. DV), rent/utility assistance, etc	<b>Transportation:</b> Public transportation, bus vouchers, etc
<b>Income Support &amp; Assistance:</b> Medi-Cal, Medicare, unemployment benefits, tax preparation assistance, credit counseling, etc	<b>Volunteer &amp; Donation:</b> Volunteer opportunities, donation opportunities, etc

2-1-1 Ventura County tracks instances where no referrals are available to meet an inquirer's assessed needs because they are either unavailable altogether or they may be available but inadequate, i.e., they may be too expensive, not available in the needed language(s), not available during non-working or other convenient hours or have eligibility criteria that exclude the inquirer.

<b>Top Unmet Need Categories</b>	<b>Examples of Unmet Need Category</b>	<b>Percentage</b>
Emergency Shelter and Transitional Housing	Motel vouchers, homeless shelters, transitional housing	<b>24%</b>
Holiday Programs	Christmas basket/meals, holiday gift programs and Thanksgiving baskets/meals	<b>7%</b>
Housing Expense Assistance	Assistance for ongoing rent payments and rental deposits	<b>5%</b>
Utility Assistance	Assistance with water, electric, gas, and phone payments	<b>3%</b>
Personal Goods/Services	Diapers, clothing	<b>3%</b>
Ongoing Housing Options	Low income housing, Section 8 housing	<b>2%</b>
Household Goods	Furniture, refrigerators	<b>2%</b>
Repair Services	Automotive Repair and Maintenance	<b>1%</b>

\*Other totals were less than 1%



**Call** ***“61% of callers that contacted the programs were receiving assistance or were on the waiting list.”***

2-1-1 offers follow-up, with callers who are more vulnerable or at risk. Sometimes our Call Specialists learn that callers may not have the necessary capacity to follow through and resolve their problems without additional support.

2-1-1 completed 639 follow-ups in 2016 and learned that of those callers that successfully reached the programs 61% were approved for services or were on a waiting list. Those that were not approved stated that they did not meet more detailed eligibility requirements encountered during the application or the program was out of funding. Of those callers that did not reach the programs 35% stated the program never returned their call. While 5% of those that did not attempt to contact the programs stated that the location or hours of the program prevented them from trying.

We also survey callers about the service provided by the 2-1-1 Call Specialist to ensure our high standards of quality. 99% of callers indicated they would recommend 2-1-1 to a friend or family member and 100% indicated that the 2-1-1 Call Specialist they spoke with was polite and professional.

***“I’m thrilled with the compassion 2-1-1 showed”***

***“Thanks for being on the front lines.”***

***“When I had an immediate family crisis, you were there.”***

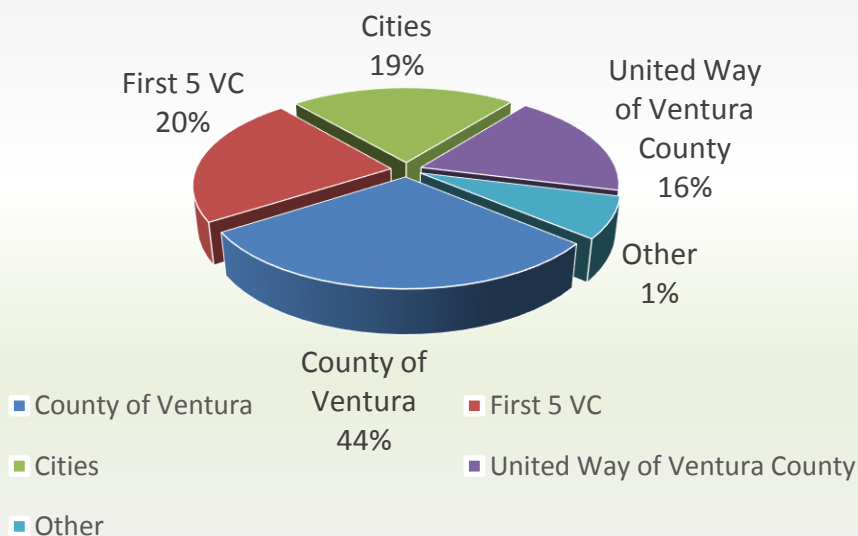
***“If it hadn’t been for 2-1-1 and the assistance I received, it would have been doubtful that I would have had the wherewithal (to care for myself).”***

***“I was scared and after I talked to her (at 2-1-1), I felt a lot better. She helped my self-esteem and empowered me.”***

# Executive Summary

2-1-1 Ventura County is made possible through support from:

County of Ventura  
First 5 Ventura County  
United Way of Ventura County  
City of Camarillo  
City of Oxnard  
City of Ventura  
City of Simi Valley  
City of Moorpark  
City of Thousand Oaks  
City of Ojai  
City of Santa Paula  
City of Fillmore  
City of Port Hueneme



Call *“Seeking refuge from domestic Violence, Justine reached out to 2-1-1 and was connected to resources for her family.”*



## Caller Story

### “Justine”

“Justine” called 2-1-1 seeking refuge from domestic violence. A single mother, Justine was desperate to find safe shelter in our county for herself and her children.

We connected Justine to our local Domestic Violence hotline, where she would be linked with an experienced DV advocate. She needed help accessing CalFresh benefits, a process complicated by having recently lived in another county. We referred her to the right Ventura County department to help her.

When we followed up in two weeks with Justine, we discovered that, in addition to transferring her CalFresh benefits, County Social Services got Justine and her children a motel room voucher. Additionally, the Ventura County Homelessness Prevention & Rapid Re-Housing Program approved rental deposit assistance for Justine.

Thanks to the complimentary efforts of 2-1-1 and County assistance, Justine and her children are settled in Ventura County – they got a second chance to make a fresh start in a new and safe place.



**Call** 2-1-1

**Click** [211ventura.org](http://211ventura.org)

**Text** your zip to "TXT211"

*2-1-1 is free, confidential & available 24/7*

*Email resource updates and requests for outreach material to [211@icfs.org](mailto:211@icfs.org)*