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 2020, 211 Ventura County had 111,515 interactions with community members through phone, text, and online search.

- **62,931** unique community members served in 2020
- **43,570** unique website visits
- **18,640** unique callers
- **74,984** searches on website
- **30,506** information & referral calls
- **5,132** first time callers
- **893** two-way text exchanges
- **5,132** automatic text for disaster

**Top 3 Needs**

- **Housing**
  - 4,899 currently homeless or at risk of homelessness
- **Mental Health/Addiction**
  - 1,558 mental health related
  - 458 addiction related
  - 283 teenage clients
- **Individual and Family Life**
  - 2,372 families with children
  - 350 person in need is pregnant
  - 463 referred to first 5 neighborhoods for learning

**Other Statistics**

- **92%** resources updated
- **00:04:11** average wait time
- **89%** would recommend
DEMOGRAPHICS

69% FEMALE
31% MALE

89% ENGLISH
11% SPANISH

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

Oxnard 39%
Ventura 19%
Simi Valley 10%
Thousand Oaks 9%
Camarillo 8%
Santa Paula 4%
Port Hueneme 3%
Moorpark 2%
Fillmore 2%
Ojai 3%

Caller Ethnicity

- Hispanic/ Latino 48%
- Multi-ethnic 3%
- Native American 1%
- Other 4%
- Pacific Islander/ Native Hawaiian 0%
- African American 4%
- Caucasian 37%

211VC is made possible by:

County of Ventura
First 5
Dignity Health
Kaiser Permanente
Southern California Edison
Pacific Gas and Electric Company
Ventura County Community Foundation (VCCF)
United Way of Ventura County

Ventura County cities:

Camarillo Fillmore
Moorpark Ojai
Oxnard Ventura
Port Hueneme Santa Paula
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 or text COVID to 211-211
2020 ANNUAL REPORT

COVID-19 RELATED CALLS

TOP REASONS FOR CALL

<table>
<thead>
<tr>
<th>Reason</th>
<th>Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>VITA/TAX DEADLINE</td>
<td>156</td>
</tr>
<tr>
<td>UTILITY PAYMENT ASSISTANCE</td>
<td>198</td>
</tr>
<tr>
<td>TESTING SITE INFORMATION/AVAILABILITY</td>
<td>1,232</td>
</tr>
<tr>
<td>RENT PAYMENT ASSISTANCE</td>
<td>475</td>
</tr>
<tr>
<td>HOMELESSNESS/SHELTER/MOTEL VOUCHERS</td>
<td>917</td>
</tr>
<tr>
<td>GROCERY/MEALS DELIVERY</td>
<td>837</td>
</tr>
<tr>
<td>GENERAL CORONAVIRUS INFORMATION</td>
<td>577</td>
</tr>
<tr>
<td>FOOD PANTRIES/SCHOOL MEALS</td>
<td>230</td>
</tr>
<tr>
<td>ESSENTIAL BUSINESS INFORMATION</td>
<td>241</td>
</tr>
<tr>
<td>BEST SOURCES OF INFORMATION</td>
<td>156</td>
</tr>
</tbody>
</table>

TOP COVID-19 REFERRALS

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>COVID DIAGNOSTIC TESTING</td>
<td>9,135</td>
</tr>
<tr>
<td>COMMUNICABLE DISEASE CONTROL</td>
<td></td>
</tr>
<tr>
<td>FOOD PANTRIES</td>
<td></td>
</tr>
<tr>
<td>GROCERY ORDERING/DELIVERY</td>
<td></td>
</tr>
<tr>
<td>RENT PAYMENT ASSISTANCE</td>
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</tr>
</tbody>
</table>

VENTURA COUNTY FOOD DELIVERIES

<table>
<thead>
<tr>
<th>Delivery Service</th>
<th>Number</th>
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</thead>
<tbody>
<tr>
<td>AARP/Dignity Health</td>
<td>180</td>
</tr>
<tr>
<td>Door Dash</td>
<td>276</td>
</tr>
<tr>
<td>Fillmore Unified</td>
<td>1,693</td>
</tr>
</tbody>
</table>

PUBLIC HEALTH RELATED CALLS | 9,135
COVID-19 RELATED REFERRALS | 1,570
COVID-19 UNIQUE AUTOMATED TEXT USERS | 8,966