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 2021, 211 Ventura County had **101,745** interactions with community members through phone, text, and online search.

- **93,468** unique community members served in 2021
- **81,624** unique website visits
- **44,640** website self-referrals
- **19,768** information & referral calls
- **11,604** unique callers
- **240** unique two-way text clients
- **353** two-way text exchanges
- **132** automated text for disaster

### Top 3 Caller-Identified Needs

**Housing**
- 1,196 at risk of homelessness
- 2,348 experiencing homelessness
- 4,258 referrals to housing/shelter

**Mental Health Support**
- 2,189 mental health related
- 932 addiction related
- 243 adolescent/youth counseling

**Health Care**
- 530 uninsured individuals
- 82 referrals to Medi-Cal navigator
- 86 referrals to Medi-Cal

**Resources Updated**
- 98.7%

**First Time Callers**
- 5,170

**Would Recommend 211 To Others**
- 94%
DEMOGRAPHICS

70% FEMALE
30% MALE

AGE OF CALLERS

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>13-17</td>
<td>1%</td>
</tr>
<tr>
<td>18-29</td>
<td>13%</td>
</tr>
<tr>
<td>30-39</td>
<td>21%</td>
</tr>
<tr>
<td>40-49</td>
<td>17%</td>
</tr>
<tr>
<td>50-59</td>
<td>20%</td>
</tr>
<tr>
<td>60+</td>
<td>28%</td>
</tr>
</tbody>
</table>

CALLER ETHNICITY

- Hispanic/Latino: 52%
- Multi-ethnic: 3%
- Native American: 1%
- Other: 5%
- Pacific Islander/Native Hawaiian: 0%
- Caucasian: 32%
- Asian: 2%
- African American: 5%
- Other: 3%
- Pacific Islander/Native Hawaiian: 0%

CALLS BY CITY

- Oxnard: 29%
- Ventura: 18%
- Simi Valley: 7%
- Thousand Oaks: 7%
- Camarillo: 6%
- Santa Paula: 3%
- Port Hueneme: 3%
- Moorpark: 2%
- Fillmore: 2%
- Ojai: 2%

2021 ANNUAL REPORT

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

211VC is made possible by:

- County of Ventura
- Dignity Health
- First 5
- Kaiser Permanente
- Pacific Gas and Electric Company
- Southern California Edison
- United Way of Ventura County
- Ventura County Community Foundation (VCCF)
- Ventura County cities:
  - Camarillo
  - Fillmore
  - Moorpark
  - Ojai
  - Oxnard
  - Port Hueneme
  - Santa Paula
  - Simi Valley
  - Thousand Oaks
TOP COVID-19 RELATED CALLS

TOP REASONS FOR CALL

- RENT PAYMENT ASSISTANCE: 735
- COVID-19 VACCINE INFORMATION: 722
- GENERAL CORONAVIRUS INFORMATION: 434
- TESTING SITE INFORMATION/AVAILABILITY: 422
- UTILITY SERVICE PAYMENT ASSISTANCE: 338
- HOMELESSNESS/SHELTER/MOTEL VOUCHERS: 308
- VITA/TAX DEADLINE: 175
- FOOD PANTRIES/SCHOOL MEALS: 110
- LANDLORD/TENANTS RIGHTS INFORMATION: 81
- TRANSPORTATION ASSISTANCE INFORMATION: 77

VENTURA COUNTY FOOD DELIVERIES

- Caregivers/Fillmore Unified: 902
- VC Humane Society/VC Animal Services (Pet Food): 697
- Salvation Army/Community Action of VC (Door Dash): 4,919

TOP COVID-19 REFERRALS

- RENT PAYMENT ASSISTANCE
- VACCINE INFORMATION
- EMERGENCY HOUSING/SHELTER
- COVID-19 TESTING
- UTILITY SERVICE PAYMENT ASSISTANCE

PUBLIC HEALTH RELATED CALLS: 3,763
COVID-19 RELATED REFERRALS: 6,303
COVID-19 UNIQUE AUTOMATED TEXT USERS: 279