

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



**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

**98.7%** RESOURCES UPDATED

**5,170** FIRST TIME CALLERS

**94%** WOULD RECOMMEND 211 TO OTHERS

## DEMOGRAPHICS



**70% FEMALE**  
**30% MALE**

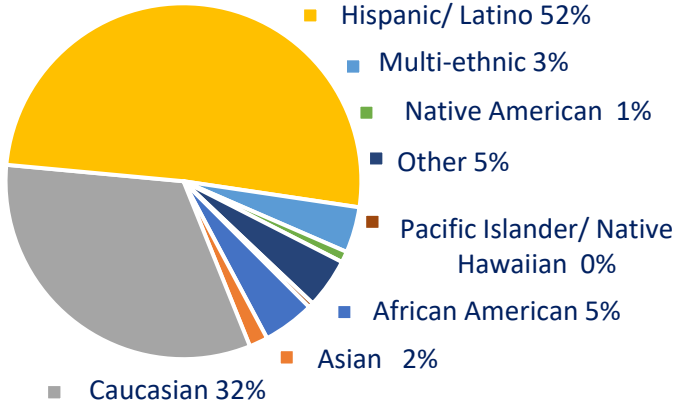
### AGE OF CALLERS



**13-17** 1%  
**18-29** 13%  
**30-39** 21%  
**40-49** 17%  
**50-59** 20%  
**60+** 28%



### Caller Ethnicity



## 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:

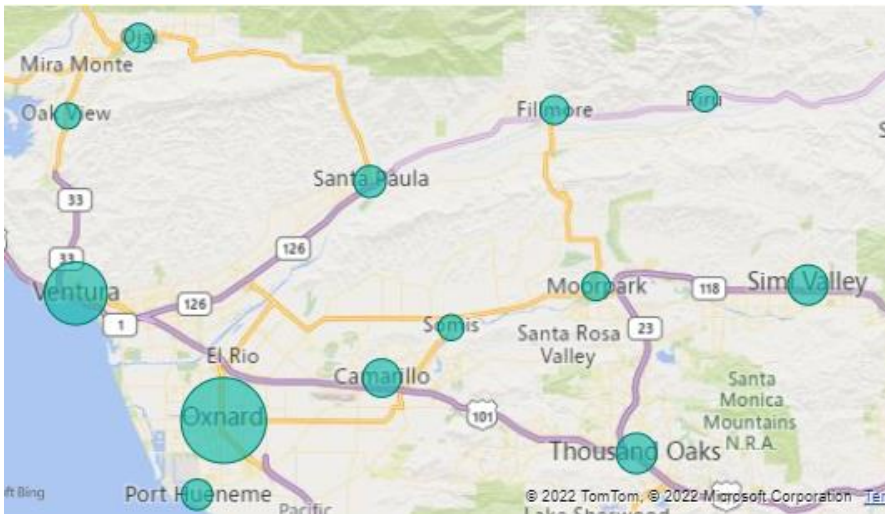
Camarillo Moorpark Oxnard

Fillmore Ojai Ventura  
Port Hueneme  
Santa Paula  
Simi Valley  
Thousand Oaks

### CALLS BY CITY



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



**THREE WAYS TO REACH 211 VENTURA**



**CALL**  
211 for help or  
800.339.9597



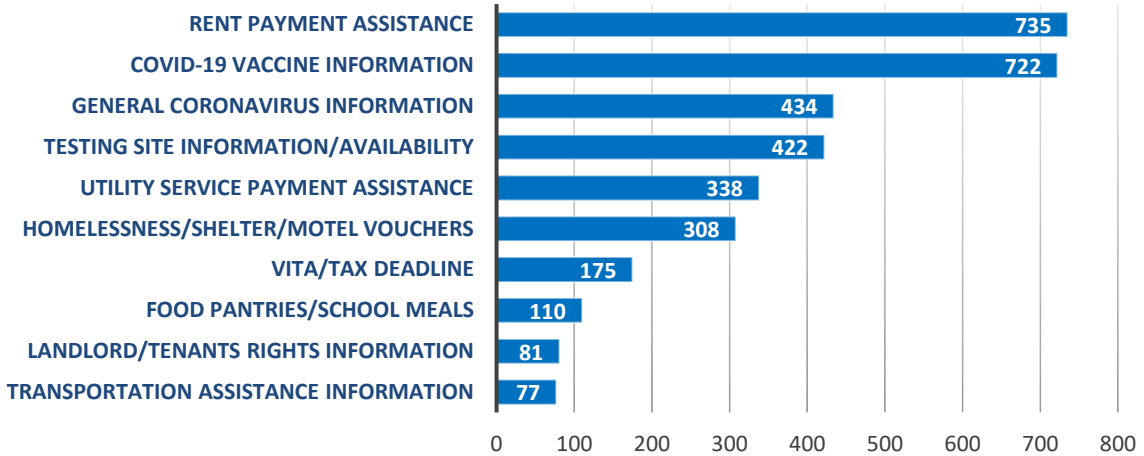
**CLICK**  
to visit  
211ventura.org



**TEXT**  
zip code to 898-211  
or text COVID to 211-211

## COVID-19 RELATED CALLS

### TOP REASONS FOR CALL



## TOP COVID-19 REFERRALS



**RENT PAYMENT ASSISTANCE**



**VACCINE INFORMATION**



**EMERGENCY HOUSING/SHELTER**

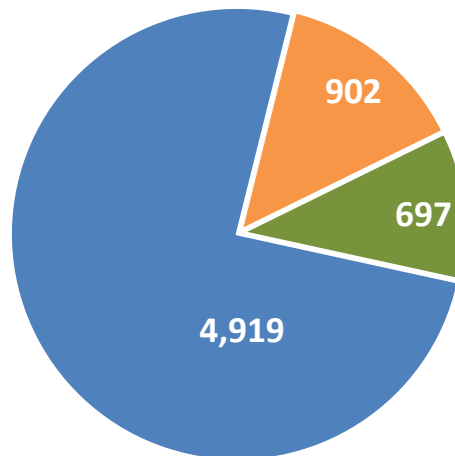


**COVID-19 TESTING**



**UTILITY SERVICE PAYMENT ASSISTANCE**

## VENTURA COUNTY FOOD DELIVERIES



■ Caregivers/Fillmore Unified

■ VC Humane Society/VC Animal Services (Pet Food)

■ Salvation Army/Community Action of VC (Door Dash)

**3,763** PUBLIC HEALTH RELATED CALLS

**6,303** COVID-19 RELATED REFERRALS

**279** COVID-19 UNIQUE AUTOMATED TEXT USERS