

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

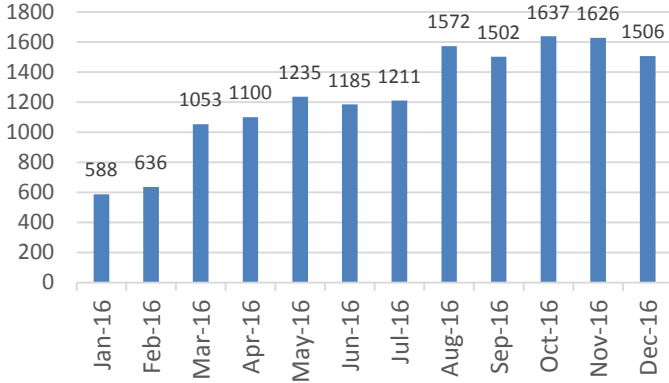
2-1-1 Texting capability will “Go Live” on 2-1-1 Day, February 11, 2017. This will allow the community to text for assistance and enable 2-1-1 to “push text” strategic, proactive information to the community. Reflecting a new generation, 87% of those who text simply won’t call 2-1-1 for help.

Click

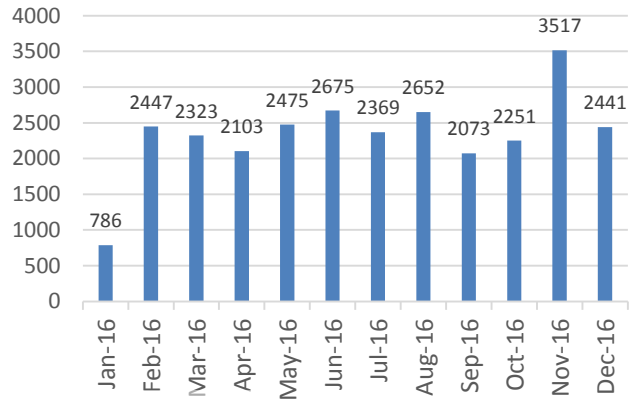
“211Ventura.org had 11,193 unique visitors in 2016 completing 28,112 searches.”



of Unique Visitors by Month



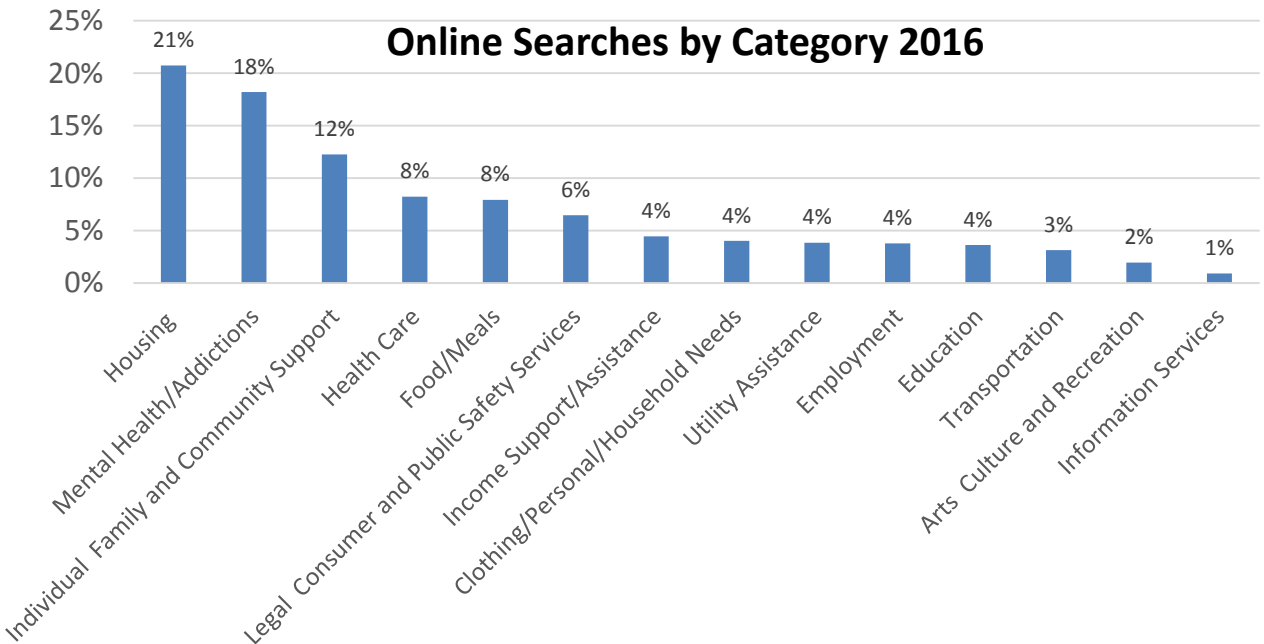
of Searches by Month



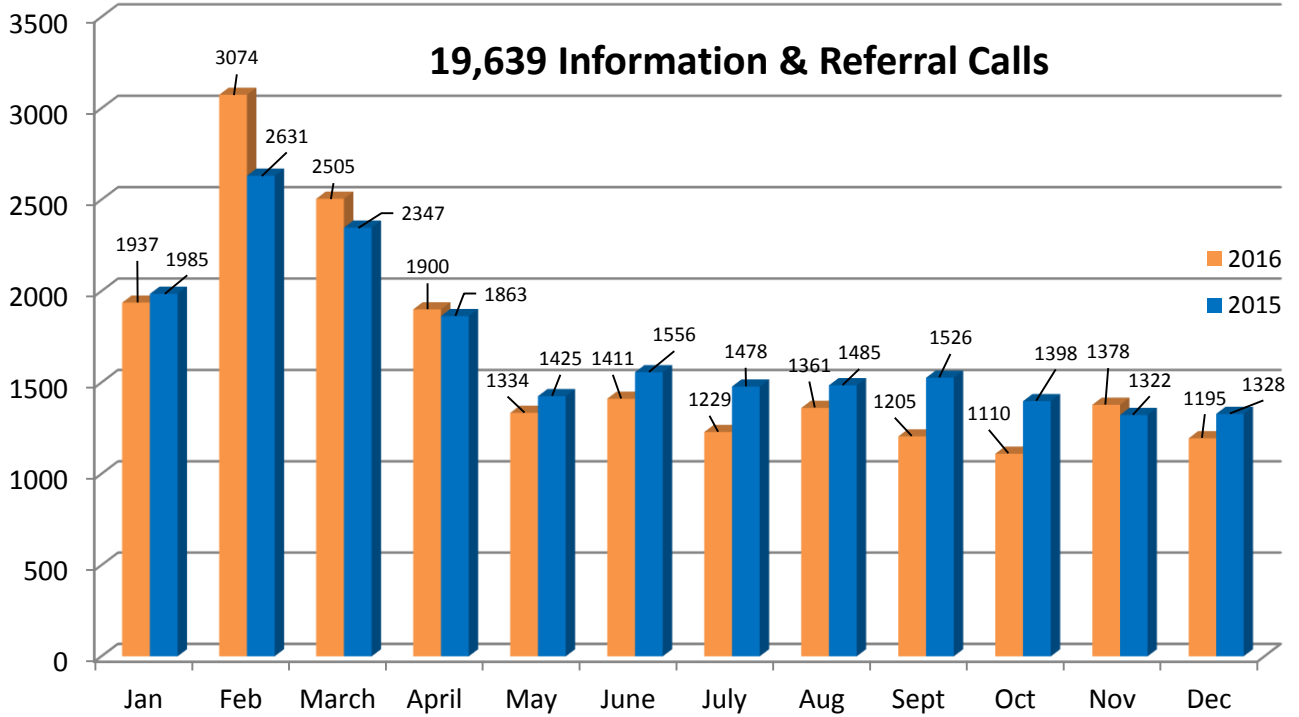
Top 10 Online Search Terms

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

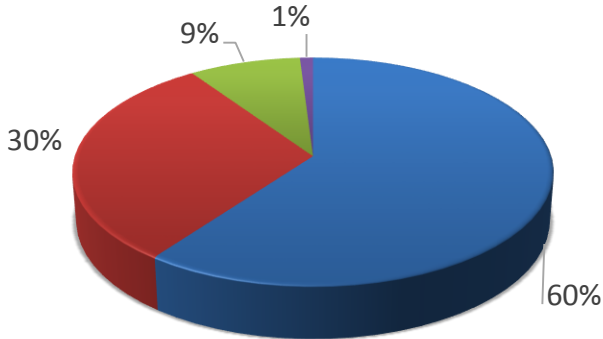
Online Searches by Category 2016



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

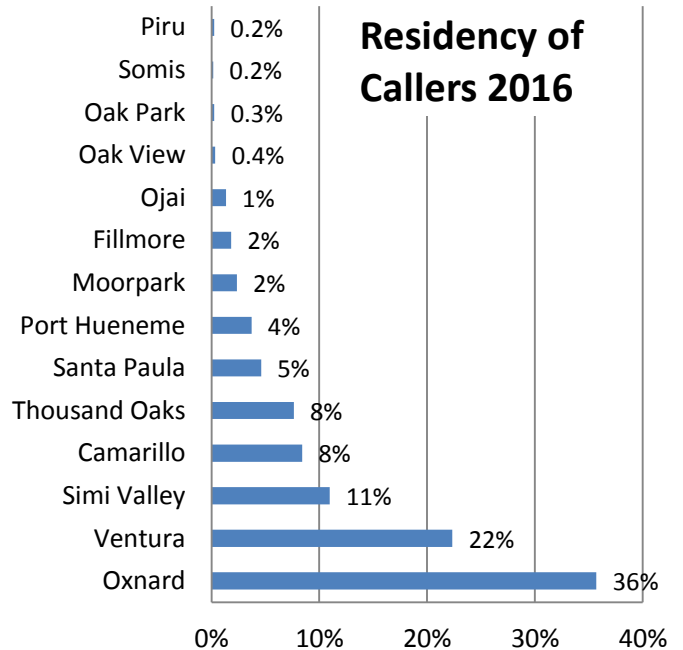


2-1-1 handled 700 crisis calls in 2016



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

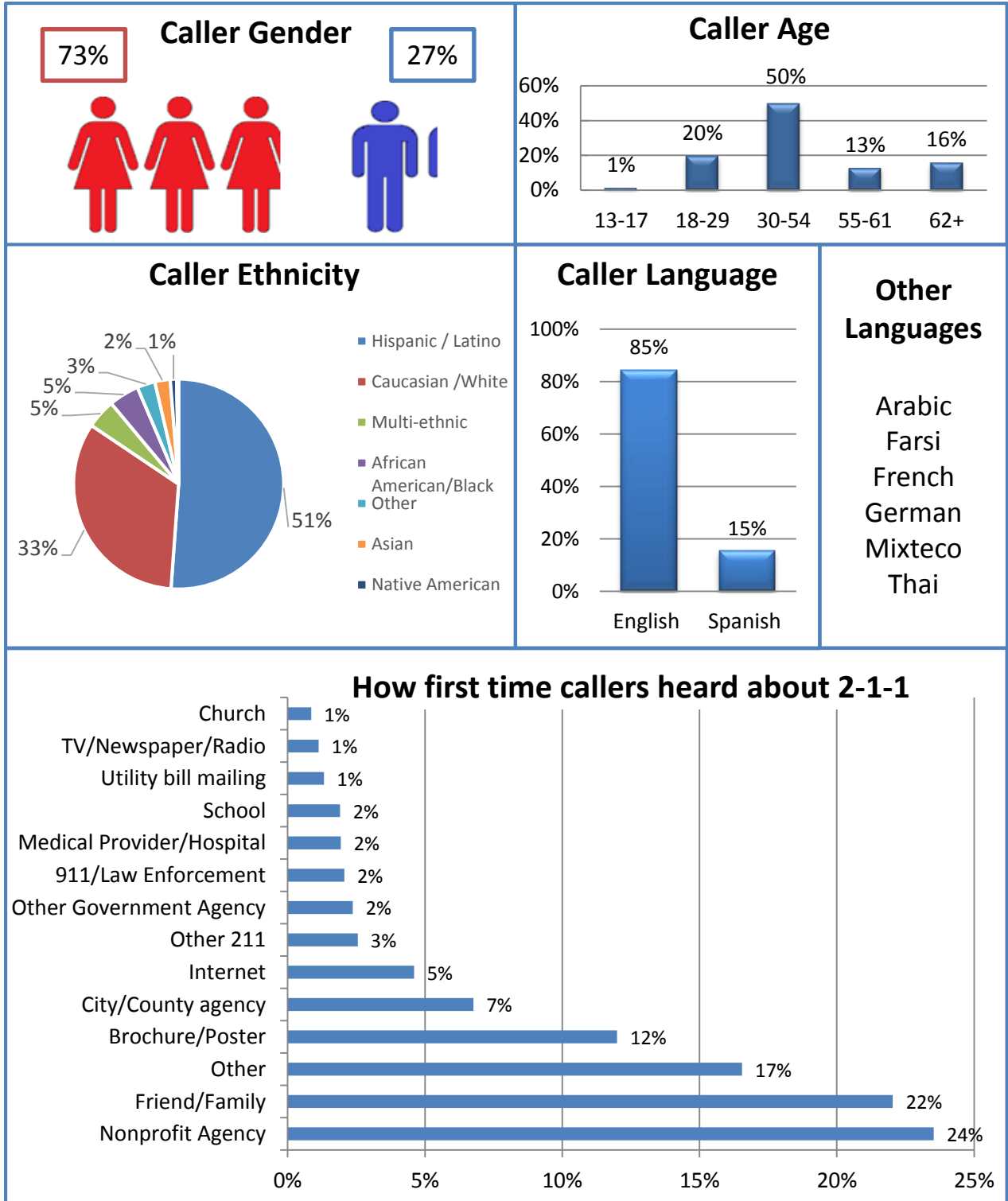
Residency of Callers 2016



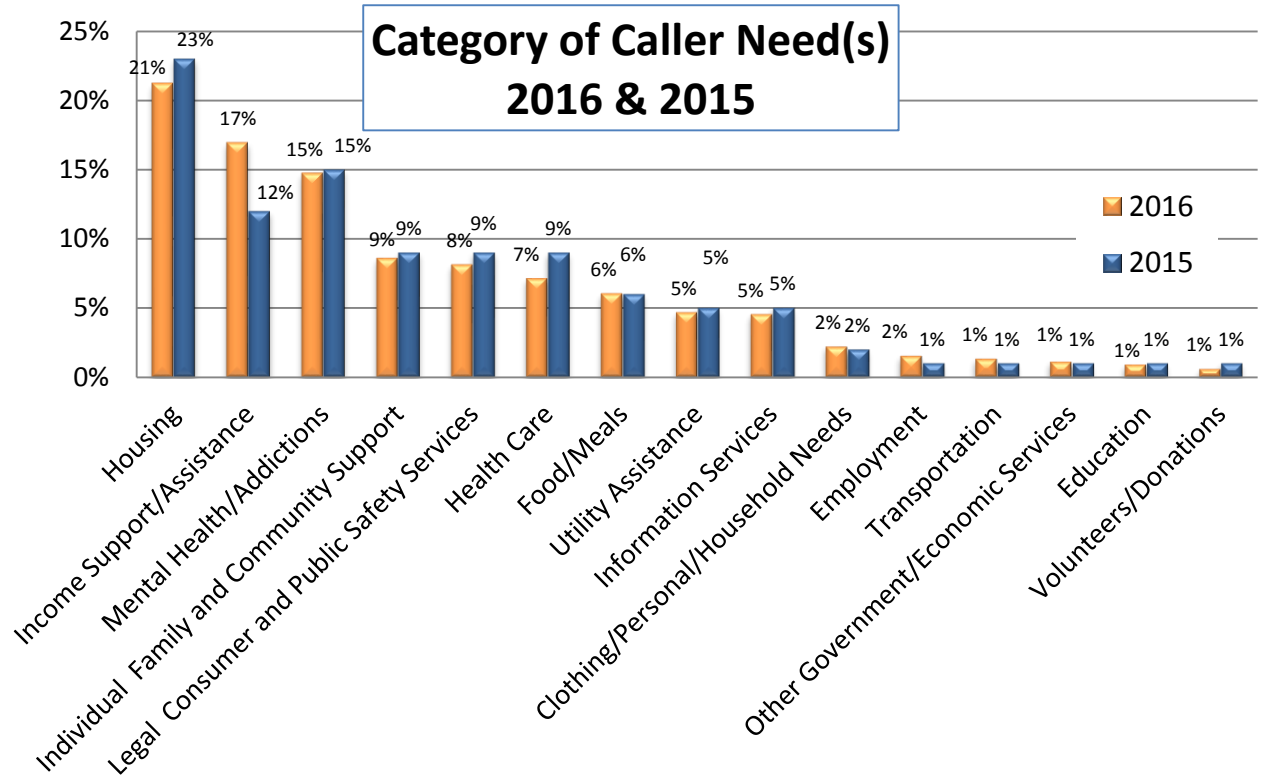
* Thousand Oaks figure includes Westlake Village and Newbury Park Callers

Call

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



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



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

Call

“Emergency Shelter/Transitional Housing was the top unmet need in the county.”



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.

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

*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.”

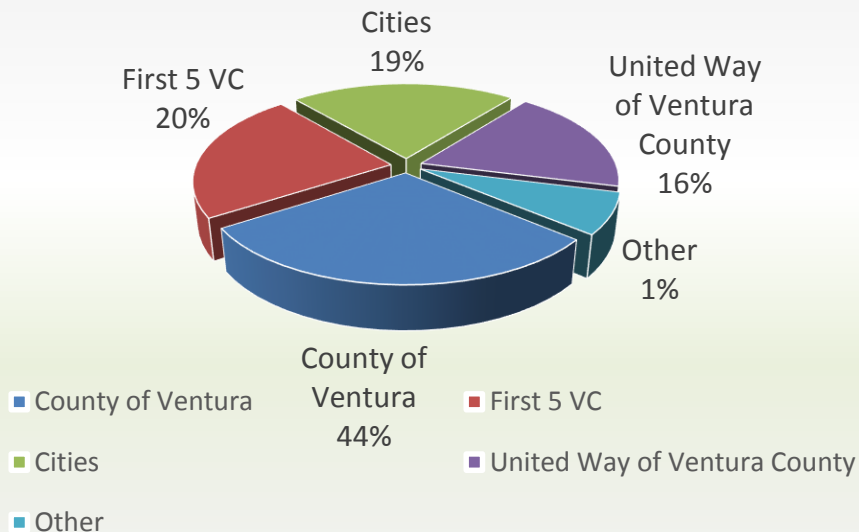
“If it hadn't been for 2-1-1 and the assistance I received, it would have been doubtful that I would have had the wherewithal (to care for myself).”

“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

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