

**11th Anniversary
Edition**



2-1-1 Ventura County Annual Community Report

January - December 2015



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.



2-1-1 by the numbers

2-1-1 Ventura County helped 20,344 Ventura County callers in 2015 and provided over 39,352 referrals to community service providers.

98% of 2-1-1 callers would recommend the 2-1-1 Ventura County service to a friend or family member.

Since launching texting referrals in late October, 2,500 referrals have been texted to callers who opted to have the name and number of their referrals texted to them.

2-1-1 web visits grew by 13% in 2015, with more than 4,900 unique visitors accessing the online 2-1-1 website, completing approximately 11,300 searches for resources.

The average wait time to reach 2-1-1 in 2015 was only 27 seconds.

The 2-1-1 Ventura County resource database includes over 450 agencies and over 1,100 programs.

90% of our of our Call Specialists are bilingual (Spanish & Cantonese) with coverage in over 150 additional languages through tele-interpretation services.

Nationally, 2-1-1 service is available to more than 93% of the U.S. population.

In California, over 96% of the population is covered, including all counties adjoining Ventura County.

Focus areas in 2015

Help Me Grow

In collaboration with the new Ventura Help Me Grow collaborative, 2-1-1 Ventura County is connecting parents of young children with developmental screenings and related resources. In 2015, 11% of callers with a child under five years old indicated a concern related to their child's development and were offered appropriate services.

Covered California

2-1-1 Ventura County concluded the Covered California Outreach project in 2015, supporting local efforts to help un- and underinsured community members with options through Covered California. During the year and a half partnership with Ventura County Public Health, 2-1-1 screened thousands of callers for health insurance coverage and was gratified to find that caller reports that everyone in the caller's household was insured rose from 62% at the start of the program to 88% at the end of the project period.

Volunteer Income Tax Appointment (VITA)

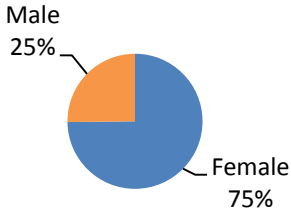
2-1-1 continues to partner with United Way Ventura County to connect families with free tax preparation assistance through the VITA program. 2-1-1 scheduled over 1,800 VITA appointments during the 2015 tax season and is currently scheduling appointments for 2016.



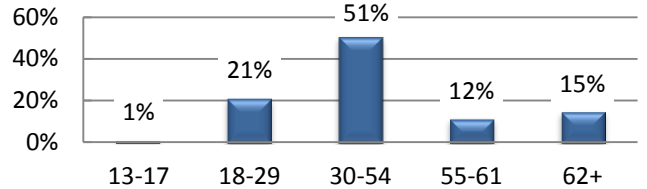
Caller Profile

✓ **20,344 CALLERS ASSISTED in 2015**

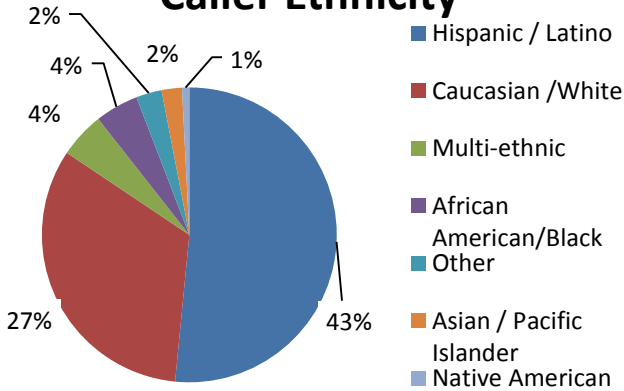
Caller Gender



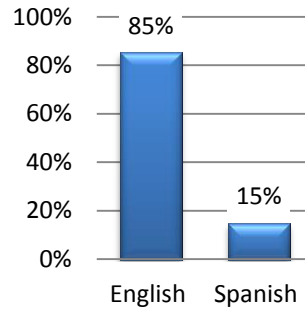
Caller Age



Caller Ethnicity



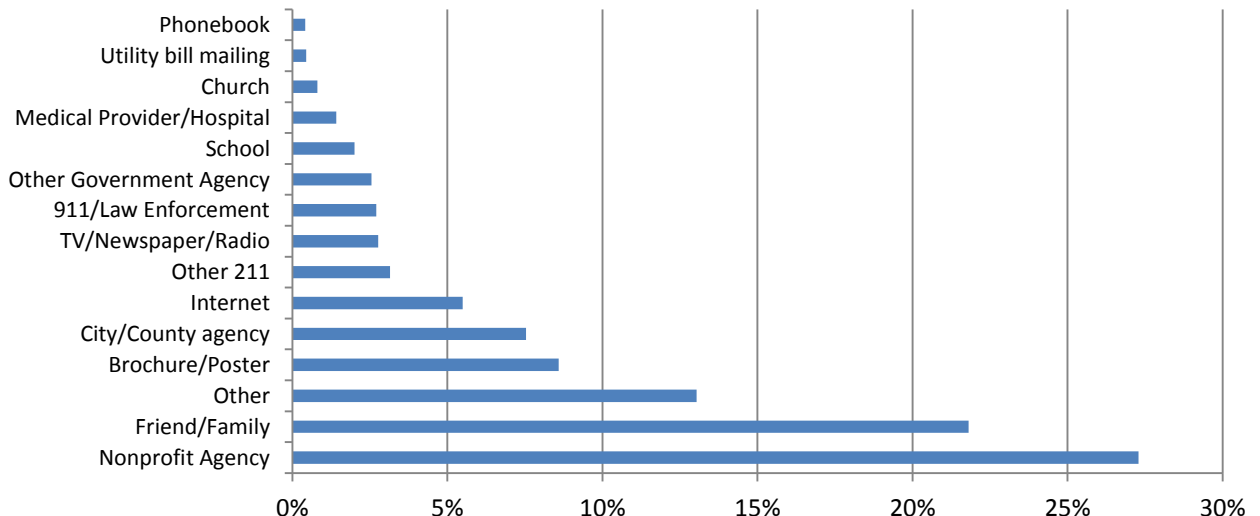
Caller Language



Other Languages:
 Arabic
 Chinese (Mandarin & Cantonese)
 Farsi
 Romanian
 Thai
 Vietnamese

✓ **7,442 FIRST TIME CALLERS in 2015**

How first time callers heard about 2-1-1





What we heard when we followed up with callers...

"It is so good to talk to someone who knows the system...I went into my situation completely blind and had no idea what to do."

"[The 2-1-1 Call Specialist] was very patient, wanted to make sure I had all the information I needed, and was very thorough.."

"[2-1-1 Call Specialists] are very compassionate, polite, understanding and helpful. I am very grateful 2-1-1 exists. It has helped me so much."

"I tried to read all this stuff online and I couldn't figure it out. I was in such deep shock. So having [the 2-1-1 Call Specialist] to speak to was like cutting through red tape. She explained to me where to get benefits and helped me make sure our little family was taken care of."

211 **100%** indicated that the 2-1-1 Call Specialist they spoke with was polite and professional.

211 **92%** had learned about a new resource through 2-1-1.

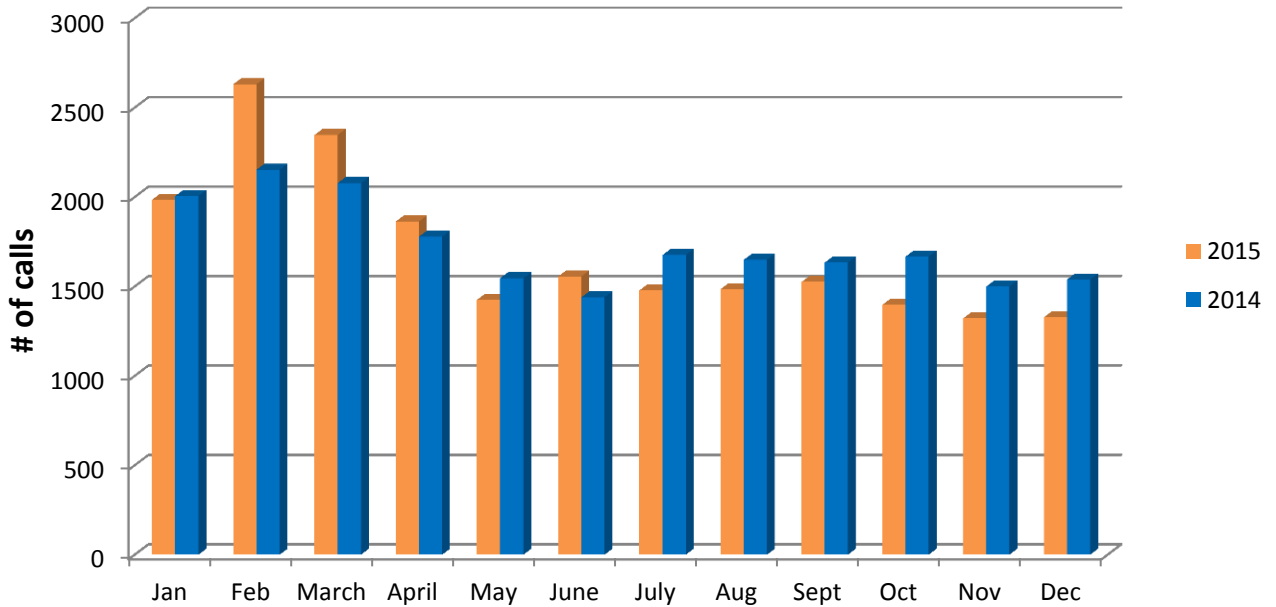
211 **2/3** of callers who followed up on referrals went on to receive the services they needed. Most who were not receiving services stated that the agency has not yet returned their call or there was an issue with funding or more detailed eligibility when they contacted the agency for help.

211 **98%** indicated that they would recommend 2-1-1 to a friend or family member.

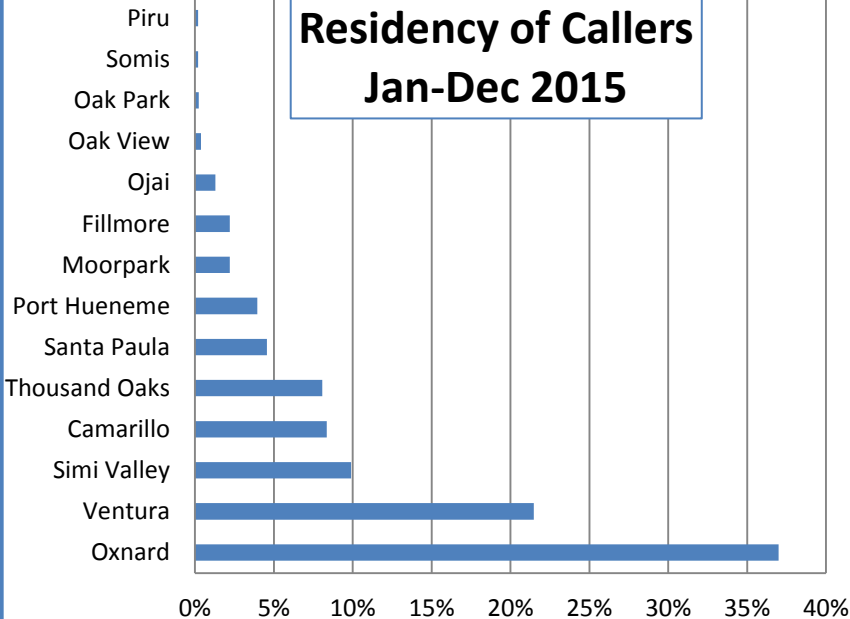


Call Volume & Caller Residency

Information & Referral Calls

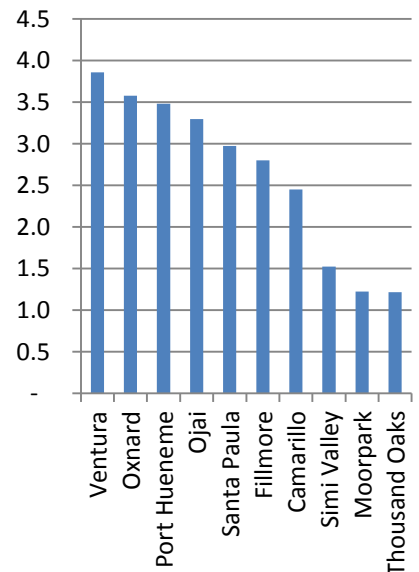


Residency of Callers Jan-Dec 2015



* Thousand Oaks figure includes Westlake Village and Newbury Park Callers

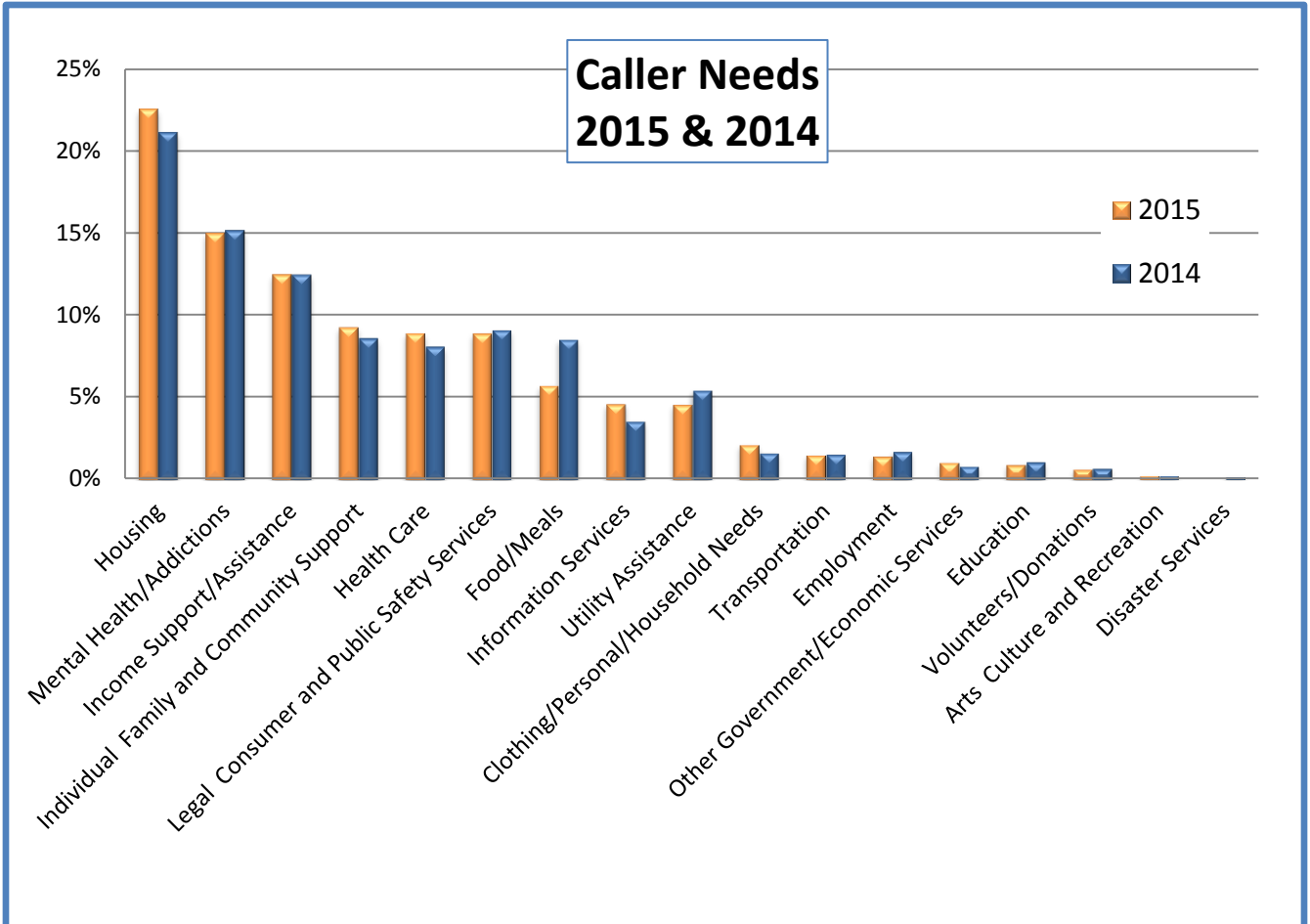
I&R calls per 100 residents 2015





Caller Needs

An individual 2-1-1 call can have multiple needs.
Each need is tracked.



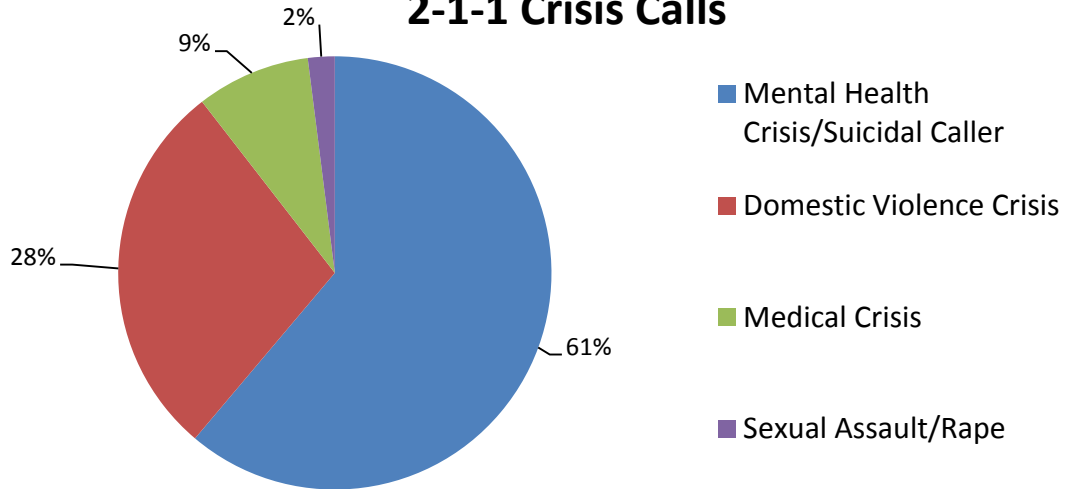
Categories of Need	
Arts, Culture, Recreation: After school programs, park & recreation, etc	Income Support & Assistance: Medi-Cal, Medicare, unemployment benefits, tax preparation assistance, credit counseling, etc
Clothing, Personal & Household: Clothing, diapers, household goods, etc	Individual and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



Crisis Calls & Unmet Needs

2-1-1 handled 600 crisis calls in 2015.

2-1-1 Crisis Calls



Unmet Needs

If it is not possible to meet the caller’s need directly through existing resources (including criteria important for the caller, like the hours and location of the services), the need is logged as an unmet need.

Top Unmet Need Categories	Examples of Unmet Need Category
Emergency Shelter and Transitional Housing	Motel vouchers, homeless shelters, transitional housing
Housing Expense Assistance	Assistance for ongoing rent payments and rental deposits
Holiday Programs	Christmas basket and gift programs and Thanksgiving baskets/meals
Utility Assistance	Assistance with water, electric, gas, and phone payments
Personal Goods/Services	Diapers, Clothing
Ongoing Housing Options	Low income housing, Section 8 housing



2-1-1 Caller Stories

“Rose”

“Rose”, a senior in Thousand Oaks, called 2-1-1 seeking food assistance and dental services. She relied on extra income through work to make ends meet, but she was unemployed, so she was struggling financially and was very upset. She had a job offer that kept being postponed by the employer, so she had some hope, but was increasingly stressed. She was staying in a motel with the last of her funds and was clearly in need of affordable housing. 2-1-1 referred her to food pantries, Calfresh food assistance, employment assistance, medical services, and housing resources, as well as the Area Agency on Aging.

When we followed up with Rose, she had applied and been approved for Calfresh. She explained that when she called 2-1-1 she had not eaten in days and shared that “getting connected to Calfresh has been wonderful”. The earlier job offer had not worked out, but she had applied to several different jobs with the help of the Job and Career Center and had an upcoming job interview. Rose was thrilled the services she had received through Clinicas, where she got dental care as well as mental health services. Rose also had great news that the Homeless Prevention and Rapid Rehousing Program (HPRP) would be able to help with her rental deposit once she found a place to live.

“Vera”

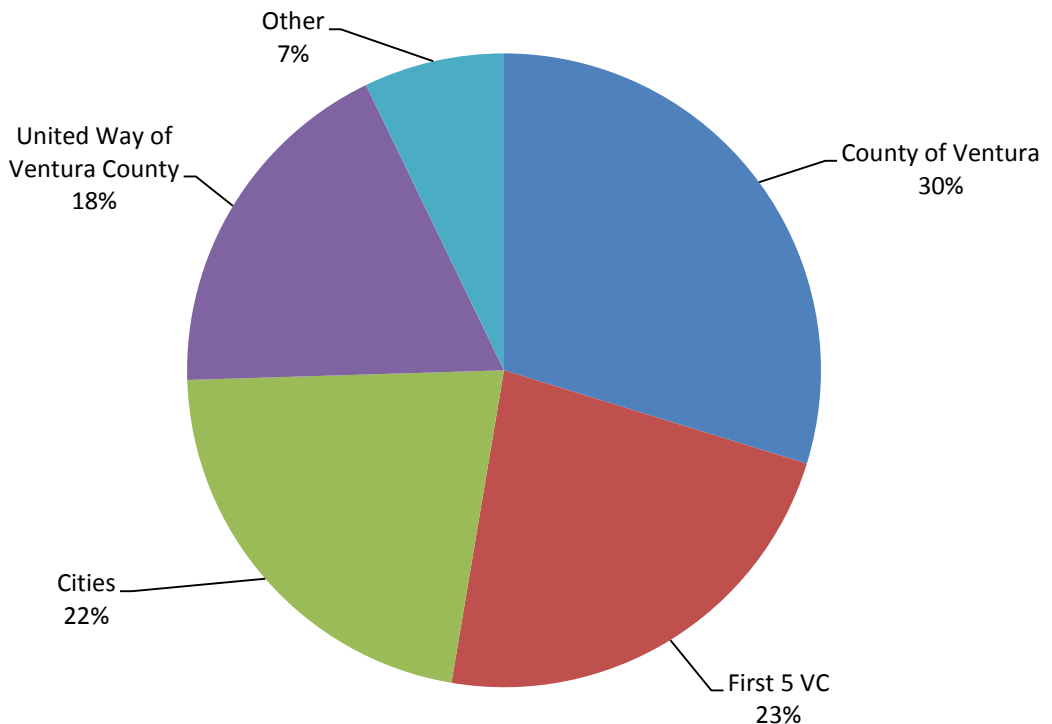
Vera, a young mother in Oxnard, called 2-1-1 because she had concerns about her four year old daughter’s speech development. Vera had been trying to get in touch with someone to help, but had not had any luck. Vera was referred to her local First 5 Neighborhood for Learning, as well as receiving a referral for a hearing screening for her daughter. She had a pending CalFresh application, but it became clear she could also use some additional food assistance while that was being processed, so she was also referred to local food pantries.

During a follow up call, Vera shared that she was able to get assistance through her local First 5 NFL and had appointment for a developmental screening for her daughter. They were even able to send someone from Public Health to her home to work with her daughter on speech development. Vera had also gotten help from a food pantry. She shared that calling 2-1-1 had "been the best experience trying to navigate [her] way around the county for help for [her] daughter."

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 Oxnard
City of Ventura
City of Simi Valley
City of Port Hueneme
City of Camarillo
City of Moorpark
City of Thousand Oaks
City of Ojai
City of Santa Paula
City of Fillmore

2-1-1 Ventura County Funding





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

**Call 2-1-1 or visit
www.211ventura.org.**

**Email resource updates and requests for outreach material
to
211@icfs.org**