



A program of Interface Children & Family Services in partnership with the County of Ventura, First 5 Ventura County, and United Way of Ventura County

# Annual Report 2017



# Executive Summary

In 2017, 211VC connected over 42,000 community members to health and human service resources, the highest rate since becoming the first 2-1-1 in the state of California in 2005.

## Call



211VC answered 17,923 Information and Referral calls in 2017 with one of the quickest answer times in the state, providing over 33,303 referrals.

## Click



23,912 unique visitors used the new Guided Search at [www.211ventura.org](http://www.211ventura.org) to complete 40,997 searches for resources. Website visitors have access to the extensive 211VC resource database which includes information about 467 agencies and over 1,145 programs.

## Text



211 texting capability started on 2-1-1 Day, February 11, 2017. 1,635 unique Ventura clients used this service in 2017. 2-1-1 texting also enables “push text” strategic, proactive information to the community. This created new opportunities for public information during the December 2017 Thomas Fire.

## Disaster



211VC used call-click-text to provide critical public information during multiple disasters in 2017 including: Hurricanes Irma and Harvey, Las Vegas mass shooting, Northern California wildfires, and local Thomas Fire. 211VC handled 6,800 calls and over 10,000 text exchanges from Ventura and Santa Barbara Counties during the Thomas Fire.

## Homeless Management Information System (HMIS)

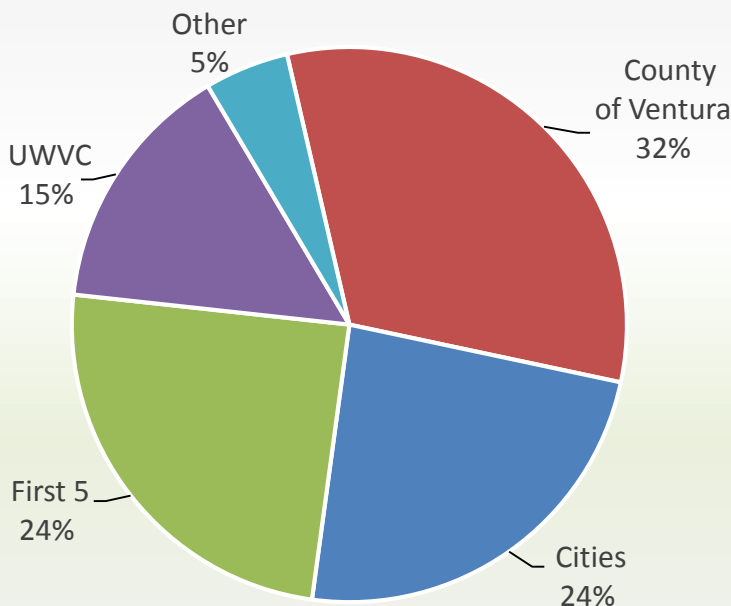
After years of connecting callers with referrals for housing, 211VC began entering callers directly into the Ventura County HMIS system in August 2017. HMIS is an online system that tracks client level data about the use of homeless services in Ventura County. Referrals for certain housing programs must be made directly through the HMIS system, so this addition to 211VC services means a more direct connection for callers with critical housing resources. This new service is made possible through a partnership with the Ventura County Continuum of Care, and through support from United Way of Ventura County, Kaiser Permanente & Dignity Health.

## Screening for Benefits

In partnership with United Way of Ventura County and Gold Coast Health Plan, 211VC also began offering the option of a phone or online screening using the Benefit Kitchen tool. This tool checks eligibility for help with food, utility payments, and other programs. Clients can call 2-1-1 or visit [benefitkitchen.com/icfs/](http://benefitkitchen.com/icfs/) for a screening.



## 211VC Funding Fiscal Year 2017/18



## 211 VC is made possible in partnership with:

County of Ventura, First 5 Ventura County, and United Way of Ventura County with support from Kaiser Permanente, Dignity Health, and all ten Ventura County cities (Cities of Camarillo, Oxnard, Ventura, Simi Valley, Moorpark, Thousand Oaks, Ojai, Santa Paula, Fillmore & Port Hueneme).



**December 4, 2017:** The Thomas Fire starts at 6:28pm north of Santa Paula in Ventura County. Strong winds pushed the fire to the City of Ventura.



**December 5:** 211VC receives **87.5% more calls** than the previous day and assists over **400 unique clients** via text in one day. In addition to two-way personalized texting using zip codes, an automated response is set up to provide fire information when users text the keyword “ThomasFire” for English or “ThomasFuego” for Spanish.



**December 10:** The Thomas Fire spreads into Santa Barbara County. 211VC assists 944 unique Santa Barbara clients via text in a single day.

**A total of 2,791 unique clients from Ventura and Santa Barbara Counties were assisted in December.**

**1,062** Ventura residents were assisted via text during the Thomas Fire.

211VC responded to **7,800** calls and over **10,000** texts during the duration of the Thomas Fire and resulting mudslides (12/4/17 - 1/15/18).

The Thomas Fire grew to be the largest fire in California history, burning approximately 281,893 acres (440 square miles).

211VC is honored to have the ability to support the Ventura and Santa Barbara communities through this difficult time.

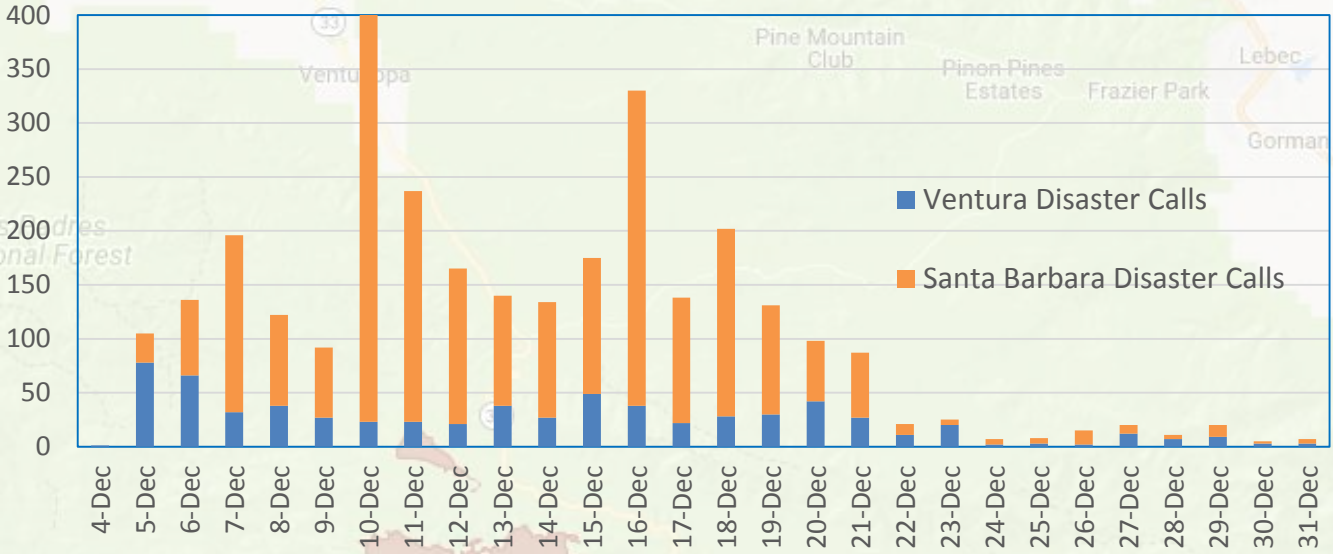


# Thomas Fire



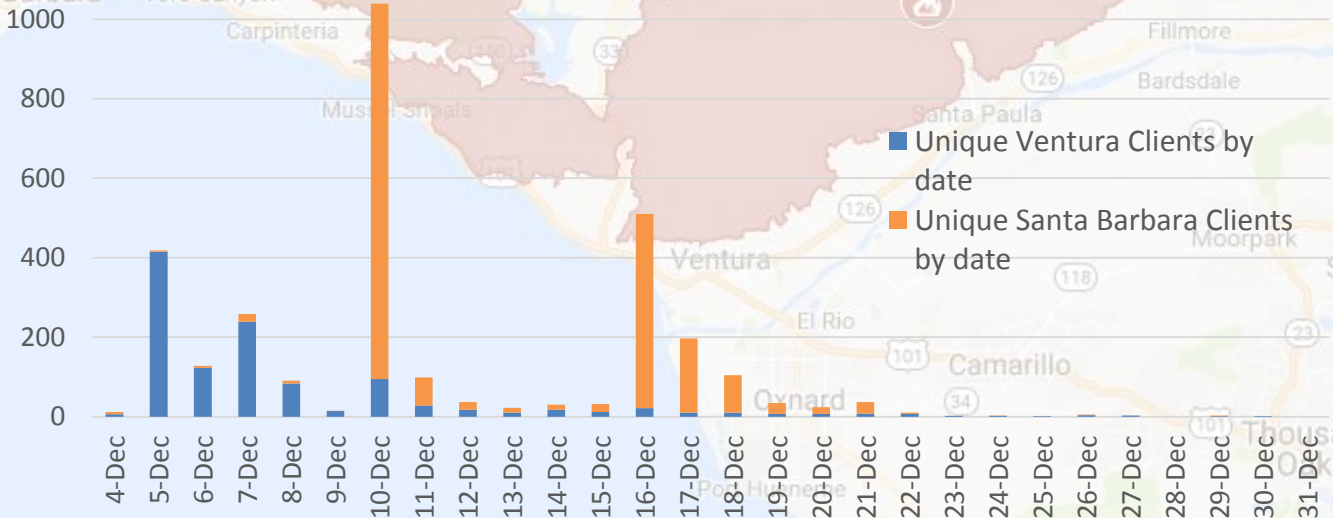
Call

## Thomas Fire Disaster Calls Ventura and Santa Barbara Counties (Dec 2017)



Text

## Thomas Fire Text Assistance for Ventura and Santa Barbara Counties (Dec 2017)



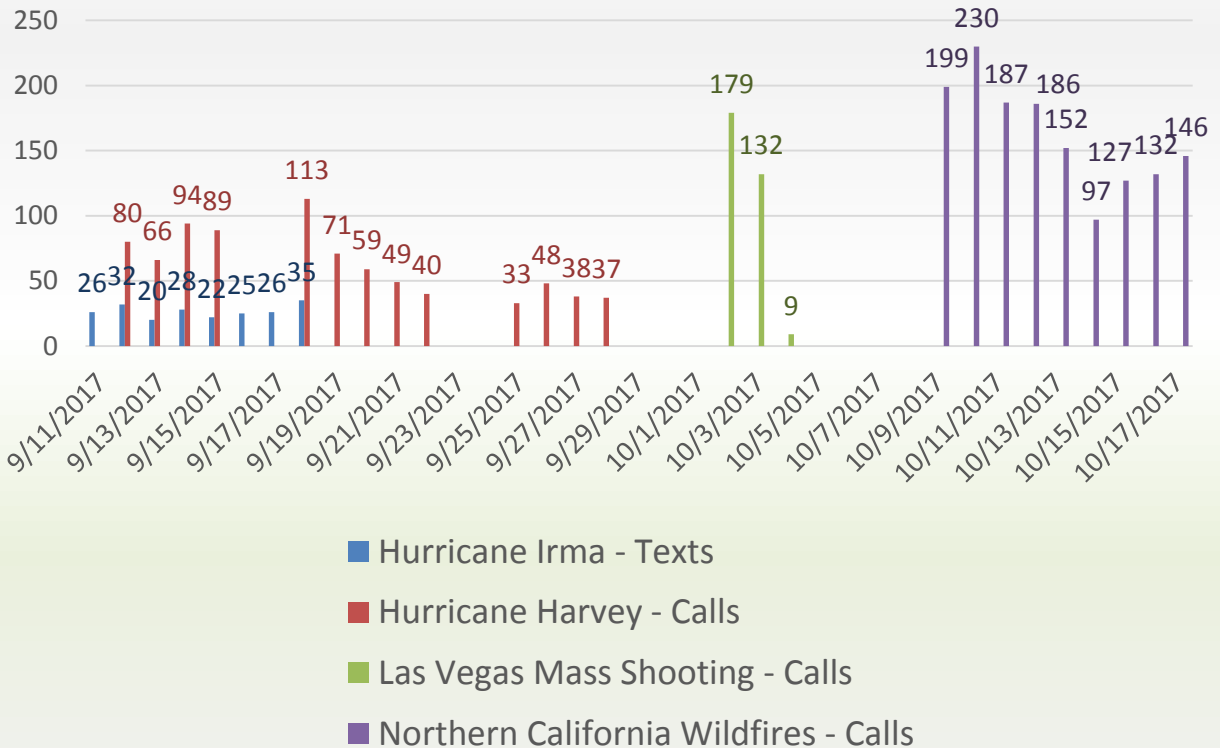


During times of disaster, Interface's 211VC has been and will continue to help keep community members safe and informed.

211VC provides incident specific information in coordination with the Office of Emergency Services, including road closures and shelter options both locally and nationwide.



### Call & Text Support for Out of Area Events in 2017





Click

2-1-1VC also offers resources online, including disaster relief information, legal and counseling services for fire victims, opportunities to donate and volunteer, and much more.

[www.211ventura.org/disaster-info](http://www.211ventura.org/disaster-info)

The screenshot shows the Ventura County 2-1-1 website interface. At the top, it says "Ventura County 2-1-1 Call - Click - Text" and "Select Language". Below that is a green button with a hamburger menu icon. The main heading reads "Thomas Fire Resources for Recovery and Storm Information". Underneath is a sunset image, followed by a yellow button that says "Para español, por favor haga clic aquí" and a green button that says "REGISTER FOR VC ALERT". At the bottom, there is a "Disaster Relief" section with a list of links: "FEMA Disaster Recovery Center", "Loans for Homeowners, Renters, or Businesses", "Immigrant Disaster Relief", and "Resources for Farmers and Ranchers".

## Power to Keep Help Coming

Thanks to the **Ventura County Community Foundation**, a rented generator was connected to 2-1-1VC Contact Center within 24 hours of the start of the incident. This kept 211VC services stable through the uncertain power supply during the fire. This assistance will continue in 2018 in the form of a permanent generator to be installed onsite to support the 2-1-1VC Contact Center for years to come.



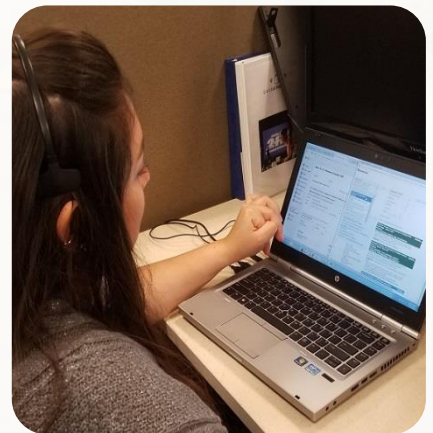
*Generator supports 2-1-1VC Contact Center during Thomas Fire*



One week after the loss of the historic Vista Del Mar Hospital, 211VC received a call from “Bob”, a man in his 50’s who had been a live-in patient prior to the fire. Since the mandatory evacuation, followed by complete destruction of the hospital, he had become homeless and was trying to deal with both the trauma of the fire and his own mental illness. 211VC connected Bob to three available shelters as well as the county Behavioral Health hotline to help him not only find shelter but to also get the assistance he needed for mental health services.

*Two weeks after the fire, 211VC received a text from “Mike”, an active duty military member who stated he and his family were struggling to recover from trauma resulting from the fire. He confided in the Specialist that the stress of evacuating from his home had triggered his PTSD and he was having difficulty handling the task of identifying financial and emotional recovery support for him and his family. The 211VC Specialist explained what resources were available to them and helped Mike make an appointment at the County Thomas Fire Service Center where his family would have access to all the benefits available to them.*

*211VC received a text from “Mary”, a concerned resident whose elderly parents reside in Montecito. They did not have phone service and were in need of evacuating due to water pouring into their home from the creek next door. A 211VC Specialist was able to provide the couple’s name and address to the OES for emergency rescue. 211VC received confirmed that they are now safe and their daughter was very grateful for 211VC’s assistance.*







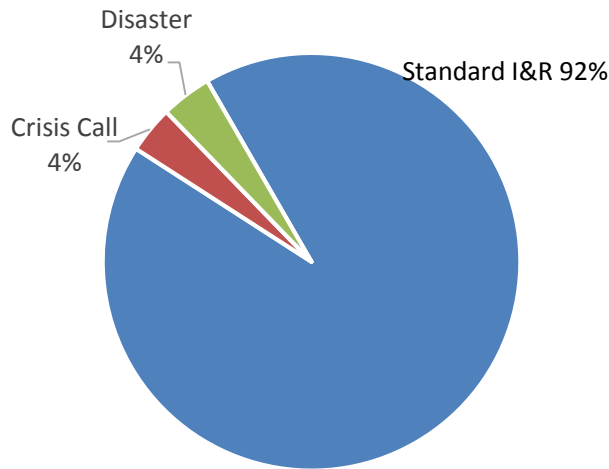
Call

# Information & Referral Calls

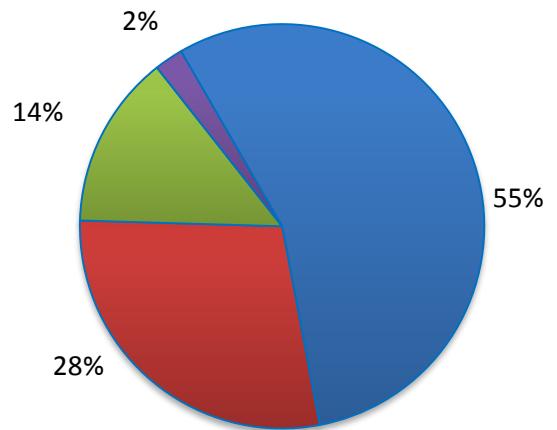


In 2017, 211VC handled 17,923 information & referral calls. Of these, 4% (654 calls) were crisis related and 4% (683 calls) were disaster calls related to Thomas Fire.

## Information & Referral Calls

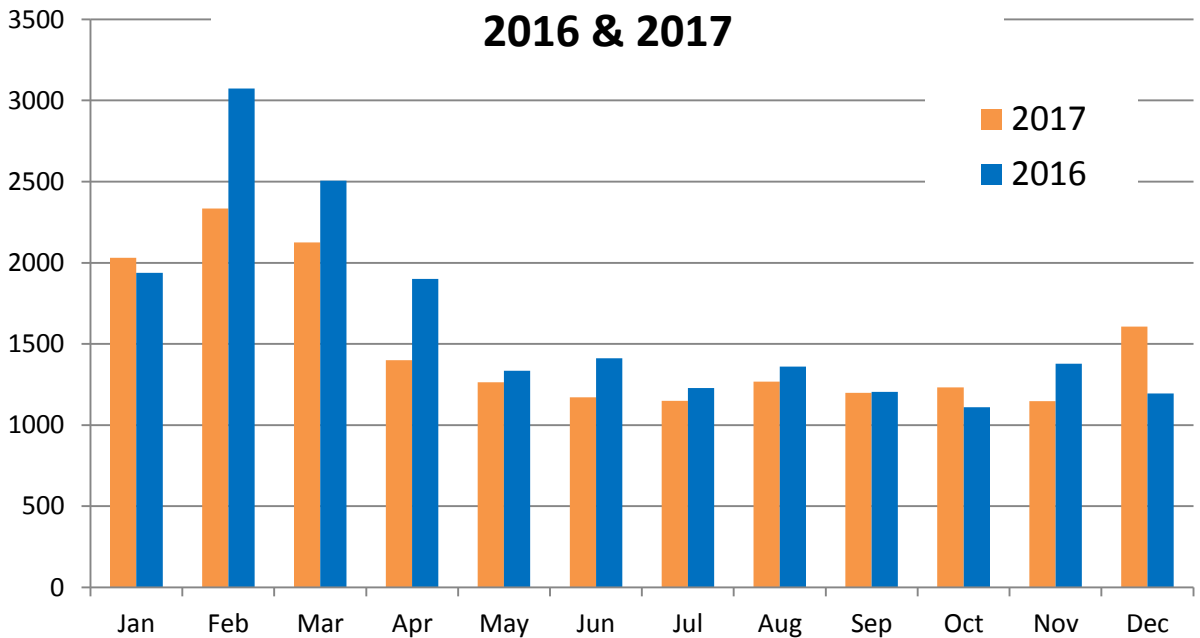


## Crisis Calls



- Mental Health/Suicidal
- Domestic Violence
- Medical (not mental health related)
- Sexual Assault/Rape

## Information & Referral Calls Per Month 2016 & 2017





Call

# Information & Referral Calls

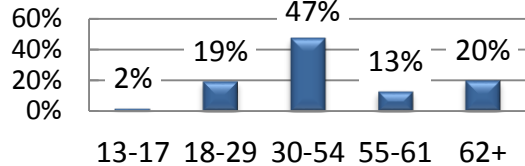


Out of 17,923 callers in 2017, 4,739 called 211VC for the FIRST time.

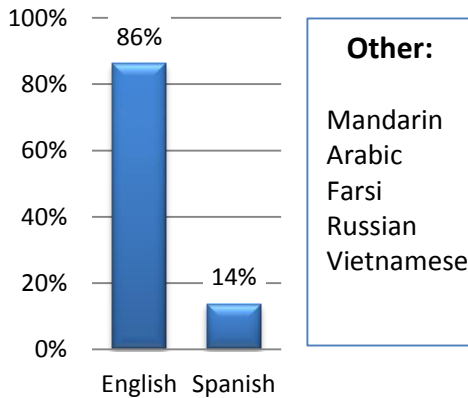
73%  
Female

27%  
Male

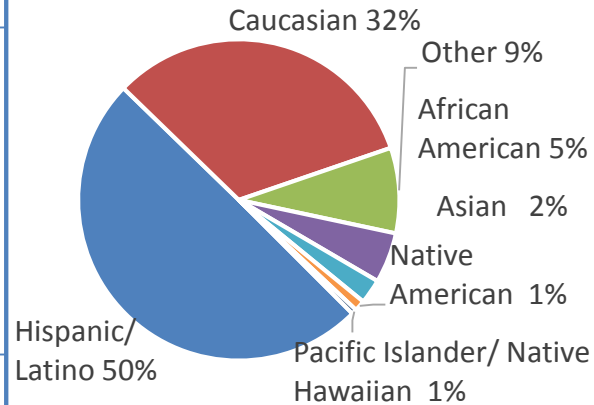
### Caller Age



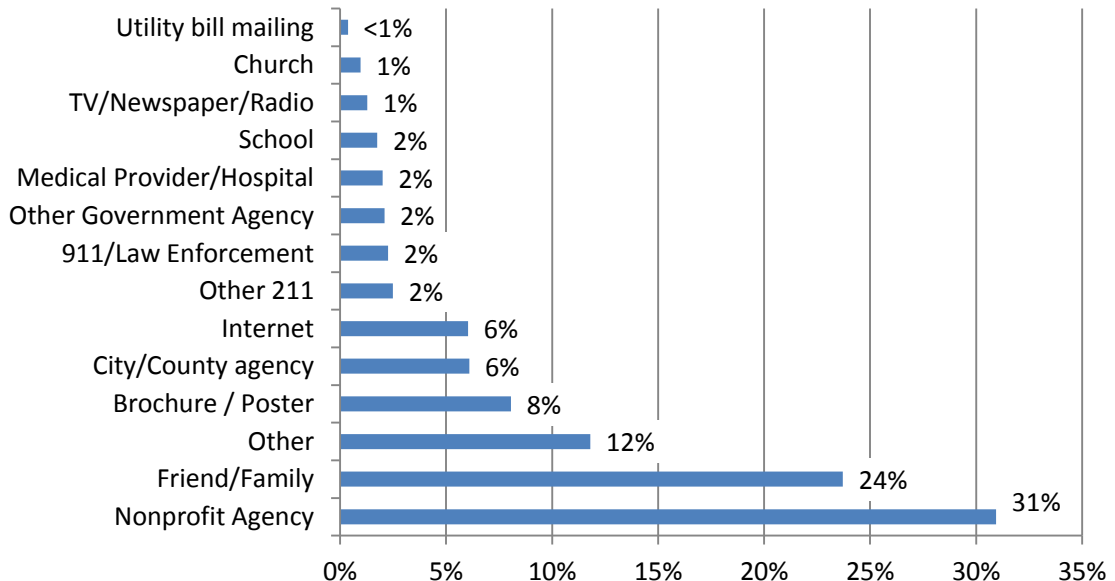
### Caller Language



### Caller Ethnicity



### How first time callers heard about 2-1-1





Text

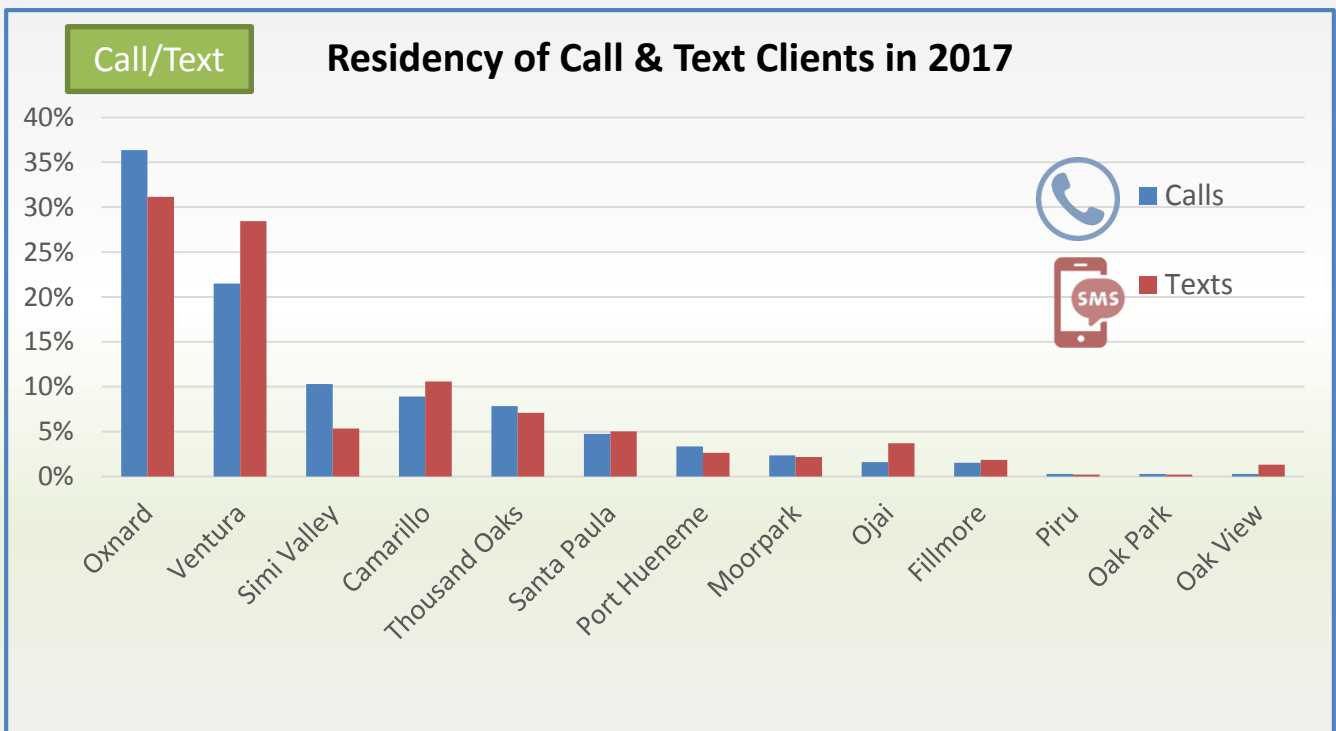
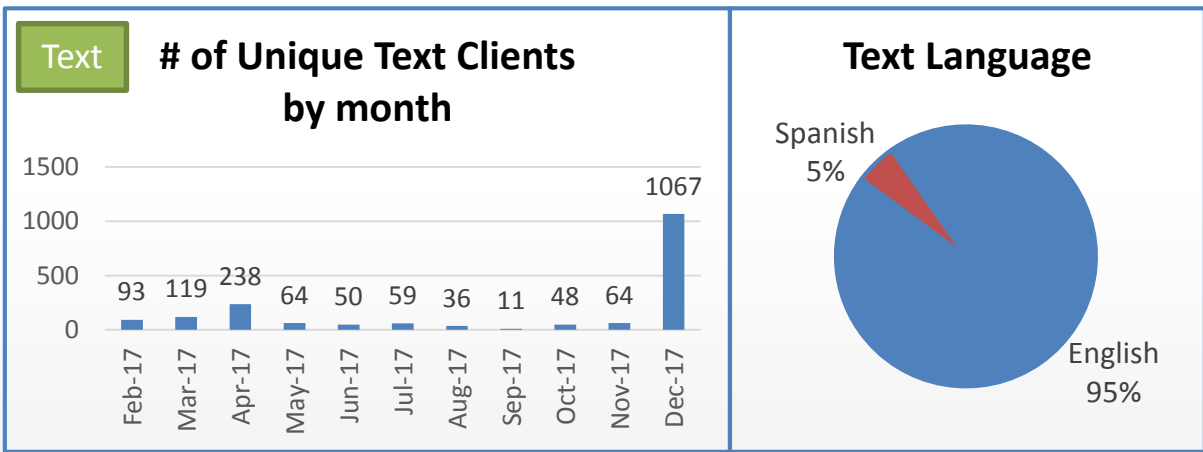
# 2-1-1 Texting



211VC offers service in English and Spanish, 24 hours a day, 7 days a week.

**Since going live in February 2017, 1,635 Ventura residents used the text service in 2017.**

During December, the month the Thomas Fire happened, 211VC provided disaster information and assistance through text to 1,067 unique clients.





Call/  
Text

# Category of Requests CALLS & TEXTS (2017)



*The three most common types of needs expressed by clients were related to housing, income, and mental health/addiction.*



**HOUSING**  
24%



**INCOME  
SUPPORT**  
15%



**MENTAL  
HEALTH/  
ADDICTION**  
14%



**INDIVIDUAL  
AND  
FAMILY LIFE**  
9%



**LEGAL, CONSUMER  
& PUBLIC SAFETY**  
9%



**HEALTH  
CARE**  
7%



**FOOD &  
MEALS**  
6%



**UTILITY**  
4%



**INFORMATION  
SERVICES**  
4%



**CLOTHING, PERSONAL,  
HOUSEHOLD NEEDS**  
2%



**TRANSPORTATION**  
2%



**EMPLOYMENT**  
1%



**OTHER GOVERNMENT/  
ECONOMIC SERVICES**  
1%



**EDUCATION**  
1%

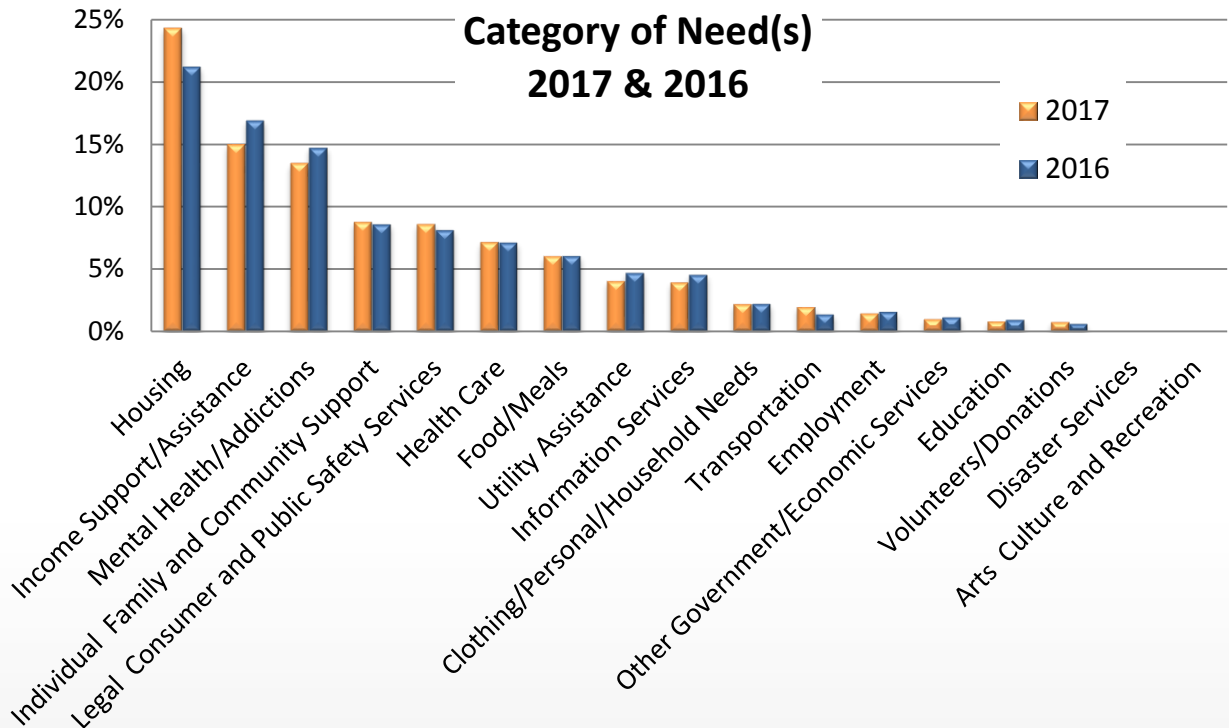


**VOLUNTEERS/  
DONATIONS**  
1%



Call/  
Text

# Category of Requests CALLS & TEXTS (2016/2017)



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



Call/  
Text

# Unmet Needs 2017



211VC 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.

**Emergency Shelter was the top unmet need in the County.**

Top 10 Unmet Need Categories	Examples of Unmet Need Category	Percentage
Emergency Shelter	Motel vouchers, homeless shelters (including Domestic Violence and Youth Shelters), safe parking program	24%
Personal Goods/Services	Diapers, clothing, laundry and bathing facilities	7%
Transportation Expense Assistance	Gas money, automobile payment assistance, bus fare	4%
Substance Use Disorder Treatment Programs	Substance Use Disorder treatment facilities and counseling	4%
Holiday Programs	Christmas or Thanksgiving basket/meals, holiday gift programs	4%
Utility Assistance	Assistance with electric, trash, gas, telephone and water payment	3%
Household Goods	Furniture, refrigerator, appliances	2%
Residential Housing Options	Low income housing	2%
Housing Expense Assistance	Rent, deposit and mortgage assistance	2%
Transitional Housing/Shelter	Transitional housing and shelter	2%



Call/  
Text

# 2-1-1 Following Up



**Upon follow up with sampling of 2-1-1VC's most vulnerable clients, it was found that 60% had been approved for services or on a waiting list to receive services.**

211VC offers follow-up contact for both calls and texts, with clients who are more vulnerable or at risk. Sometimes Contact Specialists learn that callers may not have the necessary capacity to follow through and resolve their problems without additional support.

211VC completed 288 follow-ups in 2017 and learned that callers who successfully reached the programs, 60% 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 clients that did not reach the programs, 6% stated the program never returned their call.

Clients were also surveyed about the service provided by the 211VC Contact Specialist to ensure high standards of quality. 97% of clients indicated they would recommend 211VC to a friend or family member and 97% indicated that the 211VC Contact Specialist they spoke with was polite and professional.

***"I'm finally getting help with the help of 211."***

***"The Call Specialist was amazing, she was so sweet and understanding. I didn't feel like I was speaking to a stranger."***

***"Very thankful! It's a new beginning in life!"***

***"When I called into 211 I was so overwhelmed I did not know what to do, after calling 211 I felt different. I felt like everything was going to be okay."***

***"I am so thankful and glad 211 followed up.  
Thank you 211!"***



Click

# 2-1-1 Online Guided Search

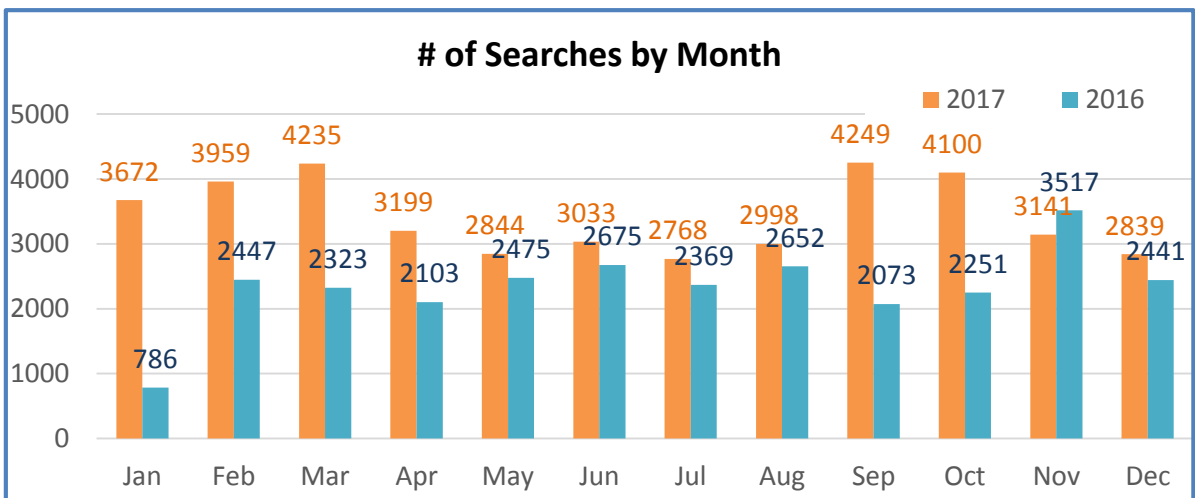
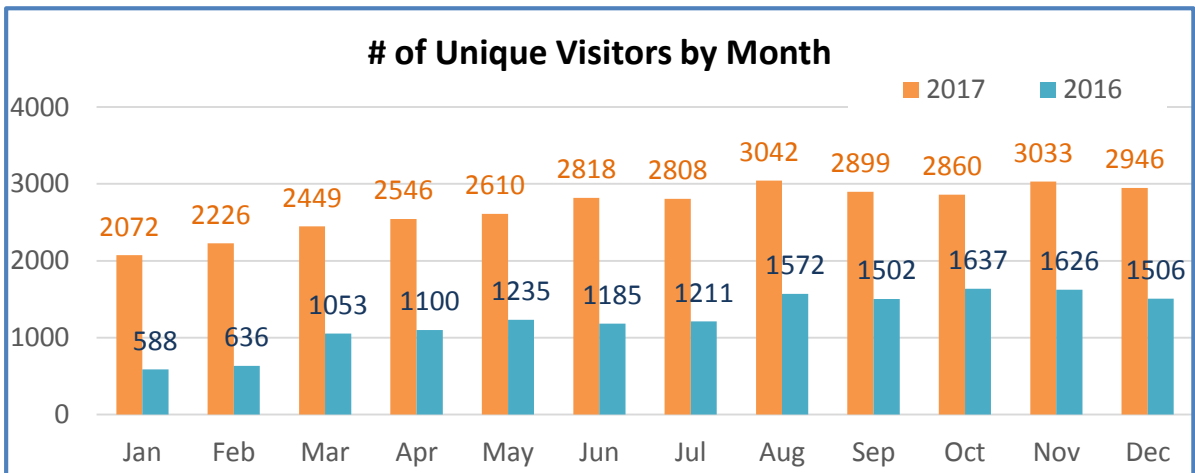


**211Ventura.org had 23,912 unique visitors in 2017 completing 40,997 searches.**

## Connecting People to Health & Human Services Information

Click an icon below or use the keyword search above to find local resources

 HOUSING & HOMELESS SERVICES	 INCOME & EXPENSES	 FOOD	 CRISIS SERVICES	 TRANSPORTATION	 HEALTH CARE	 MENTAL HEALTH
 SUBSTANCE ABUSE	 CHILDREN & FAMILY	 YOUTH	 SENIORS	 EDUCATION	 LEGAL ASSISTANCE	 REENTRY







Click

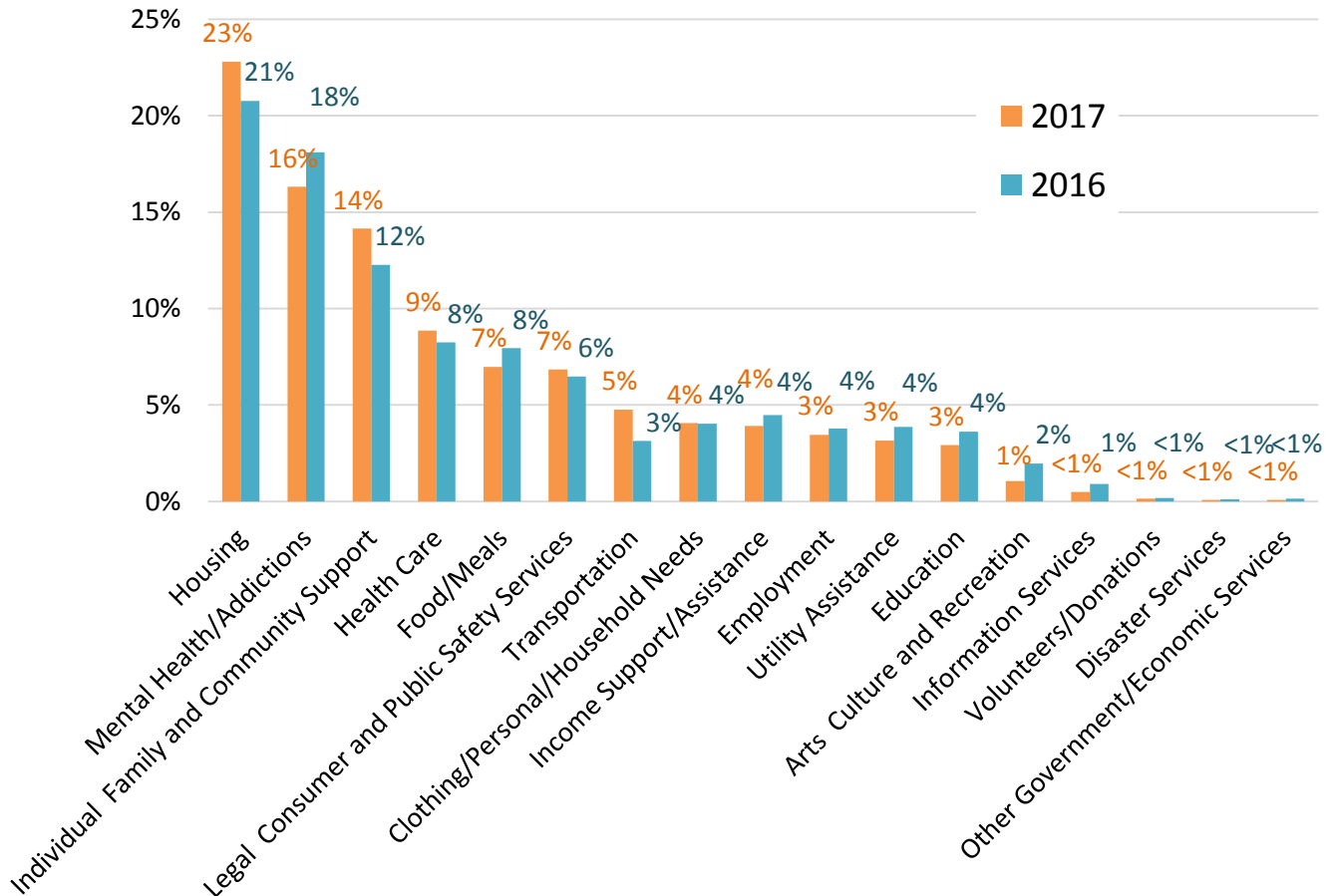
# 2-1-1 Online Guided Search



## Top 10 Online Search Terms

- |   |   |
|---|---|
| 1. Rent Payment Assistance              | 6. Transitional Housing/Shelters                  |
| 2. Low Income/Subsidized Rental Housing | 7. Food Pantries                                  |
| 3. General Counseling Services          | 8. Sober Living Homes for Recovering Drug Abusers |
| 4. Homeless Safe Parking Programs       | 9. Rental Deposit Assistance                      |
| 5. Homeless Shelters                    | 10. General Bereavement Support Groups            |

## Category of Web Visitors Needs 2017 & 2016





Click

# Category of Requests Online Visitors (2017)



23% of searches through 211Ventura.org in 2017 were housing related.



**HOUSING**  
23%



**MENTAL  
HEALTH/  
ADDICTION**  
16%



**INDIVIDUAL  
AND  
FAMILY LIFE**  
14%



**HEALTH  
CARE**  
9%



**FOOD &  
MEALS**  
7%



**LEGAL, CONSUMER  
& PUBLIC SAFETY**  
7%



**TRANSPORTATION**  
5%



**CLOTHING, PERSONAL,  
HOUSEHOLD NEEDS**  
4%



**INCOME  
SUPPORT**  
4%



**EMPLOYMENT**  
3%



**UTILITY**  
3%



**EDUCATION**  
3%



**Arts Culture  
& Recreation**  
1%



**INFORMATION  
SERVICES**  
1%



**Volunteers/  
Donations**  
< 1%



Call

# Caller Stories

*A young homeless couple from Simi Valley called 211VC in May seeking assistance because they were living in their car, having difficulty finding jobs, and were out of food. At the time of their call, they had not eaten in three days. 211VC staff provided information on job assistance centers, food pantries, shelters, rapid rehousing programs, and then warm transferred them to a youth crisis line. During a follow up with the couple, it was found that they were able to obtain food, bus passes, and shelter through the youth crisis line. He said that the 211VC Specialist he spoke with was helpful and very polite.*



*“Albert” called 211VC in March from Thousand Oaks in desperate need of emergency housing. He is disabled and in a wheelchair and had put in his 30 day notice at his apartment as he prepared to move into a new place. Unfortunately, he found out too late that his new apartment would not be ready for a few weeks. He asked for an extension at his current apartment, but his landlord denied it and he was concerned that he would be homeless. The 211VC Specialist provided him with referrals for shelters as well as for tenants’ rights agencies and rapid rehousing programs. During a follow up contact, 211VC staff found he was completely out of food, at which point an Adult Protective Services report was made. When 2-1-1 followed up with him again, we found he got the food assistance he needed and was able to stay at his current apartment until the new place was ready. He was also able to obtain the rental assistance he needed.*



For More Information Contact:  
Interface Children & Family Services  
Dial 2-1-1 (24/7) or (805) 485-6114