

# 2019 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 2019, 211 Ventura County had 85,434 interactions with community members through phone, text, and online search.



33,233	UNIQUE WEBSITE VISITS	67,032	SEARCHES ON WEBSITE
10,902	UNIQUE CALLERS	17,224	INFORMATION & REFERRAL CALLS
		4,915	FIRST TIME CALLERS
672	UNIQUE TEXT CLIENTS	936	TWO-WAY TEXT EXCHANGES
		242	AUTOMATED TEXT FOR DISASTER

## TOP 3 NEEDS



2,160	CURRENTLY HOMELESS
1,196	AT RISK OF HOMELESSNESS
378	HMIS INTAKES



1878	MENTAL HEALTH RELATED
518	ADDICTION RELATED
101	TEENAGE CLIENTS



1,568	FAMILIES WITH CHILDREN
203	PERSON IN NEED IS PREGNANT
379	REFERRED TO NEIGHBORHOOD FOR LEARNING

RESOURCES UPDATED **97%**

AVERAGE WAIT TIME **125 sec**

WOULD RECOMMEND **99%**

## DEMOGRAPHICS



71% FEMALE  
29% MALE



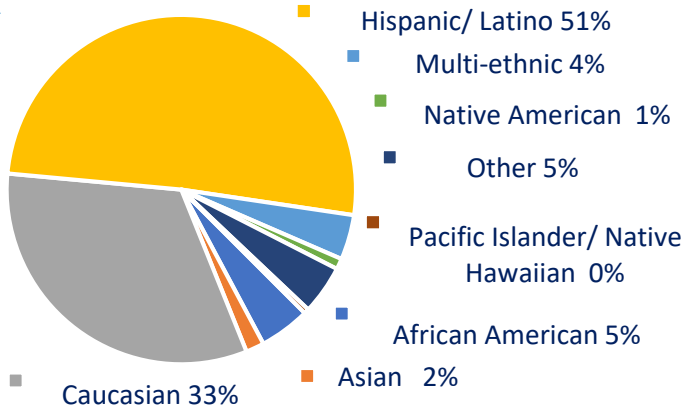
87% ENGLISH  
13% SPANISH



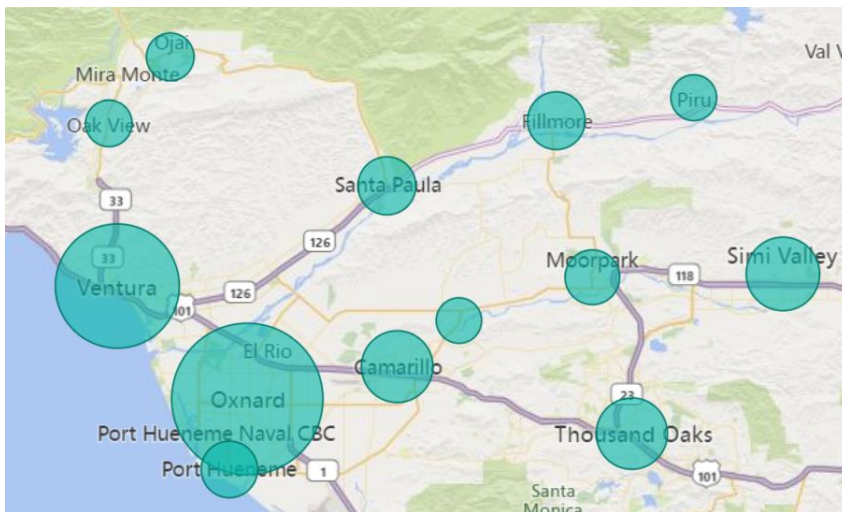
13-17 1%  
18-29 18%  
30-39 20%  
40-49 18%  
50-59 21%  
60+ 22%



### Caller Ethnicity



Oxnard	33.3%	Santa Paula	4.2%
Ventura	18.6%	Port Hueneme	2.4%
Simi Valley	9.0%	Moorpark	1.9%
Thousand Oaks	6.8%	Fillmore	1.6%
Camarillo	6.3%	Ojai	1.3%



211VC is made possible by:

County of Ventura

First 5

United Way of Ventura County

Semtech

Dignity Health

Kaiser Permanente

Southern California Edison

Pacific Gas and Electric Company

Ventura County Community Foundation (VCCF)

and

Ventura County cities:

Camarillo Fillmore

Moorpark Ojai

Oxnard Ventura

Port Hueneme

Santa Paula

Simi Valley

Thousand Oaks

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