

2022 ANNUAL REPORT



Interface 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 2022, Interface 211 Ventura County had 108,580 interactions with community members through online searches, phone, and text.



TOP 3 CALLER-IDENTIFIED NEEDS



"211 is a critical part of our fabric of county's health and human services. Each year, 211 has over 100,000 interactions by phone, text, and their website, providing referrals to everything from housing, mental health, health care, utility payment assistance, food assistance and so much more." - Jeff Gorell, Ventura County Supervisor

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DEMOGRAPHICS



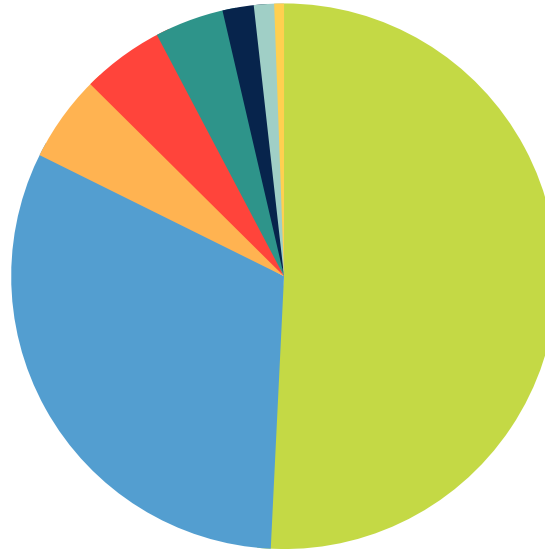
70% FEMALE
30% MALE

AGE OF CALLERS



13-17	1%
18-29	14%
30-54	48%
55-61	14%
62+	23%

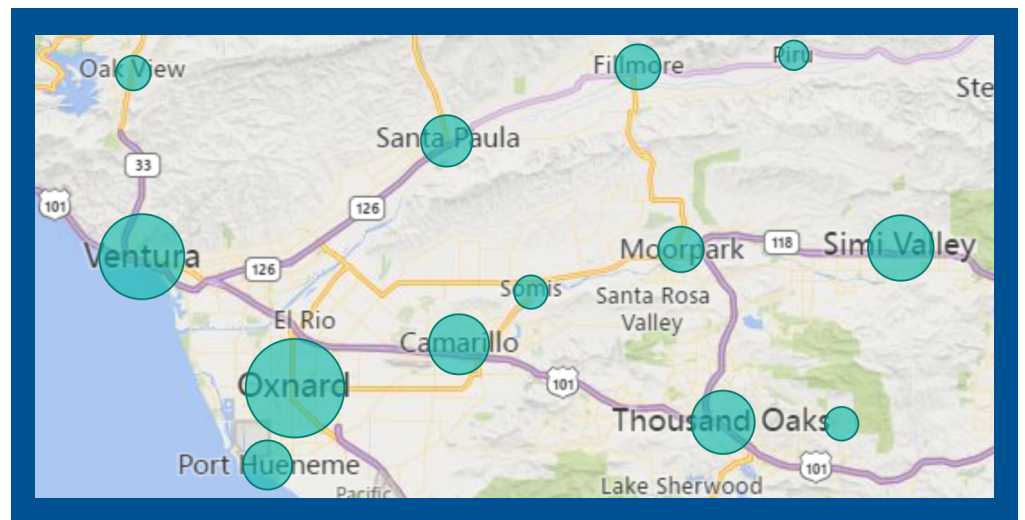
ETHNICITY



- HISPANIC/LATINO 51%**
- CAUCASIAN 32%**
- AFRICAN AMERICAN/BLACK 5%**
- OTHER 5%**
- MULTI-ETHNIC 4%**
- ASIAN 2%**
- NATIVE AMERICAN 1%**
- PACIFIC ISLANDER/ NATIVE HAWAIIAN 1%**

CALLS BY CITY

OXNARD	32%
VENTURA	22%
SIMI VALLEY	8%
THOUSAND OAKS	7%
CAMARILLO	7%
SANTA PAULA	3%
PORT HUENEME	3%
MOORPARK	2%
FILLMORE	2%
OJAI	1%



Interface 211
Ventura County is
made possible by:

10 Cities of Ventura County

Ventura County Community Foundation (VCCF)

Southern California Edison

Pacific Gas and Electric Company

THREE WAYS TO
REACH 211VC:



CALL 211



VISIT 211VENTURA.ORG



TEXT YOUR ZIP
CODE TO 898-211

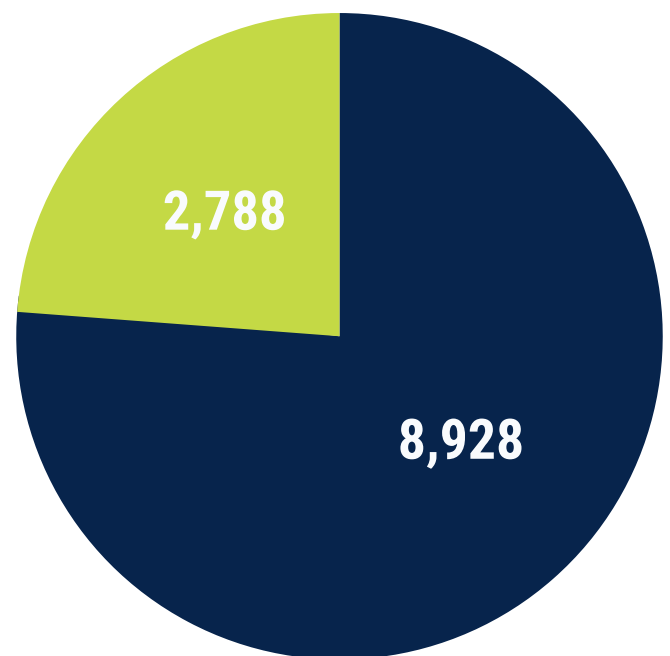
RIDE UNITED: LAST MILE DELIVERY

Since its inception in April of 2020, Interface 211 Ventura County's DoorDash food and pet food delivery program, Ride United: Last Mile Delivery has made over 11,000 deliveries in Ventura County. The delivery program aims to help bridge the food gap for those with transportation, medical, or other challenges that can create barriers to getting groceries home due to access and functional needs.

During the COVID-19 pandemic, Ventura County residents experienced many new hardships, including struggling to provide for their pets. 211VC donated nearly \$20,000 in PetSmart gift cards to various animal shelters across the county to support new pet owners who adopt from these shelters and has delivered over 3,000 bags of free pet food to community members in need.

RIDE UNITED
Last Mile Delivery

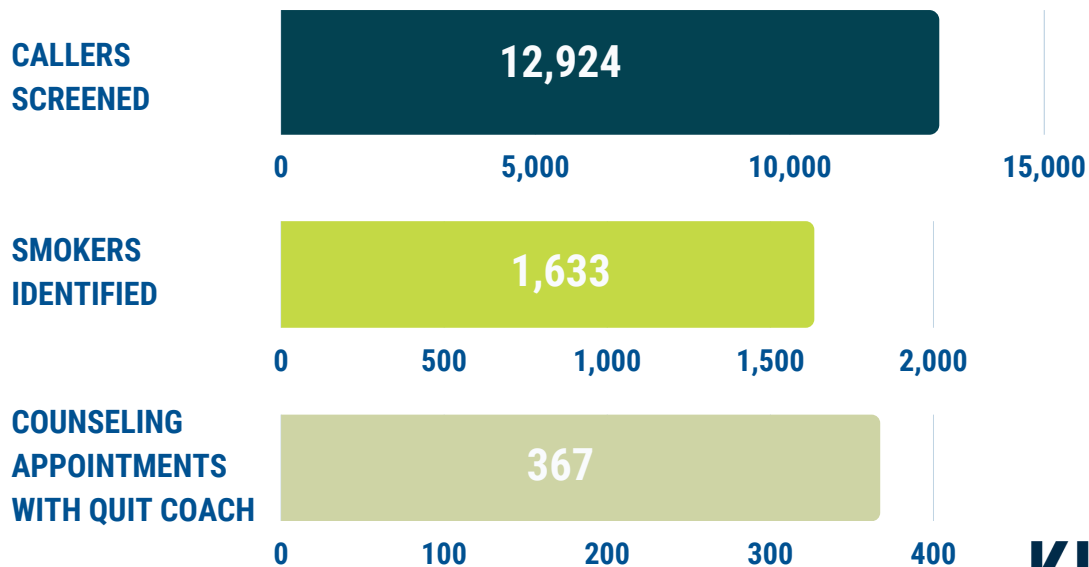
Ride United Last Mile Delivery and its pet food delivery project, Pets Eat Too (PET), is a partnership between Interface 211 Ventura County, DoorDash, United Way, Humane Society of Ventura County, Kirby Subaru of Ventura, Cassie's Cats, Full Throttle Kustomz, The Salvation Army, Community Action of Ventura County, Ruben Castro Charities, HELP of Ojai, and Catholic Charities of Ventura County.



■ **FOOD DELIVERIES**
■ **PET FOOD DELIVERIES**

KICK-IT CA

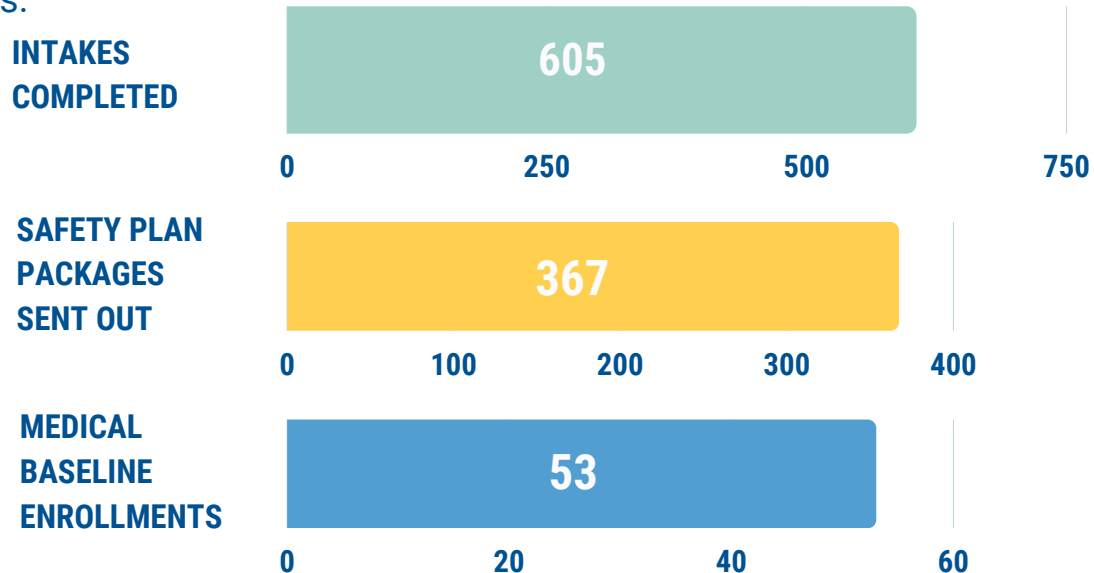
Smoking cessation counseling with CA Department of Public Health.



KICK/IT
California

211 PSPS CARE COORDINATION

211 Public Safety Power Shutoff (PSPS) planning for households with access and functional needs.



*Pacific Gas and
Electric Company*