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.

<table>
<thead>
<tr>
<th></th>
<th>2022 Annual Report</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Unique Website Visits</strong></td>
<td>42,723</td>
</tr>
<tr>
<td><strong>Website Self-Referrals</strong></td>
<td>77,509</td>
</tr>
<tr>
<td><strong>Unique Community Members Served in 2022</strong></td>
<td>57,889</td>
</tr>
<tr>
<td><strong>Information &amp; Referral Calls</strong></td>
<td>29,954</td>
</tr>
<tr>
<td><strong>Unique Callers</strong></td>
<td>14,368</td>
</tr>
<tr>
<td><strong>Unique Two-Way Text Clients</strong></td>
<td>798</td>
</tr>
<tr>
<td><strong>Two-Way Text Exchanges</strong></td>
<td>1,117</td>
</tr>
</tbody>
</table>

**Top 3 Caller-Identified Needs**

<table>
<thead>
<tr>
<th>Housing</th>
<th>Mental Health</th>
<th>Transportation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>3,173</strong> In Need of Shelter</td>
<td><strong>334</strong> In Need of General Counseling</td>
<td><strong>2,004</strong> Looking for Ride App Services</td>
</tr>
<tr>
<td><strong>2,346</strong> In Need of Rent Payment Assistance</td>
<td><strong>253</strong> In Need of Mental Health Warmline Support</td>
<td><strong>203</strong> In Need of Transportation for People with Disabilities</td>
</tr>
<tr>
<td><strong>2,304</strong> In Need of Low-Income Housing</td>
<td><strong>222</strong> In Need of Mental Health Crisis Hotlines</td>
<td><strong>108</strong> In Search of Senior Ride Programs</td>
</tr>
</tbody>
</table>

"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
**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
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 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.
**KICK-IT CA**

Smoking cessation counseling with CA Department of Public Health.

- **Callers Screened**: 12,924
- **Smokers Identified**: 1,633
- **Counseling Appointments with Quit Coach**: 367

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**211 PSPS CARE COORDINATION**

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

- **Intakes Completed**: 605
- **Safety Plan Packages Sent Out**: 367
- **Medical Baseline Enrollments**: 53

For more information on these programs, call 211 or text your ZIP code to 898-211.