

2020 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 2020, 211 Ventura County had 111,515 interactions with community members through phone, text, and online search.



43,570 UNIQUE WEBSITE VISITS

74,984 SEARCHES ON WEBSITE

18,640 UNIQUE CALLERS

30,506 INFORMATION & REFERRAL CALLS

5,132 FIRST TIME CALLERS

721 UNIQUE TWO-WAY TEXT CLIENTS

893 TWO-WAY TEXT EXCHANGES

5,132 AUTOMATED TEXT FOR DISASTER

TOP 3 NEEDS



4,899 CURRENTLY HOMELESS OR AT RISK OF HOMELESSNESS



1,558 MENTAL HEALTH RELATED

458 ADDICTION RELATED

283 TEENAGE CLIENTS



2,372 FAMILIES WITH CHILDREN

350 PERSON IN NEED IS PREGNANT

463 REFERRED TO FIRST 5 NEIGHBORHOODS FOR LEARNING

92% RESOURCES UPDATED

00:04:11 AVERAGE WAIT TIME

89% WOULD RECOMMEND

DEMOGRAPHICS



69% FEMALE
31% MALE



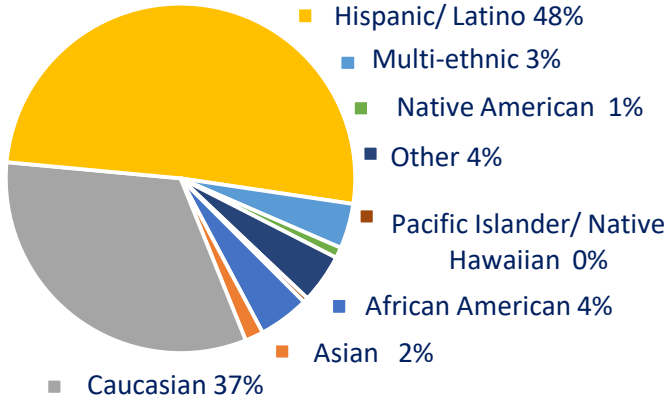
89% ENGLISH
11% SPANISH



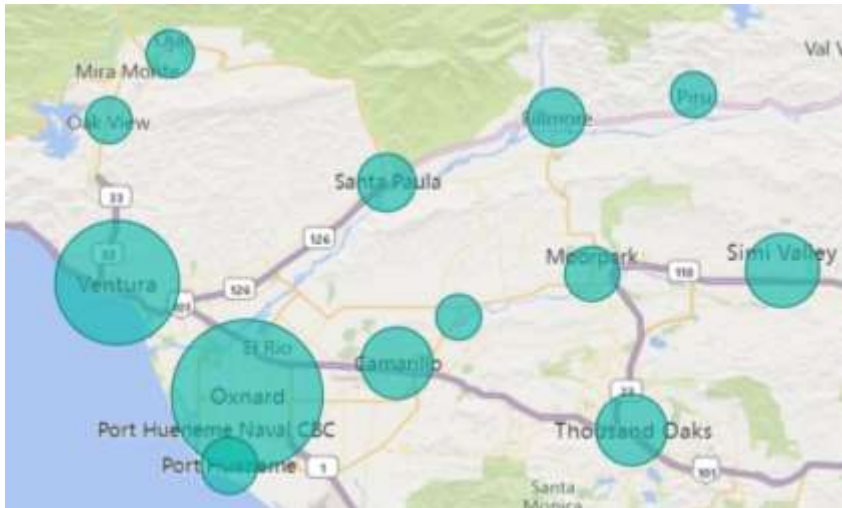
13-17 1%
18-29 13%
30-39 18%
40-49 17%
50-59 21%
60+ 30%



Caller Ethnicity



Oxnard	39%	Santa Paula	4%
Ventura	19%	Port Hueneme	3%
Simi Valley	10%	Moorpark	2%
Thousand Oaks	9%	Fillmore	2%
Camarillo	8%	Ojai	3%



211VC is made possible by:

- County of Ventura
- First 5
- Dignity Health
- Kaiser Permanente
- Southern California Edison
- Pacific Gas and Electric Company
- Ventura County Community Foundation (VCCF)
- United Way of Ventura County

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



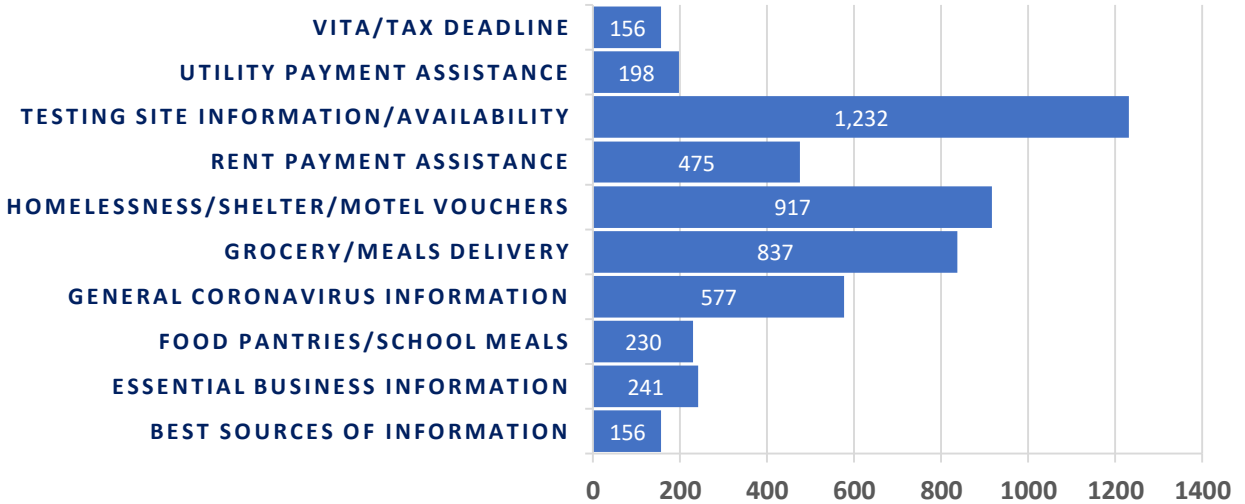
CLICK
to visit
211ventura.org



TEXT
zip code to 898-211 or text COVID to 211-211

COVID-19 RELATED CALLS

TOP REASONS FOR CALL



TOP COVID-19 REFERRALS



COVID DIAGNOSTIC TESTING



COMMUNICABLE DISEASE CONTROL



FOOD PANTRIES

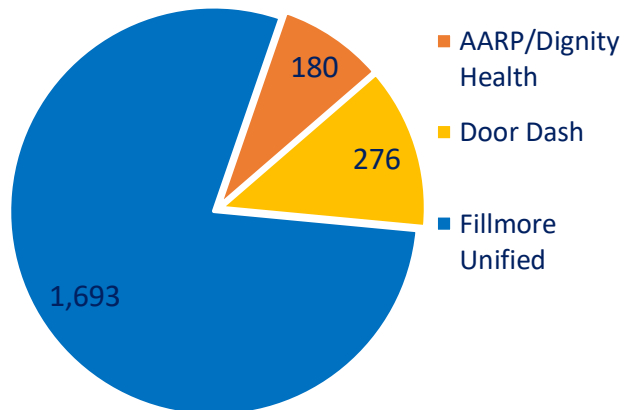


GROCERY ORDERING/DELIVERY



RENT PAYMENT ASSISTANCE

VENTURA COUNTY FOOD DELIVERIES



9,135 PUBLIC HEALTH RELATED CALLS

1,570 COVID-19 RELATED REFERRALS

8,966 COVID-19 UNIQUE AUTOMATED TEXT USERS