

2021 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 2021, 211 Ventura County had **101,745** interactions with community members through phone, text, and online search.



81,624 UNIQUE WEBSITE VISITS **44,640** WEBSITE SELF-REFERALS

19,768 INFORMATION & REFERRAL CALLS **11,604** UNIQUE CALLERS

240 UNIQUE TWO-WAY TEXT CLIENTS **353** TWO-WAY TEXT EXCHANGES
132 AUTOMATED TEXT FOR DISASTER

TOP 3 CALLER-IDENTIFIED NEEDS



HOUSING

1,196 AT RISK OF HOMELESSNESS

2,348 EXPERIENCING HOMELESSNESS

4,258 REFERRALS TO HOUSING/SHELTER



MENTAL HEALTH SUPPORT

2,189 MENTAL HEALTH RELATED

932 ADDICTION RELATED

243 ADOLESCENT/YOUTH COUNSELING



HEALTH CARE

530 UNINSURED INDIVIDUALS

82 REFERRALS TO MEDI-CAL NAVIGATOR

86 REFERRALS TO MEDI-CAL

98.7% RESOURCES UPDATED

5,170 FIRST TIME CALLERS

94% WOULD RECOMMEND 211 TO OTHERS

DEMOGRAPHICS



70% FEMALE
30% MALE

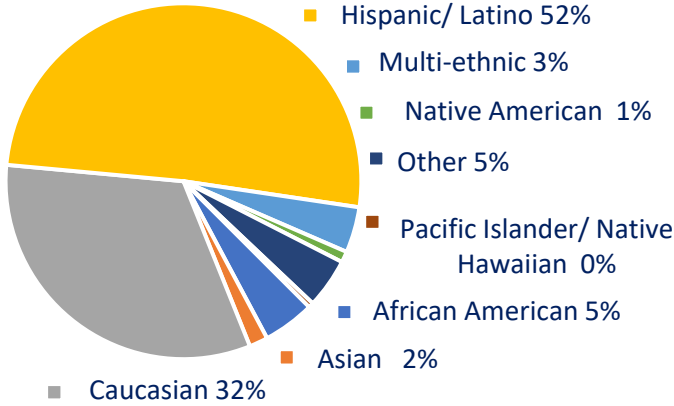
AGE OF CALLERS



13-17 1%
18-29 13%
30-39 21%
40-49 17%
50-59 20%
60+ 28%



Caller Ethnicity



211VC is made possible by:

County of Ventura

Dignity Health

First 5

Kaiser Permanente

Pacific Gas and Electric Company

Southern California Edison

United Way of Ventura County

Ventura County Community Foundation (VCCF)

Ventura County cities:

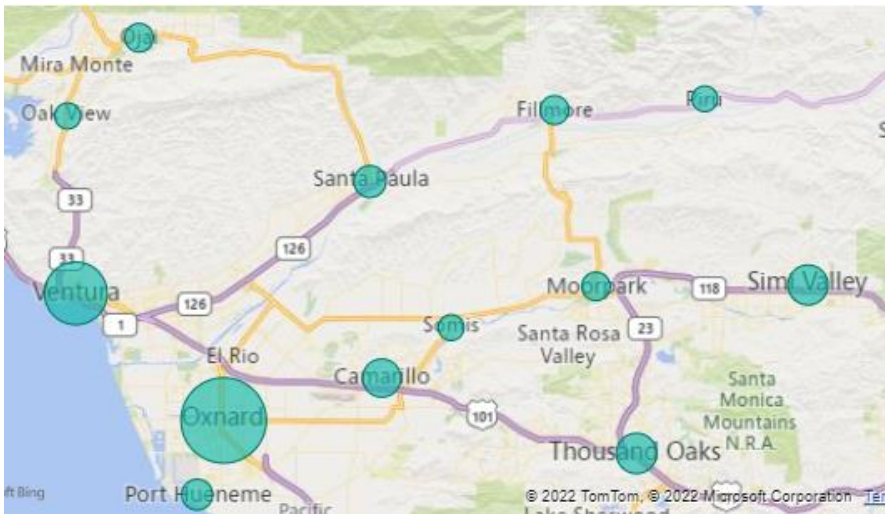
Camarillo Moorpark Oxnard

Fillmore Ojai Ventura
Port Hueneme Santa Paula Simi Valley Thousand Oaks

CALLS BY CITY



Oxnard	29%	Santa Paula	3%
Ventura	18%	Port Hueneme	3%
Simi Valley	7%	Moorpark	2%
Thousand Oaks	7%	Fillmore	2%
Camarillo	6%	Ojai	2%



THREE WAYS TO REACH 211 VENTURA



CALL
211 for help or
800.339.9597



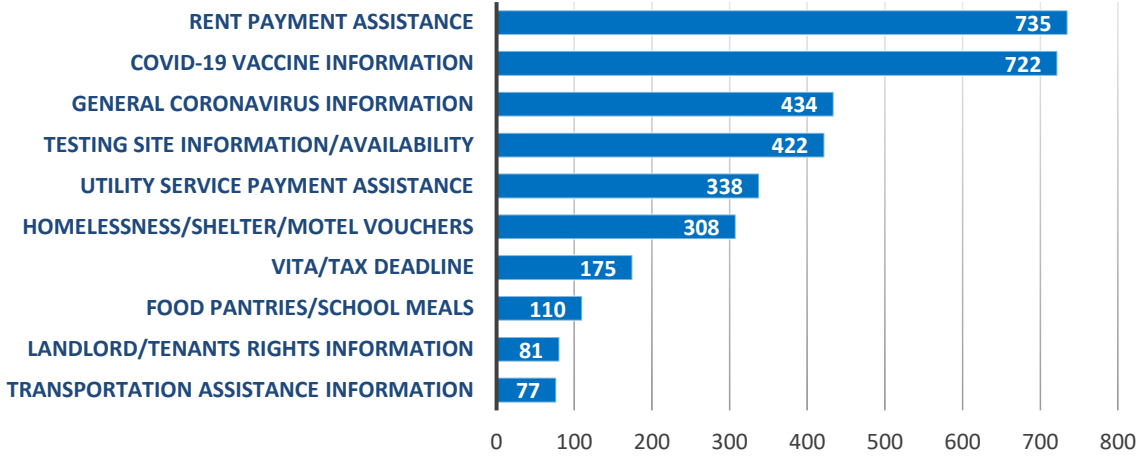
CLICK
to visit
211ventura.org



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

COVID-19 RELATED CALLS

TOP REASONS FOR CALL



TOP COVID-19 REFERRALS



RENT PAYMENT ASSISTANCE



VACCINE INFORMATION



EMERGENCY HOUSING/SHELTER

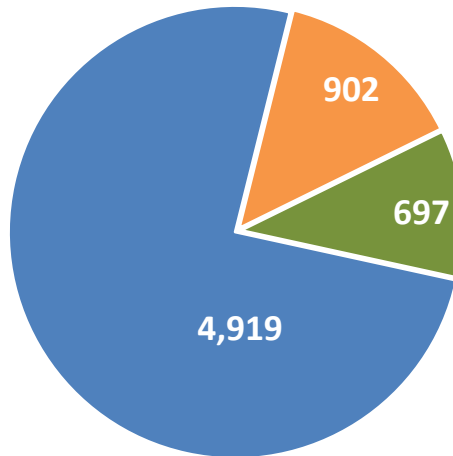


COVID-19 TESTING



UTILITY SERVICE PAYMENT ASSISTANCE

VENTURA COUNTY FOOD DELIVERIES



■ Caregivers/Fillmore Unified

■ VC Humane Society/VC Animal Services (Pet Food)

■ Salvation Army/Community Action of VC (Door Dash)

3,763 PUBLIC HEALTH RELATED CALLS

6,303 COVID-19 RELATED REFERRALS

279 COVID-19 UNIQUE AUTOMATED TEXT USERS