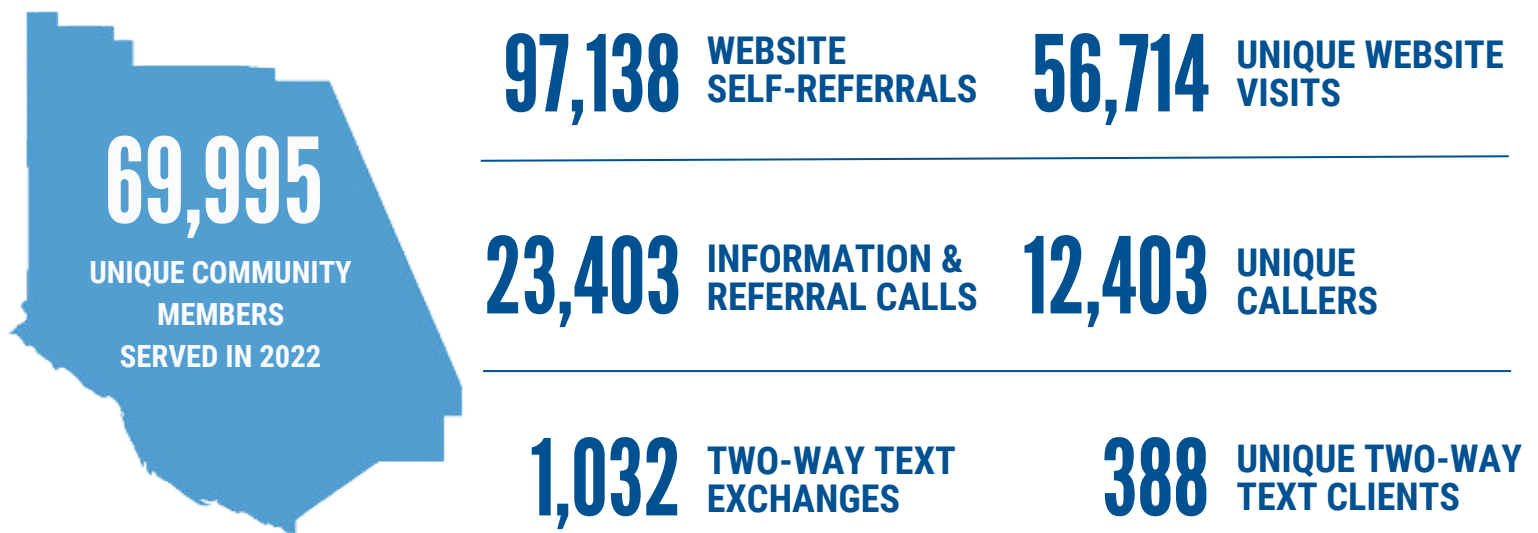


# 2023 ANNUAL REPORT

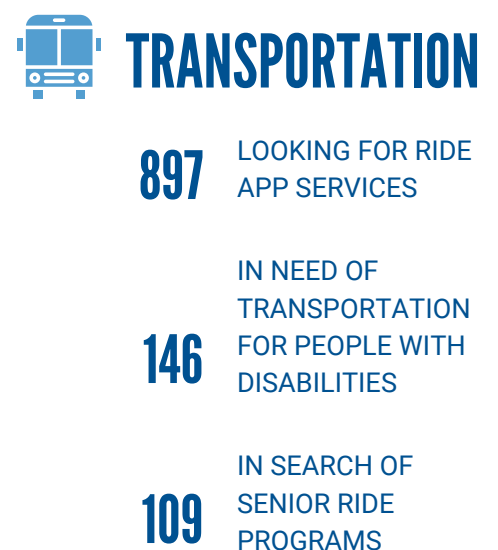


211 Ventura County, a program of Interface Children & Family Services, is a comprehensive information and referral service for Ventura County. We connect community members with information on over 2,000 health and human service resources.

In 2023, 69,995 unique Ventura County residents reached out to 211 via call, text or online search 121,573 times.



## TOP 3 CALLER-IDENTIFIED NEEDS

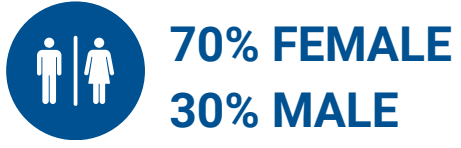


"211 is a critical part of our fabric of county's health and human services. Each year, 211 has over 100,000 interactions by phone, text, and their website, providing referrals to everything from housing, mental health, health care, utility payment assistance, food assistance and so much more." - Jeff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

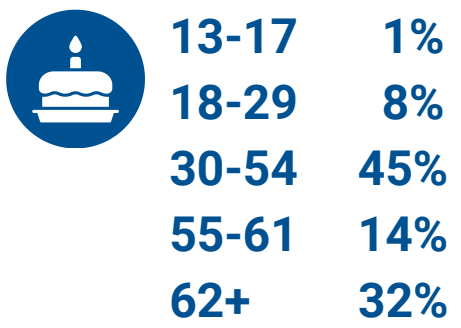
# 2023 ANNUAL REPORT



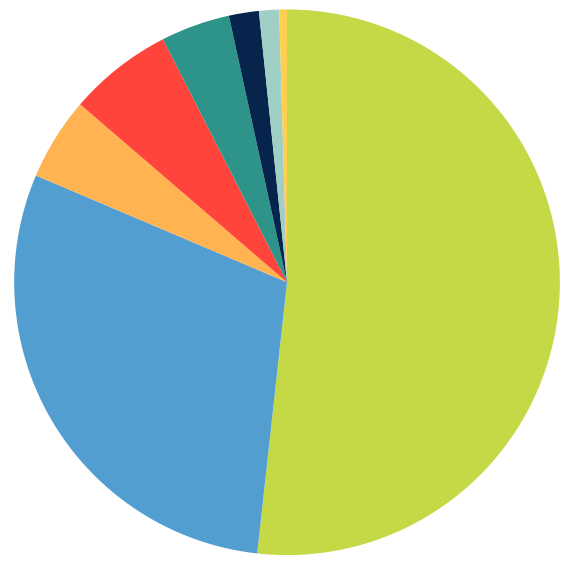
## DEMOGRAPHICS



## AGE OF CALLERS



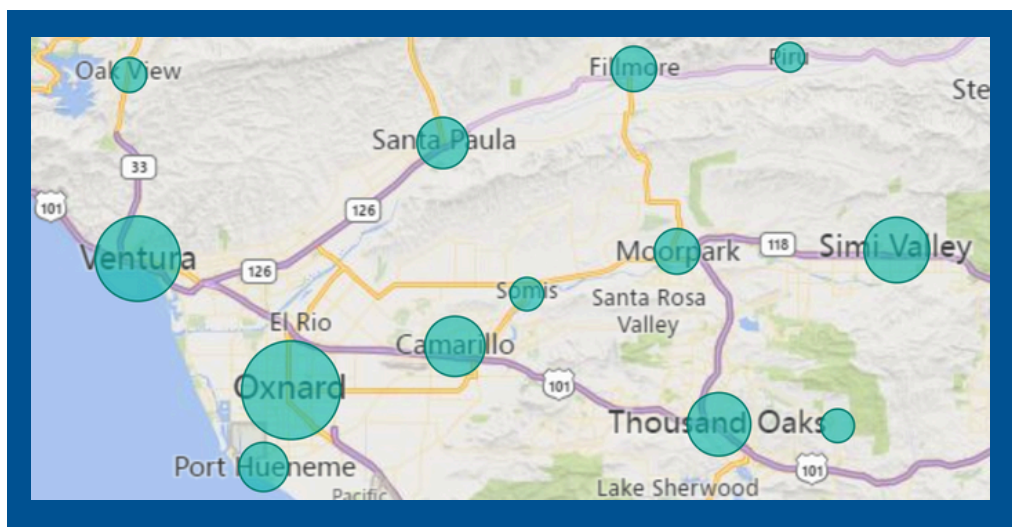
## ETHNICITY



- HISPANIC/LATINO 52%
- CAUCASIAN 30%
- AFRICAN AMERICAN/BLACK 5%
- OTHER 6%
- MULTI-ETHNIC 4%
- ASIAN 2%
- NATIVE AMERICAN 1%
- PACIFIC ISLANDER/NATIVE HAWAIIAN 1%

## CALLS BY CITY

OXNARD	32%
VENTURA	22%
SIMI VALLEY	10%
THOUSAND OAKS	7%
CAMARILLO	6%
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    The County of Ventura

THREE WAYS TO  
REACH 211VC:



**CALL 211**



**VISIT 211VENTURA.ORG**



**TEXT YOUR ZIP  
CODE TO 898-211**

## VENTURA COUNTY VERSUS HATE

In partnership with the California Department of Civil Rights for the statewide program California Versus Hate, Interface 211VC is launching our own campaign: Ventura County Versus Hate. This program works to increase systemic equality and fill social gaps by promoting services that treat individuals fairly and justly, regardless of their race, ethnicity, gender, sexual or gender identity, or culture.

According to Health Matters in VC, there was a 40% increase in hate crimes in Ventura County from 2020 to 2021.

As part of the program, 211VC has a specialized team trained to respond to reports of hate crimes committed across California. This team assesses the caller's safety, determines

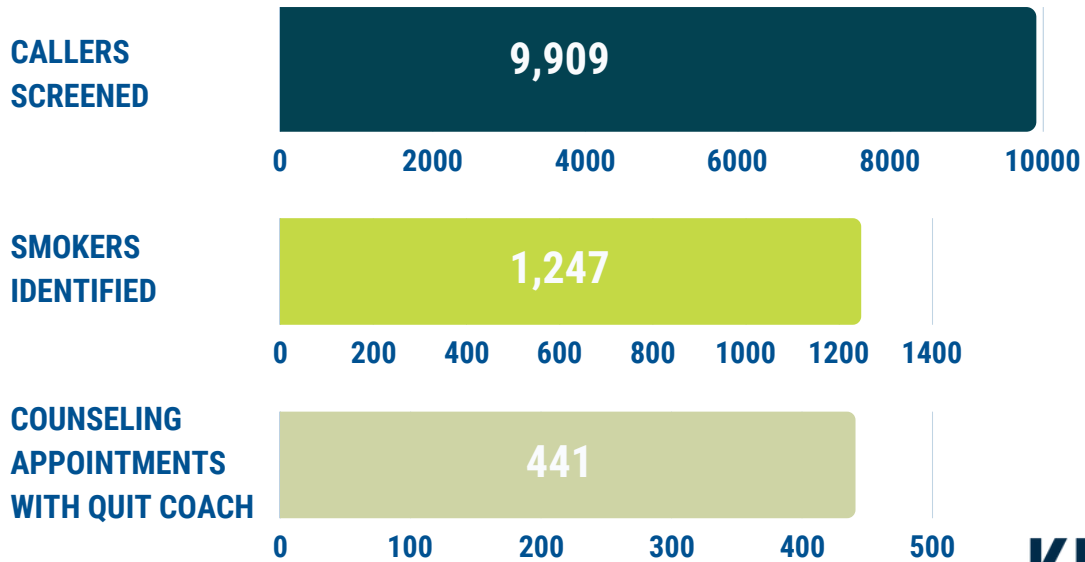
the need for emergency assistance, and provides connections to local resources for physical and mental health support. It will also assist callers in submitting reports and requests for legal assistance to the Department of Justice.

211VC is committed to raising awareness in the county about the program to promote Ventura County as a safe place for every community member by advocating to establish a Hate Crime Awareness Week. This will coincide with Pride Month and Juneteenth, which serves as a perfect conduit to help build awareness in racial, ethnic, and LGBTQA+ communities.

# HATE HAS NO HOME HERE

## KICK-IT CA

Smoking cessation counseling with CA Department of Public Health.



## 211 POWER OUTAGE CARE COORDINATION

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

