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

<table>
<thead>
<tr>
<th>Need</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing</td>
<td>4,423</td>
</tr>
<tr>
<td>Mental Health</td>
<td>2,060</td>
</tr>
<tr>
<td>Transportation</td>
<td>2,061</td>
</tr>
</tbody>
</table>

### Statistics

- **Website Self-Referrals:** 97,138
- **Unique Website Visits:** 56,714
- **Information & Referral Calls:** 23,403
- **Unique Callers:** 12,403
- **Two-Way Text Exchanges:** 1,032
- **Unique Two-Way Text Clients:** 388

"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

70% FEMALE
30% MALE

AGE OF CALLERS

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>13-17</td>
<td>1%</td>
</tr>
<tr>
<td>18-29</td>
<td>8%</td>
</tr>
<tr>
<td>30-54</td>
<td>45%</td>
</tr>
<tr>
<td>55-61</td>
<td>14%</td>
</tr>
<tr>
<td>62+</td>
<td>32%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>City</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>OXNARD</td>
<td>32%</td>
</tr>
<tr>
<td>VENTURA</td>
<td>22%</td>
</tr>
<tr>
<td>SIMI VALLEY</td>
<td>10%</td>
</tr>
<tr>
<td>THOUSAND OAKS</td>
<td>7%</td>
</tr>
<tr>
<td>CAMARILLO</td>
<td>6%</td>
</tr>
<tr>
<td>SANTA PAULA</td>
<td>3%</td>
</tr>
<tr>
<td>PORT HUENEME</td>
<td>3%</td>
</tr>
<tr>
<td>MOORPARK</td>
<td>2%</td>
</tr>
<tr>
<td>FILLMORE</td>
<td>2%</td>
</tr>
<tr>
<td>OJAI</td>
<td>1%</td>
</tr>
</tbody>
</table>

Interface 211
Ventura County is made possible by:

10 Cities of Ventura County
Southern California Edison
Ventura County Community Foundation (VCCF)
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 LGBTQ+ communities.

HATE HAS NO HOME HERE

FOR MORE INFORMATION ON THESE PROGRAMS, CALL 211 OR TEXT YOUR ZIP CODE TO 898-211.
KICK-IT CA
Smoking cessation counseling with CA Department of Public Health.

CALLERS SCREENED

9,909

SMOKERS IDENTIFIED

1,247

COUNSELING APPOINTMENTS WITH QUIT COACH

441

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

CLIENTS ASSISTED

890

SAFETY PLAN PACKAGES SENT OUT

804

MEDICAL BASELINE ENROLLMENTS

78

FOR MORE INFORMATION ON THESE PROGRAMS, CALL 211 OR TEXT YOUR ZIP CODE TO 898-211.