

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.



97,138 WEBSITE SELF-REFERRALS

56,714 UNIQUE WEBSITE VISITS

23,403 INFORMATION & REFERRAL CALLS

12,403 UNIQUE CALLERS

1,032 TWO-WAY TEXT EXCHANGES

388 UNIQUE TWO-WAY TEXT CLIENTS

TOP 3 VENTURA COUNTY CALLER-IDENTIFIED NEEDS

HOUSING

4,423 IN NEED OF SHELTER

2,060 IN NEED OF RENT PAYMENT ASSISTANCE

2,061 IN NEED OF LOW-INCOME HOUSING



MENTAL HEALTH

221 IN NEED OF GENERAL COUNSELING

236 IN NEED OF MENTAL HEALTH WARMLINE SUPPORT

153 IN NEED OF MENTAL HEALTH CRISIS HOTLINES



TRANSPORTATION

897 LOOKING FOR RIDE APP SERVICES

146 IN NEED OF TRANSPORTATION FOR PEOPLE WITH DISABILITIES

109 IN SEARCH OF SENIOR RIDE PROGRAMS

"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

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DEMOGRAPHICS



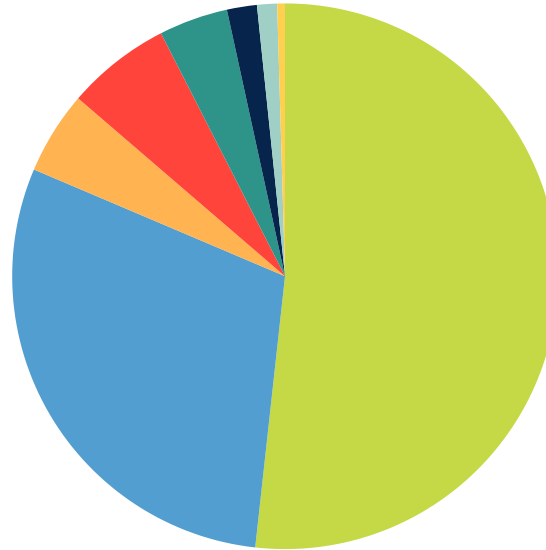
70% FEMALE
30% MALE

AGE OF CALLERS



13-17 **1%**
18-29 **8%**
30-54 **45%**
55-61 **14%**
62+ **32%**

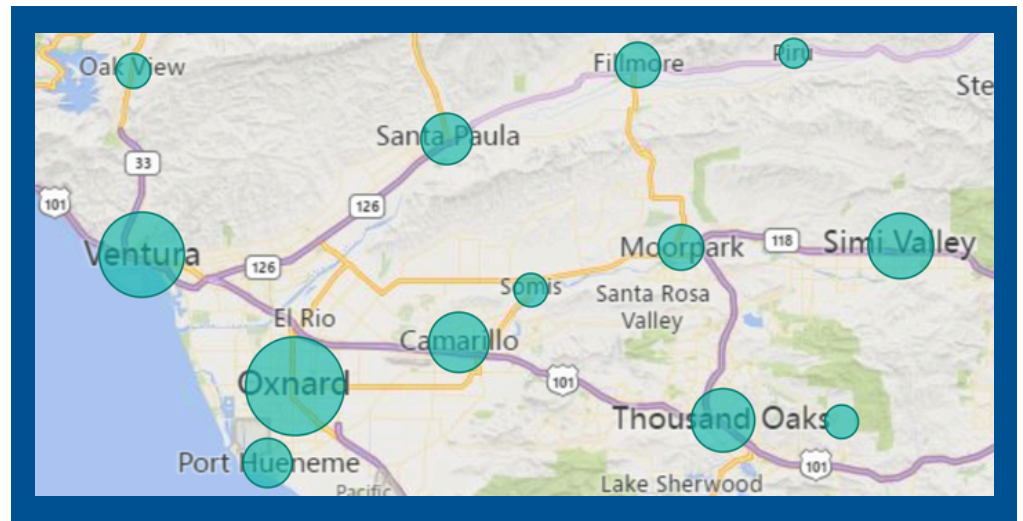
ETHNICITY



- **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 increases systemic equality and fills 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 reported 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.

CALL 211 TO REPORT A HATE CRIME

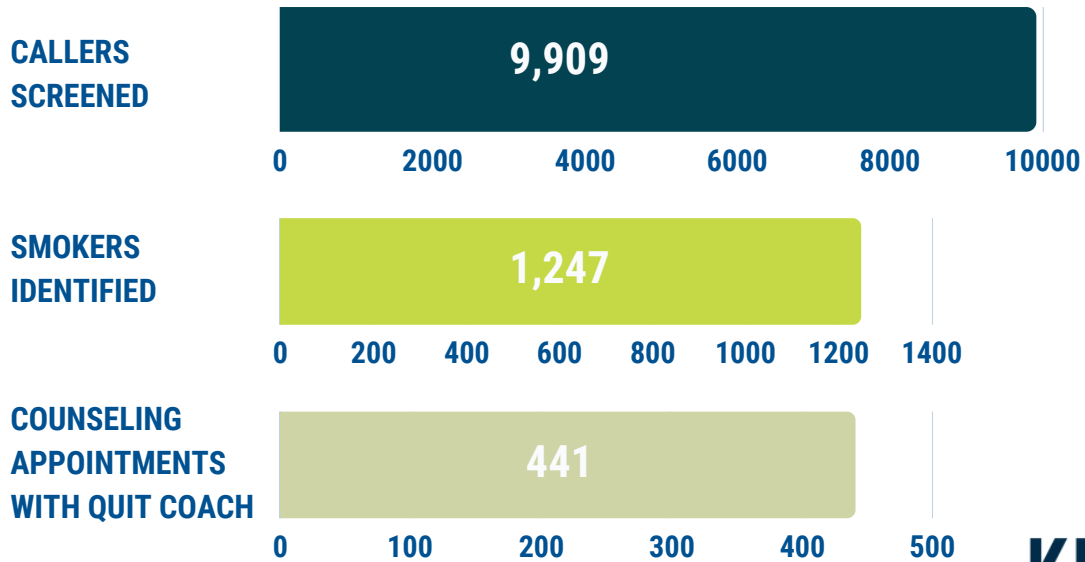
#VENTURAvsHATE



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.



211 POWER OUTAGE CARE COORDINATION

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

