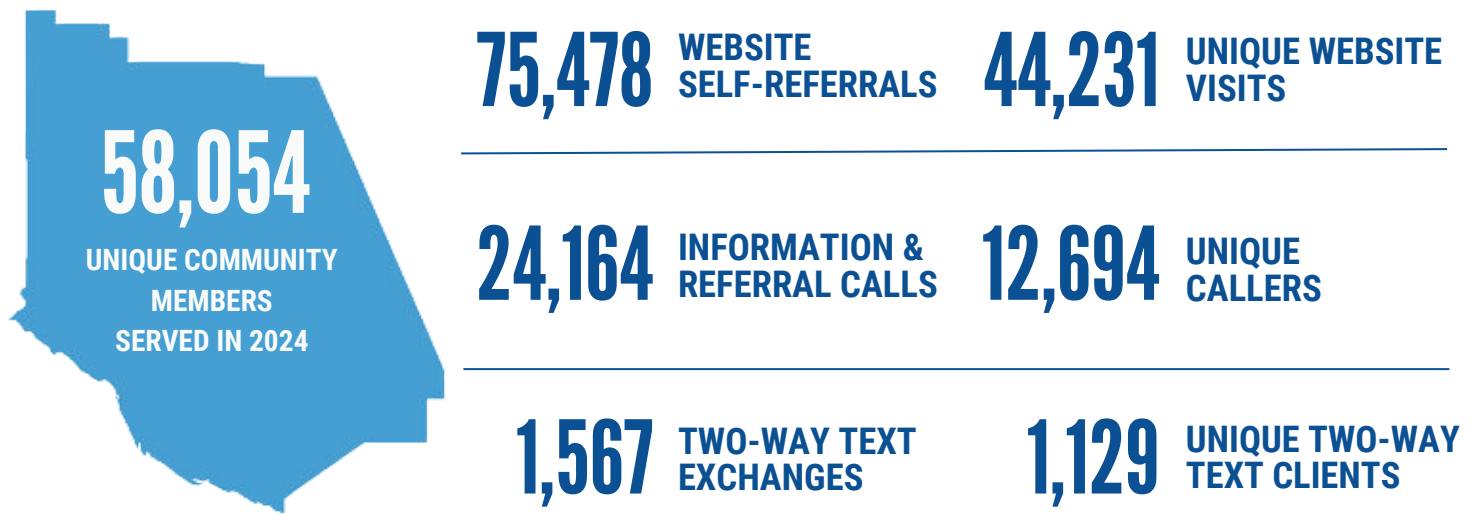


2024 ANNUAL REPORT

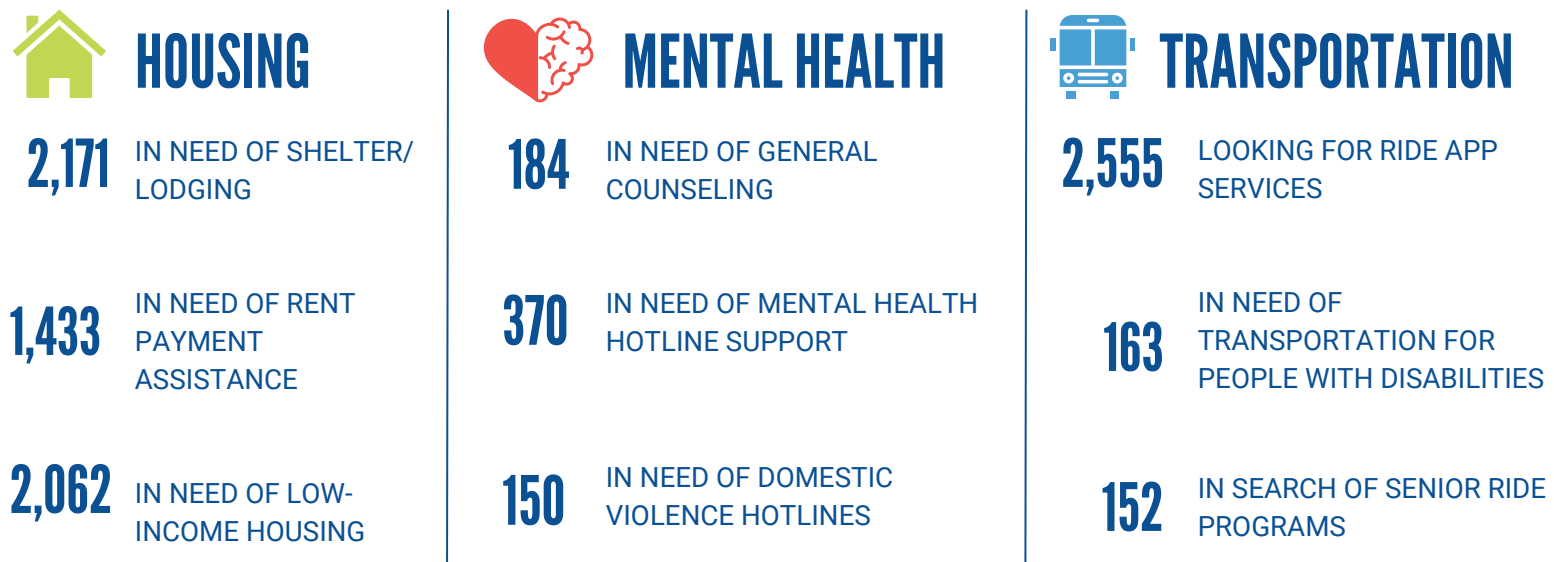


211 Ventura County, a program of Interface Children & Family Services, is a comprehensive information and referral service for Ventura County. We connect community members with information on over 2,000 health and human service resources.

In 2024, 58,054 unique Ventura County residents reached out to 211 via call, text, or online search 101,209 times.



TOP 3 CALLER-IDENTIFIED NEEDS



"I am truly honored to serve on the 211 California Board of Directors, representing Ventura County in the critical mission of ensuring that 211 remains a vital, impactful resource for all. For Ventura County residents, 211 has long been a trusted lifeline—whether during times of crisis, like the Mountain Fire or the recent pandemic, or in moments of personal hardship when assistance is needed to rebuild and move forward. 211 is more than just a service; it is a safety net, offering compassionate support and ensuring that every individual has access to the resources they need to navigate difficult times with dignity."

- Kelly Long, Supervisor 3rd District, County of Ventura

2024 ANNUAL REPORT

INTERFACE

2.1.1

of Ventura County

DEMOGRAPHICS



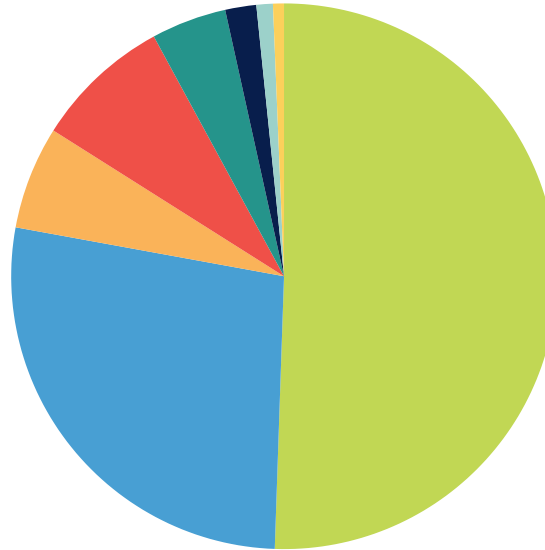
70% FEMALE
30% MALE

AGE OF CALLERS



13-17	1%
18-29	14%
30-54	47%
55-61	13%
62+	25%

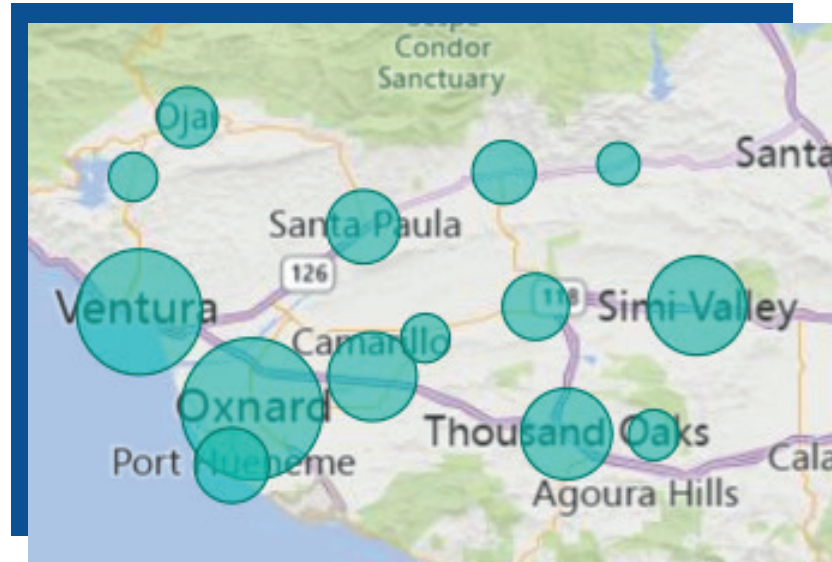
ETHNICITY



- HISPANIC/LATINO 50%**
- CAUCASIAN 27%**
- AFRICAN AMERICAN/BLACK 6%**
- OTHER 8%**
- MULTI-ETHNIC 4%**
- ASIAN 2%**
- NATIVE AMERICAN 1%**
- PACIFIC ISLANDER/NATIVE HAWAIIAN 1%**

CALLS BY CITY

OXNARD	35%
VENTURA	24%
SIMI VALLEY	11%
THOUSAND OAKS	9%
CAMARILLO	8%
SANTA PAULA	4%
PORT HUENEME	4%
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



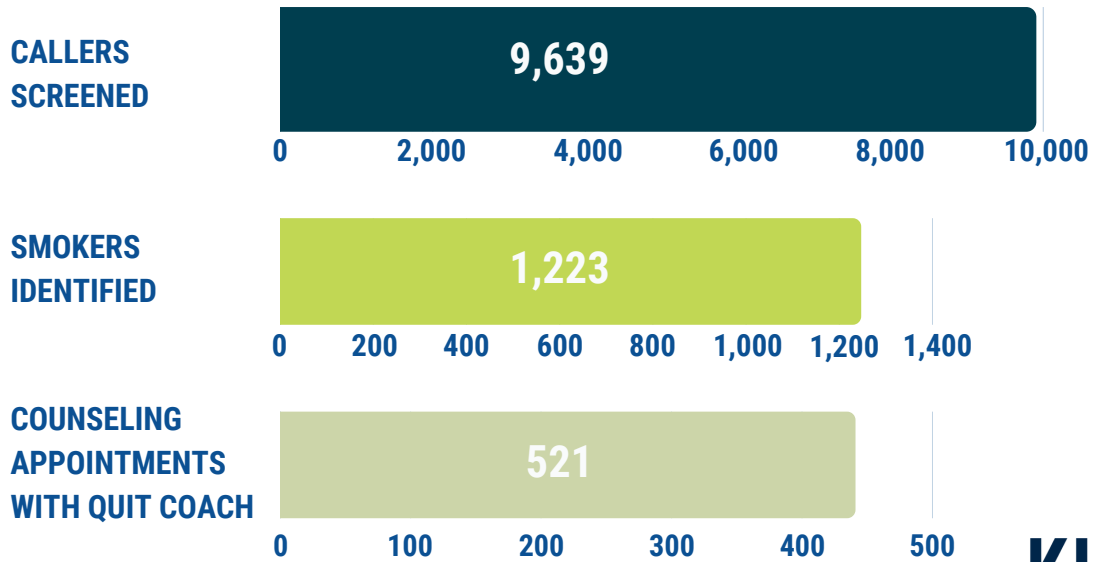
VISIT 211VENTURA.ORG



TEXT YOUR ZIP
CODE TO 898-211

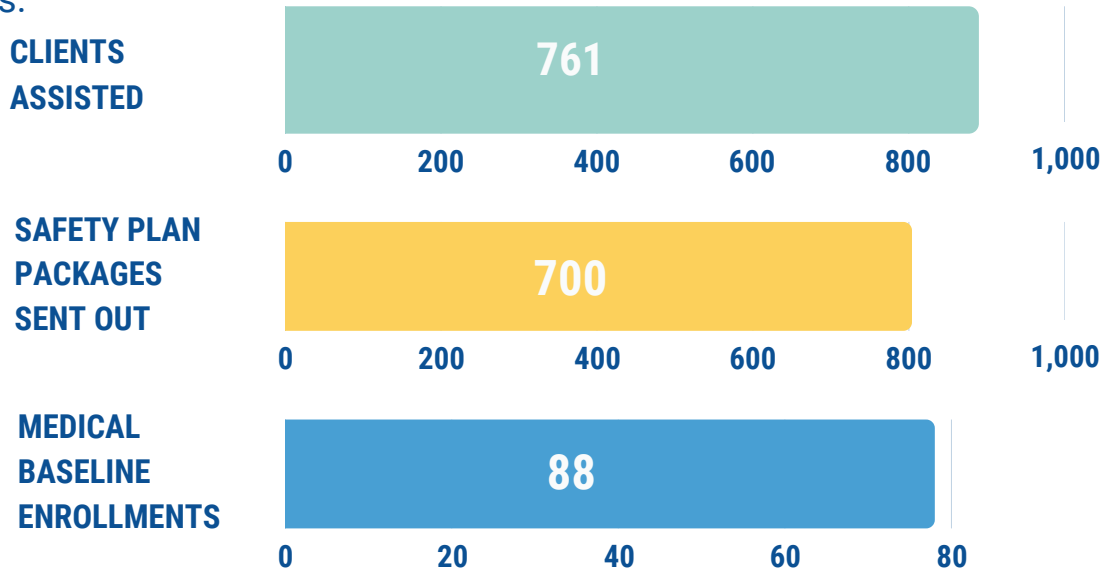
KICK-IT CA

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.





VENTURA COUNTY VERSUS HATE

Ventura County Versus Hate is 211's anti-hate program in collaboration with the California Department of Civil Rights and inspired by the statewide initiative California Versus Hate. This exciting program is dedicated to fostering systemic equality and bridging social divides by championing services that uphold fairness and justice, irrespective of one's race, ethnicity, gender, sexual orientation, or cultural background.

As part of the program, 211VC has assembled a dedicated team trained to swiftly respond to reports of hate crimes across California. This specialized unit prioritizes the safety of callers, assesses the need for emergency assistance, and facilitates connections to local resources for both physical and mental health support. The team assists callers in navigating the process of reporting incidents and seeking legal aid from the Department of Justice and local law enforcement.

Teaming up with influential organizations such as Diversity Collective, the District Attorney's Office, and the California Department of Civil Rights, Interface 211VC is significantly impacting vulnerable communities in the county. These esteemed partners are at the forefront of advocating for the rights and safety of ethnic and racial minorities as well as the LGBTQIA+ community. Their involvement is instrumental in spreading awareness throughout the community and reinforcing Ventura County as a welcoming and inclusive haven for all.

In 2024, we provided comprehensive case management to 143 individuals who were victims of hate, guiding them through the reporting process, helping them identify their needs, and connecting them with critical resources. Through advocacy and collaboration with local partners, we facilitated access to legal aid, mental health services, and more, ensuring they received the assistance needed to move forward.

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

