



# 2-1-1 Ventura County Annual Community Report

January - December 2010



*2-1-1 Ventura is a program of Interface Children & Family Services in partnership with United Way of Ventura County and First 5 Ventura County.*



## Did you know...

- ***2-1-1 Ventura County helped over 19,000 Ventura County residents in 2010 and provided over 33,000 referrals to community service providers.***
- *2-1-1 Ventura County provides free, 24/7 access to information about community services.*
- ***99% of 2-1-1 callers would recommend the 2-1-1 Ventura County service to a friend or family member.***
- *The average wait time to reach a 2-1-1 Call Specialist in 2010 was only 41 seconds.*
- ***The 2-1-1 Ventura County resource database includes just under 700 agencies and over 1,500 programs.***
- *Over 80% of 2-1-1 Ventura Call Specialists are bilingual (English/Spanish) and 2-1-1 is able to help callers in over 150 languages through tele-interpretation services.*
- ***When the 2-1-1 Ventura County service launched on Feb. 11, 2005, it was the first active 2-1-1 service in California.***
- *Nationally, 2-1-1 service is available to 80% of the U.S. population, with 240 active 2-1-1 call centers in 46 states.*
- ***In California, nearly 90% of the population is covered, including all counties adjoining Ventura County.***



# Focus areas in 2010

## **CalFresh Outreach**

2-1-1 callers are often facing financial hardship, but are unaware of services and benefits that may be able to assist them. According to the California Food Policy Advocates, there are over 40,000 Ventura County residents who are eligible for CalFresh (formerly Food Stamps) benefits, but who are not participating in the program. 2-1-1 provides outreach about potentially beneficial programs, including the CalFresh program.

## **Bridging the Digital Divide**

2-1-1 providers across the state have partnered with the California Emerging Technology Fund to connect callers with resources to help underserved community members bridge the digital divide. 2-1-1 Ventura County is proud to be part of this effort.

## **Statewide Leadership**

2-1-1 Ventura County leadership has also been active in developing the statewide 2-1-1 network. Interface Executive Director, Erik Sternad, and United Way of Ventura County CEO/President Dave Smith both sit on the 2-1-1 California Board of Directors and Erik Sternad co-chairs the 2-1-1 California committee working toward greater coordination of 2-1-1 technology and information.

## **Building Quality Every Day**

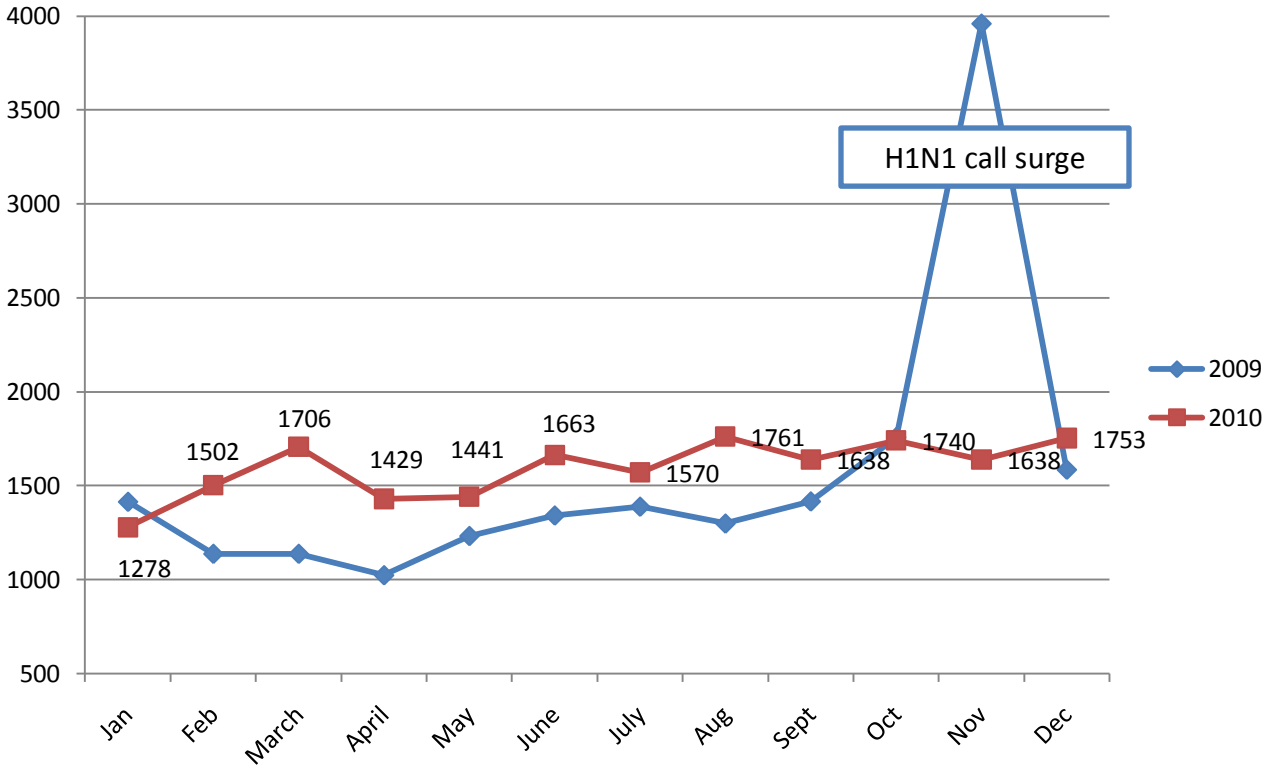
Ongoing service development and quality assurance, including call monitoring and continuous updates to the 2-1-1 Ventura County resource database, are key components of our commitment to quality. These efforts are focused on improving the quality of the information and service provided by 2-1-1 to Ventura County residents each day.



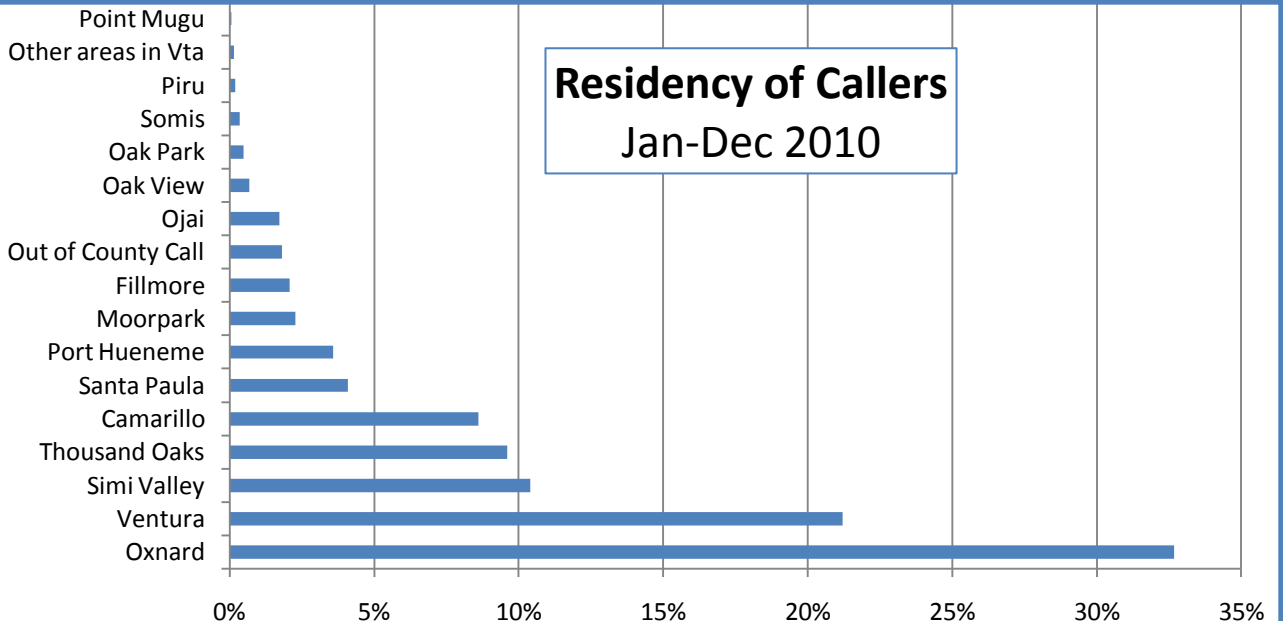
## 10% Increase in Calls in 2010

Excluding the November 2009 H1N1 call surge, 2-1-1 Ventura County received 10% more requests for assistance in 2010 than in 2009.

### # Information & Referral Calls



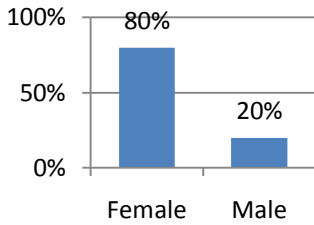
### Residency of Callers Jan-Dec 2010



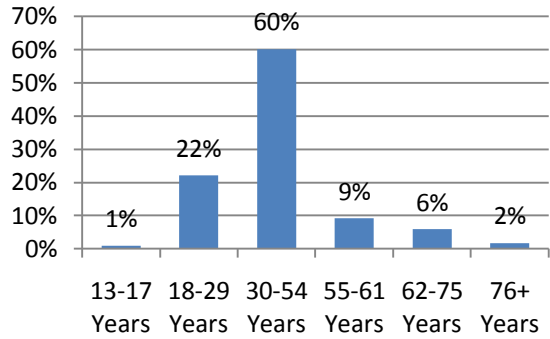


# Caller Profile

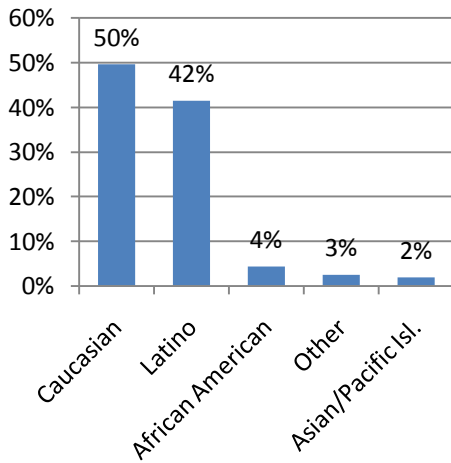
## Caller Gender



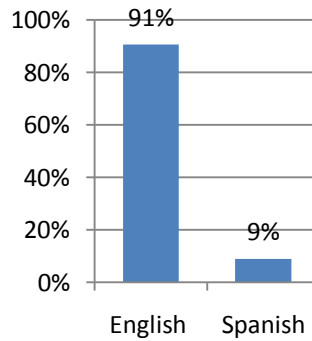
## Caller Age



## Caller Ethnicity

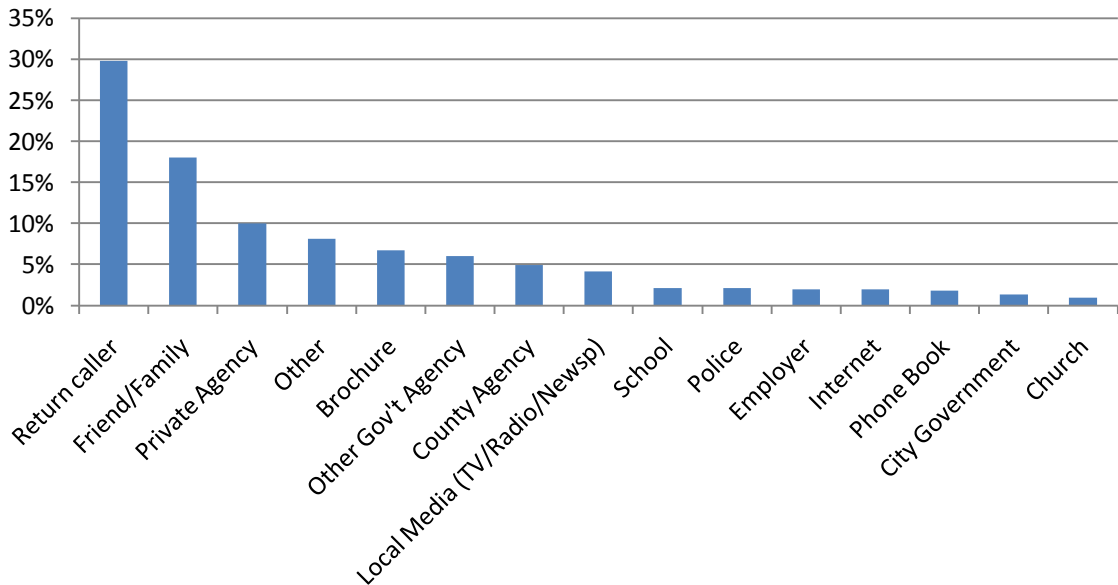


## Language of Call



**Other Languages:**  
 Vietnamese  
 Mandarin  
 Farsi  
 Korean  
 Russian  
 Tagalog  
 Cantonese  
 Punjabi

## How callers heard about 2-1-1 in 2010

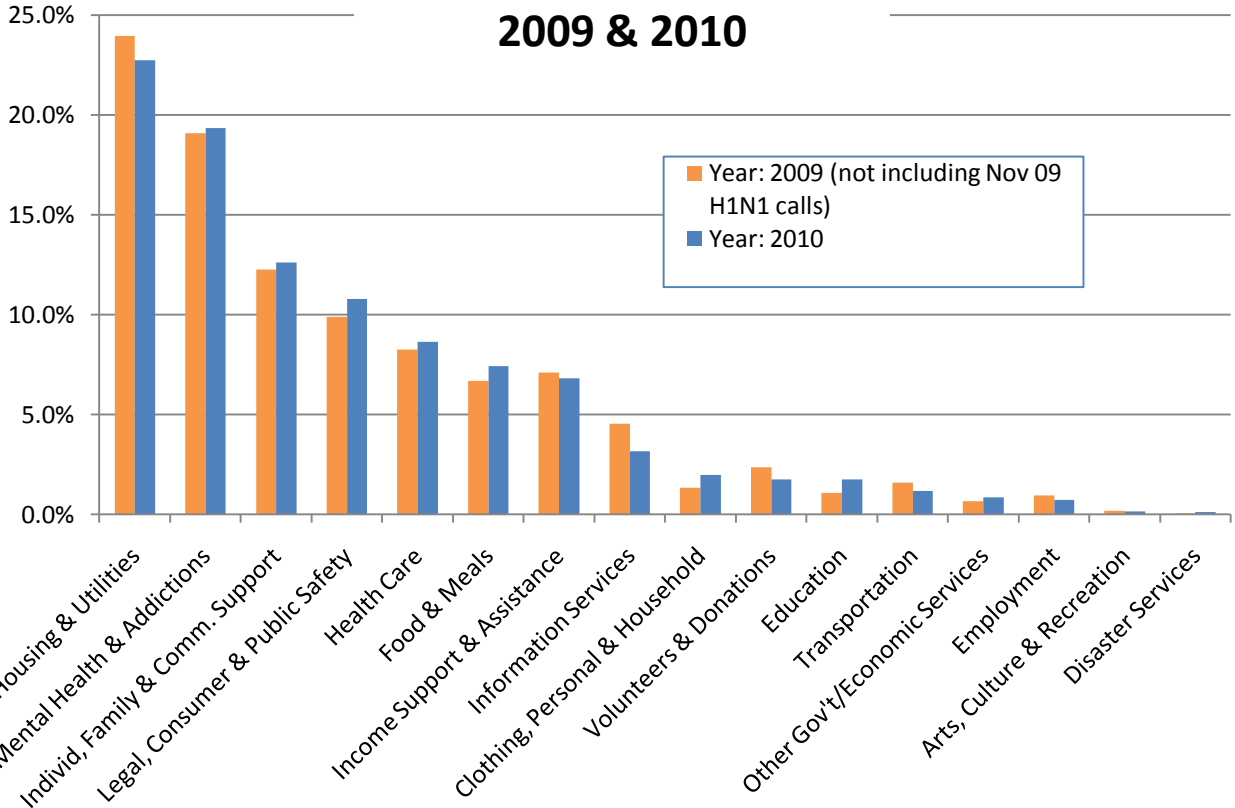




# Caller Needs

While 2-1-1 provides information across a wide range of services, the most common requests from callers are for basic need services, including housing and food. The second most frequent requests involve the need for mental health and addictions services.

**Category of Caller Need(s)  
2009 & 2010**



**Categories of Need**

<p><b>Arts, Culture, Recreation:</b> After school programs, park &amp; recreation, etc</p>	<p><b>Income Support &amp; Assistance:</b> Medi-Cal, Medicare, unemployment benefits, tax preparation assistance, credit counseling, etc</p>
<p><b>Clothing, Personal &amp; Household:</b> Clothing, diapers, household goods, etc</p>	<p><b>Individual and Family Life:</b> In home supportive services, parent ed, support groups, child care, etc</p>
<p><b>Disaster Services:</b> Cooling centers, disaster services, etc</p>	<p><b>Information Services:</b> Libraries, referrals to out-of county 2-1-1s, etc</p>
<p><b>Education:</b> Schools, school readiness, preschools, First 5 NfLs, etc</p>	<p><b>Legal, Consumer &amp; Public Safety:</b> Legal assistance, law enforcement, courts, etc</p>
<p><b>Employment:</b> Training and employment services</p>	<p><b>Mental Health &amp; Addictions:</b> Counseling, suicide hotlines, substance abuse services, etc</p>
<p><b>Food &amp; Meals:</b> Food pantries, meals, Food Stamp benefits, etc</p>	<p><b>Other Governmental/Economic Services:</b> Organizational development, voter registration, etc</p>
<p><b>Health Care:</b> Community clinics, immunizations, prescription expense assistance, etc</p>	<p><b>Transportation:</b> Public transportation, bus vouchers, etc</p>
<p><b>Housing &amp; Utilities:</b> Housing, shelter (inc. DV), rent/utility assistance, etc</p>	<p><b>Volunteer &amp; Donation:</b> Volunteer opportunities, donation opportunities, etc</p>



# Help in Hard Times

## ***Making that right connection...***

A woman in Fillmore called 2-1-1 for rental assistance. She explained that she receives housing assistance and had just passed her annual housing inspection when she received a notice from the bank that the home was in foreclosure and she needed to vacate. She was confused about her options with housing and whether her housing assistance would transfer to another home. During a follow up call the caller shared that the Homeless Prevention and Rapid Re-housing program through the Human Services Agency is helping her relocate and will help her with her deposit and rental assistance. The caller thanked 2-1-1 for being helpful and patient when she called for assistance.

## ***Spreading the word...***

A Simi Valley caller in his 40s contacted 2-1-1 and explained that he was in need of two root canals. He went to dental groups he was referred to by his doctor (through Medi-Cal) to get estimates but was quoted over \$1,000 per tooth. He explained that he receives SSI, but between living expenses and miscellaneous costs related to cancer treatments (including a previous bone marrow transplant), he does not have enough income to cover the root canal costs. He was referred to services that could help with the needed dental work.

During a follow-up call 2-1-1 learned that the caller was able to connect with sliding scale dental services that only charged for \$85 (based on his income) for the root canals. He was very pleased with his referrals and the consideration that the 2-1-1 Call Specialist had given him. He has referred friends in his cancer support group to 2-1-1 since his initial call.

## ***Finding inspiration and giving back...***

A mother of four children between the ages of 2 and 9 in Oxnard called 2-1-1 during the holidays looking for Christmas baskets or gifts. She shared that her husband is disabled and the family could use some extra help over the holiday. The caller was offered referrals for gifts and holiday meals and connected her with her local Neighborhood for Learning. During a follow up call, the caller explained that while the list for gifts had been full when she called, she was looking forward to the holiday meal and would be assisting at the meal as well as attending. She shared that, while she had not initially planned to attend a holiday meal service, she felt that the sharing spirit of the event was helping her family remember the importance of being together and the true spirit of the holiday. She thanked 2-1-1 for helping her find this resource and an opportunity to serve.



**2-1-1 is free, confidential & available 24/7.**

**Call or visit online at [www.211ventura.org](http://www.211ventura.org).**

**Email resource updates and requests for outreach material to [211@icfs.org](mailto:211@icfs.org).**

**2-1-1 Ventura County is a program of Interface Children & Family Services in partnership with United Way of Ventura County and First 5 Ventura County and is possible through additional support from:**

County of Ventura  
County of Ventura Health Care Agency  
County of Ventura Human Services Agency  
City of Oxnard  
City of Ventura  
City of Simi Valley  
City of Port Hueneme  
City of Camarillo  
City of Moorpark  
City of Ojai