



## 2-1-1 Ventura County Quarterly Report October 2010 – December 2010



### 2-1-1 Updates:

❖ Join United Way, First 5, and Interface Children & Family Services on 2/10/11 as we celebrate the 6th Anniversary of 2-1-1 in Ventura County!

✓ Register for the anniversary breakfast event online at: <https://www.vcunitedway.org/News/Events.aspx?EventID=71>

❖ As we head into tax season, keep in mind that 2-1-1 can provide locations of free tax preparation assistance sites around the county.

❖ 2-1-1 informational posters will be available starting in February. Email [211@icfs.org](mailto:211@icfs.org) if you would be interested in receiving posters or outreach cards to spread the word about 2-1-1 at your office.

**2-1-1 Caller Story:** A mother of four children (ages 2, 4, 5 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.

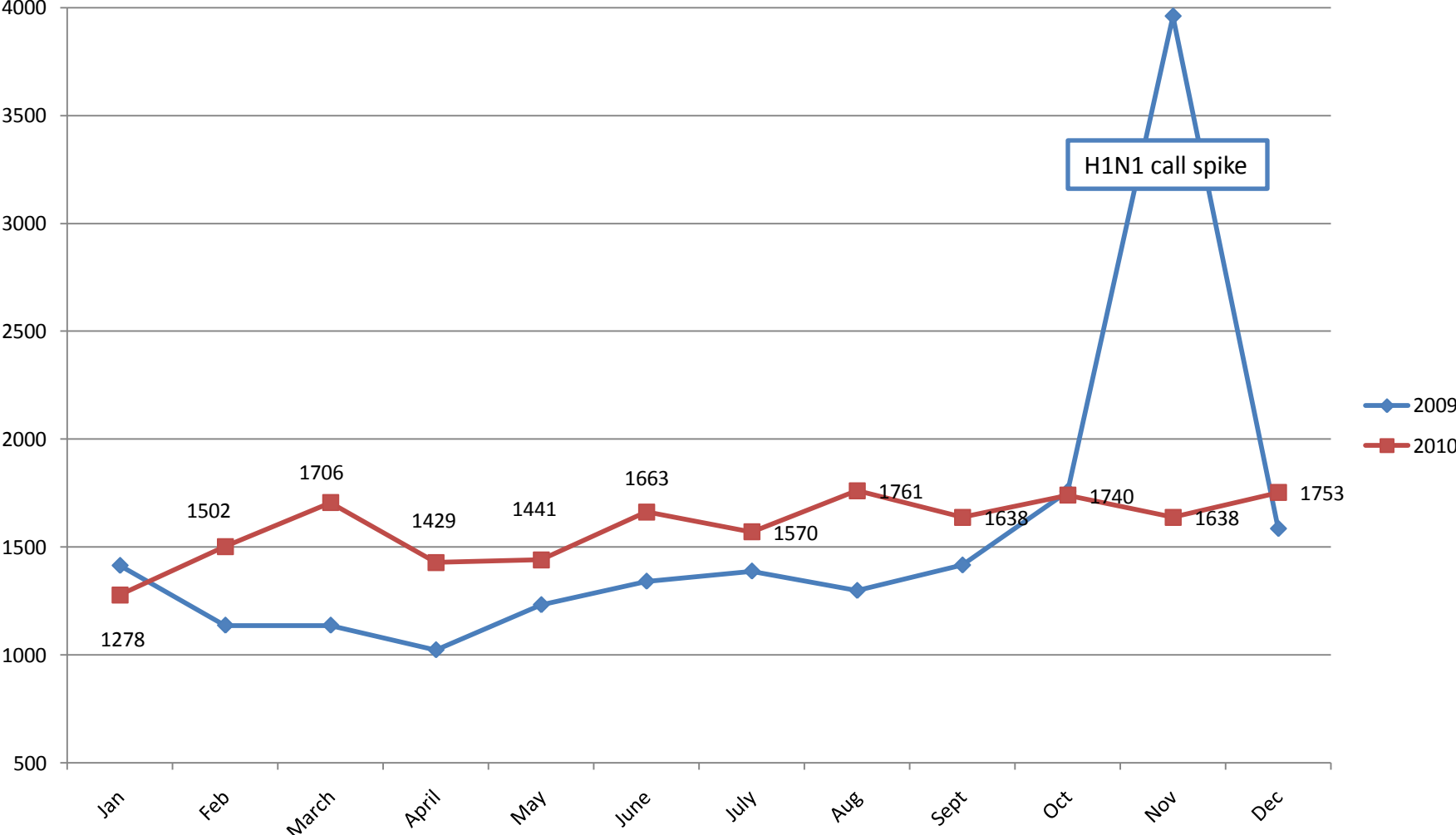
**2-1-1 Ventura County is a program of Interface Children & Family Services in partnership with United Way of Ventura County and First 5 and is possible through additional support from:**

County of Ventura  
County of Ventura Health Care Agency  
County of Ventura Human Services Agency

Cities of:  
Camarillo, Ventura, Oxnard,  
Simi Valley, Port Hueneme, Moorpark and Ojai  
& the Joseph Stanley Leeds Foundation

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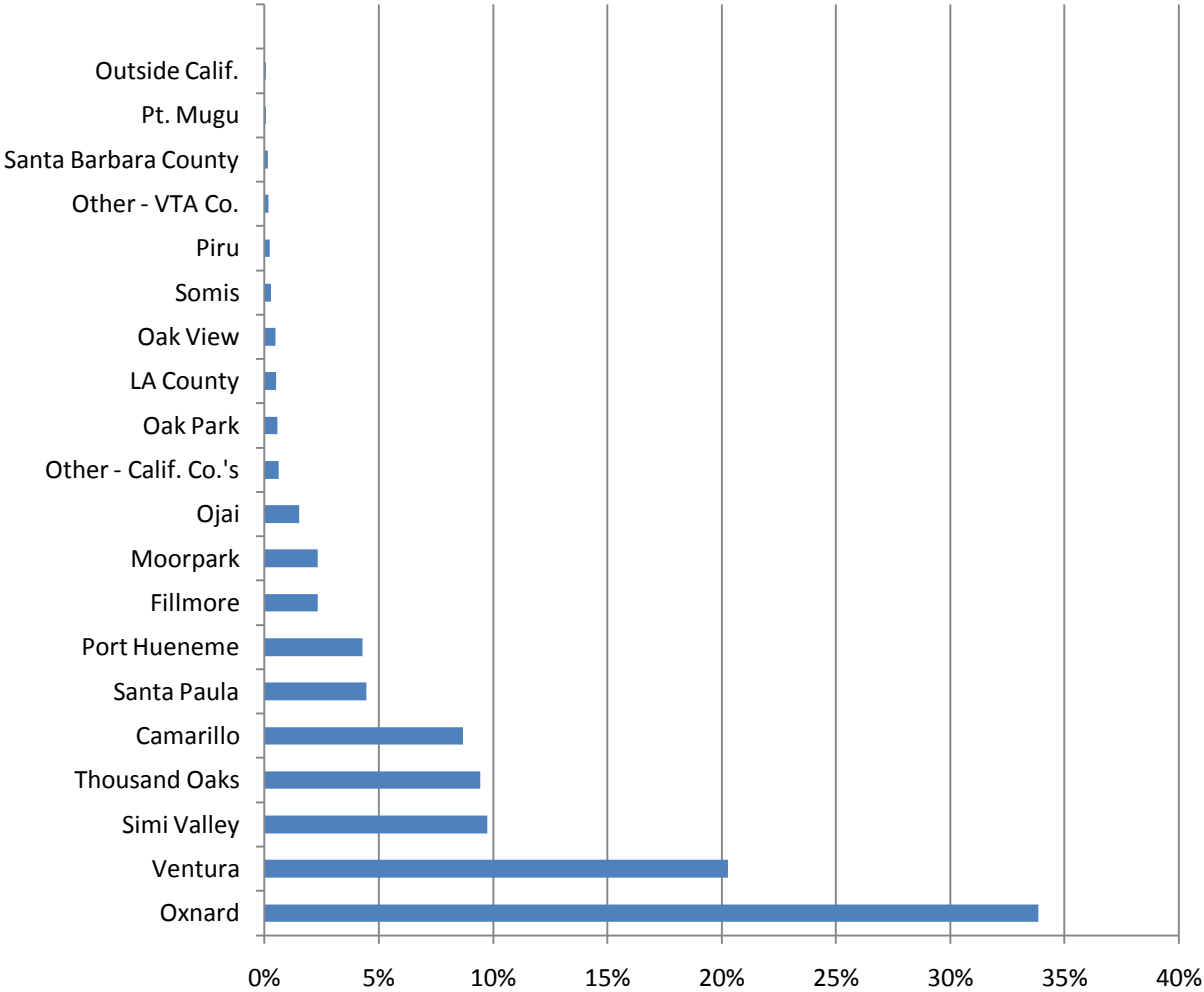
## # Information & Referral Calls



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## City Data

### Calls by City During Quarter

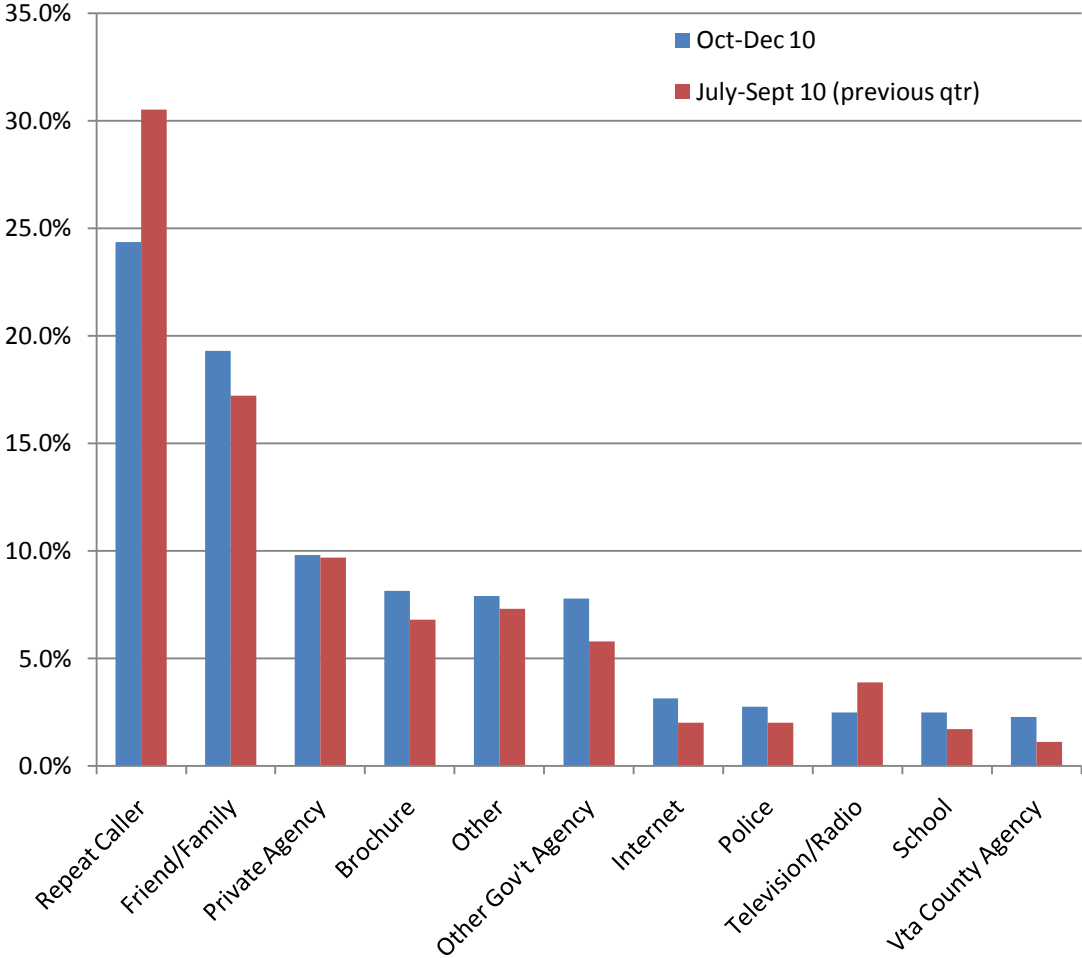


*\*Thousand Oaks figure includes Westlake Village and Newbury Park callers.*

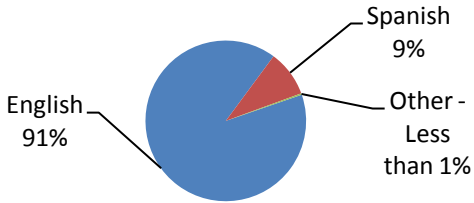
City	City pop as % of County pop
Oxnard	22.2%
Thousand Oaks*	15.6%
Simi Valley	15.5%
Ventura	13.4%
Camarillo	8.0%
Moorpark	3.9%
Santa Paula	3.6%
Port Hueneme	3.0%
Fillmore	1.7%
Ojai	1.0%
Oak View	0.5%
Oak Park	0.3%
Piru	0.2%

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## Top Ways Callers Heard about 2-1-1



### Call Language

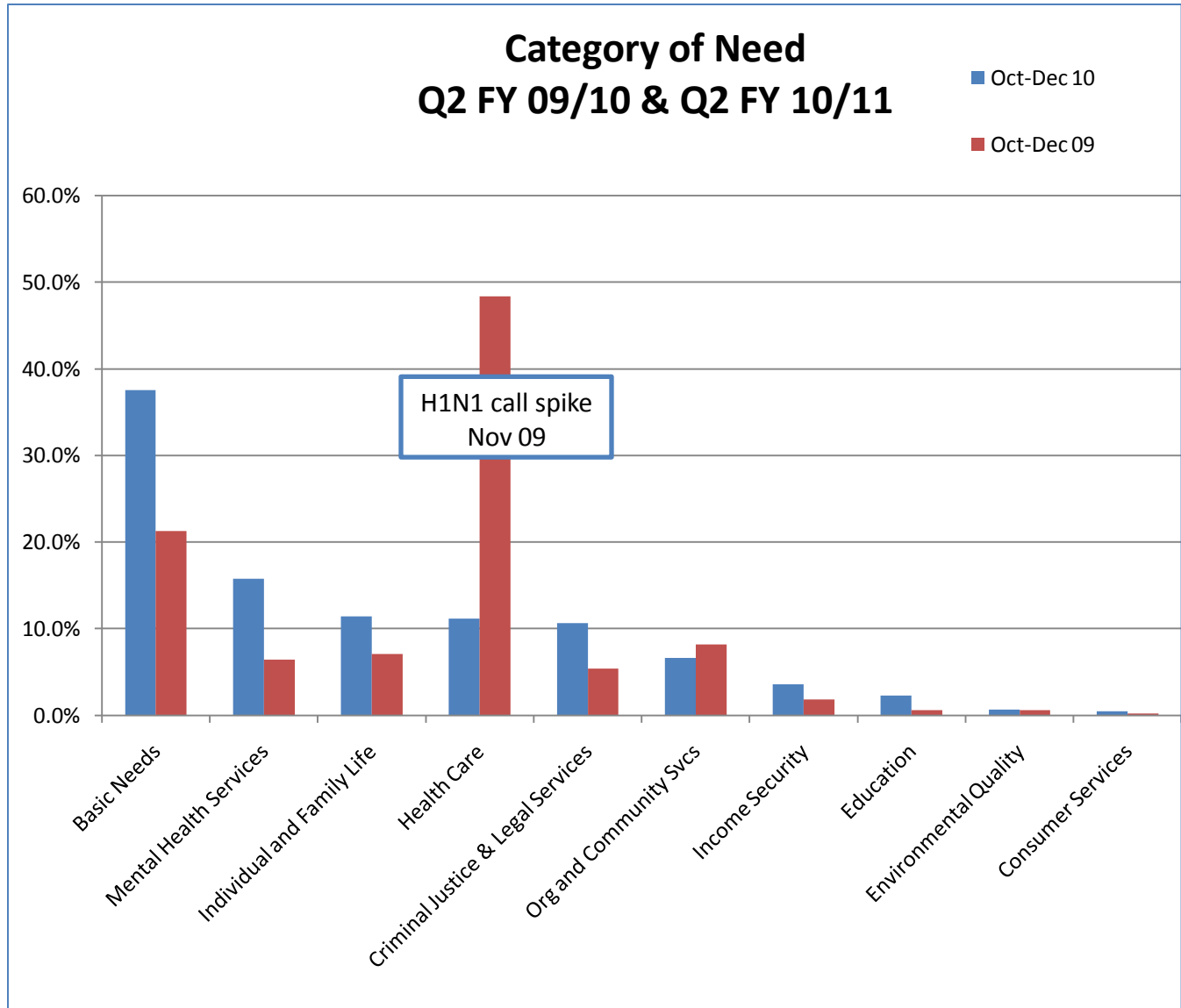


### 'Other' Languages:

- Korean: 1 caller
- Mandarin: 2 callers
- Russian: 1 caller
- Vietnamese: 4 callers

## 2-1-1 Ventura County Quarterly Report Caller Needs

Category Overview
<b>Basic Needs:</b> food, shelter, etc
<b>Consumer Services:</b> credit counseling, licenses, etc
<b>Criminal Justice &amp; Legal Services:</b> courts, legal assistance, law enforcement, etc
<b>Education:</b> schools, First 5, etc
<b>Environmental Quality:</b> animal services, environmental protection, etc
<b>Health Care:</b> medical/dental clinics, substance abuse svcs, etc
<b>Income Security:</b> Food Stamps, Social Security, Employment Svcs, etc
<b>Individual and Family Life:</b> in home supportive services, parent ed, support groups, etc
<b>Mental Health Care and Counseling:</b> counseling, suicide hotlines, crisis intervention, etc
<b>Organizational and Community Services:</b> donations, volunteer opportunities, senior centers, etc



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## Caller Needs

**Top 15 Specific Needs**

