



## 2-1-1 Ventura County Quarterly Report April 2011 – June 2011



### HIGHLIGHTS FROM THE QUARTER

- ❖ During this quarter, outreach and education about the CalFresh program (formerly known as Food Stamps) was conducted with over **3,000** callers facing financial hardship and over **396** callers took the first step improving their long term food security by learning about a CalFresh application site near them.
- ❖ 2-1-1 Ventura County was proud to present services available through 2-1-1 to for-profit and nonprofit stakeholders during the Recovery After Foreclosure Conference organized by Congresswoman Lois Capps' office in April.

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A man called 2-1-1 this quarter looking for help after his family lost all of their belongings in a house fire. The caller was unemployed and has two small children. He explained that his family had been living in a motel for a few days, but needed to find help as soon as possible. The 2-1-1 Call Specialist he spoke with was able to provide options for material items, food and shelter. During a follow up call, the man shared that Red Cross had helped make it possible for the family to move into a new home and they had been able to get assistance with clothing through another 2-1-1 referral. Now that the family's situation is becoming more secure, he is also considering the other options provided by 2-1-1 and was grateful for the assistance.

**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

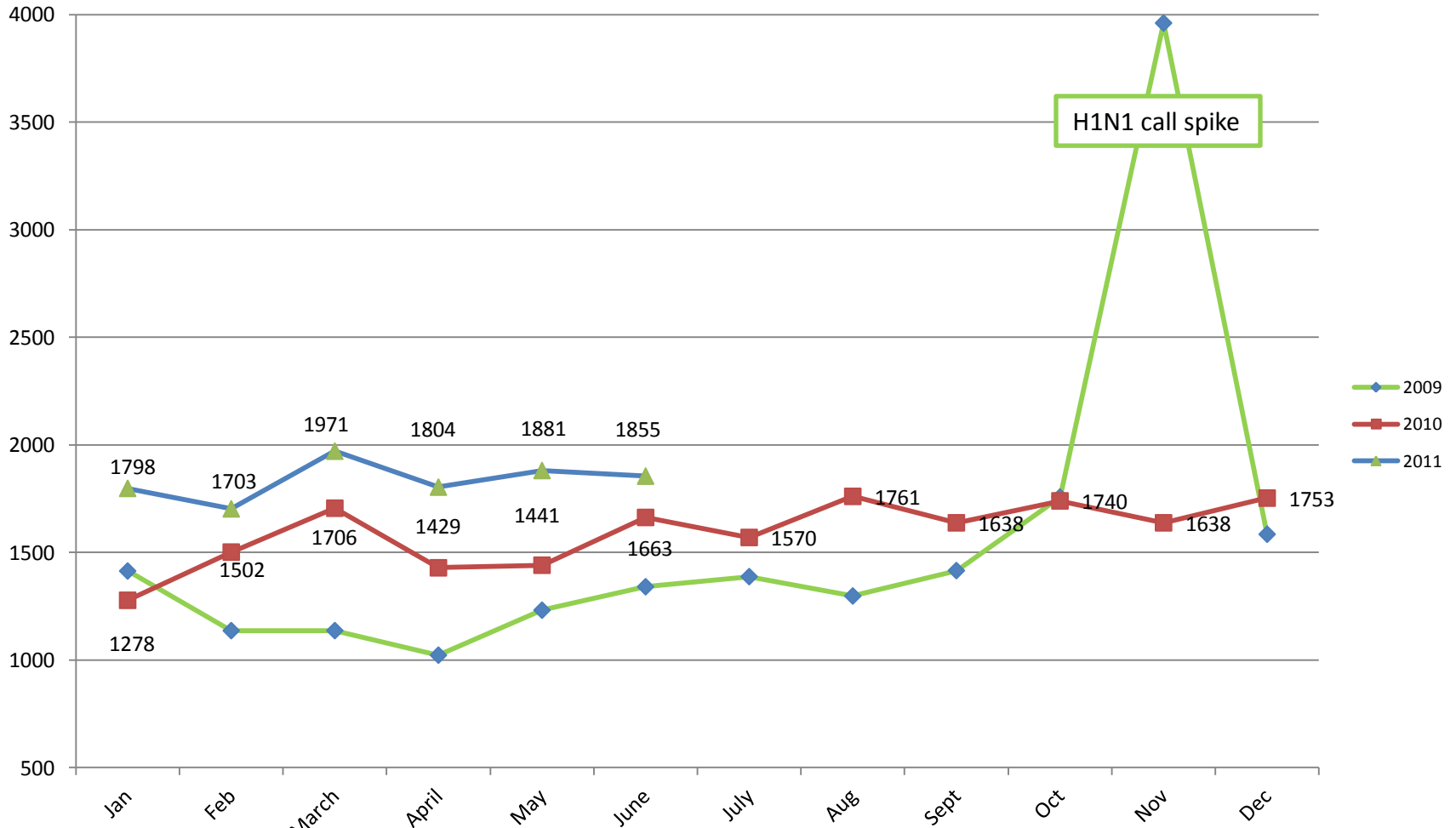
Cities of:  
Camarillo, Ventura, Oxnard,  
Simi Valley, Port Hueneme, Moorpark and Ojai



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## # Information & Referral Calls

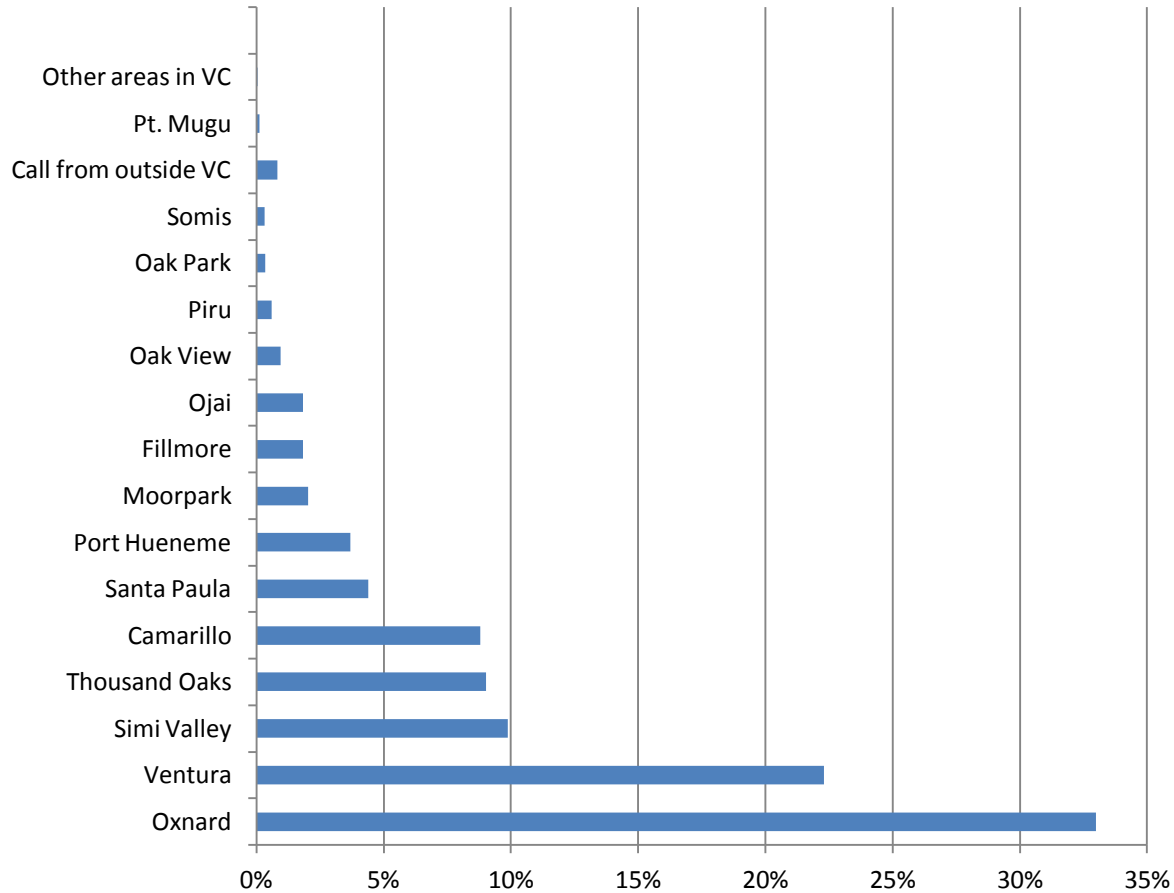




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### Calls by City/Area During Quarter



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%

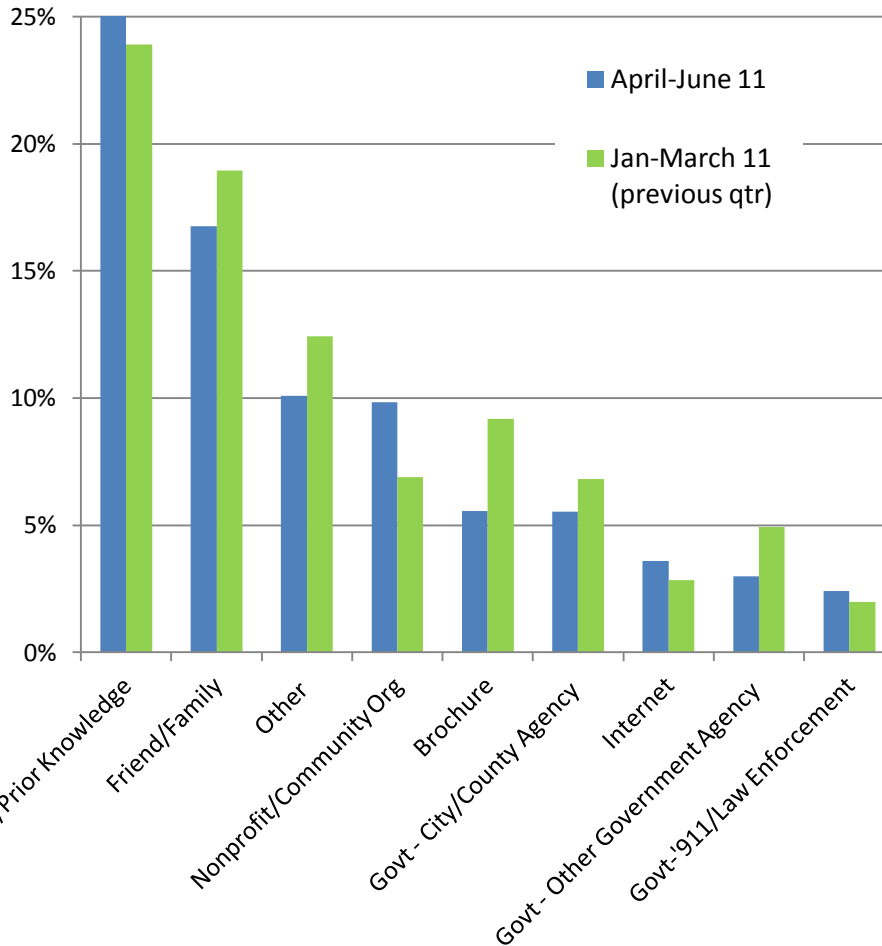
\*Thousand Oaks figure includes Westlake Village and Newbury Park callers.



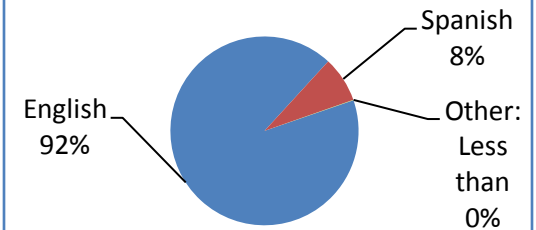
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### Top Ways Callers Heard about 2-1-1



### Call Language



### 'Other' Languages:

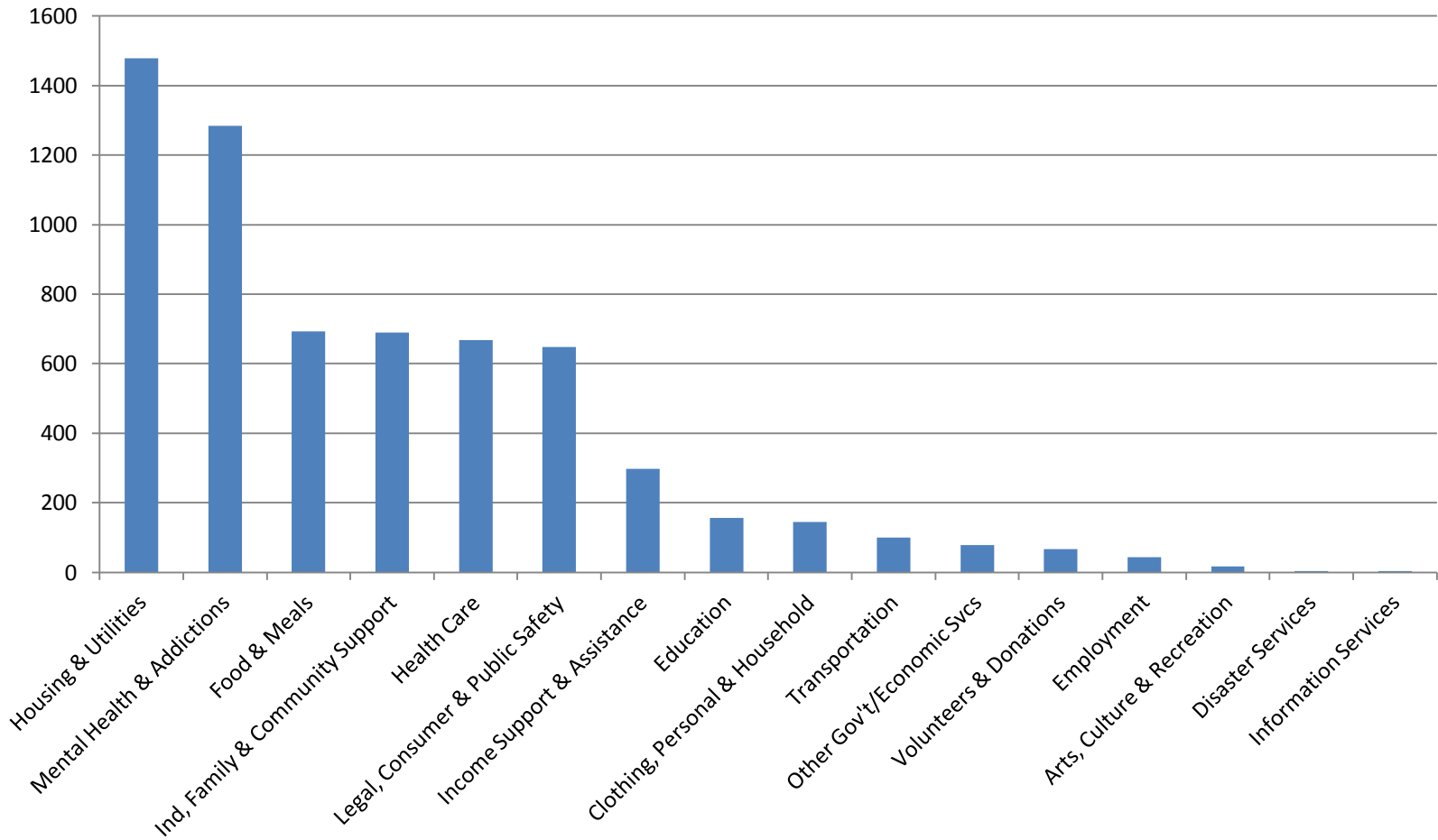
Amharic:	1 caller
Mandarin:	2 callers
Vietnamese:	1 caller



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### Category of Caller Needs April - June 2011





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### Top 15 Specific Caller Needs

