



2-1-1 Ventura County Quarterly Report July 2011 – September 2011



HIGHLIGHTS FROM THE QUARTER

- ❖ 2-1-1 Ventura County is on track to assist over **22,000 Ventura County residents** in 2011, an increase of over 15% from last year!
- ❖ 2-1-1 Ventura County was proud to support 2-1-1 San Diego during the recent regional power outage in the Southwest. Thanks to existing relationships and planning, 2-1-1 services in Ventura County, Los Angeles and San Bernardino responded quickly to share call handling for 2-1-1 San Diego to minimize any disruption to their service until power was restored.
- ❖ The 3rd annual 2-1-1 California Summit, a gathering of 2-1-1s from across the state, was recently held in Sacramento. 2-1-1 Ventura participated, with representatives from both Interface and United Way Ventura County. The 2-1-1 California Network celebrated accomplishments over the past year, including the selection of a statewide telephony system and a statewide information and referral database product – both of which are being rolled out at 2-1-1 Ventura in the coming months. The Network also set a course for the coming year, with emphasis on building 2-1-1 service quality and coordination across the state.

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



2-1-1 Caller Story



“Mike”, an Oxnard caller, contacted 2-1-1 in need of food. Mike had been struggling to make ends meet and was having difficulty finding consistent work, but he was not sure what resources were available. Our Call Specialist discovered that he was likely eligible for CalFresh benefits and encouraged him to apply. In the course of the call Mike was also referred for a vocational training program to help develop his options for work.

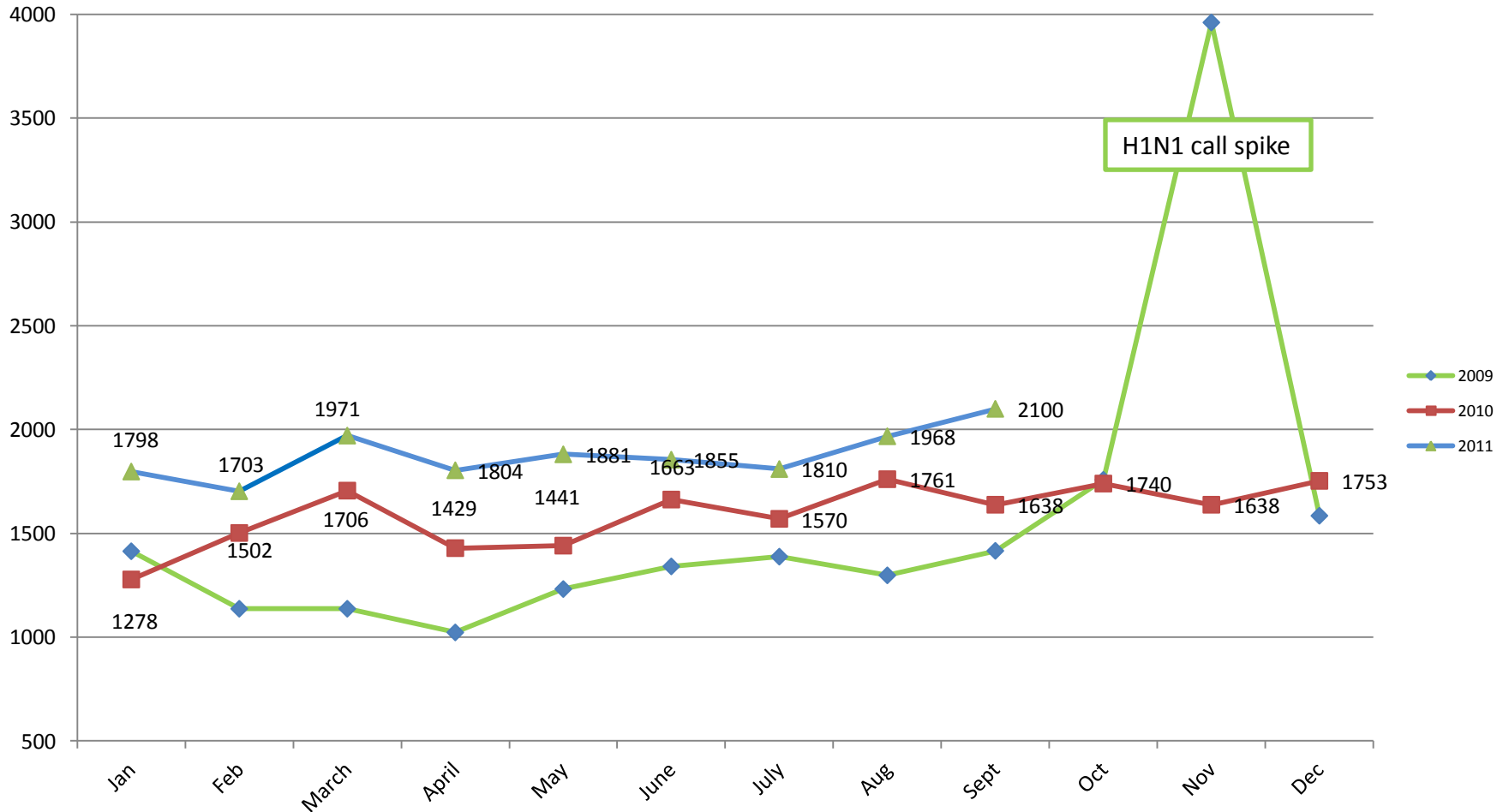
During a follow up call, Mike explained that he had been approved for the CalFresh program and that he had also enrolled in the CET construction and maintenance program. He was extremely thankful that 2-1-1 had been able to help him understand the options available to him. He shared that he has spoken to friends and family members about the assistance 2-1-1 was able to provide, helping us get the message out about the 2-1-1 service!



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Information & Referral Calls

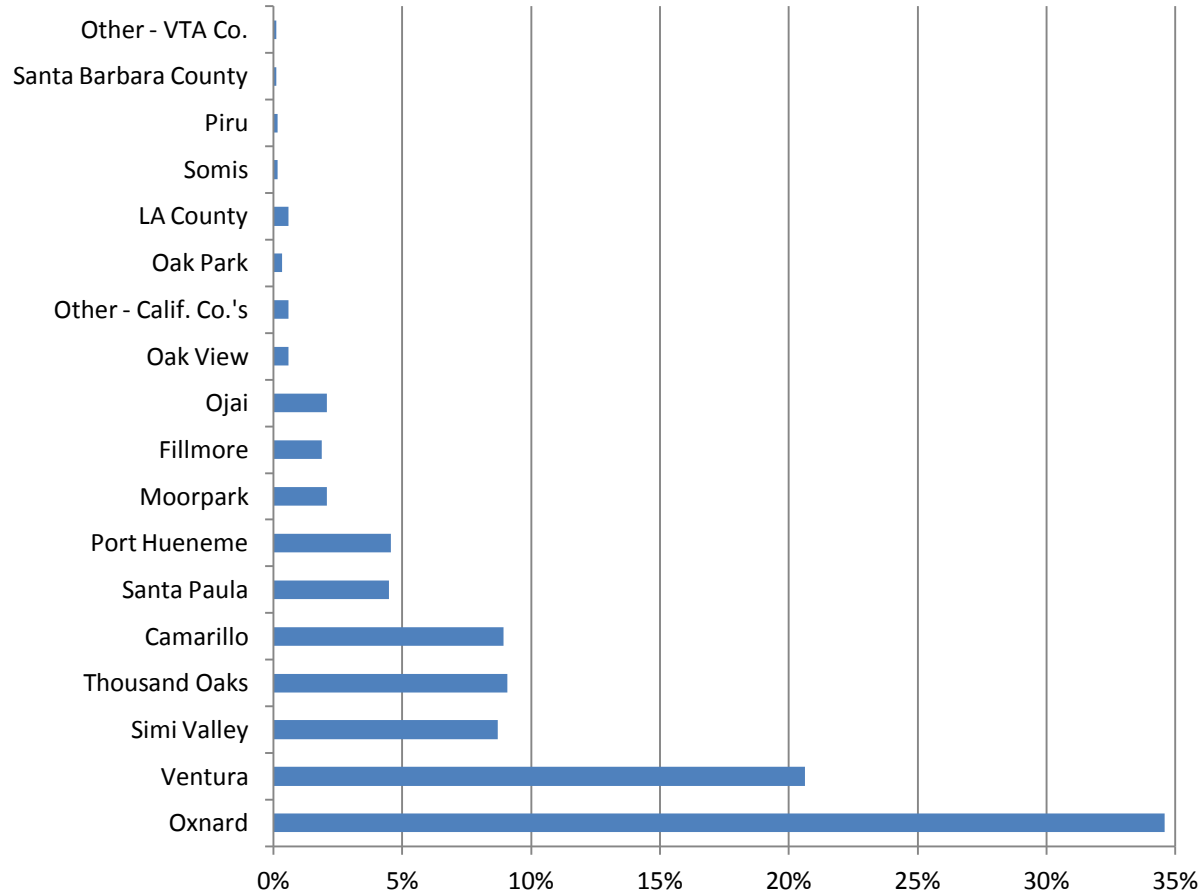




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Calls by City/Area During Quarter



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%

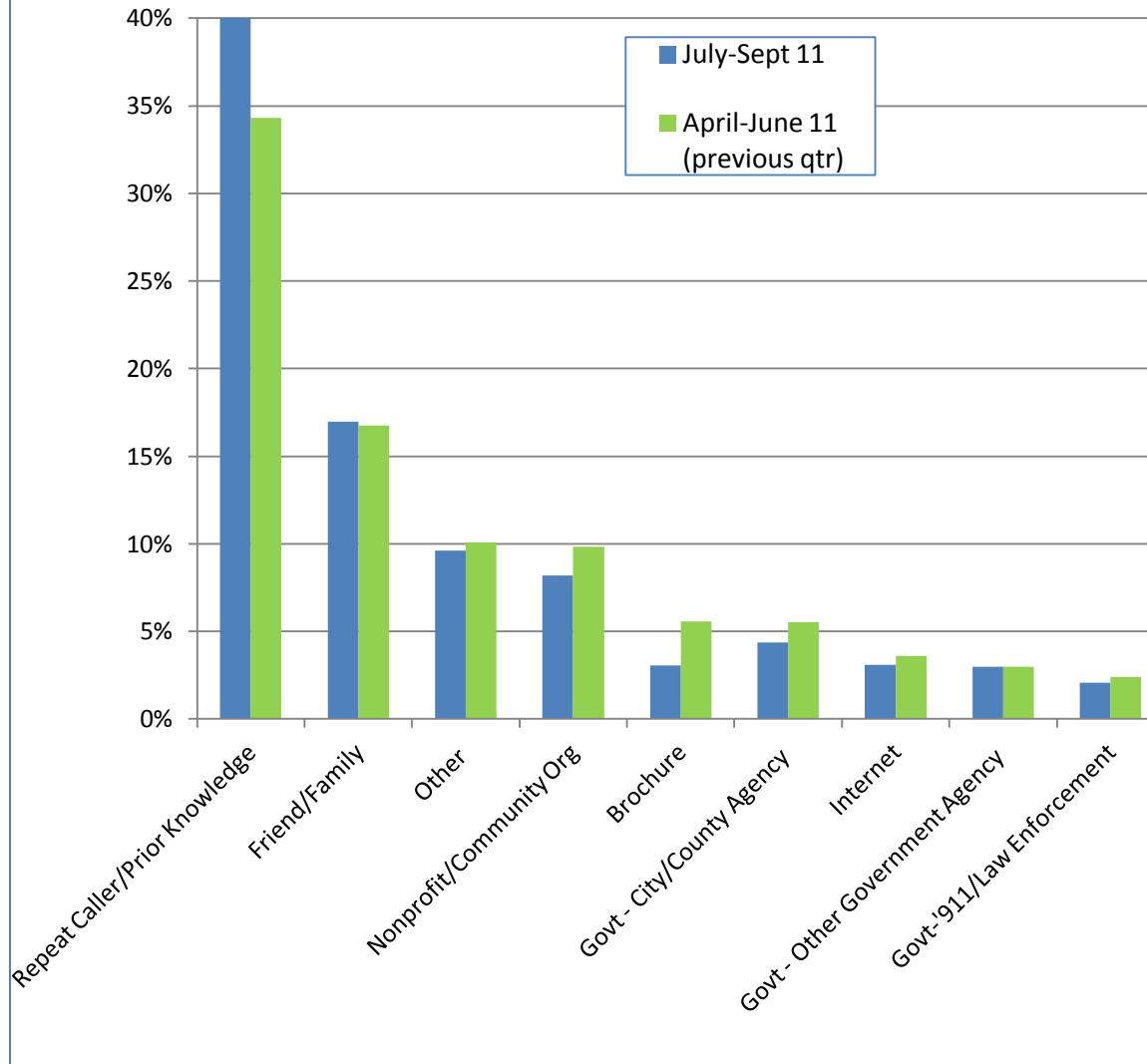
*Thousand Oaks figure includes Westlake Village and Newbury Park callers.



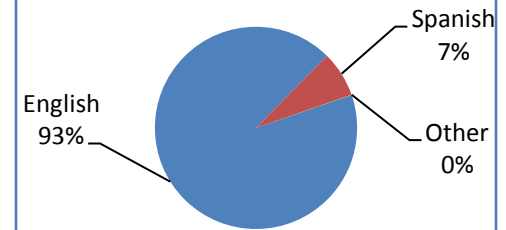
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Top Ways Callers Heard about 2-1-1



Call Language



“Other” Languages:

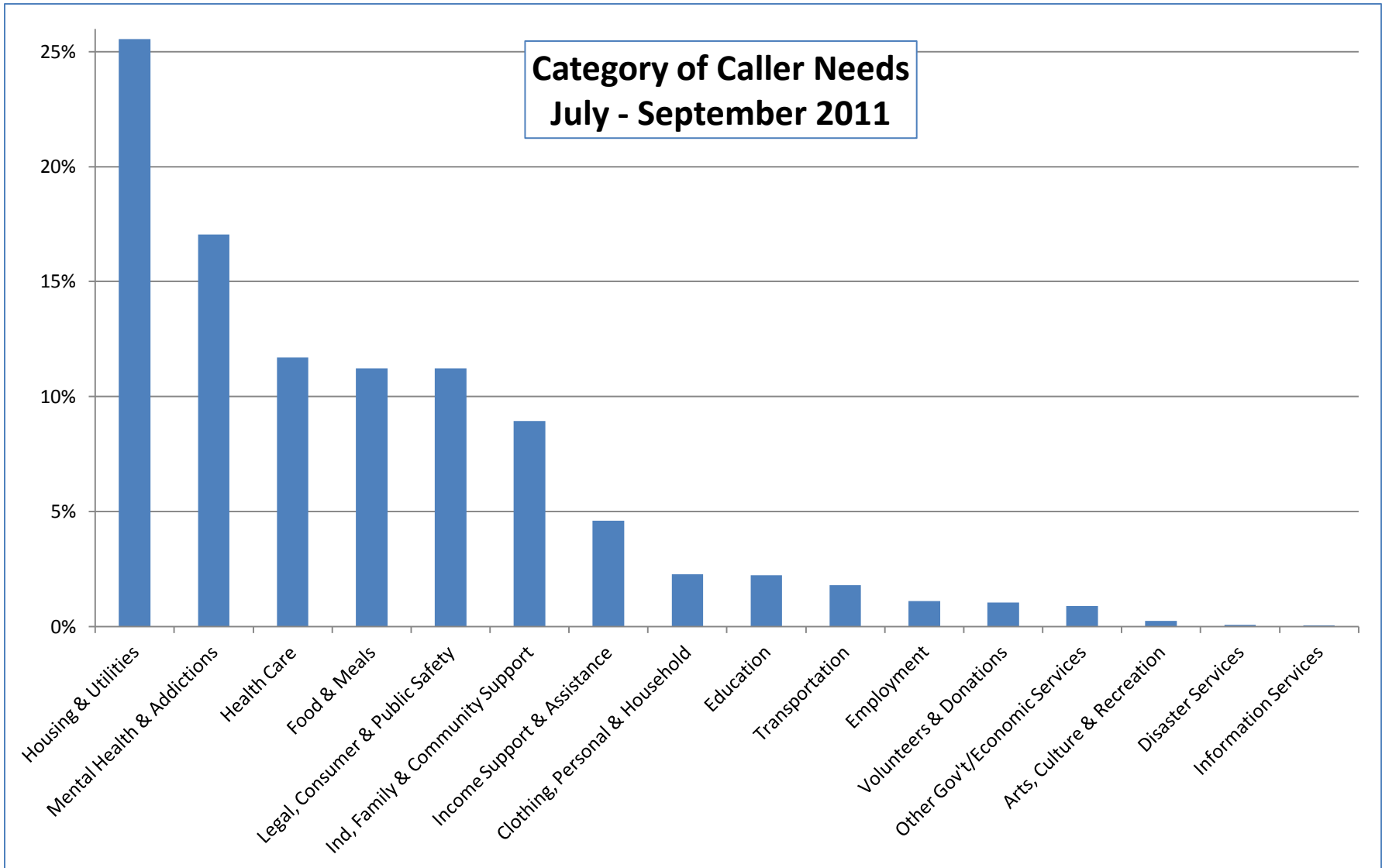
Arabic:	1 caller
Bosnian:	1 caller
Farsi:	1 caller
Hindi:	1 caller
Japanese :	1 caller
Mandarin :	1 caller
Portuguese :	1 caller
Vietnamese:	2 callers



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**Category of Caller Needs
July - September 2011**





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Top 15 Specific Needs

