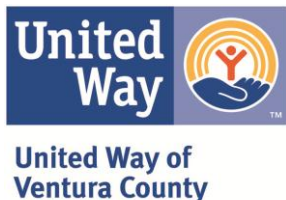




# 2-1-1 Ventura County Annual Community Report

January - December 2011



*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...

## Focus areas in 2011

- **2-1-1 Ventura County helped 22,122 Ventura County residents in 2011 and provided over 37,000 referrals to community service providers.**
- *2-1-1 Ventura County provides free, 24/7 access to information about community services.*
- **96% 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 2011 was only 36 seconds.*
- **The 2-1-1 Ventura County resource database includes over 400 agencies and over 1,200 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.*
- **In California, nearly 90% of the population is covered, including all counties adjoining Ventura County.**

### **Better Technology for a Better Service**

Two recent technology changes are making the 2-1-1 Ventura service stronger and better able to serve Ventura residents. A new, hosted phone system keeps the service stable through local power or phone line disruption, while a new resource database provides greater ability to report 2-1-1 data to Ventura County stakeholders.

Both changes are being made in coordination with the majority of 2-1-1 services across the state, which will enable greater coordination day to day and during disaster.

### **Income Supports**

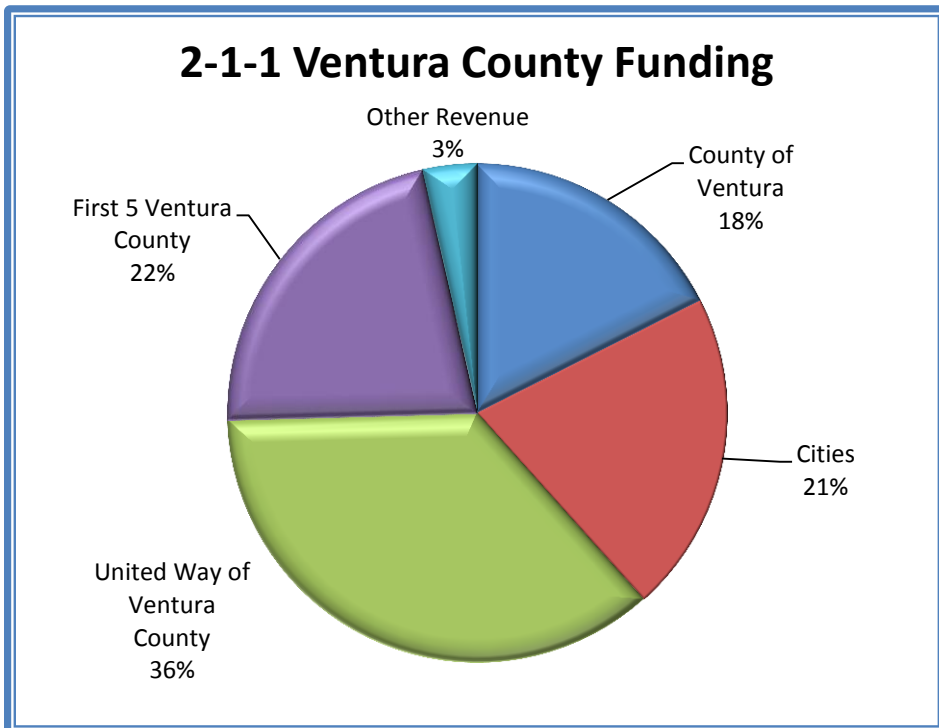
2-1-1 callers are often facing financial hardship, but are unaware of services and benefits that may be able to assist them. 2-1-1 provides education and outreach to callers about a variety of programs, with particular focus on connecting callers with the CalFresh and Volunteer Income Tax Assistance (VITA) programs in 2011. Both programs offer opportunities to bring support to callers, as well as dollars into the county, and are underutilized in Ventura County.

### **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.

**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:**

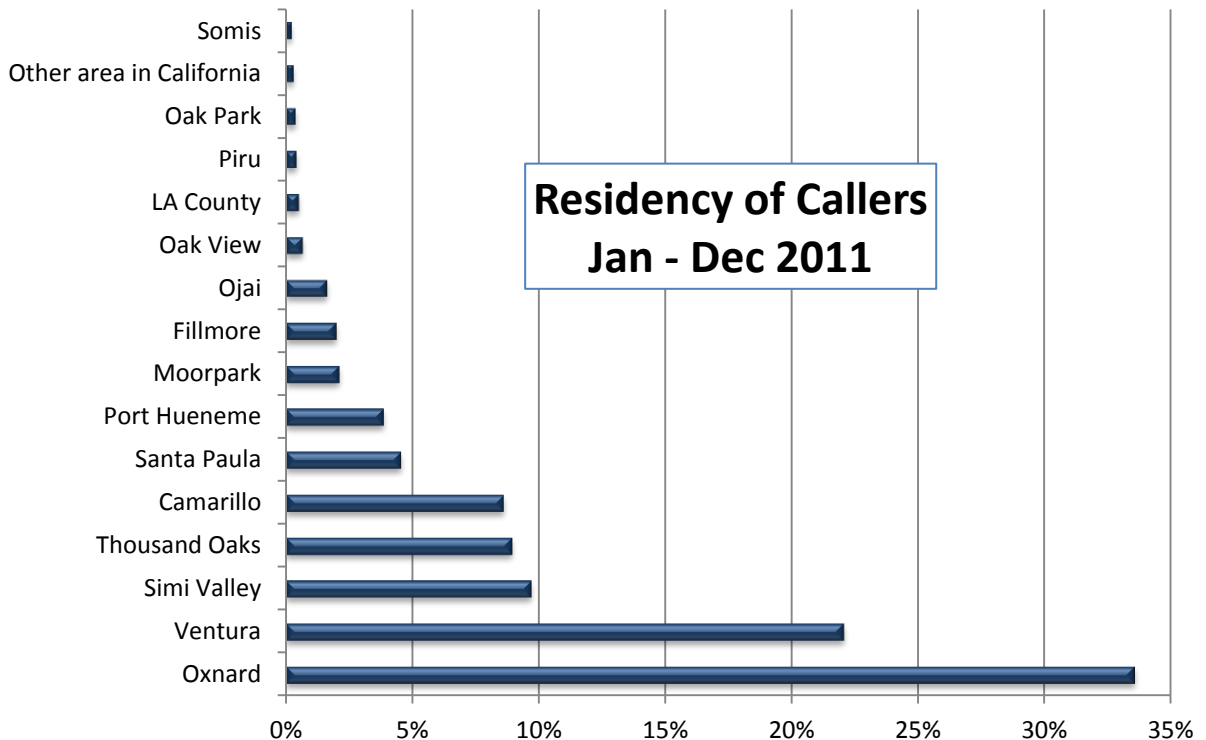
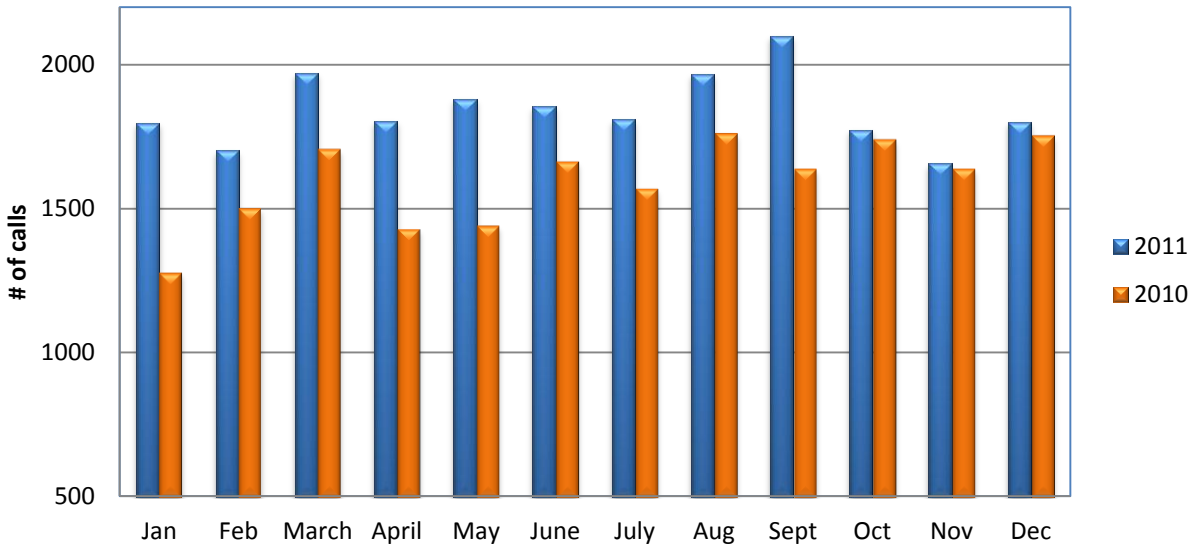
County of Ventura  
County of Ventura Health Care Agency  
County of Ventura Human Services Agency  
City of Oxnard  
City of Ventura  
City of Simi Valley  
City of Port Hueneme  
City of Camarillo  
City of Moorpark  
City of Ojai  
Rabobank





# Call Volume & Caller Residency

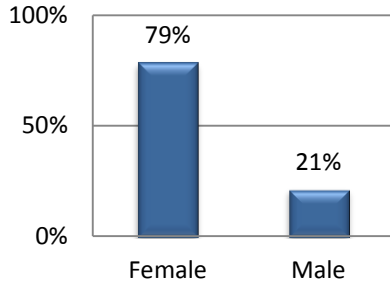
**# Information & Referral Calls**  
*(15% increase in calls in 2011)*



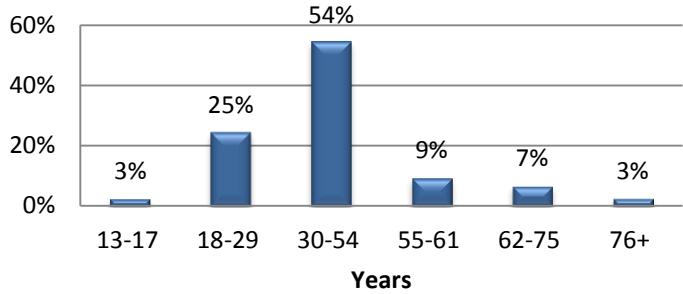


# Caller Profile

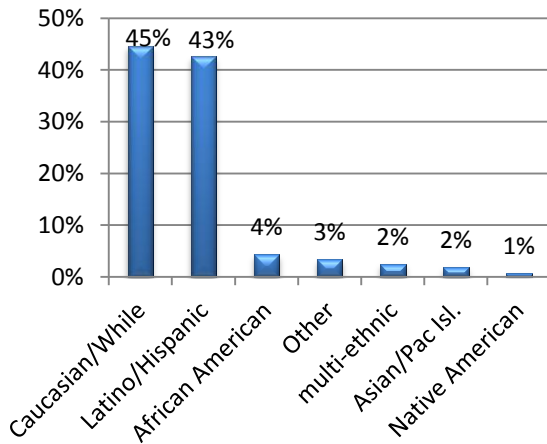
## Caller Gender



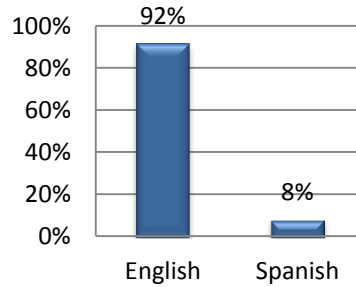
## Caller Age



## Caller Ethnicity



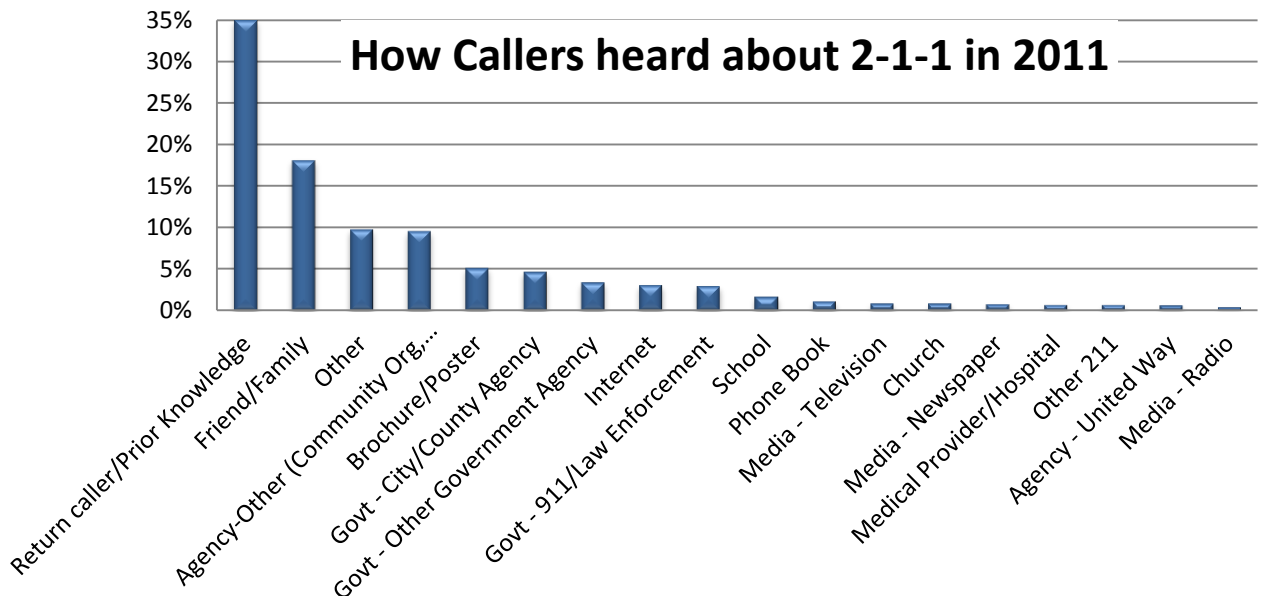
## Caller Language



### Other Languages:

- Mandarin
- Vietnamese
- Korean
- Hindi
- Arabic
- Amharic
- Bosnian
- Farsi
- French
- Japanese
- Portuguese
- Tagalog

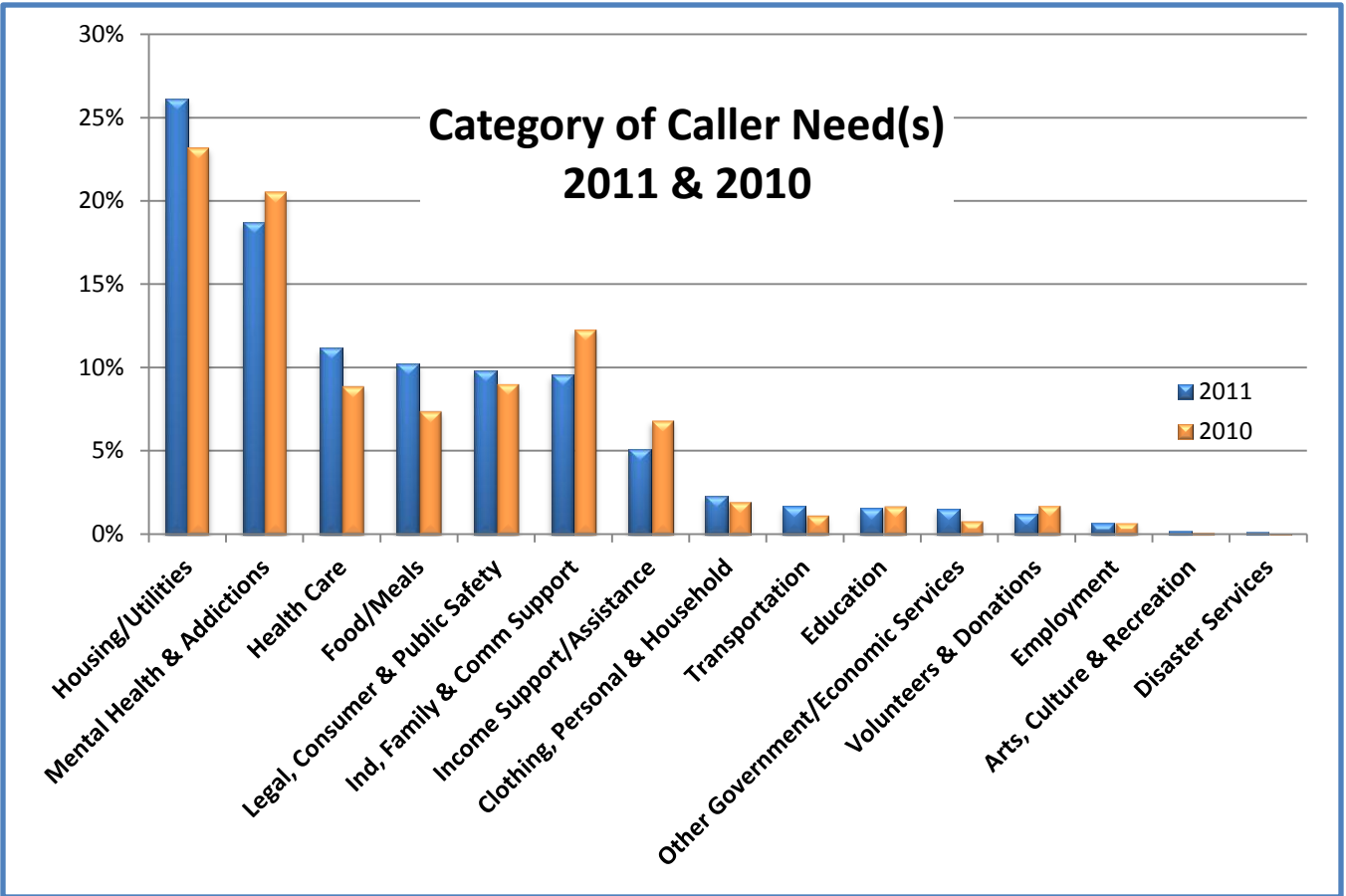
## How Callers heard about 2-1-1 in 2011





# Caller Needs

An individual 2-1-1 call can have multiple needs. Each need is tracked.



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



## Help in Hard Times

### ***Spreading the Word...***

*“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 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!*

### ***When Disaster Strikes...***

*“John”, a man called 2-1-1 this quarter looking for help after his family lost all of their belongings in a house fire. John 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, John 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.*

### ***Building a Family...Building a Community...***

*“Jose”, a proud new father in Simi Valley contacted 2-1-1 in the spring for resources for his two month old daughter. He was very excited about parenthood, but was not sure where to go to get his daughter’s immunizations. The 2-1-1 Call Specialist he spoke to provided him with resources for immunizations, as well as introducing him to the services available at his local First 5 Neighborhood for Learning. The Call Specialist also noticed that the family appeared to be eligible for the Earned Income Tax Credit and provided the caller with a nearby VITA site for free tax preparation assistance.*

*When we followed up with Jose later, we learned that he had successfully taken his daughter for immunizations. In addition, he and his wife were now not only linked with their local NfL, but were looking forward to the First 5 new parent workshop they had just signed up for and were thankful for the link to VITA services.*



**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)**