



2015 - 2020 Strategic Plan



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Acknowledgements

Interface Children & Family Services' Strategic Plan was possible due to the participation and candor of many people. We offer our gratitude to the independent consultant, Nancy Key of Key Writing Concepts, Inc., and all who participated in planning sessions, interviews, and surveys.

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Strategic Plan 2015 - 2020

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Mission.

Strengthening children, families and communities to be safe, healthy and thriving.

Vision.

A nationally recognized family support organization that builds upon the strengths of individuals, families and communities through effective, accessible, fully integrated services and partnerships.

Values.

Community Interface builds partnerships that encourage teamwork and empower friends, families and neighborhoods.

Excellence Interface holds itself to the highest standards of efficiency, program quality and service results.

Integrity Interface builds credibility and trust in the community by aligning its mission, programs, people and results.

Respect Interface demonstrates positive attitude and professional regard among staff, volunteers and community members.

Service Interface serves with compassion and commitment.

From the Executive Director

A Rising Tide Lifts All Boats



This powerful aphorism best describes what Interface Children & Family Services plans to accomplish in the next five years. No one succeeds alone, and we recognize that Interface's successes must accompany the rising of our nonprofit peers, and the lifting up of struggling communities and the strengthening of strong, thriving families everywhere. Surely, healthy children are a family's blessing, and a strong and resilient family provides an environment where children can thrive. Likewise, a strong nonprofit sector supports communities to be their very best. Each relies on and builds on the other. Interface's unique contribution to our region and the state is that every day, and now into our fifth decade, we intervene at all these interdependent levels: individual, family, community.

Our 2009 - 2013 Strategic Plan served us well as we focused our vision on becoming a "nationally recognized family support organization." In our new strategic plan, we aspire to build on that vision to become an agency that leads our community in next-generation solutions for families and their communities. For this comprehensive strategic planning process, we engaged 200 partners, donors, colleagues and community leaders. We were gratified to hear our community partners say, in essence, that "if you know Interface, you love Interface," and we consider this affirmation an obligation to lead in a way that now strengthens all.

My deep appreciation to our Board of Directors, our executive staff, the independent consultant, our hardworking employees and to our many collaborators who helped us to benchmark our progress and to see where we should place our focus in the coming years. We bear witness on a daily basis that many children, adults and families in our region are in crisis. Interface is dedicated to helping them, and with your partnership and support, we will succeed.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Erik Sternad'. The signature is fluid and cursive, with a prominent initial 'E'.

Erik Sternad
Executive Director

Interface Children & Family Services Overview

Interface Children & Family Services was established as a California nonprofit in 1973 with a mission to intervene at multiple levels to include the individual, the family, and the community.

The Interface of today is one of the most substantial and comprehensive social service nonprofits in the Ventura County region and provides needed expertise throughout California.

With an annual budget at \$8 million, the agency has 28 distinct programs representing six major service areas, including mental health services, youth services, family violence intervention, justice-involved families, 2-1-1 information and referral and community development. A complete listing of Interface Children & Family Services' programs is available in Appendix C.



WHO WE SERVE

Interface provides comprehensive services to the individual confronted with trauma, crisis and in need of support. This may be a teen who is having problems at home, school, or if homeless, we provide shelter. He receives intensive counseling from professionals trained to really listen.

We may help a woman fleeing domestic violence develop and implement an action plan for personal safety and a better life.

Children, teens, parents and teachers benefit from workshops taught by Interface professionals that are designed to prevent sexual abuse and teen dating violence.

On a broader level, we design training and technical assistance for civic leaders, educators and service providers to enhance the capacity of family support staff in every county in California. With expertise in facilitating systems-change efforts, Interface also consults regularly with leadership staff from public and private organizations.

REGIONAL OFFICES AND SERVICE LOCATIONS

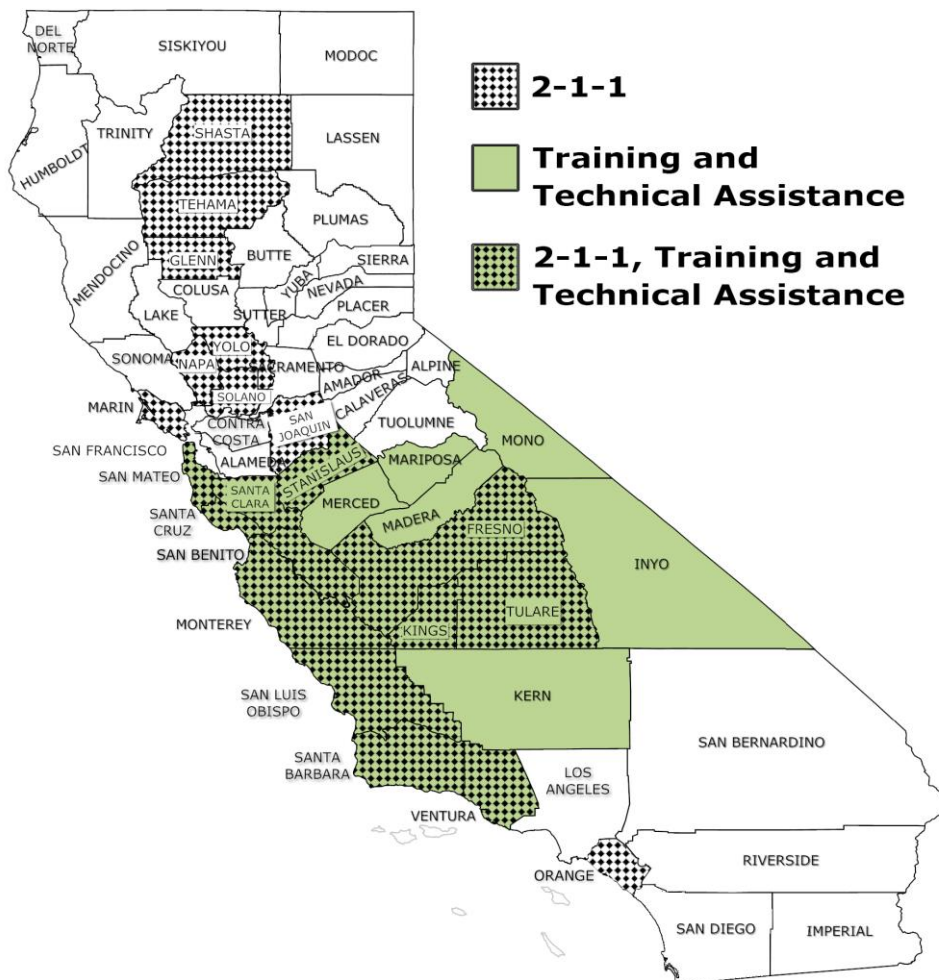
Interface programs serve approximately 24,000 local clients a year. Local services are provided in our neighborhood centers located in Camarillo, Moorpark, Oxnard, Santa Paula, Thousand Oaks and Ventura, as well as several confidential shelter locations. In addition, tens of thousands of hours of service are provided where the need arises, from homes to courthouses to schools and community parks.



STATEWIDE SERVICE LOCATIONS

Based in Ventura County, Operating Statewide.

Interface's 2-1-1 information and referral program provides 24-hour community resource navigation for consumers and professionals locally and across 19 California counties. Interface designs and delivers training, technical assistance and community development expertise to thousands of family-support professionals on state and national initiatives.

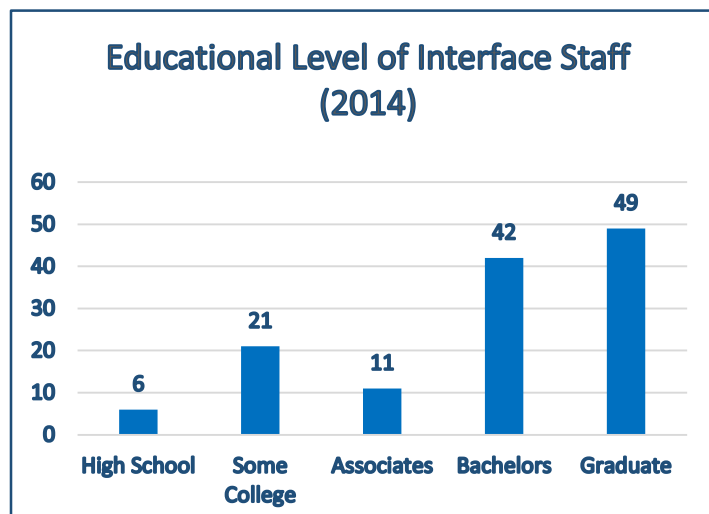
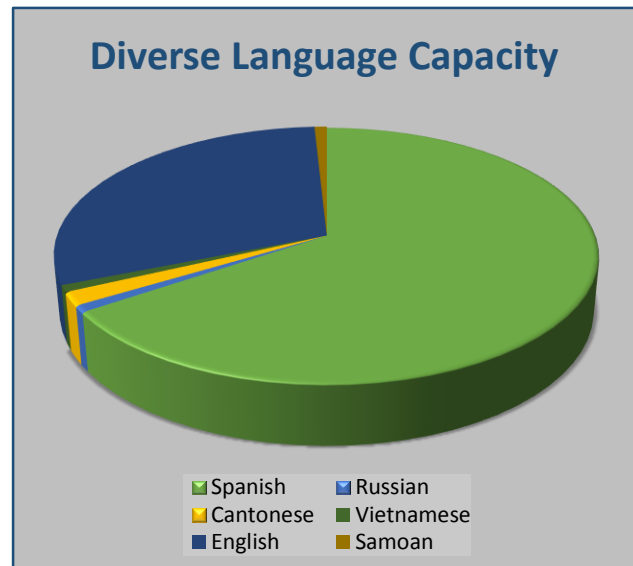


Interface's services extend to nearly 200,000 families and family-support organizations throughout California.

OUR STAFF

Interface is well-suited to meet the needs of the culturally and linguistically complex communities of Ventura County and California. The agency employs approximately 130 staff from diverse backgrounds and engages more than 70 highly trained leadership and direct service volunteers. There is minimal turnover with an average of three years' service to the agency.

Interface staff are from a wide range of under-represented populations including Chinese, Latino, Pacific Islander, Russian and Vietnamese. Languages spoken by staff include American Sign Language, Cantonese, Mandarin, Russian, and Spanish.



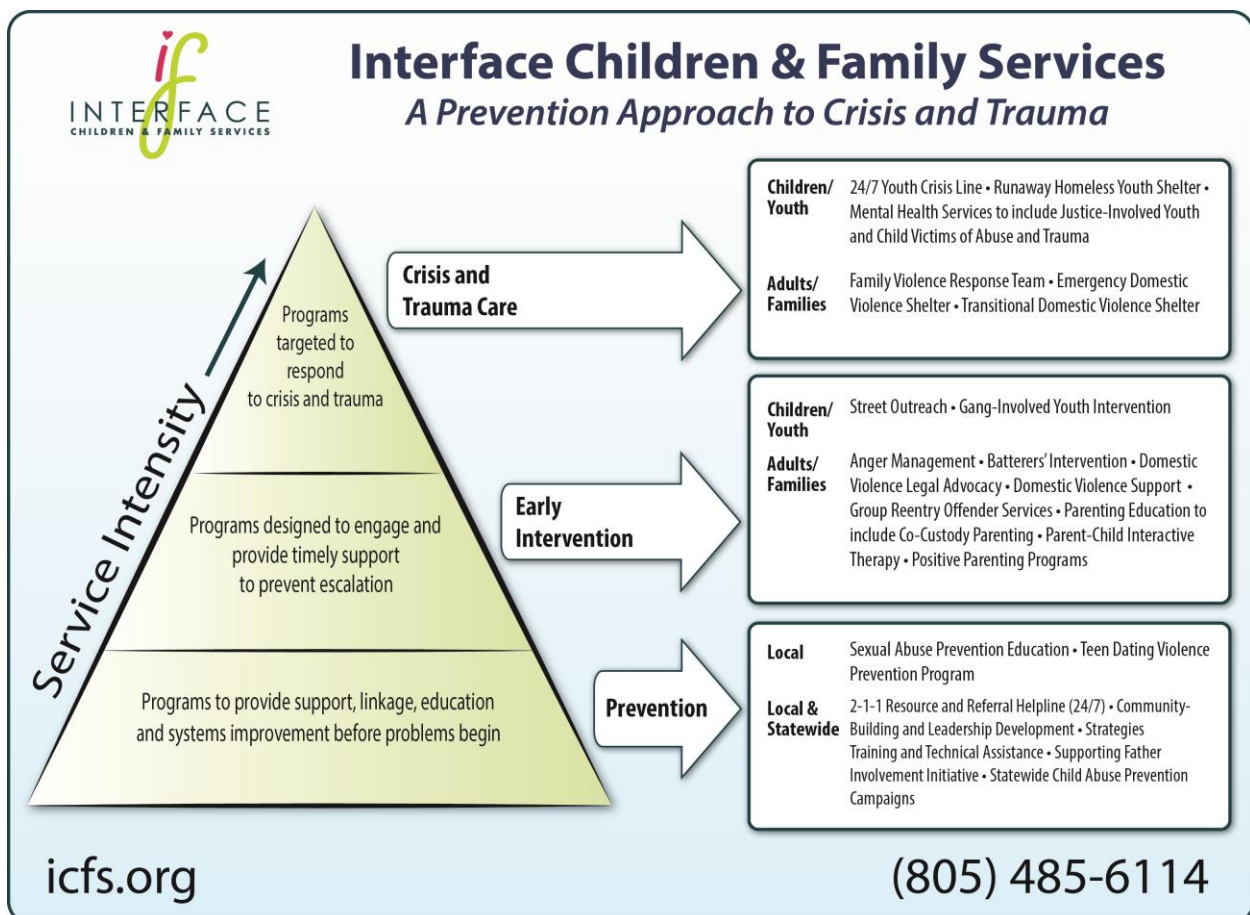
Approximately 76% of staff are Latino and 78% are bilingual in Spanish and English.

One-in-three staff hold advanced degrees at the graduate level. The professional staff includes licensed mental health professionals, state-level trainers, and experienced community planners. Interface staff are highly skilled with the training and expertise to provide ten different evidence-based practices.

OUR APPROACH

The cornerstone of Interface’s work is a deep commitment to the prevention of crises for youth and families and the ancillary damage associated with trauma. Interface programs are often called “the community’s safety net.”

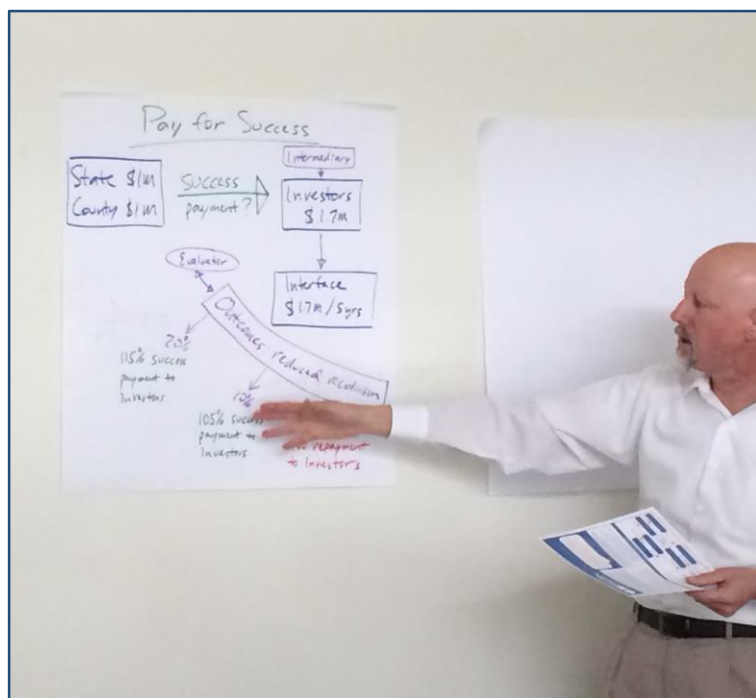
The prevention pyramid is a widely-adopted public health model used to illustrate the breadth of Interface’s prevention and intervention efforts. This informs all our program platforms and leadership decision-making processes.



Strategic Planning Process: Past and Present

In 2009, Interface Children & Family Services launched an ambitious Strategic Plan. The initial three-year plan was extended to provide focus and guidance through 2014. The identified goal areas and associated accomplishments for this strategic effort are as follows:

- **Proving Impact:** Expanded the use of evidenced-based and evidence-informed practices to a total of ten; expanded and demonstrated the capacity of the Family Resource Center model in Santa Paula; and initiated the use of an electronic health record in multiple programs.
- **Wide Reach:** Interface made progress toward the vision to become a nationally recognized family service agency. Several federal grants focused on youth development were awarded during the strategic plan period. In addition, Interface was granted continued funding to disseminate child abuse prevention training and technical assistance expertise throughout California. Geographic reach in Ventura County was noted with expanded service locations in Oxnard and added new service locations in Moorpark and Ventura; school-based services reached 100 schools.
- **Branding/Marketing:** Developed integrated, cross-platform marketing; increased the number of donors; and grew outreach events and partnerships.
- **Collaborations/Partnerships:** Conducted numerous community planning and training initiatives; and partnered or led 40+ partnerships and collaborations.
- **Financial Management:** Retired unsecured debt; established and sustained reserve funding targets; met positive financial results for each of the four years; and increased philanthropic fundraising revenue by 40%.



DATA COLLECTION

In mid-2013, Interface launched a new strategic planning process with the assistance of an independent consultant. Nearly 200 constituents, community leaders and service partners were engaged to assess Interface's effectiveness, standing in the community, and opportunities for continued community impact (see Appendix A). Components of data collection phase included:

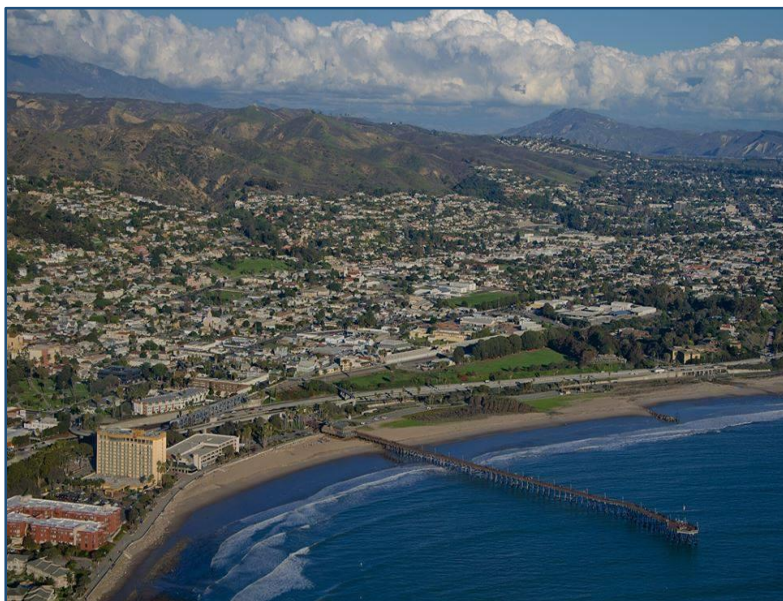
- **State and County Trends:** State and local Ventura County data were collected and analyzed for applicable trends. The perspective of community leaders was solicited regarding imperative/urgent community needs related to Interface's mission.
- **Agency Self-Assessment:** Leadership staff and board leaders conducted a Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis in the fall of 2013. In addition, agency demographic data were collected and analyzed.
- **Community Agency Survey:** In January 2014, local community service providers who referred clients, contracted, or partnered with Interface were invited to participate in an online survey about their experiences and perceptions of the agency. Respondents represented an extensive diversity of agency sectors from education to health, social services, and law enforcement. Of the 303 survey requests, 135 surveys were completed, for a robust 45% participation rate.
- **Stakeholder Interviews:** Fifty-eight interviews were conducted by the independent consultant between June 2013 and January 2014. Interviews were approximately thirty minutes in length. All interview data were aggregated and analyzed thematically and compiled to reveal relevant patterns.

Number of Interviews by Personnel Category

Interviews	Total
Interface Staff Leadership	8
Interface Board of Directors	12
Interface Leadership Advisory Council	14
County Department Leaders	9
County Board of Supervisors	4
Leaders of Key Community-Based Organizations	11
TOTAL	58

ENVIRONMENTAL SCAN FINDINGS: CALIFORNIA AND VENTURA COUNTY

Taken as a whole, Ventura County residents report higher incomes, less poverty and a lower high school dropout rate than the California average. Despite County averages, some Ventura County communities experience disproportionately high levels of poverty, homelessness, and poor educational outcomes. In addition, there is wide variance in immigration status, race and ethnicity indicators throughout the County. Ventura County also scores lower in several critical quality-of-life markers.



When asked about areas of present and future needs, community leaders most often cited mental health and substance abuse intervention, domestic violence services, and support systems for youth, especially those of transition age.

ENVIRONMENTAL SCAN FINDINGS: INTERFACE

Quality and Breadth of Services

Interface services received universally positive reviews in a 2014 Survey of Community Partners (n=135). This survey was widely distributed to professionals that work with Interface staff or had knowledge of Interface programs. As part of this survey, Interface programs were rated as “excellent” or “good” by 90% of the respondents. Likewise, Interface service delivery was rated as “excellent” or “good” 85% of the time. The agency’s highest-rated attribute was “reliable” (rated as “excellent” by 59% of respondents).

Survey Respondents Describe Interface
Needed, Innovative, Accessible, Reliable
Evidence-Based, Stable, Collaborative, First-Class
High-Quality, Trusted Provider, Culturally-Sensitive, First Responder

Leadership Excellence

During stakeholder interviews, there was universal agreement that Interface staff exemplified excellence. Of particular note, many Board and Leadership Advisory Council members reported high regard for the Interface Executive Director. Yet there was also simultaneous concern that the organization should develop a leadership succession plan that includes a leadership mentoring process.

In addition, the need to maintain vibrant and diverse community leader engagement was emphasized. Diversity of representatives and diversity of leadership skills was particularly linked to the composition of the Board of Directors and Leadership Advisory Board. County and agency leaders interviewed noted that Interface, due to its size and capacity, could benefit Ventura County as both a collaborative partner and catalyst for new and expanded community opportunities. As an example, nearly all elected government officials, as well as agency leaders and many other stakeholders, voluntarily mentioned the Interface leadership role in the recent AB109 returning offender program.



Youth and Family Engagement

Consumer and family leadership representation was one missing area for the agency. Youth inform many of the youth development activities, but otherwise, neither parents nor past service recipients are routinely engaged in informing the agency's activities in an organized way. A critical component of strengthening families is also ensuring that families have the skills and opportunities to inform systems at all levels. Unlike other California communities, direct advocacy by families is not prevalent in Ventura County. Interface can serve as an example by committing to expand the advocacy and leadership roles of families and consumers.

Interface Brand Awareness

During the 2009 - 2014 Strategic Plan era, Interface did much to address consistent branding and messaging to describe services provided. Progress in this area was evident. During the current planning process, interview respondents appeared to understand the overarching mission of the organization, noting that Interface focuses on “*family strengthening*” and is a “*family crisis responder*.” In addition, about half of all interview respondents had a comprehensive awareness of the scope and diversity of Interface’s programs. This percentage was even higher for elected officials, with two-thirds indicating familiarity with Interface programs. Still, some programs were less well-known by community members.

Despite the progress made in awareness of Interface’s brand and services over the past several years, it is clear there is much room for improvement. The Interface Board of Directors, Leadership Advisory Council, government leaders, and elected officials most commonly mentioned that increasing the awareness of Interface in the community should be an area for future focus. Several members of the Interface Board of Directors note that lack of awareness about Interface services hinders fundraising.

Technology

During the last Strategic Plan, Interface invested in technology to support data collection and service improvements. These technology investments have provided a foundation for data collection across the agency. While the data analysis component currently utilized addresses the needs of funders, going forward, there is more that can be done to use and analyze data to determine trends and impacts. This will make data-informed decision making easier to accomplish and systematized across all departments.

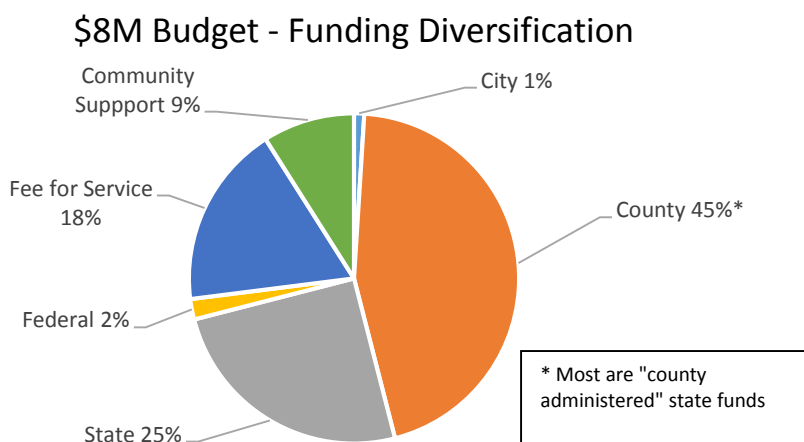
Technology Investments

- Electronic Health Record database to track clinical programs
- Statewide 2-1-1 data and telephone systems
- Comprehensive financial software system for payroll and financial forecasting
- Sophisticated event and fundraising management tools

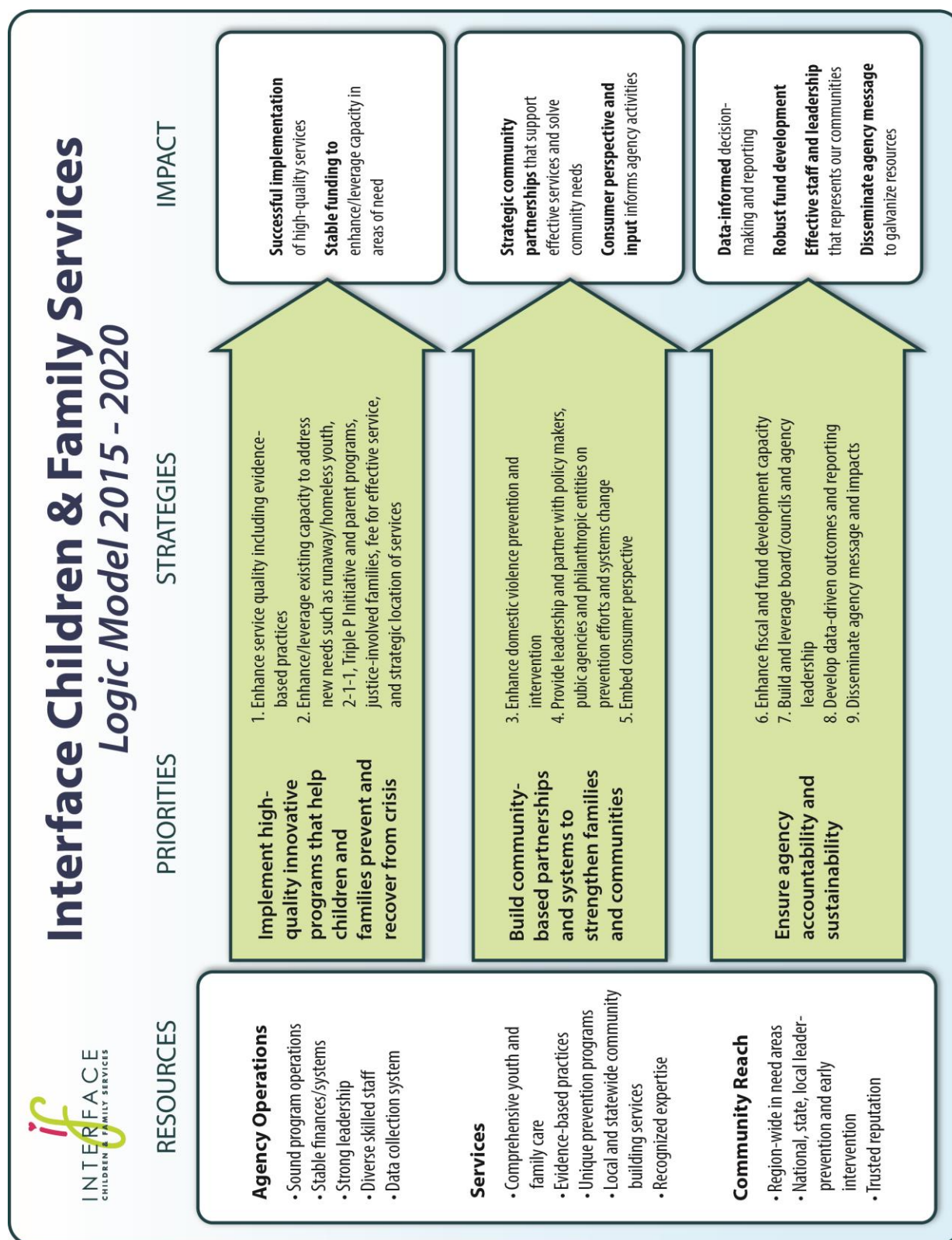
Financial Accountability and Sustainability

The agency finances reflect a strongly diversified and disciplined approach that has supported a well-sustained set of programs and services. Since 2007, Interface has maintained budget surpluses through fiscal discipline and judicious spending. Interface has developed a 4:1 ratio of short-term cash/cash equivalents to short-term obligations. The agency has zero unsecured debt, fully funded reserves and some modest investment capital for program expansion and improvements. Interface continues to make investments in fundraising capacities.

Even with a strong financial record, changing revenue streams often impact nonprofit work. Interview respondents, particularly those associated with County government, often reported comments that fall under the theme of “*accountability*.” They advocated that Interface prepare for the coming expectation of “performance-based contracting” with demonstrated outcomes. A parallel theme of “*financial sustainability*” was an oft-mentioned priority of Board members. The high proportion of government grants and contracts (69% of revenue in 2013-2014) was of concern, and board members cited the challenge in obtaining community contributions. Many of those interviewed mentioned exploring sustainable service delivery models, such as the *Under One Roof* model for facilitating service delivery efficiency, cost effectiveness, and client convenience.



Logic Model



The 2015 - 2020 Strategic Plan

The agency's strong financial health enables this Strategic Plan to include key areas of growth as well as activities to improve local and statewide systems of care. Interface utilizes a simple strategy that informs the development of the Strategic Plan activities. First, efficiently sustain the services that the community has come to depend upon, and second, expand into areas of service where Interface can make prudent, unique and system-changing contributions.

Board and staff leadership reviewed the findings of the environmental scans and identified nine strategic initiatives. The strategic initiatives assist to shape the trajectory for the next Strategic Plan. See the complete Strategic Plan outlined in Logic Model form on the preceding page.

Strategic Initiative #1: Enhance service quality including evidence-based practices.

Interface has a commitment to provide the most effective services available. Environmental scan data reported that Interface is viewed as an agency that provides quality services. Interface programs were rated as "excellent" or "good" by 90% of the Survey respondents. With this solid foundation as a starting point, during the next Strategic Plan, Interface will strengthen the quality assurance component of our work to institutionalize quality monitoring and quality measures. In addition, a targeted priority will be to introduce more proven effective practice, through the use of evidence-based practices, when available.

Strategic Initiative #2: Enhance/leverage existing capacity to address new needs such as runaway/homeless youth, 2-1-1, Triple P Initiative and parent programs, justice-involved families, fee for effective service, and strategic location of services.

Environmental scan data reveal that Interface services are meeting critical needs in the community. We play a valuable role for vulnerable citizens and our contribution is valued by others. In addition, our services are addressing new needs, such as those entering our community after incarceration in greater numbers due to realignment of the criminal justice system in California. Over the next five years, it is a strategic priority to continue to adapt to the changing needs of families in ways that leverage our expertise and/or existing capacity. In addition, as new priorities to prevent or reduce trauma become apparent, Interface may expand services when we have a unique contribution to offer. This strategic initiative identifies the guidelines that will be used to make service resource allocation decisions, leverage existing capacity and expand in areas of need.

IMPACT:

Successful implementation of high-quality services.

Stable funding to enhance/leverage capacity in area of need.

Strategic Initiative #3: Enhance domestic violence prevention and intervention.

Environmental scan data clearly reveal that Ventura County has one of the worst domestic violence records in California. Every day, Interface family violence program staff are witness to the devastating impact domestic violence leaves on children, adults, and the community. As one of the most respected domestic violence providers in Ventura County, it is our stated intention to continue to enhance services to both prevent and intervene in ways that meaningfully address the domestic violence epidemic in Ventura County.



Strategic Initiative #4: Provide leadership and partner with policy makers, public agencies and philanthropic entities on prevention efforts and systems change.

Community leaders interviewed as part of the environmental scan note Interface’s prominent role in both Ventura County and California and strongly encourage the agency to continue to partner and to lead systems improvement efforts. Community development is inextricably linked to better services and supports for those most at risk. Community development is an integral part of Interface’s commitment to the individual, the family, and the community. As part of the next Strategic Plan, Interface will strategically partner and lead community improvement efforts that support the families we are committed to serve.

IMPACT:

Engage systems partners in a broad-based domestic violence prevention/intervention effort.

Strategic community partnerships that support effective services and solve community needs.

Strategic Initiative #5: Embed consumer perspective.

While Interface has a history of gathering the input of those that receive our services (consumers), more can be done in this area. As part of the environmental scan process, it is clear that the Interface Youth Development work has led the way by embedding the input of youth as part of program activities and mentoring youth to plan for the future and share their perspectives. Beyond crisis and trauma intervention, these types of empowerment activities, can be both healing and transformative. Following this lead, new strategic plan activities will be put in place to systematically sample and embed consumer input as part of service delivery across all departments. The agency will use these data to expand ways we advise and guide consumers to use their own experiences to advocate for improved services and systems.

Strategic Initiative #6: Enhance fiscal and fund development capacity.

Environmental scan data noted that the agency finances reflect a strongly diversified and disciplined approach that has supported a well-sustained set of programs and services. However, service focused contracts do not often reimburse for infrastructure needed for today's accountability expectations. In addition, responding to new critical community needs, such as the Runaway Homeless Youth Shelter, requires seed funding that comes primarily from philanthropic efforts. The goal for the next strategic plan is to enhance and build upon our solid financial and fund development capacity and successes. More efficient fiscal and fund development capacity and monitoring will be targeted. This will be achieved through the expanded use of technological tools, the strategic deployment of agency staff, and the involvement of committed community ambassadors.



IMPACT:

Consumer perspective and input informs agency activities.

Robust fund development.

Strategic Initiative #7: Build and leverage board/councils and agency leadership.

One foundation of a healthy and informed nonprofit organization is the leadership and partnership of a robust and engaged Board of Directors and Advisory Council. Individuals who contribute at this level assist to infuse needed expertise and serve as stewards of the agency’s mission. The agency leadership trifecta also includes strong direction provided by the Executive Director and competent, productive senior leadership staff. The environmental scan data revealed that Interface has strong existing leadership. This strategic initiative will include activities to build on current strengths to ensure that Interface has leadership capacity to address the diversity and complexity inherent in a comprehensive nonprofit organization.

Strategic Initiative #8: Develop data-driven outcomes and reporting.

As part of the environmental scan process, key community leaders advocated that Interface prepare for the coming expectation of “performance-based contracting” with demonstrated outcomes. Performance-based contracting intersects with strategic initiatives to enhance quality and adds the important component of assessing outcomes. As part of this Strategic Plan, Interface will develop an agency-wide evaluation effort that will streamline and align evaluation efforts to better tell the agency’s story. In addition, the evaluation plan will focus on the development of ways to collect and report outcomes, so that Interface can lead in the area of performance-based contracting.

Strategic Initiative #9: Disseminate agency message and impacts.

During the 2009-2014 Strategic Plan, Interface focused on increasing our brand awareness in response to data that few were aware of the extent of Interface’s services. Environmental scan data notes that much progress has been made, yet there is still much more that can be done to improve community awareness of our services. For this Strategic Plan, Interface will seek to develop tools that assist the community to understand the pivotal role prevention plays in reducing the need for crisis intervention and ensuring children and families are safe and thriving. The agency message during the next five years will set the bar higher for community awareness of our programs. We will also continue to champion effective services that meet the needs of those most vulnerable in our communities.

IMPACT:

Effective staff and leadership that represent our community.

Data-informed decision-making and reporting.

Disseminate agency message to galvanize resources.

Appendix A

Interface Leadership & Strategic Planning Participants (*)

Interface Board of Directors

Judy Diaz*
Dina Furash*
Paige Glickman
Kathy Hartley*
Martin Hernandez*
Jim McCann*
Terri McGray
Ron Polito*

Board of Supervisors

Steve Bennett, *Supervisor, District 1**
Linda Parks, *Supervisor, District 2**
Kathy I. Long, *Supervisor, District 3**
Peter C. Foy, *Supervisor, District 4**
John C. Zaragoza, *Supervisor, District 5**

Interface Leadership Advisory Council

Marni Brook*
Barbara Brown*
Charles Campbell*
Sue Chadwick*
Patricia Cobleigh*
Ted England*
Spencer Garrett*
Pat Henahan*
Bill Kearney*
Hank Lacayo*
Mark Lisagor*
Sarah McCarthy*
Patti McCourt*
Monica McGrath*
Kate McLean*
Tom Pecht*
Mary Schwabauer*
Mike Sedell*
Scott Whitney*
Jere Yates*

County Government Leaders

Geoff Dean, *Sheriff, Ventura County**
Sonia Kroth, *Community Relations Manager, Ventura County Human Services Agency**
Mike Powers, *County Executive Officer, Ventura County**
Meloney Roy, *Ventura County Behavioral Health Director**
Gregory D. Totten, *District Attorney, Ventura County**
Mark Varela, *Chief Probation Officer, Ventura County**
Rigoberto Vargas, *Public Health Director, Ventura County*
Judy Webber, *Deputy Director, Children & Family Services, Ventura County Human Services Agency**
Jeri Williams, *Chief of Police, City of Oxnard**
Barry L. Zimmerman, *Director, Ventura County Human Services Agency**

Interface Staff

Erik Sternad, *Executive Director**
Diane Kellegrew, Ph.D., *Director, Center for Community Development**
Catherine Kort, *Fund Development/Mktg Director*
Danny Molina, *Director, Strategies**
Kim Mora, *Director, Human Resources**
Nicholle Gonzalez-Seitz, *Director, Family Violence Intervention Services**
Tanya Kellam, *Director, 211**
Joelle Vessels, *Dir., Mental Health & Youth Svcs**
Patti Yabu, *Director, Core Connection & Justice Svcs*

County Leaders

Fred W. Bauermeister, *Executive Director, Free Clinic of Simi Valley**
Steve Elson, Ph.D. *Chief Executive Officer, Casa Pacifica**
Claudia Harrison, *Executive Director, First 5 Ventura County**
Don Henniger, *Chief Executive Officer, Child Development Resources of Ventura County**
Ellen Linder, *Executive Director, United Parents**
John Proctor, *Santa Paula Councilmember**
Hugh Ralston, *President/CEO, Ventura County Community Foundation**
Clyde Reynolds, *Founding Director, Turning Point Foundation**
Mike Sedell, Ret. *City Manager, Simi Valley**
Dave Smith, Ret. *President/CEO, Ventura County United Way**
Jesus Torres, *Dir. of Government and External Affairs, Verizon Foundation**
Bonnie Atmore, *President & CEO, FOOD Share, Inc.**

Other Participants: Greg Hayward, Mike Karmelich, Nikki Sloan, Jaye Goosby Smith (former board); Robert Jacobi, Kevin Fitzpatrick, Barbara Meister (former Leadership Advisory Council); Dro Abrahamian (former staff)

Appendix B

Environmental Scan Findings: California and Ventura County

California and Ventura County Reported Statistics

- A 54% rise in substantiated child abuse rates from 2009 to 2012, with the vast majority being the neglect of children.
- Higher suicide rate (11.03 per 100,000 population) than the state average (7.72 per 100,000 population), or neighboring counties Los Angeles and Orange County.
- Missing youth/children reports at 2,002 in 2011; of these 1,943 were classified as runaways.
- Sixth highest percentage of immigrants in the state (approximately 74,000 undocumented immigrants).
- Wide variance in Latino representation, from the city of Thousand Oaks at 16% to Oxnard, Fillmore and Santa Paula, at 72%, 75%, and 79% respectively.
- Highest rate of reported domestic violence incidents in the state (tied with Fresno) compared to any other medium to large county and 6th overall in California. The domestic violence police call rate of 8.87 per 1,000 residents is almost double the California rate of 4.46 calls per 1,000 residents.¹
- Nearly one-fourth of all felony arrests are for drug-related offenses.²
- Estimated homeless counts of 1,774 in 2011 and 2013 with nearly two-thirds of the homeless population recorded in the cities of Oxnard and Ventura.³
- Lower per capita revenue for nonprofits in Ventura County (\$1,932) compared to the California average (\$4,955).⁴
- Ranking of 42 out of California's 58 counties in total per capita federal dollars amount received (1 = highest).⁵

¹ Ventura County Ranks No. 1 in reported Domestic Abuse per capita (excluding 5 very small counties under 60K population each) U.S. Census Bureau, 2009-2013 5-Year American Community Survey. As cited on kidsdata.org, California Dept. of Justice, Criminal Justice Statistics Center, [Domestic Violence-Related Calls for Assistance Database \(1998-2003\) and Online Query System](#) (October 2014).

² California Department of Justice, 2009.

³ 2013 *State of the Region Report*, Ventura County Civic Alliance, p. 22.

⁴ As cited in *Ventura County 2014 Homeless Count and Subpopulation: Final Report* http://vcportal.ventura.org/hsa/docs/brochures/pdf/2014_VC_HomelessCount_Final_Report.pdf.

⁵ Patchwork Nation, PBS.org, 2008.

Appendix C

Interface Children & Family Services Programs

Mental Health

- Child Abuse Treatment
- Mental Health Treatment
- Parent-Child Interactive Therapy
- Positive Parenting Program (Triple P)
- Trauma-Informed Therapy

Youth Services

- 24/7 Youth Crisis Hotline
- Youth Crisis Street Outreach
- Runaway Homeless Youth Emergency Shelter
- Juvenile Justice Treatment

Family Violence Intervention Services

- 24/7 Family Violence Response Team
- Domestic Violence Support Group
- Emergency Domestic Violence Shelter (Safe Haven)
- Transitional Domestic Violence Shelter (Safe Journey)
- Domestic Violence Legal Services
- Batterer's Intervention
- Co-Custody Parenting
- Anger Management
- Parenting Education (Magic 1-2-3)
- Sexual Abuse Prevention Education (My Body Belongs to Me)
- Teen Dating Violence Prevention Program

Strategies & Center for Community Development

- Community-Building & Leadership Development
- Training & Technical Assistance
- Supporting Father Involvement Initiative
- Statewide Child Abuse Prevention Campaigns

Justice Services

- Returning Offender Services (Core)
- Gang-involved Youth Intervention (Triple R)

2-1-1 Information and Referral

- 2-1-1 Ventura – 24/7 Resource and Referral Contact Center
- 2-1-1 Statewide call handling and resource management

Interface Board of Directors

Dina Furash, Chair
Ron Polito, Vice Chair

Judy Diaz, Treasurer
Kathy Hartley, Secretary

Paige Glickman
Martin Hernandez

Jim McCann
Terri McGray

Interface Staff Leadership

Erik Sternad
Executive Director

Tanya Kellam
Director of 2-1-1 Ventura County

Fernando Salguero
Chief Financial Officer

Diane Kellegrew
Director of Center for Community Development

Catherine Kort
Fund Development & Marketing
Director

Daniel Molina
Director of Strategies

Kim Mora
Director of Human Resources

Joelle Vessels
Director of Youth & Mental Health Services

Nicholle Gonzalez-Seitz
Director of Family Violence Intervention Services

Patti Yabu
Director of Core Connection & Justice Services

Office Locations

Camarillo
Camarillo Main Office
4001 Mission Oaks Boulevard, Suite I
Camarillo, CA 93012
(805) 485-6114

Moorpark
612 Spring Road, Building B, Suite 201
Moorpark, CA 93021
(805) 532-1766

Oxnard
Oxnard Family Resource Center
260 West 4th Street
Oxnard, CA 93030
(805) 486-9405

Santa Paula
217 N. 10th Street
Santa Paula, CA 93060

Thousand Oaks
80 East Hillcrest Drive, #175
Thousand Oaks, CA 91360
(805) 371-5707

*Interface has five additional
emergency and transitional shelter
locations.*

*We also provide services in more
than 100 grade-, middle-, and high-
schools across the Ventura County
region.*

Interface Leadership Advisory Council

Marni Brook
Barbara Brown
The Hon. Chuck Campbell
Sue Chadwick
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