



2-1-1 VENTURA COUNTY

INFORMATION & REFERRAL PROGRAM OF INTERFACE CHILDREN & FAMILY SERVICES

WHAT IS 211?

2-1-1 connects people with services to meet their needs in the areas of:

- Housing
- Shelter
- Mental Health
- Income Assistance
- Rent/Utilities
- Crisis Services
- Education
- Food
- Transportation
- Health Care
- Substance Abuse
- Legal Assistance
- Re-entry Services
- Free Tax Prep



HELP BY PHONE

One on one information and referral support over the phone which is:

- *Free to callers*
- *Confidential*
- *Available 24 hours a day, 7 days a week*
- *Available in 150+ languages*



HELP BY TWO WAY TEXT

- *Text your zip code to 898211*
 - *Live help available 24/7*
- *Available in English and Spanish*



2-1-1 TM 
Get Connected. Get Answers.

Easy, convenient
and always at
your fingertips

Text your zip code to 898211

Standard msg&data rates may apply. Text STOP to opt-out. For end user privacy and terms and conditions of texting with 898211, go to: <http://www.preventionpaystext.com/policies/>
Powered by PreventionPays Text.



SELF HELP – 211VENTURA.ORG

Access to 2-1-1 resource information from our database

The screenshot shows the website interface for 211Ventura.org. At the top, there is a navigation bar with the logo "Ventura County 2-1-1 if INTERFACE CHILDREN & FAMILY SERVICES" and the tagline "Get Connected. Get Help.™". The main content area features a "2-1-1 Spotlight" section with a hand icon and three highlighted resource categories: "Public Safety Power Shutoff / Current Incident Information", "Disaster Resources - Incidents of Violence, Wildfires, and Earthquake", and "Disaster Case Management Intake for Fire Resources". To the right of these categories is the "COVERED CALIFORNIA" logo with the text "Open Enrollment begins October 15th, 2019". Below the spotlight section is a grid of 14 icons representing different service categories: HOUSING & HOMELESS SERVICES, INCOME & EXPENSES, FOOD, CRISIS SERVICES, TRANSPORTATION, HEALTH CARE, MENTAL HEALTH, SUBSTANCE ABUSE, CHILDREN & FAMILY, YOUTH, SENIORS, EDUCATION, LEGAL ASSISTANCE, and POST INCARCERATION REENTRY SERVICES.

Click one of the images above to find local resources. Click here for our keyword search to find agencies or programs by name.



211VENTURA.ORG- REPORTS

211 VENTURA COUNTY INTERFACE CHILDREN & FAMILY SERVICES

HOME/INICIO ABOUT US/SOBRE NOSOTROS **REPORTS** CONTACT US/CONTACTENOS

2-1-1 Spotlight

- Public Safety Power Shutoff / Current Incident Information
- Disaster Resources - Incidents of Violence, Wildfires, and Earthquake
- Disaster Case Management Intake for Fire Resources

COVERED CALIFORNIA
Open Enrollment begins October 15th, 2019

- HOUSING & HOMELESS SERVICES
- INCOME & EXPENSES
- FOOD
- CRISIS SERVICES
- TRANSPORTATION
- HEALTH CARE
- MENTAL HEALTH



211 Ventura County Call Data

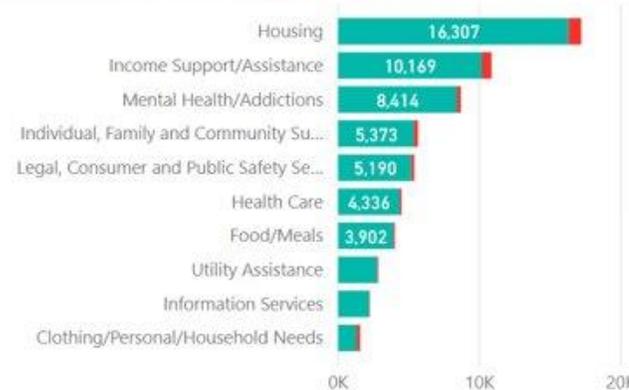
www.211ventura.org

Date Range (adjustable)

1/1/2017 5/31/2019



Categories of Needs (unduplicated)



Sub-Categories of Needs (unduplicated)



FOLLOW UP CALLS

2-1-1 offers a follow-up to callers who are more vulnerable or present risks to:

- Ensure caller was able to receive help needed*
- Offer additional referrals and assistance if necessary*
- Provide feedback about our quality to help improve our 2-1-1 Service*
- Help notify us if resources and referrals need to be updated or changed*
- Follow up is conducted within 1-3 days in cases of endangerment and 7-10 days in vulnerable situations.*

WHEN DISASTER STRIKES

2-1-1 has assisted across the country to communicate accurate, up to date information to large numbers of people during disaster

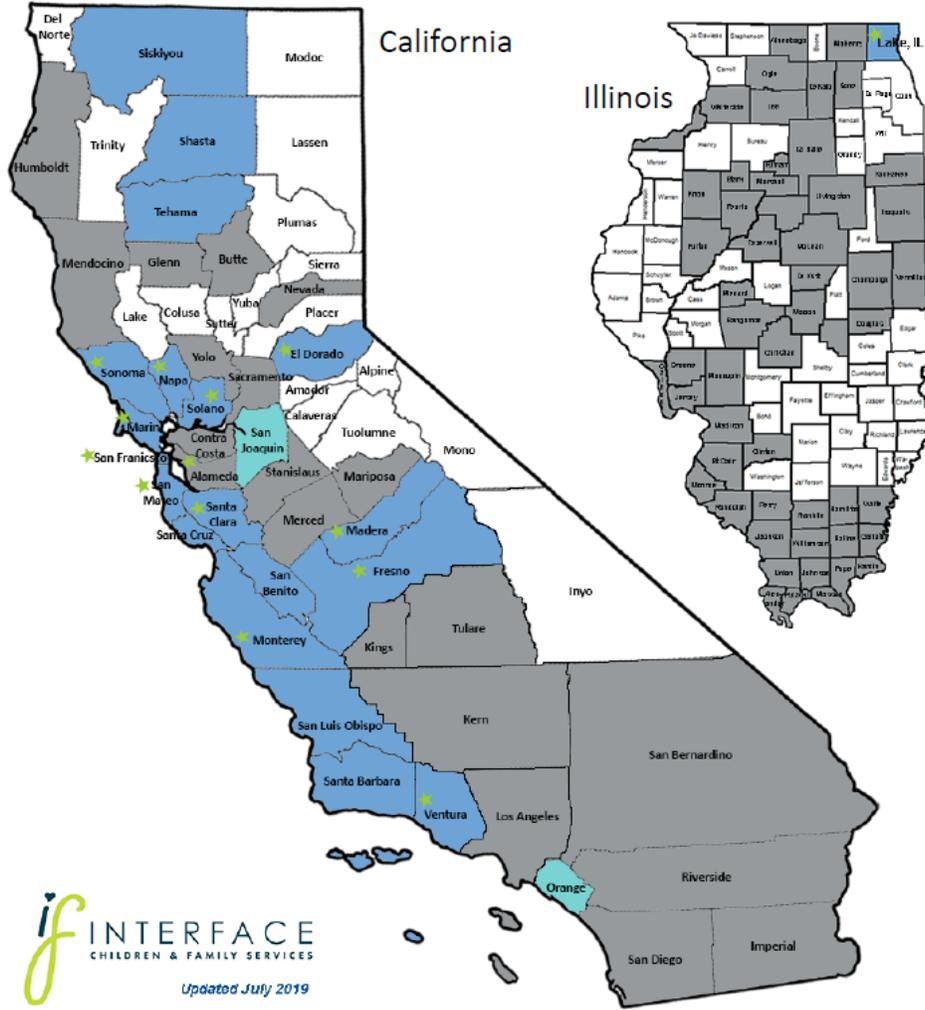
2-1-1 served in more recent disasters:

- Thomas Fire, Ventura County
- Hill & Woolsey Fire, Ventura & LA County
- Camp Fire, Butte County
- Borderline Casualty, Ventura County
- Route 91, Las Vegas
- Hurricane Florence, North Carolina
- Hurricane Harvey, Texas



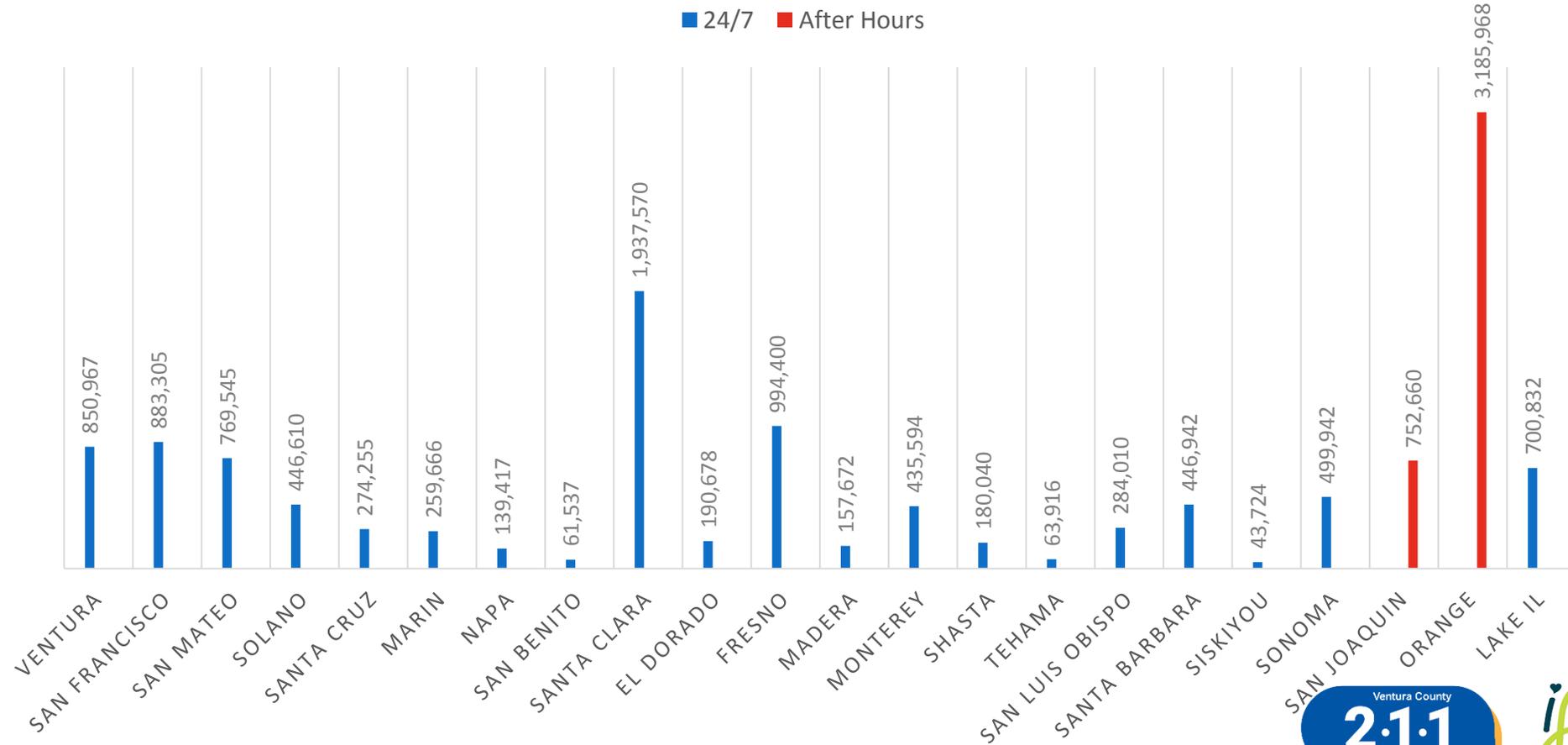
2-1-1 CALL CENTER

- Served by Interface 24/7
- Served by Interface after hours
- Database Managed by Interface
- Other Counties with Live 2-1-1 service
- No Active 2-1-1



COVERAGE MAP
 Service to 21 counties in CA
 1 county in IL

COUNTIES WE SERVICE & THEIR POPULATIONS



QUESTIONS

Call 211

Click www.211ventura.org

Text 898-211

General 2-1-1 requests (i.e. outreach material, updates) 211ventura@icfs.org or through website *contact form*

Lohanna Almanza, 2-1-1 Associate Director

lalmanza@icfs.org

Questions?

