



**INTERFACE CHILDREN & FAMILY SERVICES** INTERFACE SERVICE AREAS

- ✓ Mental Health
- ✓ Youth & Family Strengthening
  - includes Youth Rescue Shelter
- ✓ Family Violence Prevention & Intervention
  - includes Domestic Violence Shelter and Response Team
- ✓ Justice Involved Services
- ✓ Best-Practice Training & Technical Assistance
- ✓ 2-1-1 Information & Referral

**INTERFACE CHILDREN & FAMILY SERVICES** WHAT IS 2-1-1?

***2-1-1 connects people with services to meet their needs.***

**INTERFACE CHILDREN & FAMILY SERVICES** WHAT IS 2-1-1?

***Resource Database***

- Ventura County's only comprehensive database for community services
- Focuses on government and community based services
- Resource information verified annually and updated in real time as needed



## HELP BY PHONE

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

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

**20,000 Ventura County callers helped in 2015!**



Helping our community  
One call at a time...

*What happens during a 2-1-1 call?*

- Call Specialist assesses and identifies caller needs
- Callers are supported in determining the community resources that best meet their needs and are offered multiple referrals whenever possible for each need



## WHEN DISASTER STRIKES



2-1-1s across the country are called on to communicate accurate, up to date information to large numbers of people during disaster



## 2-1-1 "Self Help" Option

### 2-1-1 Ventura County Guided Search

*Simple, user friendly access to 2-1-1 resource information*



## Responsive/Mobile-friendly Site

Standard computer screen



Standard computer screen



Smartphone snapshot

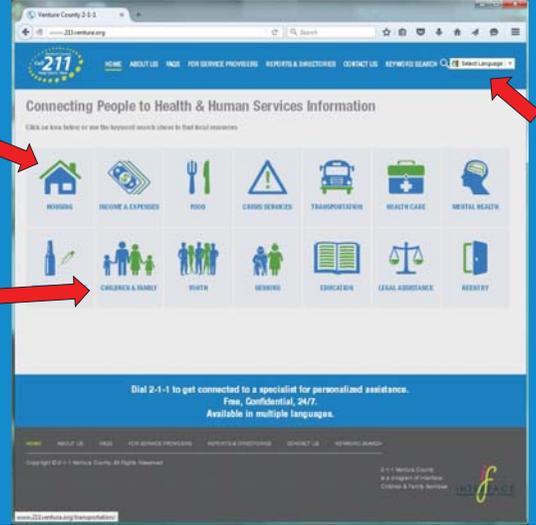


## 2-1-1 Ventura County Guided Search

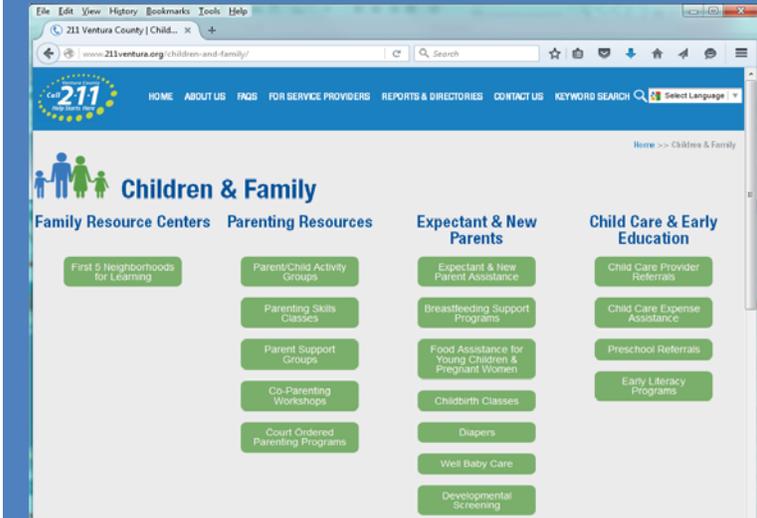
Groupings by type of service

Groupings by audience

Translate page into Spanish



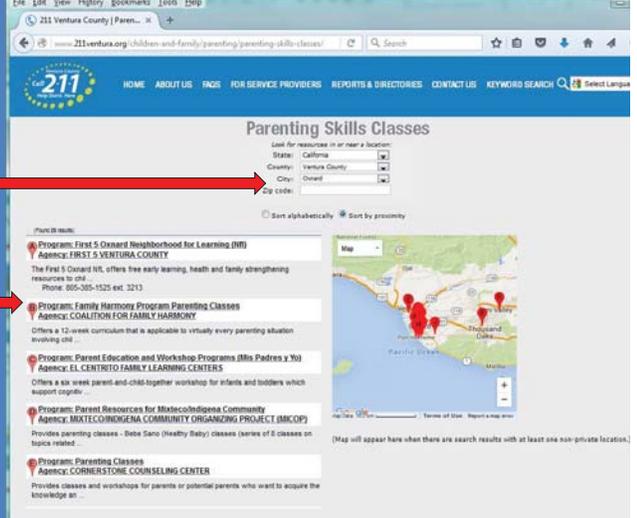
## Suggested searches



## Search results (mapped & sorted by proximity)

Enter location (city or zip code) & Click "Search" to sort results

Click for program details



## Program information

Program: **First 5 Onnard Neighborhood for Learning (NFI)**  
 Agency: **FIRST 5 VENTURA COUNTY**

**Spanish name:** Vecindario para el Aprendizaje

**Description**  
 The First 5 Onnard NFI, offers free early learning, health and family strengthening resources to children prenatal to age five living in the Onnard area. Staff is bilingual (English, Spanish, Midec). These services include:

**Early Learning**  
 Free parent and child interactive classes (0-3yrs old).  
 Free family literacy classes.  
 Free/sliding scale preschool.  
 Free/sliding scale 4 week Kindergarten Transition Program.  
 Hands-on transition activities for parents of incoming kindergarten students.  
 Children's bookmobile - with family literacy and music programs for infants and toddlers.

**Health**  
 Free developmental check-ups.  
 Limited dental services.  
 Health resources and referrals to public health nurses.  
 Referrals to mental health services and health insurance enrollment.

**Family Support**  
 Free parent support groups.  
 Free family support resources and referrals.

**Program Phones:**  
 805-385-1625 ext. 3213 Phone Cesar Chavez  
 805-385-1542 ext. 4815 Phone

Brief program description

Contact information

## Program information

Locations:

- same.city + Onnard NFI, Duffell Family Resource Center
- same.city + Onnard NFI, Herrington Family Resource Center
- same.city + Onnard NFI, Maria West Family Resource Center
- same.city + Onnard NFI, Sierra Linda Family Resource Center
- same.city Onnard - Admin

**Location:** 1051 S A Street, Onnard, CA 93030 (Map)

**Hours of operation**  
**Program Hours:** Walk in dates for developmental screening for (3 to 5 yrs old)- Cesar Chavez location only  
 November 21st 2-4PM  
 December 12th 2-4PM

Program Hours:	Mon	Tue	Wed	Thu	Fri
Open:	8am	8am	8am	8am	8am
Closed:	5pm	5pm	5pm	5pm	5pm

**Disabilities Access:** No information has been provided by Agency.  
**Mailing Address:** 1051 S A Street, Onnard CA, 93030

**Program Delivery**

**Eligibility:** 0-5 years and their families.  
**Languages:** English, Spanish  
**Application Process:** Call for information, walk-ins welcome.  
**Program Fees:** Call for information, free, low-cost, and sliding scale  
**Documents Required:** Proof of residency in Onnard city limits

Locations

Eligibility

Languages

Application Process

Documents Required

## Search by agency or program name

Keyword Search

Search by agency or program name

2-1-1 is not restricted to a specialized or personalized assistance.  
 Free. Confidential. 24/7.  
 Available in multiple languages.

Search by agency or program name

## Find 2-1-1 Community Reports

11th Anniversary Edition  
 Ventura County  
 Call 211  
 Help Starts Here

**2-1-1 Ventura County Annual Community Report**  
 January - December 2015

IF INTERFACE  
 FIRST5  
 United Way

2-1-1 Ventura County is a program of Interface Children & Family Services, with deep appreciation for support from the County of Ventura, First 5 Ventura County, United Way of Ventura County, and all ten cities.



## 2015 Highlights

**2-1-1 Ventura County helped 20,344 Ventura County callers in 2015 and provided over 39,352 referrals to community service providers.**

98% of 2-1-1 callers would recommend the 2-1-1 Ventura County service to a friend or family member.

Since launching texting referrals in late October, 2,500 referrals have been texted to callers who opted to have the name and number of their referrals texted to them.

2-1-1 web visits grew by 13% in 2015, with more than 4,900 unique visitors accessing the online 2-1-1 website, completing approximately 11,300 searches for resources.

The average wait time to reach 2-1-1 in 2015 was only 27 seconds.

The 2-1-1 Ventura County resource database includes over 450 agencies and over 1,100 programs.

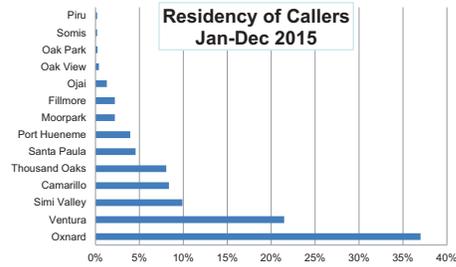
90% of our of our Call Specialists are bilingual (Spanish & Cantonese) with coverage in over 150 additional languages through tele-interpretation services.

Nationally, 2-1-1 service is available to more than 93% of the U.S. population.

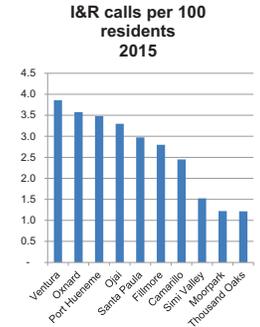
In California, over 96% of the population is covered, including all counties adjoining Ventura County.



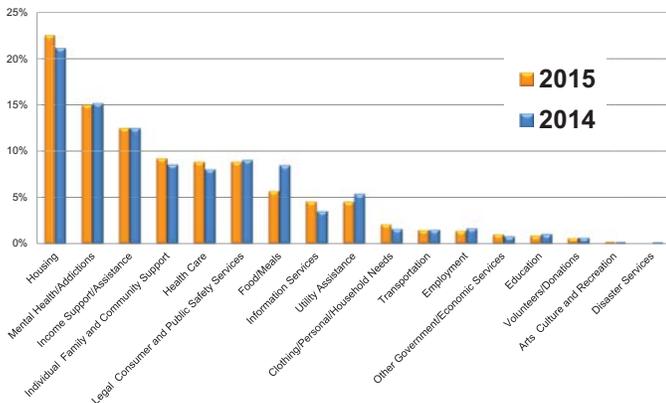
## COUNTYWIDE COVERAGE



\* Thousand Oaks figure includes Westlake Village and Newbury Park Callers



## CALLER NEEDS



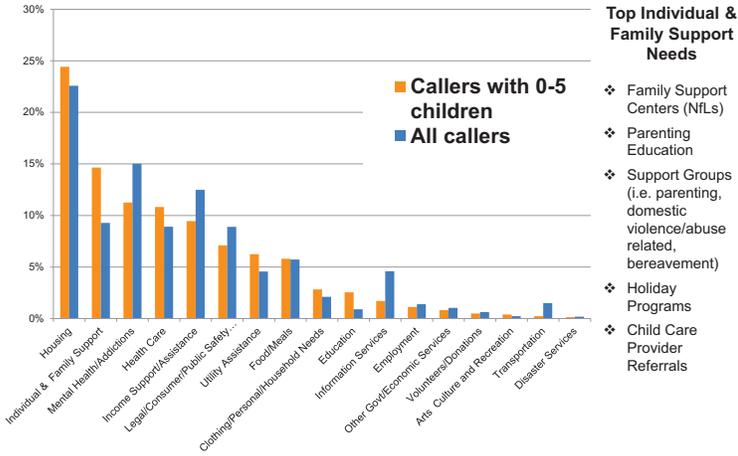
## Callers with 0-5 children (2015)

**2,971** callers who identified there was a 0-5 child in the home

**4,078** 0-5 children in the home

**411** pregnant callers

## CALLER NEEDS



### Top Individual & Family Support Needs

- ❖ Family Support Centers (NFLs)
- ❖ Parenting Education
- ❖ Support Groups (i.e. parenting, domestic violence/abuse related, bereavement)
- ❖ Holiday Programs
- ❖ Child Care Provider Referrals

## Help Me Grow & 2-1-1

In collaboration with the new Ventura Help Me Grow collaborative, 2-1-1 Ventura County is connecting parents of young children with developmental screenings and related resources.

HMG pilot took place in winter 2014/2015 and relaunched in May 2015

In 2015, 11% of callers with a child under five years old indicated a concern related to their child's development and were offered appropriate services.

## Callers with 0-5 children

### "Vera"

Vera, a young mother in Oxnard, called 2-1-1 because she had concerns about her four year old daughter's speech development. Vera had been trying to get in touch with someone to help, but had not had any luck. Vera was referred to her local First 5 Neighborhood for Learning, as well as receiving a referral for a hearing screening for her daughter. She had a pending CalFresh application, but it became clear she could also use some additional food assistance while that was being processed, so she was also referred to local food pantries.

During a follow up call, Vera shared that she was able to get assistance through her local First 5 NFL and had an appointment for a developmental screening for her daughter. They were even able to send someone from Public Health to her home to work with her daughter on speech development. Vera had also gotten help from a food pantry. She shared that calling 2-1-1 had "been the best experience trying to navigate [her] way around the county for help for [her] daughter."

## Q&A



- Visit 2-1-1 Ventura County online [www.211ventura.org](http://www.211ventura.org)
- General 2-1-1 requests (i.e. outreach material, updates) [211@icfs.org](mailto:211@icfs.org) or through website contact form
- Tanya Kellam, 2-1-1 Director [tkellam@icfs.org](mailto:tkellam@icfs.org) 805-485-6114 ext 200
- Questions?