



**To:** Commissioners, First 5 Ventura County

**From:** Petra Puls, Executive Director

**Date:** January 24, 2019

**Re: Recommendation to Continue Contract with Interface Children and Family Services to implement 2-1-1**

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### **Background**

2-1-1 is a comprehensive source of local social and human services in the U.S. and most of Canada. In Ventura County, 2-1-1 is administered by Interface Children and Family Services and connected over 42,000 community members with information about health and human services in 2017. 2-1-1 Ventura County web, phone and text services are available 24 hours a day, 7 days a week and in 150 languages.

In FY 2017-18, 2-1-1 Ventura County provided information and referral to 1,658 callers where a child's (age 0-5) needs were involved and offered these callers a referral to their local First 5 Neighborhood for Learning. During times of disaster, 2-1-1 provides incident-specific information in coordination with local emergency services, including road closures and shelters both locally and nationwide.

Ventura County was the first 2-1-1 to launch in the state of California in February 2005. First 5 Ventura County was an initial funder for establishing the 2-1-1 capacity in the county and has continued to support its annual operation, currently at \$100,000 per year.

In April 2018, the Commission approved Strategic Investments for FY 2019-21. This plan allocated funds to countywide linkage to resources/services and identified 2-1-1 as the strategy to accomplish this goal at an annual funding level of \$80,000.

### **Recommendation**

Recommended action would grant authority to the Executive Director to continue to contract with Interface Children and Family Services to administer and implement 2-1-1, not to exceed a maximum amount of \$160,000 for July 1, 2019 through June 30, 2021.