



211 Ventura County

INFORMATION & REFERRAL PROGRAM OF INTERFACE CHILDREN & FAMILY SERVICES

Interface Children & Family Services

Interface provides 30 distinct programs across seven core program areas including

[mental health & trauma treatment](#)

[domestic violence & child abuse prevention](#)

[youth crisis & homelessness](#)

[human trafficking prevention & intervention](#)

[justice services](#)

and

[211 information & assistance](#) in 37 California counties.

Mission

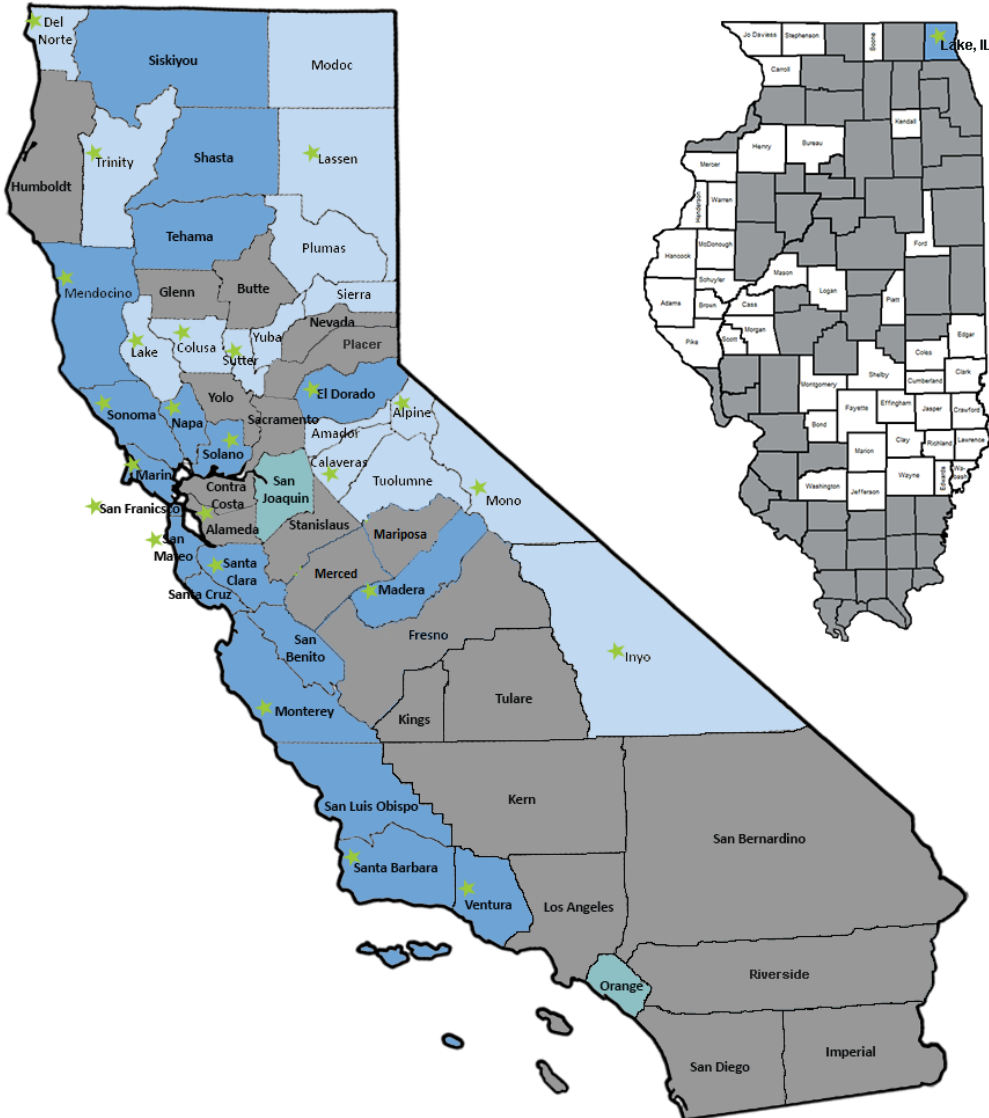
Strengthening children, families, individuals, and communities to be safe, healthy, and thriving through comprehensive social services.



Interface 2-1-1 Contract Counties

- Served by Interface 24/7
(California: 19 Counties, Illinois: 1 County)
- Served by Interface after hours
(California: 2 Counties)
- SB1212 – 211 Coverage
(California: 16 Counties)

- Database Managed by Interface
(California: 23 Counties, Illinois: 1 County)
- Other Counties with Live 211 service
(California: 21 Counties)



211 - Who We Service

24/7: 35 CA Counties, 1 in IL
After Hours: 2 CA Counties



211 - Team & Training

Team Structure



Call Handling

Training & Support

- Rise Training Platform
- Team Lead assistance
- Monthly Check-Ins

Referral to KickIt

- Screening is done within our own iCarol call report
- Eligibility questions within iCarol call report
- If eligible & accept referral caller's information is entered into the referral website

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*

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