



To: Commissioners, First 5 Ventura County

From: Nani Oesterle, Program Manager

Date: March 25, 2021

RE: Recommendation to Continue Contract with Interface Children and Family Services to Implement 2-1-1

Background

2-1-1 is a comprehensive source of local social and human services in the U.S. and most of Canada. 211 Ventura County, a program of Interface Children & Family Services, connects over 30,000 Ventura County callers and texters each year with information about health and human services available to them. Services are available via web, phone, and text 24 hours a day, 7 days a week and in 150 languages. During times of disaster, 2-1-1 provides incident-specific information in coordination with local emergency services. This service has been especially critical for families during the global COVID-19 health pandemic.

Ventura County was the first 2-1-1 to launch in the state of California in February 2005. First 5 Ventura County (F5VC) was an initial funder for establishing the 2-1-1 capacity in the county and has continued to support its annual operation as a vital component of our countywide linkage to resources and services strategy. In 2020, 211 Ventura County provided information and referral to more than 2,300 callers where a young child's (age 0-5) needs were involved and offered 463 of these callers a referral to their local First 5 Neighborhood for Learning.

In January 2021, the Commission reviewed Strategic Investments for FY 2021-23 that support the goal of providing countywide linkage to resources and services, including 211 Ventura County. The Commission's long-term fiscal plan allocates \$75,000 per year for FY 21-23 for 211 Ventura County. In light of F5VC's continued declining Prop 10 revenue, staff recommends including a contract provision around development of a sustainability plan so 211 Ventura County can maintain services for families with children 0-5 after F5VC's investment concludes June 30, 2023.

Recommendation

Recommended action would grant authority to the Executive Director to continue contracting with Interface Children and Family Services to administer and implement 2-1-1, not to exceed a maximum amount of \$150,000 (\$75,000 per year) for July 1, 2021 through June 30, 2023.