

211 Services provided by Interface 211 of Ventura County, California

211 IN LAKE COUNTY



- A program of Interface Children and Family Services located in Ventura County
- 50 Years of Experience
- First 211 service in the state with over 20 years experience
- Serving 30+ Counties in California
- State and National 211 leadership roles
- Extensive disaster, emergency, and pandemic response experience
- 211 team offers
 - 24/7 information & referrals,
 - benefits screening & application assistance,
 - Access and functional need household care coordination,
 - State hate crime reporting,
 - State tobacco cessation program referral,
 - VITA tax preparation appointment assistance,
 - Food delivery, pantry hours & location, transportation assistance, and more



211 CALL CENTER STAFF



- Current workforce of 90 skilled staff members
- Management, contact specialists, care coordinators, community resource specialists, outreach & media, and technology teams
- Leadership team with over 117 years combined 211 experience
- Inform USA certified
- 75% bilingual/bicultural
- 24/7 Availability for calls & texts with access to Administrative Support Team
- 211Now disaster resource website & disaster recovery information

DATABASE USED FOR
211 LAKE IS
LARGER THAN
LAKE COUNTY...

- LOCAL, STATE, AND NATIONAL RESOURCE DATABASE
- DEDICATED RESOURCE CURATION TEAM
- RESOURCE UPDATE CYCLE
- INFORM USA CERTIFIED

A group of people wearing hard hats and safety vests are gathered outdoors for a meeting. Two informational signs on tripods are the focus. The sign on the left is titled "D1 Veg. Mgmt. Contract 1" and shows a "before" and "after" comparison of a landscape. The sign on the right is titled "Lake 29 Maintenance" and features a landscape photo and logos for the California Department of Water Resources and the State Water Resources Control Board. A person in the foreground is wearing a bright green vest with a "CLEAN CALIFORNIA" logo. The scene is set against a backdrop of trees and a clear sky, with colorful abstract overlays in the foreground.

EMERGENCY PREPAREDNESS & RESPONSE



DISASTERS AND 211NOW.COM

- The 211 Lake team has extensive experience working with Offices of Emergency Services, Public Health, County Services, VOAD/COADs, and CBOs during disasters, pandemics, and mass casualty events
- 211NOW.com website, which serves to centralize information during disasters and provides verified information about resources, donations, and official County disaster information sources.

DISASTER COMMUNITY NEEDS ASSESSMENTS & CASE MANAGEMENT SYSTEM

- **The Disaster Recovery Information Exchange (DIRE) provides community disaster needs screenings and reporting, a disaster resource database, and a disaster client case management system.**

STAFF SURGING

- **When call volume increases during disasters or emergencies, 211 uses internal and external partners to provide additional staff on-demand.**



CURRENT 211 LAKE SPECIAL PROJECTS



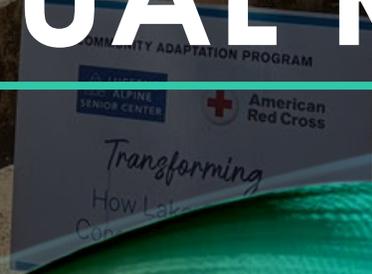
- Through a collaborative partnership of the California 211 Network and the Pacific Gas and Electric Company (PG&E) 211 Lake supports customers with an Access or Functional Needs (AFN) by connecting them to resources, programs, and local support systems.
- 211 Lake has partnered with California Vs Hate, which is a non-emergency hate incident and hate crime reporting system to support individuals and communities targeted for hate.
- Text Notifications to alert when Cooling or Warming centers are opening.
- Text Notifications to alert when the Food Distribution and Food Pantry list has been updated and published.

SPECIAL PROJECTS IN OTHER AREAS THAT COULD ALSO HAPPEN HERE

- Tax Preparation Appointments
- CalFresh Assistance
- Benefits Assistance
- Homeless Services



211 LAKE ANNUAL REPORT



3985

211 Lake County, managed by Interface Children & Family Services in Ventura County, is a comprehensive information and referral service for Lake and 30+ other county's in California. 211 Lake County connects community members with information on over 2,000 health and human service resources. In 2025, 1,145 unique Lake County residents reached out to 211 via call, text, or online search.

Caller Location:

Clearlake	483
Kelseyville	149
Lakeport	115
Clearlake Oaks	91
Lucerne	65
Nice	37
Hidden Valley Lake	34
Lower Lake	32
Cobb	23
Upper Lake	14
Middletown	13
Finley	3
Glenhaven	3



Calls:	1,086
Two-Way Texts:	59
No Location:	24
Total:	1,145

TOP 3 CALLER-IDENTIFIED NEEDS

<p>HOUSING</p> <ul style="list-style-type: none"> IN NEED OF RENT PAYMENT ASSISTANCE IN NEED OF LOW-INCOME HOUSING IN NEED OF HOMELESS SHELTER 	<p>UTILITIES</p> <ul style="list-style-type: none"> ELECTRIC SERVICE PAYMENT ASSISTANCE WATER SERVICE PAYMENT ASSISTANCE PROPANE SERVICE PAYMENT ASSISTANCE 	<p>INDIVIDUAL SUPPORT</p> <ul style="list-style-type: none"> AREA AGENCY ON AGING ELDER/DEPENDENT ADULT ABUSE REPORTING CAREGIVER TRAINING
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211 LAKE IN 2025

County residents proactively use 211 Lake:

- 1,086 Information & Referral Calls
- 59 Two-way Text Exchanges
- 24 Calls/Texts with no location given

Top 3 caller-identified needs:

- Housing
- Utility Assistance
- Individual Family and Community Support

211LAKE IN 2025

Calls By Area

- Clearlake – 483 (46%)
- Kelseyville – 149 (14%)
- Lakeport – 115 (11%)
- Clearlake Oaks – 91 (9%)
- Lucerne – 65 (6%)
- Nice – 37 (3%)
- Hidden Valley Lake – 34 (3%)
- Lower Lake – 32 (3%)
- Cobb/Loch Lomond – 23 (2%)
- Middletown – 13 (1%)
- Finely & Glenhaven, 3 each <1%

2025 ANNUAL REPORT

2.1.1

Lake County

DEMOGRAPHICS



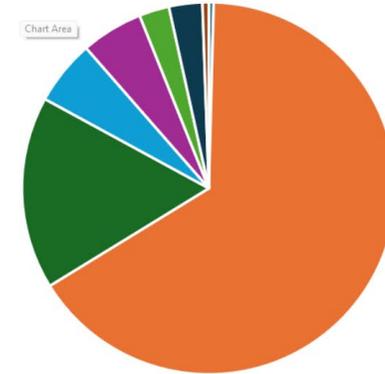
74% FEMALE
26% MALE

AGE OF CALLERS



13-17 1%
18-29 10%
30-54 40%
55-61 15%
62+ 34%

ETHNICITY

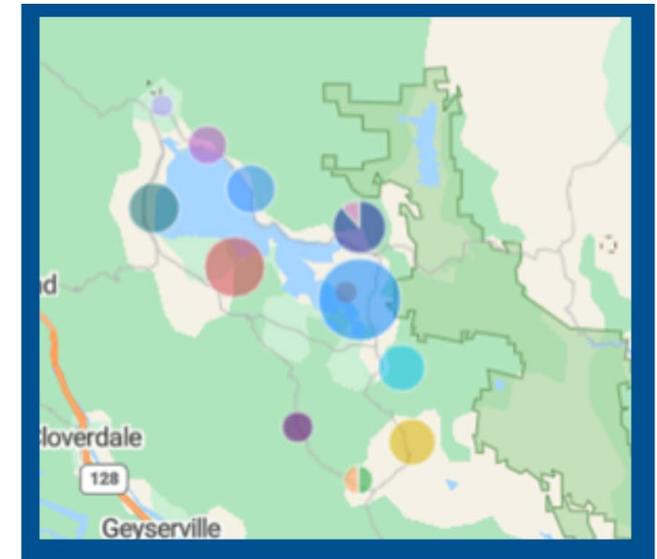


- Caucasian- 70%
- Hispanic/Latino- 18%
- Multi-Ethnic- 6%
- African American/Black- 5%
- Native American- 3%
- Pacific Islander / Native Hawaiian- >1%
- Asian- >1%
- Other - 3%

Demographic data not provided by all callers

CALLS BY AREA

Clearlake	46%
Kelseyville	14%
Lakeport	11%
Clearlake Oaks	9%
Lucerne	6%
Nice	3%
Hidden Valley Lake	3%
Lower Lake	3%
Cobb/Loch Lomond	2%
Middletown	1%
Finley	<1%
Glenhaven	<1%



THREE WAYS TO REACH 211LC:



CALL 211



VISIT 211Lake.ORG



TEXT YOUR ZIP CODE TO 898-211

2025 ANNUAL REPORT

2.1.1

Lake County

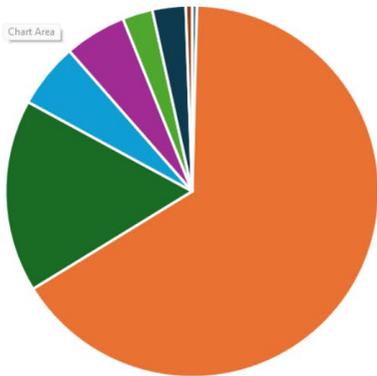
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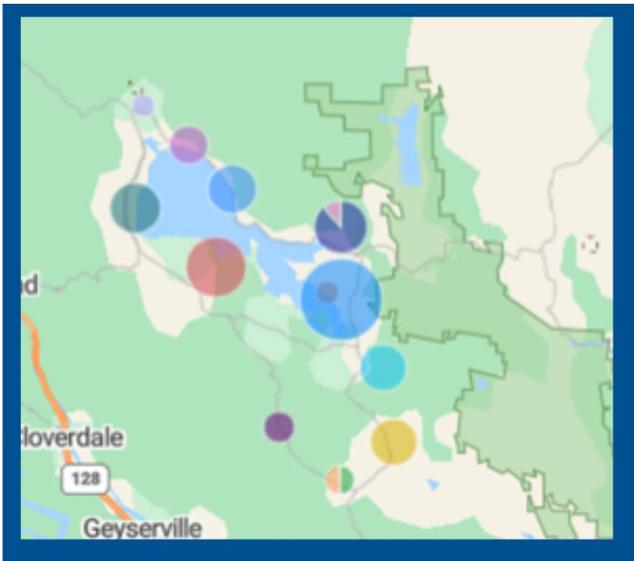


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Lower Lake	3%
Cobb/Loch Lomond	2%
Middletown	1%
Finley	<1%
Glenhaven	<1%



211 LAKE IN 2025

Demographics:

- 646 Female
- 329 Male

Ethnicity by Callers:

- Caucasian - 479
- Hispanic/Latino - 122
- Multi-ethnic – 41
- African American/Black – 39
- Native American – 19
- Other – 21
- Pacific Islander/ Native Hawaiian – 4
- Asian - 3

Age of Callers

- 13–17: 1
- 18–29: 82
- **30-54: 313**
- 55-61: 130
- **62+: 265**

THREE WAYS TO REACH 211LC:



CALL 211



VISIT 211Lake.ORG



TEXT YOUR ZIP CODE TO 898-211

211 LAKE IN 2025

211 PSPS Care Coordination aims to connect with electric-dependent community members and households with access and function needs before during, and after a power outage.

211 POWER OUTAGE CARE COORDINATION

211 Public Safety Power Shutoff (PSPS) planning for households with access and functional needs.



FOR MORE INFORMATION ON THIS PROGRAM, CALL 211 OR TEXT YOUR ZIP CODE TO 898-211.

California VS. Hate

211 Lake has partnered with California Vs Hate, which is a non-emergency hate incident and hate crime reporting system to support individuals and communities targeted for hate. When a hate incident is called into 211, a call specialist will assess the caller's safety, determine the need for emergency assistance, and provide connections to local resources for physical and mental health support. We are committed to making Lake County a safe and inclusive place for all.

KICK IT CALIFORNIA

211 Lake has partnered with the California Department of Public Health's Kick It California program to connect community members to free tobacco cessation tools. Kit It California offers a range of services, from one-on-one Quit Coaching to text programs and self-help materials. (This program ends 2/28/26 via 211, but can be accessed via CDPH)



211 LAKE IN 2025 SPECIAL PROJECTS

California Versus Hate

- Non-emergency hate incident and hate crime reporting system
- 211 staff are mandated reporters

Kick It California

- Free tobacco cessation tools and incentives
- Kick It CA Project will end 2/28/26

FINAL TIPS & TAKEAWAYS



211LakeCounty.org

Call 211

Text Your Zip Code to 898-211

- Housing & Homeless Services
- Income & Expenses
- Food
- Crisis Services
- Transportation Information
- Health Care
- Mental Health
- Children & Family
- Youth
- Seniors
- Education
- Legal Assistance