

# 2025 ANNUAL REPORT

# 2.1.1

Lake County

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



### HOUSING

IN NEED OF RENT  
PAYMENT ASSISTANCE

IN NEED OF LOW-  
INCOME HOUSING

IN NEED OF HOMELESS  
SHELTER



### UTILITIES

ELECTRIC SERVICE PAYMENT  
ASSISTANCE

WATER SERVICE PAYMENT  
ASSISTANCE

PROPANE SERVICE PAYMENT  
ASSISTANCE



### INDIVIDUAL SUPPORT

AREA AGENCY ON AGING

ELDER/DEPENDENT ADULT  
ABUSE REPORTING

CAREGIVER TRAINING

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### DEMOGRAPHICS



**74% FEMALE**  
**26% MALE**

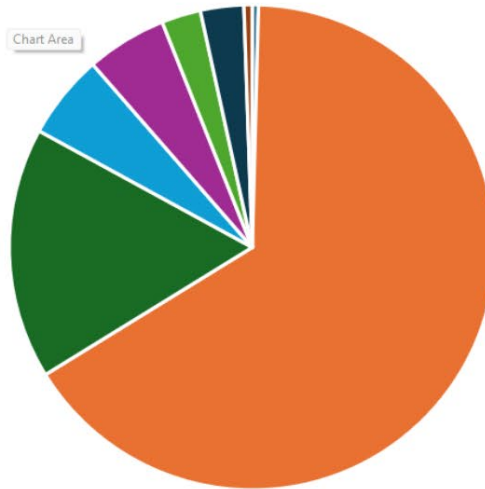
### AGE OF CALLERS



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

### ETHNICITY

Chart Area

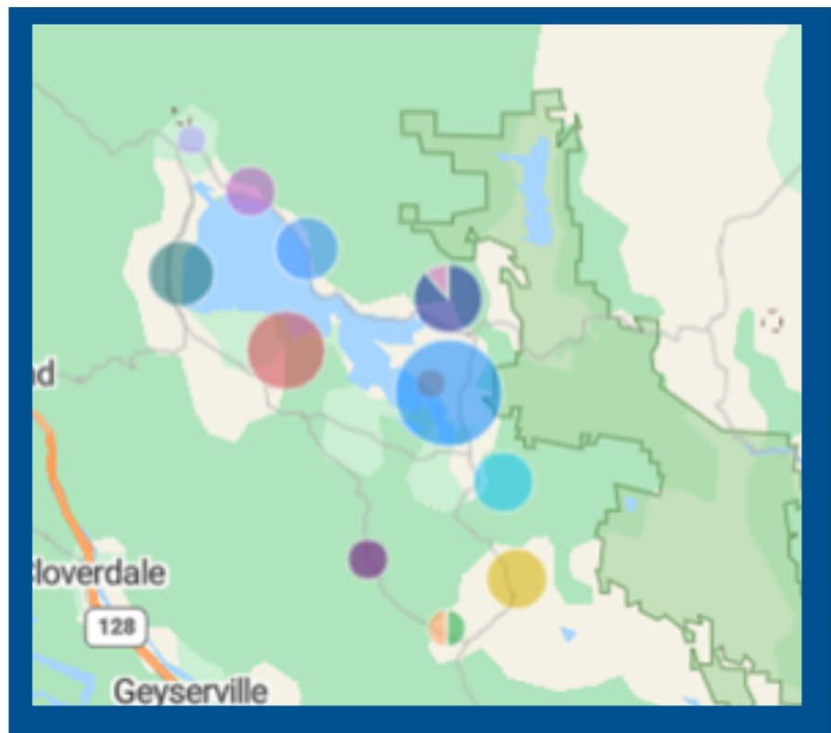


- Caucasian- 70%
- Hispanic/Latino- 18%
- Multi-Ethnic- 6%
- African American/Black- 5%
- Native American- 3%
- Pacific Islander / Native Hawaiian- >1%
- Asian- >1%
- Other - 3%

*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**



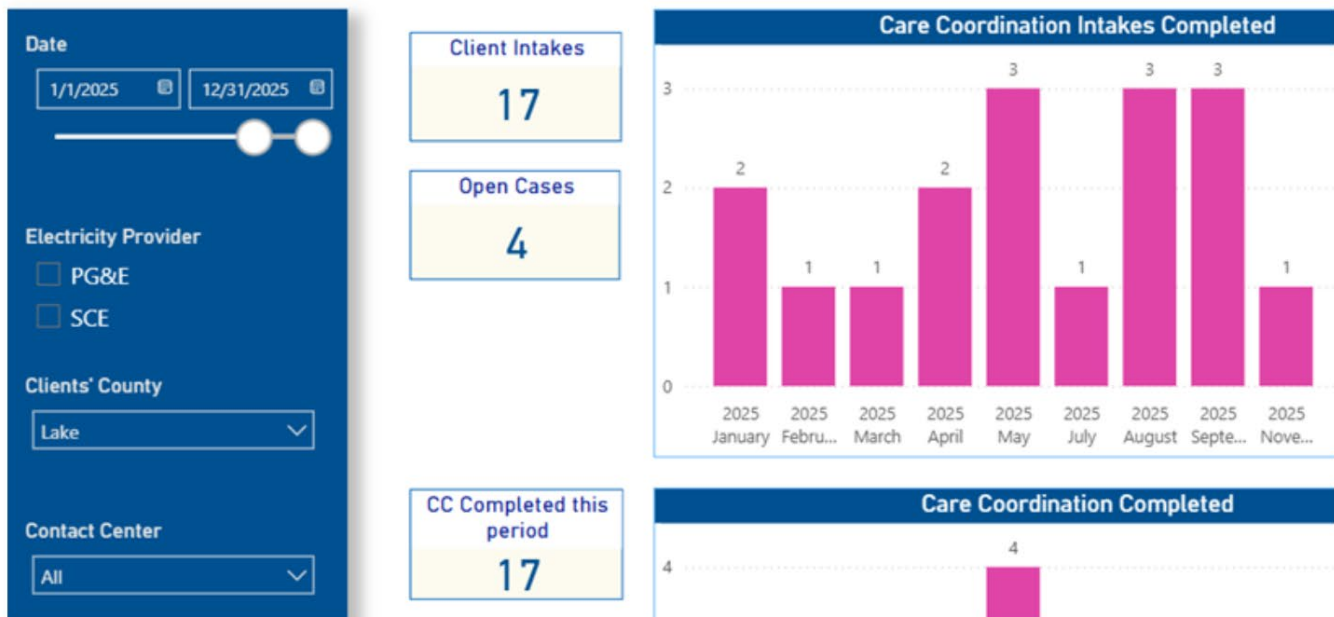
**VISIT 211Lake.ORG**



**TEXT YOUR ZIP  
CODE TO 898-211**

## 211 POWER OUTAGE CARE COORDINATION

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



**Pacific Gas and Electric Company®**

**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)



**FOR MORE INFORMATION ON THESE PROGRAMS, CALL 211 OR TEXT YOUR ZIP CODE TO 898-211.**