



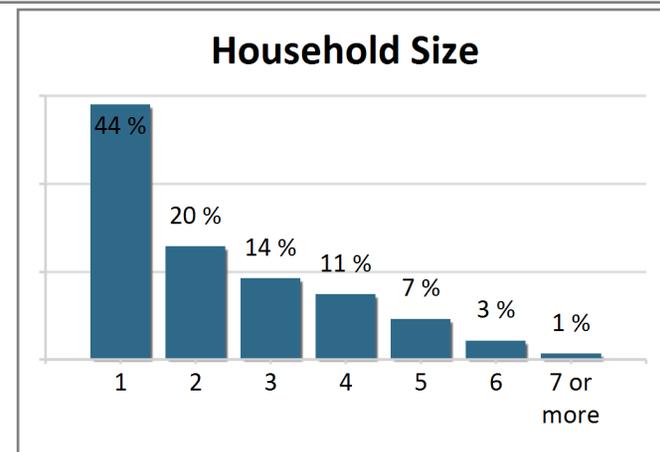
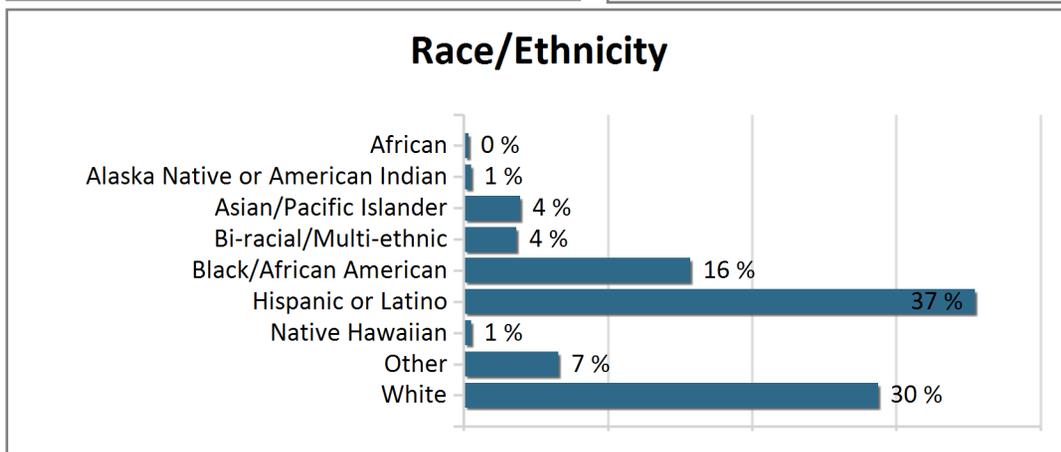
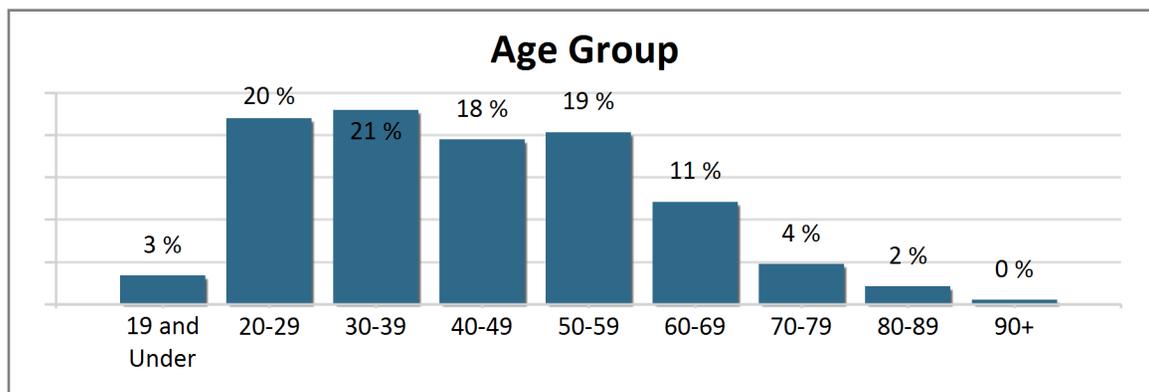
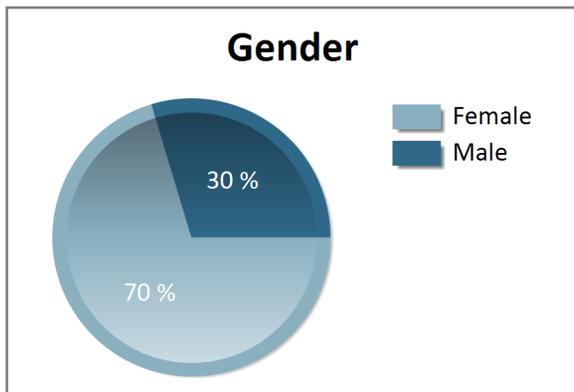
# 2-1-1 San Diego Client Profile

## Demographics, Needs, and Referrals

**Fiscal Year:** 2014-2015      **Total Clients:** 220,984      **Total Needs:** 280,612      **Total Referrals:** 321,792

The following report provides demographic data, needs, and referrals for all clients that called 2-1-1 San Diego during Fiscal Year 2014-2015.

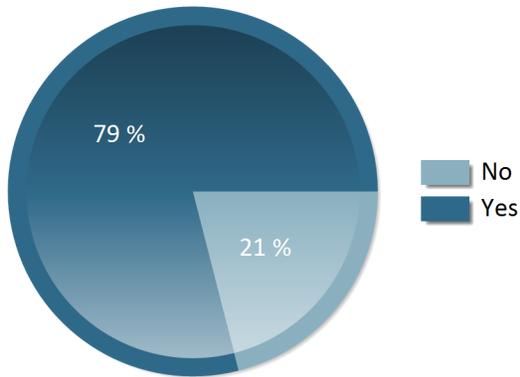
### Section 1. Client Demographics



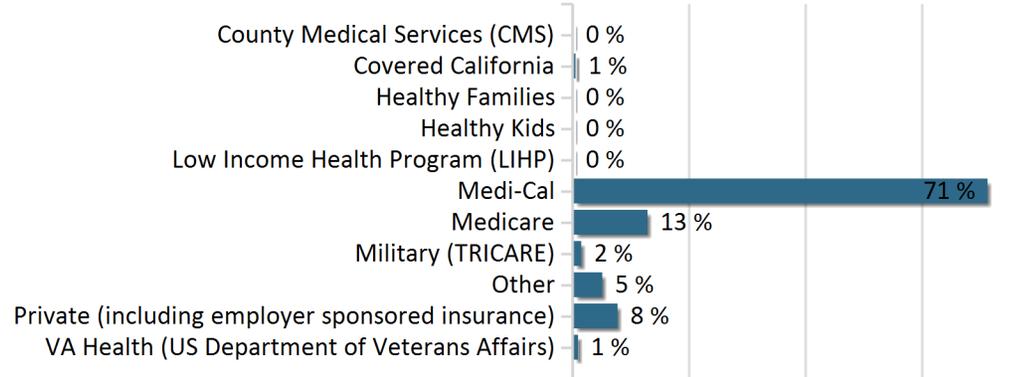
**Notes:**

1. Graphs with 10 or fewer data points are not displayed.
2. Fiscal years begin July 1 and end June 30.
3. All demographic data out of total known responses.

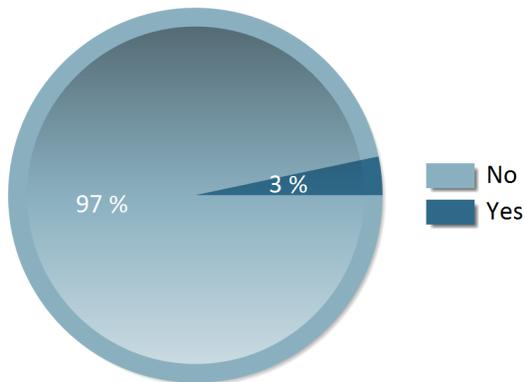
### Health Insurance



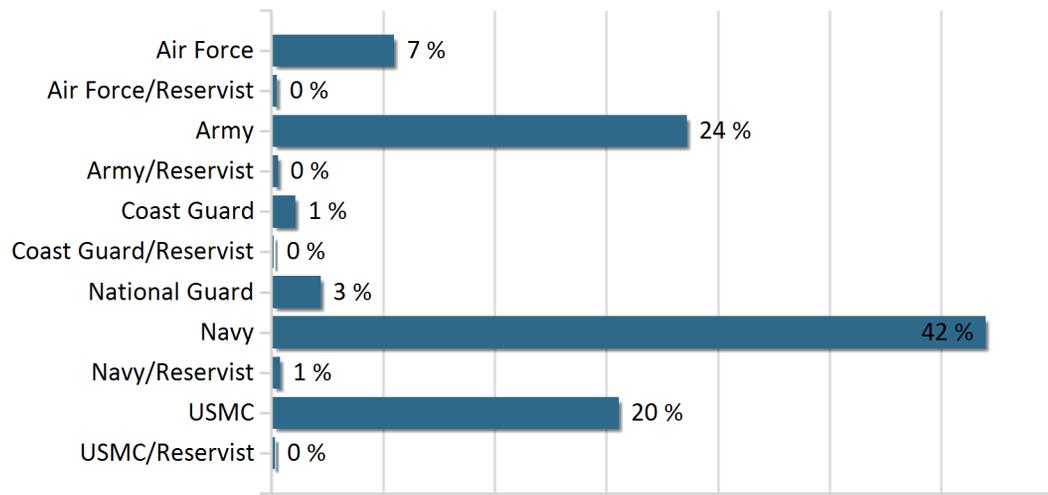
### Type of Health Insurance



### Military/Veteran Status



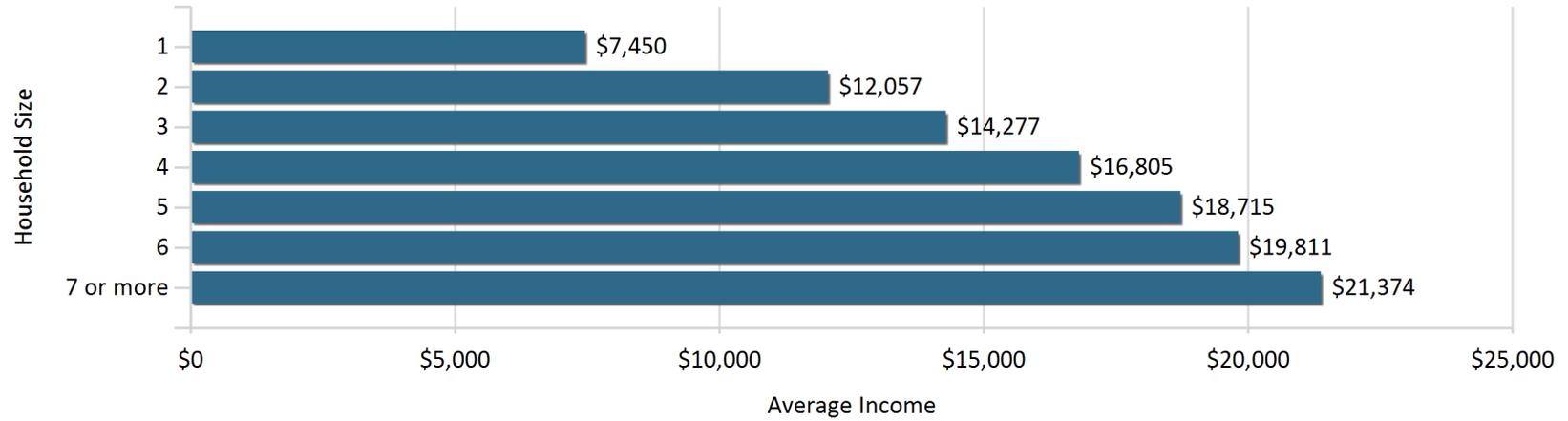
### Military Branch of Service



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### Average Annual Income by Household Size



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## Section 2. Client Needs

Client needs are organized by a taxonomy structure. Taxonomy is a thorough classification system that distinguishes concepts, names those concepts, and puts those concepts into a hierarchical order. The first level is the most broad level, with up to six nested layers that progressively increase in specificity. 2-1-1 Customer Service Representatives document client needs using this structured system.

### Client Needs by First and Second Level Taxonomy

Level 1 Description	Level 2 Description	Total Needs	Percent of Total Needs
		1	0%
	<b>Total</b>	<b>1</b>	<b>0%</b>
Basic Needs	Basic Needs General	451	0%
	Food	19,673	7%
	Housing/Shelter	49,922	18%
	Material Goods	3,286	1%
	Transportation	4,529	2%
	Utilities	33,714	12%
	<b>Total Basic Needs</b>	<b>111,575</b>	<b>40%</b>
Consumer Services	Condition-Specific Services	12	0%
	Consumer Assistance and Protection	1,389	0%
	Consumer Regulation	2,362	1%
	Consumer Services General	86	0%
	Money Management	556	0%
	Tax Organizations and Services	5,215	2%
	<b>Total Consumer Services</b>	<b>9,620</b>	<b>3%</b>
Criminal Justice and Legal Services	Courts	628	0%

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Level 1 Description	Level 2 Description	Total Needs	Percent of Total Needs
Criminal Justice and Legal Services	Criminal Correctional System	705	0%
	Criminal Justice and Legal Services General	28	0%
	Judicial Services	416	0%
	Law Enforcement Agencies	1,068	0%
	Law Enforcement Services	1,543	1%
	Legal Assistance Modalities	2,914	1%
	Legal Education/Information	58	0%
	Legal Services	11,214	4%
	Legal Services Organizations	12	0%
	<b>Total Criminal Justice and Legal Services</b>	<b>18,586</b>	<b>7%</b>
Education	Education General	22	0%
	Educational Institutions/Schools	1,088	0%
	Educational Programs	476	0%
	Educational Support Services	393	0%
	<b>Total Education</b>	<b>1,979</b>	<b>1%</b>
Environmental and Public Safety	Environmental and Public Safety General	16	0%
	Environmental Protection and Improvement	321	0%
	Public Health	365	0%
	Public Safety	550	0%
	<b>Total Environmental and Public Safety</b>	<b>1,252</b>	<b>0%</b>
Health Care	Emergency Medical Care	487	0%
	General Medical Care	6	0%
	Health Care General	122	0%
	Health Screening/Diagnostic Services	2,314	1%

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Level 1 Description	Level 2 Description	Total Needs	Percent of Total Needs
Health Care	Health Supportive Services	9,744	3%
	Human Reproduction	525	0%
	Inpatient Health Facilities	709	0%
	Outpatient Health Facilities	3,117	1%
	Rehabilitation/Habilitation Services	937	0%
	Specialized Treatment	944	0%
	Specialty Medicine	2,624	1%
	<b>Total Health Care</b>	<b>21,529</b>	<b>8%</b>
Income Support and Employment	Employment	3,702	1%
	Income Support and Employment General	50	0%
	Public Assistance Programs	35,115	13%
	Social Insurance Programs	2,089	1%
	Temporary Financial Assistance	1,994	1%
	<b>Total Income Support and Employment</b>	<b>42,950</b>	<b>15%</b>
Individual and Family Life	Death Certification/Burial Arrangements	186	0%
	Domestic Animal Services	1,289	0%
	Individual and Family Life General	23	0%
	Individual and Family Support Services	18,132	6%
	Leisure Activities	430	0%
	Mutual Support	1,211	0%
	Social Development and Enrichment	212	0%
	Spiritual Enrichment	4	0%
Volunteer Development	77	0%	

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Level 1 Description	Level 2 Description	Total Needs	Percent of Total Needs
Individual and Family Life	Volunteer Opportunities	104	0%
	<b>Total Individual and Family Life</b>	<b>21,668</b>	<b>8%</b>
Mental Health and Substance Abuse	Counseling Approaches	353	0%
	Counseling Settings	1,166	0%
	Mental Health and Substance Abuse General	37	0%
	Mental Health Facilities	1,239	0%
	Outpatient Mental Health Care	7,309	3%
	Psychiatric/Mental Health Support Services	365	0%
	Substance Abuse Services	6,086	2%
	<b>Total Mental Health and Substance Abuse</b>	<b>16,555</b>	<b>6%</b>
	Organizational/ Community/ International Services	Arts and Culture	8
Community Economic Development		1,937	1%
Community Facilities/Centers		267	0%
Community Groups		1,385	0%
Community Planning and Public Works		840	0%
Disaster Services		404	0%
Donor Services		486	0%
Information Services		27,715	10%
International Affairs		15	0%
Military Services		84	0%
Occupational/Professional Associations		1,623	1%
Organizational Development and Management Delivery Methods		3	0%
Organizational Development and Management Services		86	0%

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Level 1 Description	Level 2 Description	Total Needs	Percent of Total Needs
Organizational/ Community/ International Services	Organizational/ Community/ International Services General	5	0%
	Research	6	0%
	Voter Registration	33	0%
	<b>Total Organizational/ Community/ International Services</b>	<b>34,897</b>	<b>12%</b>
<b>Total Needs</b>		<b>280,612</b>	<b>100%</b>

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## Unmet Needs

Unmet needs reflect when a referral cannot be provided. Common reasons for unmet needs include the unavailability of resources and client refusal.

### Top Unmet Needs

Need Description
Basic Needs
Homeless Motel Vouchers
Rent Payment Assistance
Information and Referral Associations
Housing/Shelter
Emergency Shelter

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### Section 3. Referrals to Resources

Customer Service Representatives provide referrals to resources to meet client needs. The 211 Resource Database is structured into three levels of an organization: Agency, Program, and Service. Agency is the highest level of an organization/business and can be comprised of many programs. Programs are the service, or groups of services provided by the agency and can have multiple service sites. Service sites are the physical locations of where the services are rendered.

#### Top 20 Referrals by Agency and Program

Referral Agency	Referral Program/Service	Total Referrals	Percent of Total Referrals
2-1-1 San Diego	Enrollment Center, CALFresh, Medi-Cal, 2-1-1 San Diego	15,954	5%
	Breast Health Specialist	3,002	1%
Campeños Unidos Inc	Home Energy Bill Assistance Program, Campeños Unidos Inc- San Diego Office	10,318	3%
Maximizing Access to Advance our Communities (MAAC)	Home Energy Bill Assistance Program, Maximizing Access to Advance our Communities (MAAC), National City	5,291	2%
San Diego Gas and Electric Company, Customer Services	California Alternate Rates for Energy (CARE) Program, San Diego Gas and Electric Company	4,400	1%
Housing and Community Development, County of San Diego	County of San Diego Housing Resource Directory, Housing and Community Development	4,349	1%
	Section 8 Rental Assistance Program, Ruffin Road, Housing and Community Development, County of San Diego	2,081	1%
Legal Aid Society of San Diego, Inc	Legal Services, Legal Aid Society of San Diego, Inc - Main Office	3,871	1%
Covered California	Covered California	3,840	1%
1-800-FREE-411	1-800-FREE-411	3,593	1%
United States Department of Housing and Urban Development	Housing and Urban Development Affordable Apartment Online Directory, (HUD) Department	3,457	1%
	Housing and Urban Development Rental Assistance Information Guide (English)	2,178	1%

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Referral Agency	Referral Program/Service	Total Referrals	Percent of Total Referrals
San Diego Rescue Mission	Nueva Vida Haven Emergency Shelter for Women and Children, San Diego Rescue Mission	2,977	1%
Access and Crisis Line- Optum (Formerly OptumHealth)	Access and Crisis Line, Optum Health (formally United Behavioral Health)	2,894	1%
Self Sufficiency Programs, Health and Human Services Agency, County of San Diego	MyBenefits CalWIN, Self Sufficiency Programs, Health and Human Services Agency, County of San Diego	2,476	1%
	CalFresh (Food Stamps/SNAP), Self Sufficiency Programs, Health and Human Services Agency, County of San Diego, South Region Family Resource Center	2,064	1%
Chicano Federation of San Diego County	Housing and Community Development, Chicano Federation of San Diego County	2,225	1%
San Diego Housing Commission	City of San Diego Affordable Housing Information and Guide, San Diego Housing Commission	2,116	1%
Assurance Wireless	California Lifeline Assistance, Assurance Wireless	2,103	1%
Catholic Charities	Interfaith Shelter Network (ISN), Catholic Charities, San Diego Inland Branch	1,998	1%

For questions, please contact:  
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