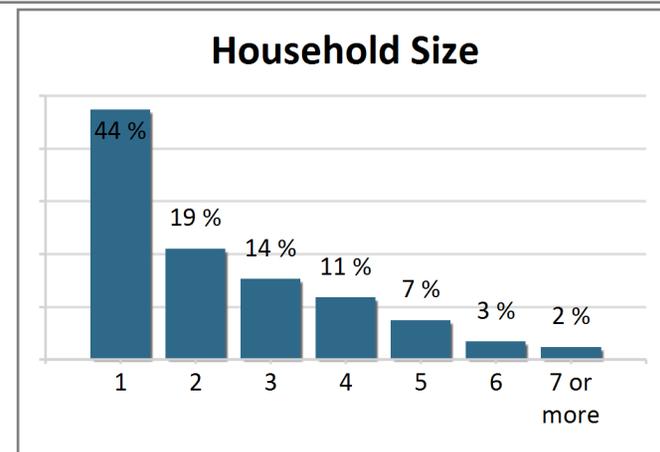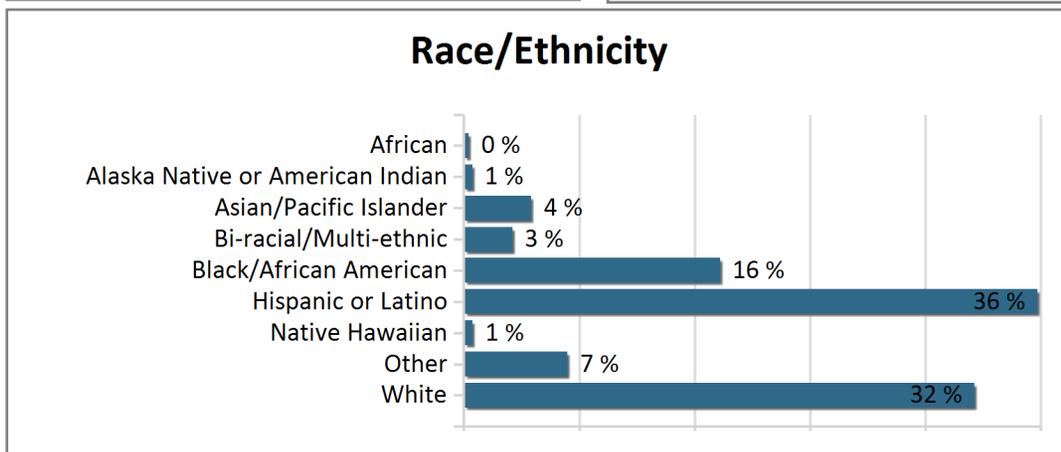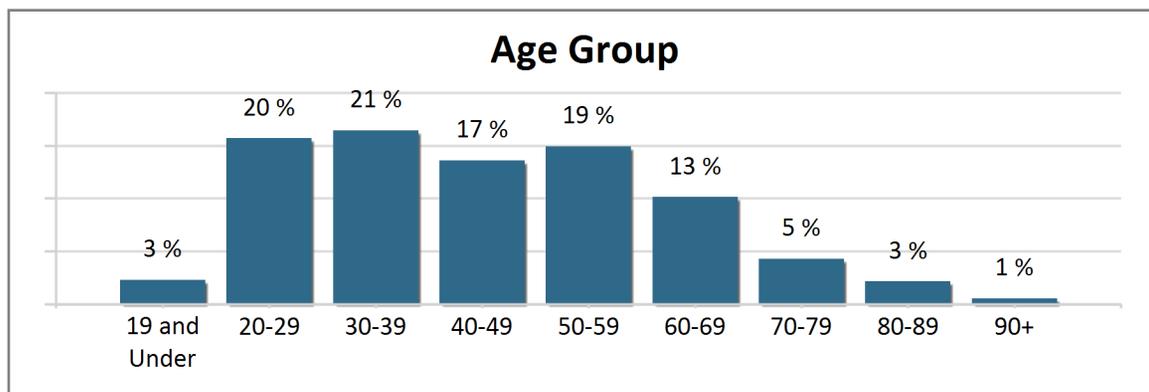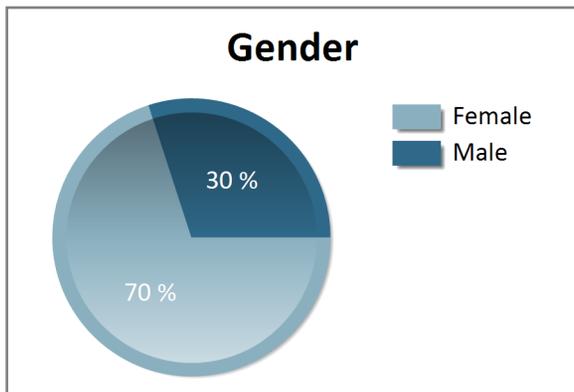# 2-1-1 San Diego Client Profile
Demographics, Needs, and Referrals

Fiscal Year:	2015-2016	**Total Clients:**	209,938	**Total Needs:**	251,821	**Total Referrals:**	305,383

The following report provides demographic data, needs, and referrals for all clients that called 2-1-1 San Diego during Fiscal Year 2015-2016.
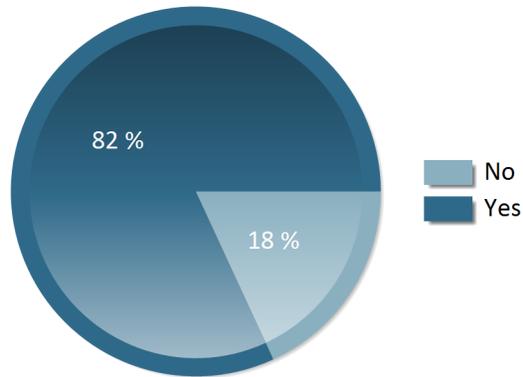
Section 1. Client Demographics

Gender

- Female
- Male

30 %
70 %

Age Group

19 and Under	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90+
3 %	20 %	21 %	17 %	19 %	13 %	5 %	3 %	1 %

Race/Ethnicity

African	0 %
Alaska Native or American Indian	1 %
Asian/Pacific Islander	4 %
Bi-racial/Multi-ethnic	3 %
Black/African American	16 %
Hispanic or Latino	36 %
Native Hawaiian	1 %
Other	7 %
White	32 %

Household Size

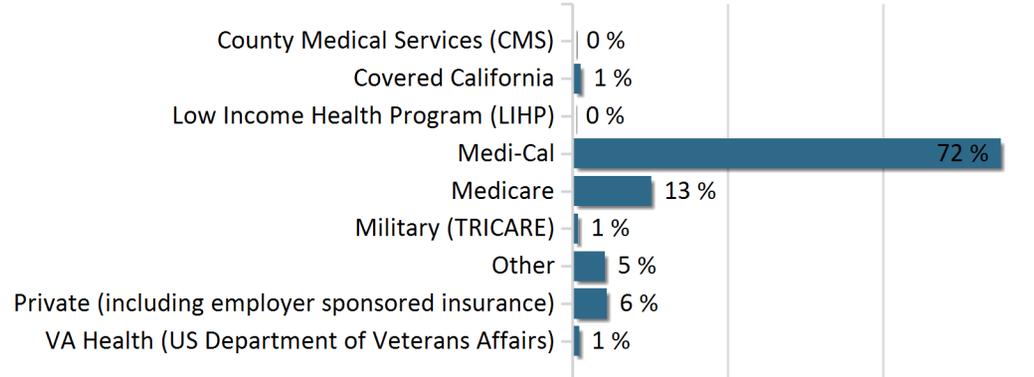| 1	2	3	4	5	6	7 or more
44 %	19 %	14 %	11 %	7 %	3 %	2 %

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

Pie chart:
- Yes: 82 %
- No: 18 %

Type of Health Insurance

- County Medical Services (CMS): 0 %
- Covered California: 1 %
- Low Income Health Program (LIHP): 0 %
- Medi-Cal: 72 %
- Medicare: 13 %
- Military (TRICARE): 1 %
- Other: 5 %
- Private (including employer sponsored insurance): 6 %
- VA Health (US Department of Veterans Affairs): 1 %

Military/Veteran Status

Pie chart:
- No: 98 %
- Yes: 2 %

Military Branch of Service

- Air Force: 6 %
- Air Force/Reservist: 1 %
- Army: 25 %
- Army/Reservist: 2 %
- Coast Guard: 1 %
- Coast Guard/Reservist: 0 %
- National Guard: 3 %
- Navy: 40 %
- Navy/Reservist: 1 %
- USMC: 20 %
- USMC/Reservist: 0 %

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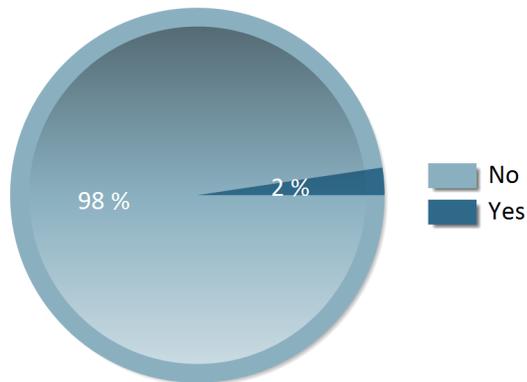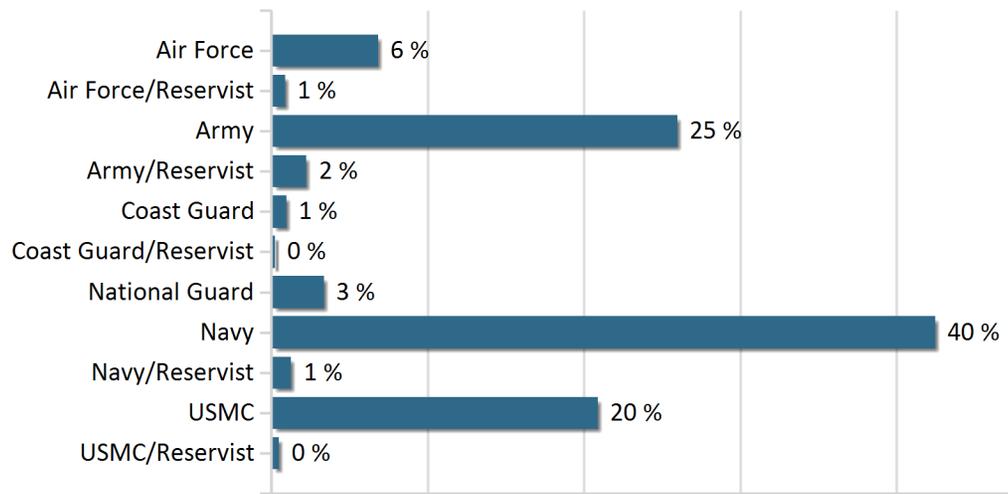3. All demographic data out of total known responses.

Average Annual Income by Household Size

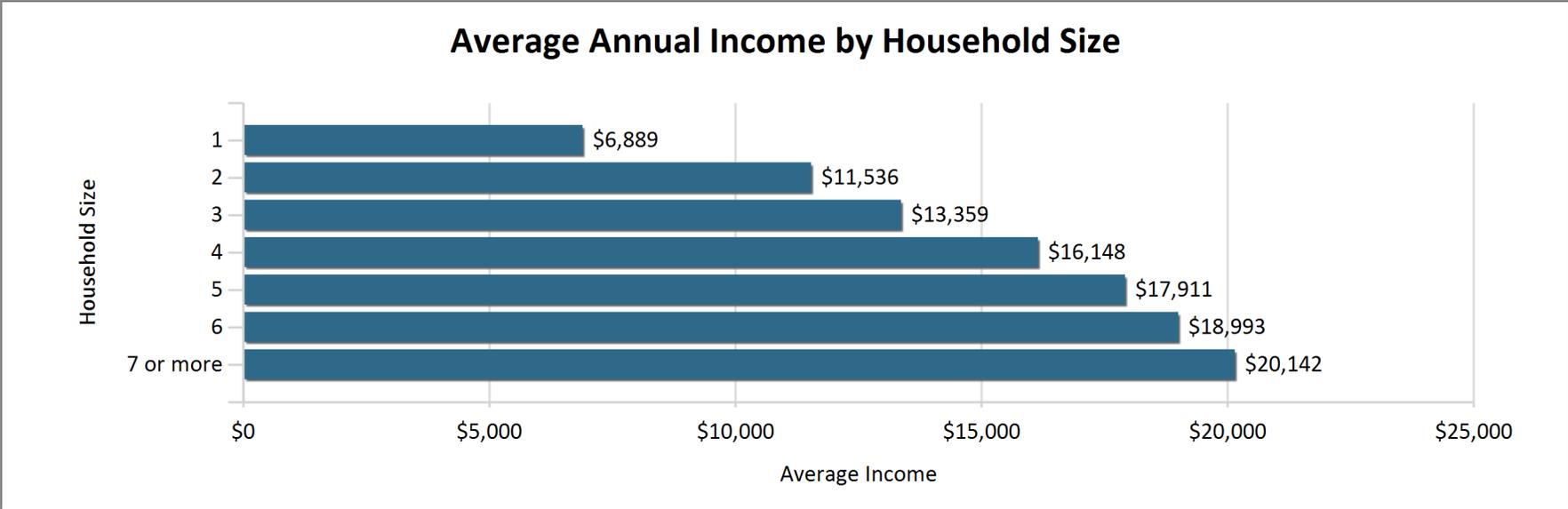| Household Size	Average Income
1	$6,889
2	$11,536
3	$13,359
4	$16,148
5	$17,911
6	$18,993
7 or more	$20,142

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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
Basic Needs	Basic Needs General	159	0%
	Food	17,809	7%
	Housing/Shelter	49,855	20%
	Material Goods	2,802	1%
	Transportation	4,137	2%
	Utilities	31,697	13%
	Total Basic Needs	**106,459**	**42%**
Consumer Services	Condition-Specific Services	7	0%
	Consumer Assistance and Protection	1,562	1%
	Consumer Regulation	2,323	1%
	Consumer Services General	27	0%
	Money Management	491	0%
	Tax Organizations and Services	6,536	3%
	Total Consumer Services	**10,946**	**4%**
Criminal Justice and Legal Services	Courts	640	0%
	Criminal Correctional System	694	0%
	Criminal Justice and Legal Services General	7	0%
	Judicial Services	410	0%

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Level 1 Description	Level 2 Description	Total Needs	Percent of Total Needs
Criminal Justice and Legal Services	Law Enforcement Agencies	1,358	1%
	Law Enforcement Services	1,948	1%
	Legal Assistance Modalities	2,320	1%
	Legal Education/Information	109	0%
	Legal Services	9,129	4%
	Legal Services Organizations	144	0%
	Total Criminal Justice and Legal Services	**16,759**	**7%**
Education	Education General	3	0%
	Educational Institutions/Schools	896	0%
	Educational Programs	396	0%
	Educational Support Services	387	0%
	Total Education	**1,682**	**1%**
Environmental and Public Safety	Environmental and Public Safety General	2	0%
	Environmental Protection and Improvement	322	0%
	Public Health	374	0%
	Public Safety	493	0%
	Total Environmental and Public Safety	**1,191**	**0%**
Health Care	Emergency Medical Care	343	0%
	General Medical Care	9	0%
	Health Care General	21	0%
	Health Screening/Diagnostic Services	1,730	1%
	Health Supportive Services	6,162	2%
	Human Reproduction	506	0%
	Inpatient Health Facilities	499	0%

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Level 1 Description	Level 2 Description	Total Needs	Percent of Total Needs
Health Care	Outpatient Health Facilities	1,953	1%
	Rehabilitation/Habilitation Services	838	0%
	Specialized Treatment	643	0%
	Specialty Medicine	2,009	1%
	Total Health Care	**14,713**	**6%**
Income Support and Employment	Employment	3,157	1%
	Income Support and Employment General	29	0%
	Public Assistance Programs	28,220	11%
	Social Insurance Programs	1,870	1%
	Temporary Financial Assistance	2,121	1%
	Total Income Support and Employment	**35,397**	**14%**
Individual and Family Life	Death Certification/Burial Arrangements	136	0%
	Domestic Animal Services	1,120	0%
	Individual and Family Support Services	12,644	5%
	Leisure Activities	403	0%
	Mutual Support	1,238	0%
	Social Development and Enrichment	288	0%
	Spiritual Enrichment	7	0%
	Volunteer Development	90	0%
	Volunteer Opportunities	171	0%
	Total Individual and Family Life	**16,097**	**6%**
Mental Health and Substance Abuse	Counseling Approaches	345	0%
	Counseling Settings	1,029	0%
	Mental Health and Substance Abuse General	4	0%

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Level 1 Description	Level 2 Description	Total Needs	Percent of Total Needs
Mental Health and Substance Abuse	Mental Health Facilities	1,135	0%
	Outpatient Mental Health Care	6,399	3%
	Psychiatric/Mental Health Support Services	421	0%
	Substance Abuse Services	5,329	2%
	Total Mental Health and Substance Abuse	**14,662**	**6%**
Organizational/ Community/ International Services	Arts and Culture	7	0%
	Community Economic Development	1,515	1%
	Community Facilities/Centers	208	0%
	Community Groups	1,172	0%
	Community Planning and Public Works	1,009	0%
	Disaster Services	751	0%
	Donor Services	401	0%
	Information Services	27,638	11%
	International Affairs	12	0%
	Military Services	151	0%
	Occupational/Professional Associations	882	0%
	Organizational Development and Management Delivery Methods	1	0%
	Organizational Development and Management Services	51	0%
	Organizational/ Community/ International Services General	1	0%
	Research	10	0%
	Voter Registration	106	0%
	Total Organizational/ Community/ International Services	**33,915**	**13%**
Total Needs		**251,821**	**100%**

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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
Homeless Motel Vouchers
Basic Needs
Rent Payment Assistance
Water Service Payment Assistance

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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	13,362	4%
Campesinos Unidos Inc	Home Energy Bill Assistance Program, Campesinos Unidos Inc- San Diego Office	11,000	4%
Self Sufficiency Programs, Health and Human Services Agency, County of San Diego	ACCESS Customer Service Center Self Service	10,665	3%
	MyBenefits CalWIN, Self Sufficiency Programs, Health and Human Services Agency, County of San Diego	2,202	1%
Housing and Community Development, County of San Diego	County of San Diego Housing Resource Directory, Housing and Community Development	4,768	2%
	Section 8 Rental Assistance Program, Ruffin Road, Housing and Community Development, County of San Diego	1,524	0%
Maximizing Access to Advance our Communities (MAAC)	Home Energy Bill Assistance Program, Maximizing Access to Advance our Communities (MAAC), National City	4,661	2%
	Fast Track Home Energy Bill Assistance Program, National City	2,087	1%
	Home Energy Bill Assistance Program, Maximizing Access to Advance our Communities (MAAC), San Ysidro	1,838	1%
Assurance Wireless	California Lifeline Assistance, Assurance Wireless	3,718	1%
San Diego Gas and Electric Company, Customer Services	California Alternate Rates for Energy (CARE) Program, San Diego Gas and Electric Company	3,112	1%

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Referral Agency	Referral Program/Service	Total Referrals	Percent of Total Referrals
San Diego Housing Commission	City of San Diego Affordable Housing Information and Guide, San Diego Housing Commission	3,001	1%
United States Department of Housing and Urban Development	Housing and Urban Development Affordable Apartment Online Directory, (HUD) Department	2,974	1%
1-800-FREE-411	1-800-FREE-411	2,874	1%
San Diego Rescue Mission	Nueva Vida Haven Emergency Shelter for Women and Children, San Diego Rescue Mission	2,716	1%
Chicano Federation of San Diego County	Housing and Community Development, Chicano Federation of San Diego County	2,593	1%
South Bay Community Services	Casa Nueva Vida, South Bay Community Services	1,772	1%
Aging & Independence Services (AIS), Health and Human Services Agency, County of San Diego	In-Home Supportive Services, Aging & Independence Services, Health and Human Services Agency, County of San Diego	1,670	1%
Modest Needs Foundation	Modest Needs Foundation	1,656	1%
Legal Aid Society of San Diego, Inc	Legal Services, Legal Aid Society of San Diego, Inc - Main Office	1,574	1%

For questions, please contact:
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(858) 300-1304

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