



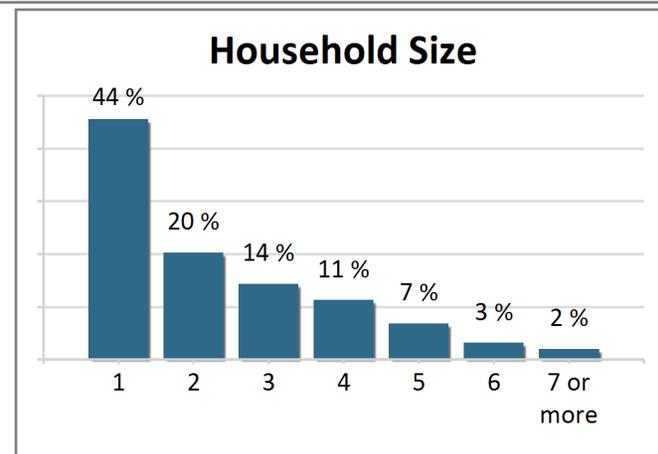
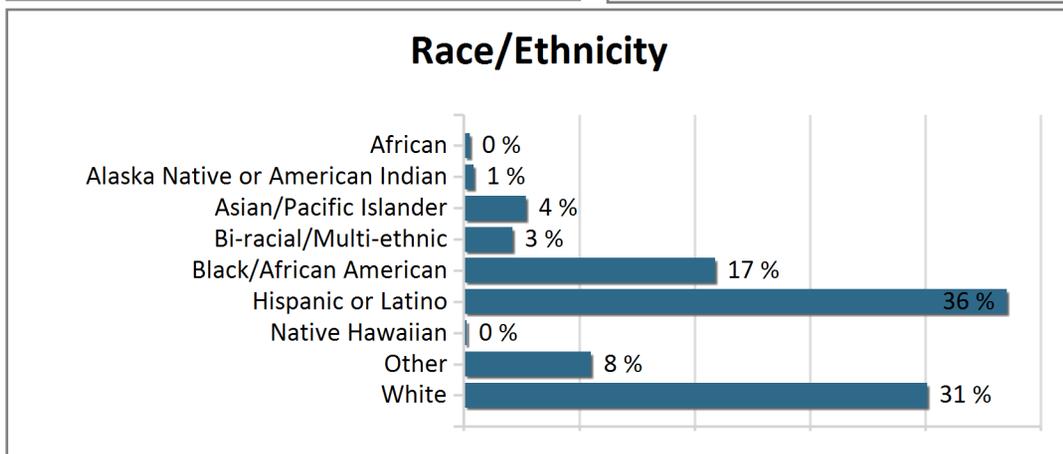
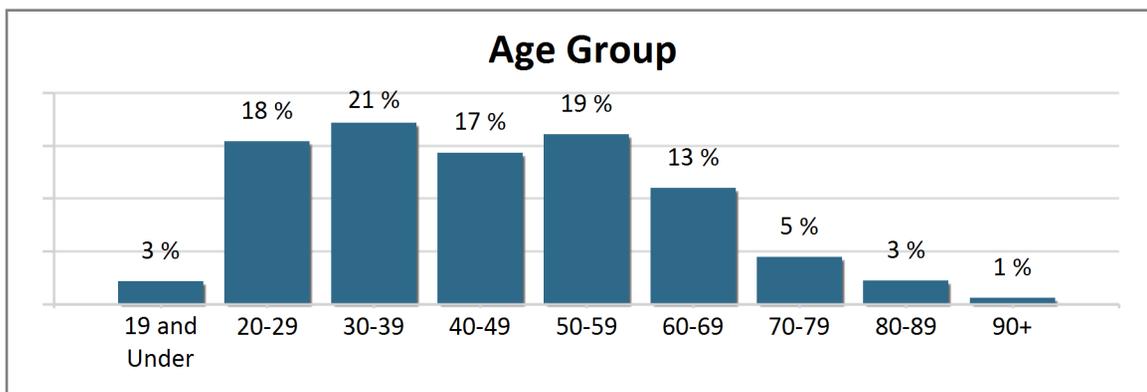
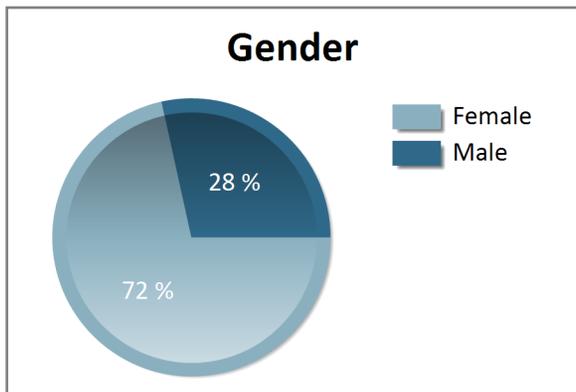
2-1-1 San Diego Client Profile

Demographics, Needs, and Referrals

Fiscal Year: 2016-2017 **Total Clients:** 202,620 **Total Needs:** 280,976 **Total Referrals:** 345,216

The following report provides demographic data, needs, and referrals for all clients that called 2-1-1 San Diego during Fiscal Year 2016-2017.

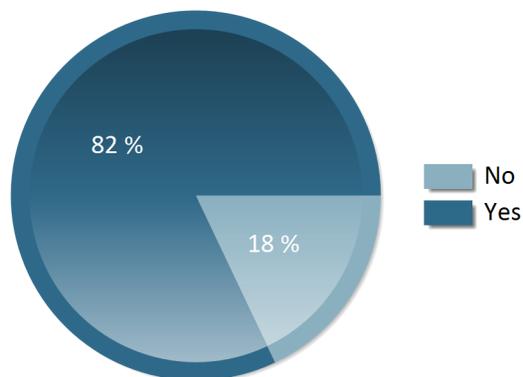
Section 1. Client Demographics



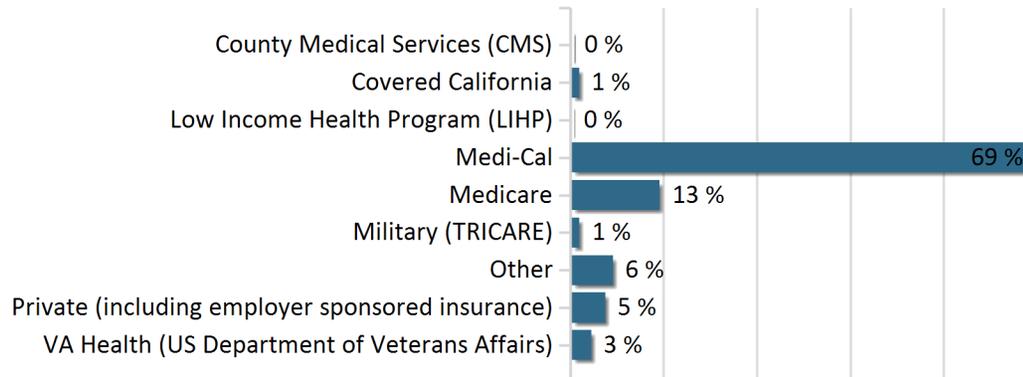
Notes:

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.

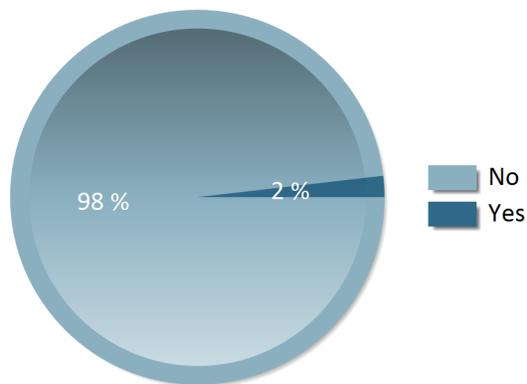
Health Insurance



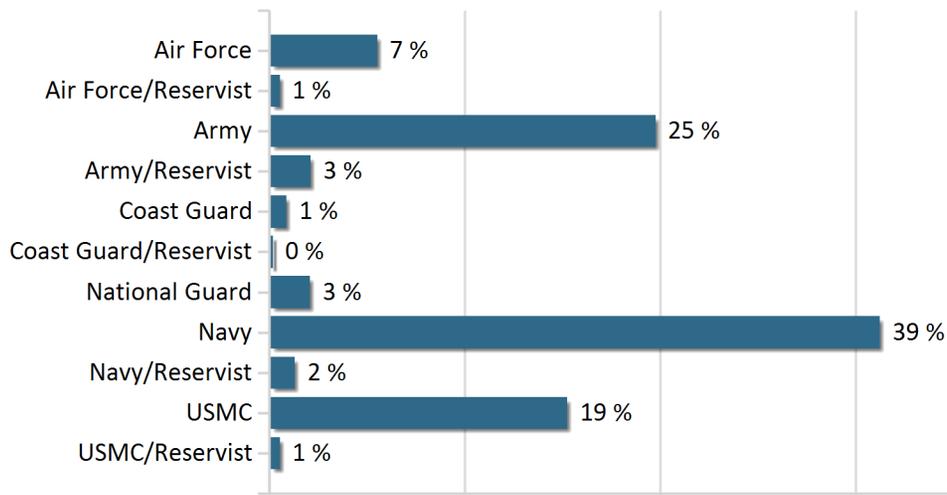
Type of Health Insurance



Military/Veteran Status



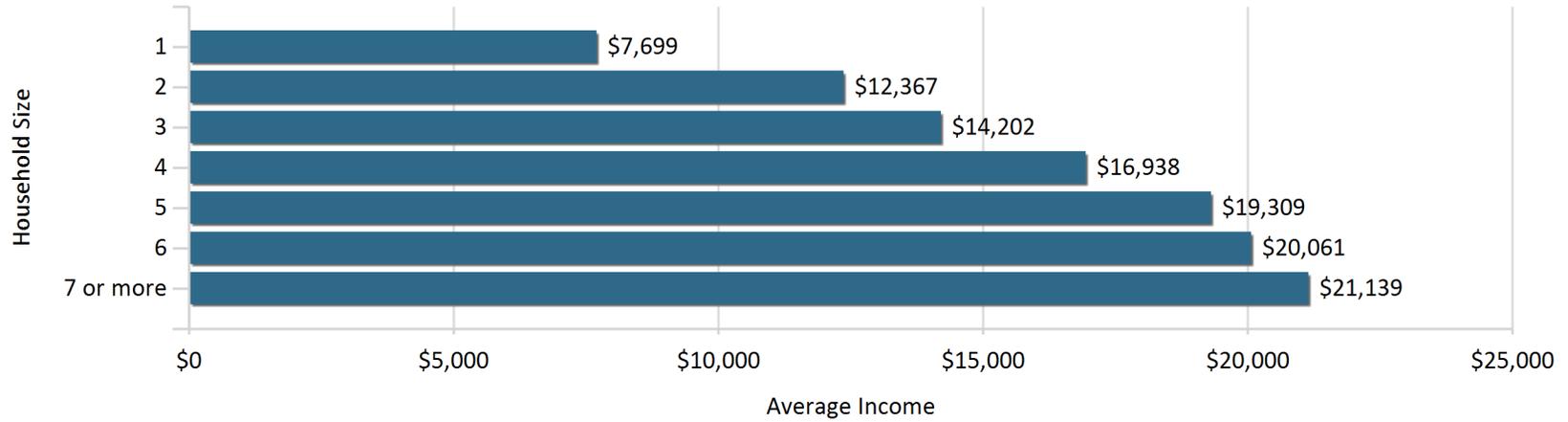
Military Branch of Service



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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
Basic Needs	Basic Needs General	11	0%
	Food	22,923	8%
	Housing/Shelter	62,315	22%
	Material Goods	3,247	1%
	Transportation	4,237	2%
	Utilities	40,919	15%
	Total Basic Needs		133,652
Consumer Services	Condition-Specific Services	5	0%
	Consumer Assistance and Protection	1,536	1%
	Consumer Regulation	2,186	1%
	Money Management	559	0%
	Tax Organizations and Services	5,956	2%
	Total Consumer Services		10,242
Criminal Justice and Legal Services	Courts	628	0%
	Criminal Correctional System	618	0%
	Criminal Justice and Legal Services General	2	0%
	Judicial Services	400	0%
	Law Enforcement Agencies	982	0%

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Level 1 Description	Level 2 Description	Total Needs	Percent of Total Needs
Criminal Justice and Legal Services	Law Enforcement Services	1,516	1%
	Legal Assistance Modalities	2,366	1%
	Legal Education/Information	142	0%
	Legal Services	9,611	3%
	Legal Services Organizations	164	0%
	Total Criminal Justice and Legal Services	16,429	6%
Education	Education General	1	0%
	Educational Institutions/Schools	698	0%
	Educational Programs	380	0%
	Educational Support Services	294	0%
	Total Education	1,373	0%
Environmental and Public Safety	Environmental Protection and Improvement	256	0%
	Public Health	414	0%
	Public Safety	483	0%
	Total Environmental and Public Safety	1,153	0%
Health Care	Emergency Medical Care	344	0%
	General Medical Care	4	0%
	Health Care General	1	0%
	Health Screening/Diagnostic Services	2,177	1%
	Health Supportive Services	6,418	2%
	Human Reproduction	511	0%
	Inpatient Health Facilities	366	0%
	Outpatient Health Facilities	1,832	1%
	Rehabilitation/Habilitation Services	724	0%

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Level 1 Description	Level 2 Description	Total Needs	Percent of Total Needs
Health Care	Specialized Treatment	683	0%
	Specialty Medicine	2,080	1%
	Total Health Care	15,140	5%
Income Support and Employment	Employment	3,009	1%
	Income Support and Employment General	3	0%
	Public Assistance Programs	31,427	11%
	Social Insurance Programs	1,873	1%
	Temporary Financial Assistance	3,653	1%
	Total Income Support and Employment	39,965	14%
Individual and Family Life	Death Certification/Burial Arrangements	131	0%
	Domestic Animal Services	1,039	0%
	Individual and Family Support Services	13,457	5%
	Leisure Activities	395	0%
	Mutual Support	1,162	0%
	Social Development and Enrichment	338	0%
	Spiritual Enrichment	11	0%
	Volunteer Development	68	0%
	Volunteer Opportunities	311	0%
	Total Individual and Family Life	16,912	6%
Mental Health and Substance Abuse	Counseling Approaches	247	0%
	Counseling Settings	1,055	0%
	Mental Health and Substance Abuse General	3	0%
	Mental Health Facilities	1,151	0%
	Outpatient Mental Health Care	5,569	2%

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Level 1 Description	Level 2 Description	Total Needs	Percent of Total Needs
Mental Health and Substance Abuse	Psychiatric/Mental Health Support Services	430	0%
	Substance Abuse Services	4,739	2%
	Total Mental Health and Substance Abuse	13,194	5%
Organizational/ Community/ International Services	Arts and Culture	2	0%
	Community Economic Development	1,766	1%
	Community Facilities/Centers	184	0%
	Community Groups	1,176	0%
	Community Planning and Public Works	868	0%
	Disaster Services	474	0%
	Donor Services	407	0%
	Information Services	26,710	10%
	International Affairs	5	0%
	Military Services	133	0%
	Occupational/Professional Associations	902	0%
	Organizational Development and Management Delivery Methods	1	0%
	Organizational Development and Management Services	64	0%
	Organizational/ Community/ International Services General	1	0%
	Research	8	0%
	Voter Registration	215	0%
	Total Organizational/ Community/ International Services	32,916	12%
Total Needs		280,976	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
Rental Application Fee Payment Assistance
Rent Payment Assistance
Water Service Payment Assistance
County Government Information Lines
Rental Deposit 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
Self Sufficiency Programs, Health and Human Services Agency, County of San Diego	ACCESS Customer Service Center Self Service	14,395	4%
	MyBenefits CalWIN, Self Sufficiency Programs, Health and Human Services Agency, County of San Diego	2,800	1%
2-1-1 San Diego	Enrollment and Navigation Services, 2-1-1 San Diego	12,839	4%
Campeños Unidos Inc	Home Energy Bill Assistance Program, Campeños Unidos Inc- San Diego Office	11,943	3%
San Diego Housing Commission	City of San Diego Affordable Housing Information and Guide, San Diego Housing Commission	5,025	1%
Maximizing Access to Advance our Communities (MAAC)	Home Energy Bill Assistance Program, Maximizing Access to Advance our Communities (MAAC), National City	4,811	1%
	Fast Track Home Energy Bill Assistance Program, National City	2,169	1%
	Home Energy Bill Assistance Program, Maximizing Access to Advance our Communities (MAAC), San Ysidro	1,912	1%
Assurance Wireless	California Lifeline Assistance, Assurance Wireless	4,607	1%
San Diego Gas and Electric Company, Customer Services	California Alternate Rates for Energy (CARE) Program, San Diego Gas and Electric Company	4,410	1%
Chicano Federation of San Diego County	Housing Department, Chicano Federation of San Diego County	3,510	1%

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Referral Agency	Referral Program/Service	Total Referrals	Percent of Total Referrals
Housing and Community Development Services, County of San Diego, Health and Human Services Agency	County of San Diego Housing Resource Directory, Housing and Community Development	3,233	1%
Modest Needs Foundation	Modest Needs Foundation	3,179	1%
San Diego Rescue Mission	Nueva Vida Haven Emergency Shelter for Women and Children, San Diego Rescue Mission	2,571	1%
1-800-FREE-411	1-800-FREE-411	2,427	1%
South Bay Community Services	Affordable Housing Apartments, South Bay Community Services	2,278	1%
Housing and Community Development, County of San Diego	County of San Diego Housing Resource Directory, Housing and Community Development	2,144	1%
Legal Aid Society of San Diego, Inc	Legal Services, Legal Aid Society of San Diego, Inc, Central Office	2,082	1%
MyFreeTaxes	In-Person Tax Filing Assistance (VITA) Appointments, MyFreeTaxes	1,973	1%
YWCA of San Diego County	Cortez Hill Family Center, YWCA of San Diego County	1,894	1%

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

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