



2-1-1 SAN DIEGO | COMMUNITY INFORMATION EXCHANGE CLIENT PROFILE REPORT

The following report includes demographics, referrals, needs, social determinants of health, and geographic location for:

All Clients in San Diego and Imperial Counties

Demographics

Referrals

Needs

Social Determinants

Map

Total Clients:
138,213

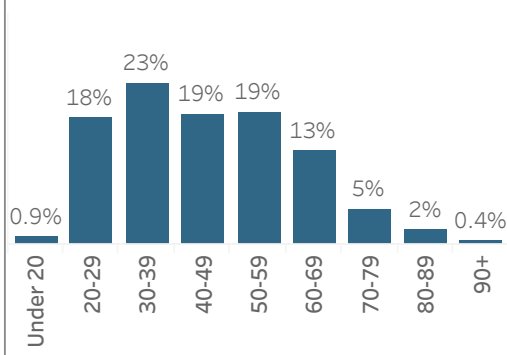
CIE Clients:
63,791 / 46%

Total Referrals:
336,584

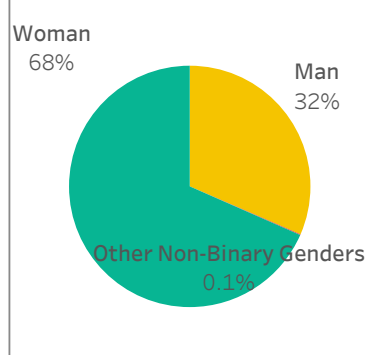
Total Needs:
505,820

General Demographics

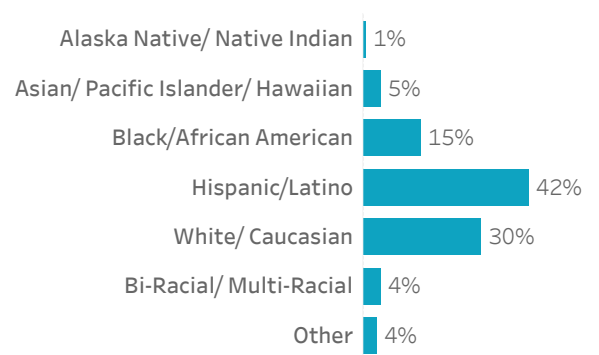
Age Group



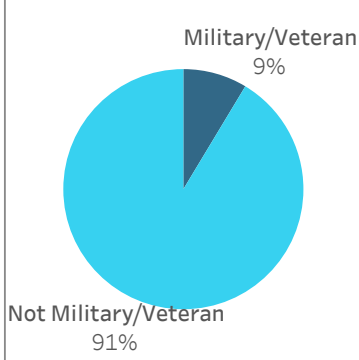
Gender Identity



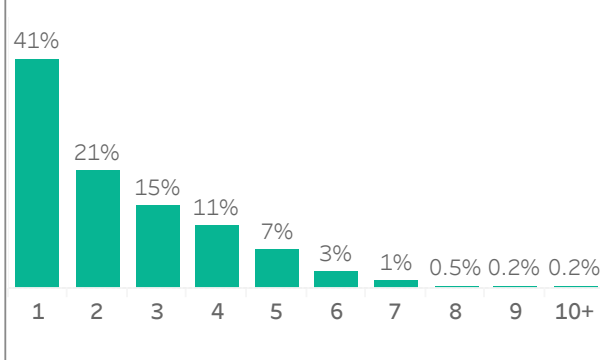
Race/Ethnicity



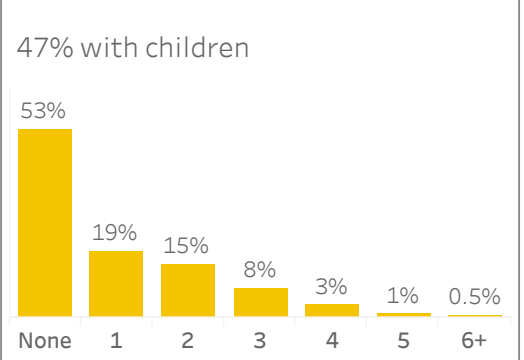
Military/Veteran



Household Size

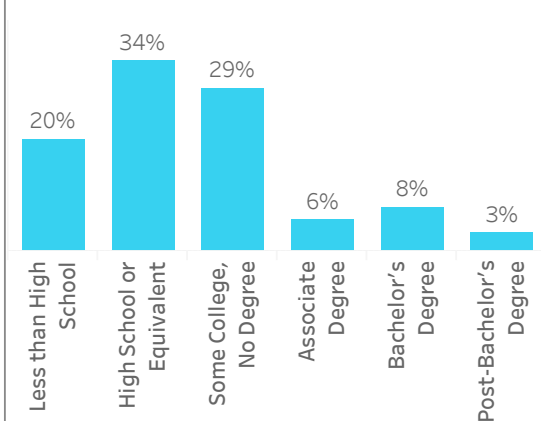


Number of Children

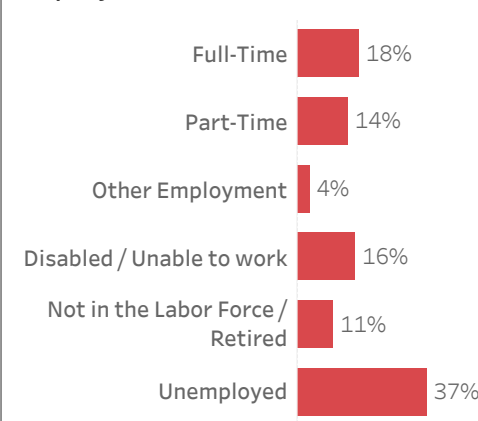


Socioeconomic Indicators

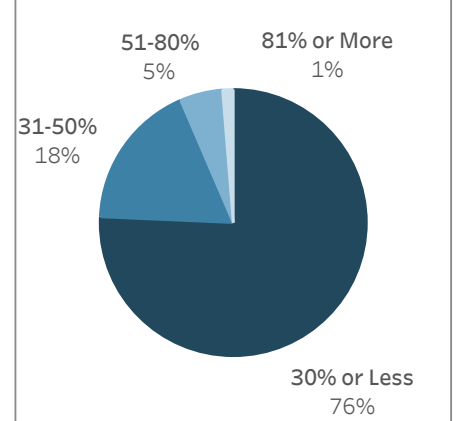
Education



Employment



Area Median Income



CIE (Community Information Exchange) is a HIPAA compliant, multi-dimensional technology platform that provides actionable client-level data through comprehensive assessments, a risk rating tool, community case planning, and facilitated connections to services addressing the social determinants of health.

Demographics

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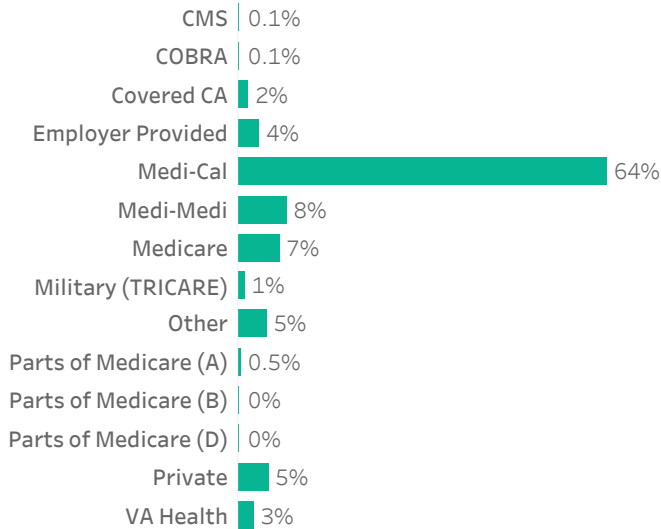
Map

Health Insurance

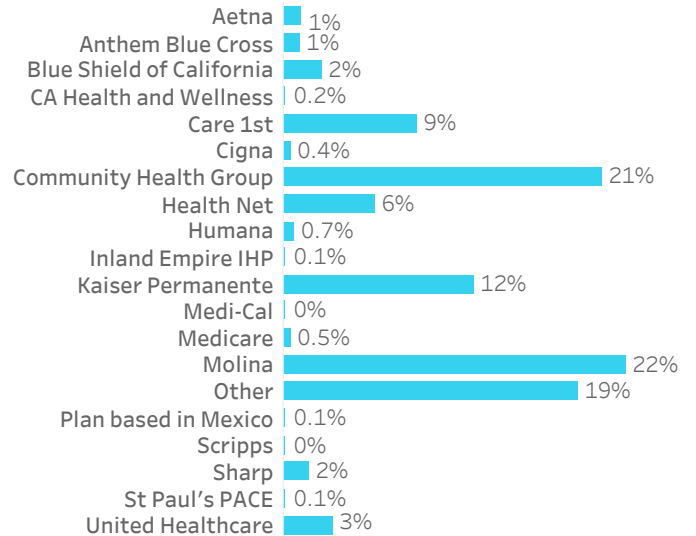
83% of clients have health insurance

Health insurance type and plan graphs display percentages of clients with the specified health insurance type or health insurance plan of total people with health insurance.

Health Insurance Type



Health Insurance Plan



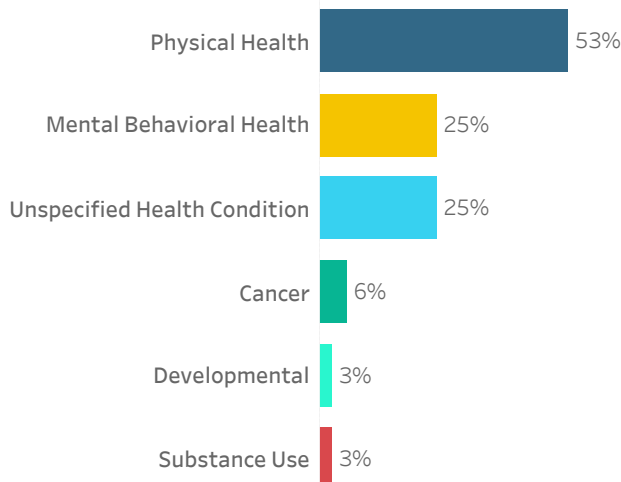
Health Concerns

51% of clients reported having a health concern

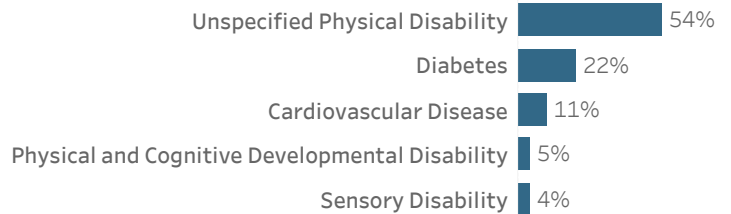
Health concern rate is the percentage of clients who indicated experiencing a health condition or disability, which includes diagnosed and non-medically diagnosed conditions ranging from physical health, mental health, and substance use. Health concern graphs display percentages of clients with a health concern. Top 5 health concern graphs display percentages of clients with the specified type of concern. Individuals can have more than one concern; therefore, graphs may not total 100%.

Health Concerns by Type

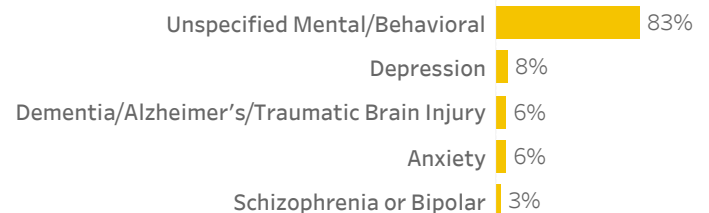
Percent of clients with health concern



Top 5 Physical Health Concerns



Top 5 Mental/Behavioral Health Concerns



Demographics

Referrals

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Total Referrals:
336,584

Clients receive referrals to community resources across San Diego and/or Imperial County. The Resource Database is structured into two levels: agency and service. Agency is the highest level of an organization/business and can be comprised of many services, also known as programs. Services specify the type of program offered, including the location of where the service is offered. This client population received **336,584** total referrals spread across **1,157** unique agencies and **4,851** unique services.

Top Referred Agencies and Services

Top 5 Referral Agencies with Top 10 Services

Agency Name	Service Name	Count
2-1-1 San Diego	Enrollment and Navigation Services	19,412
	VITA	6,946
	Courage to Call	1,902
	Medi-Cal Application Request	1,744
	Health Navigation	434
	Medi-Cal Mailing Application Request	318
	Covered California Application Assistance	297
	Perinatal Care Network (PCN), 2-1-1 Health Navigation	259
	Information and Referral Services	200
	CalFresh Application Mailing Services	198
Agency Grand Total (includes services not shown)		32,231
Self Sufficiency Programs, HHSA, County of San Diego	ACCESS Customer Service Center Self Service	17,865
	Family Resource Center (FRC) Reschedule Line	1,890
	MyBenefits CalWIN	1,670
	General Relief, Metro Family Resource Center	374
	Medi-Cal, South Region Family Resource Center	337
	Managed Care for Medi-cal, Community Health Group	330
	CalFresh (SNAP), North Central Family Resource Center	270
	Medi-Cal, North Central Family Resource Center	262
	General Relief, El Cajon Family Resource Center	226
	Medi-Cal, El Cajon Family Resource Center	214
Agency Grand Total (includes services not shown)		29,442
San Diego Gas and Electric Company	California Alternate Rates for Energy (CARE) Program	14,688
	Customer Service	995
	Energy Savings Assistance Program (ESAP)	815
	Medical Baseline	685
	Subsidized Housing Assistance Relief for Energy, SHARE	186
	Family Electric Rate Assistance Program (FERA)	80
	Home Energy-Efficiency Rebates	45
	Energy Management Tool	23
	Community Resource Centers, Campo Community Resource Center	2
	Community Resource Centers, Mountain Empire Community Resource Center	2
Agency Grand Total (includes services not shown)		17,524
San Diego Housing Commission	City of San Diego Affordable Housing Information and Guide	5,139
	Homeless Prevention and Shelter Diversion	2,503
	Section 8 Rental Assistance/Public Housing	1,241
	Moving Home a Rapid Re-Housing Program	332
	City of San Diego's First-Time Homebuyer Program	66
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	Ombudsman, Community Services Liaison	59
	Landlord Incentive Program	34
	Housing Enhancement Loan Program (HELP)	18
	Family Self-Sufficiency Program	4
Agency Grand Total (includes services not shown)		9,462
Campesinos Unidos Inc..	Home Energy Bill Assistance Program, San Diego Office	8,571
	Agency Grand Total (includes services not shown)	8,571

Demographics

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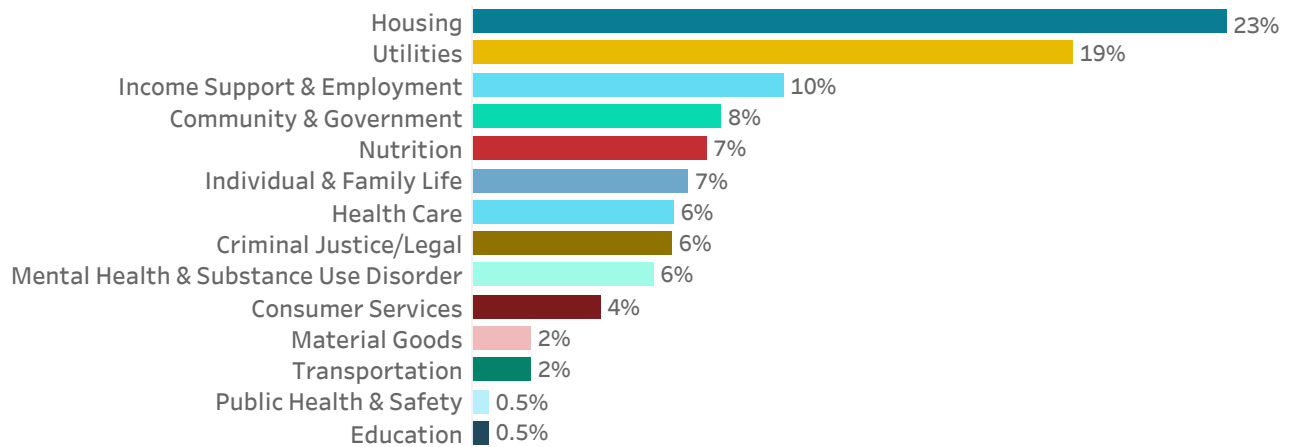
Client Needs

Total Needs:
505,820

Needs represent the reasons or descriptions of the type of help that was provided, and are documented when clients receive referrals to community services. These needs are classified using a thorough classification system that distinguishes concepts through a coded system, and puts those concepts into a hierarchical order. The first level is the broadest level, with up to six nested layers that progressively increase in specificity. There were **505,820** total needs for this client population, representing **2,668** unique categories of need.

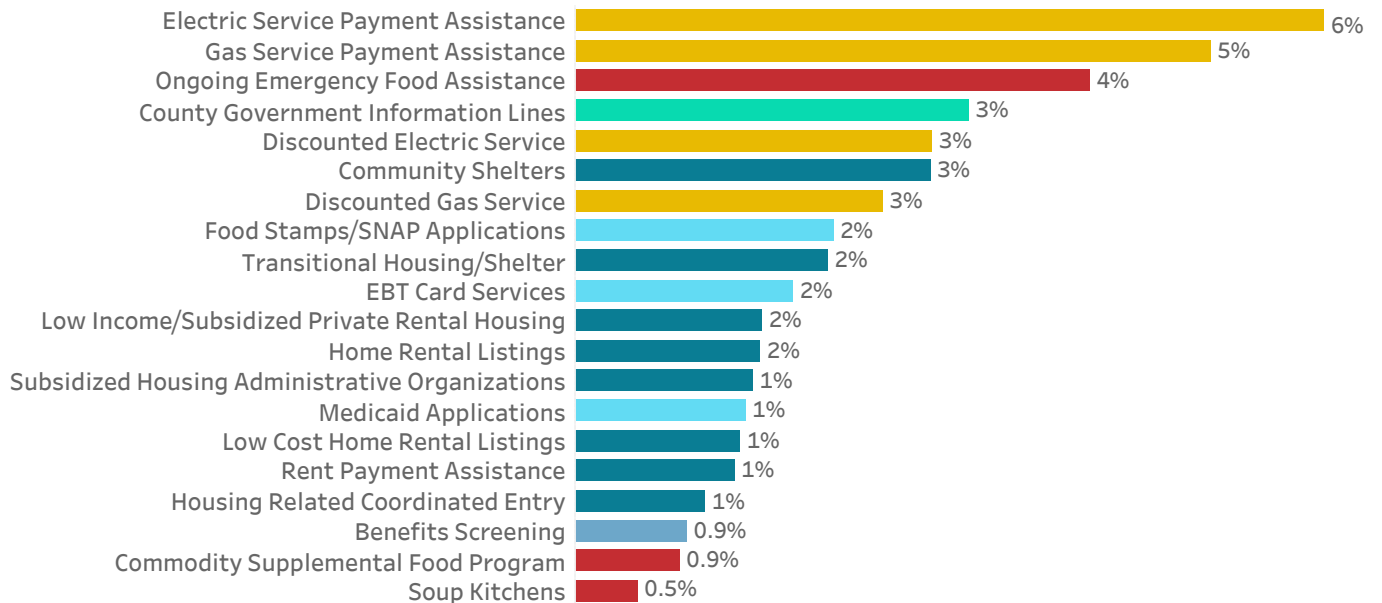
Needs by Broadest Category

Percent of total needs



Top 20 Need by Most Specific Category

Percent of total needs



Demographics

Referrals

Needs

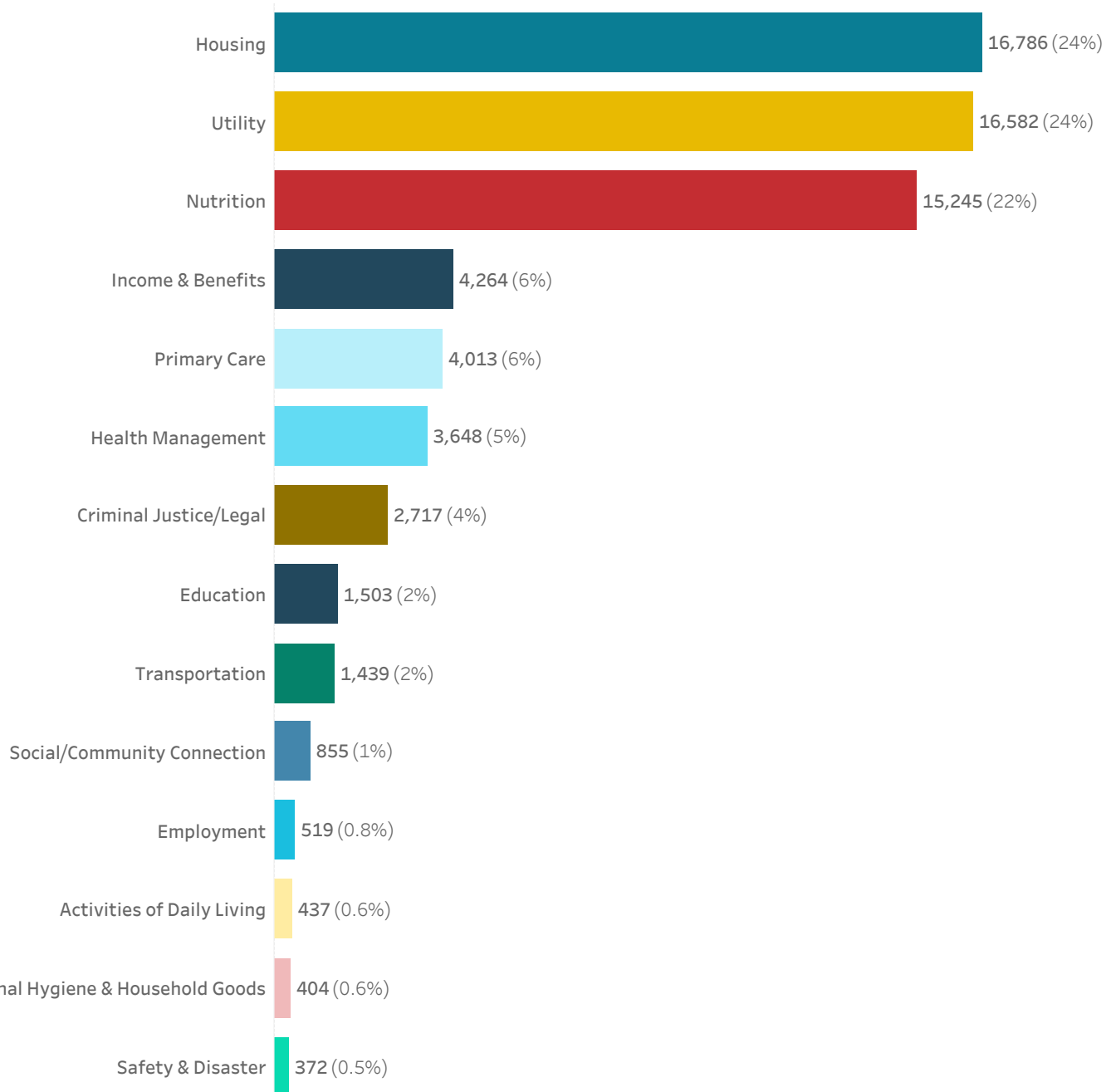
Social Determinants

Map

Total Assessments:
68,784

2-1-1 San Diego and the Community Information Exchange utilize Social Determinant of Health (SDOH) and Wellness assessments that evaluate a person’s situation within three major constructs: immediacy of need, barriers and supports, and knowledge and utilization of community resources. These assessments plot vulnerability on a Crisis to Thriving scale across 14 SDOH Domains. Assessments and needs are similar concepts, but capture different types of information. Whereas needs capture the type of services that clients receive or seek, assessments capture a more in-depth understanding of vulnerability and risk. The information on this page highlights the most commonly completed assessment domains for this client population. The graphs display percentages of total assessments completed.

Total Assessments by Domain



Demographics

Referrals

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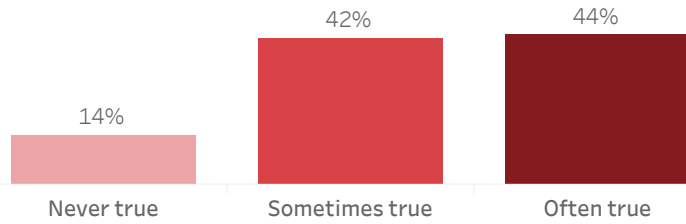
Nutrition

15,245 total assessments

74% of clients with a nutrition need had to meet other basic needs before they could pay for nutrition needs

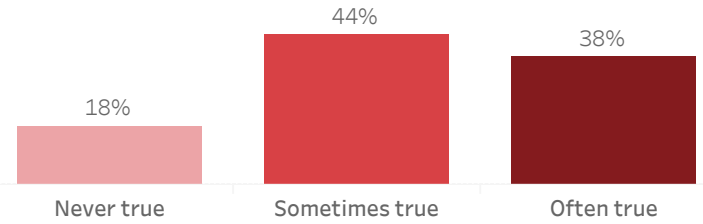
Concern Food Would Run Out

During the last month, how often are clients concerned their food would run out?



Food Actually Ran Out

During the last month, how often did clients actually run out of food?

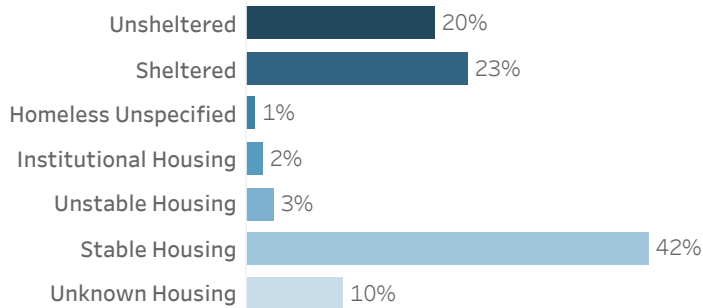


Housing

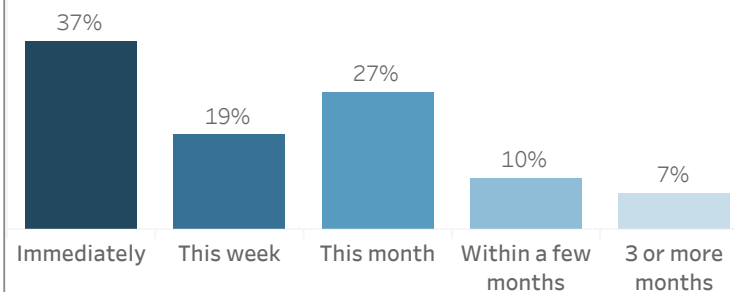
16,786 total assessments

8,520 clients identified as homeless (sheltered, unsheltered, unspecified homeless)

Type of Housing Situation



Immediacy of Housing Need

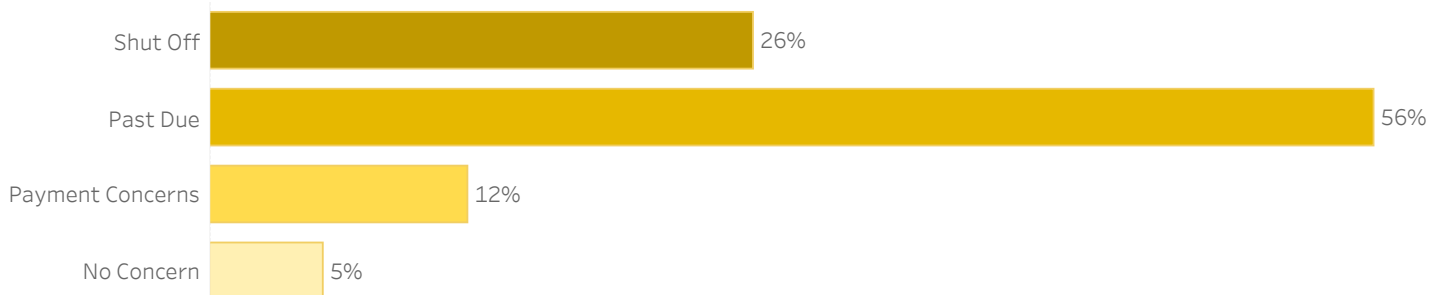


Utilities

16,582 total assessments

69% of clients with a utility need had a utility bill over 25% of their income

Utility Bill Status



Demographics

Referrals

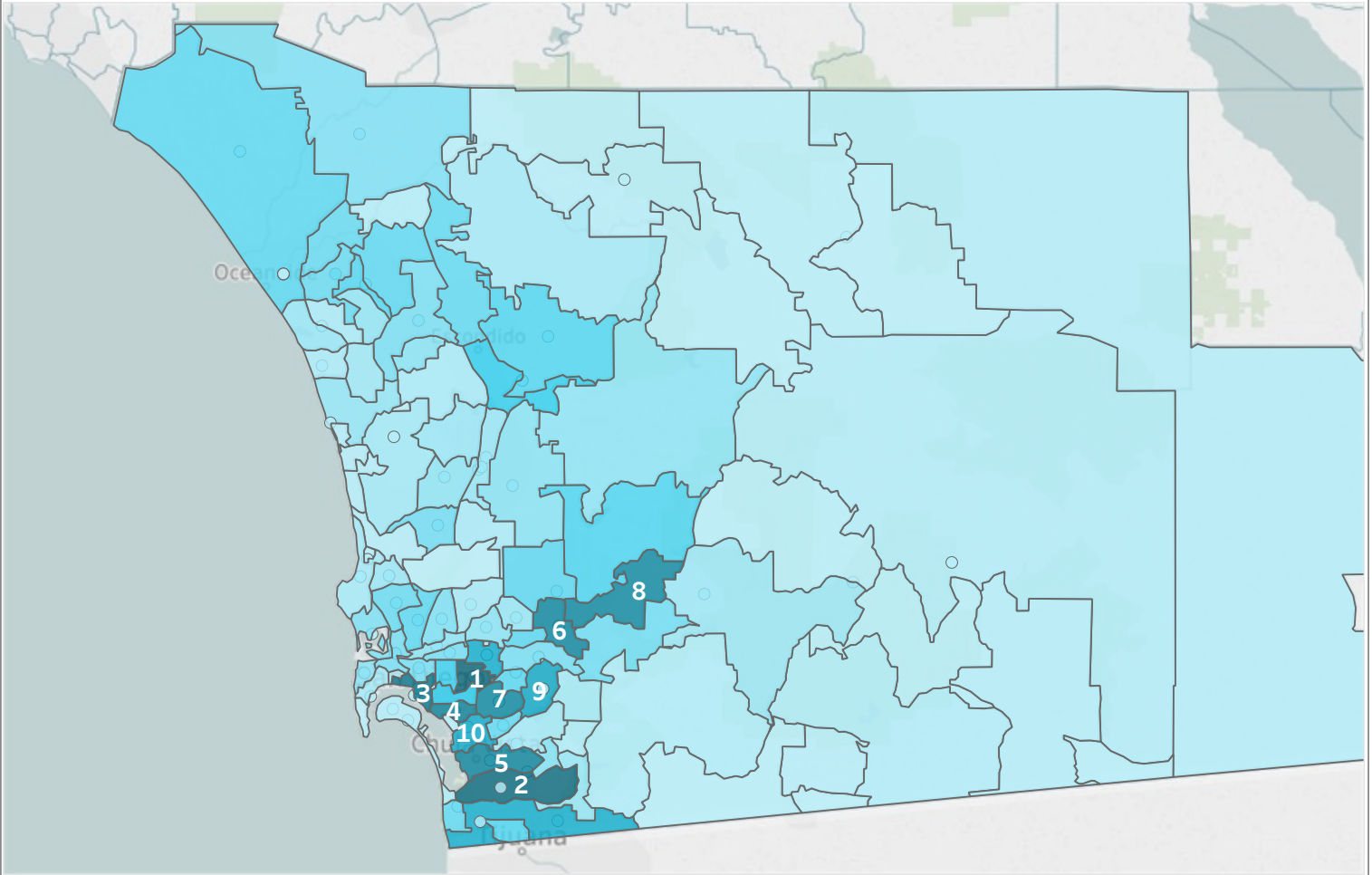
Needs

Social Determinants

Map

Clients by Zip Code

Number of Clients by Zip Code



Number of Clients



Top Zip Codes

SD, CITY HEIGHTS (92105) / #1	2,859
CHULA VISTA (91911) / #2	2,800
SAN DIEGO, DOWNTOWN (92101) / #3	2,663
SD, LOGAN HEIGHTS (92113) / #4	2,537
CHULA VISTA (91910) / #5	2,479
EL CAJON (92020) / #6	2,463
SD, ENCANTO (92114) / #7	2,437
EL CAJON (92021) / #8	2,435
SPRING VALLEY (91977) / #9	2,056
NATIONAL CITY (91950) / #10	2,027

NOTES

General Notes

1. All client data is self-reported.
2. Demographic data is out of total known responses.
3. All graphs are rounded to the nearest percentage point. Some graphs may appear to total 101% when they actually total 100%, this is due to rounding.
4. Needs represent any need a client called in for, not necessarily related to the specific services offered from this agency.
5. Not all pages are included in the report if there is not enough data collected.
6. Data in report is a snapshot, or point-in-time.

Specific Notes about Filters Applied to Report

Identifiable client and anonymous records

Contact Information

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