



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

January 1 - December 31, 2019

Note: includes only clients with a documented need and referral during the reporting period

Demographics | Referrals | Needs | Social Determinants | Map

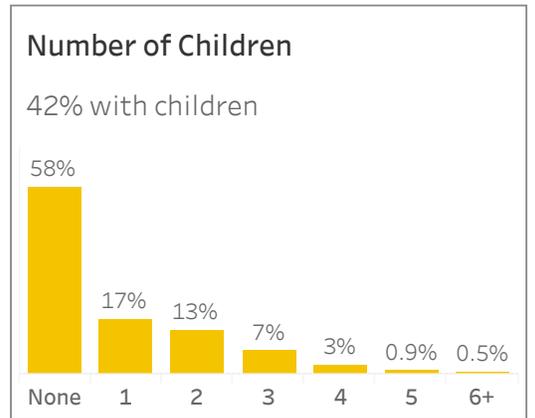
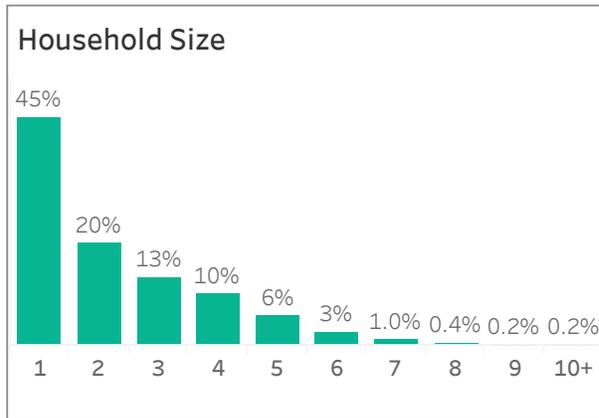
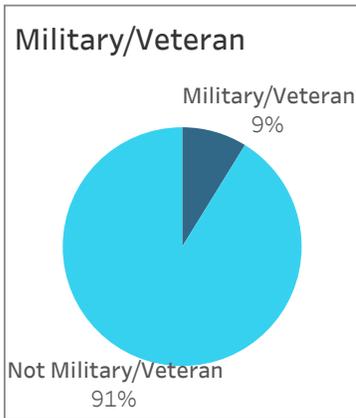
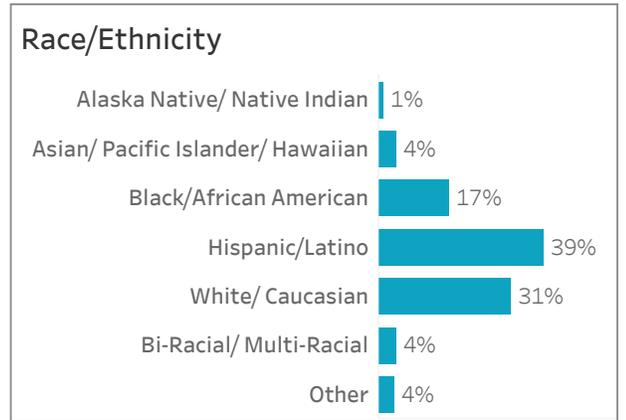
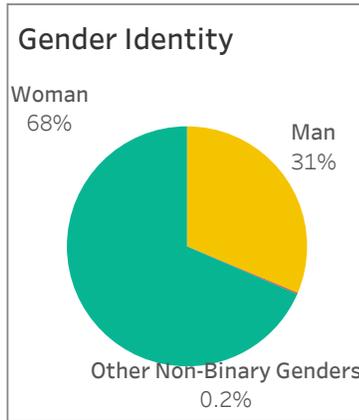
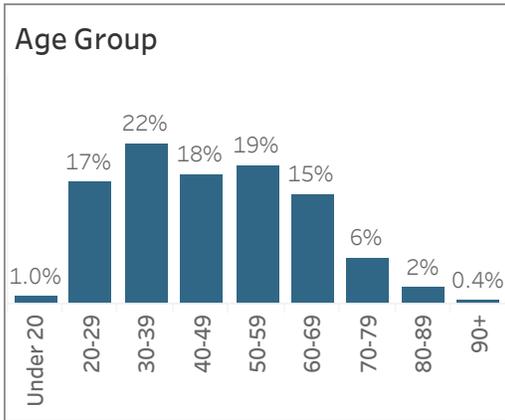
Total Clients:
107,470

CIE Clients:
53,553 / 50%

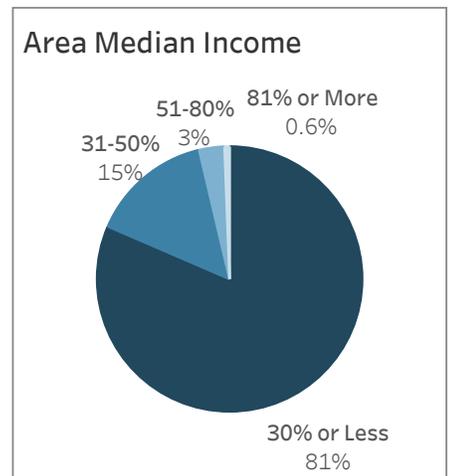
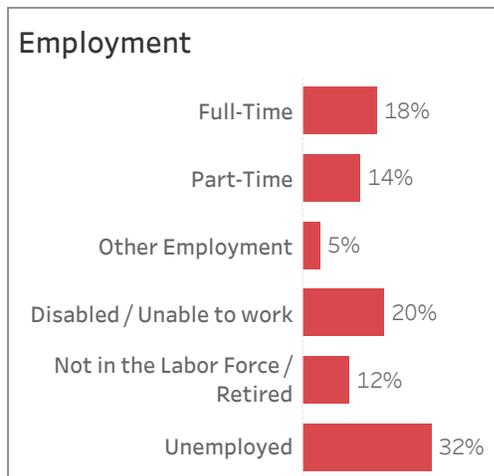
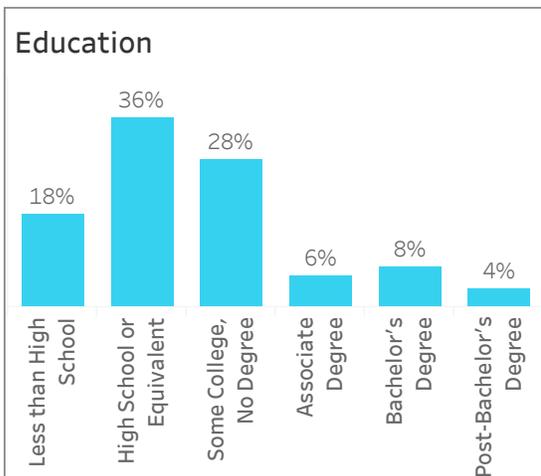
Total Referrals:
309,002

Total Needs:
442,704

General Demographics



Socioeconomic Indicators



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

Referrals

Needs

Social Determinants

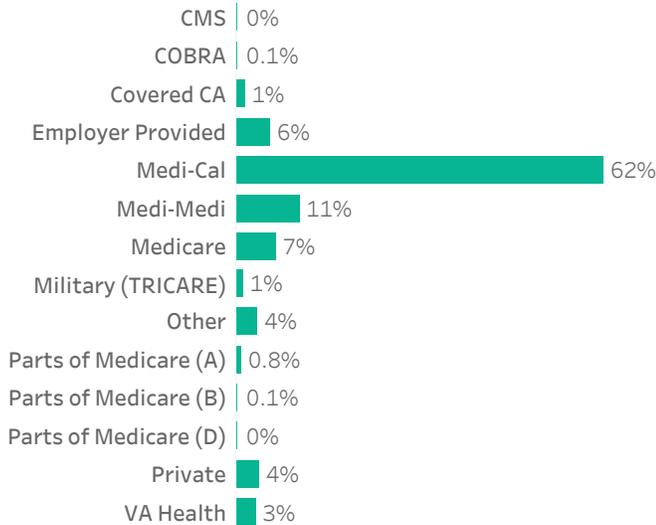
Map

Health Insurance

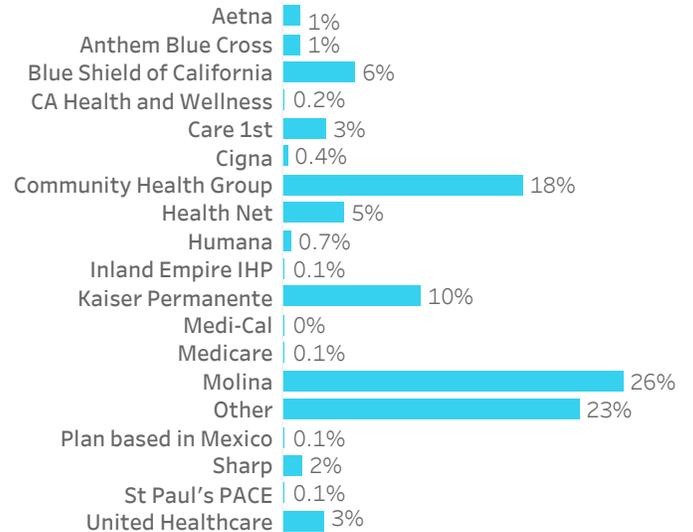
86% of clients have health insurance

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



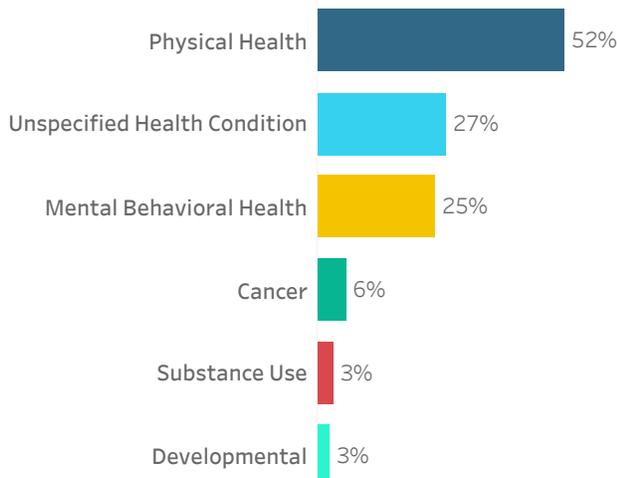
Health Concerns

53% of clients reported having a health concern

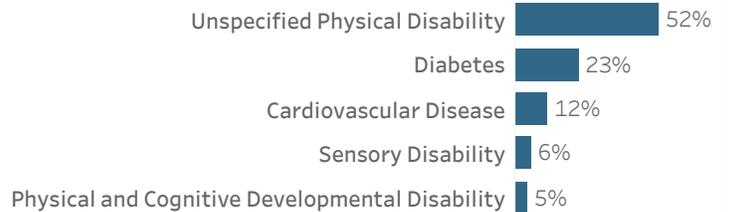
Health concern rate is the percentage of clients who indicated experiencing a health condition or disability, which includes diagnosed and non-medically diagnosed conditions ranging from physical health, mental health, and substance use. Health concern graphs display percentages of clients with a health 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

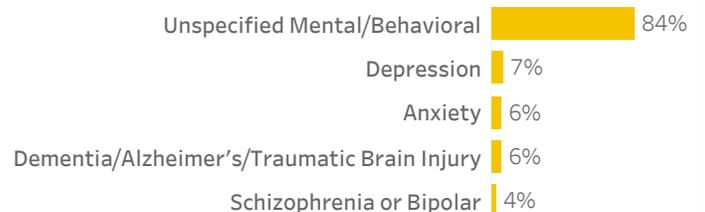
Percent of clients with health concern



Top 5 Physical Health Concerns



Top 5 Mental/Behavioral Health Concerns



Demographics

Referrals

Needs

Social Determinants

Map

Total Referrals:
309,002

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 **309,002** total referrals spread across **1,158** unique agencies and **4,723** 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	CalFresh Enrollment Services	24,510
	VITA	12,057
	Courage to Call	1,061
	Information and Referral Services	770
	External Resources	373
	Medi-Cal Mailing Application Request	286
	Perinatal Care Network (PCN)	229
	Medi-Cal Application Request	218
	Homeless Prevention and Diversion Assessment	166
	Covered California Application Assistance	148
	Agency Grand Total (includes services not shown)	40,480
San Diego Gas and Electric Company	California Alternate Rates for Energy Program (CARE)	4,223
	Energy Savings Assistance Program (ESAP)	1,532
	Customer Service	1,240
	Medical Baseline	491
	Subsidized Housing Assistance Relief for Energy, SHARE	423
	Family Electric Rate Assistance Program (FERA)	61
	Federal Government Shutdown Utility Assistance	37
	Home Energy-Efficiency Rebates	19
	Energy Management Tool	3
	Agency Grand Total (includes services not shown)	8,029
	San Diego Housing Commission	Affordable Housing Resource Guide
Homeless Prevention and Shelter Diversion		3,408
Section 8 Housing Choice Voucher Rental Assistance and SDHC Managed Units		1,618
Moving Home Rapid Re-housing Program		365
Ombudsperson, Community Services Liaison		97
City of San Diego's First-Time Homebuyer Program		79
County of San Diego's First-Time Homebuyer Program		63
Landlord Incentive Program		47
Family Self-Sufficiency Program		16
Housing Enhancement Loan Program (HELP)		3
Agency Grand Total (includes services not shown)		10,668
Self Sufficiency Programs, HHS, County of San Diego	ACCESS Customer Service Center and Self Service	18,022
	Family Resource Center (FRC), Reschedule Line	2,576
	MyBenefits CalWIN	2,402
	General Relief, Metro Family Resource Center	367
	CalFresh (SNAP), North Central Family Resource Center	362
	CalFresh (SNAP), South Region Family Resource Center	308
	Medi-Cal, South Region Family Resource Center	305
	Medi-Cal, North Central Family Resource Center	274
	CalFresh (SNAP), El Cajon Family Resource Center	266
	CalFresh (SNAP), North Coastal Family Resource Center	258
	Agency Grand Total (includes services not shown)	30,921
The Salvation Army San Diego Regional Office	Neighbor to Neighbor, San Diego Centre City Corps	1,691
	Haven Interim Housing, Door of Hope	1,345
	Transitional Living Center for Women, Door of Hope	575
	Homeless Outreach Program, Centre City Corps	449
	Neighbor to Neighbor, Oceanside Corps	439
	STEPS Program, San Diego Centre City Corps Community Center	430
	Neighbor to Neighbor, Escondido Corps	410
	Food Distribution, Chula Vista Corps	395
	East County Red Shield, Food Pantry and Resource Center, El Cajon	391
	EFSP Rent Payment Assistance, San Diego Centre City Corps	359
	Agency Grand Total (includes services not shown)	8,937

Demographics

Referrals

Needs

Social Determinants

Map

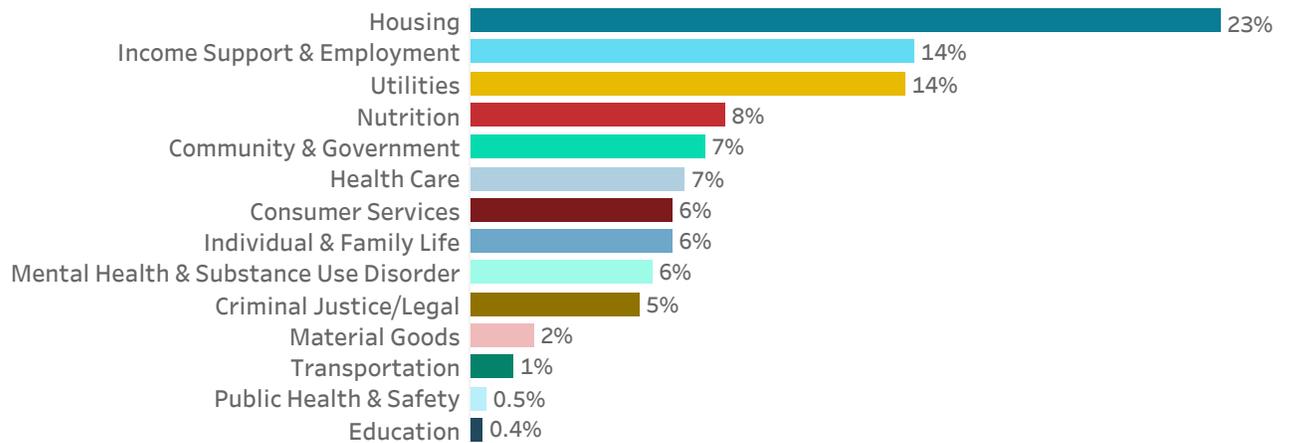
Client Needs

Total Needs:
442,704

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 **442,704** total needs for this client population, representing **2,610** unique categories of need.

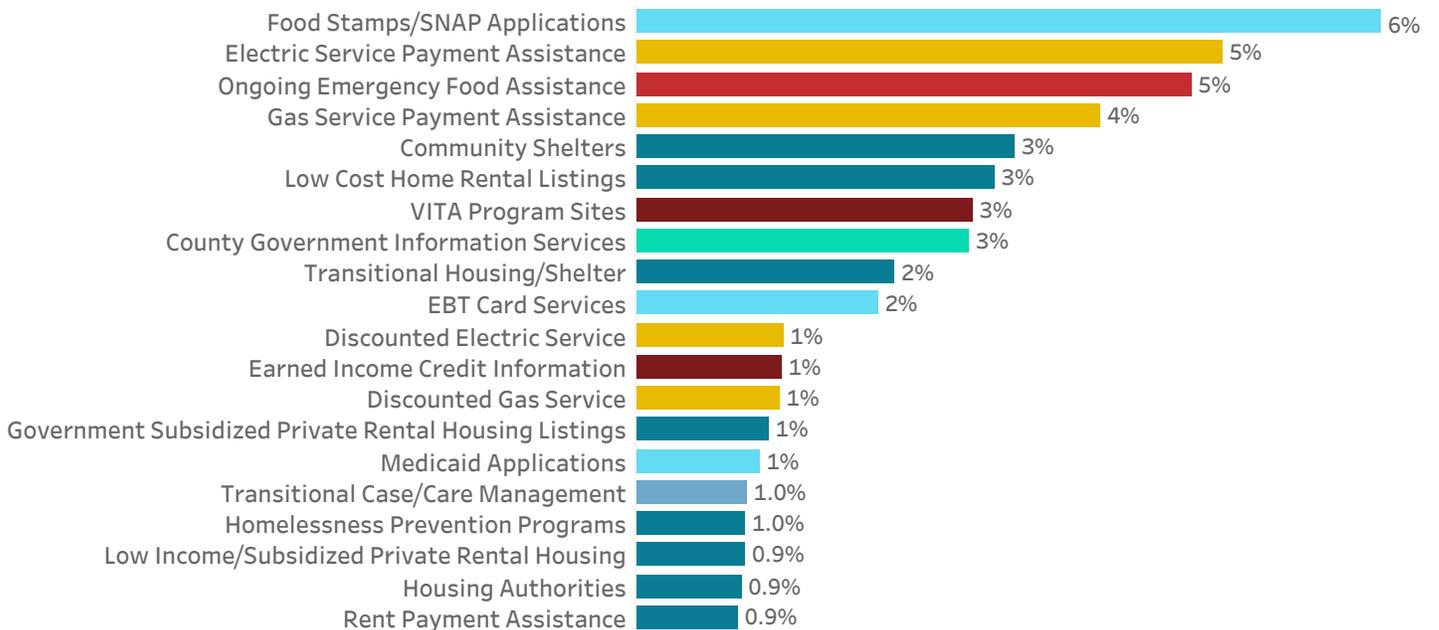
Needs by Broadest Category

Percent of total needs



Top 20 Need by Most Specific Category

Percent of total needs



Demographics

Referrals

Needs

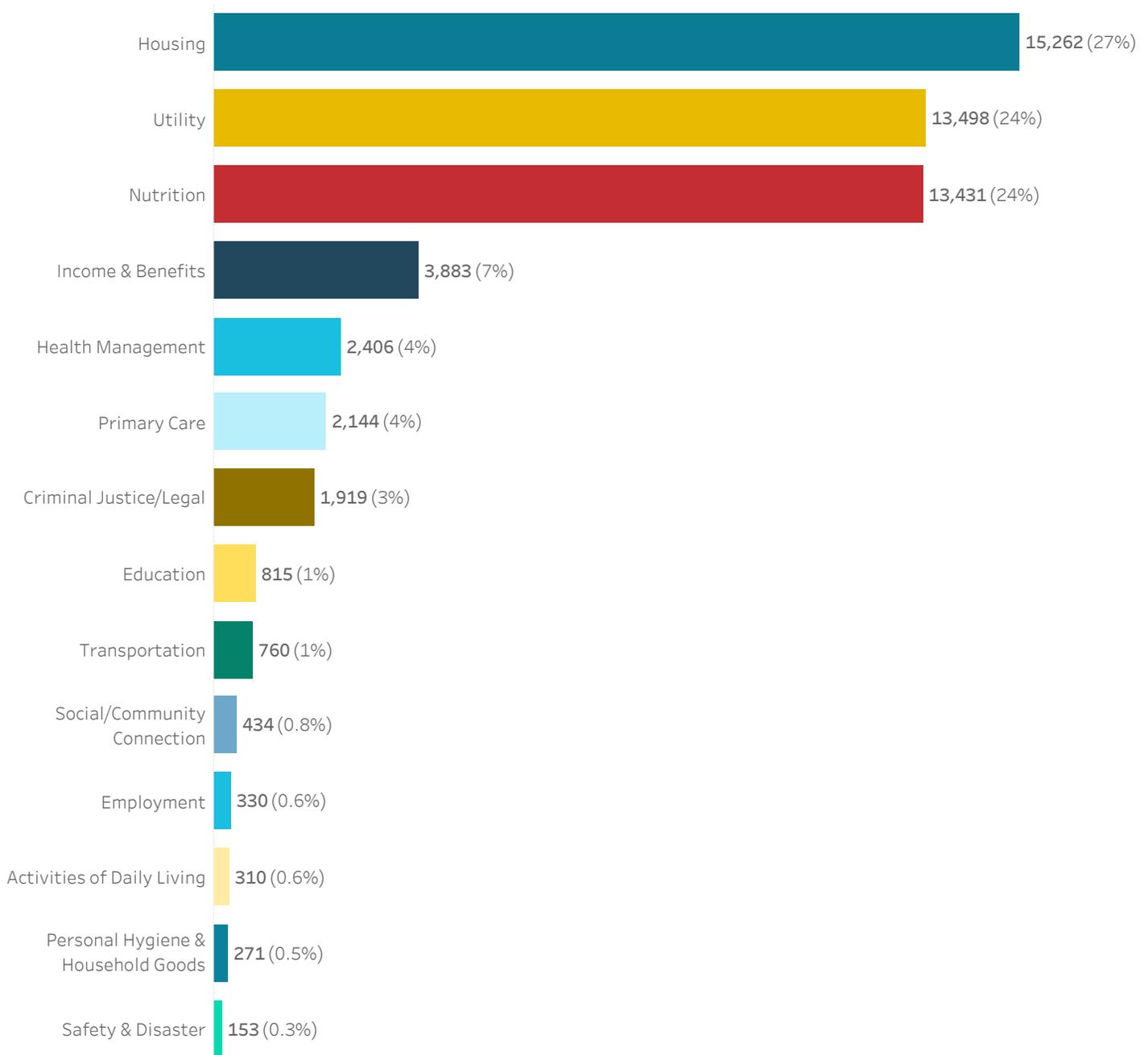
Social Determinants

Map

Total Assessments:
55,616

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

Needs

Social Determinants

Map

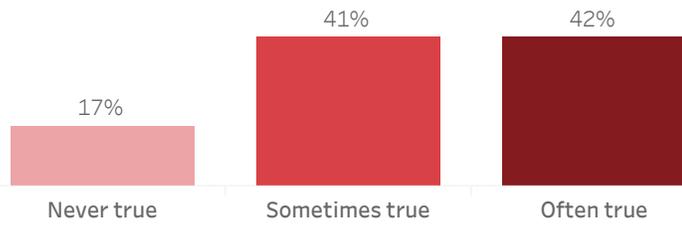


Nutrition

84% of clients with a nutrition need had to meet other basic needs before they could pay for nutrition needs

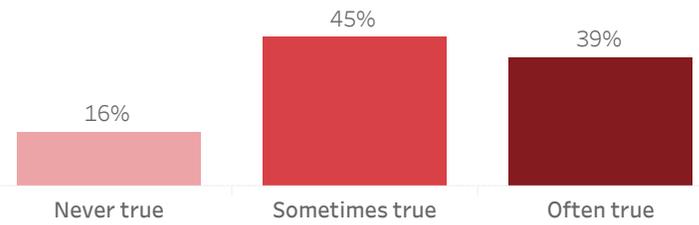
Concern Food Would Run Out

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



Food Actually Ran Out

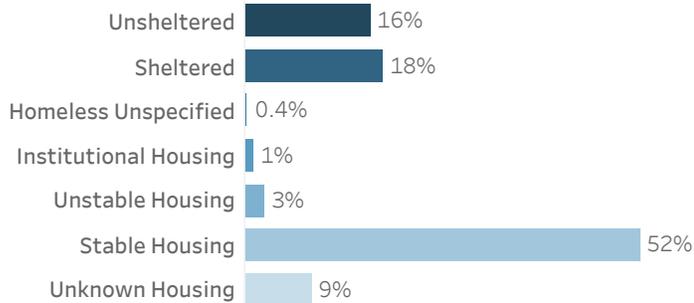
During the last month, how often did clients actually run out of food?



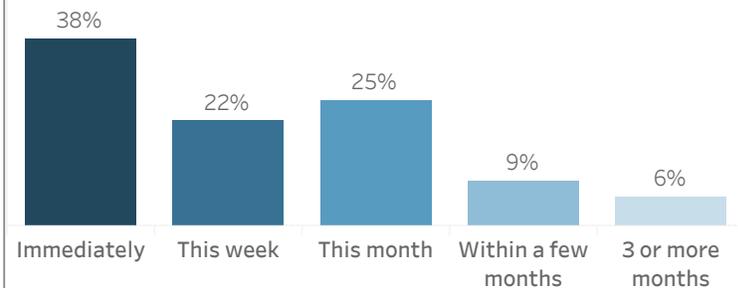
Housing

4,477 clients identified as homeless (sheltered, unsheltered, unspecified homeless)

Type of Housing Situation



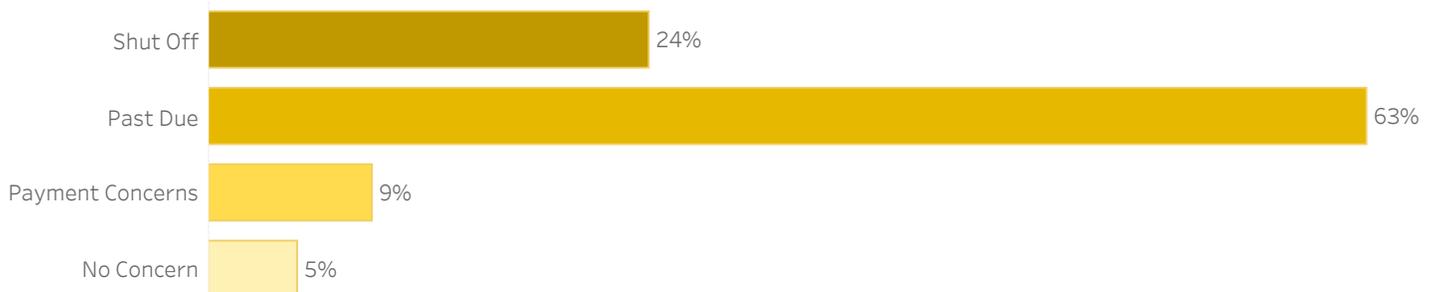
Immediacy of Housing Need



Utilities

65% of clients with a utility need had a utility bill over 25% of their income

Utility Bill Status



Demographics

Referrals

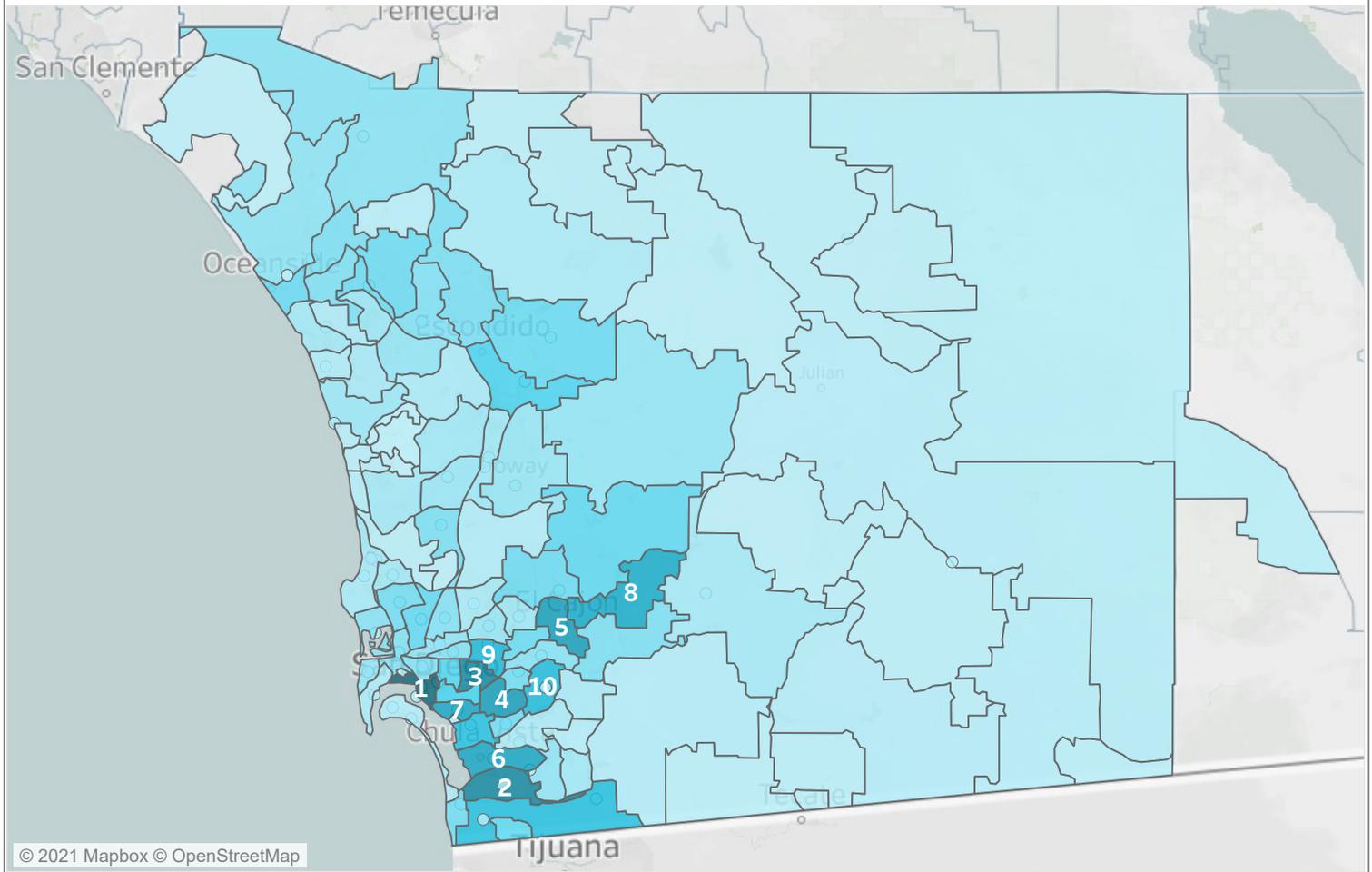
Needs

Social Determinants

Map

Clients by Zip Code

Number of Clients by Zip Code



Number of Clients



Top Zip Codes

SAN DIEGO, DOWNTOWN (92101) / #1	3,606
CHULA VISTA (91911) / #2	3,120
SD, CITY HEIGHTS (92105) / #3	3,111
SD, ENCANTO (92114) / #4	2,769
EL CAJON (92020) / #5	2,756
CHULA VISTA (91910) / #6	2,655
SD, LOGAN HEIGHTS (92113) / #7	2,626
EL CAJON (92021) / #8	2,569
SD, COLLEGE GROVE (92115) / #9	2,322
SPRING VALLEY (91977) / #10	2,248

Note: map includes only clients with a documented need.

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.
7. Includes only clients with a documented need and referral during the reporting period

Contact Information

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