



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, 2020

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

Demographics

Referrals

Needs

Social Determinants

Map

Total Clients:
148,611

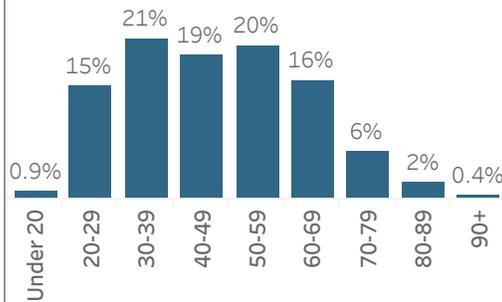
CIE Clients:
57,576 / 39%

Total Referrals:
415,452

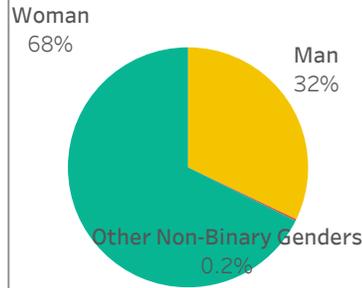
Total Needs:
558,421

General Demographics

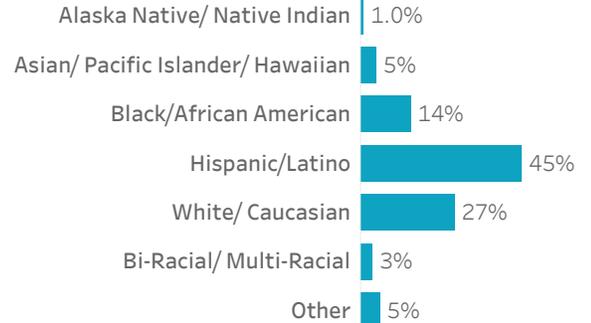
Age Group



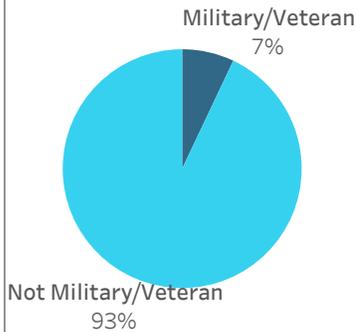
Gender Identity



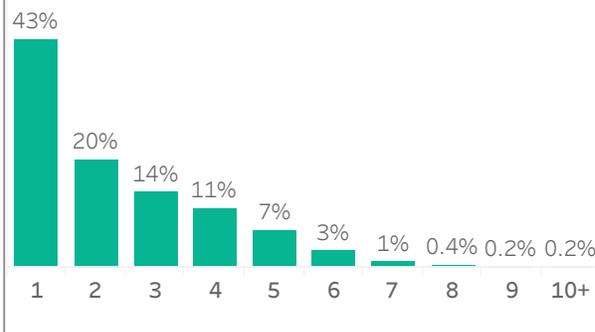
Race/Ethnicity



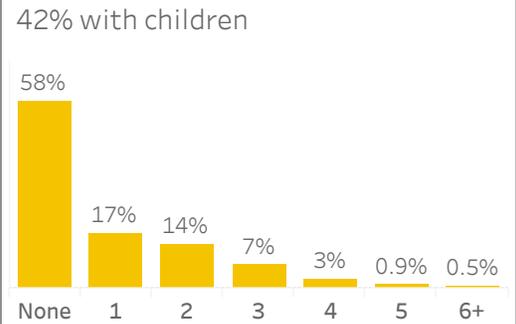
Military/Veteran



Household Size

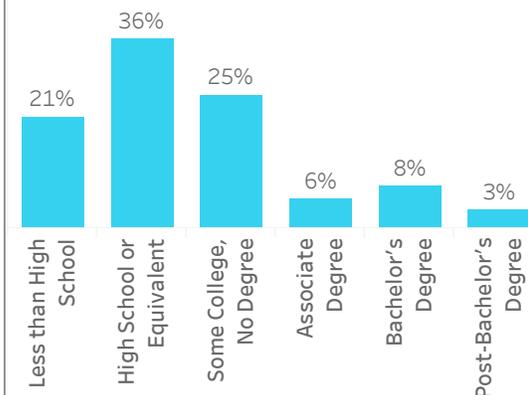


Number of Children

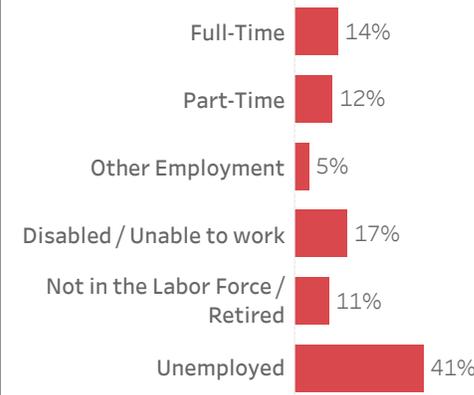


Socioeconomic Indicators

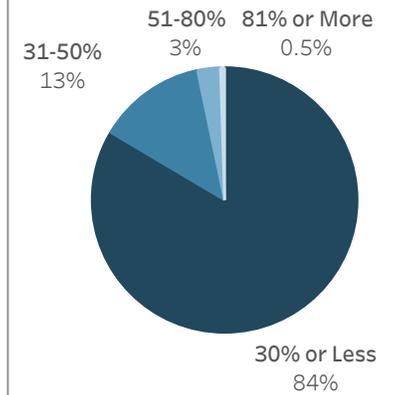
Education



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

Referrals

Needs

Social Determinants

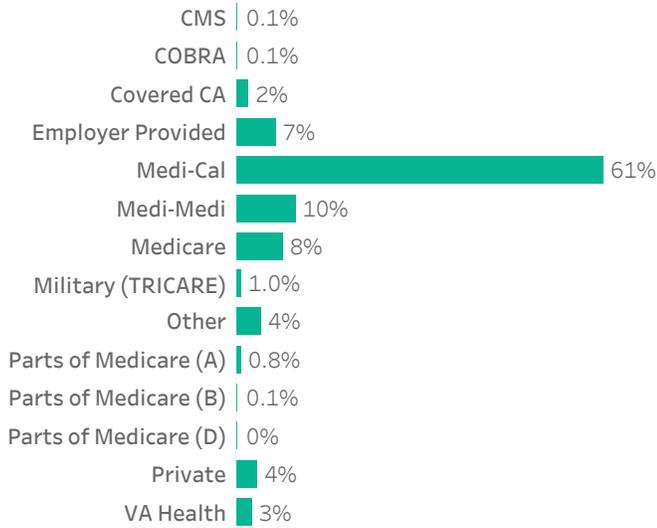
Map

Health Insurance

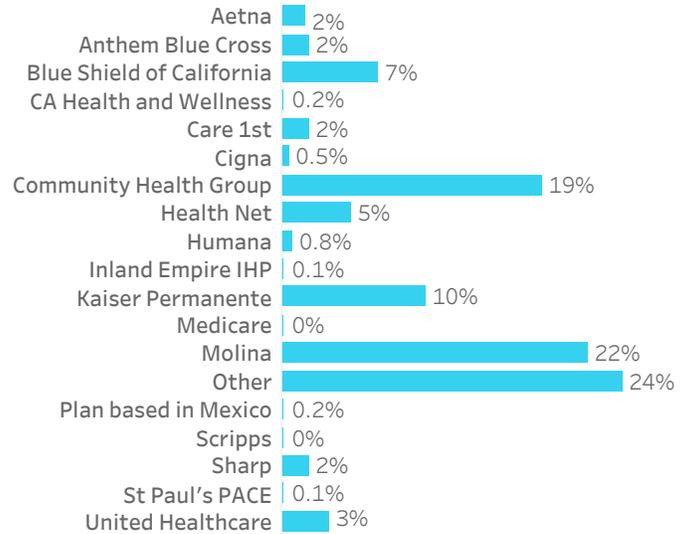
83% of clients have health insurance

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



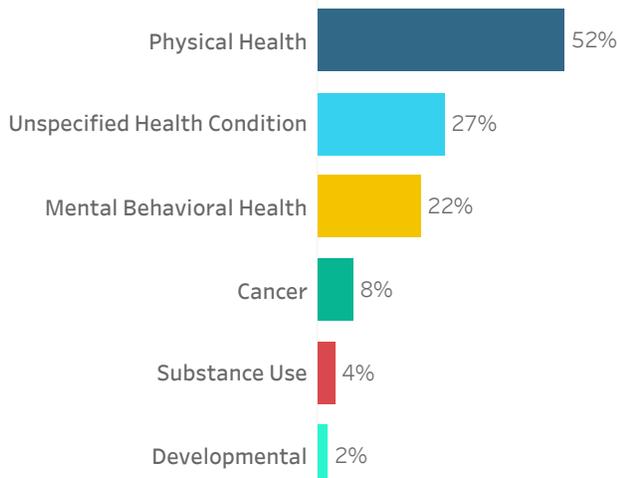
Health Concerns

53% of clients reported having a health concern

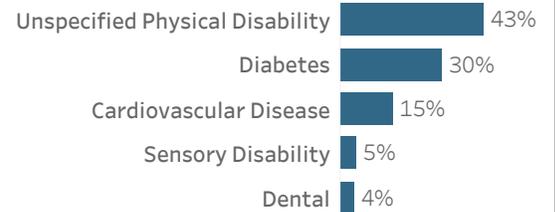
Health concern rate is the percentage of clients who indicated experiencing a health condition or disability, which includes diagnosed and non-medically diagnosed conditions ranging from physical health, mental health, and substance use. Health concern graphs display percentages of clients with a health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

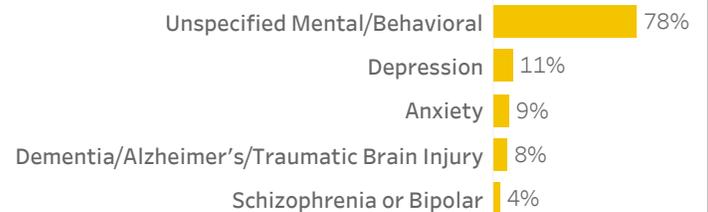
Percent of clients with health concern



Top 5 Physical Health Concerns



Top 5 Mental/Behavioral Health Concerns



Demographics

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Total Referrals:
415,452

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 **415,452** total referrals spread across **1,187** unique agencies and **4,835** 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	28,137
	VITA	13,396
	Coronavirus Information COVID-19	11,570
	COVID-19 Test Results Request Form	2,435
	Information and Referral Services	2,268
	Perinatal Care Network (PCN)	615
	Courage to Call	551
	COVID-19 Food Delivery Program	383
	Medi-Cal Mailing Application Request	353
	Covered California Application Assistance	335
	Agency Grand Total (includes services not shown)	62,274
Self Sufficiency Programs, HHSA, County of San Diego	ACCESS Customer Service Center and Self Service	20,046
	MyBenefits CalWIN	4,738
	Family Resource Center (FRC), Reschedule Line	891
	General Relief, Metro Family Resource Center	454
	Medi-Cal, South Region Family Resource Center	311
	Medi-Cal, North Central Family Resource Center	235
	Family Stabilization Program, Centre City	207
	General Relief, El Cajon Family Resource Center	205
	Medi-Cal, North Inland Family Resource Center	187
	CalFresh (SNAP), South Region Family Resource Center	183
	Agency Grand Total (includes services not shown)	32,701
Public Health Services, Health and Human Services Agency, County of San Diego	County COVID-19 Testing Sites	11,972
	Perinatal Care Network (PCN), Health Services Complex - Rosecrans	776
	County COVID-19 Positive Recovery Stipend Program	709
	Epidemiology Unit	631
	COVID-19 Isolation Support Nurse Help Line	619
	Nurse Family Partnership Home Visitations, Central Region	145
	Nurse Family Partnership Home Visitations, South Region	122
	Immunization Clinic, South Region Public Health Center	97
	Nurse Family Partnership Home Visitations, North Central Region	80
	Nurse Family Partnership Home Visitations, East Region	75
	Agency Grand Total (includes services not shown)	16,044
Jacobs and Cushman San Diego Food Bank	Emergency Food Assistance Program (EFAP), Lutheran Social Services of SoCal	255
	Super Pantry, Operation Promise	197
	Emergency Food Assistance Program (EFAP), Greater Victory Baptist Church	188
	Emergency Food Assistance Program (EFAP), Hearts and Hands Working Together	186
	Emergency Food Assistance Program (EFAP), The Foundry Community Church	167
	Super Pantry, Hearts & Hands Working Together	155
	Emergency Food Assistance Program (EFAP), Mt Moriah Christian Church	154
	Emergency Food Assistance Program (EFAP), Community Christian Service Agency	147
	Super Pantry, Salvation Army, El Cajon	146
	Emergency Food Assistance Program (EFAP), First Christian Church, National City	145
	Agency Grand Total (includes services not shown)	13,414
The Salvation Army San Diego Regional Office	Coordinated Entry Access Site, Centre City Corps	1,734
	EFSP Rent Payment Assistance, San Diego Centre City Corps	1,218
	Haven Interim Housing, Door of Hope	1,023
	Homeless Outreach Program, Centre City Corps	850
	EFSP Electricity Bill Payment Assistance, San Diego Centre City Corps	779
	Neighbor to Neighbor, San Diego Centre City Corps	744
	Transitional Living Center for Women, Door of Hope	579
	Neighbor to Neighbor, Oceanside Corps	557
	EFSP New Move In Rental Assistance, San Diego Centre City Corps	440
	East County Red Shield, Food Pantry and Resource Center, El Cajon	375
	Agency Grand Total (includes services not shown)	11,879

Demographics

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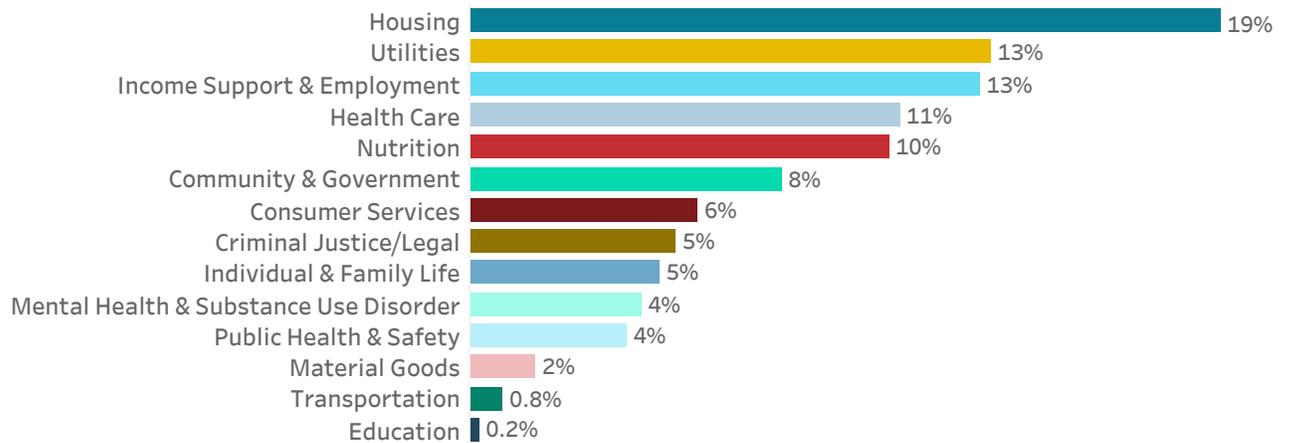
Client Needs

Total Needs:
558,421

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 **558,421** total needs for this client population, representing **2,453** 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

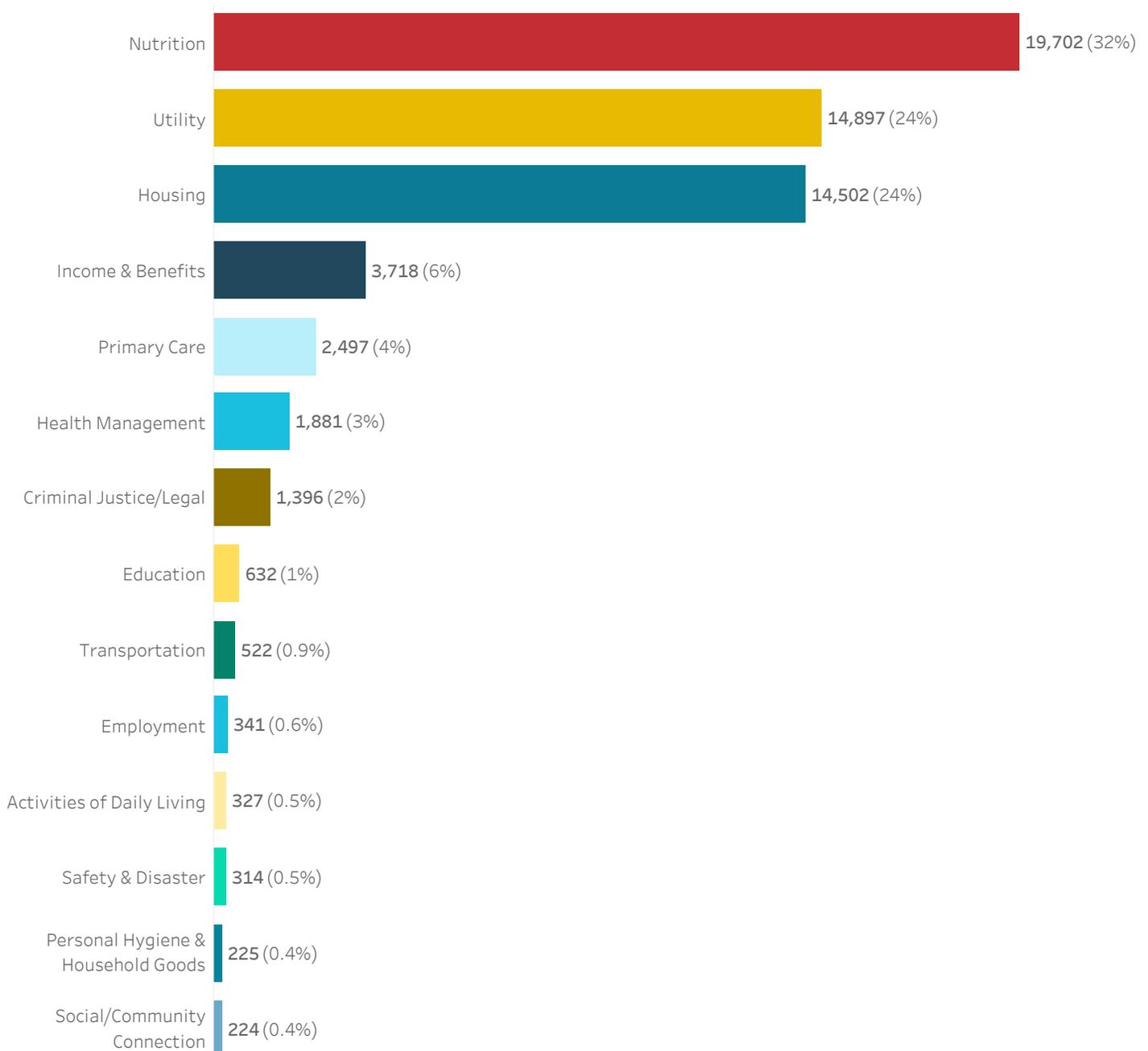
Social Determinants

Map

Total Assessments:
61,178

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

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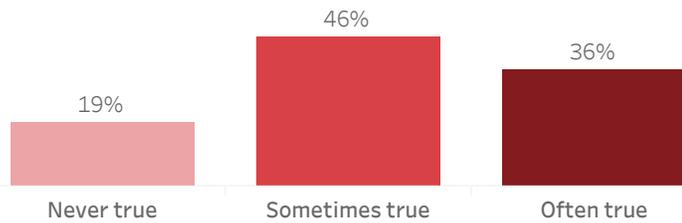


Nutrition

82% of clients with a nutrition need had to meet other basic needs before they could pay for nutrition needs

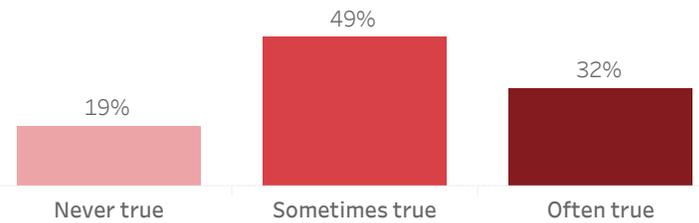
Concern Food Would Run Out

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



Food Actually Ran Out

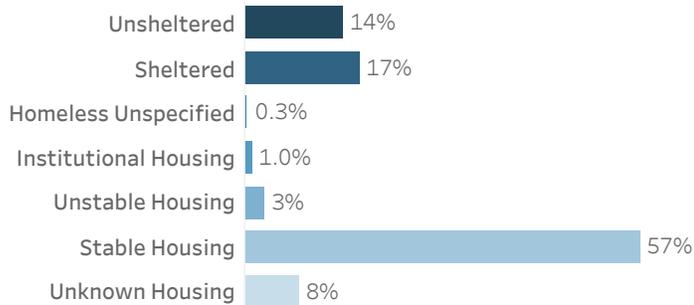
During the last month, how often did clients actually run out of food?



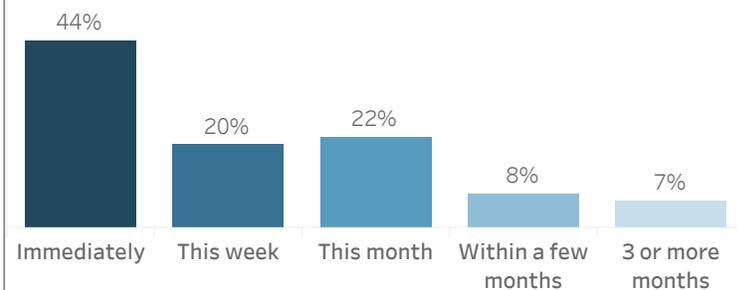
Housing

10,304 clients identified as homeless (sheltered, unsheltered, unspecified homeless)

Type of Housing Situation



Immediacy of Housing Need



Utilities

66% of clients with a utility need had a utility bill over 25% of their income

Utility Bill Status



Demographics

Referrals

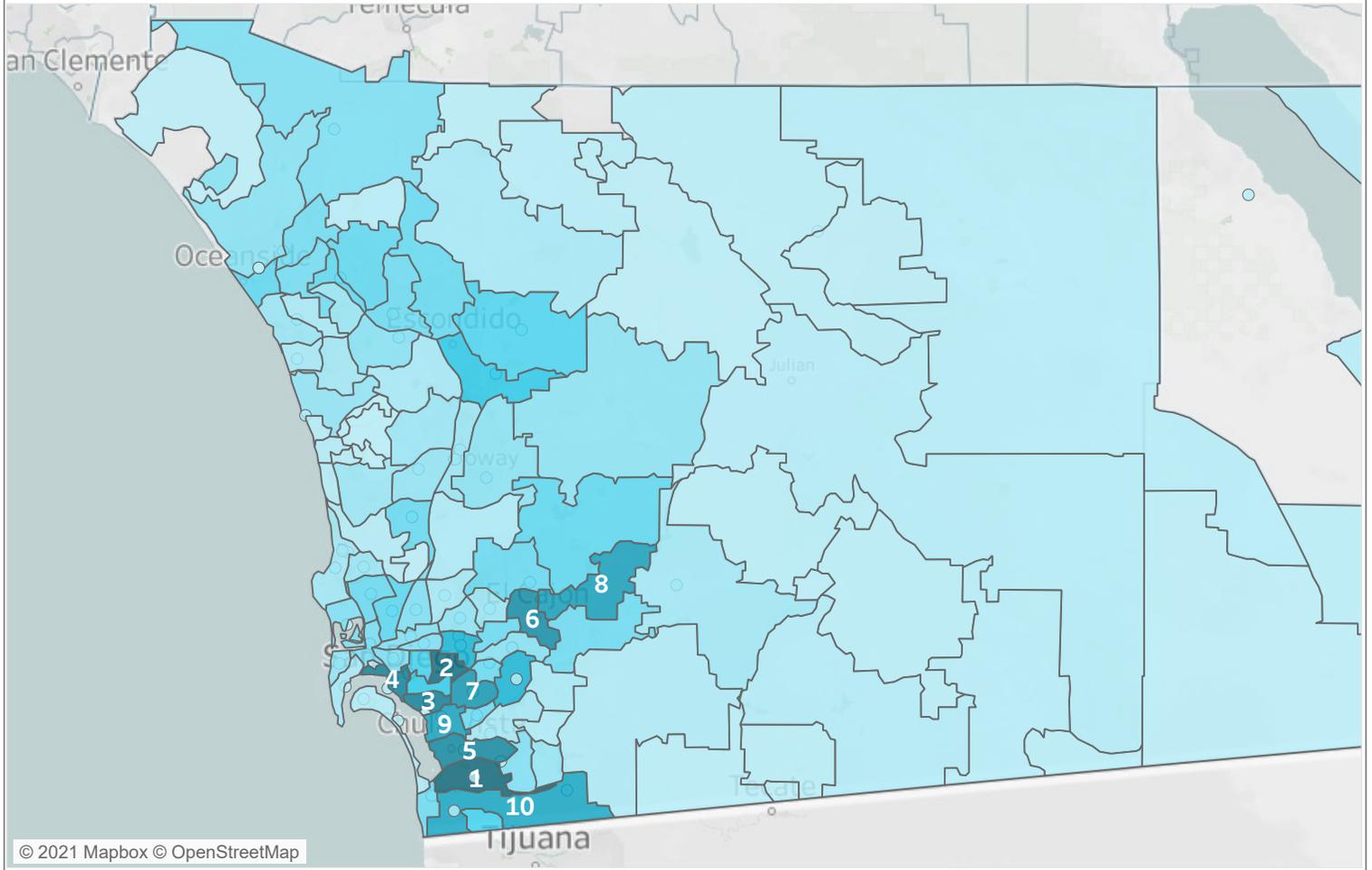
Needs

Social Determinants

Map

Clients by Zip Code

Number of Clients by Zip Code



Number of Clients



Top Zip Codes

CHULA VISTA (91911) / #1	3,846
SD, CITY HEIGHTS (92105) / #2	3,748
SD, LOGAN HEIGHTS (92113) / #3	3,442
SAN DIEGO, DOWNTOWN (92101) / #4	3,423
CHULA VISTA (91910) / #5	3,308
EL CAJON (92020) / #6	3,222
SD, ENCANTO (92114) / #7	3,052
EL CAJON (92021) / #8	2,938
NATIONAL CITY (91950) / #9	2,882
SD, OTAY MESA (92154) / #10	2,796

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.

Specific Notes about Filters Applied to Report

Identifiable client and anonymous records

Contact Information

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