COVID-19 Evolution of Client Needs
Summary of changing needs since the beginning of the COVID-19 pandemic

- March 2020
  - Clients calling for information on exposure, general symptoms and contraction of COVID-19
  - Food assistance is at 5 to 10 times the usual demand
  - Less than 20% of clients who have housing needs are looking for rent payment assistance
  - Unemployment and disability assistance is 10 times the typical need

- April 2020
  - 1 in 6 clients need food assistance
  - CalFresh application assistance doubles
  - Need for temporary financial assistance is 5 times the usual demand
  - Periodic spikes in need for legal services and tenant rights information or counseling
  - Unemployment/disability application assistance remains at 10 times the usual demand

- May 2020
  - Clients calling for COVID-19 testing information increases
  - 1 in 9 clients need food assistance
  - Increased demand for rent and utilities payment assistance
  - Mental health and substance abuse needs rise for a short period

- June 2020
  - COVID-19 testing assistance rises to top need within health care; transfers to the Public Health Nurse Line hit record high
  - Housing and utilities assistance are the most common social needs
  - 1 in 12 clients need food assistance; demand for CalFresh application assistance returns to pre-COVID-19 rates

- July 2020
  - Housing surpasses healthcare as top need in the second half of July
  - Rent payment assistance rises as the top housing need with the introduction of the City of San Diego’s COVID-19 Emergency Rental Assistance Program
  - 1 in 14 clients need food assistance
  - CalFresh application assistance remains steady

- August 2020
  - Top needs include housing and utility assistance; 1 in 4 need housing assistance
  - Rent payment assistance remains the top housing need; top programs include the SD Emergency Rental Assistance Program & EFSP funding
  - Legal assistance needs remain 50% higher than usual
  - Food assistance needs remain low, however, CalFresh application assistance needs steadily rise

2-1-1 San Diego/ Community Information Exchange
Health care needs account for 1 in 5 needs surpassing housing as the top need in December. With declining temperatures, the need for homeless outreach programs for unsheltered homeless is twice as high as in the warmer months of this year. Food assistance represents 1 in 10 needs; Top needs include emergency food assistance, grocery delivery and home delivered meals.

Health care needs account for 1 in 4 needs; rent payment assistance remains as top housing need, however referrals declined throughout the month due to diminished funding. Emergency food needs rise to levels 57% higher than the average in September. Top needs for income support include CalFresh application assistance and EBT card services.

Health care needs, specifically clients calling for COVID-19 testing assistance, are 50% higher than the previous month. 1 in 10 clients need food assistance; Need for emergency food assistance is the highest since May. 1 in 5 clients need housing assistance; Coordinated entry access sites surpasses rent payment assistance as the top housing need.

Health care needs continue to surpass housing; top health care needs include COVID-19 testing assistance and vaccine information. San Diego's COVID-19 Positive Recovery Stipend Program reached an all-time high since November. Tax preparation assistance triples; clients are screened for Earned Income Tax Credit eligibility and more than 1,300 appointments scheduled for VITA services.

Transportation needs increases with more clients in need of transportation to vaccination appointments. The need for tax preparation assistance is rising with about 6,500 appointments scheduled for VITA services so far this year. Rent payment assistance needs reached the highest level since November; utilities assistance needs reached the highest level since May 2020.
COVID-19 Evolution of Client Needs
Summary of changing needs since the beginning of the COVID-19 pandemic

- Housing needs increased by 31% and utility needs increased by 82% compared to February; the increased need is associated with the launch of Emergency Rental Assistance Programs (ERAP).
- Compared to the previous six month period: tax preparation assistance needs were 150% above average; criminal justice & legal services needs were 14% above average; income support & employment needs were 3% above average; mental health & substance use needs were 15% above average.

- Referrals for rent and utilities payment assistance through Emergency Rental Assistance for the County of San Diego and the City of San Diego have declined; meanwhile, referrals to resources with low-cost home rental listings slightly increased.
- Mental health needs, accounting for 5% of overall client needs, rise mostly due to an increase in substance use disorder referrals.

- The need for criminal justice and legal services increased by 20%; top legal needs include tenant rights information/counseling and dispute resolution, unemployment insurance benefits assistance and general legal counseling/representation.
- While only representing 6% of overall client needs, mental health needs in June were 84% higher than in January 2021.

- Calls for general COVID-19 assistance have more than doubled mostly due to COVID-19 testing-related information; top referral was to the County of San Diego COVID-19 testing site locations.
- The need for CalFresh application assistance and emergency food assistance were higher than June; CalFresh referrals surpassed June totals.
- The need for materials goods (clothing, personal supplies, shoes, diapers) doubled, mostly due to the need for back to school supplies.

- 2-1-1 partnered with the California Tobacco Program to help clients stop using tobacco or vaping products; about 70 clients were connected to the CA Smoker's Helpline.
- Housing assistance needs increased; referrals to senior housing directories and resources more than doubled the average over the past year.
- Referrals to child care programs and preschool resources were the highest since April 2020.

- Calls for general COVID-19 assistance have more than tripled; this increase is mostly explained by COVID-19 testing-related information which have more than quadrupled.
- The need for material goods increased by 15% and education needs increased by 40%, mostly due to preschool referral programs and school supplies.

2-1-1 San Diego/ Community Information Exchange
COVID-19 Evolution of Client Needs

Summary of changing needs since the beginning of the COVID-19 pandemic

- Calls for general COVID-19 assistance steadily declined in September
- Two new housing assistance programs launched from the County of San Diego Housing & Community Development Services: a Security Deposit Assistance Program (SDAP) and Rental Assistance for Small Landlords (RASL). Over 650 clients in need of security deposit support and over 265 potentially eligible small landlords were provided with information and application assistance.