



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, 2021 to December 31, 2021

Includes 2-1-1 and CIE Clients

Demographics

Referrals

Needs

Social Determinants

Map

Total Clients:
265,967

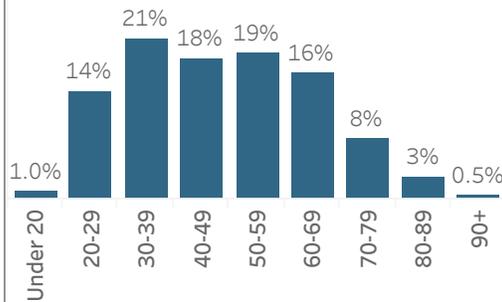
CIE Clients:
63,267 / 46%

Total Referrals:
400,932

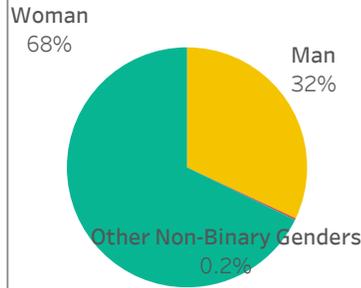
Total Needs:
551,727

General Demographics

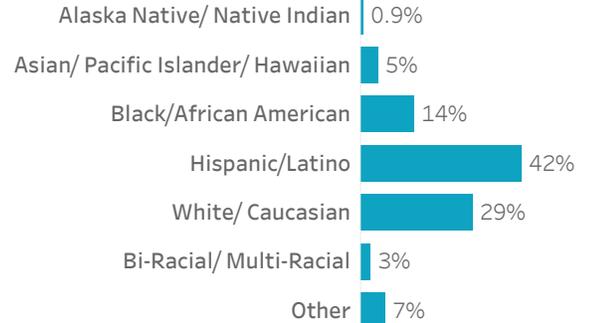
Age Group



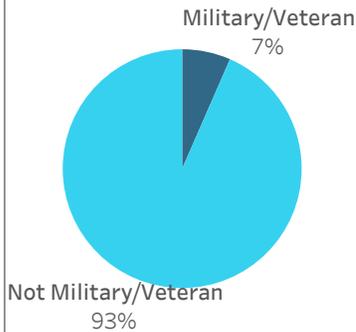
Gender Identity



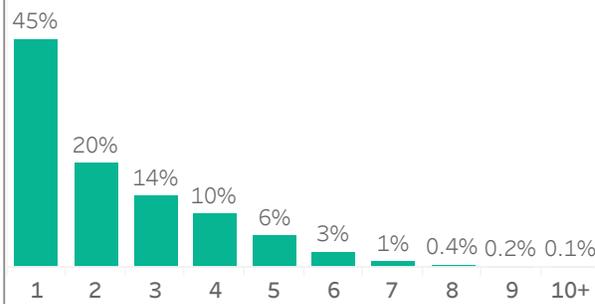
Race/Ethnicity



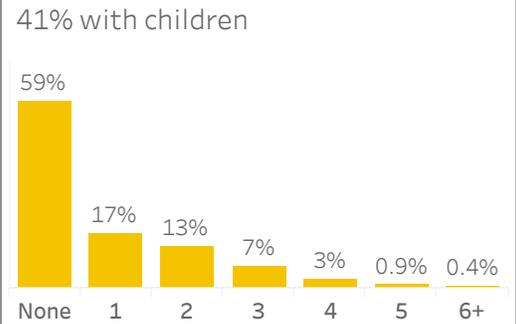
Military/Veteran



Household Size

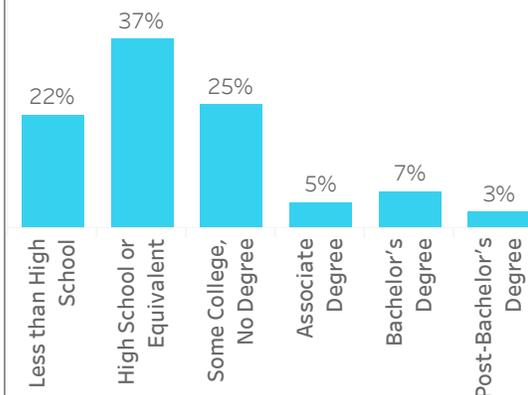


Number of Children

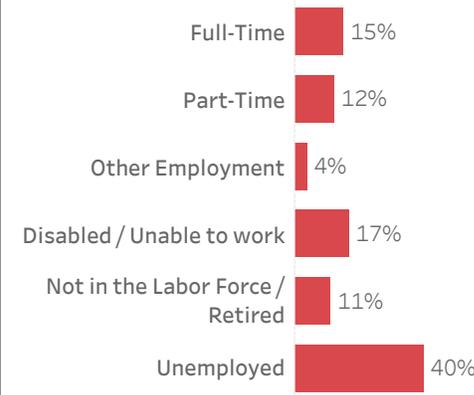


Socioeconomic Indicators

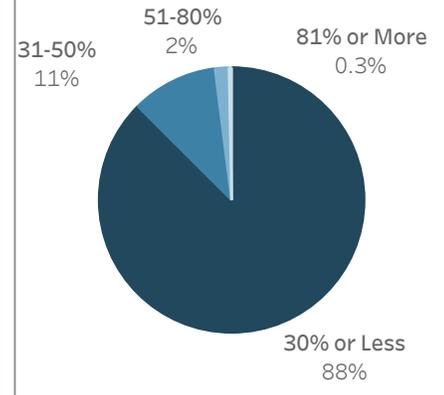
Education



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

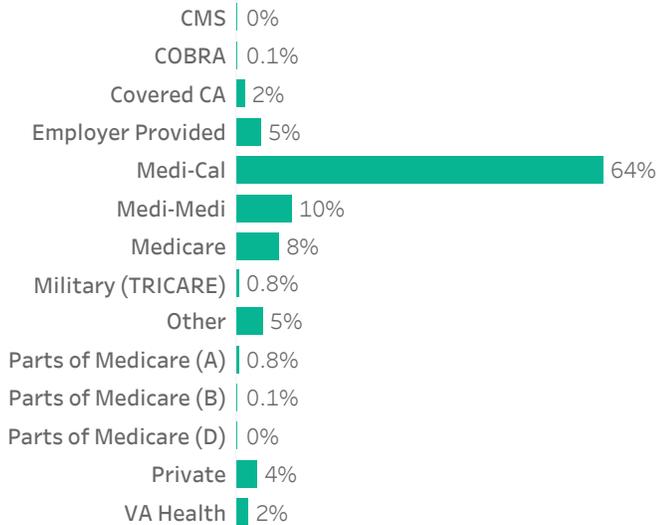
Map

Health Insurance

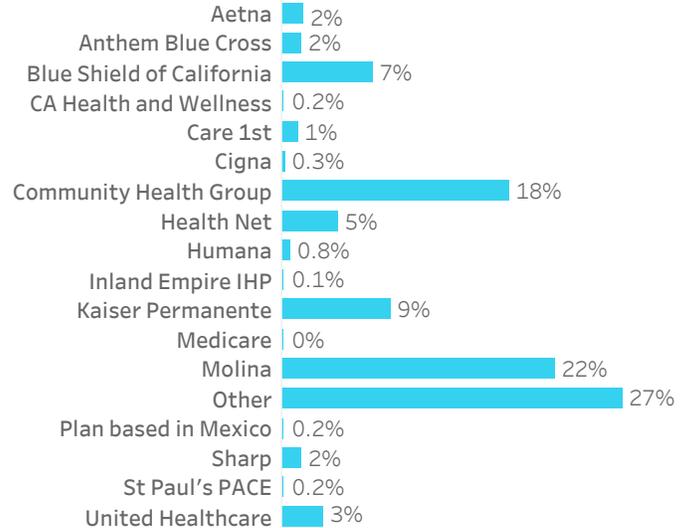
86% of clients have health insurance

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



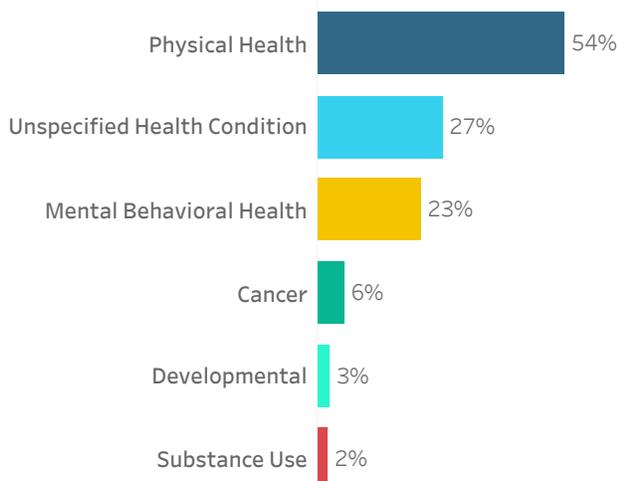
Health Concerns

52% of clients reported having a health concern

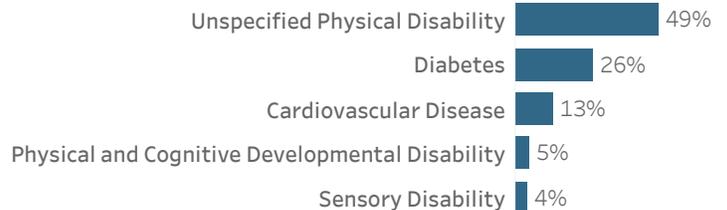
Health concern rate is the percentage of clients who indicated experiencing a health condition or disability, which includes diagnosed and non-medically diagnosed conditions ranging from physical health, mental health, and substance use. Health concern graphs display percentages of clients with a health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

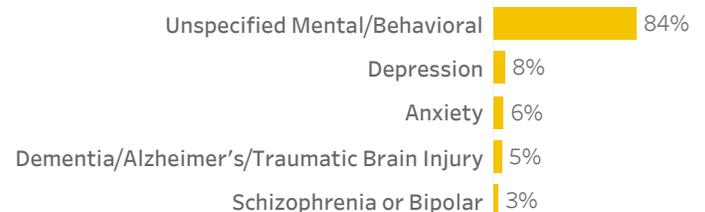
Percent of clients with health concern



Top 5 Physical Health Concerns



Top 5 Mental/Behavioral Health Concerns



Demographics

Referrals

Needs

Social Determinants

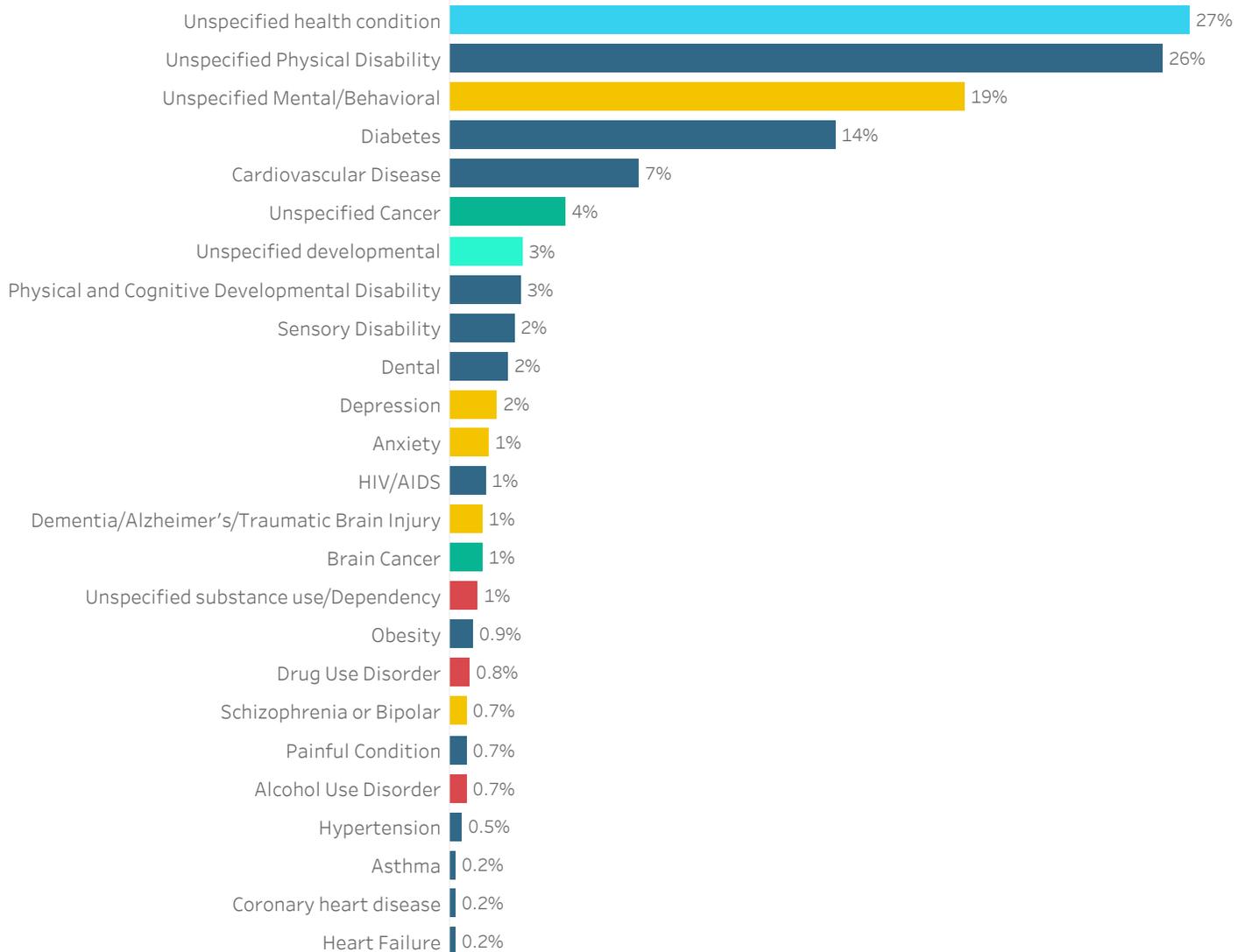
Map

Health Concerns

52% 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 are percentages out of those with a health concern. Top 5 concern percentages are out of those with the specified type of concern. Individuals can have more than one concern; therefore, graphs may not total 100%.

Top 25 Health Concerns



Type of Health Concern



Note: only health concerns experienced by 10 or more clients are shown

Demographics

Referrals

Needs

Social Determinants

Map

Total Referrals:
400,932

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 400,932 total referrals spread across 1,178 unique agencies and 4,547 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	22,552
	VITA	16,388
	Coronavirus Information COVID-19	3,581
	COVID-19 Test Results Request Form	2,488
	Emergency Rental and Utilities Assistance Program Application Assistance (ERAP)	1,243
	Lyft Scheduled Rides	1,215
	Housing Stability Assistance Program Application Assistance (HSAP)	807
	Perinatal Care Network (PCN)	738
	Information and Referral Services	682
	Lyft Flexible Rides	464
Agency Grand Total (includes services not shown)		52,998
Public Health Services, Health and Human Services Agency, County of San Diego	County COVID-19 Testing Sites	20,619
	COVID-19 Vaccination Appointments	4,041
	COVID-19 Isolation Support Nurse Help Line	2,614
	County COVID-19 Positive Recovery Stipend Program	2,082
	COVID-19 Vaccination Locations	1,225
	San Diego Immunization Registry (SDIR)	513
	COVID-19 Vaccine Information	487
	County Healthbook COVID-19 Testing Appointments	347
	County COVID-19 General Information	229
	Epidemiology Unit	113
Agency Grand Total (includes services not shown)		33,708
Self Sufficiency Programs, HHSA, County of San Diego	ACCESS Customer Service Center and Self Service	21,676
	MyBenefits CalWIN	2,689
	General Relief, Metro Family Resource Center	340
	CalFresh (SNAP), South Region Family Resource Center	292
	Family Resource Center (FRC), Reschedule Line	286
	CalFresh (SNAP), North Coastal Family Resource Center	265
	Medi-Cal, South Region Family Resource Center	236
	CalFresh (SNAP), North Central Family Resource Center	192
	General Relief, El Cajon Family Resource Center	166
	CalFresh (SNAP), North Inland Family Resource Center	160
Agency Grand Total (includes services not shown)		30,933
Housing and Community Development Services, County of San Diego	County of San Diego Housing Resource Directory	7,162
	COVID-19 Emergency Rental Assistance Program (ERAP)	4,690
	COVID-19 Emergency Rent and Utilities Assistance Program (ERAP)	2,832
	County of San Diego Security Deposit Assistance Program (SDAP)	1,921
	Section 8 Rental Assistance Program	1,489
	Project-Based Vouchers	560
	County of San Diego Rental Assistance for Small Landlords (RASL)	401
	Tenant Based Rental Assistance	103
	Down Payment and Closing Cost Assistance	60
	Housing Repair Loans and Grants Program	59
Agency Grand Total (includes services not shown)		19,350
San Diego Housing Commission	City of San Diego COVID-19 Housing Stability Assistance Program (HSAP)	6,657
	Affordable Housing Resource Guide	5,945
	Section 8 Housing Choice Voucher Rental Assistance and SDHC Managed Units	1,740
	Shelter Diversion	870
	Homelessness Prevention Services	829
	Moving Home Rapid Re-housing Program	545
	COVID-19 City of San Diego Eviction Ban	288
	County of San Diego's First-Time Homebuyer Program	123
	City of San Diego's First-Time Homebuyer Program	115
	Ombudsperson, Community Services Liaison	81
Agency Grand Total (includes services not shown)		17,297

Demographics

Referrals

Needs

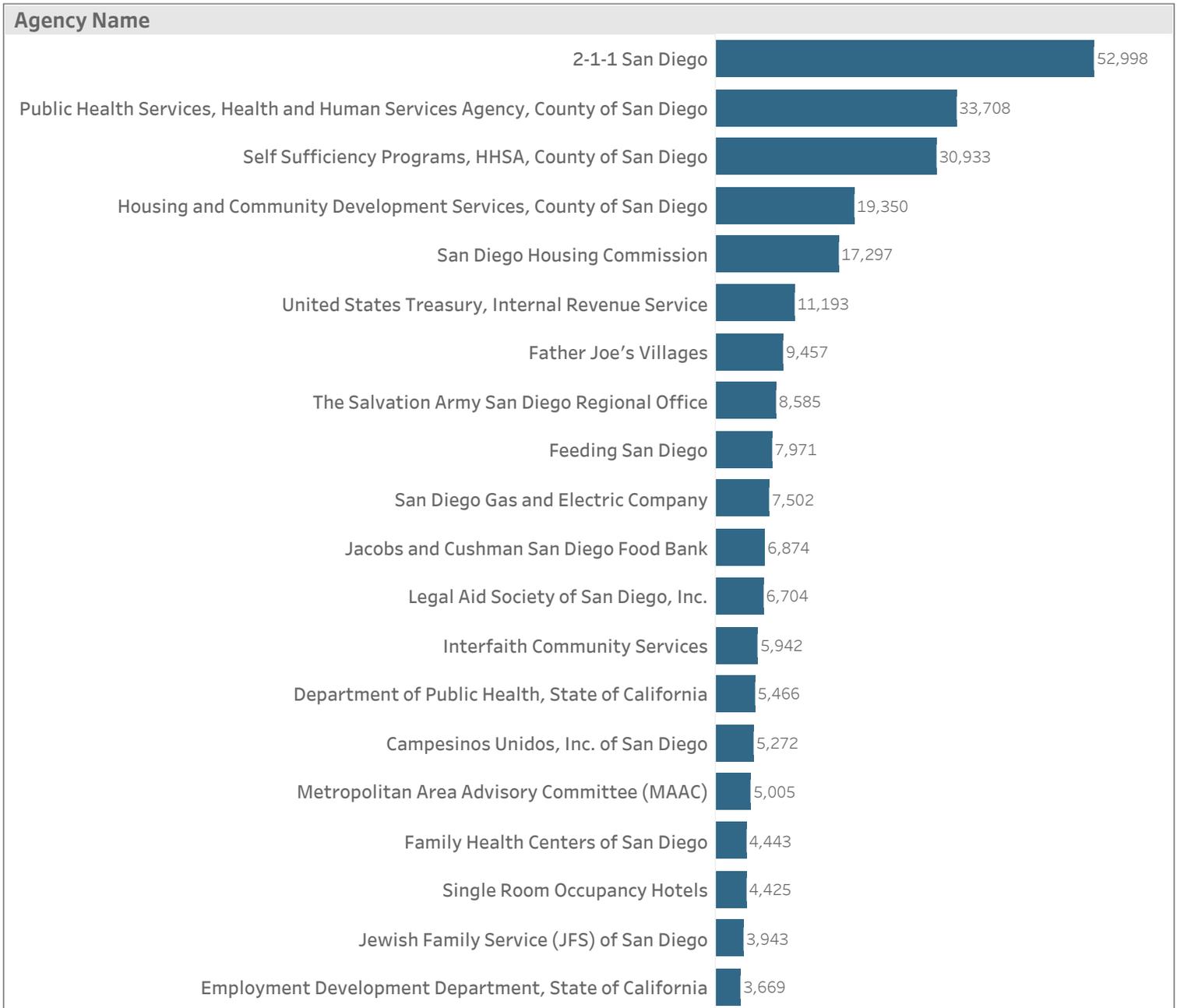
Social Determinants

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Top 20 Referrals by Agency



Demographics

Referrals

Needs

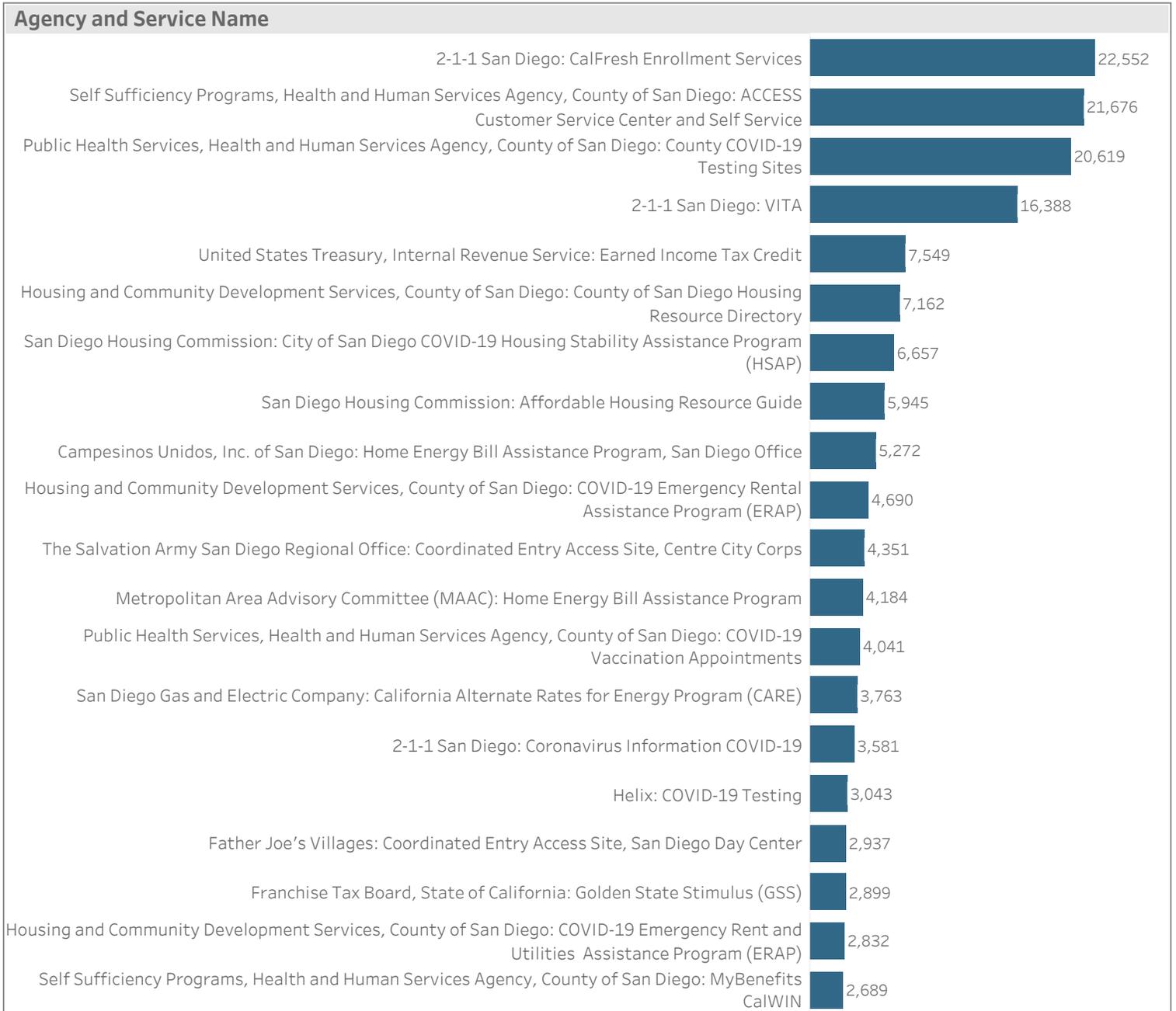
Social Determinants

Map

Total Referrals:
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Top 20 Referrals by Agency and Service Name



Demographics

Referrals

Needs

Social Determinants

Map

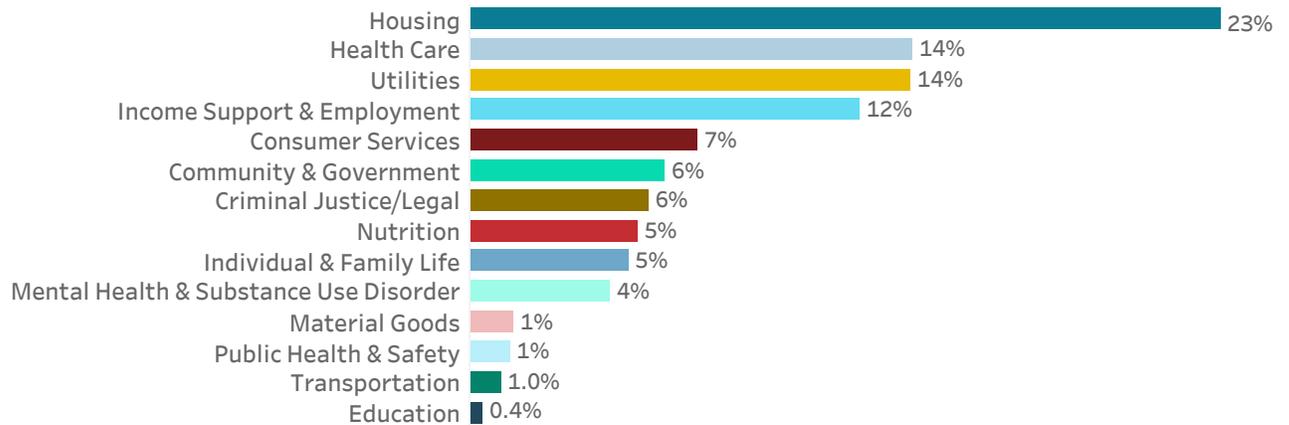
Client Needs

Total Needs:
551,727

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 **551,727** total needs for this client population, representing **2,218** unique categories of need.

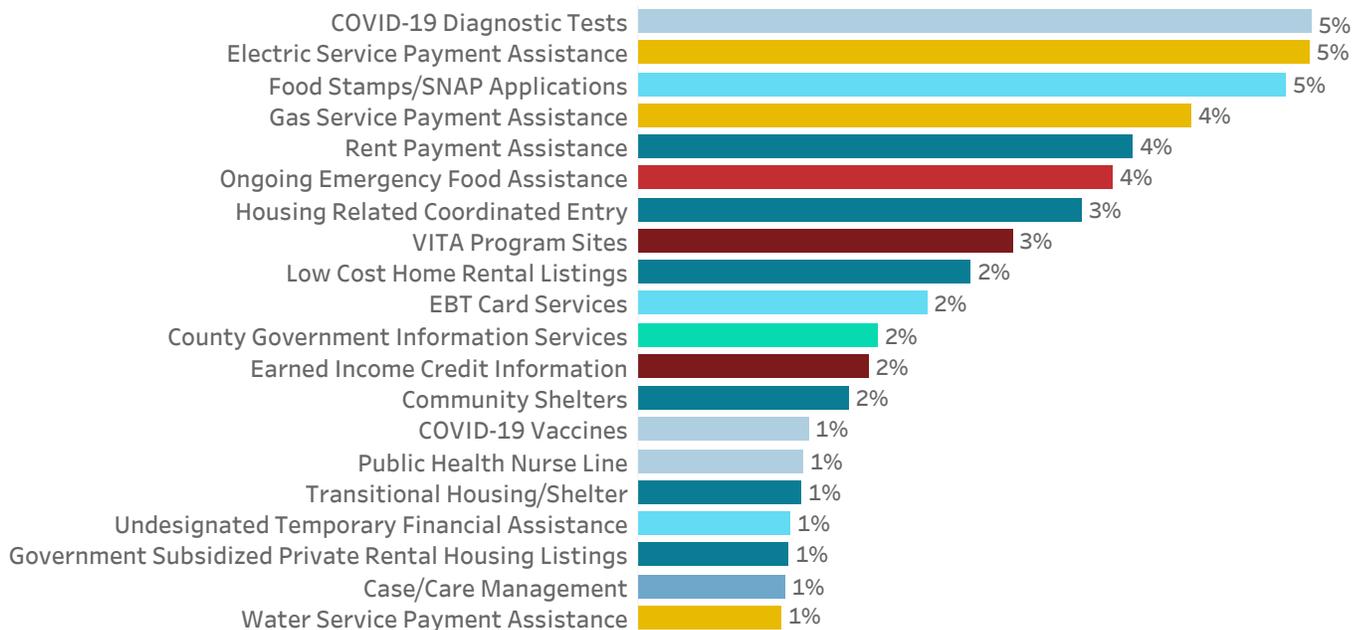
Needs by Broadest Category

Percent of total needs



Top 20 Need by Most Specific Category

Percent of total needs



Demographics

Referrals

Needs

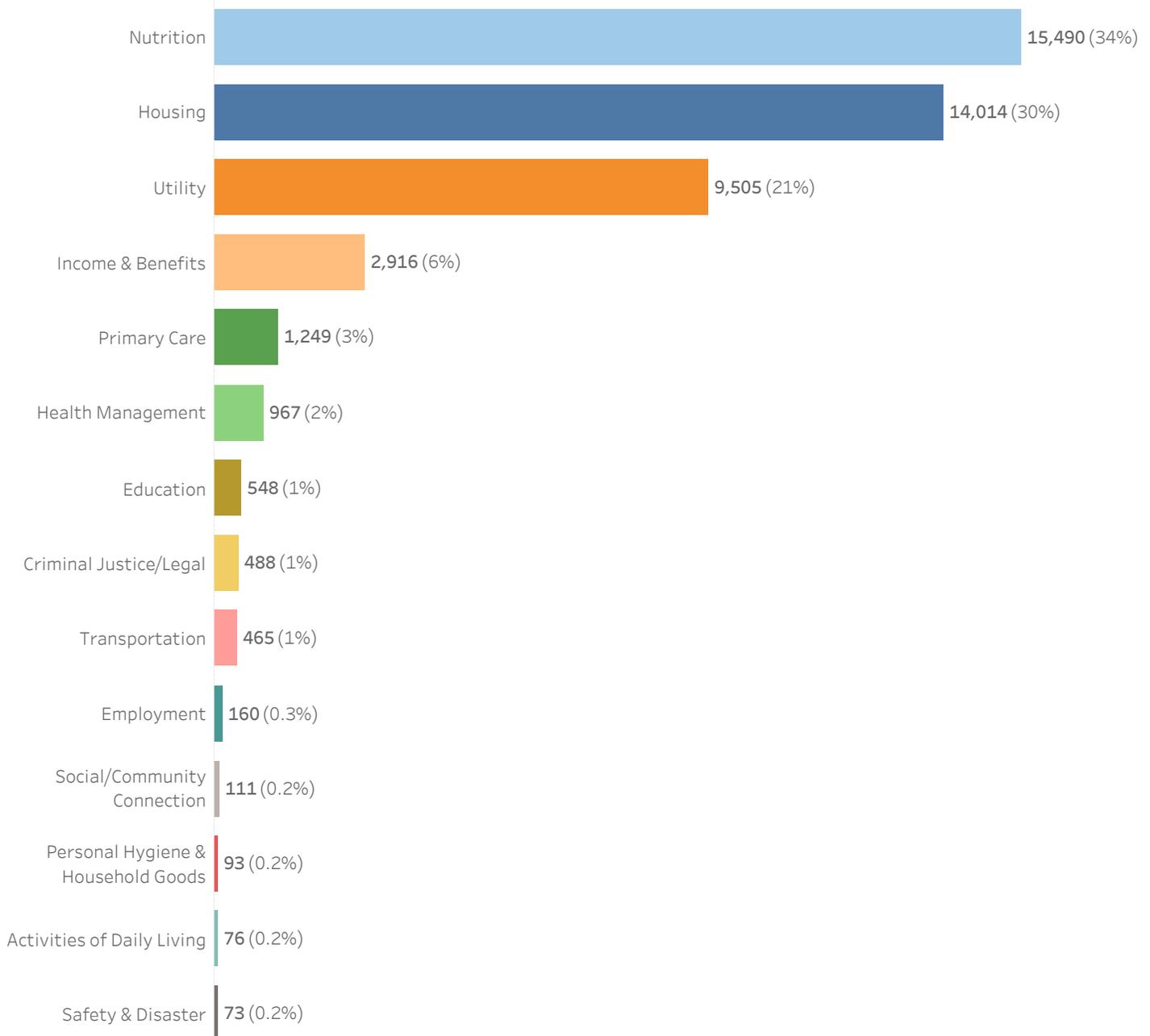
Social Determinants

Map

Total Assessments:
46,155

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



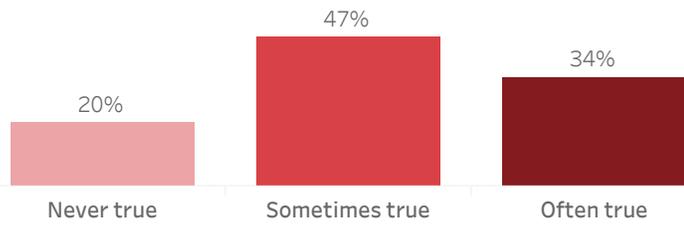
Nutrition

15,490 total assessments

83% of clients with a nutrition need had to meet other basic needs before they could pay for nutrition needs

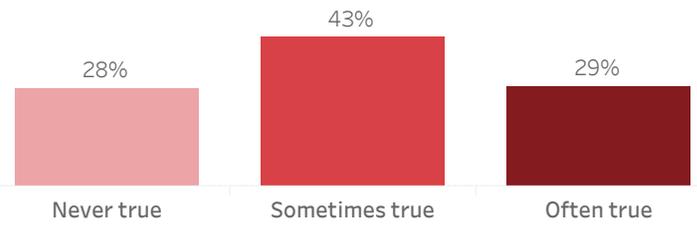
Concern Food Would Run Out

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?

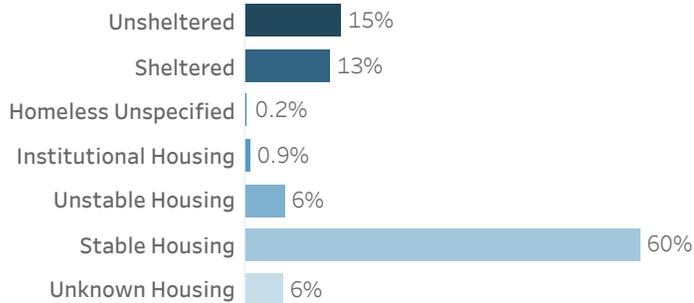


Housing

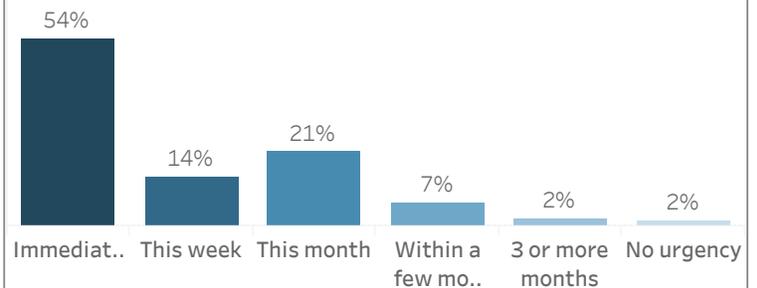
14,014 total assessments

11,547 clients identified as homeless (sheltered, unsheltered, unspecified homeless)

Type of Housing Situation



Immediacy of Housing Need



Utilities

9,505 total assessments

62% of clients with a utility need had a utility bill over 25% of their income

Utility Bill Status



Demographics

Referrals

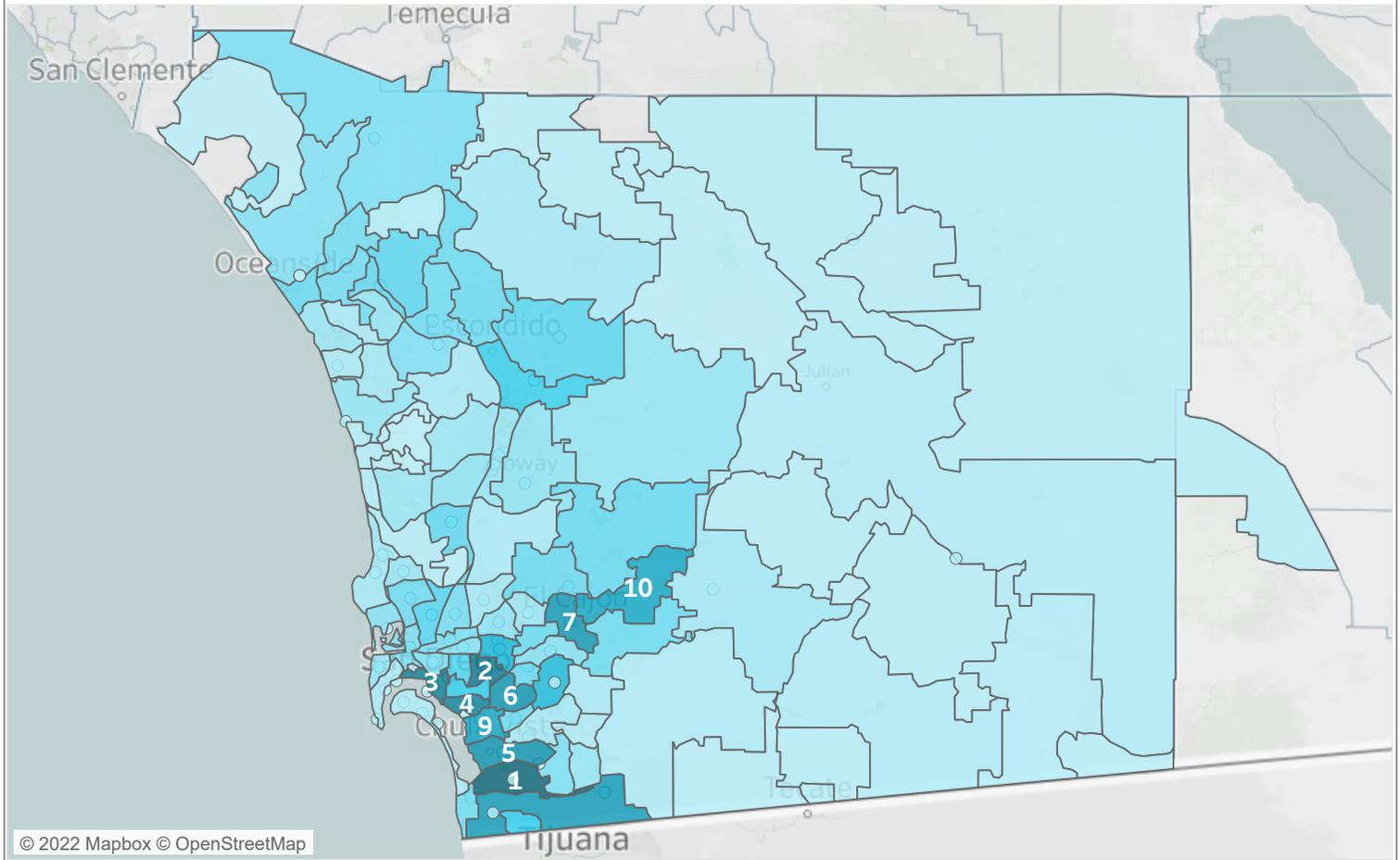
Needs

Social Determinants

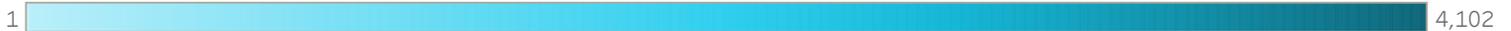
Map

Clients by Zip Code

Number of Clients by Zip Code



Number of Clients



Top Zip Codes

CHULA VISTA (91911) / #1	4,102
SD, CITY HEIGHTS (92105) / #2	3,770
SAN DIEGO, DOWNTOWN (92101) / #3	3,627
SD, LOGAN HEIGHTS (92113) / #4	3,573
CHULA VISTA (91910) / #5	3,269
SD, ENCANTO (92114) / #6	3,263
EL CAJON (92020) / #7	3,210
SD, OTAY MESA (92154) / #8	3,152
NATIONAL CITY (91950) / #9	2,998
EL CAJON (92021) / #10	2,965

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

Clients are included in political district reports based on zip code; zip codes may be associated with more than one political district and political districts may be associated with more than one zip code.

County client records excluded

Contact Information

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