2-1-1 SAN DIEGO OVERALL CALL IMPACT
Call Volume and Trends

SINCE ACTIVATION
March 13, 2020 - September 29, 2021

1,732,241
total call impact since activation

1,124,664
calls received since activation

CALL DEMAND

Total Call Impact and Calls Received by Week
Call Impact includes callers who receive information through automated call messaging and those who are routed to an agent
Calls Received includes only callers who choose to be routed to an agent

Source: 2-1-1 San Diego/Community Information Exchange Information Systems | Page 1 | Data last refreshed: September 29, 2021 at 11:59PM | Report Published: February 4, 2022
2-1-1 SAN DIEGO NEED TRENDS
Client Need Trends by Category

SINCE ACTIVATION
March 13, 2020 - September 29, 2021

Trending by Need Category
Per cents are out of total client needs

Food Assistance Needs

22% 38% 11% 11% 7% 9% 9% 9% 7% 7% 7% 7% 7% 5%

Top Needs within Category
Per cents are out of total needs in that category

Top 5 Food Assistance Needs
Ongoing Emergency Food Assistance 62%
Grocery Ordering/Delivery 9%
Home Delivered Meals 7%
Markets/Restaurants Accepting EBT Cards 4%
Commodity Supplemental Food Program 4%

Housing Assistance Needs

15% 15% 17% 17% 23% 22% 21% 20% 19% 17% 16% 12% 16%

Top 5 Housing Assistance Needs
Rent Payment Assistance 14%
Housing Related Coordinated Entry 11%
Low Cost Home Rental Listings 10%
Community Shelters 7%
Transitional Housing/Shelter 6%

Utility Assistance Needs

13% 13% 17% 17% 14% 14% 14% 12% 11% 12% 11% 11% 11%

Top 5 Utility Assistance Needs
Electric Service Payment Assistance 38%
Gas Service Payment Assistance 32%
Water Service Payment Assistance 6%
Discounted Electric Service 6%
Discounted Gas Service 5%

Source: 2-1-1 San Diego/Community Information Exchange Information Systems | Page 2 | Data last refreshed: September 29, 2021 at 11:59PM | Report Published: February 4, 2022
Highest need areas (darkest blue) represent the top 10 zip codes with the highest prevalence of clients having identified needs. Medium need areas (medium to light blue) represent the top 20 and 30 zip codes. Lower need areas (lightest blue) represent all other zip codes with at least 5 identified needs.

Source: 2-1-1 San Diego/Community Information Exchange Information Systems | Page 4 | Data last refreshed: September 29, 2021 at 11:59 PM | Report Published: September 30, 2021
2-1-1 SAN DIEGO PREVALENCE OF NEED
Clients helped by 2-1-1 San Diego, by need category and zip code

Food Assistance Needs

Housing Assistance Needs

Utility Assistance Needs

Public Assistance Needs

Highest need areas (darkest color) represent the top 10 zip codes with the highest prevalence of clients having identified needs in each category. Medium need areas (medium to light color) represent the top 20 and 30 zip codes. Lower need areas (lightest color) represent all other zip codes with at least 5 identified needs.

Source: 2-1-1 San Diego/Community Information Exchange Information Systems | Page 5 | Data last refreshed: September 29, 2021 at 11:59 PM | Report Published: September 30, 2021
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.

Source: 2-1-1 San Diego/Community Information Exchange Information Systems | Page 6 | Data last refreshed: September 29, 2021 at 11:59 PM | Report Published: September 30, 2021
On 5/13, 2-1-1 began providing scheduling assistance to clients ages 12-15. On 7/1/2021, menu options for specific COVID-19 related needs (testing, vaccines, etc) were removed and all calls were automatically routed to a 2-1-1 agent (page 8 removed).