



2-1-1 SAN DIEGO | COMMUNITY INFORMATION EXCHANGE CLIENT PROFILE REPORT CY2022

The following report includes demographics, referrals, needs, social determinants of health, and geographic location for:

All Clients

Demographics

Referrals

Needs

Social Determinants

Map

Total Clients:
236,016

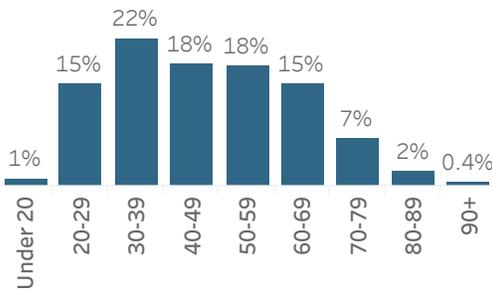
CIE Clients:
73,047 / 53%

Total Referrals:
418,140

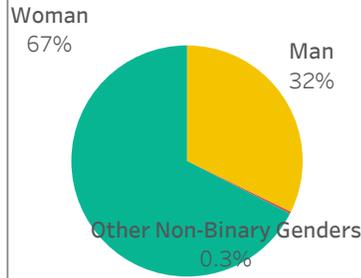
Total Needs:
568,398

General Demographics

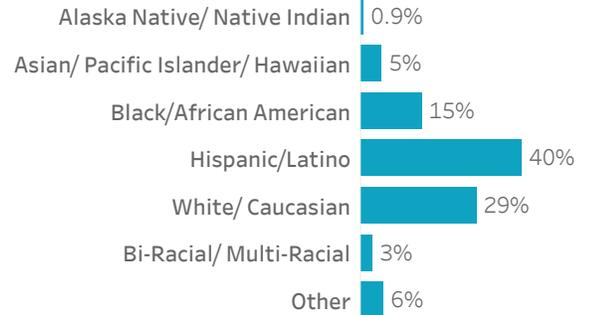
Age Group



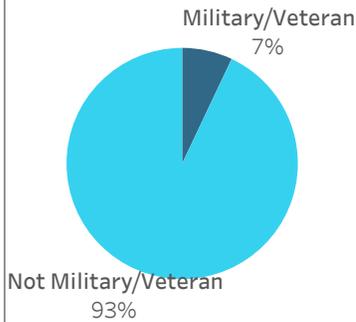
Gender Identity



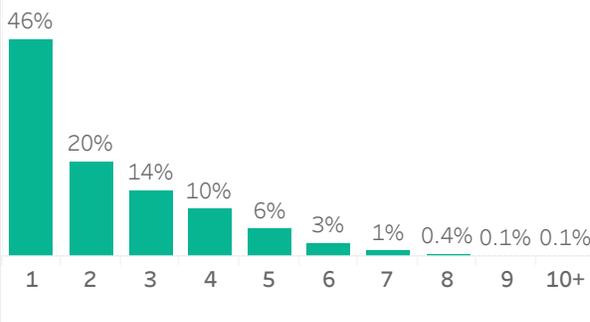
Race/Ethnicity



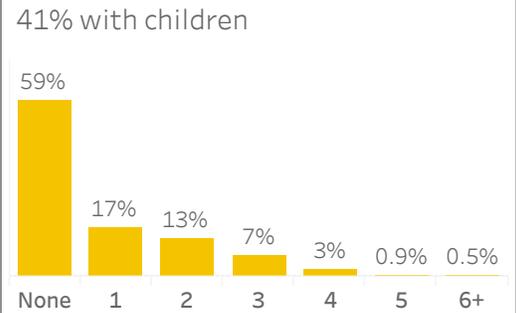
Military/Veteran



Household Size

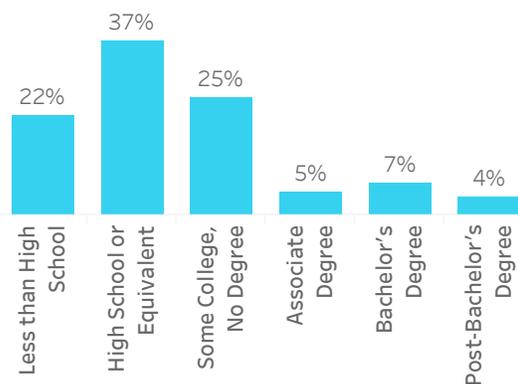


Number of Children

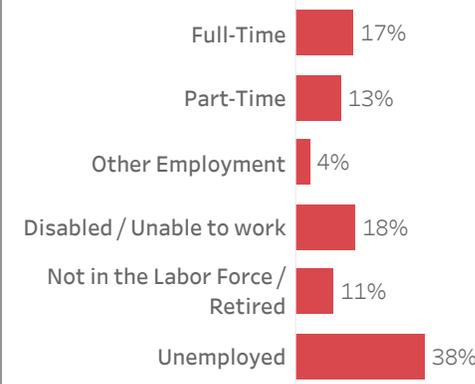


Socioeconomic Indicators

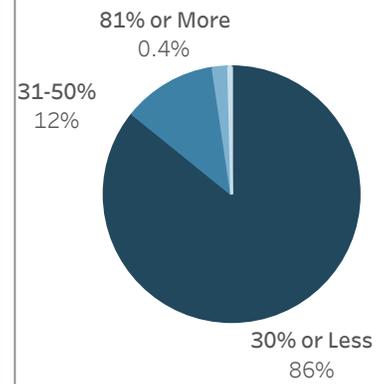
Education



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.

All Clients

Data Source: 2-1-1 San Diego/CIE Information Systems | Reporting Period: January 1, 2022 to December 31, 2022

Demographics

Referrals

Needs

Social Determinants

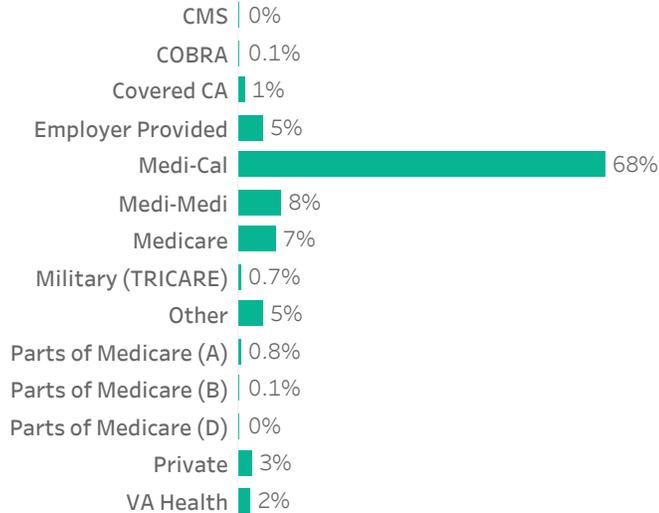
Map

Health Insurance

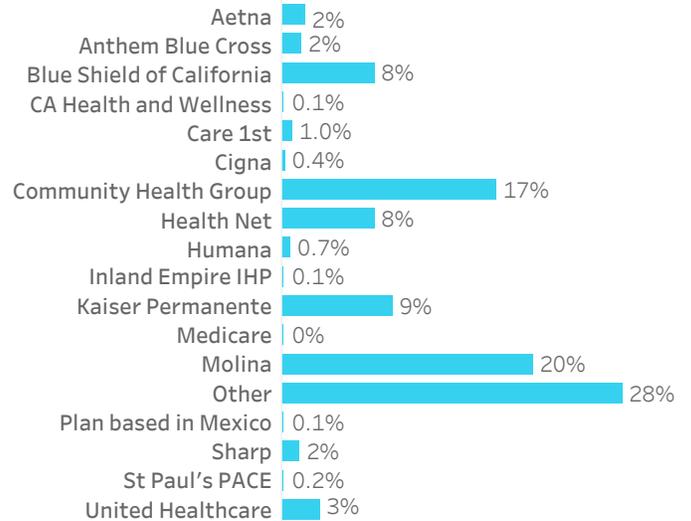
90% of clients have health insurance

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



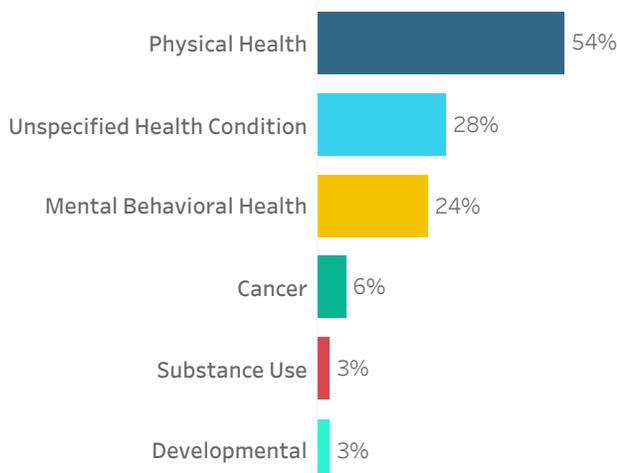
Health Concerns

53% of clients reported having a health concern

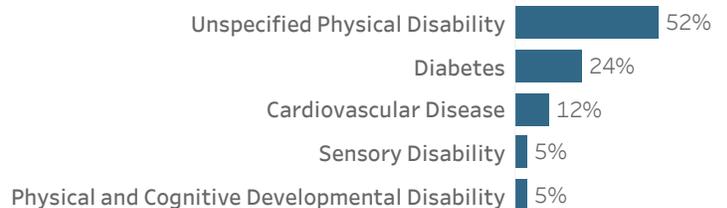
Health concern rate is the percentage of clients who indicated experiencing a health condition or disability, which includes diagnosed and non-medically diagnosed conditions ranging from physical health, mental health, and substance use. Health concern graphs display percentages of clients with a health concern. Top 5 health concern graphs display percentages of clients with the specified type of co..

Health Condition by Type

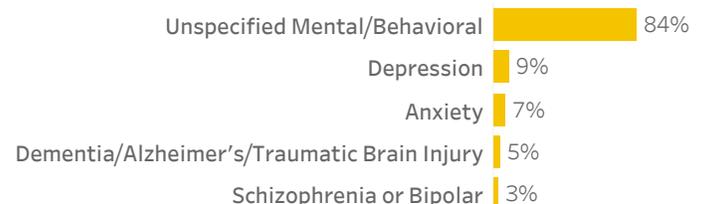
Percent of clients with health concern



Top 5 Physical Health Condition



Top 5 Mental/Behavioral Health Condition



Demographics

Referrals

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Social Determinants

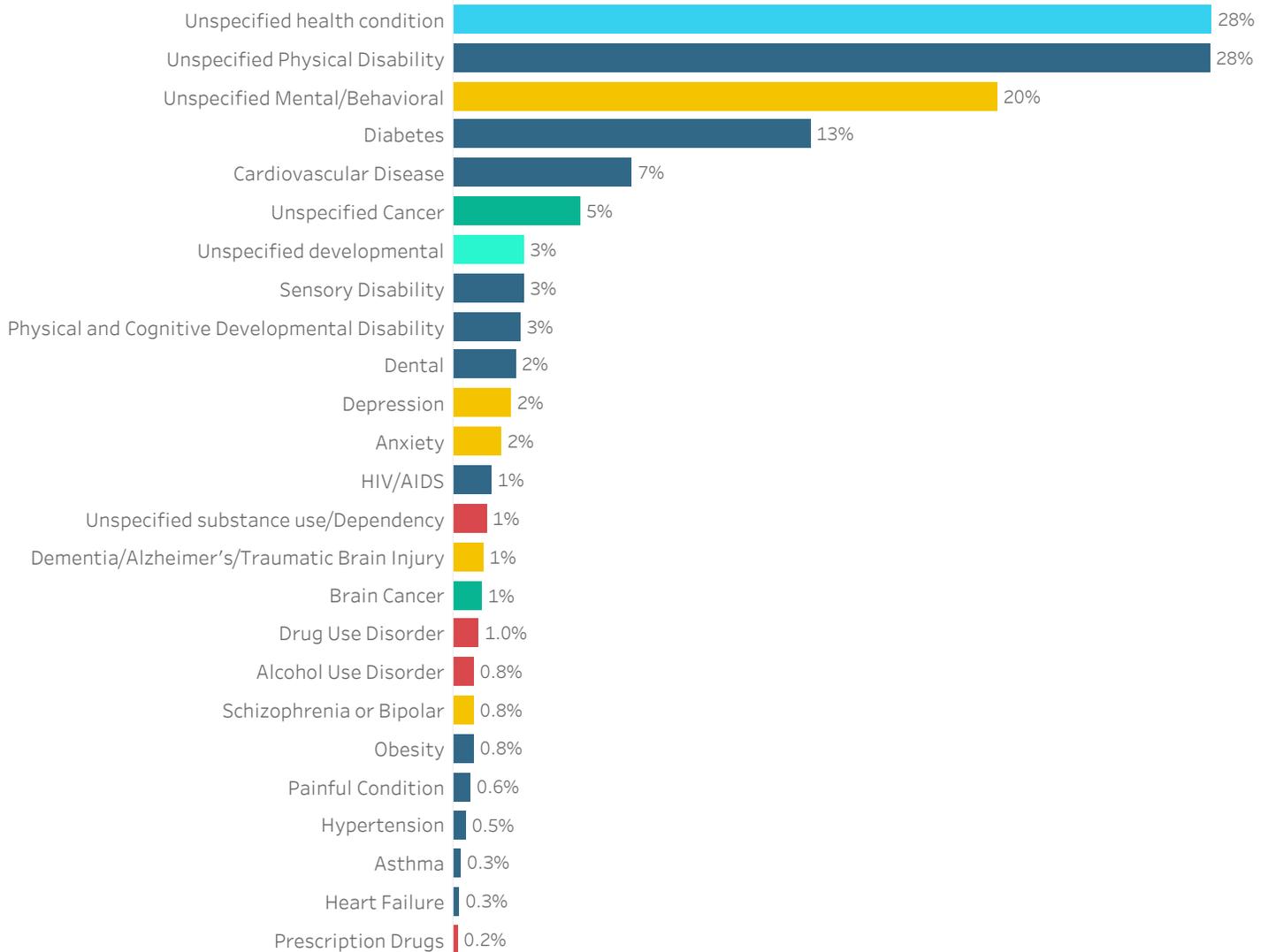
Map

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 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 5 or more clients are shown

All Clients

Data Source: 2-1-1 San Diego/CIE Information Systems | Reporting Period: January 1, 2022 to December 31, 2022

Demographics

Referrals

Needs

Social Determinants

Map

Total Referrals:
418,140

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 **418,140** total referrals spread across **1,213** unique agencies and **4,782** 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	21,351
	VITA	13,562
	COVID-19 Test Results Request Form	1,820
	Emergency Rental and Utilities Assistance Program Application Assistance (ERAP)	747
	Perinatal Care Network (PCN)	741
	Information and Referral Services	720
	Coronavirus Information COVID-19	646
	Lyft General Program	546
	Courage to Call	368
	Housing Stability Assistance Program Application Assistance (HSAP)	343
Agency Grand Total (includes services not shown)		43,883
Housing and Community Development Services, County of San Diego	County of San Diego Security Deposit Assistance Program (SDAP)	13,753
	County of San Diego Housing Resource Directory	3,703
	Rental Assistance and Affordable Housing Directory	2,776
	COVID-19 Emergency Rent and Utilities Assistance Program (ERAP)	2,373
	Section 8 Rental Assistance Program	1,943
	County of San Diego Rental Assistance for Small Landlords (RASL)	1,453
	Project-Based Vouchers	955
	Tenant Based Rental Assistance	104
	Project One for All Initiative	58
	Down Payment and Closing Cost Assistance	51
Agency Grand Total (includes services not shown)		27,281
Public Health Services, Health and Human Services Agency, County of San Diego	County COVID-19 Testing Sites	11,154
	COVID-19 Vaccination Locations	1,484
	COVID-19 Isolation Support Nurse Help Line	1,019
	Monkeypox Information	986
	County Healthbook COVID-19 Testing Appointments	675
	County COVID-19 General Information	636
	San Diego Immunization Registry (SDIR)	359
	Monoclonal Antibody Regional Centers (MARC), FHC Chula Vista	187
	COVID-19 Antiviral Pills	145
	Monoclonal Antibody Regional Centers (MARC), FHC Hillcrest	119
Agency Grand Total (includes services not shown)		18,468
San Diego Housing Commission	Affordable Housing Resource Guide	5,584
	Homelessness Prevention Services	2,317
	Section 8 Housing Choice Voucher Rental Assistance and SDHC Managed Units	2,312
	City of San Diego COVID-19 Housing Stability Assistance Program (HSAP)	2,088
	Homelessness Response Center (HRC)	1,922
	Shelter Diversion	1,354
	Moving Home Rapid Re-housing Program	1,149
	Housing Instability Prevention Program	680
	County of San Diego's First-Time Homebuyer Program	115
	City of San Diego's First-Time Homebuyer Program	103
Agency Grand Total (includes services not shown)		17,896
Self Sufficiency Programs, HHSA, County of San Diego	ACCESS Customer Service Center and Self Service	23,792
	MyBenefits CalWIN	1,905
	General Relief, Metro Family Resource Center	519
	CalFresh (SNAP), Centre City Family Resource Center	357
	CalFresh (SNAP), North Coastal Family Resource Center	335
	CalFresh (SNAP), South Region Family Resource Center, Chula Vista	335
	Family Stabilization Program, Centre City	323
	CalFresh (SNAP), North Central Family Resource Center	314
	Family Resource Center (FRC), Reschedule Line	279
	General Relief, El Cajon Family Resource Center	262
Agency Grand Total (includes services not shown)		34,246

All Clients

Demographics

Referrals

Needs

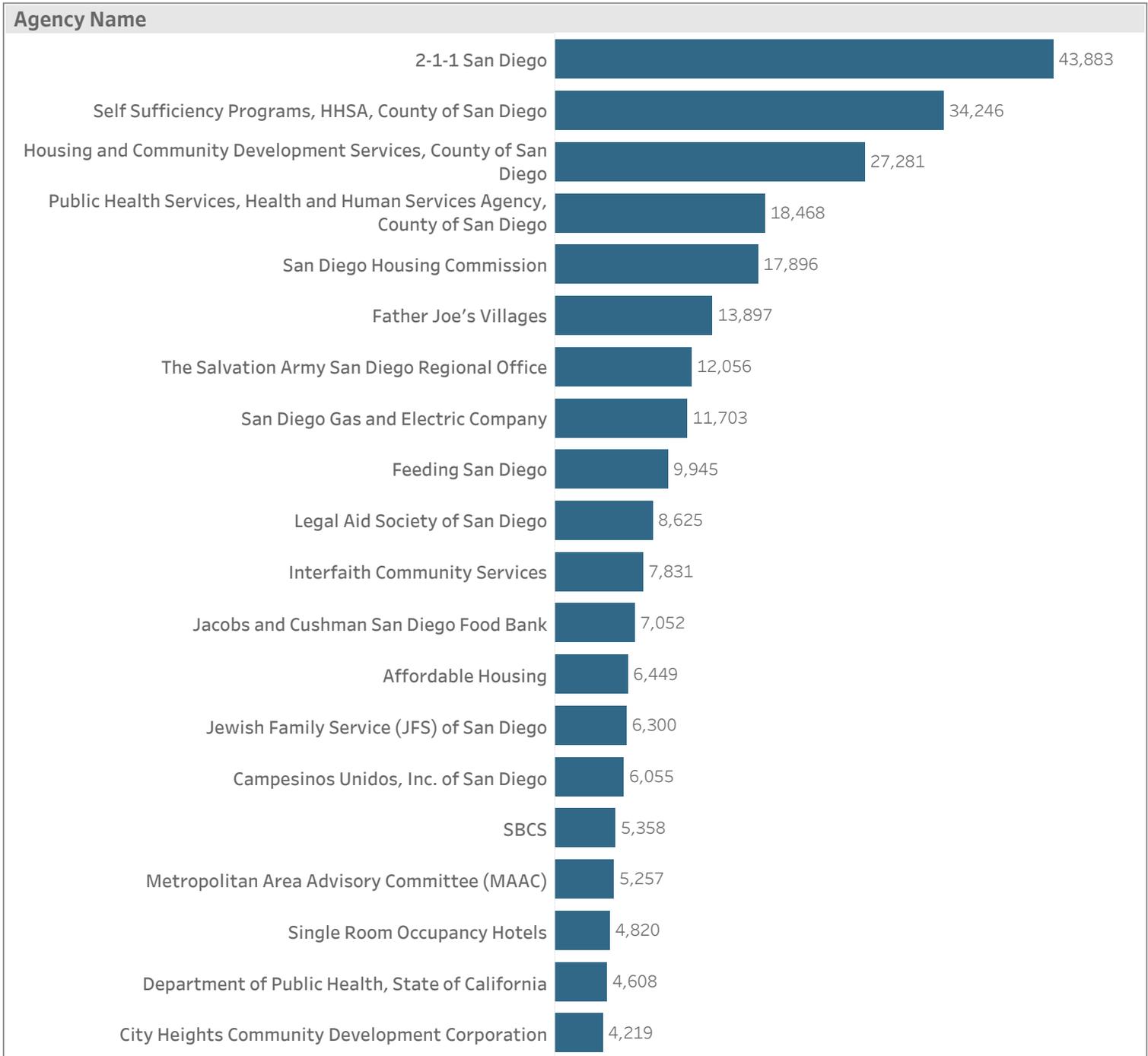
Social Determinants

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Top 20 Referrals by Agency



All Clients

Demographics

Referrals

Needs

Social Determinants

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Top 20 Referrals by Agency and Service Name

Agency and Service Name	Count
Self Sufficiency Programs, Health and Human Services Agency, County of San Diego: ACCESS Customer Service Center and Self Service	23,792
2-1-1 San Diego: CalFresh Enrollment Services	21,351
Housing and Community Development Services, County of San Diego: County of San Diego Security Deposit Assistance Program (SDAP)	13,753
2-1-1 San Diego: VITA	13,562
Public Health Services, Health and Human Services Agency, County of San Diego: County COVID-19 Testing Sites	11,154
Affordable Housing: Affordable Housing	6,449
The Salvation Army San Diego Regional Office: Coordinated Entry Access Site, Centre City Corps	6,154
San Diego Gas and Electric Company: California Alternate Rates for Energy Program (CARE)	5,779
San Diego Housing Commission: Affordable Housing Resource Guide	5,584
Campeños Unidos, Inc. of San Diego: Home Energy Bill Assistance Program, San Diego Office	5,469
Metropolitan Area Advisory Committee (MAAC): Home Energy Bill Assistance Program	4,533
Housing and Community Development Services, County of San Diego: County of San Diego Housing Resource Directory	3,703
Father Joe's Villages: Coordinated Entry Access Site, San Diego Day Center	3,660
City Heights Community Development Corporation: HousingHelpSD.org	3,023
Jewish Family Service (JFS) of San Diego: Coordinated Entry Access Site	3,006
Father Joe's Villages: Coordinated Entry Access Site, JKC Campus	2,916
San Diego Gas and Electric Company: Arrearage Management Payment (AMP) Plan	2,811
Housing and Community Development Services, County of San Diego: Rental Assistance and Affordable Housing Directory	2,776
California Department of Community Services and Development: Low Income Home Energy Assistance Program (LIHEAP)	2,704
Housing and Community Development Services, County of San Diego: COVID-19 Emergency Rent and Utilities Assistance Program (ERAP)	2,373

All Clients

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Demographics

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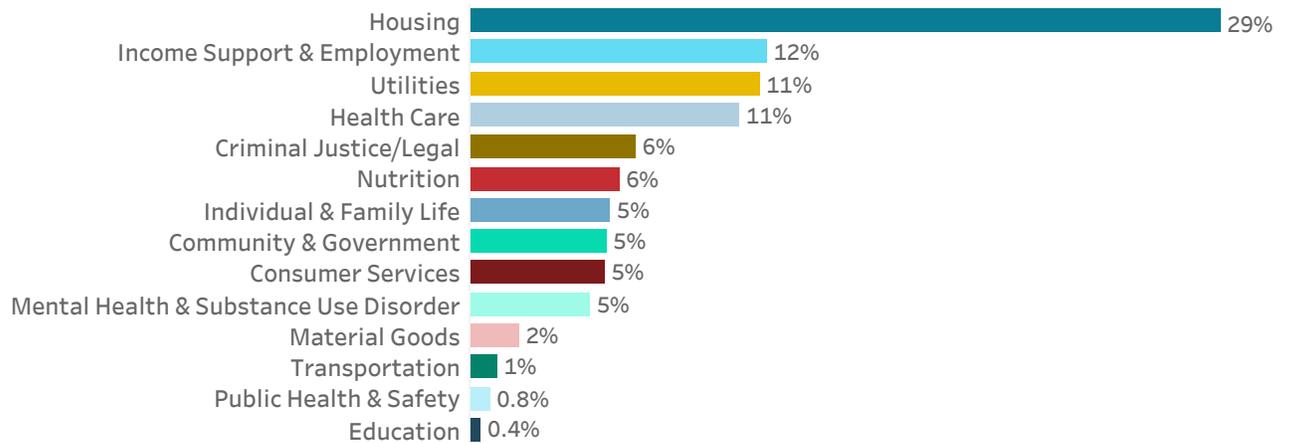
Client Needs

Total Needs:
568,398

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 **568,398** total needs for this client population, representing **2,268** unique categories of need.

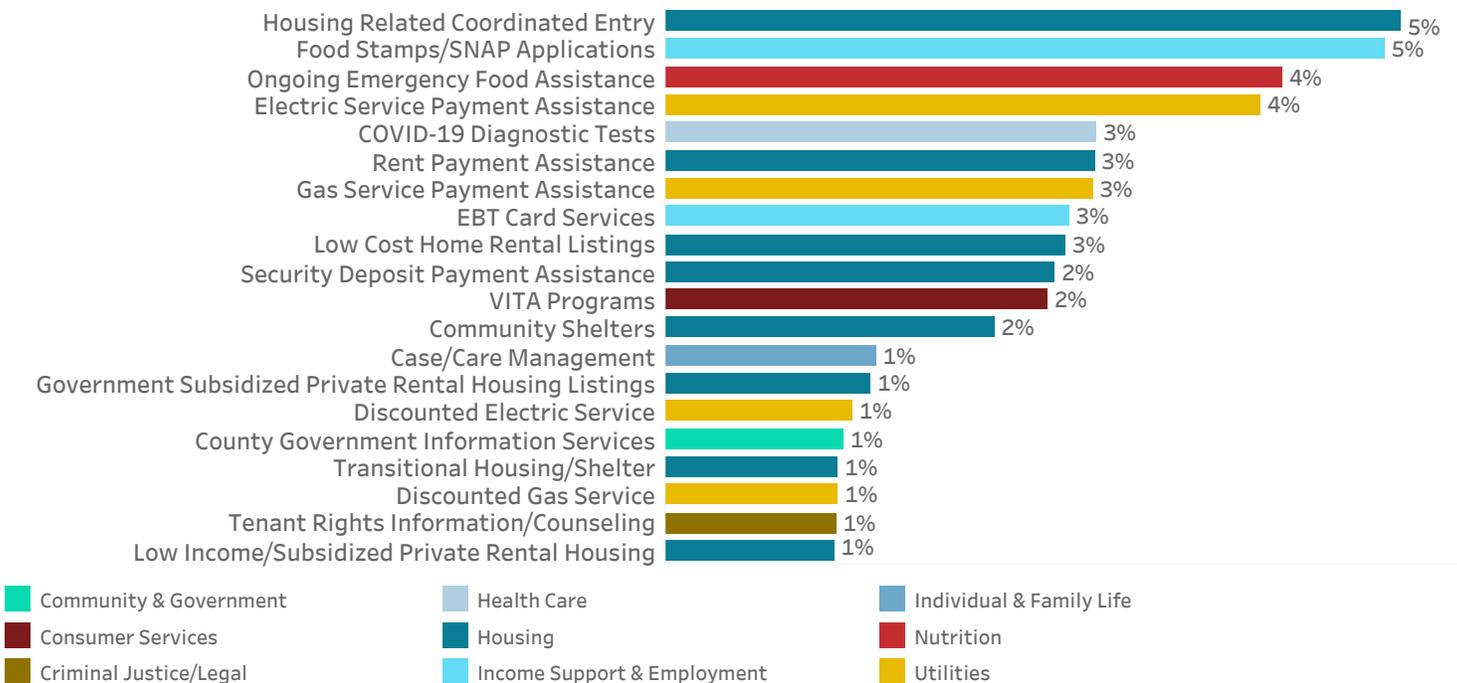
Needs by Broadest Category

Percent of total needs



Top 20 Need by Most Specific Category

Percent of total needs



All Clients

Demographics

Referrals

Needs

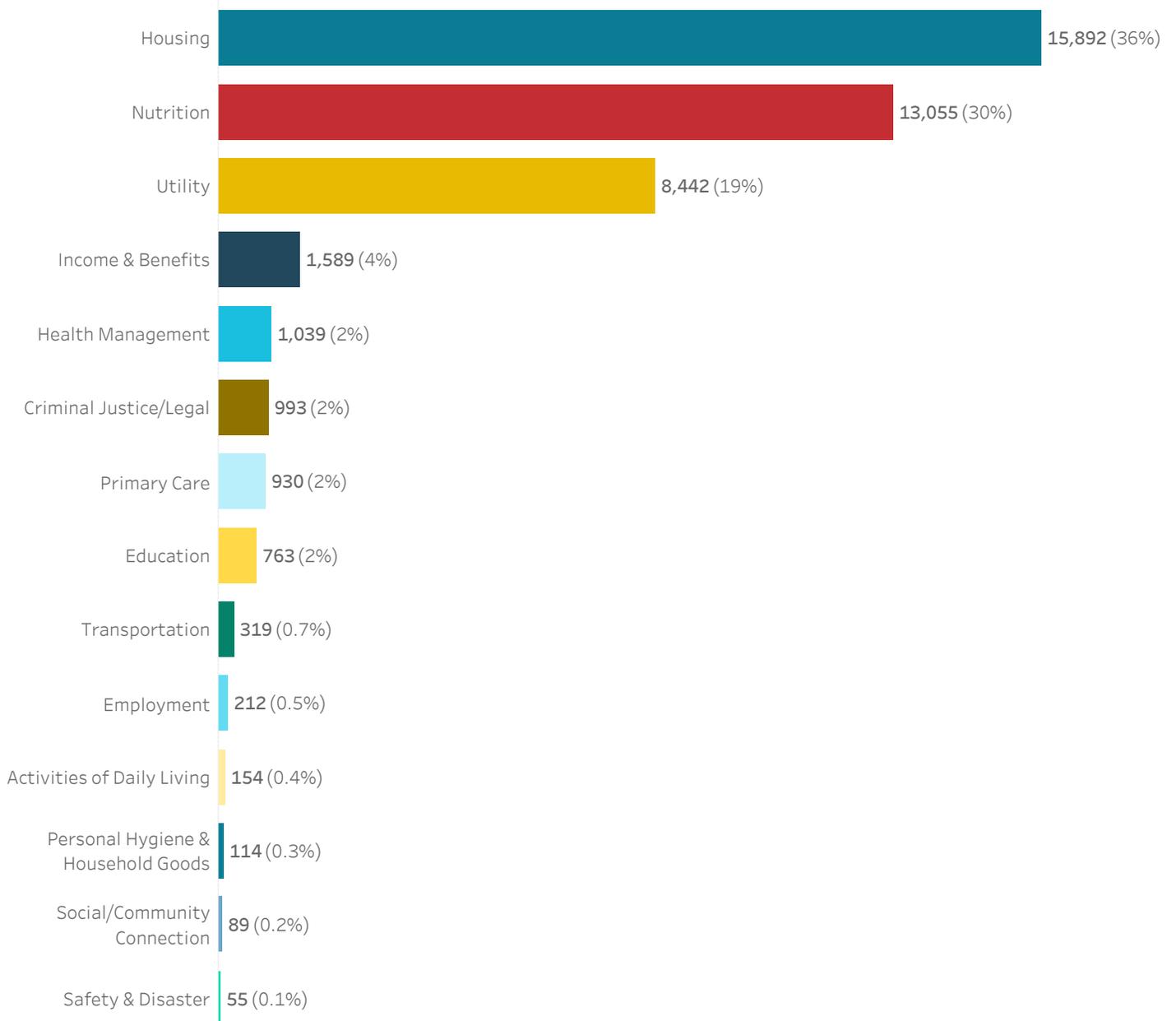
Social Determinants

Map

Total Assessments:
43,646

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



All Clients

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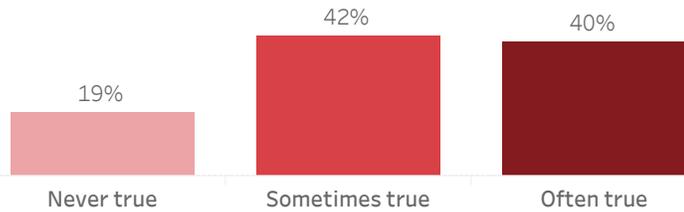
Nutrition

13,055 total assessments

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

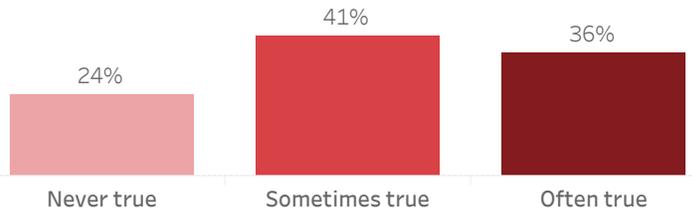
Concern Food Would Run Out

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?

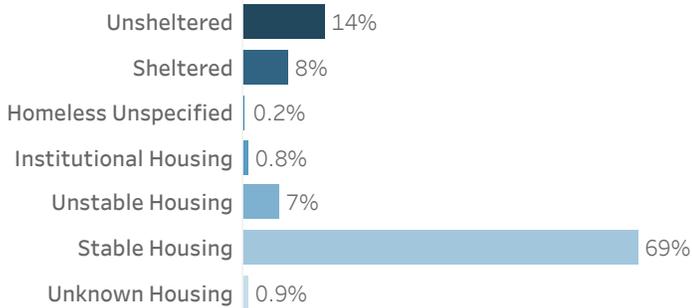


Housing

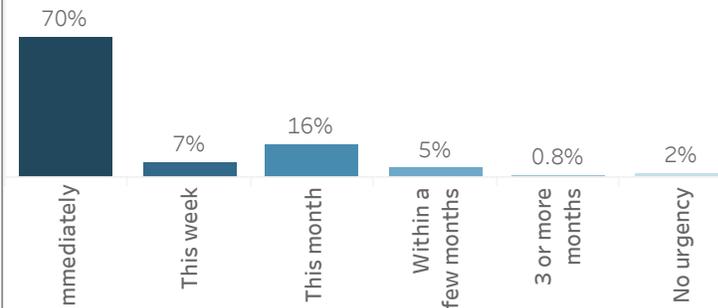
15,892 total assessments

14,592 clients identified as homeless* (sheltered, unsheltered, unspecified homeless)

Type of Housing Situation



Immediacy of Housing Need



*Data collected for clients with and without housing assessment



Utilities

8,442 total assessments

64% of clients with a utility need had a utility bill over 25% of their income

Utility Bill Status



All Clients

Demographics

Referrals

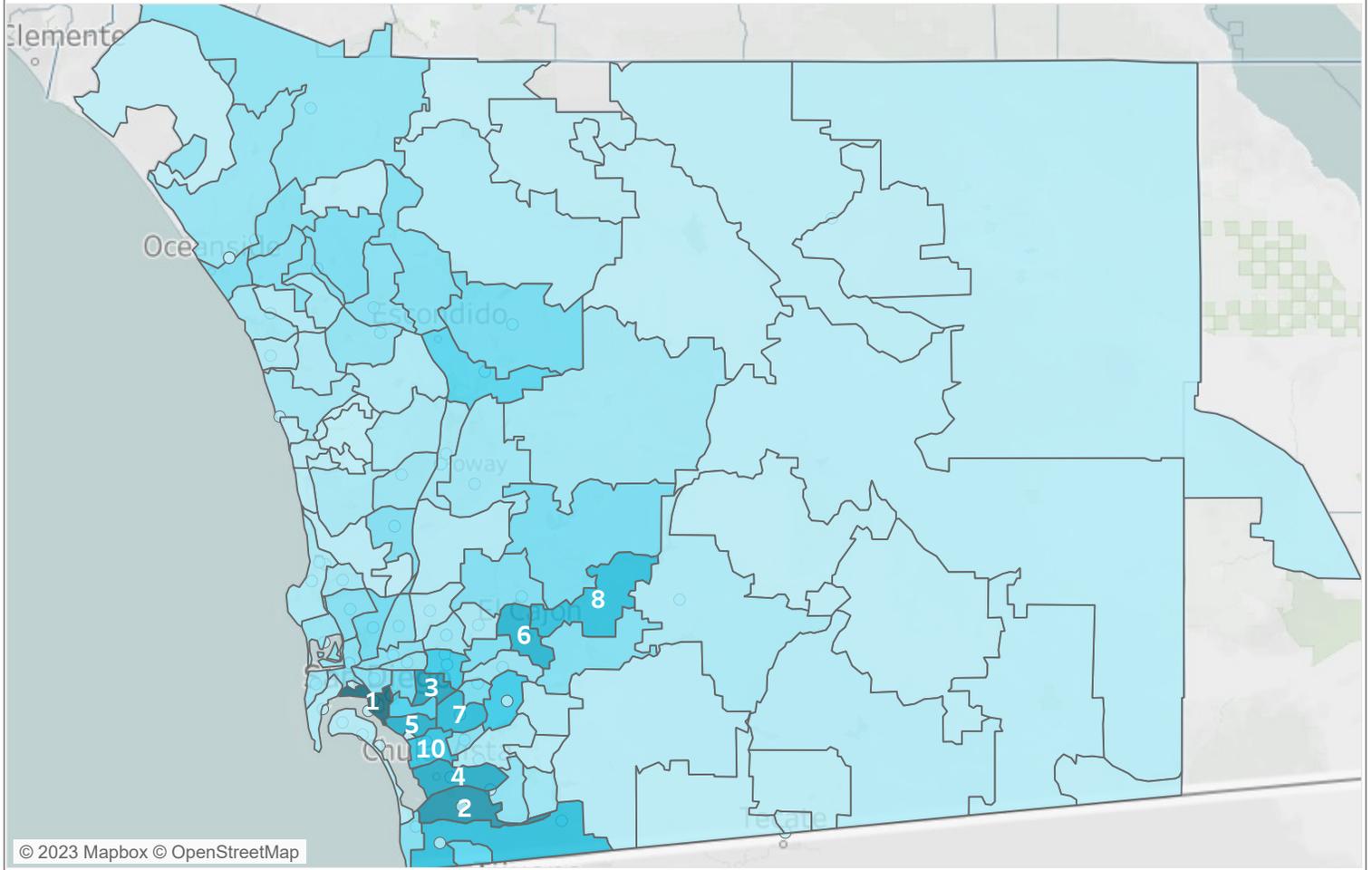
Needs

Social Determinants

Map

Clients by Zip Code

Number of Clients by Zip Code



Number of Clients



Top Zip Codes

SAN DIEGO, DOWNTOWN (92101) / #1	5,589
CHULA VISTA (91911) / #2	4,594
SD, CITY HEIGHTS (92105) / #3	4,235
CHULA VISTA (91910) / #4	4,032
SD, LOGAN HEIGHTS (92113) / #5	3,946
EL CAJON (92020) / #6	3,848
SD, ENCANTO (92114) / #7	3,588
EL CAJON (92021) / #8	3,472
SD, OTAY MESA (92154) / #9	3,457
NATIONAL CITY (91950) / #10	3,292

Note: map includes only clients with a documented need.

All Clients

Data Source: 2-1-1 San Diego/CIE Information Systems | Reporting Period: January 1, 2022 to December 31, 2022

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. Assessment data reflects most recently completed assessment within each domain per client.

Specific Notes about Filters Applied to Report

Identifiable client and anonymous records. County client records excluded.

Includes clients receiving services from 2-1-1 San Diego and CIE partners (excluding data integration activity)

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.

Contact Information

2-1-1 San Diego/Imperial Informatics Department

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