



2-1-1 SAN DIEGO | COMMUNITY INFORMATION EXCHANGE CLIENT PROFILE REPORT CY2023

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

All Clients

Demographics | Referrals | Needs | Social Determinants | Map

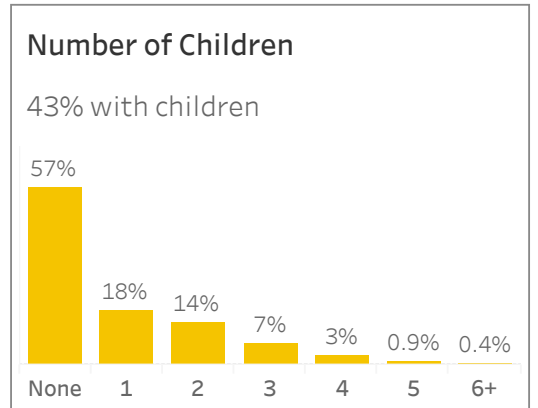
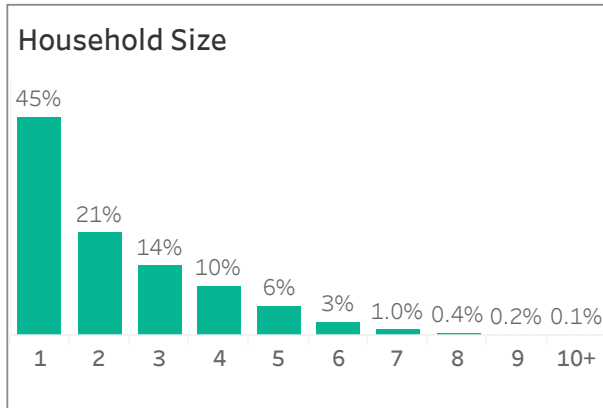
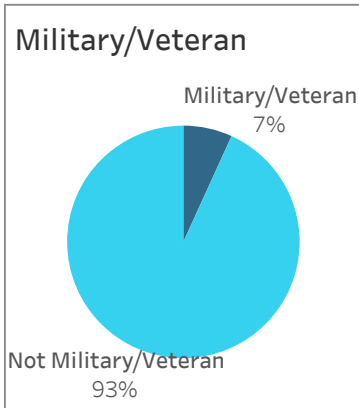
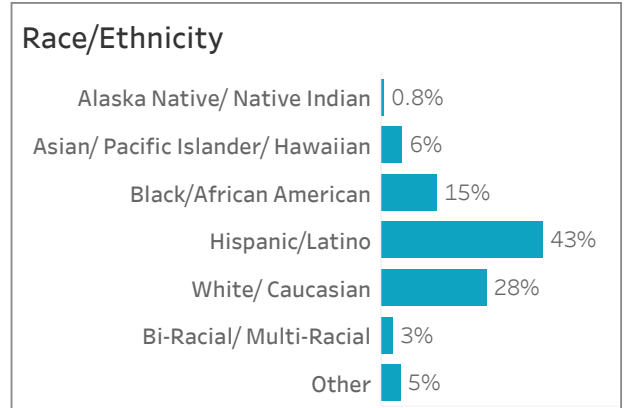
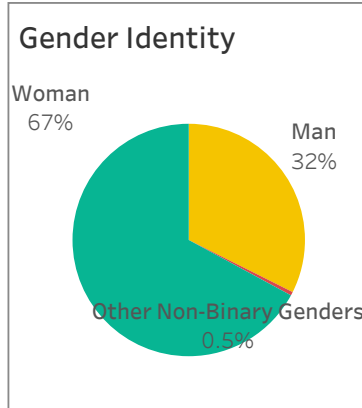
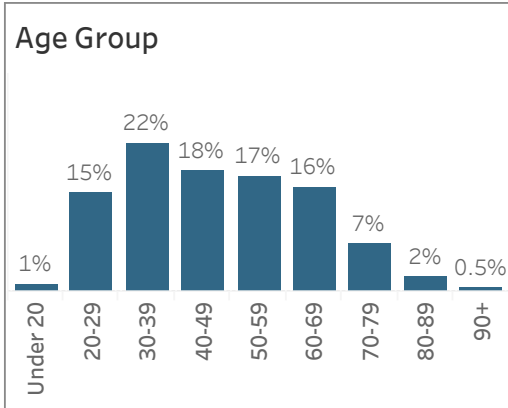
Total Clients:
183,223

CIE Clients:
68,296 / 55%

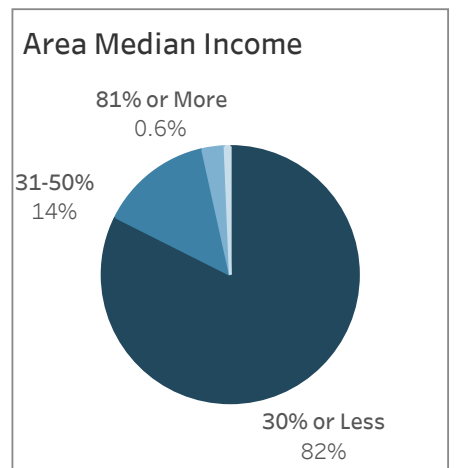
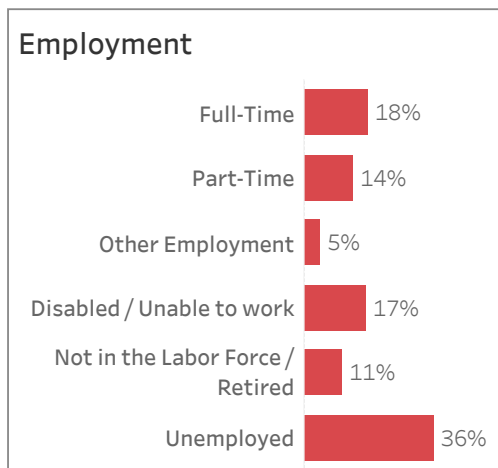
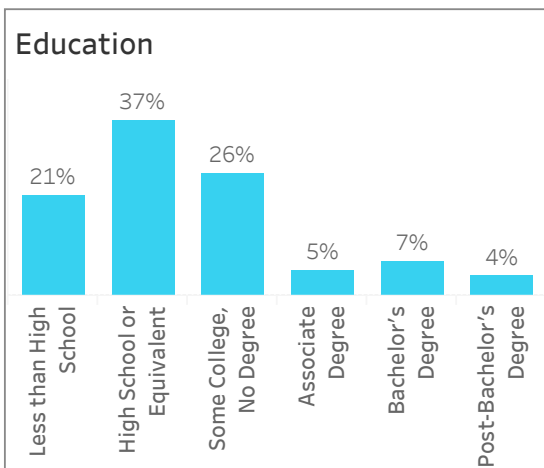
Total Referrals:
371,898

Total Needs:
545,082

General Demographics



Socioeconomic Indicators



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 to December 31, 2023

Demographics

Referrals

Needs

Social Determinants

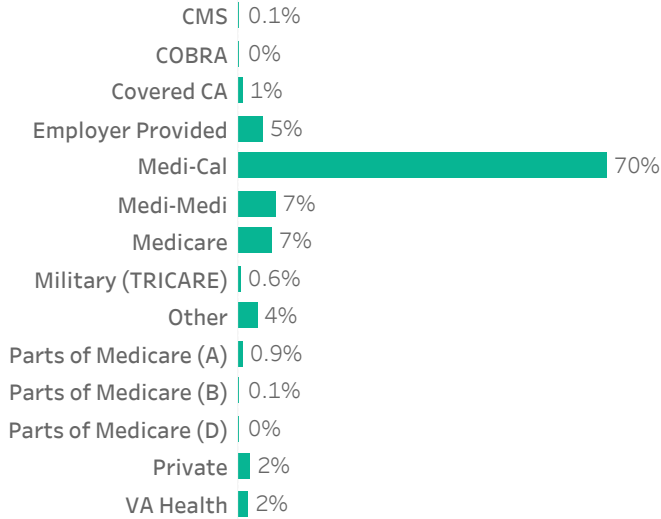
Map

Health Insurance

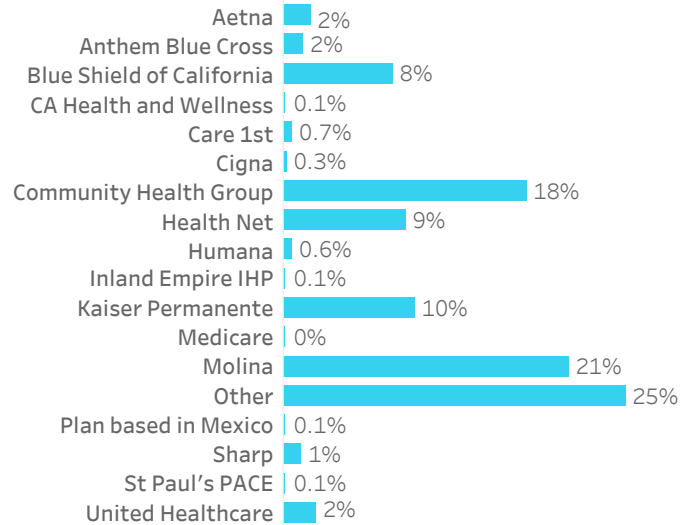
91% of clients have health insurance

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



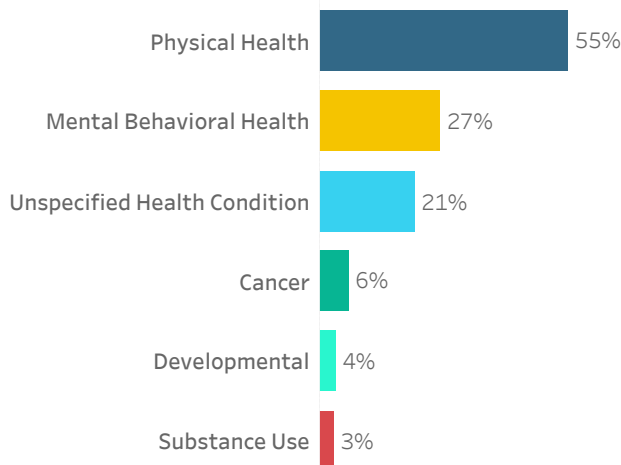
Health Concerns

51% of clients reported having a health concern

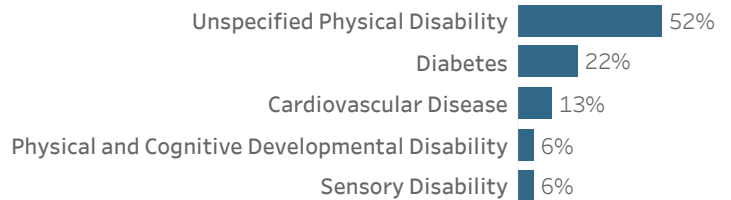
Health concern rate is the percentage of clients who indicated experiencing a health condition or disability, which includes diagnosed and non-medically diagnosed conditions ranging from physical health, mental health, and substance use. Health concern graphs display percentages of clients with a health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

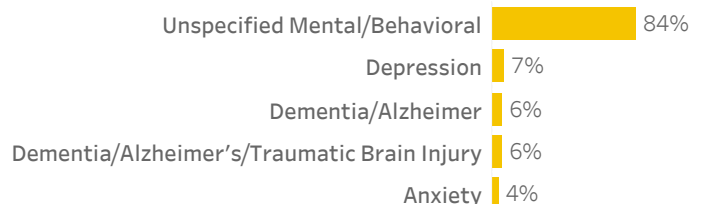
Percent of clients with health concern



Top 5 Physical Health Condition



Top 5 Mental/Behavioral Health Condition



Demographics

Referrals

Needs

Social Determinants

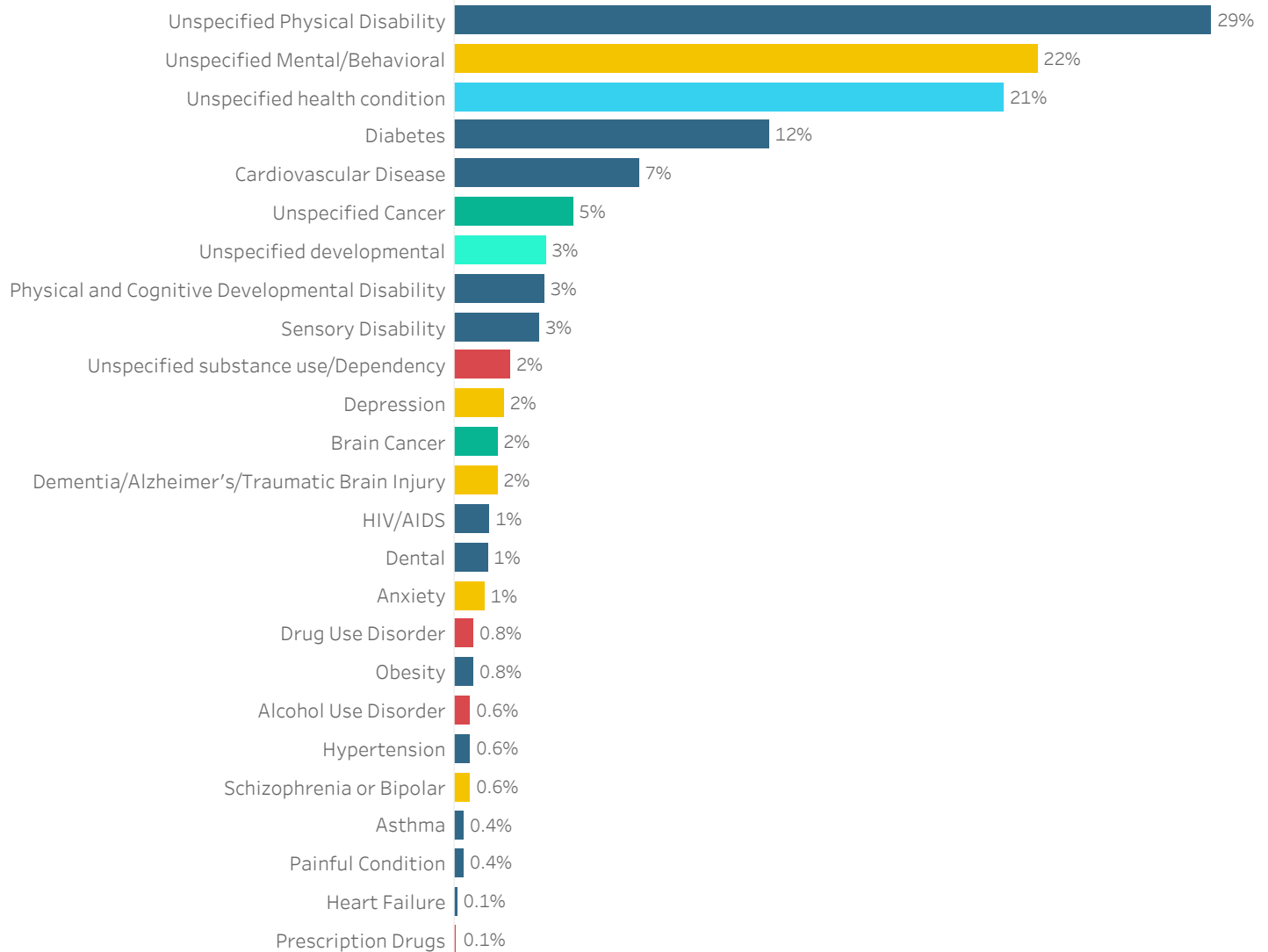
Map

Health Concerns

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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

- Cancer
- Mental Behavioral Health
- Substance Use
- Developmental
- Physical Health
- Unspecified Health Condition

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 to December 31, 2023

Demographics

Referrals

Needs

Social Determinants

Map

Total Referrals:
371,898

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 **373,844** total referrals spread across **1,210** unique agencies and **4,574** 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	16,475
	2-1-1 VITA & CalEITC Direct Referral Information and Referral Services	3,552
	Lyft General Program	1,082
	VITA	843
	Perinatal Care Network (PCN)	697
	KP Referral Support	686
	Courage to Call	368
	CalEITC VITA Escalations	301
	External Resources	245
		211
	Agency Grand Total (includes services not shown)	26,351
San Diego Gas and Electric Company	California Alternate Rates for Energy Program (CARE)	6,565
	Power Saver Rewards Program	4,106
	Arrearage Management Payment (AMP) Plan	3,275
	Neighbor-to-Neighbor Program Online Application	2,231
	Customer Service	1,187
	Energy Savings Assistance Program (ESAP)	918
	Medical Baseline	718
	Percentage of Income Payment Plan (PIPP)	216
	Level Pay Program (LPP)	167
	Family Electric Rate Assistance Program (FERA)	58
	Agency Grand Total (includes services not shown)	19,528
San Diego Housing Commission	Affordable Housing Resource Guide	5,470
	Homelessness Prevention Services	2,490
	Shelter Diversion	2,096
	Section 8 Housing Choice Voucher Rental Assistance and SDHC Managed Units	1,994
	Housing Instability Prevention Program	1,965
	Homelessness Response Center (HRC)	1,519
	Moving Home Rapid Re-housing Program	954
	Landlord Engagement and Assistance Program (LEAP)	165
	City of San Diego Eviction Prevention Program	128
	County of San Diego's First-Time Homebuyer Program	88
	Agency Grand Total (includes services not shown)	17,051
Self Sufficiency Programs, HHSA, County of San Diego	ACCESS Customer Service Center and Self Service	27,168
	BenefitsCal	1,304
	MyBenefits CalWIN	928
	Family Resource Center (FRC), Reschedule Line	429
	Family Stabilization Program, Centre City	387
	CalFresh (SNAP), El Cajon Family Resource Center	381
	CalFresh (SNAP), South Region Family Resource Center, Chula Vista	351
	CalFresh (SNAP), North Central Family Resource Center	338
	General Relief, Centre City Family Resource Center	324
	CalFresh (SNAP), North Coastal Family Resource Center	295
	Agency Grand Total (includes services not shown)	37,469
The Salvation Army San Diego Regional Office	Coordinated Entry Access Site, Centre City Corps	7,291
	Neighbor to Neighbor, San Diego Kroc Center	1,370
	Neighbor to Neighbor, Downtown Center	1,254
	Haven Interim Housing, Door of Hope	1,238
	Transitional Living Center, Door of Hope	721
	Door of Hope Rapid Rehousing	605
	East County Red Shield, Food Pantry and Resource Center, El Cajon	589
	STEPS Program, San Diego Centre City Corps	478
	Homeless Outreach Program, Centre City Corps	283
	Food Distribution, Chula Vista Corps	271
	Agency Grand Total (includes services not shown)	15,626

All Clients

Demographics

Referrals

Needs

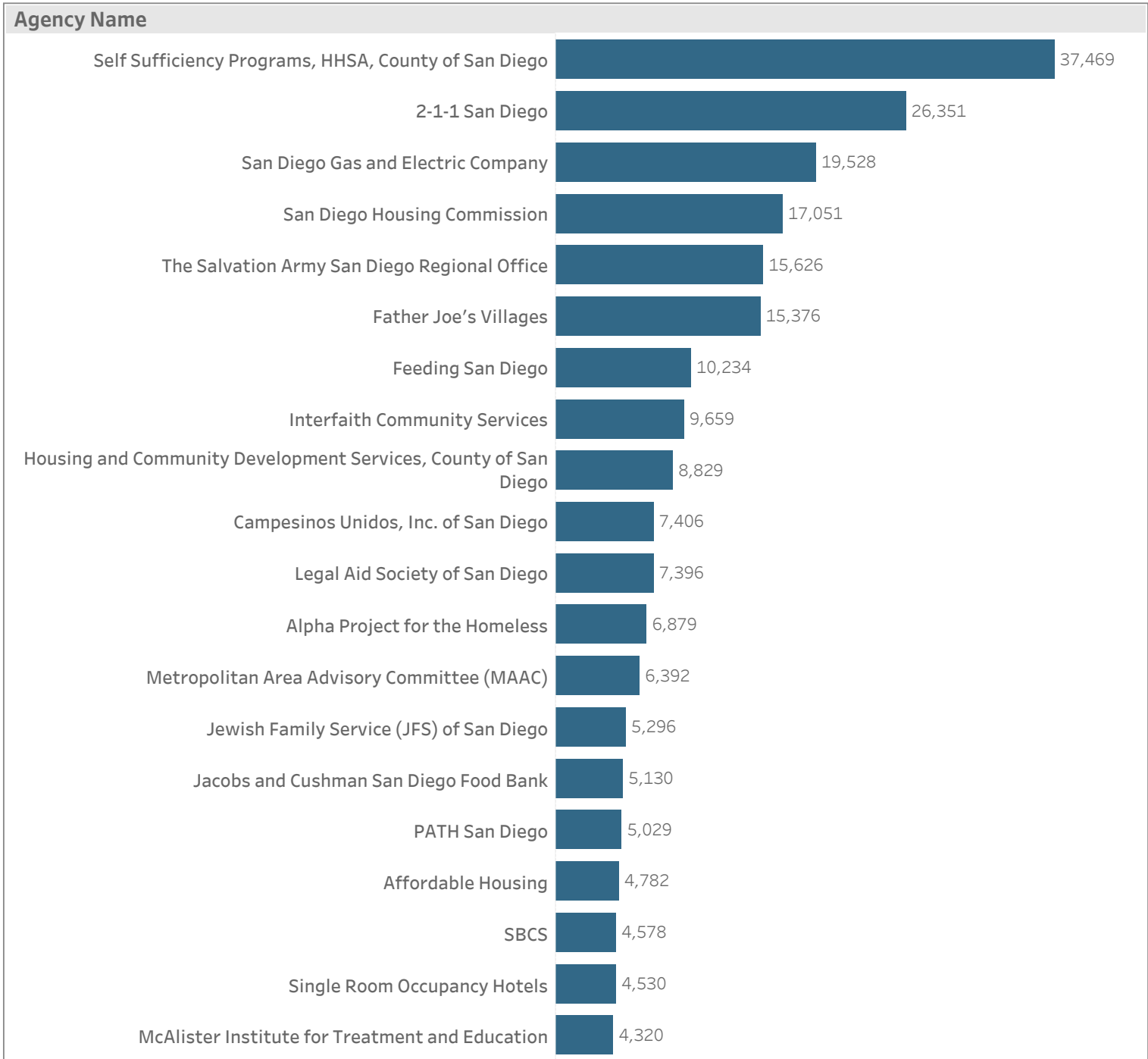
Social Determinants

Map

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Top 20 Referrals by Agency



All Clients

Demographics

Referrals

Needs

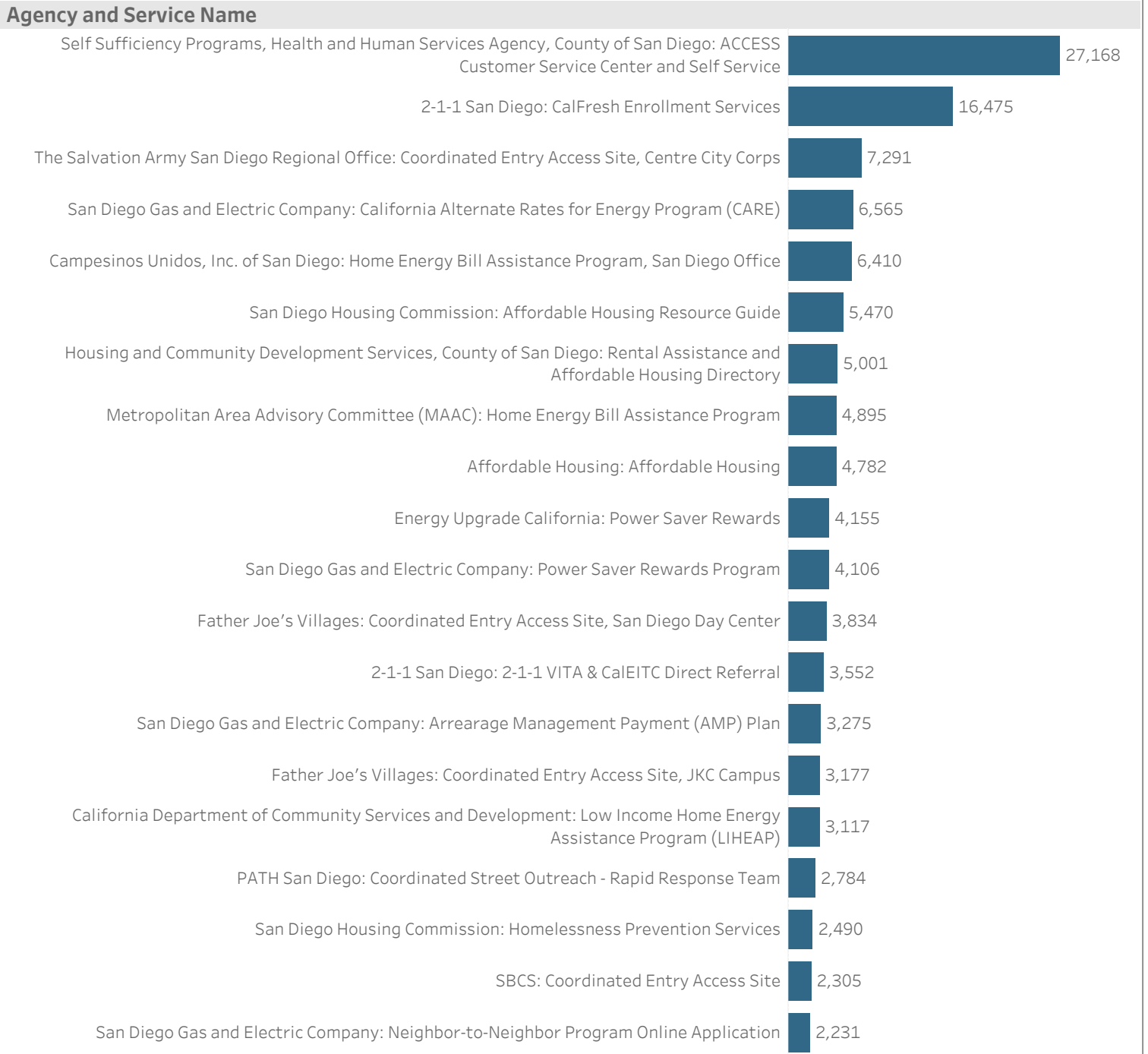
Social Determinants

Map

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Top 20 Referrals by Agency and Service Name



All Clients

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Demographics

Referrals

Needs

Social Determinants

Map

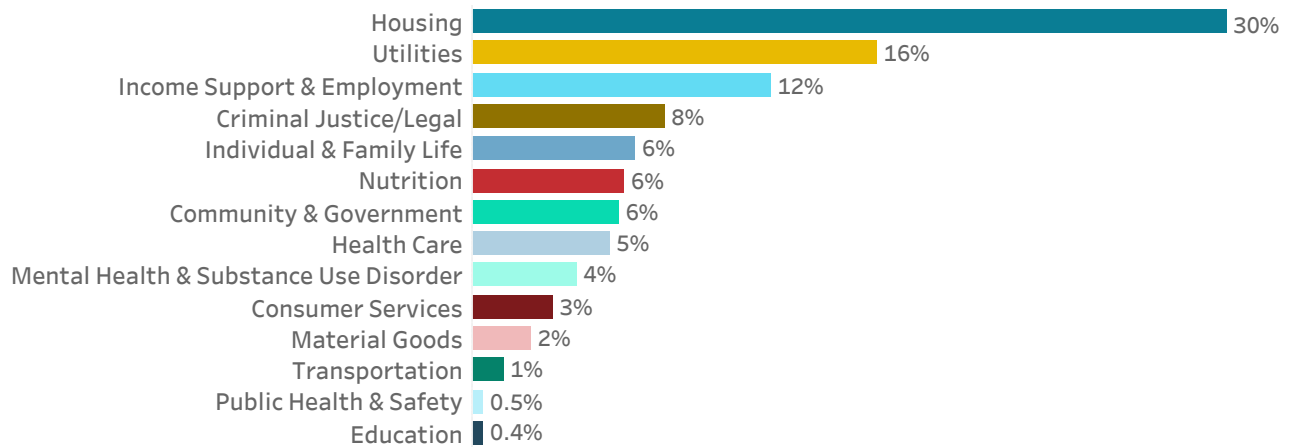
Client Needs

Total Needs:
545,082

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 **545,082** total needs for this client population, representing **2,338** unique categories of need.

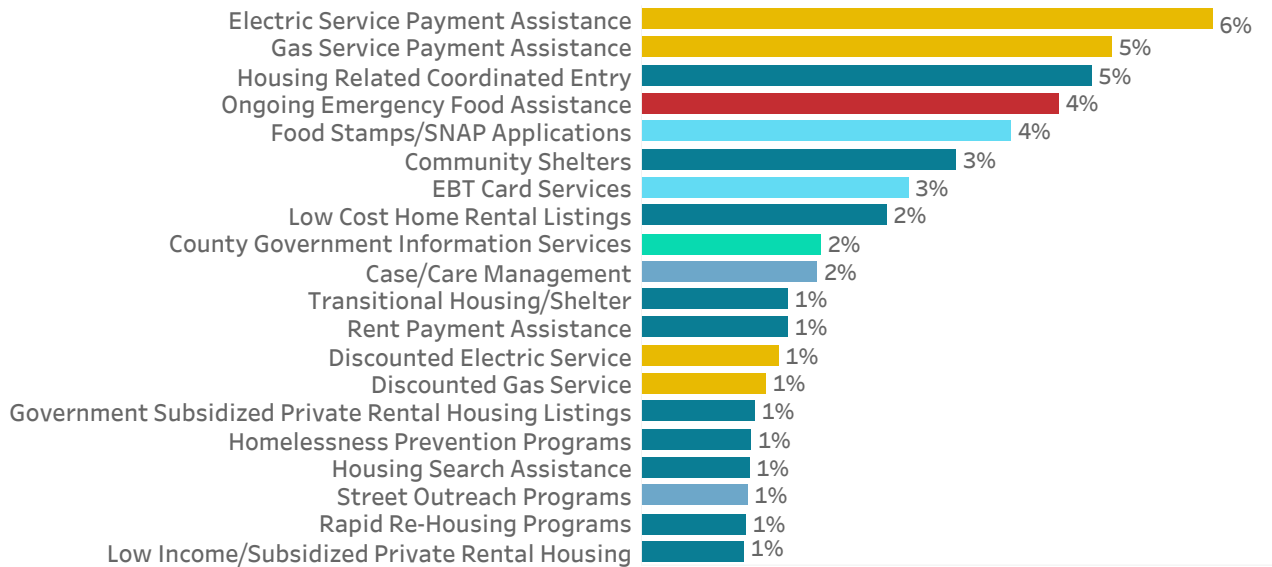
Needs by Broadest Category

Percent of total needs



Top 20 Need by Most Specific Category

Percent of total needs



All Clients

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Demographics

Referrals

Needs

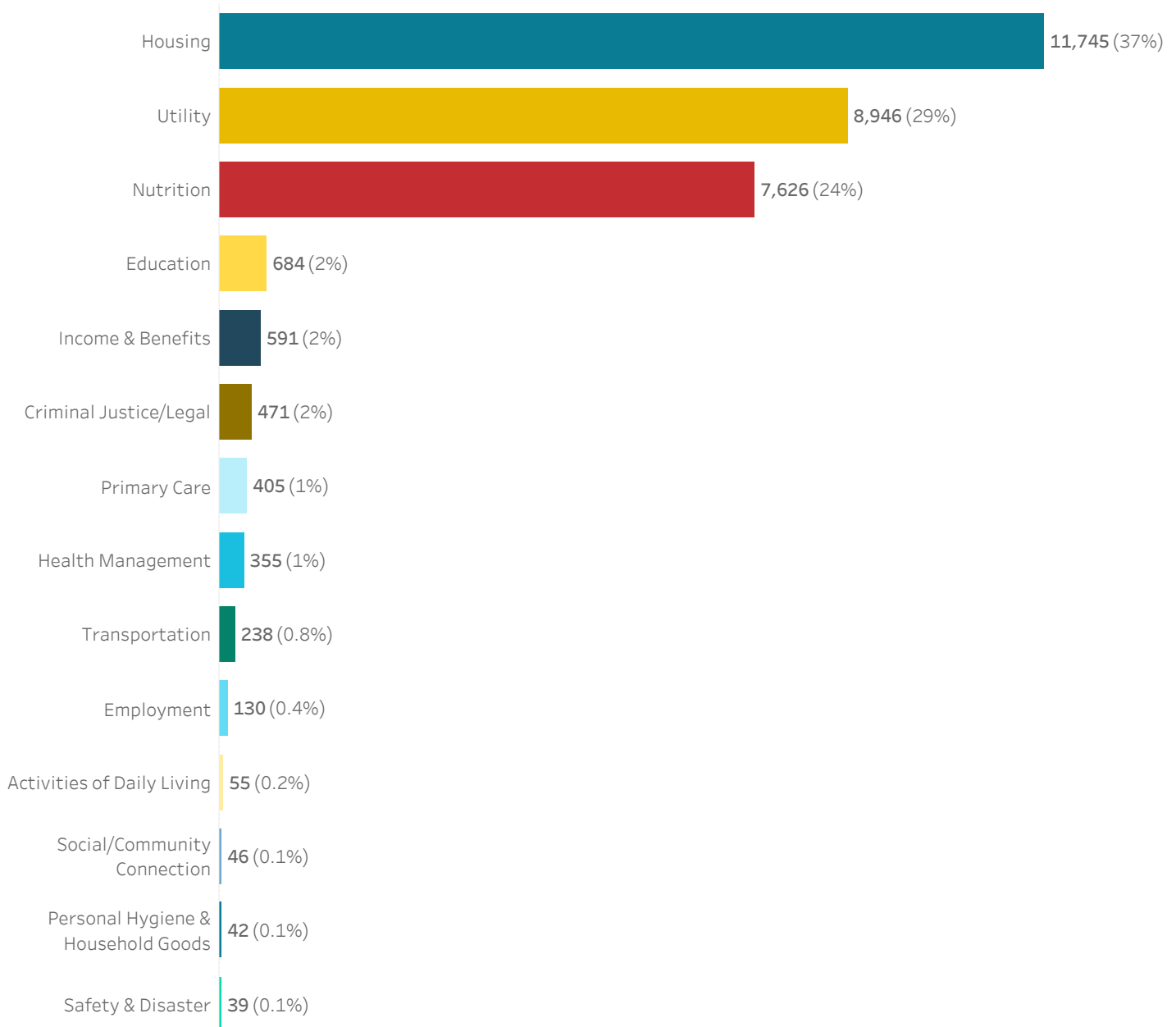
Social Determinants

Map

Total Assessments:
31,373

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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Demographics

Referrals

Needs

Social Determinants

Map



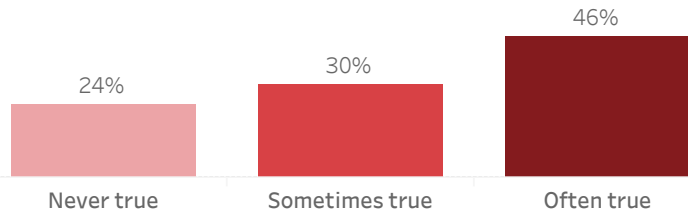
Nutrition

7,626 total assessments

74% of clients with a nutrition need had to meet other basic needs before they could pay for nutrition needs

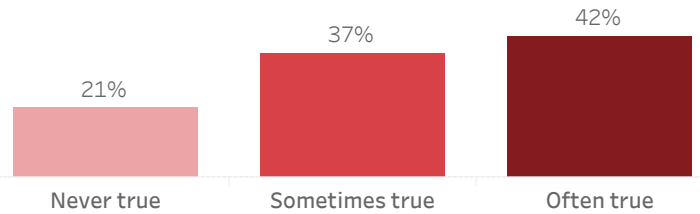
Concern Food Would Run Out

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?

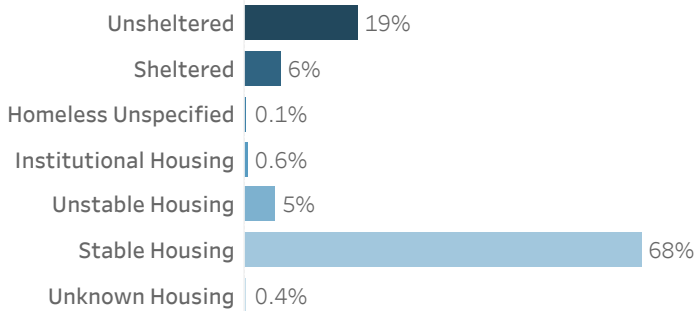


Housing

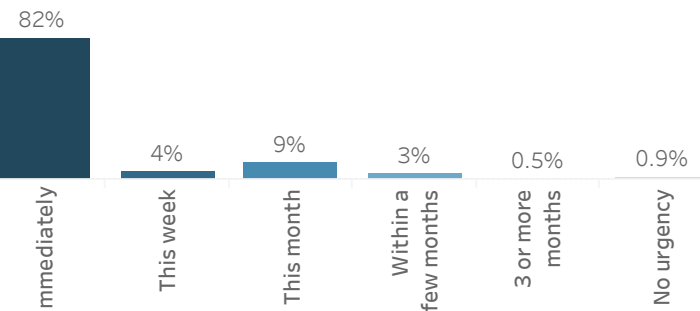
11,745 total assessments

17,246 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

8,946 total assessments

74% of clients with a utility need had a utility bill over 25% of their income

Utility Bill Status



All Clients

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Demographics

Referrals

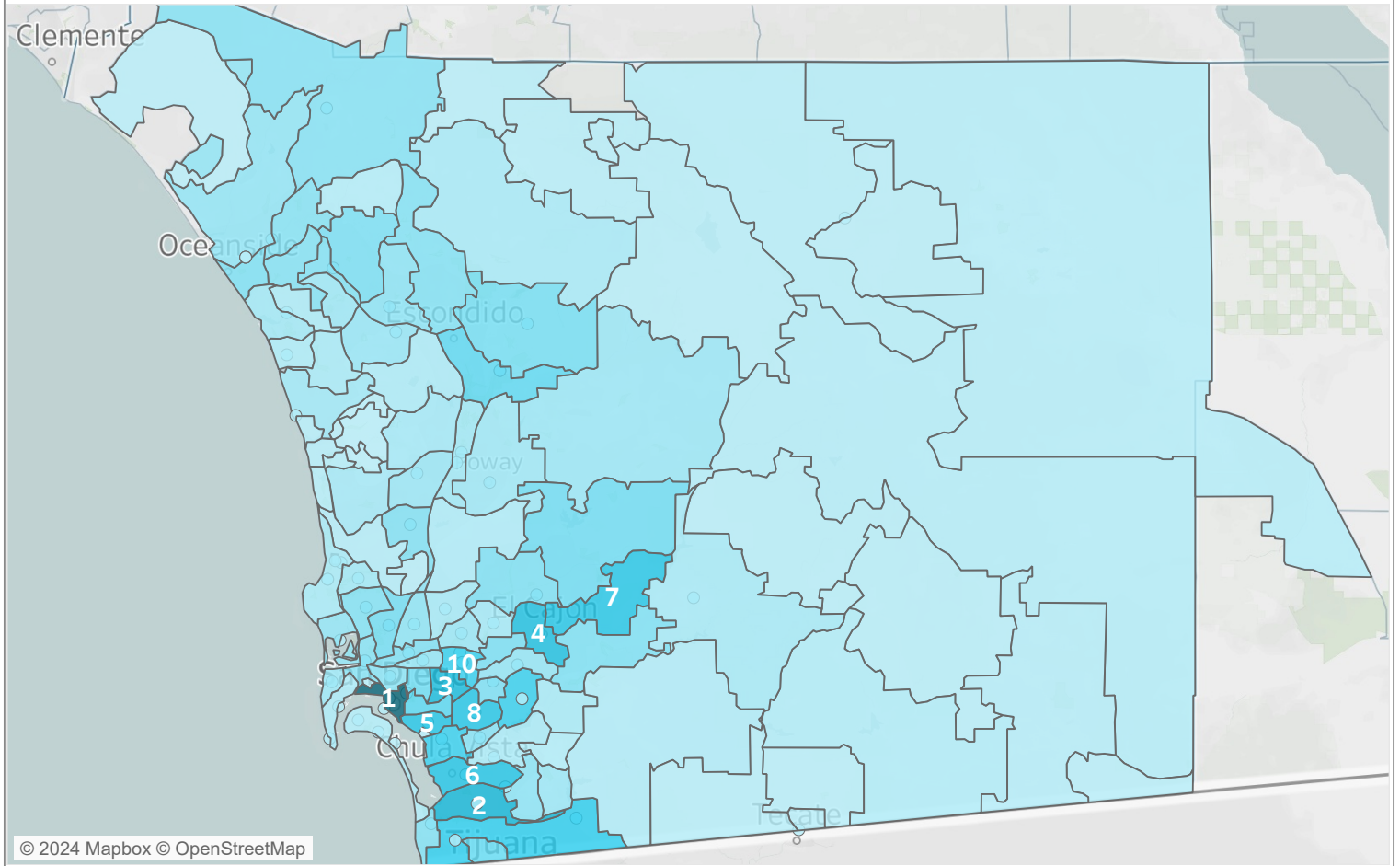
Needs

Social Determinants

Map

Clients by Zip Code

Number of Clients by Zip Code



Number of Clients



Top Zip Codes

SAN DIEGO, DOWNTOWN (92101) / #1	6,083
CHULA VISTA (91911) / #2	3,957
SD, CITY HEIGHTS (92105) / #3	3,745
EL CAJON (92020) / #4	3,565
SD, LOGAN HEIGHTS (92113) / #5	3,391
CHULA VISTA (91910) / #6	3,372
EL CAJON (92021) / #7	3,321
SD, ENCANTO (92114) / #8	3,317
SD, OTAY MESA (92154) / #9	3,010
SD, COLLEGE GROVE (92115) / #10	2,836

Note: map includes only clients with a documented need.

All Clients

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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 included.

Includes clients receiving services from 211 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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