2-1-1 SAN DIEGO | COMMUNITY INFORMATION EXCHANGE CLIENT PROFILE REPORT
CY2024

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

All Clients

2-1-1 SAN DIEGO CLIENT PROFILE REPORT

Community Information Exchange

Demographics	Referrals	Needs	Social Determinants	Map

Total Clients:	CIE Clients:	Total Referrals:	Total Needs:
219,671	72,421 / 52%	335,840	504,368

General Demographics

Age Group
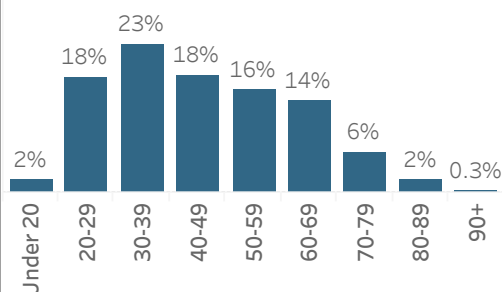
- Under 20: 2%
- 20-29: 18%
- 30-39: 23%
- 40-49: 18%
- 50-59: 16%
- 60-69: 14%
- 70-79: 6%
- 80-89: 2%
- 90+: 0.3%

Gender Identity

- Woman 66%
- Man 33%
- Other Non-Binary Genders 0.4%

Race/Ethnicity

- Alaska Native/ Native Indian: 0.8%
- Asian/ Pacific Islander/ Hawaiian: 5%
- Black/African American: 15%
- Hispanic/Latino: 38%
- White/ Caucasian: 33%
- Bi-Racial/ Multi-Racial: 3%
- Other: 5%

Military/Veteran

- Military/Veteran 7%
- Not Military/Veteran 93%

Household Size

- 1: 45%
- 2: 20%
- 3: 14%
- 4: 10%
- 5: 6%
- 6: 3%
- 7: 1.0%
- 8: 0.4%
- 9: 0.1%
- 10+: 0.1%

Number of Children

42% with children

- None: 58%
- 1: 17%
- 2: 13%
- 3: 7%
- 4: 3%
- 5: 1%
- 6+: 0.5%
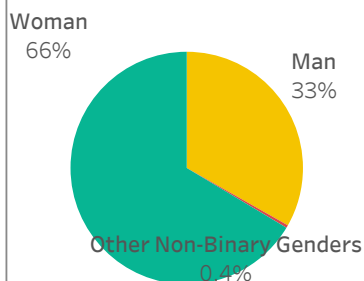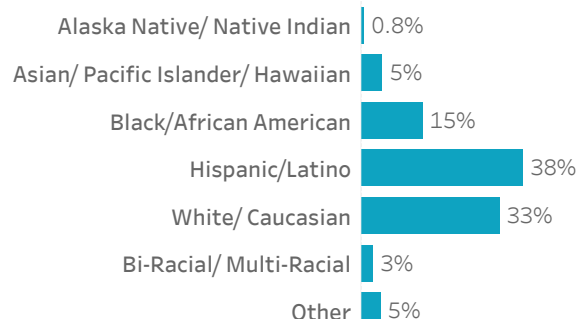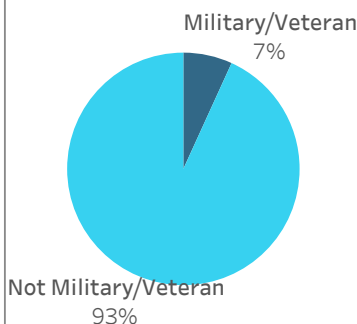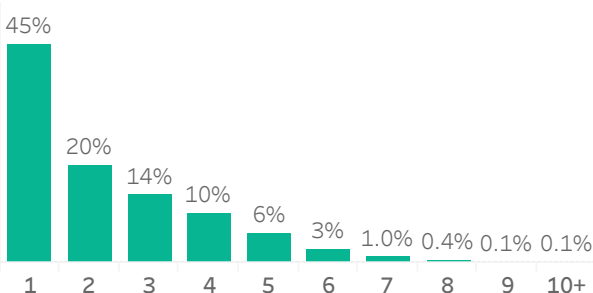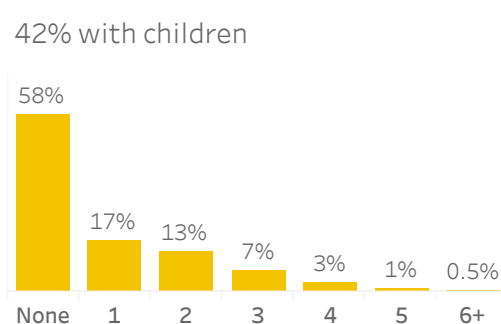
Socioeconomic Indicators

Education

- Less than High School: 21%
- High School or Equivalent: 37%
- Some College, No Degree: 25%
- Associate Degree: 5%
- Bachelor's Degree: 7%
- Post-Bachelor's Degree: 4%

Employment

- Full-Time: 18%
- Part-Time: 14%
- Other Employment: 5%
- Disabled / Unable to work: 17%
- Not in the Labor Force / Retired: 10%
- Unemployed: 38%

Area Median Income

- 81% or More: 0.3%
- 31-50%: 9%
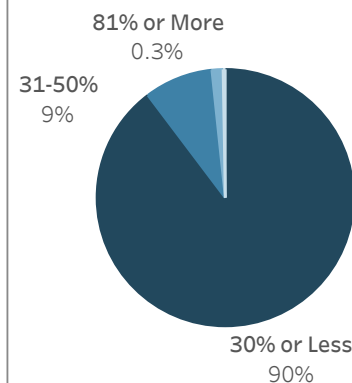- 30% or Less: 90%
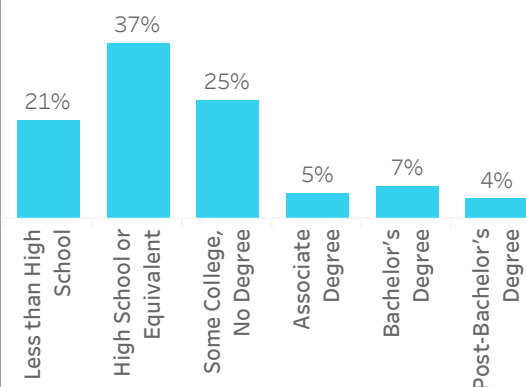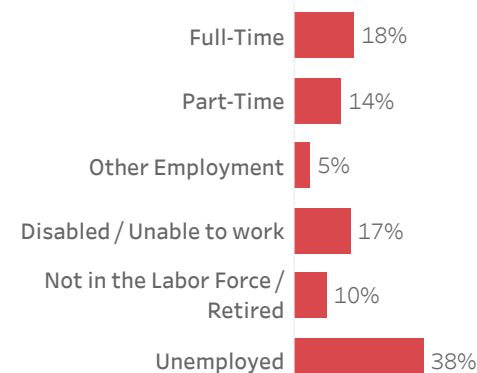
CIE (Community Information Exchange) is a HIPAA compliant, multi-dimensional technology platform that provides actionable client-level data through comprehensive assessments, a risk rating tool, community case planning, and facilitated connections to services addressing the social determinants of health.

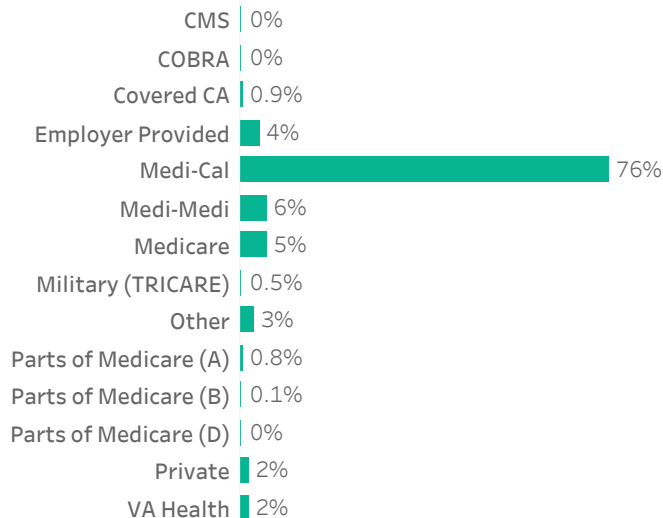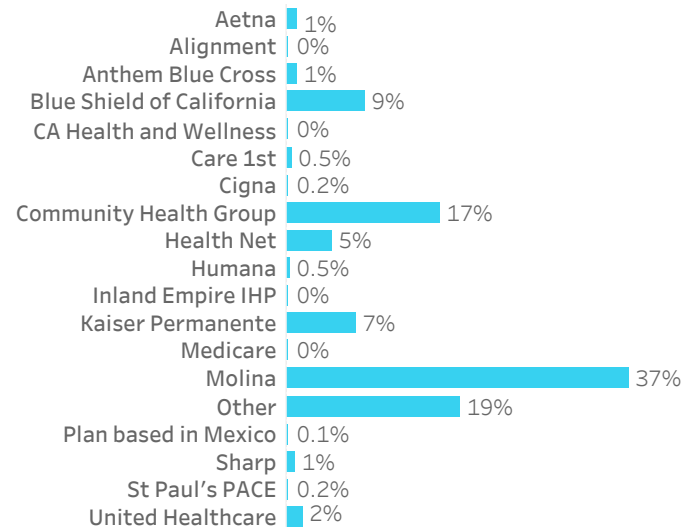| Demographics	Referrals	Needs	Social Determinants	Map

Health Insurance

92% 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

CMS	0%
COBRA	0%
Covered CA	0.9%
Employer Provided	4%
Medi-Cal	76%
Medi-Medi	6%
Medicare	5%
Military (TRICARE)	0.5%
Other	3%
Parts of Medicare (A)	0.8%
Parts of Medicare (B)	0.1%
Parts of Medicare (D)	0%
Private	2%
VA Health	2%

Health Insurance Plan

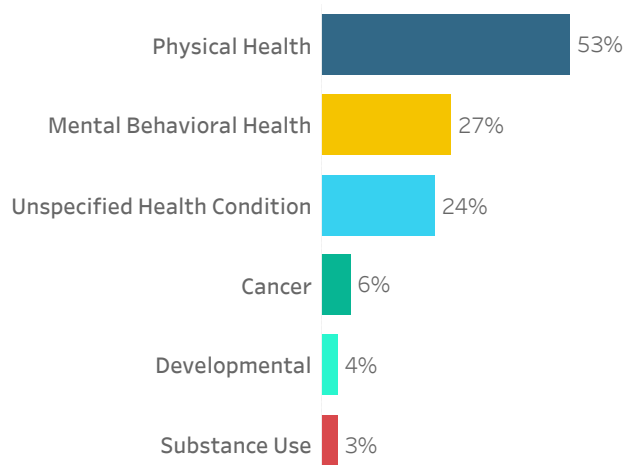|	
Aetna	1%
Alignment	0%
Anthem Blue Cross	1%
Blue Shield of California	9%
CA Health and Wellness	0%
Care 1st	0.5%
Cigna	0.2%
Community Health Group	17%
Health Net	5%
Humana	0.5%
Inland Empire IHP	0%
Kaiser Permanente	7%
Medicare	0%
Molina	37%
Other	19%
Plan based in Mexico	0.1%
Sharp	1%
St Paul's PACE	0.2%
United Healthcare	2%

Health Concerns

50% 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

Physical Health	53%
Mental Behavioral Health	27%
Unspecified Health Condition	24%
Cancer	6%
Developmental	4%
Substance Use	3%

Top 5 Physical Health Condition

Unspecified Physical Disability	50%
Diabetes	22%
Cardiovascular Disease	13%
Physical and Cognitive Developmental Disability	6%
Sensory Disability	6%

Top 5 Mental/Behavioral Health Condition

Unspecified Mental/Behavioral	89%
Dementia/Alzheimer	6%
Dementia/Traumatic Brain Injury	5%
Depression	4%
Anxiety	3%

Community Information Exchange

| **Demographics** | Referrals | Needs | Social Determinants | Map |

Health Concerns
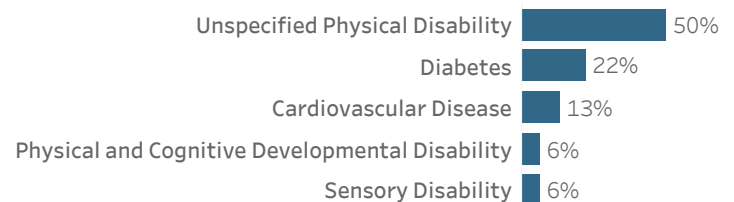
50% of clients reported having a health concern

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 25 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

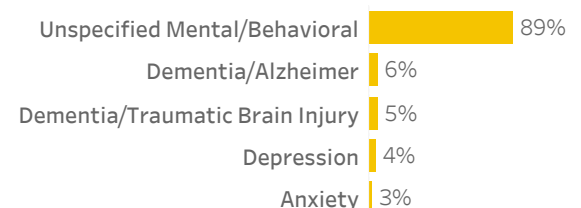| Health Concern	Percentage
Unspecified Physical Disability	27%
Unspecified Mental/Behavioral	25%
Unspecified health condition	24%
Diabetes	12%
Cardiovascular Disease	7%
Unspecified Cancer	5%
Unspecified developmental	3%
Physical and Cognitive Developmental Disability	3%
Sensory Disability	3%
Unspecified substance use/Dependency	2%
Brain Cancer	1%
Dental	1%
HIV/AIDS	1%
Depression	1%
Obesity	1%
Anxiety	0.8%
Drug Use Disorder	0.6%
Alcohol Use Disorder	0.6%
Hypertension	0.5%
Painful Condition	0.5%
Schizophrenia or Bipolar	0.4%
Asthma	0.4%
Heart Failure	0.3%
Prescription Drugs	0.2%

Type of Health Concern

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

Note: only health concerns experienced by 5 or more clients are shown

All Clients
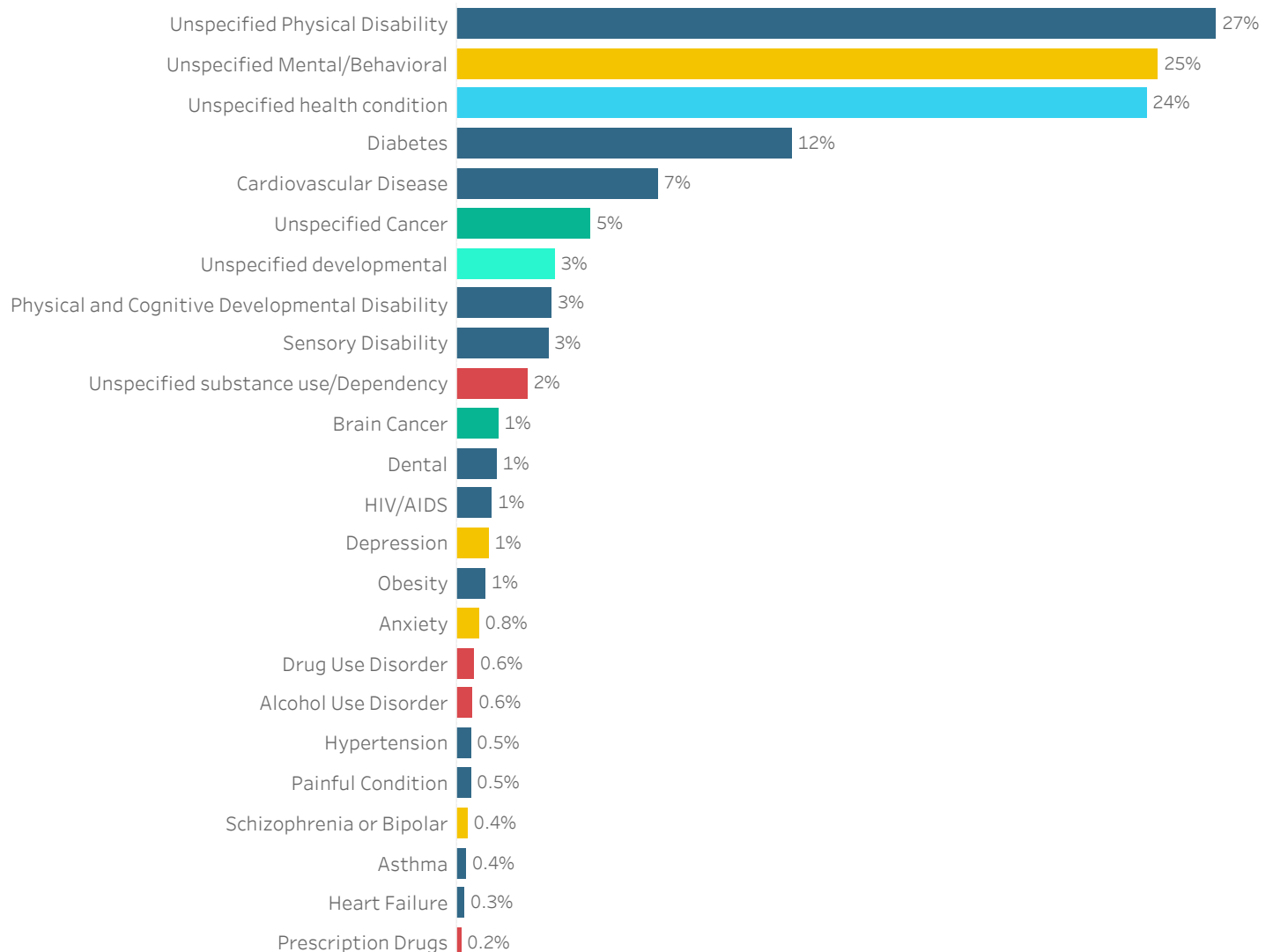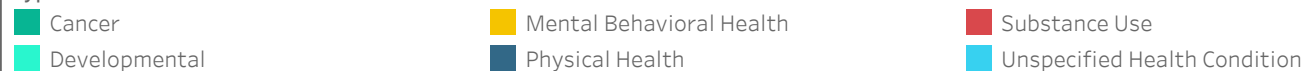Data Source: 2-1-1 San Diego/CIE Information Systems | Reporting Period: January 1 to December 31, 2024

Demographics	Referrals	Needs	Social Determinants	Map

Total Referrals: 335,840

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 **339,010** total referrals spread across **1,146** unique agencies and **4,350** unique services.

Top Referred Agencies and Services

Top 5 Referral Agencies with Top 10 Services

Agency Name	Service Name	Value
2-1-1 San Diego	CalFresh Enrollment Services	22,633
	2-1-1 VITA & CalEITC Direct Referral	2,214
	Information and Referral Services	1,476
	Senior Medi-Cal Application Assistance	829
	Courage to Call Peer Support Services	826
	Perinatal Care Network (PCN)	633
	Lyft CalEITC VITA	545
	Enhanced Care Management (ECM)	405
	External Resources	310
	CalEITC VITA Escalations	266
	Agency Grand Total (includes services not shown)	**31,390**
San Diego Gas and Electric Company	California Alternate Rates for Energy Program (CARE)	5,431
	Power Saver Rewards Program	4,819
	Arrearage Management Payment (AMP) Plan	3,745
	Neighbor-to-Neighbor Program Online Application	3,203
	Customer Service	1,113
	Medical Baseline	698
	Energy Savings Assistance Program (ESAP)	630
	Generator Assistance Program	226
	Family Electric Rate Assistance Program (FERA)	119
	Level Pay Program (LPP)	118
	Agency Grand Total (includes services not shown)	**20,538**
San Diego Housing Commission	Affordable Housing Resource Guide	3,343
	Homelessness Prevention Services	3,155
	Homelessness Response Center (HRC)	2,638
	Shelter Diversion	2,131
	Section 8 Housing Choice Voucher Rental Assistance and SDHC Managed Units	2,083
	Moving Home Rapid Re-housing Program	1,011
	Housing Instability Prevention Program (HIPP)	635
	Housing Instability Prevention Program	508
	City of San Diego Eviction Prevention Program	181
	Storm Recovery, Unit Search Team	163
	Agency Grand Total (includes services not shown)	**16,203**
Self Sufficiency Programs, HHSA, County of San Diego	ACCESS Customer Service Center and Self Service	20,792
	BenefitsCal	2,794
	Family Resource Center (FRC), Reschedule Line	1,248
	CalFresh (SNAP), North Central Family Resource Center	294
	CalFresh (SNAP), North Coastal Family Resource Center	238
	CalFresh (SNAP), South Region Family Resource Center, Chula Vista	230
	CalFresh (SNAP), El Cajon Family Resource Center	225
	General Relief, Central Region Family Resource Center, Metro	205
	General Relief, Centre City Family Resource Center	202
	CalFresh (SNAP), North Inland Family Resource Center	175
	Agency Grand Total (includes services not shown)	**31,288**
The Salvation Army San Diego Regional Office	Coordinated Entry Access Site, Centre City Corps	6,636
	Haven Interim Housing, Door of Hope	935
	Neighbor to Neighbor, Downtown Center	863
	Neighbor to Neighbor, San Diego Kroc Center	833
	STEPS Program, San Diego Centre City Corps	645
	Transitional Living Center, Door of Hope	513
	Disaster Response and Recovery Services	382
	Homeless Outreach Program, Centre City Corps	296
	East County Red Shield, Food Pantry and Resource Center, El Cajon	280
	Food Distribution, Chula Vista Corps	266
	Agency Grand Total (includes services not shown)	**12,976**

2-1-1 SAN DIEGO CLIENT PROFILE REPORT

Community Information Exchange

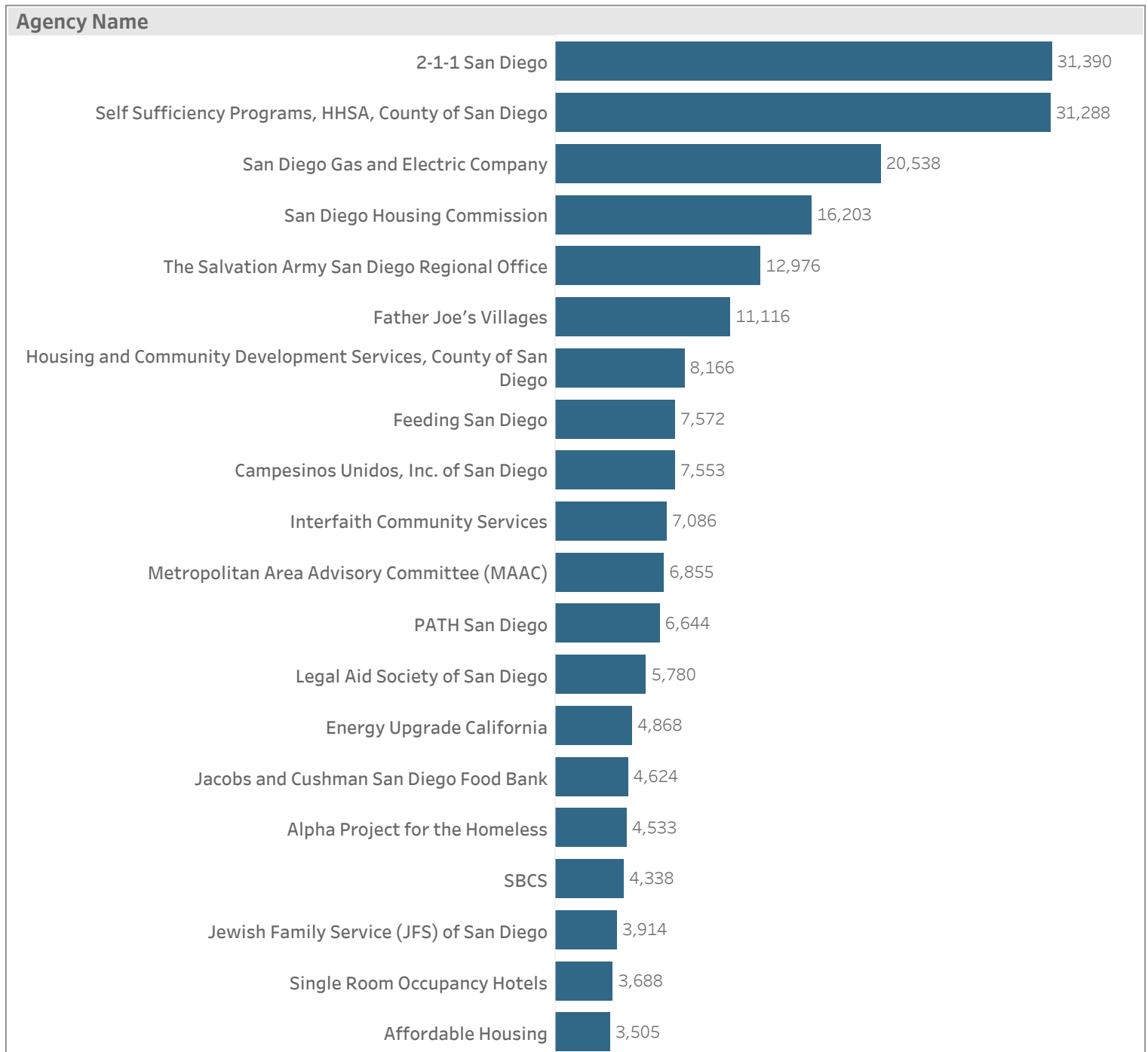| Demographics | **Referrals** | Needs | Social Determinants | Map |

Total Referrals: 335,840

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 **339,010** total referrals spread across **1,146** unique agencies and **4,350** unique services.

Top 20 Referrals by Agency

Agency Name

Agency Name	Referrals
2-1-1 San Diego	31,390
Self Sufficiency Programs, HHSA, County of San Diego	31,288
San Diego Gas and Electric Company	20,538
San Diego Housing Commission	16,203
The Salvation Army San Diego Regional Office	12,976
Father Joe's Villages	11,116
Housing and Community Development Services, County of San Diego	8,166
Feeding San Diego	7,572
Campesinos Unidos, Inc. of San Diego	7,553
Interfaith Community Services	7,086
Metropolitan Area Advisory Committee (MAAC)	6,855
PATH San Diego	6,644
Legal Aid Society of San Diego	5,780
Energy Upgrade California	4,868
Jacobs and Cushman San Diego Food Bank	4,624
Alpha Project for the Homeless	4,533
SBCS	4,338
Jewish Family Service (JFS) of San Diego	3,914
Single Room Occupancy Hotels	3,688
Affordable Housing	3,505

All Clients
Data Source: 2-1-1 San Diego/CIE Information Systems | Reporting Period: January 1 to December 31, 2024

2-1-1 SAN DIEGO CLIENT PROFILE REPORT

Community Information Exchange

| Demographics | **Referrals** | Needs | Social Determinants | Map |

Total Referrals: 335,840

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 **339,010** total referrals spread across **1,146** unique agencies and **4,350** unique services.

Top 20 Referrals by Agency and Service Name

Agency and Service Name

Agency and Service Name	Referrals
2-1-1 San Diego: CalFresh Enrollment Services	22,633
Self Sufficiency Programs, Health and Human Services Agency, County of San Diego: ACCESS Customer Service Center and Self Service	20,792
Campesinos Unidos, Inc. of San Diego: Home Energy Bill Assistance Program, San Diego Office	7,342
The Salvation Army San Diego Regional Office: Coordinated Entry Access Site, Centre City Corps	6,636
Metropolitan Area Advisory Committee (MAAC): Home Energy Bill Assistance Program	5,825
San Diego Gas and Electric Company: California Alternate Rates for Energy Program (CARE)	5,431
Energy Upgrade California: Power Saver Rewards	4,868
San Diego Gas and Electric Company: Power Saver Rewards Program	4,819
San Diego Gas and Electric Company: Arrearage Management Payment (AMP) Plan	3,745
Housing and Community Development Services, County of San Diego: Rental Assistance and Affordable Housing Directory	3,686
PATH San Diego: Coordinated Street Outreach - Rapid Response Team	3,549
Affordable Housing: Affordable Housing	3,505
San Diego Housing Commission: Affordable Housing Resource Guide	3,343
San Diego Gas and Electric Company: Neighbor-to-Neighbor Program Online Application	3,203
San Diego Housing Commission: Homelessness Prevention Services	3,155
Father Joe's Villages: Coordinated Entry Access Site, San Diego Day Center	3,012
Self Sufficiency Programs, Health and Human Services Agency, County of San Diego: BenefitsCal	2,794
San Diego Housing Commission: Homelessness Response Center (HRC)	2,638
Housing and Community Development Services, County of San Diego: Project-Based Vouchers	2,550
2-1-1 San Diego: 2-1-1 VITA & CalEITC Direct Referral	2,214

All Clients
Data Source: 2-1-1 San Diego/CIE Information Systems | Reporting Period: January 1 to December 31, 2024

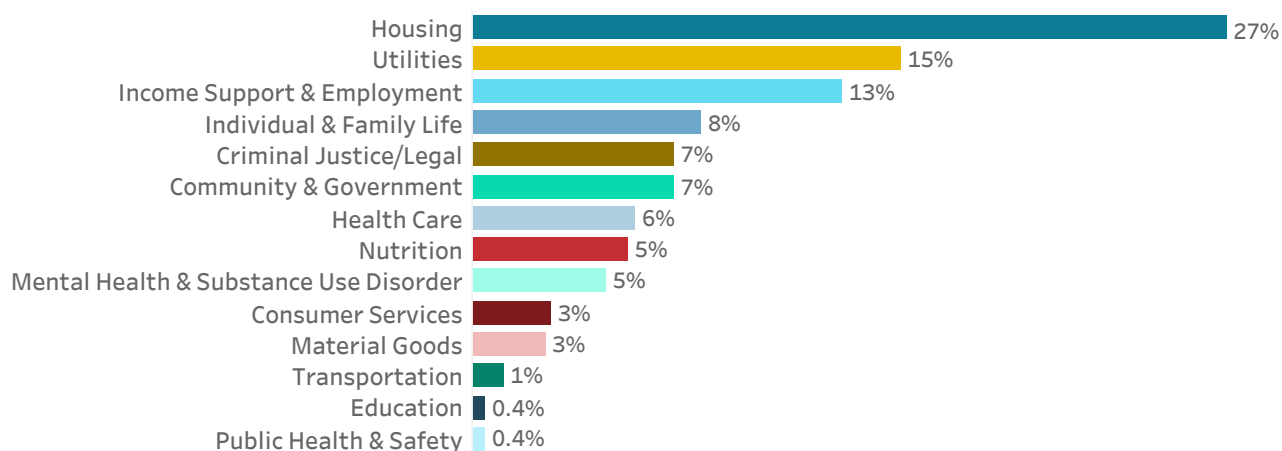| Demographics	Referrals	Needs	Social Determinants	Map

Client Needs

Total Needs:
504,368

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 **504,584** total needs for this client population, representing **2,472** unique categories of need.
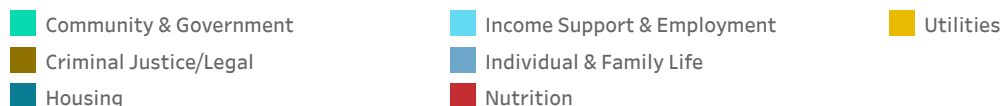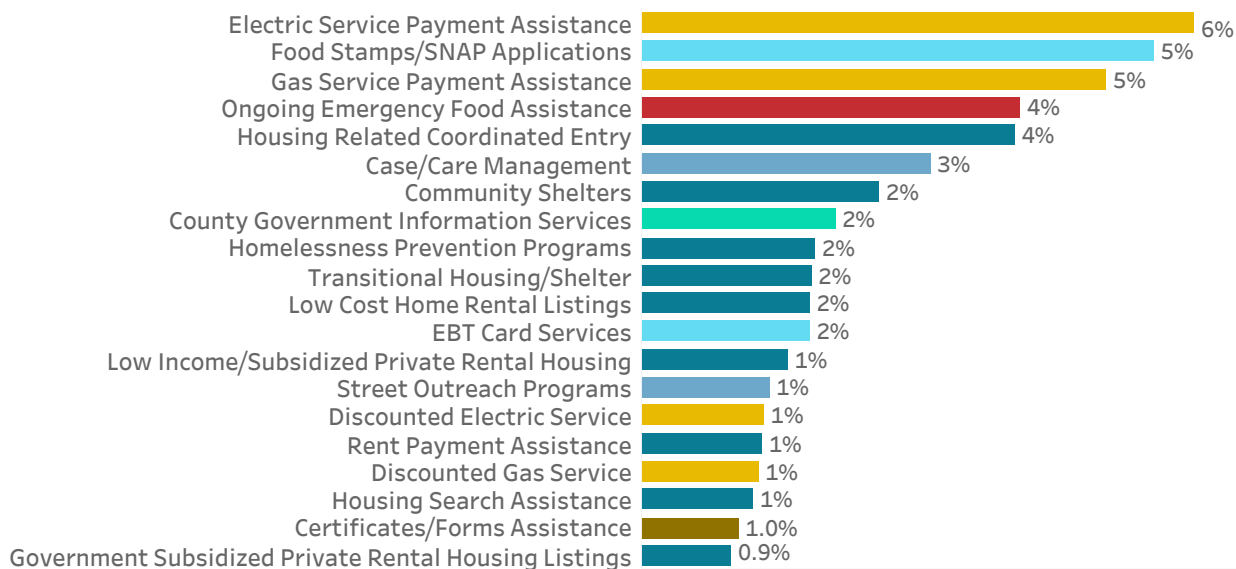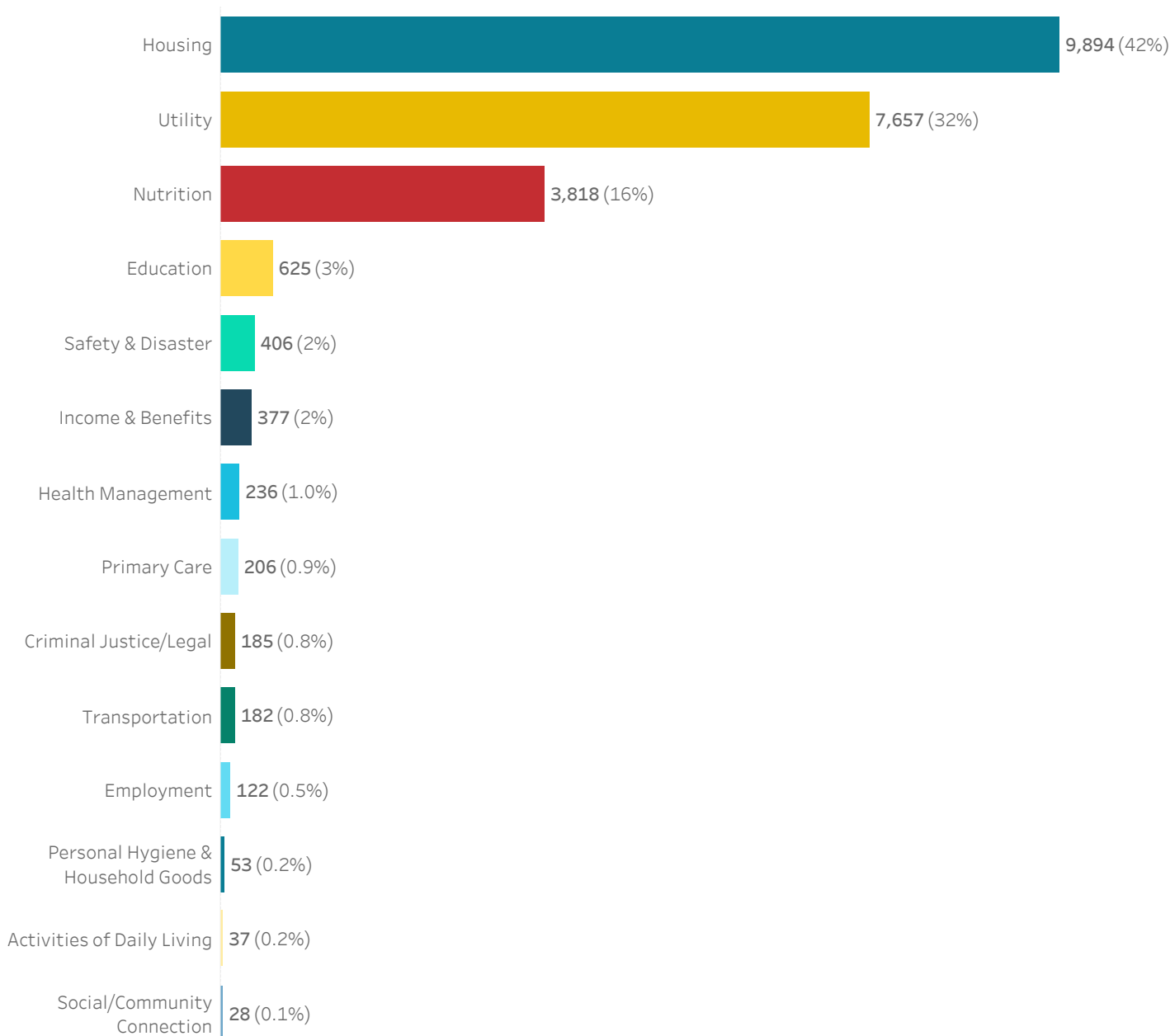
Needs by Broadest Category
Percent of total needs

Category	Percent
Housing	27%
Utilities	15%
Income Support & Employment	13%
Individual & Family Life	8%
Criminal Justice/Legal	7%
Community & Government	7%
Health Care	6%
Nutrition	5%
Mental Health & Substance Use Disorder	5%
Consumer Services	3%
Material Goods	3%
Transportation	1%
Education	0.4%
Public Health & Safety	0.4%

Top 20 Need by Most Specific Category
Percent of total needs

Category	Percent
Electric Service Payment Assistance	6%
Food Stamps/SNAP Applications	5%
Gas Service Payment Assistance	5%
Ongoing Emergency Food Assistance	4%
Housing Related Coordinated Entry	4%
Case/Care Management	3%
Community Shelters	2%
County Government Information Services	2%
Homelessness Prevention Programs	2%
Transitional Housing/Shelter	2%
Low Cost Home Rental Listings	2%
EBT Card Services	2%
Low Income/Subsidized Private Rental Housing	1%
Street Outreach Programs	1%
Discounted Electric Service	1%
Rent Payment Assistance	1%
Discounted Gas Service	1%
Housing Search Assistance	1%
Certificates/Forms Assistance	1.0%
Government Subsidized Private Rental Housing Listings	0.9%

Legend:
- Community & Government
- Income Support & Employment
- Utilities
- Criminal Justice/Legal
- Individual & Family Life
- Housing
- Nutrition

2-1-1 SAN DIEGO CLIENT PROFILE REPORT

Community Information Exchange

Demographics	Referrals	Needs	Social Determinants	Map

Total Assessments: 23,826

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

Domain	Value
Housing	9,894 (42%)
Utility	7,657 (32%)
Nutrition	3,818 (16%)
Education	625 (3%)
Safety & Disaster	406 (2%)
Income & Benefits	377 (2%)
Health Management	236 (1.0%)
Primary Care	206 (0.9%)
Criminal Justice/Legal	185 (0.8%)
Transportation	182 (0.8%)
Employment	122 (0.5%)
Personal Hygiene & Household Goods	53 (0.2%)
Activities of Daily Living	37 (0.2%)
Social/Community Connection	28 (0.1%)

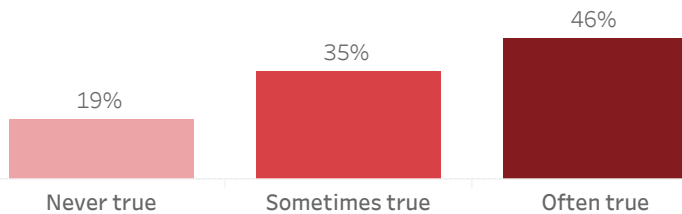| Demographics	Referrals	Needs	Social Determinants	Map

🍎 Nutrition — 3,818 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?

- Never true: 19%
- Sometimes true: 35%
- Often true: 46%

Food Actually Ran Out
During the last month, how often did clients actually run out of food?

- Never true: 26%
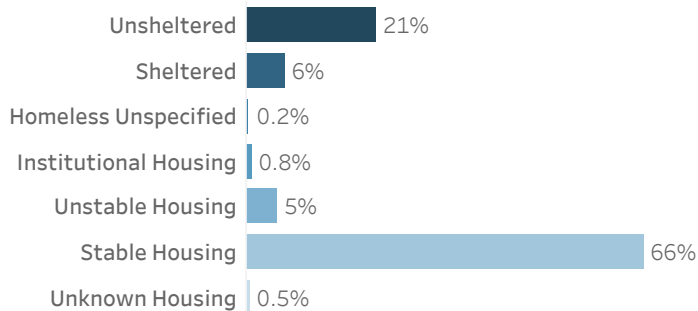- Sometimes true: 28%
- Often true: 46%
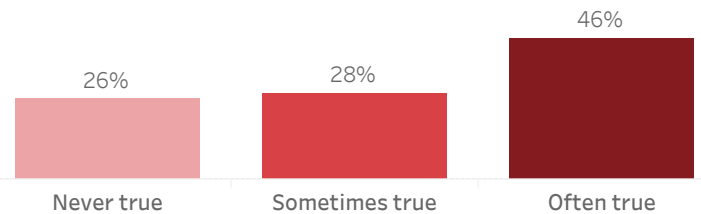
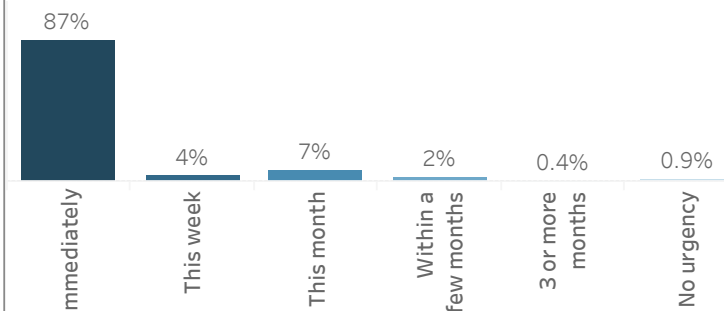## 🏠 Housing — 9,894 total assessments

19,166 clients identified as homeless* (sheltered, unsheltered, unspecified homeless)

Type of Housing Situation

- Unsheltered: 21%
- Sheltered: 6%
- Homeless Unspecified: 0.2%
- Institutional Housing: 0.8%
- Unstable Housing: 5%
- Stable Housing: 66%
- Unknown Housing: 0.5%

Immediacy of Housing Need

- Immediately: 87%
- This week: 4%
- This month: 7%
- Within a few months: 2%
- 3 or more months: 0.4%
- No urgency: 0.9%

*Data collected for clients with and without housing assessment

💡 Utilities — 7,657 total assessments

78% of clients with a utility need had a utility bill over 25% of their income
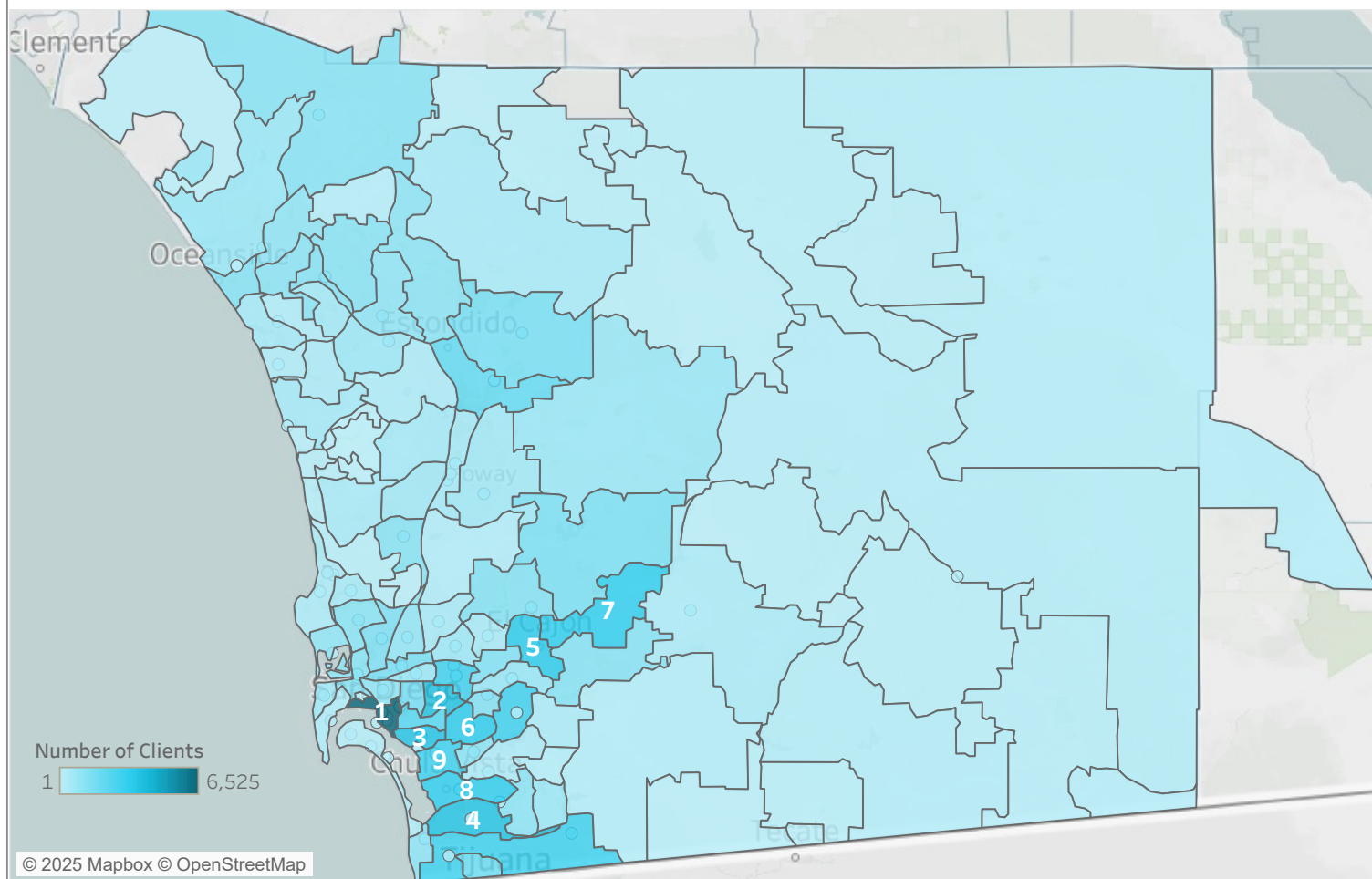
Utility Bill Status

- Shut Off: 14%
- Past Due: 78%
- Payment Concerns: 7%
- No Concern: 2%

2-1-1 SAN DIEGO CLIENT PROFILE REPORT

Community Information Exchange

Demographics | Referrals | Needs | Social Determinants | Map

Clients by Zip Code

Number of Clients by Zip Code

Number of Clients
1 — 6,525

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### Top Zip Codes

Zip Code	Clients
SAN DIEGO, DOWNTOWN (92101) / #1	6,525
SD, CITY HEIGHTS (92105) / #2	3,796
SD, LOGAN HEIGHTS (92113) / #3	3,719
CHULA VISTA (91911) / #4	3,713
EL CAJON (92020) / #5	3,387
SD, ENCANTO (92114) / #6	3,322
EL CAJON (92021) / #7	3,257
CHULA VISTA (91910) / #8	3,234
NATIONAL CITY (91950) / #9	2,930
SD, OTAY MESA (92154) / #10	2,902

HHSA Region

Region	Percent
Central	28%
East	19%
South	19%
North Central	13%
North Inland	12%
North Coastal	10%

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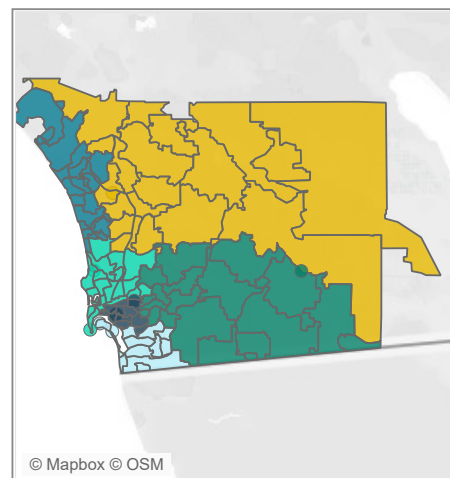
Note: map includes only clients with a documented need.

All Clients
Data Source: 2-1-1 San Diego/CIE Information Systems | Reporting Period: January 1 to December 31, 2024

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 refects 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.
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
datarequest@211sandiego.org
(858) 300-1200

2-1-1 San Diego/Imperial
Community Information Exchange

Client Profile Report v5.0 (S)