211 SAN DIEGO | COMMUNITY INFORMATION EXCHANGE CLIENT PROFILE REPORT CY2025

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

All Clients

211 SAN DIEGO CLIENT PROFILE REPORT

Community Information Exchange®

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

Total Clients:	CIE Clients:	Total Referrals:	Total Needs:
261,050	90,209 / 59%	413,421	608,671

General Demographics

Age Group
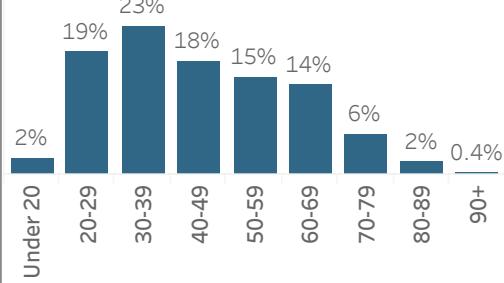
- Under 20: 2%
- 20-29: 19%
- 30-39: 23%
- 40-49: 18%
- 50-59: 15%
- 60-69: 14%
- 70-79: 6%
- 80-89: 2%
- 90+: 0.4%

Gender Identity

- Woman: 63%
- Man: 37%
- Other Non-Binary Genders: 0.3%

Race/Ethnicity

- Alaska Native/ Native Indian: 0.8%
- Asian/ Pacific Islander/ Hawaiian: 5%
- Black/African American: 14%
- Hispanic/Latino: 40%
- White/ Caucasian: 30%
- Bi-Racial/ Multi-Racial: 3%
- Other: 7%

Military/Veteran

- Military/Veteran: 8%
- Not Military/Veteran: 92%

Household Size

- 1: 49%
- 2: 19%
- 3: 13%
- 4: 10%
- 5: 6%
- 6: 3%
- 7: 0.9%
- 8: 0.3%
- 9: 0.1%
- 10+: 0.1%

Number of Children

40% with children

- None: 60%
- 1: 16%
- 2: 12%
- 3: 7%
- 4: 3%
- 5: 1%
- 6+: 0.5%
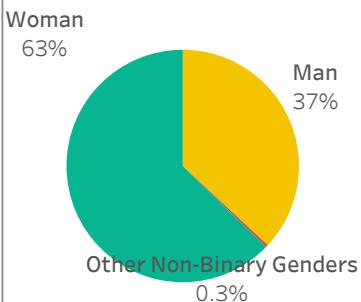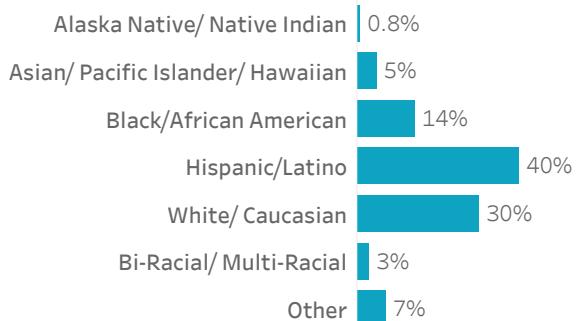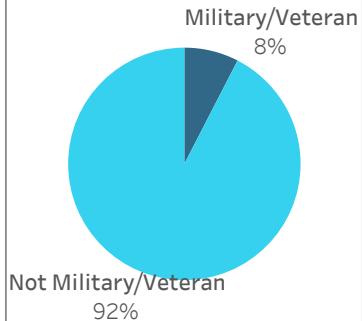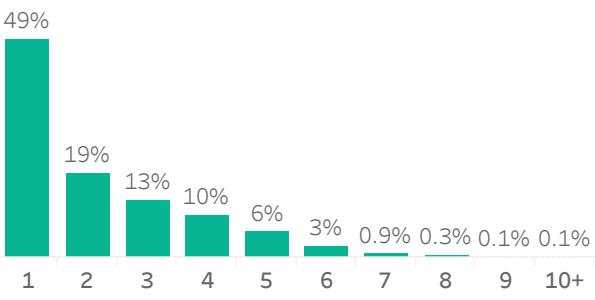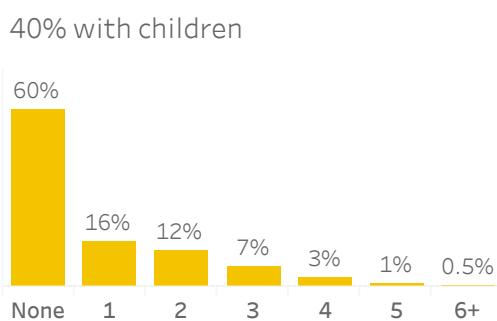
Socioeconomic Indicators

Education

- Less than High School: 21%
- High School or Equivalent: 38%
- Some College, No Degree: 25%
- Associate Degree: 5%
- Bachelor's Degree: 7%
- Post-Bachelor's Degree: 4%

Employment

- Full-Time: 17%
- Part-Time: 14%
- Other Employment: 5%
- Disabled / Unable to work: 17%
- Not in the Labor Force / Retired: 9%
- Unemployed: 38%

Area Median Income

- 81% or More: 0.2%
- 31-50%: 8%
- 30% or Less: 91%
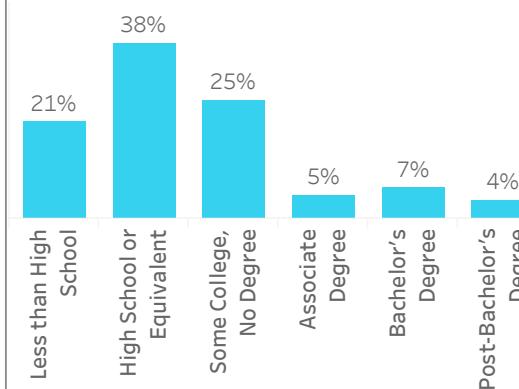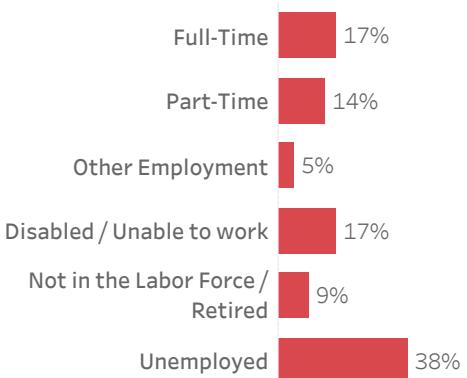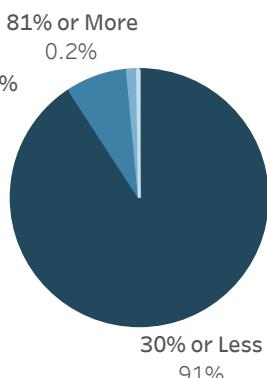
CIE (Community Information Exchange) is a HIPAA compliant, multi-dimensional technology platform that provides actionable client-level data through comprehensive assessments, a risk rating tool, community case planning, and facilitated connections to services addressing the social determinants of health.

All Clients
Data Source: 2-1-1 San Diego/CIE Information Systems | Reporting Period: January 1 to December 31, 2025

211 SAN DIEGO CLIENT PROFILE REPORT

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.
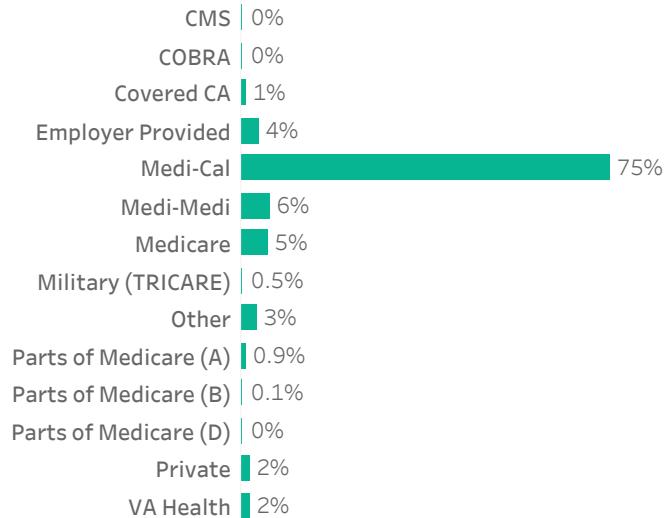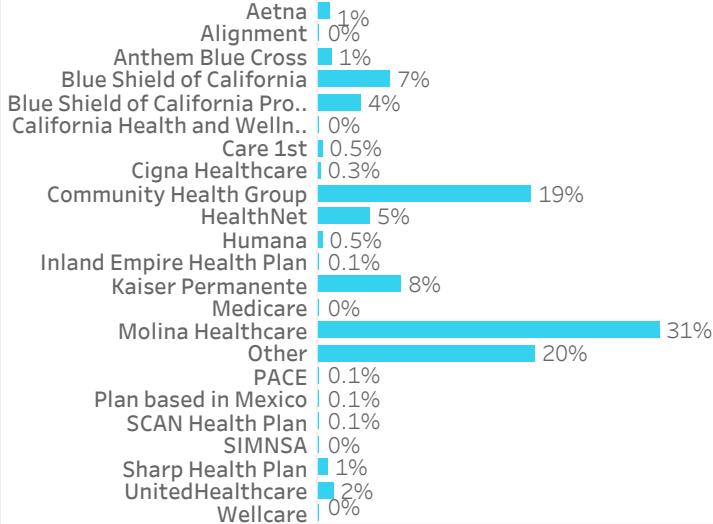
Health Insurance Type

Type	Percent
CMS	0%
COBRA	0%
Covered CA	1%
Employer Provided	4%
Medi-Cal	75%
Medi-Medi	6%
Medicare	5%
Military (TRICARE)	0.5%
Other	3%
Parts of Medicare (A)	0.9%
Parts of Medicare (B)	0.1%
Parts of Medicare (D)	0%
Private	2%
VA Health	2%

Health Insurance Plan

| Plan	Percent
Aetna	1%
Alignment	0%
Anthem Blue Cross	1%
Blue Shield of California	7%
Blue Shield of California Pro..	4%
California Health and Welln..	0%
Care 1st	0.5%
Cigna Healthcare	0.3%
Community Health Group	19%
HealthNet	5%
Humana	0.5%
Inland Empire Health Plan	0.1%
Kaiser Permanente	8%
Medicare	0%
Molina Healthcare	31%
Other	20%
PACE	0.1%
Plan based in Mexico	0.1%
SCAN Health Plan	0.1%
SIMNSA	0%
Sharp Health Plan	1%
UnitedHealthcare	2%
Wellcare	0%

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 concern. Individuals can have more than one concern; therefore, graphs may not total 100%.

Health Condition by Type
Percent of clients with health concern

Type	Percent
Physical Health	54%
Mental Behavioral Health	29%
Unspecified Health Condition	23%
Cancer	5%
Substance Use	5%
Developmental	3%
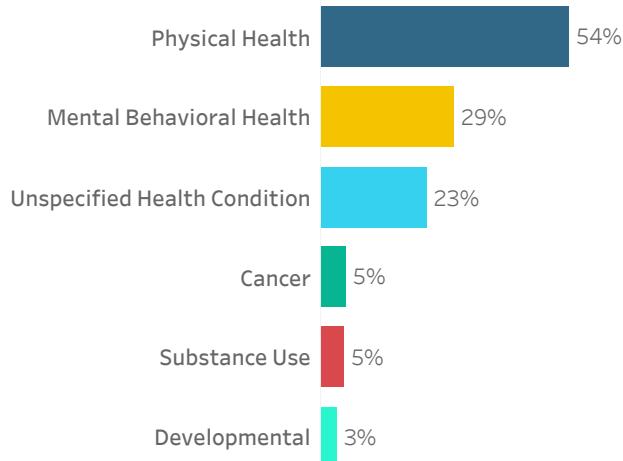
Top 5 Physical Health Condition

Condition	Percent
Unspecified Physical Disability	52%
Diabetes	22%
Cardiovascular Disease	12%
Physical and Cognitive Developmental Disability	6%
Sensory Disability	5%
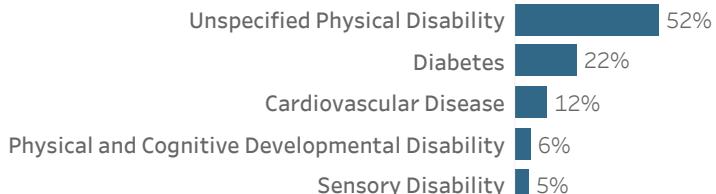
Top 5 Mental/Behavioral Health Condition
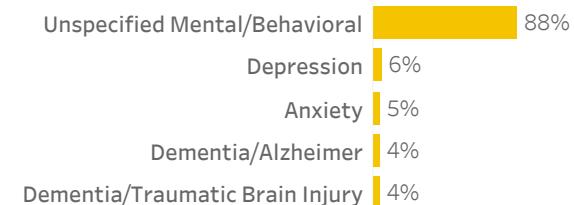
| Condition	Percent
Unspecified Mental/Behavioral	88%
Depression	6%
Anxiety	5%
Dementia/Alzheimer	4%
Dementia/Traumatic Brain Injury	4%

| Demographics | Referrals | Needs | 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 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	28%
Unspecified Mental/Behavioral	25%
Unspecified health condition	23%
Diabetes	12%
Cardiovascular Disease	7%
Unspecified Cancer	4%
Unspecified substance use/Dependency	4%
Unspecified developmental	3%
Physical and Cognitive Developmental Disability	3%
Sensory Disability	3%
Dental	2%
Depression	2%
HIV/AIDS	2%
Anxiety	1%
Dementia/Alzheimer	1%
Brain Cancer	1%
Dementia/Traumatic Brain Injury	1%
Drug Use Disorder	0.9%
Obesity	0.9%
Alcohol Use Disorder	0.8%
Schizophrenia or Bipolar	0.7%
Painful Condition	0.5%
Hypertension	0.5%
Asthma	0.3%
Coronary heart disease	0.2%

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

211 SAN DIEGO CLIENT PROFILE REPORT

Demographics	Referrals	Needs	Social Determinants	Map

Total Referrals: 413,421

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 **413,421** total referrals spread across **1,176** unique agencies and **4,285** unique services.

Top Referred Agencies and Services

Top Referral Agencies with Top 10 Services

Agency Name	Service Name	Value
San Diego Gas and Electric Company	California Alternate Rates for Energy Program (CARE)	4,690
	Power Saver Rewards Program	4,481
	Neighbor-to-Neighbor Program Online Application	3,995
	Arrearage Management Payment (AMP) Plan	3,516
	Neighbor to Neighbor Program Online Application	2,186
	Customer Service	953
	Medical Baseline	734
	Energy Savings Assistance Program (ESAP)	461
	Family Electric Rate Assistance Program (FERA)	225
	Generator Assistance Program	139
	Agency Grand Total (includes services not shown)	**21,892**
San Diego Housing Commission	Affordable Housing Resource Guide	3,120
	Homelessness Prevention Services	3,119
	Section 8 Housing Choice Voucher Rental Assistance and SDHC Managed Units	2,195
	Shelter Diversion	2,131
	Housing Instability Prevention Program (HIPP)	1,523
	Homelessness Response Center (HRC)	1,327
	Moving Home Rapid Re-housing Program	694
	Single Room Occupancy (SRO) Hotels	410
	City of San Diego Eviction Prevention Program	131
	Landlord Engagement and Assistance Program (LEAP)	57
	Agency Grand Total (includes services not shown)	**14,872**
Self Sufficiency Programs, HHSA, County of San Diego	ACCESS Customer Service Center and Self Service	21,077
	BenefitsCal	2,581
	Family Resource Center (FRC), Reschedule Line	1,482
	General Relief, Central Region Family Resource Center, Metro	726
	HR 1 CalFresh (SNAP) Changes	680
	General Relief, El Cajon Family Resource Center	286
	Family Stabilization Program, Central Region Family Resource Center	255
	Medi-Cal, Central Region Family Resource Center	241
	Family Stabilization Program, El Cajon Family Resource Center	238
	General Relief, South Region Live Well Center, Chula Vista	213
	Agency Grand Total (includes services not shown)	**32,423**
United States Treasury, Internal Revenue Service	Earned Income Tax Credit	13,714
	Internal Revenue Service, San Diego Office	527
	Internal Revenue Service, San Marcos	82
	Taxpayer Advocate Services	64
	Free File, Tax Filing and Preparation	26
	ITIN Acceptance Agent Program	25
	Economic Impact Payment Card	4
	Reporting Tax Scams	2
	Coronavirus Aid, Relief, and Economic Security Act (CARES Act), Federal Stimulus	1
	Agency Grand Total (includes services not shown)	**14,445**

211 SAN DIEGO CLIENT PROFILE REPORT

| Demographics	Referrals	Needs	Social Determinants	Map

Total Referrals: 413,421

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 **413,421** total referrals spread across **1,176** unique agencies and **4,285** unique services.

Top Referrals by Agency

Agency Name

Agency Name	Referrals
Self Sufficiency Programs, HHSA, County of San Diego	32,423
San Diego Gas and Electric Company	21,892
San Diego Housing Commission	14,872
United States Treasury, Internal Revenue Service	14,445
Father Joe's Villages	12,665
CalEITC4Me	12,532
The Salvation Army San Diego Regional Office	9,056
Housing and Community Development Services, County of San Diego	8,890
Feeding San Diego	8,276
Campesinos Unidos, Inc. of San Diego (CUI)	7,901
Interfaith Community Services	7,693
Jacobs and Cushman San Diego Food Bank	6,322
PATH San Diego	5,725
Legal Aid Society of San Diego	5,338
Metropolitan Area Advisory Committee (MAAC)	4,682
Catholic Charities Diocese of San Diego	4,648
SBCS	4,552
Energy Upgrade California	4,477
Downtown San Diego Partnership	3,999

211 SAN DIEGO CLIENT PROFILE REPORT

Community Information Exchange®

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

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 **413,421** total referrals spread across **1,176** unique agencies and **4,285** unique services.

Top Referrals by Agency and Service Name

Agency and Service Name

Agency and Service Name	Referrals
Self Sufficiency Programs, Health and Human Services Agency, County of San Diego: ACCESS Customer Service Center and Self Service	21,077
United States Treasury, Internal Revenue Service: Earned Income Tax Credit	13,714
CalEITC4Me: CalEITC4Me.org	8,884
Campesinos Unidos, Inc. of San Diego (CUI): Home Energy Bill Assistance Program, San Diego Office (HEAP)	7,776
San Diego Gas and Electric Company: California Alternate Rates for Energy Program (CARE)	4,690
San Diego Gas and Electric Company: Power Saver Rewards Program	4,481
Energy Upgrade California: Power Saver Rewards	4,477
Metropolitan Area Advisory Committee (MAAC): Home Energy Bill Assistance Program (HEAP)	4,153
San Diego Gas and Electric Company: Neighbor-to-Neighbor Program Online Application	3,995
San Diego Gas and Electric Company: Arrearage Management Payment (AMP) Plan	3,516
Housing and Community Development Services, County of San Diego: Rental Assistance and Affordable Housing Directory	3,512
Brother Benno Foundation: Rent and Utility Payment Assistance	3,153
San Diego Housing Commission: Affordable Housing Resource Guide	3,120
San Diego Housing Commission: Homelessness Prevention Services	3,119
Housing and Community Development Services, County of San Diego: Project-Based Vouchers	3,024
CalEITC4Me: Child Tax Credit	2,976
EQUUS Workforce Solutions: Inclement Weather Program	2,841
Kick it California: Kick it California	2,810

All Clients

211 SAN DIEGO CLIENT PROFILE REPORT

Client Needs

Total Needs:
608,671

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 **608,870** total needs for this client population, representing **2,535** unique categories of need.

Needs by Broadest Category
Percent of total needs

Category	Percent
Housing	25%
Income Support & Employment	14%
Utilities	13%
Consumer Services	11%
Individual & Family Life	8%
Nutrition	6%
Criminal Justice/Legal	6%
Health Care	5%
Community & Government	4%
Mental Health & Substance Use Disorder	4%
Material Goods	2%
Transportation	0.9%
Education	0.4%
Public Health & Safety	0.3%
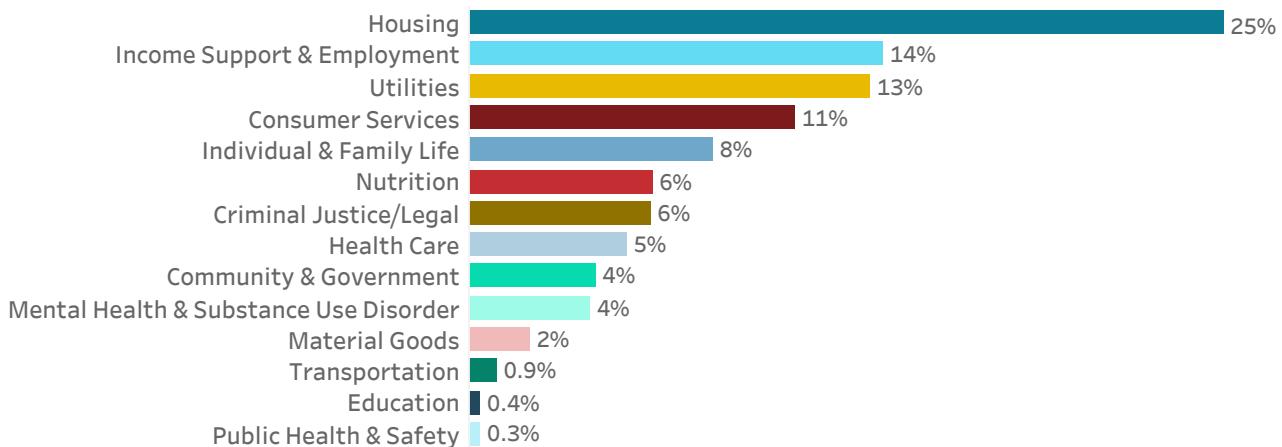
Top 20 Need by Most Specific Category
Percent of total needs

Category	Percent
Food Stamps/SNAP Applications	7%
Electric Service Payment Assistance	5%
Earned Income Credit Information	5%
Ongoing Emergency Food Assistance	5%
Gas Service Payment Assistance	4%
Case/Care Management	3%
Housing Related Coordinated Entry	3%
Transitional Housing/Shelter	2%
VITA Program Sites	2%
Community Shelters	2%
Homelessness Prevention Programs	2%
Tax Preparation Appointment Scheduling Hotlines	2%
Rent Payment Assistance	2%
Street Outreach Programs	2%
Low Income/Subsidized Private Rental Housing	1%
EBT Card Services	1%
Low Cost Home Rental Listings	1%
Discounted Electric Service	1.0%
County Government Information Services	1.0%
Certificates/Forms Assistance	0.9%

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

| Demographics	Referrals	Needs	Social Determinants	Map

Total Assessments: 34,277

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
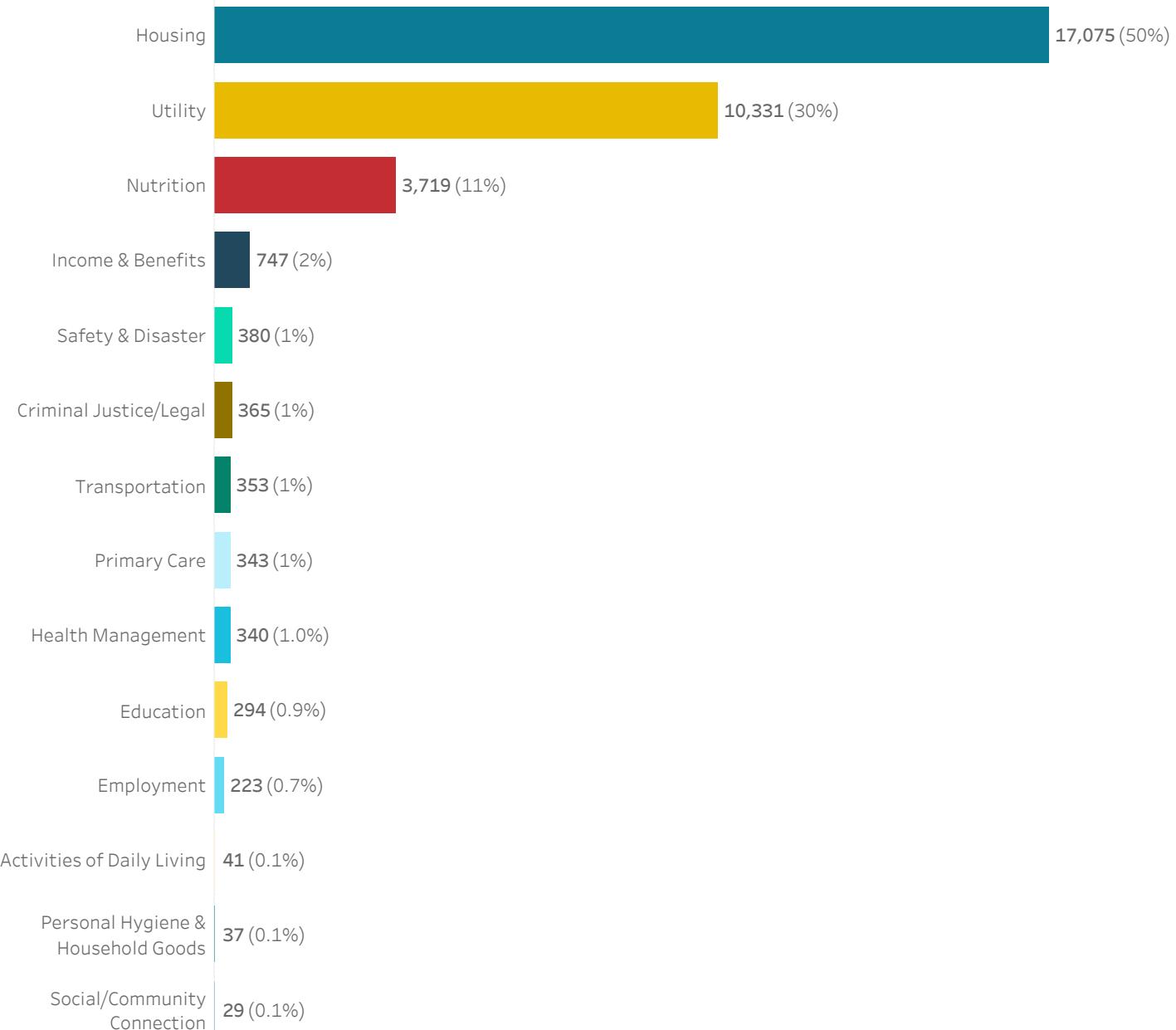
| Domain	Value
Housing	17,075 (50%)
Utility	10,331 (30%)
Nutrition	3,719 (11%)
Income & Benefits	747 (2%)
Safety & Disaster	380 (1%)
Criminal Justice/Legal	365 (1%)
Transportation	353 (1%)
Primary Care	343 (1%)
Health Management	340 (1.0%)
Education	294 (0.9%)
Employment	223 (0.7%)
Activities of Daily Living	41 (0.1%)
Personal Hygiene & Household Goods	37 (0.1%)
Social/Community Connection	29 (0.1%)

Nutrition — **3,719** total assessments

**85%** 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: 39%
- Often true: 42%
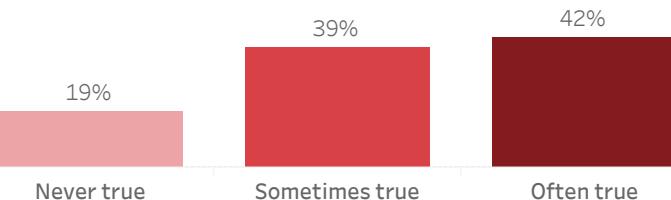
Food Actually Ran Out
During the last month, how often did clients actually run out of food?

- Never true: 35%
- Sometimes true: 21%
- Often true: 44%
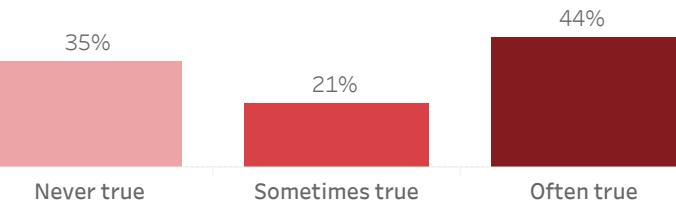
Housing — **17,075** total assessments

24,790 clients identified as homeless* (sheltered, unsheltered, unspecified homeless)

Type of Housing Situation

- Unsheltered: 24%
- Sheltered: 7%
- Homeless Unspecified: 0.2%
- Institutional Housing: 1%
- Unstable Housing: 6%
- Stable Housing: 61%
- Unknown Housing: 0.7%
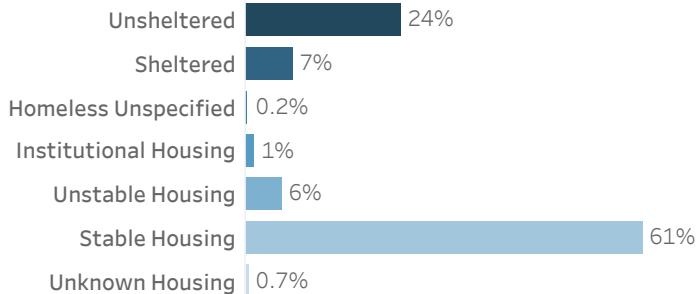
Immediacy of Housing Need

- Immediately: 86%
- This week: 4%
- This month: 7%
- Within a few months: 3%
- 3 or more months: 0.4%
- No urgency: 0.8%
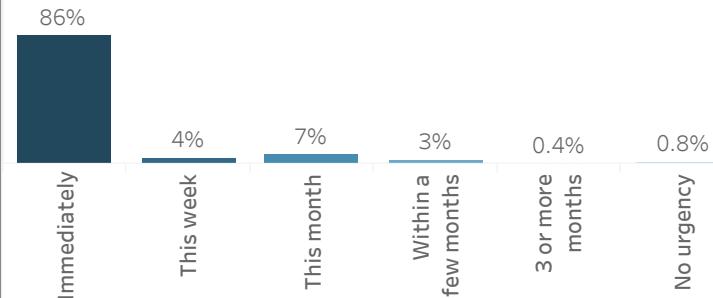
*Data collected for clients with and without housing assessment

Utilities — **10,331** total assessments

71% of clients with a utility need had a utility bill over 25% of their income

Utility Bill Status

- Shut Off: 28%
- Past Due: 66%
- Payment Concerns: 5%
- No Concern: 1%
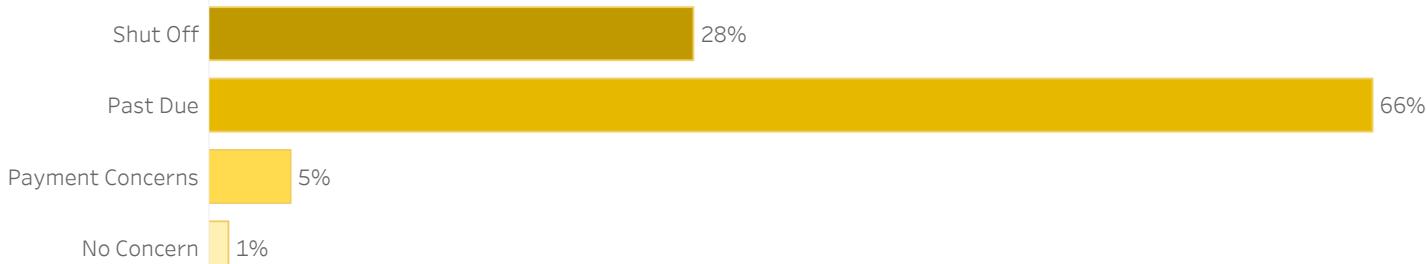
Responses capture client's most recent response within reporting period

Community Information Exchange®

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

Clients by Zip Code

Number of Clients by Zip Code

Number of Clients
1 ——— 7,525

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Top Zip Codes
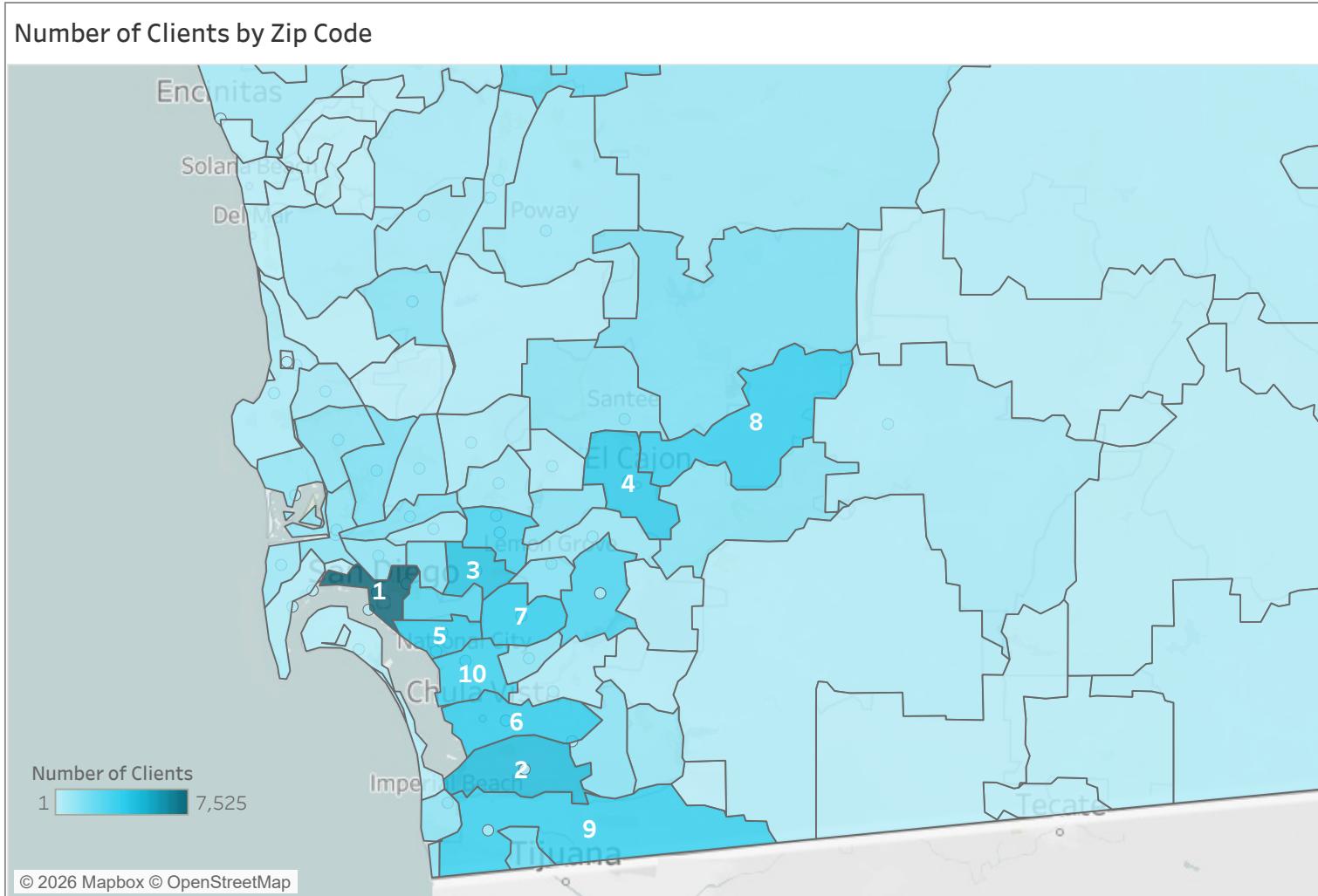
Zip Code	Number of Clients
SAN DIEGO, DOWNTOWN (92101) / #1	7,525
CHULA VISTA (91911) / #2	4,667
SD, CITY HEIGHTS (92105) / #3	4,316
EL CAJON (92020) / #4	3,958
SD, LOGAN HEIGHTS (92113) / #5	3,908
CHULA VISTA (91910) / #6	3,870
SD, ENCANTO (92114) / #7	3,802
EL CAJON (92021) / #8	3,710
SD, OTAY MESA (92154) / #9	3,648
NATIONAL CITY (91950) / #10	3,532

HHSA Region

Region	Percent
Central	27%
South	19%
East	18%
North Central	13%
North Inland	12%
North Coastal	10%

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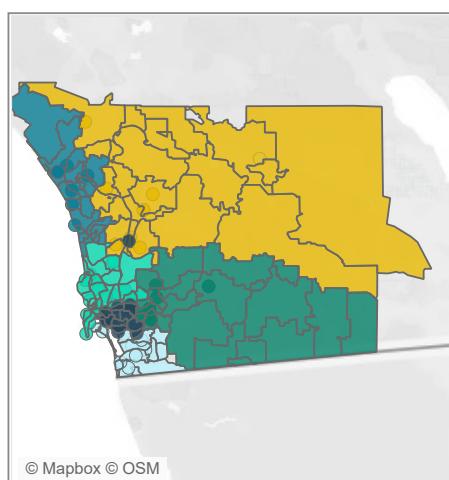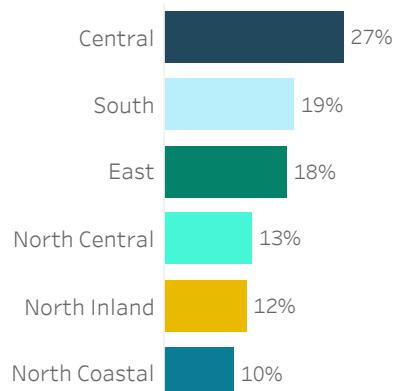
Note: map includes only clients with a documented need.

All Clients
Data Source: 2-1-1 San Diego/CIE Information Systems | Reporting Period: January 1 to December 31, 2025

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.
8. Beginning in CY 2025 (January 1 - December 31, 2025), health condition data reflects the most recently collected information available for each client, regardless of collection date. For CY 2024 and earlier, health condition data includes only information collected within the respective calendar year.

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 (including 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

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(858) 300-1200

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

Client Profile Report v5.0 (S)