

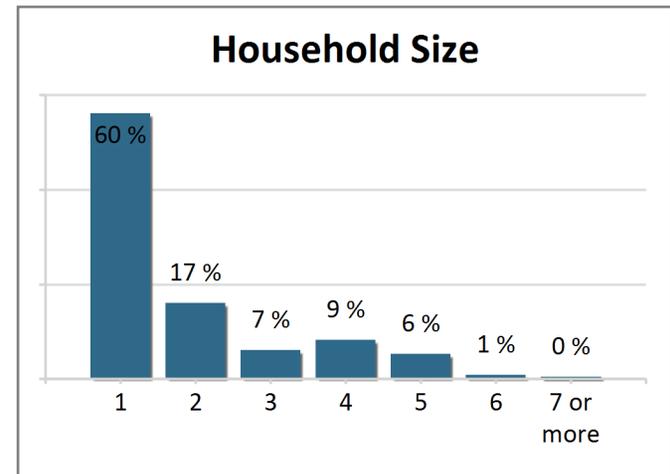
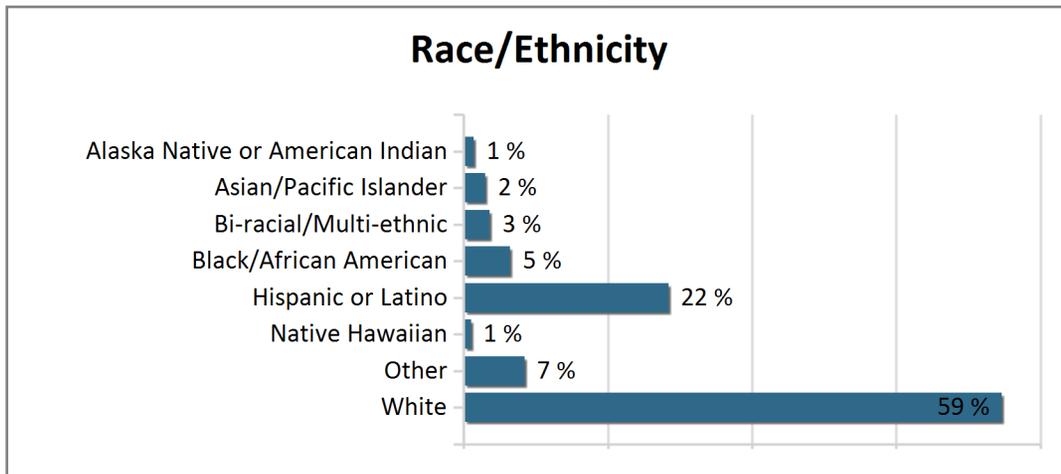
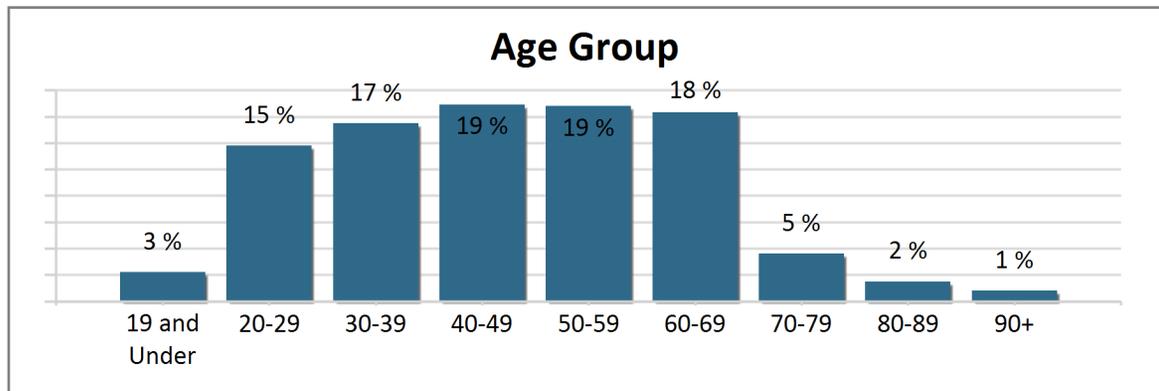
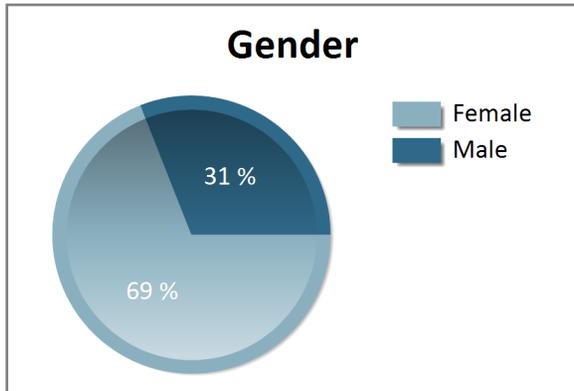


# 2-1-1 San Diego Client Profile

## Demographics, Needs, and Referrals by Zip Code

<b>Fiscal Year:</b>	2014-2015	<b>Total Clients:</b>	1,198	<b>Total Referrals:</b>	2,162
<b>Zip Codes:</b>	92007, 92023, 92024	<b>Total Needs:</b>	1,879		

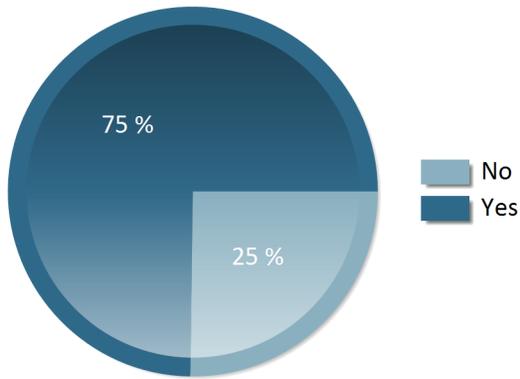
### Section 1. Client Demographics



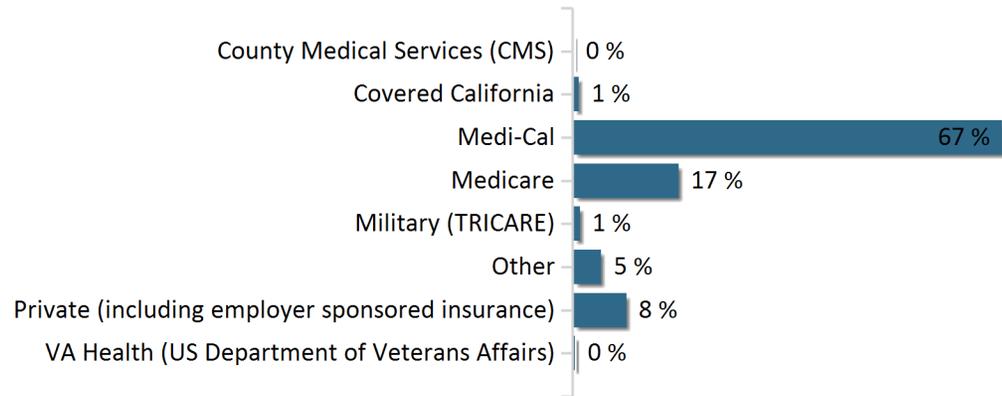
**Notes:**

1. Graphs with 10 or fewer data points are not displayed.
2. Fiscal years begin July 1 and end June 30.

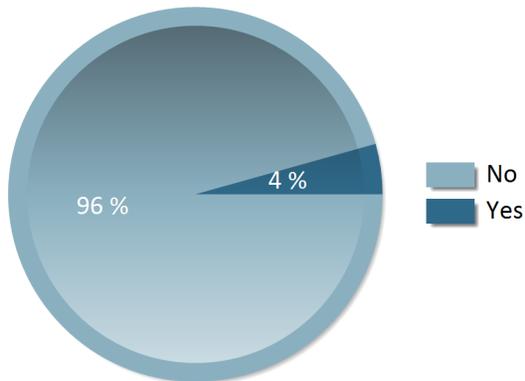
### Health Insurance



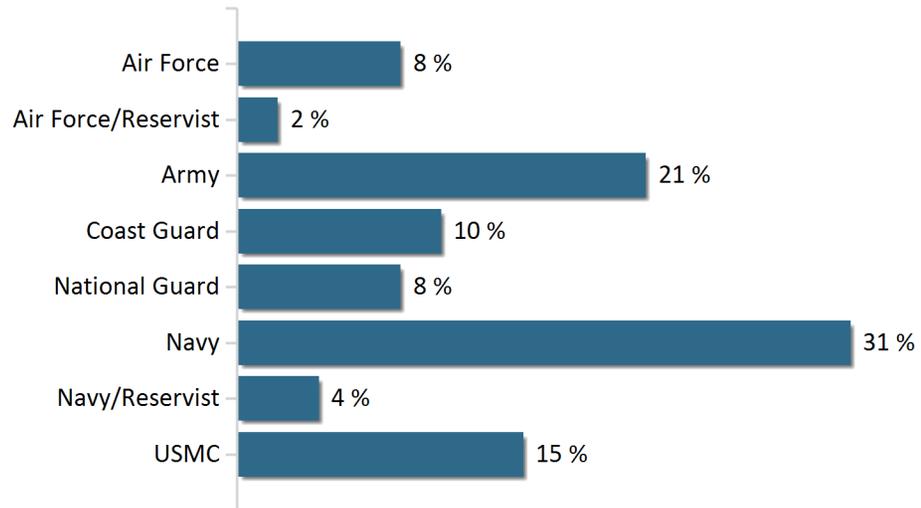
### Type of Health Insurance



### Military/Veteran Status

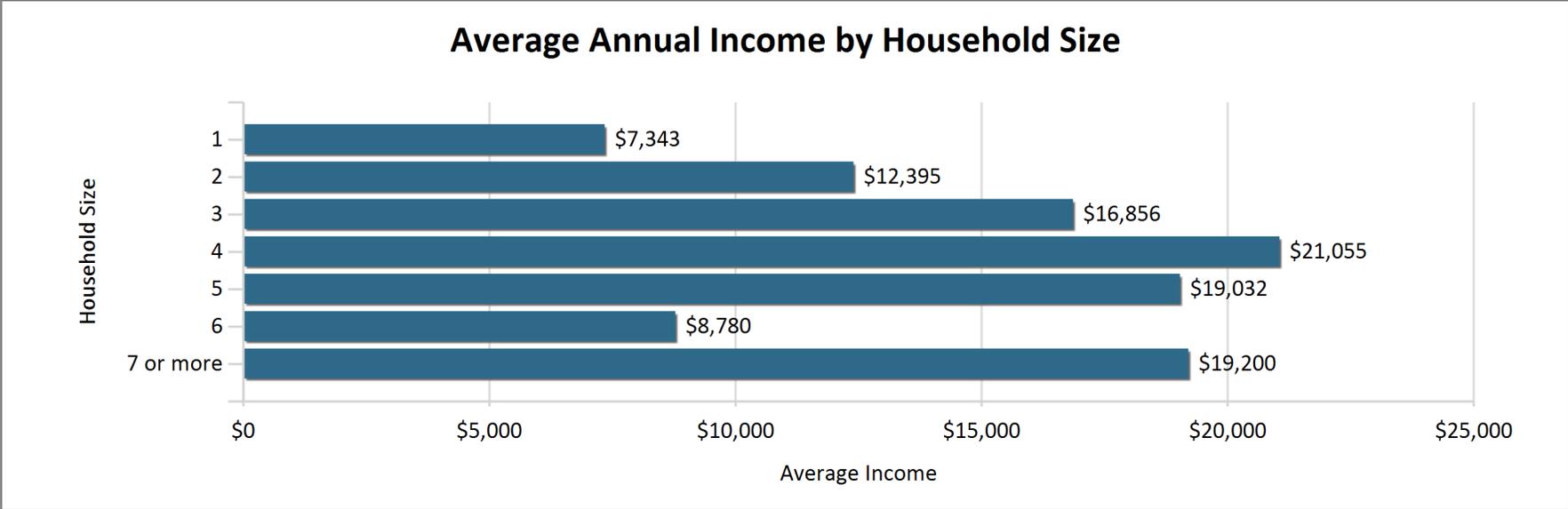


### Military Branch of Service



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## Section 2. Client Needs

Client needs are organized by a taxonomy structure. Taxonomy is a thorough classification system that distinguishes concepts, names those concepts, and puts those concepts into a hierarchical order. The first level is the most broad level, with up to six nested layers that progressively increase in specificity. 2-1-1 Customer Service Representatives document client needs using this structured system.

### Client Needs by First and Second Level Taxonomy

Level 1 Description	Level 2 Description	Total Needs	Percent of Total Needs
Basic Needs	Food	85	5%
	Housing/Shelter	339	18%
	Material Goods	23	1%
	Transportation	30	2%
	Utilities	160	9%
	<b>Total Basic Needs</b>	<b>638</b>	<b>34%</b>
Consumer Services	Condition-Specific Services	1	0%
	Consumer Assistance and Protection	4	0%
	Consumer Regulation	12	1%
	Money Management	5	0%
	Tax Organizations and Services	26	1%
	<b>Total Consumer Services</b>	<b>48</b>	<b>3%</b>
Criminal Justice and Legal Services	Courts	3	0%
	Criminal Correctional System	2	0%
	Judicial Services	2	0%
	Law Enforcement Agencies	9	0%
	Law Enforcement Services	8	0%
	Legal Assistance Modalities	17	1%
	Legal Education/Information	1	0%

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Level 1 Description	Level 2 Description	Total Needs	Percent of Total Needs
Criminal Justice and Legal Services	Legal Services	70	4%
	<b>Total Criminal Justice and Legal Services</b>	<b>112</b>	<b>6%</b>
Education	Educational Institutions/Schools	2	0%
	<b>Total Education</b>	<b>2</b>	<b>0%</b>
Environmental and Public Safety	Public Health	1	0%
	Public Safety	2	0%
	<b>Total Environmental and Public Safety</b>	<b>3</b>	<b>0%</b>
Health Care	Emergency Medical Care	2	0%
	Health Screening/Diagnostic Services	34	2%
	Health Supportive Services	81	4%
	Human Reproduction	4	0%
	Inpatient Health Facilities	2	0%
	Outpatient Health Facilities	37	2%
	Rehabilitation/Habilitation Services	6	0%
	Specialized Treatment	5	0%
	Specialty Medicine	28	1%
	<b>Total Health Care</b>	<b>199</b>	<b>11%</b>
Income Support and Employment	Employment	16	1%
	Public Assistance Programs	327	17%
	Social Insurance Programs	11	1%
	Temporary Financial Assistance	10	1%
	<b>Total Income Support and Employment</b>	<b>364</b>	<b>19%</b>
Individual and Family Life	Domestic Animal Services	3	0%

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Level 1 Description	Level 2 Description	Total Needs	Percent of Total Needs
Individual and Family Life	Individual and Family Support Services	126	7%
	Leisure Activities	4	0%
	Mutual Support	17	1%
	Social Development and Enrichment	1	0%
	Volunteer Development	1	0%
	Volunteer Opportunities	1	0%
	<b>Total Individual and Family Life</b>	<b>153</b>	<b>8%</b>
Mental Health and Substance Abuse	Counseling Approaches	5	0%
	Counseling Settings	6	0%
	Mental Health Facilities	10	1%
	Outpatient Mental Health Care	76	4%
	Psychiatric/Mental Health Support Services	2	0%
	Substance Abuse Services	57	3%
	<b>Total Mental Health and Substance Abuse</b>	<b>156</b>	<b>8%</b>
Organizational/ Community/ International Services	Community Economic Development	15	1%
	Community Facilities/Centers	4	0%
	Community Groups	10	1%
	Community Planning and Public Works	4	0%
	Disaster Services	1	0%
	Information Services	162	9%
	Occupational/Professional Associations	7	0%
	Research	1	0%
<b>Total Organizational/ Community/ International Services</b>	<b>204</b>	<b>11%</b>	
<b>Total Needs</b>		<b>1,879</b>	<b>100%</b>

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## Unmet Needs

Unmet needs reflect when a referral cannot be provided. Common reasons for unmet needs include the unavailability of resources and client refusal.

### Top Unmet Needs

Need Description
Homeless Motel Vouchers
Rent Payment Assistance
Emergency Shelter
Homeless Shelter
Mental Health and Behavior Health
Domestic Violence Shelters

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### Section 3. Referrals to Resources

Customer Service Representatives provide referrals to resources to meet client needs. The 211 Resource Database is structured into three levels of an organization: Agency, Program, and Service. Agency is the highest level of an organization/business and can be comprised of many programs. Programs are the service, or groups of services provided by the agency and can have multiple service sites. Service sites are the physical locations of where the services are rendered.

#### Top 20 Referrals by Agency and Program

Referral Agency	Referral Program/Service	Total Referrals	Percent of Total Referrals
2-1-1 San Diego	Enrollment Center, CALFresh, Medi-Cal, 2-1-1 San Diego	169	8%
	Breast Health Specialist	28	1%
Self Sufficiency Programs, Health and Human Services Agency, County of San Diego	CalFresh (Food Stamps/SNAP), Self Sufficiency Programs, Health and Human Services Agency, County of San Diego, North Coastal Family Resource Center	108	5%
	MyBenefits CalWIN, Self Sufficiency Programs, Health and Human Services Agency, County of San Diego	31	1%
	Medi-Cal, Health and Human Services Agency, County of San Diego, North Coastal Family Resource Center	28	1%
Campesinos Unidos Inc	Home Energy Bill Assistance Program, Campesinos Unidos Inc- San Diego Office	85	4%
North County Health Services (NCHS)	Family Practice, North County Health Services, Encinitas Health Center	36	2%
Community Resource Center (CRC)	Emergency Food Assistance, Community Resource Center (CRC)	35	2%
	Interfaith Shelter Network (ISN) - North County Coastal Branch, Community Resource Center	35	2%
	Social Services Program, Community Resource Center	27	1%
	VITA - Earned Income Tax Credit (EITC) Site, Community Resource Center (CRC), Encinitas	21	1%
Access and Crisis Line- Optum (Formerly OptumHealth)	Access and Crisis Line, Optum Health (formally United Behavioral Health)	30	1%

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Referral Agency	Referral Program/Service	Total Referrals	Percent of Total Referrals
Legal Aid Society of San Diego, Inc	Legal Services, Legal Aid Society of San Diego, Inc, North County Office	29	1%
Housing and Community Development, County of San Diego	County of San Diego Housing Resource Directory, Housing and Community Development	27	1%
Covered California	Covered California	24	1%
San Diego Gas and Electric Company, Customer Services	California Alternate Rates for Energy (CARE) Program, San Diego Gas and Electric Company	24	1%
Catholic Charities	La Posada de Guadalupe, Catholic Charities	21	1%
Brother Benno Foundation	Brother Benno's Center, Brother Benno Foundation	21	1%
Jacobs and Cushman San Diego Food Bank	Emergency Food Assistance Program (EFAP), Jacobs and Cushman San Diego Food Bank, Community Resource Center	20	1%
United States Department of Housing and Urban Development	Housing and Urban Development Affordable Apartment Online Directory, (HUD) Department	17	1%
Bread of Life Rescue Mission	Winter Shelter, Bread of Life Rescue Mission	17	1%

For questions, please contact:  
Nicole Lasky, Data Analyst  
nlasky@211sandiego.org  
(858) 300-1304

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