

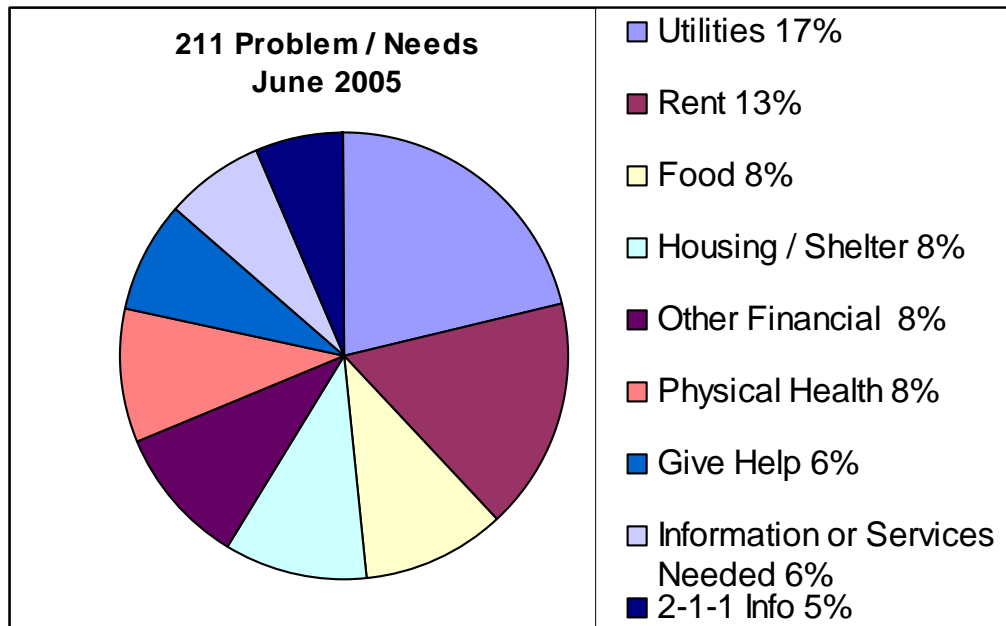
2-1-1 Report Summary June 2005

This is not a needs assessment. It is a ranking of callers to 2-1-1 in Middle Tennessee and is not a random sample of needs. This data does not include calls from people who contact agencies directly.

In June, 2-1-1 operators answered 4,502 calls and created 3,735 files from people looking for help or with help to give. Middle Tennessee residents called regarding 104 different needs and we made 7,727 referrals to 537 agencies in our area. 1,066 or 7.2 % of these referrals were to programs that improve self-sufficiency (EITC, GED, financial planning, literacy, career counseling, etc).

2-1-1 received a total of 4,957 calls. 86% were answered in 20 seconds or less.

Total Calls Recorded = 3,735



All other needs were less than 4% each

Total Needs = 3,968

- Total needs does not equal the number of calls because one caller often has multiple needs.

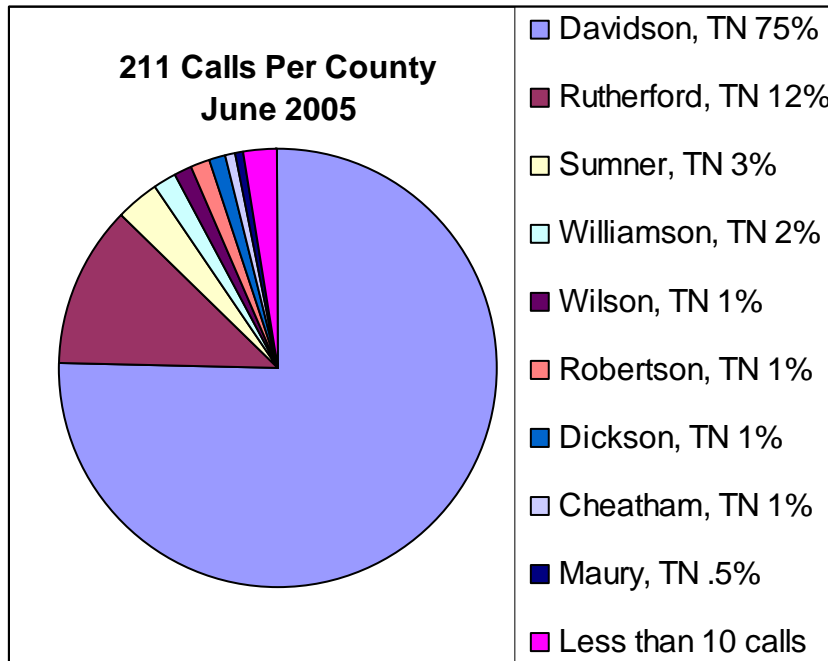
Utilities 17%	658
Rent 13%	512
Food 8%	319
Housing / Shelter 8%	312
Other Financial 8%	310
Physical Health 8%	296
Give Help 6%	252
Information or Services Needed 6%	221
2-1-1 Info 5%	194
Family 4%	145
4-1-1 Info 3%	115
Mental Health 3%	109
Transportation 3%	108
Legal Services 2%	99
Substance Abuse 2%	92
Employment / Education 2%	88
Furniture/Appliances/Linens 2%	83
Prescriptions/Medication 1%	55

Examples of frequent **Unmet Needs**:

- Rent Assistance*
- Utility Assistance*
- Rent / Utility Deposits
- Food Delivered
- Furniture

*Many times agencies that help with these needs are out of funding.

We receive calls from all over Tennessee and out of state via 269-4357. Most calls come from Davidson County.



Davidson, TN 75%	2409
Rutherford, TN 12%	379
Sumner, TN 3%	105
Williamson, TN 2%	58
Wilson, TN 1%	43
Robertson, TN 1%	41
Dickson, TN 1%	36
Cheatham, TN 1%	29
Maury, TN .5%	16
Less than 10 calls 2.5%	80