

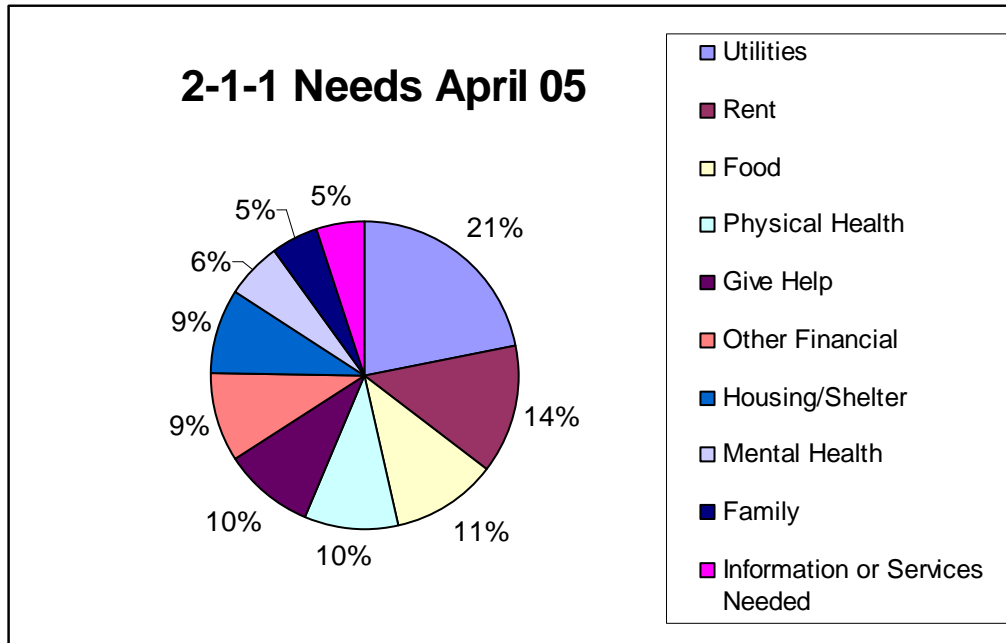
2-1-1 Report Summary April 2005

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 April, 2-1-1 operators answered 4,455 calls and created 3,980 files from people looking for help or with help to give. Middle Tennessee residents called regarding 117 different needs and we made 8,172 referrals to 503 agencies in our area. 1,250 or 15 % 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 4,936 calls. 83% were answered in 20 seconds or less.

Total Calls Recorded = 3,980



Total Needs = 4,805

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

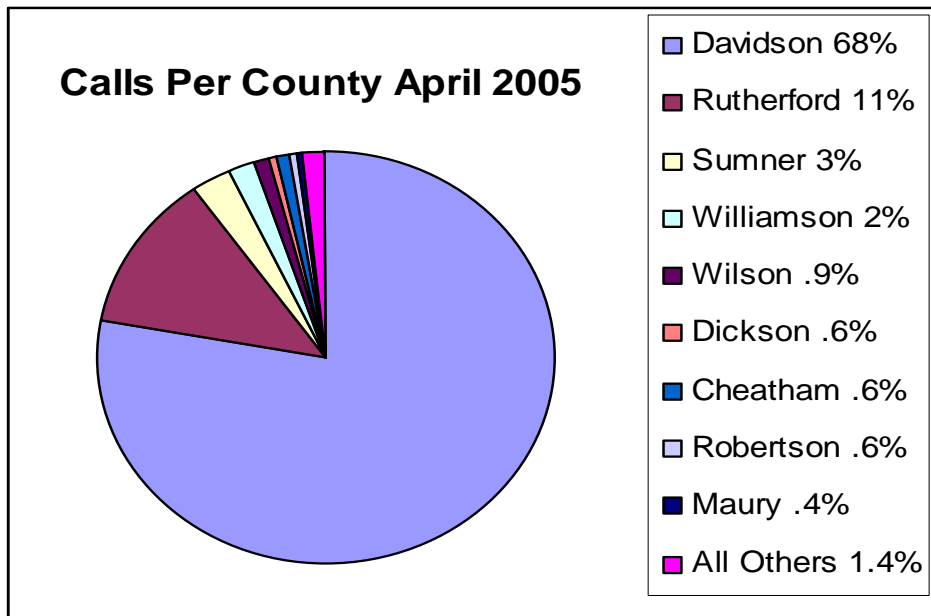
Utilities	799	Transportation	133
Rent	499	4-1-1 info	114
Food	394	Substance Abuse	107
Physical Health	359	Employment/Education	99
Give Help	349	2-1-1 Info	95
Other Financial	341	Legal Services	90
Housing/Shelter	324	Clothing	80
Mental Health	211	EITC	75
Family	187	Other/Miscellaneous	369
Information or Services Needed	180		

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 68%	2717
Rutherford 11%	440
Sumner 3%	101
Williamson 2%	69
Wilson .9%	35
Dickson .6%	25
Cheatham .6%	22
Robertson .6%	22
Maury .4%	14
All Others 1.4%	54