

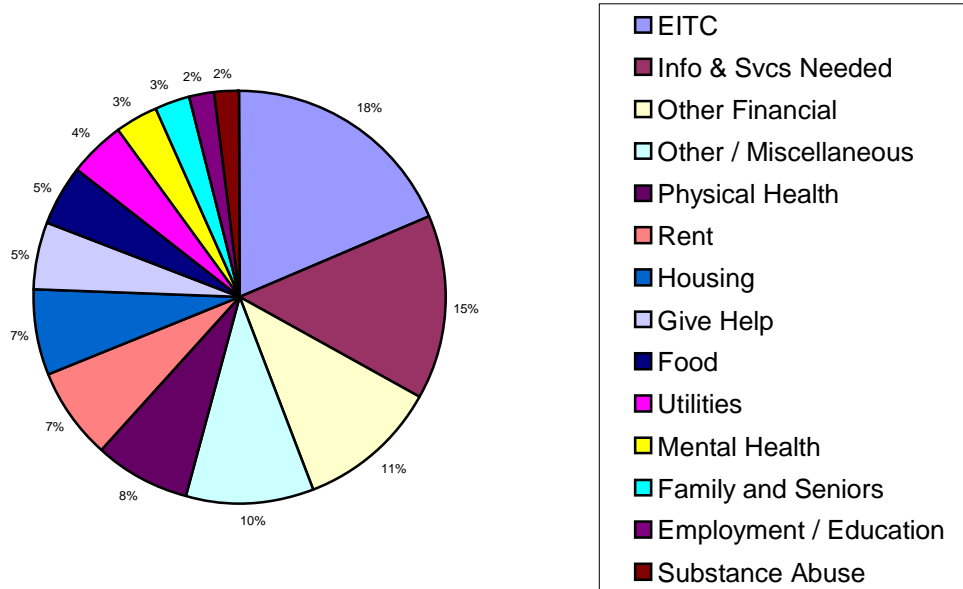
2-1-1 Report Summary February 2005

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 February, 2-1-1 operators answered 4,208 calls and created 3,899 files from people looking for help or with help to give. Middle Tennessee residents called regarding 123 different needs and we made 6,948 referrals to 486 agencies in our area. 1,736 or 25% 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 4,655 calls. 84% were answered in 20 seconds or less.

Total Calls Recorded = 3,899



Needs *

EITC	795	Give Help	220
Information and Services Needed	631	Food	206
Other Financial	469	Utilities	191
Other / Miscellaneous	435	Mental Health	142
Physical Health	328	Family and Seniors	115
Rent	302	Employment / Education	90
Housing	296	Substance Abuse	83

Total Needs = 4,303

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

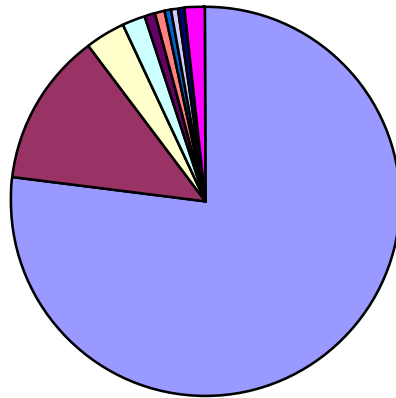
Examples of frequent **Unmet Needs:**

- Rent Assistance*
- Utility Assistance*
- Rent/Utility Deposits
- Furniture/house wares

*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.

Calls per County Feb 05



- Davidson = 77%
- Rutherford = 13%
- Sumner = 3%
- Williamson = 2%
- Wilson = 1%
- Robertson = 1%
- Dickson = 1%
- Cheatham = 1%
- Maury = .4%
- Other = 2%

Davidson = 77%	2766
Rutherford = 13%	461
Sumner = 3%	115
Williamson = 2%	66
Wilson = 1%	35
Robertson = 1%	29
Dickson = 1%	23
Cheatham = 1%	20
Maury = .4%	13
Other = 2%	64
	3592