

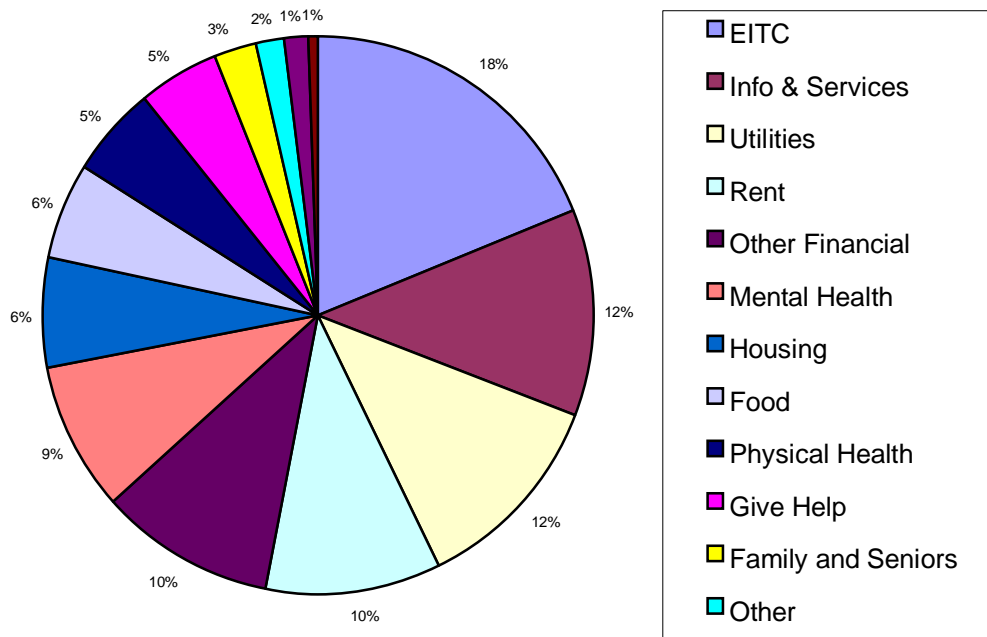
2-1-1 Report Summary January 2005

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 January, 2-1-1 operators answered 4,791 calls and created 4,127 files from people looking for help or with help to give. Middle Tennessee residents called regarding 117 different needs and we made 7,348 referrals to 481 agencies in our area. 2,122 or 38% 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 5,555 calls. 82% were answered in 20 seconds or less.

Total Calls Recorded = 4,127



Needs *

EITC	894	Food	261
Info & Services	566	Physical Health	246
Utilities	566	Give Help	227
Rent	492	Family and Seniors	120
Other Financial	485	Other	76
Mental Health	415	Substance Abuse	64
Housing	302	Employment and Education	28

Total Needs = 4,742

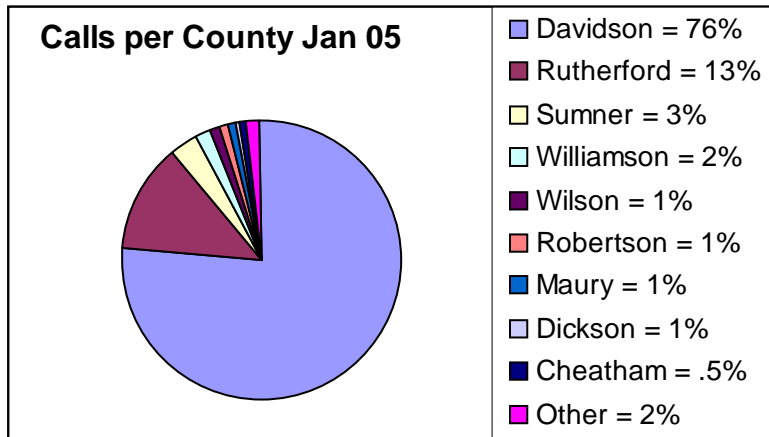
* Total needs does not equal the number of calls because one caller often has multiple needs.

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.



Davidson = 76%	2959
Rutherford = 13%	493
Sumner = 3%	128
Williamson = 2%	77
Wilson = 1%	46
Robertson = 1%	39
Maury = 1%	28
Dickson = 1%	23
Cheatham = .5%	18
Other = 2%	77
Total	3888