

2-1-1 Report Summary March 2005

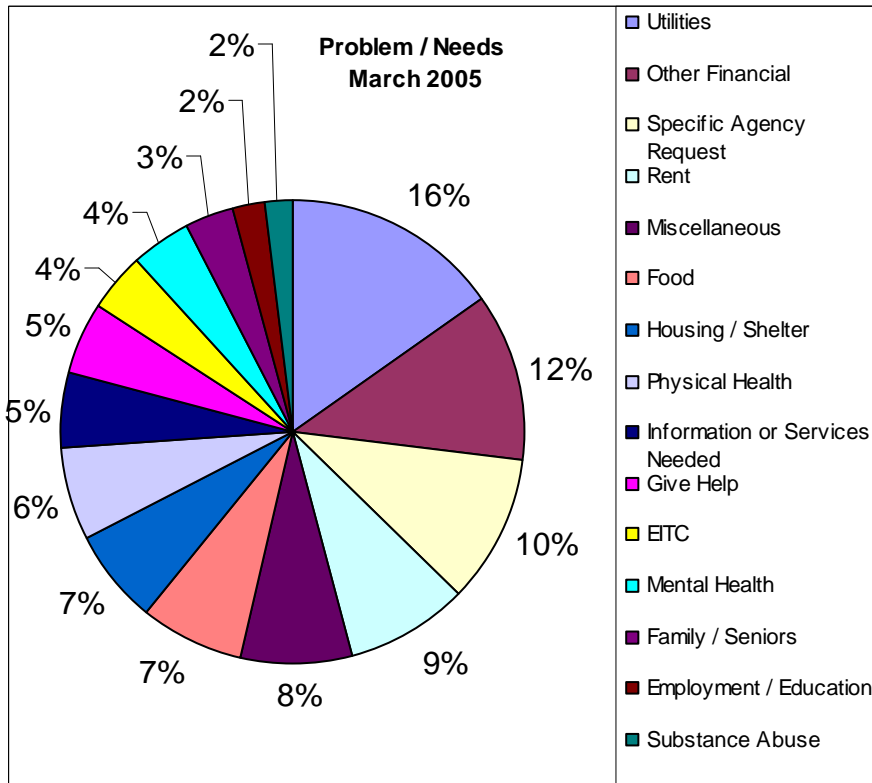
This is not a needs assessment. It is a ranking of callers to 2-1-1 in Middle Tennessee and is not a random sample of needs. This data does not include calls from people who contact agencies directly.

In March, 2-1-1 operators answered 4,662 calls and created 4,139 files from people looking for help or with help to give. Middle Tennessee residents called regarding 111 different needs and we made 8,400 referrals to 485 agencies in our area. 1,488 or 18 % 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 5,077 calls. 86% were answered in 20 seconds or less.

Total Calls Recorded = 4,139

Needs *



Total Needs = 4,868

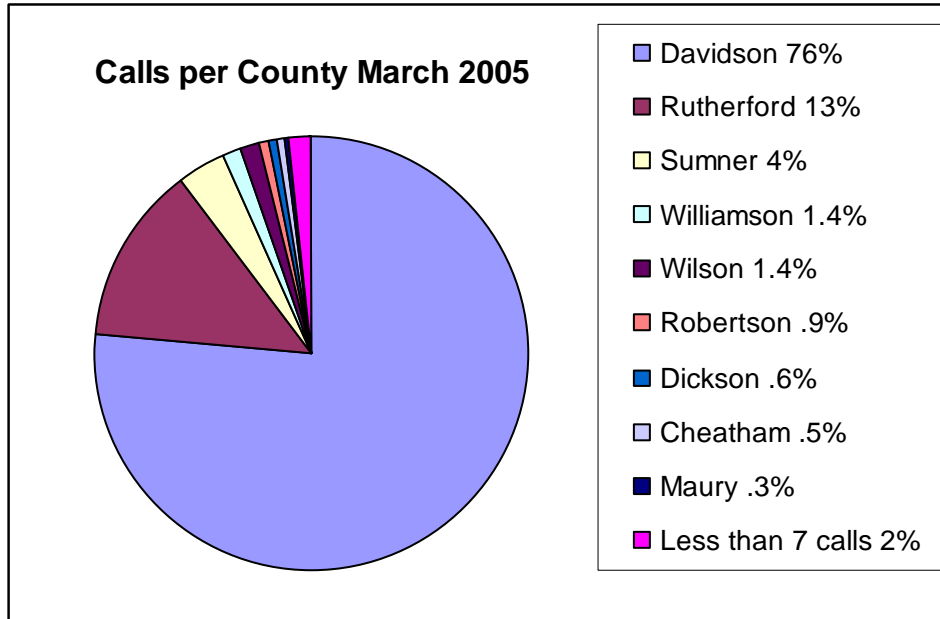
- Total needs does not equal the number of calls because one caller often has multiple needs.

Utilities	744	Information or Services Needed	264
Other Financial	567	Give Help	235
Specific Agency Request	502	EITC	210
Rent	423	Mental Health	199
Miscellaneous	375	Family / Seniors	160
Food	349	Employment / Education	118
Housing / Shelter	323	Substance Abuse	89
Physical Health	310		

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 76%	2848
Rutherford 13%	494
Sumner 4%	134
Williamson 1.4%	54
Wilson 1.4%	51
Robertson .9%	33
Dickson .6%	22
Cheatham .5%	18
Maury .3%	13
Less than 7 calls 2%	59