

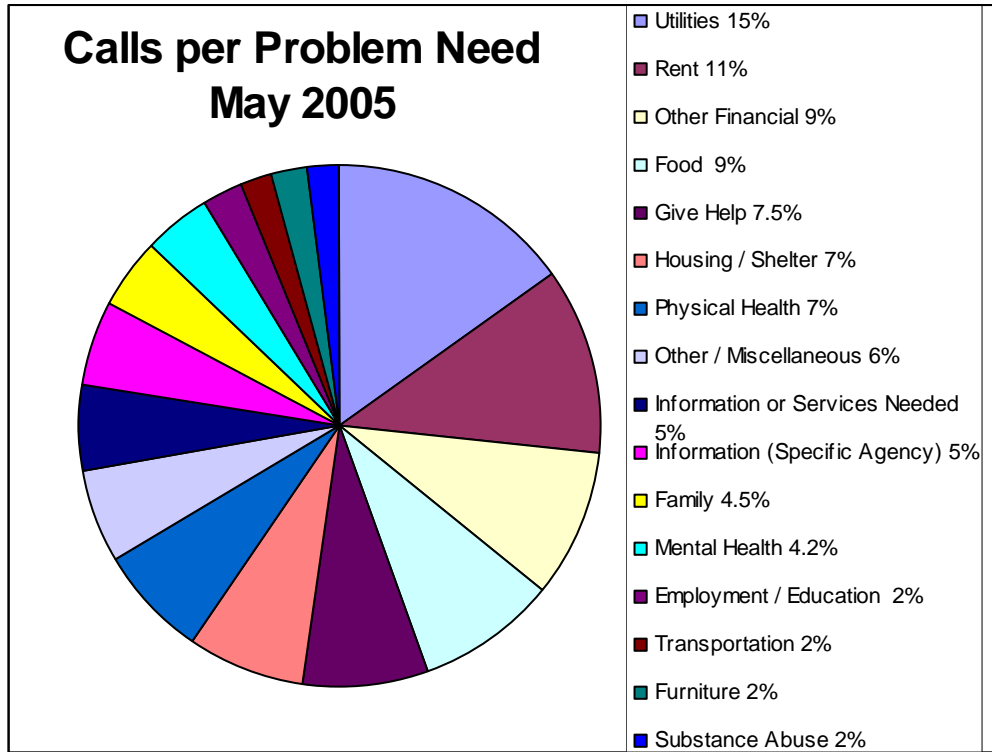
2-1-1 Report Summary May 2005

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 May, 2-1-1 operators answered 4,918 calls and created 4,076 files from people looking for help or with help to give. Middle Tennessee residents called regarding 109 different needs and we made 8,611 referrals to 507 agencies in our area. 1,381 or 16 % 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 5,424 calls. 85% were answered in 20 seconds or less.

Total Calls Recorded = 4,076



Total Needs = 4,780

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

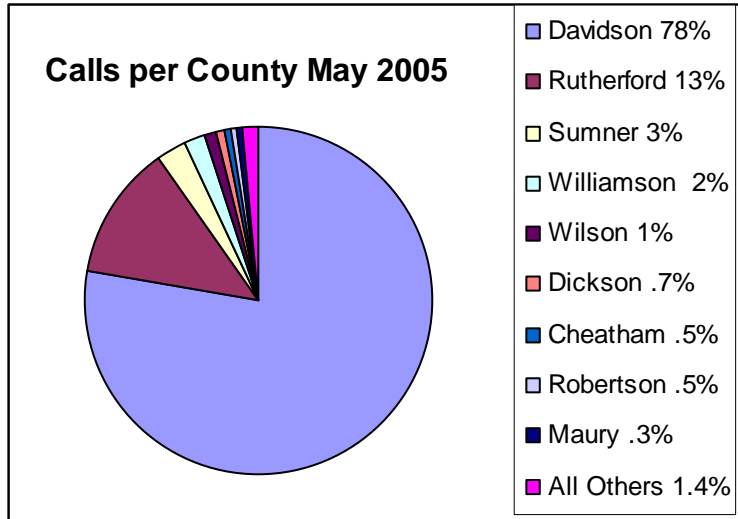
Utilities 15%	731	Information or Services Needed 5%	256
Rent 11%	547	Information (Specific Agency) 5%	243
Other Financial 9%	440	Family 4.5%	219
Food 9%	413	Mental Health 4.2%	202
Give Help 7.5%	363	Employment / Education 2%	115
Housing / Shelter 7%	342	Transportation 2%	100
Physical Health 7%	334	Furniture 2%	99
Other / Miscellaneous 6%	282	Substance Abuse 2%	94

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 78%	2717
Rutherford 13%	440
Sumner 3%	101
Williamson 2%	69
Wilson 1%	35
Dickson .7%	25
Cheatham .5%	22
Robertson .5%	22
Maury .3%	14
All Others 1.4%	53