

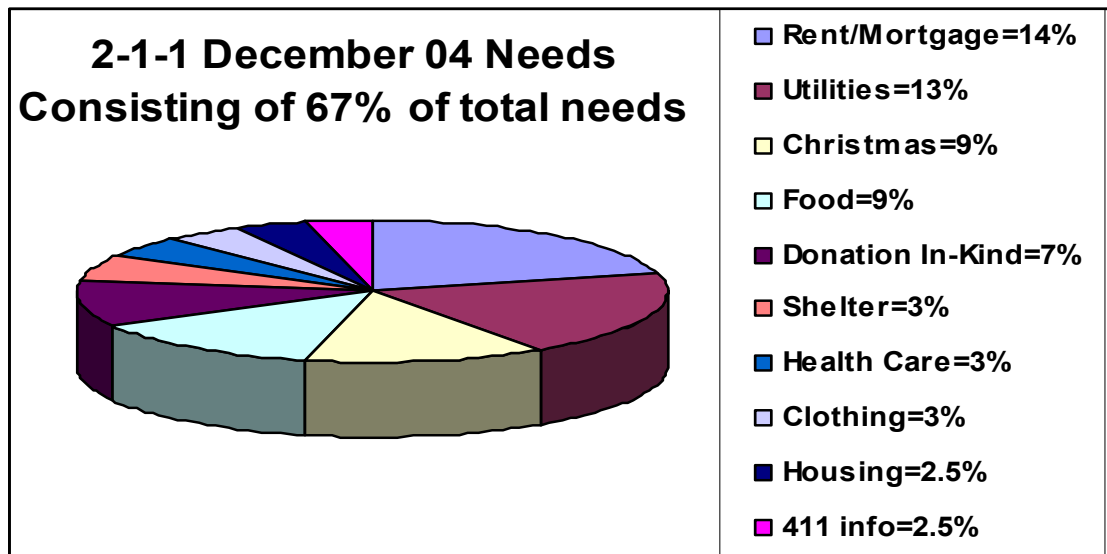
## 2-1-1 Report Summary December 2004

*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 December, 2-1-1 operators answered 4,267 calls and created 3,466 files from people looking for help or with help to give. Middle Tennessee residents called regarding 116 different needs and we made 5,192 referrals to 405 agencies in our area.

2-1-1 received a total of 4,703 calls. 84% were answered in 20 seconds or less.

**Total Calls Recorded = 3,466**



**Top Needs \***

|                       |     |                        |     |
|-----------------------|-----|------------------------|-----|
| Rent/Mortgage         | 534 | Shelter (temporary)    | 161 |
| Utilities             | 523 | Medication/Health Care | 123 |
| Christmas Basket/Toys | 362 | Clothing/Toiletries    | 116 |
| Food                  | 339 | Housing (permanent)    | 101 |
| Make Donation In-Kind | 267 | 411 info               | 101 |

*Other Needs not listed above total= 1,326*

**Total Needs = 3,953**

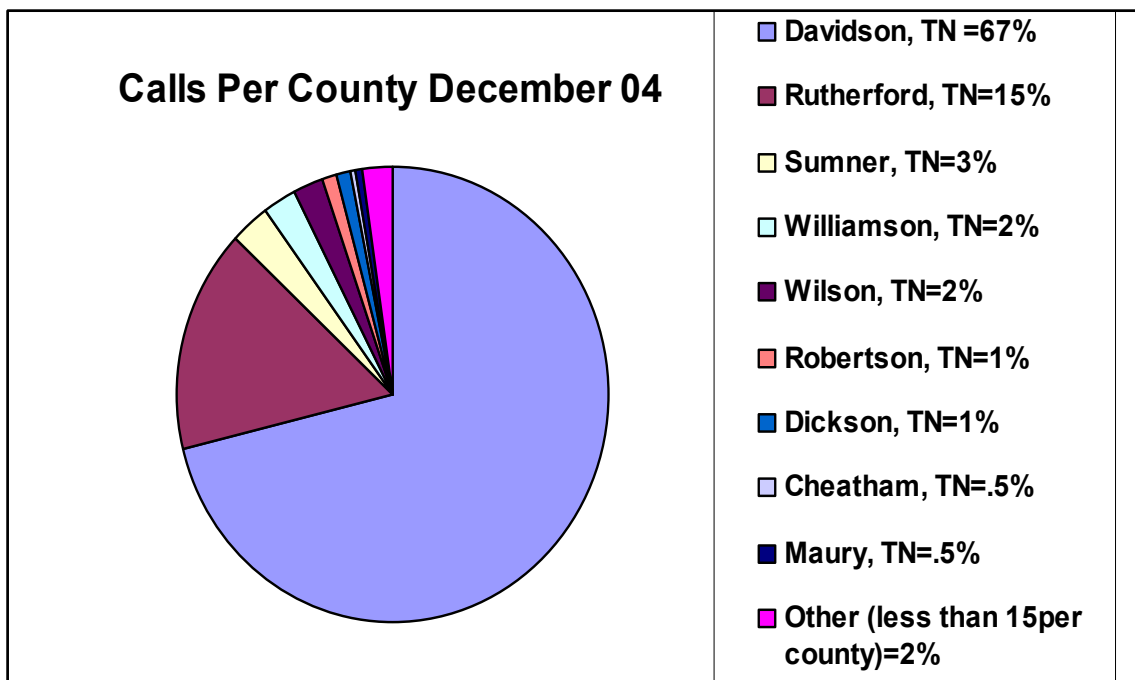
*\* The sum of the categories under major referrals does not equal the number of calls because one caller often has multiple needs.*

Examples of frequent **Unmet Needs**:

- Rent Assistance\*
- Utility Assistance\*
- Christmas Basket
- 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, TN =67%                 | 2338 |
| Rutherford, TN=15%                | 528  |
| Sumner, TN=3%                     | 100  |
| Williamson, TN=2%                 | 79   |
| Wilson, TN=2%                     | 56   |
| Robertson, TN=1%                  | 39   |
| Dickson, TN=1%                    | 36   |
| Cheatham, TN=.5%                  | 19   |
| Maury, TN=.5%                     | 18   |
| Other (less than 15per county)=2% | 72   |
| Davidson, TN =67%                 | 2338 |