

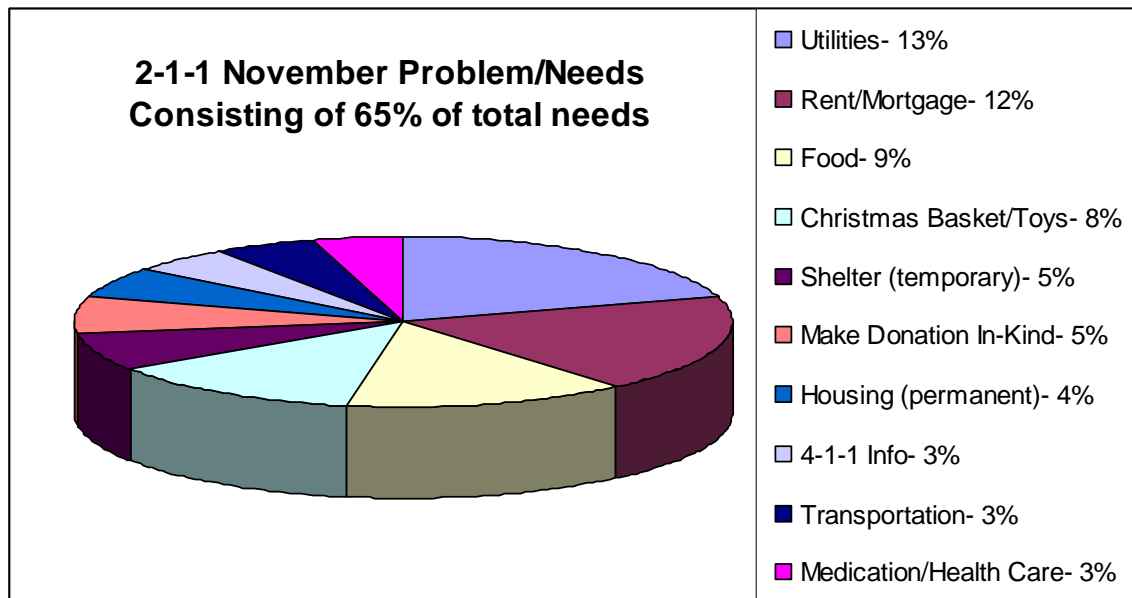
2-1-1 Report Summary November 2004

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 November, 2-1-1 operators answered 4,198 calls and created 3,423 files from people looking for help or with help to give. Middle Tennessee residents called regarding 108 different needs and we made 5,797 referrals to 453 agencies in our area.

2-1-1 received a total of 4,638 calls. 84% were answered in 20 seconds or less.

Total Calls Recorded = 3,423



Top Needs *

Utilities	540	Shelter (temporary)	187
Rent/Mortgage	492	Housing (permanent)	145
Food	361	4-1-1 Info	138
Christmas Basket/Toys	348	Transportation	129
Make Donation In-Kind	190	Medication/Health Care	120

Other Needs not listed above total= 1,455

Total Needs = 4,116

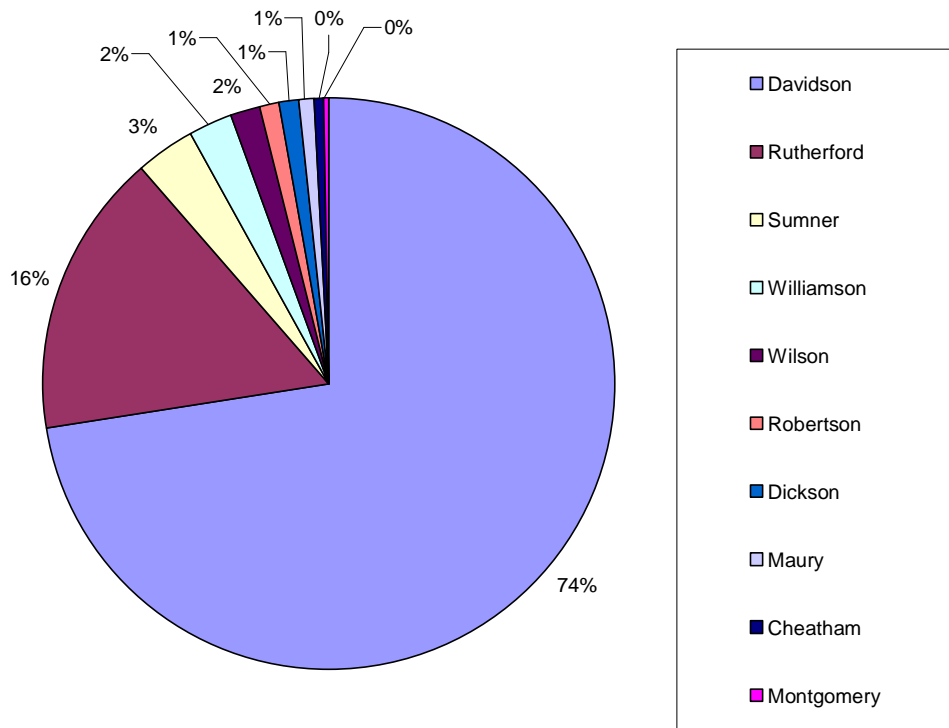
** The sum of the categories under major referrals does not equal the number of calls because one caller often has multiple needs.*

Examples of frequent Unmet Needs:

- Rent Assistance*
- Utility Assistance*
- Christmas Basket
- Thanksgiving Baskets
- Rent/Utility Deposits

*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	2386
Rutherford	534
Sumner	109
Williamson	80
Wilson	53
Robertson	41
Dickson	36
Maury	27
Cheatham	15
Montgomery	10
Other (none over 10 per county)	69