

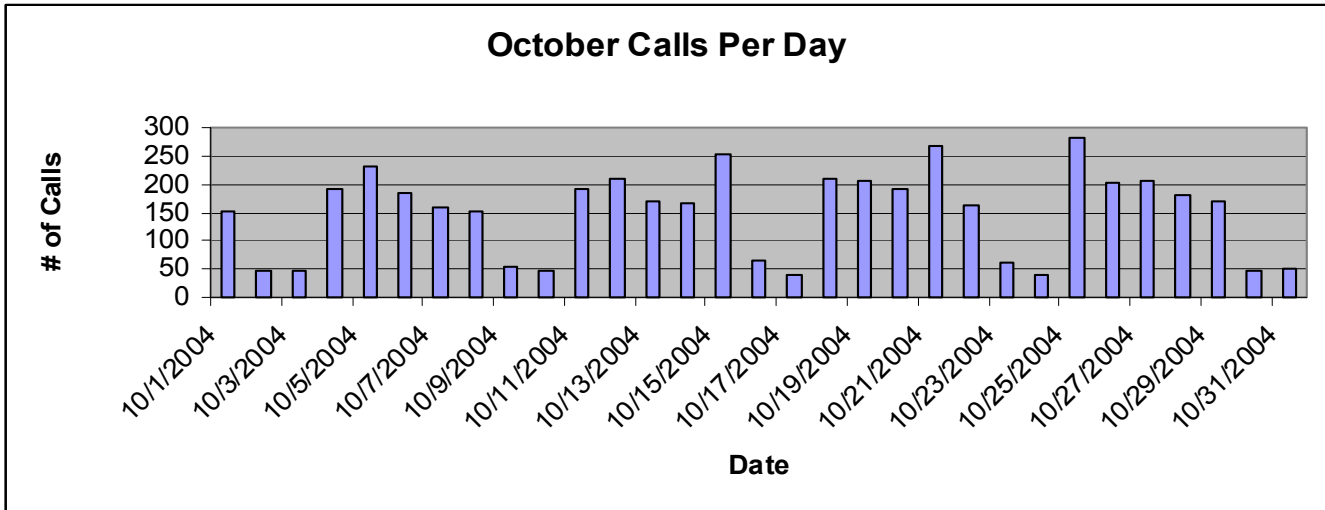
2-1-1 Report Summary

October 2004

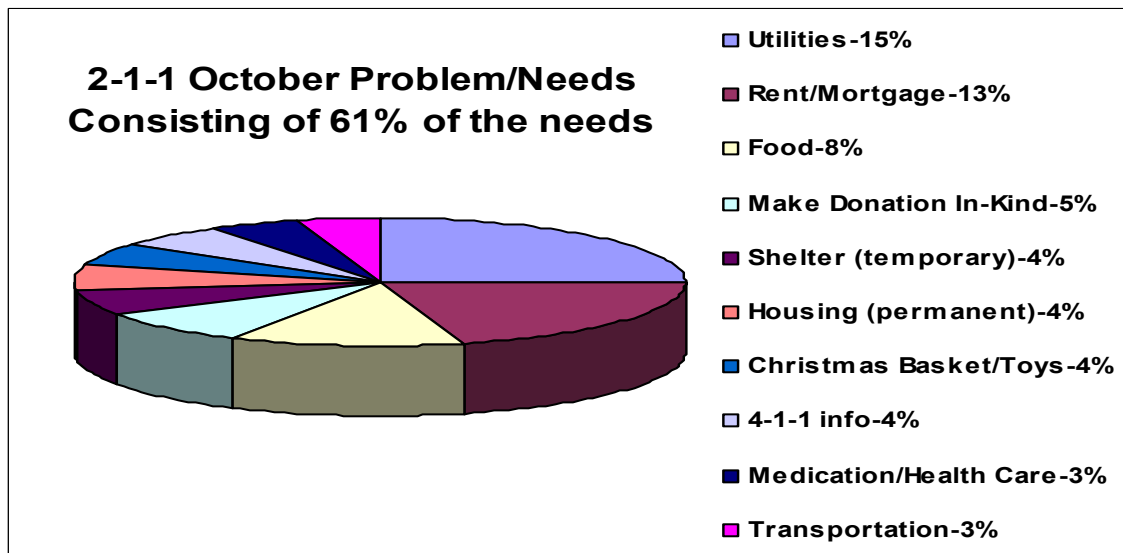
This is not a needs assessment. It is a ranking of callers to 2-1-1 in Middle Tennessee and is not a random sample of needs. This data does not include calls from people who contact agencies directly.

In October, 2-1-1 operators answered 4,204 calls and created 3,506 files from people looking for help or with help to give. Middle Tennessee residents called regarding 116 different needs and we made 6,150 referrals to 455 agencies in our area.

2-1-1 received a total of 4,673 calls. 85% were answered in 20 seconds or less.



Total Calls Recorded = 3,506



Top Needs *

Utilities-15%	599	Housing (permanent)-4%	146
Rent/Mortgage-13%	495	Christmas Basket/Toys-4%	139
Food-8%	299	4-1-1 info-4%	139
Make Donation In-Kind-5%	204	Medication/Health Care-3%	116
Shelter (temporary)-4%	157	Transportation-3%	107

Other Needs not listed above total= 1,533

Total Needs = 3,934

* 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*
- Transportation
- Car Repair Assistance
- Gasoline Assistance
- Rent/Utility Deposits

*Many times agencies that help with these needs are out of funding.

October Caller Demographics

Demographic information is an estimate based on listening and asking questions. 2-1-1 does not ask every caller to give exact demographic information.

Gender

Female	2755	79%
Male	732	21%

Age

17 (-)	1%	37
18-30	30%	1029
31-40	40%	1381
41-50	19%	647
51-60	7%	230
61 (+)	5%	163

Ethnicity

African-American	1236	35%
Asian	12	0.50%
Caucasian	2150	62%
Hispanic	62	2%
Other	27	1%

