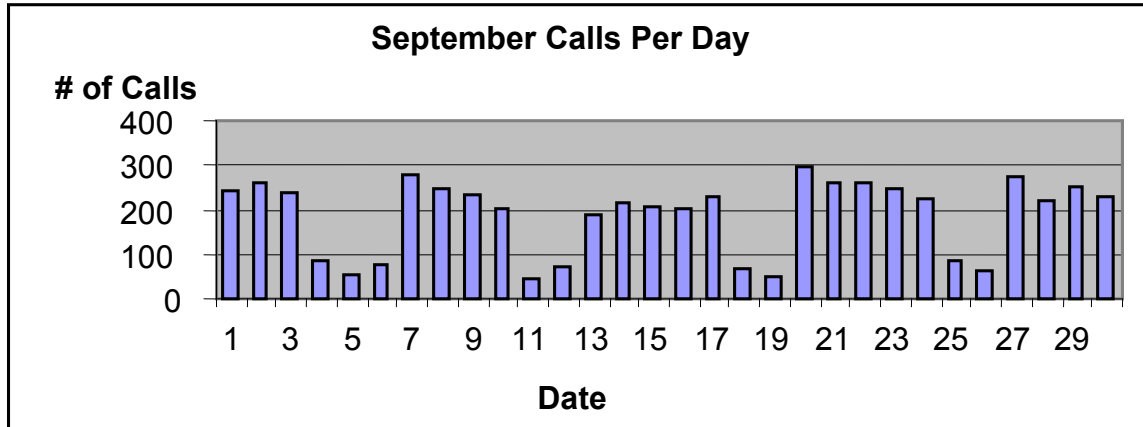


## 2-1-1 Report Summary September 2004

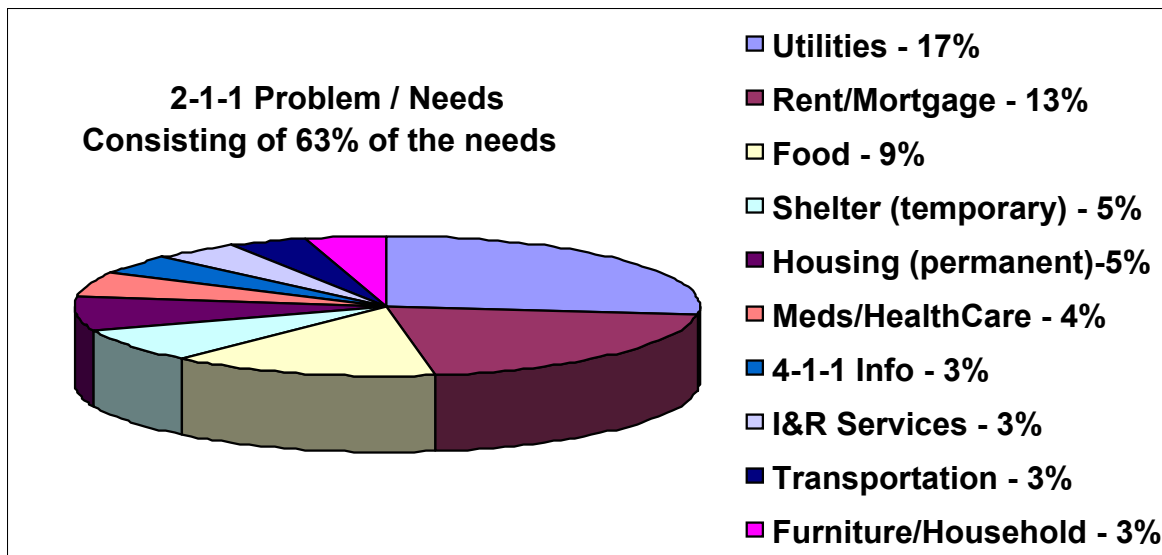
*This is not a needs assessment. It is a ranking of callers to 2-1-1 in Middle Tennessee and is not a random sample of needs. This data does not include calls from people who contact agencies directly.*

In September, 2-1-1 operators answered 4,699 calls and created 3,955 files from people looking for help or with help to give. Middle Tennessee residents called regarding 115 different needs and we made 6,676 referrals to 484 agencies in our area.

2-1-1 received a total of 5,602 calls. 80% were answered in 20 seconds or less.



**Total Calls Recorded = 3,955**



**Top Needs \***

Utilities - 17%	773	4-1-1 Info - 3%	129
Rent/Mortgage - 13%	590	I&R Services - 3%	124
Food - 9%	401	Transportation - 3%	120
Shelter (temporary) - 5%	228	Furniture/Household - 3%	119
Housing (permanent)-5%	214	Meds/HealthCare - 4%	171

*Other Needs not listed above total= 1726*

**Total Needs = 4595**

\* 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
- Phone Bill Assistance

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

**August Caller Demographics**

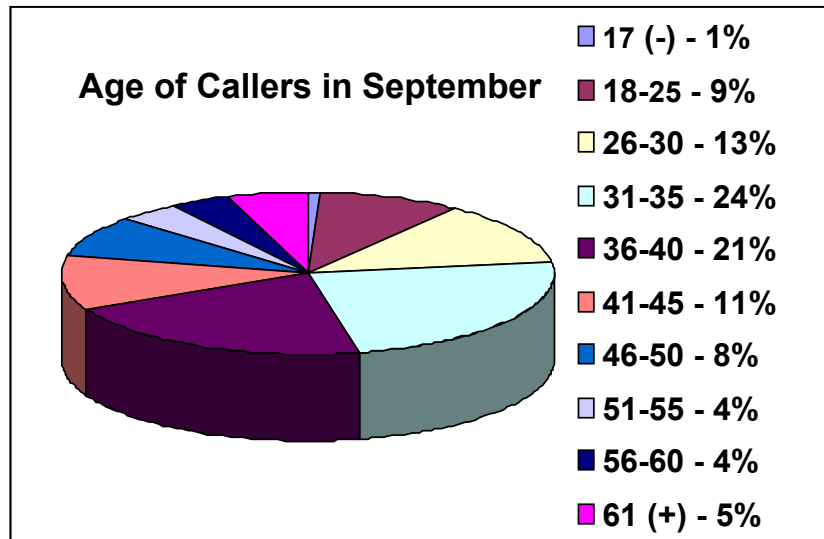
*Demographic information is an estimate based on listening and asking questions. 2-1-1 does not ask every caller to give exact demographic information.*

**Gender**

Female	3045	79.25%
Male	797	20.53%

**Age**

17 and under	33	1%
18 to 25	363	9%
26 to 30	481	13%
31 to 35	914	24%
36 to 40	816	21%
41 to 45	407	11%
46 to 50	319	8%
51 to 55	157	4%
56 to 60	150	4%
61 and above	202	5%



**Ethnicity**

African-American	1358	35%
Asian	10	0.01%
Caucasian	2396	62%
Hispanic - Latino	78	2%

